

7 September 2023

[REDACTED]

[REDACTED]

Susan Sales
Senior Advisor Official Information and Privacy
04 570 6666 / 0800 488 824
Susan.Sales@huttcity.govt.nz
Our reference: LGOIMA

Dear Chris

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

We refer to your official information request of 4 August 2023, for information regarding [REDACTED].

We have attached the information you have requested, up to 4 August 2023. Some information has been withheld from these documents under s7(2)(a) of the LGOIMA, to protect the privacy of individuals, or under section 7(2)(h), to enable the council to carry out commercial activities.

Construction of your drive crossing was intended to be undertaken last year as part of footpath maintenance in the area. The footpath maintenance has since been rescheduled, and the works to fix your drive crossing will now be undertaken ahead of the footpath works.

We have been informed by the contractor that your drive crossing should be approved and scheduled in the work programme later this year. The steel plate was bolted down over the crossing earlier this year to make the drive safe meanwhile.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Kind regards



Susan Sales

Senior Advisor Official Information and Privacy

From: § 7(2)(a) @fultonhogan.com>
Sent: Tuesday, August 8, 2023 8:11 AM
To: Hayley Craig <Hayley.Craig@huttcity.govt.nz>; § 7(2)(a) @fultonhogan.com>
Cc: Colin Lunn <Colin.Lunn@huttcity.govt.nz>; hccrequests <hccrequests@fultonhogan.com>
Subject: [EXTERNAL] RE: Urgent reply please - 464 Hutt Road - slot crossing

Hi Hayley.

The steel plate was bolted Down To make safe and the slot crossing is programmed as park of the foot path renewals.

We Thought this was going to Happen when we where there last year but the scope changed due to Budget hopefully we will get this done this year but just waiting for confirmation.

Thanks

From: Hayley Craig <Hayley.Craig@huttcity.govt.nz>
Sent: Monday, August 7, 2023 4:17 PM
To: § 7(2)(a) @fultonhogan.com>; § 7(2)(a) @fultonhogan.com>
Cc: Colin Lunn <Colin.Lunn@huttcity.govt.nz>; hccrequests <hccrequests@fultonhogan.com>
Subject: Urgent reply please - 464 Hutt Road - slot crossing
Importance: High

Hi

I have a really upset resident who put the below request through dated 9/6/2022 they have not got a new vehicle slot crossing and still have the stee plates in place that apparently were not bolted down properly and are a real health and safety risk, on the below request it says (site attended slot crossing installed) and job has been closed. Can I please have an explanation to why these notes have been added and job has been closed when this is not the case? Not to long ago all the footpaths in the area where getting replaced and a few slot crossings however this one was missed out can we please with urgency get this booked in to be done seeing as this resident has been waiting a very long time. Above are the emails that I have received last week from him.

07/08/2023

Enquiry Trace Form

Enquiry: 572080	Logged by: Report A Problem	on 09/06/2022 16:31	
Service: Road and Traffic	Classification: Request For Service		
Subject: Motorcrossing Maintenance			
Desc.: Kia ora, we are based at [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?			
Site: [REDACTED] Petone, Lower Hutt	Area: Petone		
Site Address: [REDACTED]	Ward: Harbour		
Location: [REDACTED]	[REDACTED]		
Customer: 558750	Time: 09/06/2022 16:31	Method: RAP	
Address: [REDACTED]	[REDACTED]		
Current Status:			
No. Effective	Status	Officer	Follow up Date
9 10/05/2023 11:01:40	Call Closed	Fulton Hoqan Ltd	
Notes: Site Attended Slot crossing installed			
Status history:			
No. Effective	Status	Officer	Notes
8 03/05/2023 15:10	Second Contact	Fulton Hoqan Ltd	[REDACTED] called as he has not recieved any coreespondence re the issue he has raised. Please reach out with any advice
7 20/12/2022 10:43	Expected Completion 6 months	Fulton Hoqan Ltd	Resident called on 14/3/23 asking when this will be programmed. Hayley emailed FH requests

Hayley Craig
Administrator

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

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



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From: [REDACTED]@fultonhogan.com>
Sent: Wednesday, March 15, 2023 2:29 PM
To: hccrequests <hccrequests@fultonhogan.com>
Cc: Hayley Craig <Hayley.Craig@huttcity.govt.nz>
Subject: [EXTERNAL] RE: RFS 572080 - SLOT CROSSING NEEDED

Hi Team,

This will be replaced under [REDACTED] foot path renewals.
I will have a look tomorrow and see if we can bolt the plates down in the meantime.

Thanks

From: [REDACTED]@fultonhogan.com> On Behalf Of hccrequests
Sent: Wednesday, 15 March 2023 12:14 pm
To: [REDACTED]@fultonhogan.com>
Subject: FW: RFS 572080 - SLOT CROSSING NEEDED

Hi [REDACTED]

Please could you get back to me on this one?

[REDACTED] | Wellington |
Fulton Hogan Ltd | 36-38 Marine Parade, Petone, 5012 | PO Box 38208, Wellington Mail Centre,
Lower Hutt, 5045, New Zealand | [REDACTED] | Web www.fultonhogan.com



From: [REDACTED]@fultonhogan.com>
Sent: Tuesday, 14 March 2023 2:36 pm
To: hccrequests <hccrequests@fultonhogan.com>; [REDACTED]@fultonhogan.com>
Subject: RE: RFS 572080 - SLOT CROSSING NEEDED

Is programmed for May in Ramm, but would have to chat to [REDACTED]. Will be a site specific TMP aswell.

[REDACTED] | [REDACTED] | **Fulton Hogan Ltd** | 36-38 Marine Parade,
Petone, 5012 | PO Box 38208, Wellington Mail Centre, Lower Hutt, 5045, New Zealand | [REDACTED]
[REDACTED] | Web www.fultonhogan.com

From: [REDACTED]@fultonhogan.com> On Behalf Of hccrequests
Sent: Tuesday, 14 March 2023 2:24 pm
To: [REDACTED]@fultonhogan.com>; [REDACTED]
[REDACTED]@fultonhogan.com>
Subject: FW: RFS 572080 - SLOT CROSSING NEEDED
Importance: High

Hi Gents

Please can you have a look when this is programmed for so I can get back to Hayley.

Thanks

s 7(2)(a)

s 7(2)(a)

Wellington |

Fulton Hogan Ltd | 36-38 Marine Parade, Petone, 5012 | PO Box 38208, Wellington Mail Centre,
Lower Hutt, 5045, New Zealand | **s 7(2)(a)** | Web www.fultonhogan.com



From: Hayley Craig <Hayley.Craig@huttcity.govt.nz>

Sent: Tuesday, 14 March 2023 11:24 am

To: hccrequests@fultonhogan.com

Subject: RFS 572080 - SLOT CROSSING NEEDED

Hi Team

We have had the resident call up today asking when the slot crossing will be starting can we please have an update on were this is at?

Thank you.

Kind regards
Hayley Craig

Released under the Privacy Act

14/03/2023

Enquiry Trace Form

Enquiry: 572080	Logged by: Report A Problem	on 09/06/2022 16:31		
Service: Road and Traffic	Classification: Request For Service			
Subject: Motorcrossing Maintenance				
Desc.: Kia ora, [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?				
[REDACTED]	Area: Petone Ward: Harbour	[REDACTED]		
Customer: 558750	Time: 09/06/2022 16:31	Method: RAP		
[REDACTED]	[REDACTED]	[REDACTED]		
Current Status:				
No. Effective	Status	Officer	Follow up Date	
6	20/12/2022 10:43:27	Expected Completion 6 months	Fulton Hoqan Ltd	20/06/2023 10:43:27
Notes: Will be inspected and programmed for work 2023				
Status history:				
No. Effective	Status	Officer	Notes	
5	08/09/2022 09:52	Expected Completion 6 months	Fulton Hoqan Ltd	
4	15/06/2022 09:06	Investigation Underway	Fulton Hoqan Ltd	Passed to supervisor for repair
3	13/06/2022 15:39	Call Logged	Fulton Hoqan Ltd	Subject amended - Old : Request Information (ARRI) New : Motorcrossing Maintenance (ARMX). Please programme in a new slot crossing and let residents know when this

Hayley Craig
Administrator

Hutt City Council, 30 Laings Road, Lower Hutt 5040

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



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From: s 7(2)(a) @fultonhogan.com> On Behalf Of hccrequests
Sent: Monday, June 13, 2022 3:01 PM
To: Hayley Craig <Hayley.Craig@huttcity.govt.nz>
Subject: [EXTERNAL] FW: Plate/slot crossing enquiry

Hi team i think the best option is a slot crossing as the concrete wouldnt hold bolts it would just crumble thanks

s 7(2)(a)

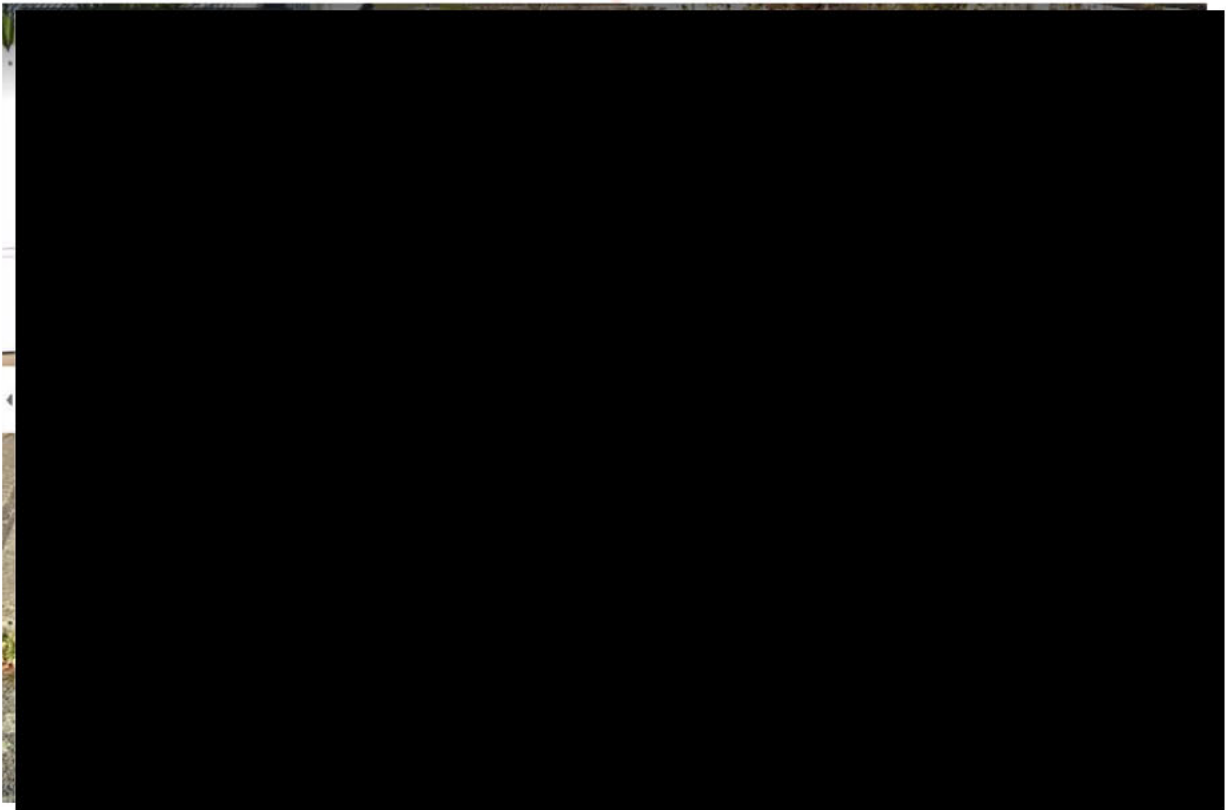
Good Morning

We have had a request come in about the below plates for this vehicle crossing please see below the trace form and picture of plates from google, would you be able to repair or fix the plates back into place. Or If you can't can you programme a new slot crossing to replace the plate crossing. Please advise so I can let resident know.

Thanks

Kind regards

Hayley



13/06/2022		Enquiry Trace Form	
Enquiry: 572080	Logged by: Report A Problem	on 09/06/2022 16:31	
Service: Road and Traffic	Classification: Request for Information		
Subject: Request Information			
Desc.: Kia ora, [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?			
[REDACTED]		Area: Petone Ward: Harbour	
[REDACTED]		[REDACTED]	
Customer: 558750	Time: 09/06/2022 16:31	Method: RAP	
[REDACTED]		[REDACTED]	

Hayley Craig
Administrator

Hutt City Council, 30 Laings Road, Lower Hutt 5040
P: M: [REDACTED] W: www.huttcity.govt.nz



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13/06/2022**Enquiry Trace Form****Enquiry:** 572080**Logged by:** Report A Problem**on** 09/06/2022 16:31**Service:** Road and Traffic**Classification:** Request for Information**Subject:** Request Information

Desc.: Kia ora, [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?

Site: [REDACTED] Lower Hutt**Site Address:** [REDACTED]**Area:** Petone**Location:** [REDACTED]**Ward:** Harbour**Customer:** 558750**Time:** 09/06/2022 16:31**Method:** RAP**Name:** [REDACTED]**Telephone:** [REDACTED]**Address:** [REDACTED]**Email:** [REDACTED]



Google

From: confirmnotify <confirmnotifyhcc@huttcity.govt.nz>
Sent: Friday, 4 August 2023 8:59 am
To: Hayley Craig
Subject: HCC Confirm New Enquiry - Enquiry 1016867

Enquiry Number: 1016867
Status: Call Logged
Follow Up Date: 11/08/2023 08:49:39
Action Officer: Hayley Craig
Logged By: Internal Report A Problem

Subject: Motorcrossing Maintenance

Description: Caller mentioned that he had called about his motorcrossing that is in need of repairs. He had called up many times and had been promised that it would be done in march next year then by the end of 2022 and still nothing has been done yet.

[REDACTED]

[REDACTED]

Released under the Privacy Act

From: confirmnotify <confirmnotify@huttcity.govt.nz>
Sent: Thursday, 9 June 2022 4:33 pm
To: AppsSupport
Subject: [EXTERNAL] RAP - For HCCAPPSSUPPORT - Enquiry 572080

Enquiry Number: 572080
Status: Call Logged
Follow Up Date: 6/10/2022 16:31:29
Action Officer: Online RFS
Logged By: Report A Problem

Subject: Road - Maintenance

Description: Kia ora, [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?

[REDACTED]

confirmnotify

''

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

From: confirmnotify <confirmnotify@huttcity.govt.nz>
Sent: Thursday, 9 June 2022 4:45 pm
To: Hayley Craig
Subject: [EXTERNAL] Enquiry Reassigned - Enquiry 572080

Enquiry Number: 572080
Status: Call Logged
Follow Up Date: 6/16/2022
Action Officer: Hayley Craig
Notes:
Logged By: Report A Problem

Subject: Request Information

Description: [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?

[REDACTED]

confirmnotify

''

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

From: confirmnotify <confirmnotifyhcc@huttcity.govt.nz>
Sent: Friday, 5 May 2023 3:14 pm
To: Colin Lunn
Subject: Overdue - Enquiry 572080

Enquiry Number: 572080

Status: Second Contact

Follow Up Date: 4/05/2023 15:10:21

Action Officer: Fulton Hogan Ltd

Notes: Chris called as he has not recieved any corespondence re the issue he has raised. Please reach out with any advice
Logged By: Report A Problem

Subject: Motorcrossing Maintenance

Description: Kia ora, [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?

[REDACTED]

From: [REDACTED]@fultonhogan.com>
Sent: Monday, June 20, 2022 3:31 PM
To: Colin Lunn <Colin.Lunn@huttcity.govt.nz>
Cc: [REDACTED]@fultonhogan.com>; [REDACTED]
[REDACTED]@fultonhogan.com>; [REDACTED]@fultonhogan.com>; [REDACTED]
[REDACTED]@fultonhogan.com>; leshea McDonald
<leshea.McDonald@huttcity.govt.nz>; Samantha Whittam <Samantha.Whittam@huttcity.govt.nz>;
Nigel Parkin <Nigel.Parkin@huttcity.govt.nz>; Clayton More <Clayton.More@huttcity.govt.nz>
Subject: [EXTERNAL] Fortnightly Update - RFS

Good Afternoon Everyone

Please find attached Fortnightly Update.

Best Regards

[REDACTED]
[REDACTED] | Wellington |
Fulton Hogan Ltd | 36-38 Marine Parade, Petone, 5012 | PO Box 38208, Wellington Mail Centre,
Lower Hutt, 5045, New Zealand [REDACTED] | Web www.fultonhogan.com



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From: [REDACTED]@fultonhogan.com>
Sent: Monday, June 20, 2022 3:31 PM
To: Colin Lunn <Colin.Lunn@huttcity.govt.nz>
Cc: [REDACTED]@fultonhogan.com>; [REDACTED]
[REDACTED]@fultonhogan.com>; [REDACTED]@fultonhogan.com>; [REDACTED]
[REDACTED]@fultonhogan.com>; leshea McDonald
<leshea.McDonald@huttcity.govt.nz>; Samantha Whittam <Samantha.Whittam@huttcity.govt.nz>;
Nigel Parkin <Nigel.Parkin@huttcity.govt.nz>; Clayton More <Clayton.More@huttcity.govt.nz>
Subject: [EXTERNAL] Fortnightly Update - RFS

Good Afternoon Everyone

Please find attached Fortnightly Update.

Best Regards

[REDACTED]
[REDACTED] | Wellington |
Fulton Hogan Ltd | 36-38 Marine Parade, Petone, 5012 | PO Box 38208, Wellington Mail Centre,
Lower Hutt, 5045, New Zealand [REDACTED] Web www.fultonhogan.com



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New RAMM Dispatches for WE Sunday 19 June 2022

Dispatch ID	Date Added	Call Status	Job Type	External Ref.	Programme	House#	Road	Fault Description	Asset Type
3522	14-Jun-22	Dispatched	RFS	572080	July 2022			Crossing repair	Crossings

Released under the Privacy Act



Programme	House#	Road	Fault Description
Inspections to be programmed	[REDACTED]	[REDACTED]	Crossing repair



Released under the Privacy Act

From: Chelsey Brown <Chelsey.Brown@huttcity.govt.nz>
Sent: Wednesday, May 31, 2023 11:09 AM
To: Stephen Beckett <Stephen.Beckett@huttcity.govt.nz>
Subject: FW: [Request ID: 102917]: Number of jobs logged via RAP

Chelsey Brown
Customer Experience Coordinator

Hutt City Council, 30 Laings Road, Hutt Central, Lower Hutt, Lower Hutt 5010
P: **M:** **W:** www.huttcity.govt.nz



From: servicedesk <helpdesk@huttcity.govt.nz>
Sent: Wednesday, May 24, 2023 2:43 PM
To: Chelsey Brown <Chelsey.Brown@huttcity.govt.nz>
Subject: Fw: [Request ID: 102917]: Number of jobs logged via RAP

Hi Chelsey,

Please find the report attached. Any issues let me know.

Kind Regards,
Adithya

Title: Number of jobs logged via RAP
Requester : Chelsey B own
Due by time : May 30, 2023 02:11 PM
Category : Software
Description :

Hey team,

Could you please provide me with the number of jobs logged through RAP for the year 2022 (01/01/2022 – 31/12/2022)? We are currently compiling a report on website traffic, and having this information will provide valuable insights into how our customers are engaging with us and to what extent.

Please feel free to let me know if there is any additional information or assistance you require.

Thanks,

Chelsey.

Chelsey Brown

Customer Experience Coordinator

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

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



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Enquiry	Service	Subject	Description	Enquiry Date	Method
572080	Road and Traffic	Motorcrossing Maintenance	Kia ora, [REDACTED] [REDACTED] Last week, one of the two heavy iron ramp pads leading onto our driveway was dislodged. I have moved it back a number of times but it won't stay in place. We suspect that large vehicles, such as a street cleaner, dislodge it when driving in the gutter. When it has moved, it's actually quite unsafe for us to enter/exit our property, particularly given how busy the road is. This is a major concern for us because we have two children aged under 2. Can you please either put it back in place permanently or replace the driveway entry with something more suitable?	9/06/2022	RAP

Released under the
Official Information Act

From: Colin Lunn

Sent: Tuesday, July 11, 2023 5:11 PM

To: § 7(2)(a) @wsp.com > § 7(2)(a) @wsp.com

Subject: Information for performance checks - Contract 4330 street maintenance

Hi § 7(2)(a)

Great catching up with you earlier today. Attached are May and June claims with details of locations and start and finish points.

I've also included the 2018 schedule of rates. These are outdated but will provide you with guidance as to what each item refers to in the claims.

All the best

Colin

Released under the Privacy Act

Location	Location		Dispatch				Claim	Claim	Claim		Location	Location
Dispatch ID: House No	Dispatch ID: Road	Status	Dispatch ID	Item	Item Description	Units	Quantity	Rate	Amount	Contract ID	Dispatch ID: Start	Dispatch ID: End
		Presented	3522	J3	MATERIALS	each						
		Presented	3522	J3.1	Materials	each						
		Presented	3522	J2.3	Tipping Trucks - 4.5m3	hour						

Released under the Privacy Act

Location
Dispatch ID: Feature
[REDACTED]

Released under the Privacy Act

From: [REDACTED]@fultonhogan.com>
Sent: Tuesday, 11 July 2023 11:22 am
To: Colin Lunn
Subject: [EXTERNAL] RAMM Report for May & June Claims
Attachments: Claim 59 - June 2023 - RAMM Detail Report.xlsx; Claim 58 - May 2023 RAMM Detail Summary.xlsx

Hi Colin

Please find attached RAMM report with locations.

Thanks

Best Regards

[REDACTED] - Maintenance | **Fulton Hogan Ltd** | Marine Parade | Petone | PO Box 38208, Wellington Mail Centre, Lower Hutt, 5045, New Zealand | Phone [REDACTED] | Web www.fultonhogan.com



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