

Reference Number: 2022/883

31 August 2022

[REDACTED]
Email: [REDACTED]

Dear [REDACTED]

Response - Official Information Request

I refer to your request for information received on 8 August 2022. Your request has been considered under the Local Government Official Information and Meetings Act 1987 (LGOIMA) and I provide the following information.

Information on jobs loaded regarding the flooding issue with the Ōhau underpass

Horowhenua District Council's Customer Request Management system has been checked for customer enquiries relating to flooding at the underpass in Ōhau at the intersection of Muhunua West Road and Muhunua East Road (underneath State Highway 1).

Please refer to the attached list containing information on jobs loaded for flooding at the Ōhau underpass (Attachment 1). Names and contact details have been withheld to protect people's privacy under section 7(2) (a) of the LGOIMA Act 1987.

How many people have complained?

In total there have been 14 enquiries related to flooding at the underpass at Ōhau (underneath State Highway 1) since September 2017.

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

Horowhenua District Council publishes responses to Local Government Official Information and Meetings Act 1987 (LGOIMA) requests that we consider to be of wider public interest, or which relate to a subject that has been widely requested. To protect your privacy, we will not generally publish personal information about you, or information that identifies you. We will publish the LGOIMA response along with a summary of the request on our website. Requests and responses may be paraphrased.

If you have any queries regarding this information, please contact the LGOIMA Officer on 063660999 or email LGOIMAOfficer@horowhenua.govt.nz

Yours sincerely



Steve McTaylor-Biggs
Executive Sponsor

Attachment 1. Ohau/ State Highway 1 underpass flooding enquiries

CRM Number	Date Received	Description
112039	20-Sep-17	The underpass at Ohau, State Highway 1 is very slippery with mud and a person fell there today. Can it be cleaned urgently please.
129700	21-Aug-18	We have recorded the following information: RFS Started: 21-Aug-2018 8:37 Call In: 8:36 Issue Location: State Highway 1, Ohau Details: Customer rang in as the underpass on the Main Road is flooded and their students are getting wet going through there to get to school. She has insisted someone go out and fix it immediately and someone give her a call. Problem Type: Flooding on Street If Grate - where is it: Duty Officer Contacted: Spoke to Officer
150886	12-Aug-19	We have recorded the following information: Issue Location: State Highway 1, Ohau - Details: Caller advises that the underpass to the Ohau School is full of sludge and needs to be cleaned out as people are slipping over in it - Problem Type: Footpath - Duty Officer Contacted: Message Left - Will keep trying
176314	7-Dec-20	NZTA has called to inform us that the pedestrian underpass SH1 Ohau Connecting Muhunua East Road with Muhunua West Road is currently flooded. School children have to use this to get to school. I have spoken with Roding and he said to log with Higgins to clear. Thank you
176334	7-Dec-20	We have recorded the following information: RFS Started: 7-Dec-2020 8:47 Call In: 08:46 Issue Location: State Highway 1, Levin Details: Caller has advised that the subway tunnel is flooded up to the children knees and the children are getting wet on the way to school. Problem Type: Flooding on Road Duty Officer Contacted: Spoke to Officer Name/Number: 08:50
197988	17-Dec-21	Underpass at SH 1 Ohau is flooded - about knee deep at the moment and lights are out, can we close or pump, thanks.
198141	18-Dec-21	We have recorded the following information: RFS Started: 18-Dec-2021 11:54 Call In: 1138 Issue Location: 394 Muhunua West Road, Ohau Customer called to advise the underpass at the intersection of Muhunua West Road and Muhunua East road (underneath State Highway 1) is flooded. The water is up to 30 cm deep. Problem Type: Flooding on Street If Grate - where is it: (Unknown) Duty Officer Contacted: No Answer - Will keep trying
198208	21-Dec-21	Customer has requested a call back regarding the flooding at the Ohau underpass, she said with it being closed children are now having to cross the road at the State Highway - she is concerned about how dangerous this is and has asked if there are any plans to try and pump some of the water

Attachment 1. Ohau/ State Highway 1 underpass flooding enquiries

198239	21-Dec-21	Customer has called about the Ohau underpass being flooded and people having to cross SH1 if they want to get across the road - which is very dangerous. She has been advised that we have asked Higgins if it's possible to pump, but with more rain and a high water table it may just fill up again. School is closed for the year but customer is adamant she wants it open to cross safely by the end of the day for the local children. Customer said Council used to have a pump there with a red light to show when the underpass was flooded but that hasn't been maintained for at least 6 years and it's just not good enough that they can't use the underpass if it's raining heavily. What if this happened during the school term? Customer is going to advise the Chronicle and put what she has been told all over facebook. Can we please call her back with an indication of what we can achieve here, thanks.
205492	9-May-22	The HDC Ohau Underpass Asset ID 119626 is starting to flood with water, customer says it is up to your ankles and getting worse - can we please check out the pump to make sure it is working.
207291	13-Jun-22	Customer would like to talk to Roding Officer regarding the bypass that floods by Ohau School. Customer said he has a solution to resolve the issue. Can you please call him back.
210458	30-Jul-22	A new RFS 1273041 has been added with the following details RFS Started: 30-Jul-2022 10:24 Call In: 10:23am Issue Location: State Highway 1, Levin Details: Customer has called to advise the Ohau underpass is flooded which intersects at Muhunua East Road and State Highway 1 Problem Type: Flooding on Street If Grate - where is it: (Unknown) Duty Officer Contacted: Spoke to Officer 10:36am
210678	8-Aug-22	Customer has advised there is a lot of flooding on Muhunua East Road, by Ohau School, extending to the underpass. Children cannot walk across the road to the school, as it is knee high, and filling up their gumboots. - This is a safety issue as children cannot walk along the State High to get to school, there is no other alternative. Customer called at 7:15am today, requesting the roading team to go out and assess the underpass this morning.
210869	9-Aug-22	Muhunua East Road, Ohau Details: Customer has called to advise that the subway under the main road is flooded and kids use it to get to school.