

April 12, 2016

[REDACTED]

[REDACTED]

Dear [REDACTED]

**Re: Request for Access to Information under Part II
of the Access to Information and Protection Privacy Act**

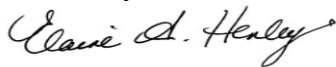
On March 21, 2016 the City of St. John's received your request for access to the following information:

- "All work completed at # 55 Cookstown Rd, St. John's NL, to include, but not limited to the following:
- Work completed by the St. John's water & sewer dept. in completing the flushing and/or the removal of debris from the sewer lines due to blockages causing issues with # 55 Cookstown Rd. This may include the cleaning, flushing and/or removal of debris from surrounding streets.
 - This will included any video (s) from the City of St. John's and/or any private contractors (Alfozo, Crosbie Industrial, etc.)
 - Any data on computer systems or written reports on the sewer issues with # 55 Cookstown Rd.
 - Permits and/or approvals for work completed on sewer or lateral lines from # 55 Cookstown Rd"

Enclosed is the extent of the information we have on file. Should more information be forthcoming, we will pass it along to you. Otherwise, we now consider this matter completed and will be closing the file.

If you have any further questions, please feel free to contact the undersigned by telephone at 576-8202 or by e-mail: ehenley@stjohns.ca.

Yours truly,



Elaine A. Henley
City Clerk

Enclosure

ST. JOHN'S



Re: Fw: ATIPP Request re: 55 Cookstown Road 
Terry Knee to: Karen Chafe

2016/04/04 12:51 PM

History: This message has been replied to.

Hi Karen

Please see attachments and comments regarding the ATIPP Request - 55 Cookstown Road. The only item remaining would be a video taken by Crosbie Services, we have requested a copy and have followed up on our request but have not received it to date. Once we obtain the video I will forward a copy to you.



#55 Cookstown Rd 245847.pdf



#55 Cookstown Rd 407119.pdf



#55 Cookstown Rd 409426.pdf



#55 Cookstown Rd 425627.pdf

Here is what our records show,

We've responded to this address on three occasions for sewer backup problems.

- On 2012/12/11 crews responded, checked the main and found no problems. No further action because this is a rental property
- On 2015/10/03 crews responded. This time as a precautionary measure the mains were flushed but home was still having internal problems. No further action.
- On 2015/10/22 we were called again. As a precautionary measure crews flushed, cleaned and took a video of the main. The city's main showed to be clean and clear.

This appears to be an internal problem with the property. City records indicate this is a rental property.

Regards

Terry Knee
Acting Manager - Water & Wastewater Distribution.
City of St. John's Public Works Department
Water and Wastewater Division
Office: 709.576.8541
Riverhead Office 709.570.2016
P.O. Box 908, St. John's, NL, A1C 5M2
Fax: (709) 576 4701
Email: tknee@stjohns.ca

" This information is provided as a convenience to you only and is without warranty, guarantee or responsibility of any kind, either expressed or implied. The City does not guarantee that the information that is provided is current or accurate. You should verify that the information is accurate before acting on it."

Lynnann Winsor

Hi Terry, Please see request below would you fi...

2016/03/21 01:19:00 PM

From: Lynnann Winsor/CSJ
To: Terry Knee/CSJ@CSJ
Cc: Karen Chafe/CSJ@CSJ
Date: 2016/03/21 01:19 PM
Subject: Fw: ATIPP Request re: 55 Cookstown Road

Hi Terry,

Please see request below would you find and provide the requested information to Karen.

thanks
Lynnann

Lynnann Winsor, M.A.Sc., P. Eng
Deputy City Manager - Public Works
City of St. John's

T: (709) 576-8303
lwinsor@stjohns.ca

----- Forwarded by Lynnann Winsor/CSJ on 2016/03/21 01:18 PM -----

From: Karen Chafe/CSJ
To: Lynnann Winsor/CSJ@CSJ
Date: 2016/03/21 12:37 PM
Subject: ATIPP Request re: 55 Cookstown Road

Lynnann:

See the attached ATIPP request

Karen Chafe
Supervisor of Legislative Services
City Clerk's Department
City of St. John's
PO Box 908
St. John's, NL A1C 5M2
work: (709) 576-8619
fax: (709) 576-8474
www.stjohns.ca

[attachment "Staff Memorandum.pdf" deleted by Terry Knee/CSJ]

Case ID 245847

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]
 Address: 55 COOKSTOWN RD
 St. John's, NL
 CANADA
 Home Phone: [REDACTED]

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2012/12/18 03:20:00 PM
 Last Updated: 2012/12/12 01:16:37 PM
 Submitted By: Paula Squires On 2012/12/11 03:20:30 PM
 Assigned To: Harold Norman (PW WW DIST Foreperson Area #5) On 2012/12/11 03:28:33 PM
 Access Code: 811229
 Subject: Sewer backup-55 Cookstown Road
 Description: This residence appears to be a rental, dispatched to Harold Dunn, Area 5 foreperson
 Is this a Residential
 Residential or
 Commercial
 Property?
 Is the Property Owner Occupied? No
 Relevant File 0000071801 (ELB)

Location

Location: 55 COOKSTOWN RD, ST. JOHN'S, NL, (Verified)
 CANADA

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Harold Norman (PW WW DIST Foreperson Area #5)		hnorman@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2012/12/12 01:16:37 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 245847: Crew checked sewer mains in area, all ok. G.G / C.A. Rental property, advised to call plumber.	Sewer Backup	Harold Dunn

User: kwilliams

2012/12/11 03:28:33 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 245847 has been assigned to PWP ENV Foreperson Area #5 (Dunn, Harold).	Sewer Backup	Ray Hawco
2012/12/11 03:20:30 PM	Case Assignment	System Case ID: 245847 has been assigned to PWP ADM Clerk(GENERAL) (No User).	Sewer Backup	Paula Squires
2012/12/11 03:20:30 PM	Case Submission	System Case was submitted by Paula Squires.	Sewer Backup	Paula Squires

Case ID 407119

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]
 Address: [REDACTED]
 Organization: Bishop's Plumbing
 Work Phone: (709) 726-7344
 Mobile Phone: (709) 749-0862

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2015/10/09 05:00:00 PM
 Last Updated: 2015/10/06 09:02:37 AM
 Submitted By: Sherry Tracey On 2015/10/03 12:52:48 PM
 Assigned To: No User (PW WW DIST Utility Foreperson(GENERAL)) On 2015/10/03 12:53:06 PM
 Access Code: 705788
 Subject: Sewer Backup
 Description: Plumber on site, requesting to have the main checked, has gone out over 50 ft and cannot find blockage. Dispatched to utility.
 Is this a Residential or Commercial Property? Residential
 Is the Property Owner Occupied? No
 Relevant File 00131672 ELB

Location

Location: 55 COOKSTOWN RD, ST. JOHN'S, NL, CANADA (Verified)

Comments

Date	Type	Entry	Relates To	Created By
2015/10/06 09:02:37 AM	Case Note	Called to enquire whether the manholes were jetted in the area. He stated Utility had jetted one manhole but got called away to water main break. He wanted to speak to someone regarding whether the other manholes were jetted. T/F to EF5 - H. Norman.	Sewer Backup	Anne Power

User: kwilliams

2015/10/03 07:43:39 PM	Case Completion	Work has been completed Closed due to Case ID: 407119: Partial blockage in main flushed from 2 different manholes. Home still having problems, plumber was on site and was advised that main is now clear.	Sewer Backup	Andrew Hollett
2015/10/03 12:53:06 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 407119 has been assigned to PW WW DIST Utility Foreperson(GENERAL) (No User).	Sewer Backup	Sherry Tracey
2015/10/03 12:52:48 PM	Case Assignment	System Case ID: 407119 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Sherry Tracey
2015/10/03 12:52:48 PM	Case Submission	System Case was submitted by Sherry Tracey.	Sewer Backup	Sherry Tracey

Case ID 409426

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]
 Address: [REDACTED]
 Organization: [REDACTED]
 Mobile Phone: [REDACTED]

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2015/10/29 12:20:00 PM
 Last Updated: 2015/10/29 11:56:53 AM
 Submitted By: Mona Perry On 2015/10/22 12:20:22 PM
 Assigned To: Harold Norman (PW WW DIST Foreperson Area #5) On 2015/10/22 01:09:23 PM
 Access Code: 218430
 Subject: Sewer Backup
 Description: Dispatched to Harold Norman area 5
 Is this a Residential or Commercial Property? Residential
 Is the Property Owner Occupied? No
 Relevant File W/O 0000132669 ELB

Location

Location: 55 COOKSTOWN RD, ST. JOHN'S, NL, CANADA (Verified)

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Harold Norman (PW WW DIST Foreperson Area #5)		hnorman@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
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User: kwilliams

2015/10/29 11:56:53 AM	Case Completion	Work has been completed Closed due to Case ID: 409426: Had Crosbie's industrial jet the sewer main now is flowing good. There was grease and debris in the line and is now removed. JP/GH Called Lester and left message to inform him. The property at 55 Cookstown has a malfunctioning backwater valve that he is also aware of.	Sewer Backup	Harold Norman
2015/10/27 02:22:22 PM	Case Note	Called back regarding rental property at 55 Cookstown and wanted to speak to H. Norman. T/F to HN.	Sewer Backup	Anne Power
2015/10/23 09:30:58 AM	Case Note	Lester Parsons - 769-0900	Sewer Backup	Harold Norman
2015/10/22 01:09:23 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 409426 has been assigned to PW WW DIST Foreperson Area #5 (Norman, Harold).	Sewer Backup	Sara Richards
2015/10/22 12:47:40 PM	Case Note	ED will check the main. Have to camera the line - rental property.	Sewer Backup	Harold Norman
2015/10/22 12:21:19 PM	Case Note	Mr Parsons would like a call after the main is checked at 769-0900	Sewer Backup	Mona Perry
2015/10/22 12:20:22 PM	Case Assignment	System Case ID: 409426 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Mona Perry
2015/10/22 12:20:22 PM	Case Submission	System Case was submitted by Mona Perry.	Sewer Backup	Mona Perry

Case ID 425627

Caller Information

Known Callers: 2 Anonymous Callers: 0

Name: [REDACTED]

Address: [REDACTED]

Home Phone: [REDACTED]

Name: Mr. Jonathan Galgay
 Address: 10 NEW GOWER ST
 St. John's, NL
 CANADA A1C1J3
 Organization: CITY - Councillor
 Work Phone: (709) 576-7144
 Email: jgalgay@stjohns.ca

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Postponed Priority: Normal
 Expected Completion: 2016/03/31 02:29:00 PM Reactivation Date: 2016/04/27 12:00:00 AM

Last Updated: 2016/03/17 10:26:35 AM

Submitted By: Jeanette Collins On 2016/02/18 02:29:06 PM

Assigned To: Keith Williams (PW WW DIST Operation Supervisor) On 2016/03/17 10:26:35 AM

Access Code: 783547

Subject: Sewer Back up

Description: Resident called and is still having issues with sewer back up that stem from October 2015 as she says. That was the last time someone from the city was there. She had dealt with Harold Norman, and has correspondence as well with Councillor Galgay. She was also told by the City in the past that she needs to get a plumber which she did, which showed the problem was not on her property but in the main line at least 30 feet from her house. She asked to speak to Lynnann. Can someone return her call at [REDACTED]

Is this a Residential or Commercial Property? Residential

Is the Property Owner Occupied? Yes

Location

Location: 55 COOKSTOWN RD, ST. JOHN'S, NL, CANADA (Verified)

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Keith Williams (PW WW DIST Operation Supervisor)		kwilliams@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2016/03/17 10:26:35 AM	Case Assignment	Reassigned to Appropriate Person Case ID: 425627 has been assigned to PW WW DIST Operation Supervisor (Williams, Keith). Kieth Please gather the details of this case and speak of the homeowner. Thanks	Sewer Backup	Terry Knee
2016/03/17 10:23:53 AM	Case Assignment	Reassigned to Appropriate Person Case ID: 425627 has been assigned to PW WW DIST Manager (Knee, Terry).	Sewer Backup	Jeanette Collins
2016/03/17 10:23:05 AM	Case Note	... File Attached: Re_ Fwd_ Property Complaint.pdf	Sewer Backup	Jeanette Collins
2016/03/15 11:34:37 AM	Case Postponed	Waiting on Outside Source Reactivate on: 2016/04/27 Will be placing a claim against the City for costs incurred	Sewer Backup	Harold Norman
2016/03/11 06:56:59 AM	Case De-escalation	Need more time to investigate Case ID: 425627 has been de-escalated from Level 1 [PW WW DIST Operation Supervisor (Keith Williams)] to Level 0 [Fully de-escalated]. Case de-escalated because of expected completion date change.	Sewer Backup	Harold Norman
2016/03/11 06:56:59 AM	Completion Date Revised	Need more time to investigate Expected case completion date changed from: 2016/02/25 02:29:00 PM to: 2016/03/31 02:29:00 PM	Sewer Backup	Harold Norman
2016/03/11 02:46:04 AM	Escalation	System Case ID:425627 escalated to Keith Williams (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2016/03/10 01:50:56 PM	Case Note	... File Attached: acr.pdf	Sewer Backup	Jeanette Collins
2016/03/10 01:49:35 PM	Case Reopen	Other Case has been reopened by Jeanette Collins: ...	Sewer Backup	Jeanette Collins
2016/02/24 11:39:44 AM	Case Completion	See Case Comments for Details Closed due to Case ID: 425627.	Sewer Backup	Harold Norman
2016/02/24 11:39:32 AM	Case Note	Spoke to [REDACTED] - informed her the we could not find anything wrong with the sewer main. Also that is was her responsibility as a home owner to provide proper access to her sewer lateral. She requested a copy of the lateral Bylaw and the names of some contractors. I will email the requested information. [REDACTED]	Sewer Backup	Harold Norman

User: kwilliams

2016/02/23 07:27:20 AM	Case Assignment	See Case Comments for Details Case ID: 425627 has been assigned to PW WW DIST Foreperson Area #5 (Norman, Harold).	Sewer Backup	Draper Perry
2016/02/19 03:22:11 PM	Case Note	Talking to owner and told her that our line is ok, and she wanted to know if she digs it up and it is the cities fault will she get rein burst for it. I will ask Keith and call her back	Sewer Backup	Draper Perry
2016/02/19 12:35:06 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 425627 has been assigned to PW WW DIST Foreperson Area #1 (Perry, Draper). Draper will return her call. (Harold Norman off)	Sewer Backup	Keith Williams
2016/02/18 02:57:11 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 425627 has been assigned to PW WW DIST Operation Supervisor (Williams, Keith).	Sewer Backup	Jason Phillips
2016/02/18 02:29:46 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 425627 has been assigned to PW RDS Manager (Phillips, Jason).	Sewer Backup	Jeanette Collins
2016/02/18 02:29:06 PM	Case Assignment	System Case ID: 425627 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Jeanette Collins
2016/02/18 02:29:06 PM	Case Submission	System Case was submitted by Jeanette Collins.	Sewer Backup	Jeanette Collins