

Request

Parameters: Master System = CNCL , Request System = CNCL , Request Type = , Request Category = NA , Request Sub Category = NA

Clicks: View point Road McCow

Request ID	Reference ID	Description	Detail	Stage
1434572025-009544		Customer Callback Request	Re: EC009025, Kevin who is the owners representative called to discuss some matters regarding the landside EO and has requested a call back.	COMPLETED
1436362025-010023		McCow Landslide Enquiry	Jo Thomson called from 2 View Point Road, McCow who had an attempted blind in yesterday. She was informed by SES who claimed Council confirmed security cameras would be installed today. No sign as yet and resident is concerned as Prospect Hill Road has reopened. Is it happening?	COMPLETED
1479702025-014067		McCow Landslide Enquiry	Per email attached. Hi Andrew. Thanks for your assistance and support during this difficult time. Further to my emails 24 January 2025 and 28 January 2025 our client Yvonne Tassels owner of 598 & 601 Point Nepean Road McCow is still in the same position. It has also come to my attention that the Emergency Order & Building Notice to vacate her residence was sent to her workplace address and as she and family were away on leave did not physically view these documents until the day after Australia Day when Nick Tassels returned from QLD. Putting this aside on behalf of our client we have responded to Emergency Order & Building Notice as per previous emails sent. As per previous emails and supporting information contained with the emails we have established that our property 598 Point Nepean Road McCow remains safe from land slippage we are happy for you and your team to continue to monitor but would like this property to be removed from the Exclusion Zone and have power re-installed. We are happy for our property 601 Point Nepean Road McCow to remain with the Exclusion Zone. What we are requesting is that the power is put back on and we can occupy our property. This will enable all our stormwater pumps to operate including our security systems. We have also been sent photos (attached) from neighbours our external blind has been compromised due to the weakened storm and has come away from the frame. It appears the 2nd guide wire that contain the blind are broken allowing the blind to float free in the wind, until inspected we do not know what other damage may have occurred. Are you able to let me know what is the status of the property directly behind 598/16 Prospect Hill Road which also sits within the Exclusion Zone it appears it has be power on which is fantastic as they also have a very intricate stormwater retention and pumping system requiring electricity to run the pumps which also aids with reducing stormwater impact at the rear of their propo	COMPLETED
1485092025-012586		McCow Landslide Enquiry	Claudio: I am writing to request a full explanation detailing why I have been evacuated from my property, 2 View Point Road McCow, since 14/01/2025 and more particularly, why I have been issued with a " building notice". What criteria were used to deem my property a "potential risk to the life safety of any occupant"? All of the other evacuees have land either fully or partially on the escarpment or beneath it I DO NOT. At the closed point, my house is 22 meters from the escarpment. In the 8 years since I purchased the property, there has been no evidence of instability on or adjacent to my property. I was advised by the SES at 3 pm on 14/01/2025 that the only reason for my evacuation was the disconnection of my utilities. There has been NO robust justification for this to continue at my property. Furthermore, the Council was apparently comfortable diverting a huge volume of traffic from Point Nepean Road along Prospect Hill Road ~5 meters from my house for 10 days after the 14/01/2025 landslide. It DOES NOT make sense. I am OUTRAGED that you have issued my property with a " building notice". It is simply not applicable to the situation of my home at all. Please provide me by COB Monday 3rd February with a detailed, written, evidence-based explanation demonstrating how you came to this decision. I would like to advise that I intend to take immediate legal action if your response has no basis in fact. Sharon Thomson	COMPLETED
477852024-020366		Out of Scope Works Quote	Please provide a quote for the repairs to the mature sloop at 9-11 Viewpoint Rd McCow. New kerb and channel works have left debris and an uneven surface. Please also plant 7 Beard Heath shrubs, Merri Row to speak to DH for further details DH 12-3-24	COMPLETED
1427752025-009862		Road Maintenance	Subject: Request for Replacement of Missing Concrete Mirrors at Key Intersections. To whom it may concern, I am writing to bring to your attention a critical safety issue regarding the freeway exit at McCow onto Bayview Road. The concrete mirror previously installed at this intersection has been missing for several years, and its absence poses a significant risk, particularly for heavy vehicle drivers like myself. When attempting to make a right-hand turn at this intersection, the design and position of the road makes it impossible to see oncoming traffic from the left without dangerously probing forward. The recent closure of Point Nepean Road has further increased the need to utilize this intersection, forcing heavy vehicles to proceed "blindly" when making a right turn. A similar issue exists at the McCulloch Street and Boundary Road intersection in Dromana. To safely view oncoming traffic from the left, vehicles must stop significantly back from the intersection, creating further challenges for maneuvering safely. I urge the responsible authorities to consider replacing the missing concrete mirrors at these intersections as a matter of priority. These mirrors are essential for improving visibility and ensuring the safety of all road users, especially with the increased reliance on these routes due to the closure of alternative roads. Thank you for addressing this matter. I would be happy to provide further details or discuss this issue further if needed. Sincerely, Phil Davies phil.davies@chatterbox.com.au	COMPLETED
1411352025-007222		Road Maintenance	URGENT: Re Traffic management Prospect Hill Road McCow The current diversion of traffic from Point Nepean Rd via Prospect Hill Road is a RISK to local pedestrians (no footpath); the further destabilising of the vulnerable off face due to vibration and the management of the evacuated homes in View Point Road. BAYVIEW ROAD would be a more suitable alternative.	COMPLETED
1430692025-009185		Stormwater Drainage Concern	As discussed with Steven Piers from FH the expansion pipe at the end of the View Point Road McCow drainage network is not diverting water into the open drain as intended. A repair or extension to the pipe and cleanup of the area to ensure it is working during low flows of storm water is required as a	COMPLETED
1060722024-061862		Stormwater Drainage Concern	Blocked	COMPLETED
1181242024-063705		Stormwater Drainage Concern	Currently we have a case number 2024-061862 which was first reported on 09/10/24. I spoke to a council representative again today and urged her to follow up as no action has been taken yet. We were assured originally that action would be taken within 14 working days? We are still seeing an increase in surface water on our block which may be having a negative impact on our retaining wall. We have given the historic land slip at 15-12 View Point Road that the remedial works undertaken in View Point Road above combined with 2 blocked drains are responsible for this water ingress. Please see attached images. We fear that if this issue is not attended to that this water ingress further degrades our retaining wall which is located within 3 metres of our house. Structural failure of this wall could result in significant damage to our home. As requested last week we urge you to undertake an immediate investigation of this matter. Mike O'Hare	COMPLETED
1186722024-062256		Stormwater Drainage Concern	I first reported this blocked side entry pit on the 12th October and it has yet to be cleared? I received a call back message on the 14/10/24 assuring me it would be dealt within 10 business days. We are situated two doors down from the land slip at 10-12 View Point Road and are seeing constant water seepage onto our block 15-20 View Point Road as what we see as the build from spring water not getting more as a consequence of the remedial works undertaken in View Point Road in the last 12 mths. We are fearful that if this blocked pit is not cleared we may suffer a similar land slip event. Your immediate attention to this problem is sought. Could you please respond to me directly as soon as possible. Mike O'Hare	COMPLETED

Date Received
23-Jan-2025 00:00:00
24-Jan-2025 00:00:00
05-Feb-2025 00:00:00
31-Jan-2025 00:00:00
12-Mar-2024 00:00:00
22-Jan-2025 00:00:00
17-Jan-2025 00:00:00
22-Jan-2025 00:00:00
09-Oct-2024 00:00:00
13-Nov-2024 00:00:00
09-Nov-2024 00:00:00