

Drainage requests- Henry Court, Charlesworth Street, Waller Place and 27 to 36 Coburn Avenue from November 2024 to present

HENRY COURT

CRM

2025-006326 (2 Henry Court) raised 15 Jan reporting a small sink hole that appeared on her property. Case closed 16 Jan stating Shire reps attended and determined impact to property is result of a private storm water overflow and is owner responsibility.

2025-009934 (15 Henry Court) raised 24 Jan reporting water emerging from street for last few months. **Currently an open request**

OBJECTIVE

No relevant correspondence identified for this time period.

CHARLESWORTH STREET

CRM

2025-000159 (1 Charlesworth Street) raised 2 Jan to report ongoing stormwater drainage issue, customer wanting to speak directly to roads corridor team, customer reports issue started in Henry Court and moved to Waller Place. Case was closed by roads corridor team on 3 Jan stating the issue was from a burst water main and contact SEW with reference 1295094/00123

2025-002252 (1 Charlesworth Street) raised 7 Jan to follow up on water pooling in property and in the area of Henry Court, Waller Place and Coburn Avenue. Customer states in this case that it was first reported on 25 November 2024. Case was closed 13 Jan by council with generic statement: "The Roads and Drainage Team appreciates residents' patience and understanding regarding the time taken to investigate this issue.

Since the only water asset managed by Council is stormwater, which was ruled out early in the investigation, it was necessary to allow South East Water sufficient time to determine whether any of their assets or associated works were contributing to the problem.

Now that the investigations into the water source have concluded without a definitive result, we have scheduled works to commence this Wednesday. These works aim to manage the groundwater issue and repair the affected road surfaces.

The project will involve major excavation, drainage installation, and asphalt repairs. Residents may experience some temporary impacts during this time, and we appreciate your cooperation as we work to resolve the issue"

2024-109252 (1 Charlesworth Street) raised 31 December reporting two sinkholes on the road gradually getting bigger. Case closed 3 Jan with outcome 'Roads Corridor Team attended Charlesworth St McCrae & inspected Shire assets. Issue is caused by burst water main. Please refer to South East Water reference number for further updates 1295094/00123.

2024-109083 (1 Charlesworth) raised 31 December reporting large sinkhole caused by burst water. Case closed 2 Jan with outcome 'This asset is owned and maintained by South East Water. South

East water is aware and investigating the issue, If you would like to speak to them or need an update on your report, please call them on 13 28 12.

2024-105712 (1 Charlesworth) raised 17 Dec with customer following up on closed case 2024-006829 stating it hasn't been resolved and that corner of Charlesworth and Waller Pl is lifting and water is rising and sitting outside 3 Waller Place. Case closed 20 Jan with outcome 'Today morning I have contacted the customer and give her an update about the works proposed on Coburn Av.'

2024-107781 (1 Charlesworth) raised 24 December reporting water welling up from beneath road causing road to bubble, stated it has been going on for weeks even after being reported previously. Case closed 24 Dec 'Water leak is being managed by South East Water. Please refer to reference number 129509/00123 for further updates from South East water'

2024-107126 (3 Charlesworth) raised 21 December reporting bad water in middle of narrow road. Case closed 23 Dec stating '3 Charlesworth St McCrae water leak is being maintained by SEW. Please refer to reference number 129509/00123 for further updates. Thank you for your request'

2024-106738 (1 Charlesworth) raised 20 December reporting large amount of groundwater streaming out of road states SEW have attended and it isn't a burst pipe. Case closed 31 December 'Roads Corridor Team attended 1 Charlesworth St McCrae on 20th December & made area safe. No Shire assets at location. South East Water has been contacted via phone for re-inspection of pipe'

2024-104759 (3 Charlesworth) raised 14 December reporting a case that was completed 28 November (2024-099104) stating sludgy water still oozing out of roadway. Case closed 16 December 'Relevant department has inspected sight and deemed all Mornington Peninsula Shire assets are operating as intended. It is expected it may be a South East water asset that has been damaged. If you would like to speak to them or report this issue, please call them on 13 28 12'

2024-009104 (3 Charlesworth) raised 28 November customer reporting a sinkhole has appeared in front of property, size of dinner plate with leaking water. Case closed 20 Jan 'Work has been successfully completed'.

2024-109243 (3 Charlesworth) raised 31 December customer reports sink hole, water gushing and bubbling on road. Case closed 31 Dec 'Thank you for your request. Sink holes have been caused by a burst water main at location. South East Water are onsite at the moment attending to issue. If you have any further queries please refer to South East Water reference number 1295094/00123

OBJECTIVE

Copy of online form completed by customer regarding damage to Charlesworth Street with water coming out of the street for the past few months. Asking for an update following the landslide. (Created as a Customer Request 2025-009934)

Dial Before Your Dig report relating to Coburn/Charlesworth Street Drainage Works 22/1/25

Water Sampling Results 9/1/25 Penny Lane, 10 View Point Drive & Centre Charlesworth Street (A13559019)

WALLER PLACE**CRM**

2025-004764 (1 Waller Pl) raised 12 Jan to report water flowing out of the road in Waller Place and intersection of Coburn Ave and Charlesworth Street. **Currently an open request**

2024-107408 (4 Waler Place) raised 23 December reporting new sinkhole has appeared. Case closed 23 Dec '3 Charlesworth St McCrae water leak is being maintained by SEW. Please refer to reference number 129509/00123 for further updates. Thank you for your request'

2024-109222 (1 Waller Place) raised 31 Dec reporting water egress from stormwater is causing road and property damage. Swamp like conditions have resulted in cracking at our property, our fence is under water with the stumps moving. The water egress issue has been ongoing for months with no resolution by the Shire. Movement, cracks etc at property, road also cracked. **Currently an open request**

OBJECTIVE

Correspondence re customer enquiry regarding Legal Point of Discharge for 1 Waller Place (28/1/25 A13557881)

IND001 Application – LDP 1 Waller Place McCrae – Landslip – WR01291872 (23/1/25 A1357890)

COBURN AVENUE (27 to 36)**CRM**

2025-011536 (34 Coburn Ave) raised 29 Jan reporting power pole is sitting in heavily saturated ground, on high side of exclusion zone. **Currently an open request**

2025-001498 (34 Coburn Ave) raised 6 Jan reporting water seeping through the road at several locations (Coburn Ave, Charlesworth Street). **Currently an open request**

OBJECTIVE

Penny Lane McCrae Landslip VICSES Geotech Report (A13559277)

Customer requesting update on Landslip which includes correspondence from former Shire Drainage Engineer (BT) and SEW (A13550746)

Response to Councillor regarding landslip detour route (A13548875)