

Date / Time	MERIT No	OCMS Ref No	Enquiry Type	Relating To	Sub Enquiry 1	Sub Enquiry 2	Incident Address	Incident Suburb	Incident Pc	Caller Add	Caller Sub	Caller Post	Caller Type	First Name	Surname	Tel Number	Mobile Tel Number	Nature Of Call	Action Type	NWD Email	Action Steps	Answered By	Action Outcome	Comments
15/11/2022 06:41:46	2505684	11685288	Roads / Footpath / Nature Strip	Roads	Surface Issues - Sealed Roads	Road surface washed away	3 Penny LANE	McCrae	3938	3 Penny LANE	McCrae	3938	Customer / Resident	Declined	Declined	DECLINED		Call Dropped Out So No Contacts Could Be Obtained But There Is A Massive Landslide And It Is Starting To Impact Residential Properties. There Is Also A Whole Heap Of Water Coming From An Unknown Source Which Cannot Be Conformed Due To Safety Issues. They Contacted Police And Ses But Not Yet Had A Response.	Escalation	Customer Service	1: Kurt - Call Acknowledged - Accepted - 15/11/2022 06:56:14	Kurt	Accepted	Call Completed

Date / Time	MERIT No	Enquiry Type	Sub Enquiry 2	Incident Address	Incident Suburb	Incident Pc	Caller Add	Caller Sub	Caller Post	Caller Type	Nature Of Call	Action Type	Action Steps	Answered By	Action Outcome	Comments
15/11/2022 06:41:46	2505684	Roads / Footpath / Nature Strip	Road surface washed away	3 Penny LANE	McCrae	3938	3 Penny LANE	McCrae	3938	Customer / Resident	Call Dropped Out So No Contacts Could Be Obtained But There Is A Massive Landslide And It Is Starting To Impact Residential Properties. There Is Also A Whole Heap Of Water Coming From An Unknown Source Which Cannot Be Conformed Due To Safety Issues. They Contacted Police And Ses But Not Yet Had A Response.	Escalation	1: Kurt - Call Acknowledged - Accepted - 15/11/2022 06:56:14	Kurt	Accepted	Call Completed