

Request ID	2543446	Mornington Peninsula Shire	As at: 16-Apr-25 09:45 AM
Type.	Roads - Sealed Surface Maintenance - Maintenance - Sealed Road Surface		FINALISED

Customer Information

Ronald John Lee

Customer: 121 Austin Avenue Map:170 H3 Local Access C

MCCRAE 3938 (X Coord: -38.365384741666 Y Coord: 144.91897875)

Home Phone: Personal Information**Work Phone:****Mobile Phone:** Personal Information**eMail:****FAX:****Property No:** 123436**Linked To:** 2573875**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Walk In**Input Officer:** Edis, Sandi**Received On:** 23-Feb-23 @ 09:35 AM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 121 Austin Avenue MCCRAE 3938 (Prop. No: 123436, X Coord: -38.365384741666Y Coord: 144.91897875) Map 170 H3

Additional Information**How Received:** InPerson**Road Responsibility:** Shire**Reason For Not Reporting To VicRoads 131171:**

*****Customer Response Management*****

Does customer wish to be contacted: Yes**Request Details:**

Customer advised the crossover kerb next to the driveway is broken with a section missing. When it rains the debris and water pools on the customer driveway.

Please investigate the damaged kerb for repairs. Thanks

23-Feb-23 @ 09:35 AM **Request Created**23-Feb-23 @ 09:35 AM **Action ID: 5014120 (Closed)**

Action taken: Assigned
 Action by: Crow Kylie
 23-Feb-23 @ 09:50 AM Notes Comment by Crow Kylie
 Emailed to AW. KCrow

Assigned to: SIMS Roads Team
 Task given: Accept & Assign This Request for Team
 Action was due 24-Feb-23 @ 09:35 AM and was
 completed 23-Feb-23 @ 09:49 AM.

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23-Feb-23 @ 09:50 AM **Action ID: 5014145 (Closed)**

Assigned to: Project Supervisor SIMS Roads
 Task given: Investigate & Respond To Customer
 Action was due 09-Mar-23 @ 09:50 AM and was completed 31-Mar-23 @ 10:50 AM.

Action taken: Completed - No Further Action Req
 Action by: Twaites Michelle
 23-Feb-23 @ 09:50 AM Notification
 Sent to Project Supervisor SIMS Roads (Action)
 Notified note sent by Crow Kylie (Automatically)
 Message: Email generated for Action: 5014145 for Project Supervisor SIMS Roads

31-Mar-23 @ 10:50 AM Notes Comment by Twaites Michelle
 · Date of site inspection 09/03/2023
 · Who inspected Andrew Wall
 · What the issue was Minor damage to K&C and very minimal amount of ponding occurring
 · The action to be taken – description of works concrete patch kerb
 · Task ID* and Due by date #290.0611 due 30/05/2023
 Mobile number not correct as Ronald did not answer when I called 31/03/2023 10.25am and landline rang out 3 times with no message bank available. Please close this case.
 MTwaites