

Request ID	2583809	Mornington Peninsula Shire	As at: 16-Apr-25 09:49 AM
Type.	Water - Shire Stormwater Drainage Network - Damaged Pits Pipes & Grates - Repairs		FINALISED

Customer Information

Mr Darren William Finnigan

Customer: 16 Chunar Grove Map:158 K12 Local Access C

MCCRAE 3938 (X Coord: -38.358611766666 Y Coord: 144.927456166667)

Home Phone:**Work Phone:****Mobile Phone:** Personal Information**eMail:****FAX:****Property No:** 34036**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Telephone**Input Officer:** Winther, Naomi**Received On:** 06-Jul-23 @ 03:02 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 16 Chunar Grove MCCRAE 3938 (Prop. No: 34036, X Coord: -38.358611766666Y Coord: 144.927456166667) Map 158 K12

Additional Information**How Received:** Telephone**Safer Local Roads have been called:** Yes

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

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

Customer reports road outside 16 Chunar Grove, McCrae has broken away and water is coming up. Have spoken to SEW and been advised that it is Council. Please investigate for broken pipes and repair. Please contact customer outcome. Thanks

06-Jul-23 @ 03:02 PM **Request Created**06-Jul-23 @ 03:02 PM **Action ID: 5085601 (Closed)**Assigned to: SIMS Roads Team
Task given: Accept & Assign This Request for Team
Action was due 07-Jul-23 @ 03:02 PM and was completed 06-Jul-23 @ 03:12 PM.Action taken: Assigned
Action by: Twaites Michelle
06-Jul-23 @ 03:12 PM Notes Comment by Twaites Michelle
Called and emailed to RRT Sth. MTwaites06-Jul-23 @ 03:12 PM **Action ID: 5085613 (Closed)**Assigned to: SIMS Roads Rapid Response
Task given: Investigate & Respond To Customer
Action was due 20-Jul-23 @ 03:12 PM and was completed 11-Jul-23 @ 02:38 PM.Action taken: Refer - Another Within My Team
Action by: Crow Kylie
06-Jul-23 @ 03:12 PM Notification
Sent to SIMS Roads Rapid Response (Action)
Notified note sent by Twaites Michelle (Automatically)
Message: Email generated for Action: 5085613 for SIMS Roads Rapid Response11-Jul-23 @ 02:38 PM Notes Comment by Crow Kylie
6/7/23 RRT Sth attended location inspected road and took photos. Referred to AT for further investigation. KCrow

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11-Jul-23 @	02:38 PM Action ID: 5087564 (Closed)	Assigned to: Provisional Works SIMS Roads Pending Task given: Investigate & Respond To Customer Action was due 25-Jul-23 @ 02:38 PM and was completed 13-Jul-23 @ 04:59 PM.
	<p>Action taken: Completed - No Further Action Req</p> <p>Action by: Twaites Michelle</p> <p>11-Jul-23 @ 02:38 PM Notification</p> <p>Sent to Provisional Works SIMS Roads Pending (Action)</p> <p>Notified note sent by Crow Kylie (Automatically)</p> <p>Message: Email generated for Action: 5087564 for Provisional Works SIMS Roads Pending</p> <p>13-Jul-23 @ 04:59 PM Notes Comment by Twaites Michelle</p> <p>See linked previous case for updates. MTwaites</p>	
13-Jul-23 @	04:58 PM Link Comment	Twaites Michelle
	Linked Request 2583809 to 2578540 same customer and issue	
20-Jul-23 @	12:47 PM Link Comment	Twaites Michelle
	Request Link deleted 2583809 to 2578540 wrong link	