

**Request ID 2578540****Mornington Peninsula Shire**

As at: 17-Apr-25 01:26 PM

**Type.** Water - Shire Stormwater Drainage Network - Damaged Pits Pipes & Grates - Repairs**FINALISED****Customer Information**

Marshall Dennis

Customer: 33 Lister Avenue Map:157 E11 Local Access C  
SORRENTO 3943 (X Coord: -38.3502747)**Home Phone:****Work Phone:****Mobile Phone: I&S****eMail:****FAX:****Property No:** 55930**Linked To:** 2585664**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Telephone**Input Officer:** McCormack, Laura**Received On:** 19-Jun-23 @ 02:24 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 33 Lister Avenue SORRENTO 3943 ( Prop. No: 55930, X Coord: -38.3502747) Map 157 E11

**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 called to advise that Shire drainage team were working on the soak pit at the front of his property last week. With large amounts of rainfall the past few days the soak pit has collapsed Please investigate and call customer with outcome. Thank you.

19-Jun-23 @ 02:24 PM **Request Created**19-Jun-23 @ 02:24 PM **Action ID: 5076496 (Closed)**Assigned to: SIMS Roads Team  
Task given: Accept & Assign This Request for Team  
Action was due 20-Jun-23 @ 02:24 PM and was completed 14-Jul-23 @ 04:03 PM.Action taken: Completed - No Further Action Req  
Action by: Twaites Michelle  
19-Jun-23 @ 02:57 PM Notes Comment by Crow Kylie  
Emailed to RRT Sth. KCrow14-Jul-23 @ 03:20 PM Reopen Comment by McIntosh Laura  
Further photo came through today of the soak pit. Attached to case.14-Jul-23 @ 04:03 PM Notes Comment by Twaites Michelle  
photos emailed to AT. MTwaites

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19-Jun-23 @	02:57 PM <b>Action ID: 5076561 (Closed)</b>	Assigned to: Drainage Structure Repairs SIMS Roads Pending Task given: Investigate & Respond To Customer Action was due 03-Jul-23 @ 02:57 PM and was completed 20-Jun-23 @ 10:39 AM.
	<p>Action taken: Refer - Another Within My Team Action by: Crow Kylie 19-Jun-23 @ 02:57 PM Notification Sent to Drainage Structure Repairs SIMS Roads Pending (Action) Notified note sent by Crow Kylie (Automatically) Message: Email generated for Action: 5076561 for Drainage Structure Repairs SIMS Roads Pending</p> <p>20-Jun-23 @ 10:39 AM Notes Comment by Crow Kylie Already emailed to AT for further works by MT. LFarhang</p>	
20-Jun-23 @	10:39 AM <b>Action ID: 5076939 (Closed)</b>	Assigned to: Provisional Works SIMS Roads Pending Task given: Investigate & Respond To Customer Action was due 04-Aug-23 @ 10:39 AM and was completed 21-Jul-23 @ 09:01 AM.
	<p>Action taken: Refer - Another Within My Team Action by: Twaites Michelle 20-Jun-23 @ 10:39 AM Notification Sent to Provisional Works SIMS Roads Pending (Action) Notified note sent by Crow Kylie (Automatically) Message: Email generated for Action: 5076939 for Provisional Works SIMS Roads Pending</p> <p>13-Jul-23 @ 03:53 PM Change Comment by Twaites Michelle AT advises sink hole was repaired 21/6. Customer emailed new photos 13/7 showing it has happened again. Forwarded on to AT for contractor to attend. MTwaites</p> <p>20-Jul-23 @ 04:37 PM Change Comment by Twaites Michelle AT inspected 20/7 and has passed works on to contractor to attend again for repairs. MTwaites</p> <p>21-Jul-23 @ 09:01 AM Notes Comment by Twaites Michelle Referred to CS for CCTV. MTwaites</p>	
13-Jul-23 @	02:27 PM <b>Link Comment</b>	Twaites Michelle
	Linked Request 2578540 to 2585664 same customer and issue	
13-Jul-23 @	04:58 PM <b>Link Comment</b>	Twaites Michelle
	Linked Request 2578540 to 2583809 same customer and issue	
20-Jul-23 @	12:47 PM <b>Link Comment</b>	Twaites Michelle
	Request Link deleted 2578540 to 2583809 wrong link	

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Assigned to: Cleaning & Blockages Supervisor  
 Task given: Investigate & Respond To Customer  
 Action was due 25-Aug-23 @ 09:01 AM and was completed 02-Aug-23 @ 09:59 AM.

Action taken: Refer - Another Within My Team  
 Action by: Larsen Rachel  
 21-Jul-23 @ 09:01 AM Notification  
 Sent to Cleaning & Blockages Supervisor (Action)  
 Notified note sent by Twaites Michelle (Automatically)  
 Message: Email generated for Action: 5092919 for Cleaning & Blockages Supervisor

01-Aug-23 @ 03:07 PM Change Comment by Larsen Rachel  
 1/8/2023 AT has requested that CCTV be undertaken.  
 Awaiting confirmatio of when CCTV will be available to do this.  
 Rachel Larsen

02-Aug-23 @ 09:59 AM Notes Comment by Larsen Rachel  
 2/8/2023 CCTV completed as requested by AT and CS  
 emailed to AT today. NFA required by Cleansing.

Rachel Larsen

02-Aug-23 @ 09:59 AM **Action ID: 5098914 (Closed)**

Assigned to: Provisional Works SIMS Roads Pending  
 Task given: Investigate & Respond To Customer  
 Action was due 16-Aug-23 @ 09:59 AM and was completed 30-Aug-23 @ 10:09 AM.

Action taken: Completed - No Further Action Req  
 Action by: Twaites Michelle  
 02-Aug-23 @ 10:00 AM Notification  
 Sent to Provisional Works SIMS Roads Pending (Action)  
 Notified note sent by Larsen Rachel (Automatically)  
 Message: Email generated for Action: 5098914 for Provisional Works SIMS Roads Pending

30-Aug-23 @ 10:09 AM Notes Comment by Twaites Michelle  
 Soak pit repairs completed mid August. AT inspected 29/8  
 and area is in good condition. Called and spoke to Marshall  
 30/8 and he had seen repairs and was very happy. MTwaites