

Request ID 2542735**Mornington Peninsula Shire**

As at: 21-Feb-25 11:13 AM

Type: Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages**FINALISED****Customer Information**

Ben Wells

Primary: 3 Penny Lane Map:159 A9 Local Access C

MCCRAE 3938 (X Coord: -38.346206541666 Y Coord: 144.934766741667)

Home Phone:**Work Phone:****Mobile Phone:** Irrelevant & Sensitive**eMail:** Irrelevant & Sensitive**FAX:****Property No:** 57476**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Website - Gravity Form**Input Officer:** Integration, Web Form**Received On:** 21-Feb-23 @ 01:51 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:** 41315**Additional Information****How Received:** WebSite**Safer Local Roads have been called:** No**Urgent warning signage:** No

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

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

My wife and I are concerned that considerable water is still running off the Hill at Penny Lane from View Point Road above and being collected in our drainage system at the back of our house and being channelled under our house onto Pt Nepean Road; there has been a continual run of water since November and the swale drains have been holding that water since then. There are also signs that water is running off or under the soil on the block of land where a block next to us incurred a land slip. Our concern is that the cause of the slip hasn't been identified – we feel vulnerable to further slippage and damage to our house and ourselves.

There certainly looks to be a change of water flow in our area and above us. Water is consistently running down gutters in View Point Road (see two photos attached show the running water and damage to the gutters) which seems to change course when it meets a speed hump and disperses from there – we are concerned this water could be running down the back of our house in Penny Lane and perhaps into the effected block. Private drainage on our block at 3 Penny Lane is charged with the responsibility of running excess water from the streets above out onto Pt Nepean Road: if our system was to block and fail, public water from above would also certainly be directed through and under our house.

On the day of the land spill, we showed the Shire Engineers the drain in Pt Nepean Road we are concerned with, this is the drain that is still flowing since then. There was no water held in the swale drain right through the winter months. We contracted a plumber to pressure wash our drainage pipes that run along Penny Lane, and this stopped the flowing water from running down the middle of Penny lane and allowed it to run through our PVC storm water pipe, it hasn't been possible to mow near that drain junction all summer despite the fact there has been very little rain.

Hopefully works will start on the spill in the near future, but in the meantime, whilst the restoration of the damaged block plan is being critiqued, would it be possible for Shire to review the drainage system and make any necessary improvements thus ensuring that the drainage infrastructure is ready and up for job when the works begin; this would give us some reassurance that another major downfall isn't going to result in another spill.

Submitted from <https://portal.mornpen.vic.gov.au/report-a-drainage-concern/> on 2023-02-21 02:51:29 by 101.181.114.249.

https://portal.mornpen.vic.gov.au/wp-admin/admin.php?page=gf_entries&view=entry&id=64&lid=41315&order=ASC&filter&paged=1&pos=0&field_id&or

21-Feb-23 @ 01:51 PM **Request Created**

Request ID	2542735	Mornington Peninsula Shire	As at: 21-Feb-25 11:13 AM
Type.	Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages		FINALISED

21-Feb-23 @ 01:51 PM **Action ID: 5012521 (Closed)**

Assigned to: Trebilco Brandon
Task given: Accept & Assign This Request for Team
Action was due 22-Feb-23 @ 01:51 PM and was completed 01-Mar-23 @ 12:36 PM.

Action taken: Completed - No Further Action Req
Action by: Trebilco Brandon
22-Feb-23 @ 08:51 AM Notes Comment by Larsen Rachel
22/2/2023 Printed for CS to inspect
Rachel Larsen

28-Feb-23 @ 01:56 PM Reopen Comment by Larsen Rachel
28/2/2023 Hi Brandon,

Customer would like you to contact him please.
Rachel Larsen

28-Feb-23 @ 01:56 PM Notification
Sent to Trebilco Brandon (Action)
Reopen note sent by Larsen Rachel
Message: This Action reopened and moved from SLR SIMS
Cleansing Incoming Actions to Trebilco Brandon

28-Feb-23 @ 01:56 PM Notification
Sent to SLR SIMS Cleansing Incoming Actions (Action)
Reopen note sent by Larsen Rachel
Message: This Action reopened and moved from SLR SIMS
Cleansing Incoming Actions to Trebilco Brandon

01-Mar-23 @ 12:36 PM Notes Comment by Trebilco Brandon
emailed resident advising that drainage works along view
point road are commencing very shortly.

22-Feb-23 @ 08:51 AM **Action ID: 5013070 (Closed)**

Assigned to: Cleaning & Blockages Supervisor
Task given: Investigate & Respond To Customer
Action was due 04-Apr-23 @ 08:51 AM and was completed 15-Mar-23 @ 01:35 PM.

Action taken: Completed - No Further Action Req
Action by: Larsen Rachel
22-Feb-23 @ 08:51 AM Notification
Sent to Cleaning & Blockages Supervisor (Action)
Notified note sent by Larsen Rachel (Automatically)
Message: Email generated for Action: 5013070 for Cleaning
& Blockages Supervisor

28-Feb-23 @ 01:56 PM Change Comment by Larsen Rachel
27/2/2023 CS attended site and found system part blocked
20% charge. Combo required to clean and jet system. Works
order raised and works will be compelted as part of the
cleansing maintenance programme. CS spoke with customer
via phone at 2.15 p.m. and Ben would like to speak with
Drainage engineer.
Rachel Larsen

15-Mar-23 @ 01:36 PM Notes Comment by Larsen Rachel
8/3/2023 Combo crew attended location and cleaned 4 pits
and jetted 50m of line. Further works required.

9/3/2023 Combo crew reattended location and cleaned 2 pits
and jetted 20m of line. System clean and flowing. Customer
requested contact and was advised same via email on
15/3/2023.

Rachel Larsen

28-Feb-23 @ 01:56 PM **Notification**

Sent to SIMS Roads Team (Responsible)

N
Message: Action 5012521 reopened and moved from SLR
SIMS Cleansing Incoming Actions to Trebilco Brandon