

Date / Time	MERIT No	OCMS Ref No	Enquiry Type	Relating To	Sub Enquiry 1	Sub Enquiry 2	Incident Address	Incident Suburb	Incident	Caller A	Caller S	Caller P	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	31685288	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	Caller A	Caller S	Caller P	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