

Request ID	2573875	Mornington Peninsula Shire	As at: 16-Apr-25 09:48 AM
Type.	Roads - Sealed Surface Maintenance - Maintenance - Sealed Road Surface		FINALISED

Customer Information

Irrelevant & Sensitive

Customer: 121 Austin Avenue Map:170 H3 Local Access C
 MCCRAE 3938 (X Coord: -38.365384741666 Y Coord: 144.91897875)

Home Phone: 5986 3556**Work Phone:****Mobile Phone:** I & S**eMail:****FAX:****Property No:** 123436**Linked To:** 2543446**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Walk In**Input Officer:** Foote, Stephanie**Received On:** 01-Jun-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: 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:

**Please see photos attached

Customer is unsatisfied with works that were carried out to fix issue of water running into his property due to water pooling at a point in the channel Infront of his driveway. Customer says we put road base and bitumen to fill in channel and make it level which is not sufficient and he is worried the issue will continue. He also said there was bitumen left on his private driveway. Please investigate

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

01-Jun-23 @ 03:02 PM **Request Created**

01-Jun-23 @ 03:02 PM **Action ID: 5068269 (Closed)**

Assigned to: SIMS Roads Team
 Task given: Accept & Assign This Request for Team
 Action was due 02-Jun-23 @ 03:02 PM and was completed 01-Jun-23 @ 03:26 PM.

Action taken: Assigned
 Action by: Twaites Michelle
 01-Jun-23 @ 03:26 PM Notes Comment by Twaites Michelle
 Emailed to AW for inspection. MTwaites

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01-Jun-23 @ 03:26 PM **Action ID: 5068294 (Closed)**

Assigned to: Project Supervisor SIMS Roads
Task given: Investigate & Respond To Customer
Action was due 16-Jun-23 @ 03:26 PM and was completed 14-Jun-23 @ 05:20 PM.

Action taken: Refer - Another Within My Team
Action by: Twaites Michelle
01-Jun-23 @ 03:26 PM Notification
Sent to Project Supervisor SIMS Roads (Action)
Notified note sent by Twaites Michelle (Automatically)
Message: Email generated for Action: 5068294 for Project Supervisor SIMS Roads

14-Jun-23 @ 05:20 PM Notes Comment by Twaites Michelle
Referred to AL to repair/rectify. MTwaites

14-Jun-23 @ 05:20 PM **Action ID: 5074141 (Closed)**

Assigned to: Pavement Supervisor SIMS Roads
Task given: Investigate & Respond To Customer
Action was due 28-Jun-23 @ 05:20 PM and was completed 27-Jun-23 @ 03:50 PM.

Action taken: Completed - No Further Action Req
Action by: Twaites Michelle
14-Jun-23 @ 05:20 PM Notification
Sent to Pavement Supervisor SIMS Roads (Action)
Notified note sent by Twaites Michelle (Automatically)
Message: Email generated for Action: 5074141 for Pavement Supervisor SIMS Roads

27-Jun-23 @ 03:50 PM Notes Comment by Twaites Michelle
ALane inspected on the 27.6.23 found job 290.0611 completed on the 31/5 at 121 Austin Ave McCrae. Raised a works order for them to pull that out and replace with concrete. 94.4210 60- days called customer left voicemail to advise about the works. MTwaites