

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 Irrelevant & Sensitive 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:
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Additional Names Additional Information How Received: Telephone Safer Local Roads have been called: Yes *****Customer Response Management***** Does customer wish to be contacted: Yes	Additional Address Primary: 16 Chunar Grove MCCRAE 3938 (Prop. No: 34036, X Coord: -38.358611766666Y Coord: 144.927456166667) Map 158 K12
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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. MTwaites	
06-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 Response	
11-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.
	Action taken: Completed - No Further Action Req Action by: Twaites Michelle 11-Jul-23 @ 02:38 PM Notification Sent to Provisional Works SIMS Roads Pending (Action) Notified note sent by Crow Kylie (Automatically) Message: Email generated for Action: 5087564 for Provisional Works SIMS Roads Pending 13-Jul-23 @ 04:59 PM Notes Comment by Twaites Michelle See linked previous case for updates. MTwaites	
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	