

Request ID	2536543	Mornington Peninsula Shire	As at: 16-Apr-25 09:43 AM
Type.	Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages		FINALISED

Customer Information

Irrelevant & Sensitive

Customer: 2 Somers Close Map:171 A1 Local Access C
MCCRAE 3938 (X Coord: -38.361260683333 Y Coord: 144.932027066667)

Home Phone: 0414963592**Work Phone:****Mobile Phone:**

Irrelevant & Sensitive

eMail:**FAX:****Property No:** 12976**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Snap Send Solve**Input Officer:** McIntosh, Laura**Received On:** 08-Feb-23 @ 12:35 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:** 3044140**Additional Names****Additional Address**

Primary: 29 Somers Avenue Mccrae 3938 Map 29-31 Somers Ave,
McCrae VIC 3938, Australia

Additional Information**How Received:** SnapSendSolve**Safer Local Roads have been called:** No**Urgent warning signage:** No

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

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

SnapSendSolve IncidentType: Roads - General

Storm water drain blocked

GEOCode: -38.36085510253906 , 144.9320831298828

08-Feb-23 @ 12:35 PM **Request Created**05-Feb-23 @ 09:03 AM **Attachment**

Imported from SnapSendSolve Document:
\\ad.mps\common\webcrm\attachments\2536543_77967_2536

08-Feb-23 @ 12:35 PM **Customer/Adhoc Notification**

Sent to

Irrelevant & Sensitive

Customer)

N
Message: Service Request: 2536543 - Thank you for the
Snap Send Solve to the Mornington Peninsula Shire.

A Service Request has been raised to address your concern.
Please allow up to 10 business days for an assessment of
your concern as an appropriate officer will be in contact with
you, if you have chosen to be contacted.

Please quote the above Service Request ID should you wish
to contact us with any enquiries.

Regards

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08-Feb-23 @	12:35 PM Action ID: 5003772 (Closed)	Assigned to: SLR SIMS Cleansing Incoming Actions Task given: Accept & Assign This Request for Team Action was due 09-Feb-23 @ 12:35 PM and was completed 08-Feb-23 @ 02:05 PM.	
	Action taken: Assigned Action by: Larsen Rachel 08-Feb-23 @ 02:05 PM Notes Comment by Larsen Rachel 8/2/2023 Printed for CS to inspect Rachel Larsen		
08-Feb-23 @	12:35 PM Attachment	SIMS Roads Team	
	SnapSendSolve ReportURL Document: https://portal.snapsendsolve.com/reports/3044140/?signature=		
08-Feb-23 @	02:05 PM Action ID: 5003991 (Closed)	Assigned to: Clayton Sheree Task given: Investigate & Respond To Customer Action was due 22-Feb-23 @ 02:05 PM and was completed 08-Feb-23 @ 02:05 PM.	
	Action taken: Refer - Another Within My Team Action by: Larsen Rachel 08-Feb-23 @ 02:05 PM Notification Sent to Clayton Sheree (Action) Notified note sent by Larsen Rachel (Automatically) Message: Email generated for Action: 5003991 for Clayton Sheree		
08-Feb-23 @	02:05 PM Action ID: 5003992 (Closed)	Assigned to: Cleaning & Blockages Supervisor Task given: Investigate & Respond To Customer Action was due 16-Mar-23 @ 02:05 PM and was completed 28-Feb-23 @ 02:32 PM.	
	Action taken: Completed - No Further Action Req Action by: Larsen Rachel 08-Feb-23 @ 02:06 PM Notification Sent to Cleaning & Blockages Supervisor (Action) Notified note sent by Larsen Rachel (Automatically) Message: Email generated for Action: 5003992 for Cleaning & Blockages Supervisor		
	17-Feb-23 @ 03:35 PM Change Comment by Larsen Rachel 15/2/2023 CS attended site and found systems blocked. Combo required to clean and jet system. Works order raised and works will be completed as part of the cleansing maintenance programme. CS spoke with customer via phone at 10.15 a.m. who also like to report that the street needs sweeping. Rachel Larsen		
	28-Feb-23 @ 02:32 PM Notes Comment by Larsen Rachel 20/2/2023 Combo crew attended location and completed works. Crew cleaned 4 pits and jetted 50 metres of pipeline. System clean and flowing. Customer requested contact and was advised same via email on 1/3/2023. Rachel Larsen		