

Request ID	2504202	Mornington Peninsula Shire	As at: 16-Apr-25 09:39 AM
Type.	Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages		FINALISED

Customer Information**Irrelevant & Sensitive**

Customer: 1 Beverley Road Map:158 K10 Local Access C
MCCRAE 3938 (X Coord: -38.349462283333 Y Coord: 144.930474916667)

Home Phone:**Work Phone:** I/S**Mobile Phone:****eMail:****FAX:****Property No:** 24473**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Telephone**Input Officer:** McCormack, Laura**Received On:** 11-Nov-22 @ 12:01 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 1 Beverley Road MCCRAE 3938 (Prop. No: 24473, X Coord: -38.349462283333Y Coord: 144.930474916667) Map 158 K10

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

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

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

Customer detailing that water build up along front of property that seems to go into his driveway. He said a few of his neighbours are experiencing the same issue and the house at 23 Burrell Street is also experiencing water build up. Mentioned to customer that Water pipes managed by SEW run through Beverley Road. Customer said he has been in contact with SEW and they advised Shire issue could be from stormwater pipes at Beverley and Burrell intersection. Please can we investigate and call customer. Please check our pipes at the intersection. Customer would like to speak with someone from drainage for further advise. Thanks.

11-Nov-22 @ 12:01 PM **Request Created**11-Nov-22 @ 12:01 PM **Action ID: 4943164 (Closed)**

Assigned to: SLR SIMS Cleansing Incoming Actions
Task given: Accept & Assign This Request for Team
Action was due 14-Nov-22 @ 12:01 PM and was completed 11-Nov-22 @ 02:36 PM.

Action taken: Assigned
Action by: Crow Kylie
11-Nov-22 @ 02:36 PM Notes Comment by Crow Kylie
Emailed to CS. KCrow

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11-Nov-22 @ 02:37 PM **Action ID: 4943444 (Closed)**

Assigned to: Cleaning & Blockages Supervisor
Task given: Investigate & Respond To Customer
Action was due 25-Nov-22 @ 02:37 PM and was completed 27-Nov-22 @ 03:01 PM.

Action taken: Refer - Another Within My Team
Action by: Larsen Rachel
11-Nov-22 @ 02:37 PM Notification
Sent to Cleaning & Blockages Supervisor (Action)
Notified note sent by Crow Kylie (Automatically)
Message: Email generated for Action: 4943444 for Cleaning & Blockages Supervisor

27-Nov-22 @ 03:01 PM Notes Comment by Larsen Rachel
21/11/2022 CS attended site and spoke with customer via phone at 13.50 p.m. and also met on site with customer's brother. Found pits and pipes to be clear. Issue relates to water seeping from front of property and could be possible ground water. Customer would like Drainage Engineer to make contact for advice. Referred to BT. No further action for Cleansing.
Rachel Larsen

27-Nov-22 @ 03:01 PM **Action ID: 4954661 (Closed)**

Assigned to: Trebilco Brandon
Task given: Investigate & Respond To Customer
Action was due 09-Dec-22 @ 03:01 PM and was completed 28-Feb-23 @ 12:29 PM.

Action taken: Completed - No Further Action Req
Action by: Trebilco Brandon
27-Nov-22 @ 03:01 PM Notification
Sent to Trebilco Brandon (Action)
Notified note sent by Larsen Rachel (Automatically)
Message: Email generated for Action: 4954661 for Trebilco Brandon

16-Dec-22 @ 03:35 PM Notes Comment by Trebilco Brandon
inspected some time ago with steven and could not see issue, have been meaning to contact and get to bottom of it. appears to be a spring/groundwater issue, flooding was only a wetspot and not actual flooding when inspected. contact customer and advise all our system is clear and as per chris notes its either a spring or his LPD of which he will have to get plumber

28-Feb-23 @ 12:29 PM Notes Comment by Trebilco Brandon
Inspected and cannot see how water gets into property. left VM advising it its groundwater or SEW issue (they have been doing extensive works on the main of late) as it appears water is pouring from nature strip over driveway. water off roadway should be flowing away as driveway and kerb is alot higher. not drianage maintenannce issue.

06-Dec-22 @ 02:27 PM **General Comment**

Greensill Josephine

Michael has called wanting an update as he was told after cleansing came out that someone would contact him in a few days. His driveway has been flooding and it's been an issue going on for more than 12 months. I've sent an email to Brandon. Thanks