

Stormwater Drainage Concern

Request Summary

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reference Id:    | 2024-052756                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Tracking Number: | 2024-052756.HDQ                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Received:        | 10-Jul-2024 10:36:11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Priority:        | Urgent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Status:          | Inactive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Stage:           | Completed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Address:         | 1/16 Chunar Grove MCCRAE VICTORIA 3938                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Detail:          | ONGOING WATER LEAK IN STORMWATER PIPE<br>Previously reported under, 2024-033838, 2023-017576, merits 2573057 and 2583809.<br>-----<br>Customer reports water is still bubbling up through the nature strip, creating a mud pile, flooding and making the road break up. Customer extremely frustrated that nothing apart from topping up soil was done under last request. Reports that previous PVC pipe fix has not resolved the issue. Please re-assess on a day where it is raining or has recently rained in order to see the problem and call customer. |

Categorisation

|                      |                                 |
|----------------------|---------------------------------|
| Request Type         | Environment Management          |
| Request Category     | Flood and Stormwater Management |
| Request Sub Category | Stormwater Drainage Concern     |

Stage Updates

| Date Completed | Stage               |
|----------------|---------------------|
| 31-Dec-2024    | Completed           |
| 18-Jul-2024    | Awaiting Inspection |
| 10-Jul-2024    | New Request         |

Resolution

| Date Resolved        | Resolution             | Resolution Details                                                                                                  |
|----------------------|------------------------|---------------------------------------------------------------------------------------------------------------------|
| 31-Dec-2024 14:30:15 | Resolved by Contractor | Roads Corridor Team attended pit drain at 1/16 Chunar Grove on 15th November, completing drainage maintenance works |