

Customer Callback Request

Request Summary

Reference Id:	2024-105712
Tracking Number:	2024-105712.FFO
Received:	17-Dec-2024 14:50:59
Priority:	Medium
Status:	Inactive
Stage:	Completed
Address:	1 Charlesworth Street MCCRAE VICTORIA 3938
Detail:	Please call customer I/S back regarding closed case 2024-006829 that is still not resolved. Corner of Charlesworth Street & Waller place McCrae - the road is still lifting and now water is rising and sitting just outside Vesna's property 3 Waller Place McCrae - Open case awaiting inspection stage is 2024-099104. Please see highlighted where the water is now rising and just sitting and making the road lift. Spoke with drains team to see where this is at because it keeps bouncing from SE water us. Please investigate further and call and update customer outcome. Thanks

Categorisation

Request Type	Community and Stakeholder Relations Management
Request Category	Customer Service Operations
Request Sub Category	Customer Callback Request

Stage Updates

Date Completed	Stage
20-Jan-2025	Completed
17-Dec-2024	In Progress
17-Dec-2024	New Request

Resolution

Date Resolved	Resolution	Resolution Details
20-Jan-2025 09:33:12	Resolved by Council	Today morning I have contacted the customer and give her an update about the works proposed on Coburn Av.