

General Enquiry

Request Summary

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|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reference Id:    | 2025-002252                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Tracking Number: | 2025-002252.ECT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Received:        | 07-Jan-2025 11:04:12                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Priority:        | Medium                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Status:          | Inactive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Stage:           | Completed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Address:         | 1 Charlesworth Street MCCRAE VICTORIA 3938                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Detail:          | <p>I am writing about the water that is pooling up on my property 1 Charlesworth street McCrae</p> <p>We are getting concerned about the water damage that is occurring in the area of Charlesworth street , Henry court , Waller place and Coburn road McCrae</p> <p>The road started bubbling up and was first reported on the 25 November 2024. Water has been running down the road constantly since then ,now pooling up in Coburn road , all the nature strips are leaking out water and now properties are finding water pooling up on them and one house has reported movement .</p> <p>SE water have been out quite a lot testing the water they say it's a council problem when you call the council they say it's a SE water problem it just ping pongs back and forth with no solution. The road are getting more damaged you would think the council would want to fix it up asap. We haven't seen the council out here at all even though they say they are coming out but have talked to the SE water who come test the water</p> <p>It has to be fixed asap before there is more damage !!!!!</p> |

Categorisation

|                      |                                                |
|----------------------|------------------------------------------------|
| Request Type         | Community and Stakeholder Relations Management |
| Request Category     | Customer Service Operations                    |
| Request Sub Category | General Enquiry                                |

Stage Updates

| Date Completed | Stage       |
|----------------|-------------|
| 13-Jan-2025    | Completed   |
| 08-Jan-2025    | In Progress |
| 07-Jan-2025    | New Request |

Resolution

| Date Resolved        | Resolution          | Resolution Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Possible Cause |
|----------------------|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 13-Jan-2025 11:09:55 | Resolved by Council | <p>Investigative works to be started on Wednesday 15/01. Comms to go out to impacted residents: “The Roads and Drainage Team appreciates residents’ patience and understanding regarding the time taken to investigate this issue. Since the only water asset managed by Council is stormwater, which was ruled out early in the investigation, it was necessary to allow South East Water sufficient time to determine whether any of their assets or associated works were contributing to the problem. Now that the investigations into the water source have concluded without a definitive result, we have scheduled works to commence this Wednesday. These works aim to manage the groundwater issue and repair the affected road surfaces. The project will involve major excavation, drainage installation, and asphalt repairs. Residents may experience some temporary impacts during this time, and we appreciate your cooperation as we work to resolve the issue.”</p> | TBA            |