

Request ID 2557303**Mornington Peninsula Shire**

As at: 17-Apr-25 01:32 PM

Type. Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages**FINALISED****Customer Information**

Irrelevant & Sensitive

Customer: 189 Bayview Road Map:158 J12 Local Access C Shire
 MCCRAE 3938 (X Coord: -38.358132408333 Y Coord: 144.924982791667)

Home Phone:**Work Phone:****Mobile Phone:****eMail:****FAX:****Property No:** 129920

I/S

Request Information**Centre:** Mornington Peninsula Shire**Received Via:** Walk In**Input Officer:** Sudol, Jo**Received On:** 05-Apr-23 @ 02:51 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names**

Caller: Fenney, Susan Carol Phone 0447 544 484

Additional Address

Primary: 189 Bayview Road MCCRAE 3938 (Prop. No: 129920, X Coord: -38.358132408333Y Coord: 144.924982791667) Map 158 J12

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

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

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

Customers came into Rosebud cashier, reporting large amounts of standing water on nature strip and block of land at 189 Bayview Road McCrae. Customers report land is so wet they cannot mow the grass. SE water have come out and checked the sewer line, and said there is no leak. Can we please check for blockages in the council stormwater between pits at 187 and 191A Bayview road, that maybe causing water leak. Then please contact customer with update

05-Apr-23 @ 02:51 PM **Request Created**05-Apr-23 @ 02:51 PM **Action ID: 5039111 (Closed)**

Assigned to: SLR SIMS Cleansing Incoming Actions
 Task given: Accept & Assign This Request for Team
 Action was due 06-Apr-23 @ 02:51 PM and was completed 06-Apr-23 @ 10:41 AM.

Action taken: Assigned
 Action by: Crow Kylie
 06-Apr-23 @ 10:41 AM Notes Comment by Crow Kylie
 Printed for CS. KCrow

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Type. Water - Shire Stormwater Drainage Network - SLR - Cleaning & Blockages**FINALISED**06-Apr-23 @ 10:41 AM **Action ID: 5039564 (Closed)**

Assigned to: Cleaning & Blockages Supervisor
Task given: Investigate & Respond To Customer
Action was due 11-May-23 @ 10:41 AM and was
completed 20-Apr-23 @ 03:33 PM.

Action taken: Completed - No Further Action Req
Action by: Larsen Rachel
06-Apr-23 @ 10:41 AM Notification
Sent to Cleaning & Blockages Supervisor (Action)
Notified note sent by Crow Kylie (Automatically)
Message: Email generated for Action: 5039564 for Cleaning
& Blockages Supervisor

14-Apr-23 @ 02:45 PM Change Comment by Crow Kylie
11/4/23 CS attended location and inspected pits found
possible blockage in pipeline. Combo requires to clean, jet
and verify system. CS called and spoke with customer to
advise same. KCrow

20-Apr-23 @ 03:33 PM Notes Comment by Larsen Rachel
14/4/2023 Combo crew attended location and completed
works. Crew cleaned 6 pits and jetted 120 metres of line.
System clear and flowing. Customer requested contact and
was advised same via phone on 25/4/2023.

Rachel Larsen