

<b>Request ID</b>	<b>2505225</b>	<b>Mornington Peninsula Shire</b>	As at: 11-Jan-23 01:58 PM
<b>Type.</b>	Roads - Sealed Surface Maintenance - Dirt, Gravel, Debris - Sealed Road Surface		<b>FINALISED</b>

**Customer Information**

Keith Boyd

**Irrelevant & Sensitive****Home Phone:****Work Phone:****Mobile Phone:** Irrelevant & Sensitive**eMail:****FAX:****Property No:****Linked To:** Irrelevant & Sensitive**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Website - Gravity Form**Input Officer:** Kaylene Cook**Received On:** 14-Nov-22 @ 11:46 AM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** Team SIMS Roads**Reference No:****Additional Names****Additional Address****Irrelevant & Sensitive****Additional Information****How Received:** Telephone**Does customer wish to be contacted:** Yes**Request Details:**

Water spurting out of Coburn Ave just near the Prospect Hill Rd. intersection.  
 Looks like the bitumen has been broken and the road is in danger of washing away.  
 Not sure if us or SEW but sounds like signage will be needed.  
 Customer does not need a call-back , was just advising us, thank you

14-Nov-22 @ 11:46 AM **Request Created**18-Dec-22 @ 05:30 PM **Recategorised Comment**

Larsen Rachel

Action Note prior to Recategorisation  
 Type: Notes  
 Who: Larsen Rachel  
 When: 14/11/2022 11:53 AM  
 Comment: 14/11/2022 Emailed to CS for inspection.  
 Rachel Larsen

18-Dec-22 @ 05:30 PM **Recategorised Comment**

Larsen Rachel

Action Note prior to Recategorisation  
 Type: Notes  
 Who: Twaites Michelle  
 When: 14/11/2022 01:54 PM  
 Comment: MV and KM attending

18-Dec-22 @ 05:30 PM **Action ID: 4969133 (Closed)**

Assigned to: SIMS Roads Team  
 Task given: Accept & Assign This Request for Team  
 Action was due 19-Dec-22 @ 05:30 PM and was  
 completed 19-Dec-22 @ 09:45 AM.

Action taken: Completed - No Further Action Req  
 Action by: Twaites Michelle  
 19-Dec-22 @ 09:45 AM Notes Comment by Twaites Michelle  
 See linked case, works completed via 2505165. Customer  
 did not request contact. MTwaites

18-Dec-22 @ 05:30 PM **Recategorised Comment**

Larsen Rachel

19/12/2022 Hi Jane & Michelle  
 I spoke to Chris about this one last week and he advised that  
 this is a sinkhole issue and not a Cleaning & Blockages  
 issue. Refer my email on 13/12/2022. Thanks  
 Rachel

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18-Dec-22 @	05:30 PM	<b>Recategorised Comment</b> Request UDF - How Received: Telephone	Larsen Rachel
18-Dec-22 @	05:30 PM	<b>Recategorised Comment</b> Request UDF - Safer Local Roads have been called: Yes	Larsen Rachel
18-Dec-22 @	05:30 PM	<b>Recategorised Comment</b> Request UDF - Urgent warning signage: Yes	Larsen Rachel
18-Dec-22 @	05:30 PM	<b>Recategorised Comment</b> Request UDF - Customer Response Management: *****Customer Response Management*****	Larsen Rachel
18-Dec-22 @	05:30 PM	<b>Recategorised Comment</b> Request UDF - Does customer wish to be contacted: No	Larsen Rachel
19-Dec-22 @	09:46 AM	<b>Link Comment</b> Linked Request 2505225 to 2505165 same issue	Twaites Michelle