

**Request ID: 2505165**Service Type: **Maintenance - Sealed Road Surface**

Status FINALISED 20-Dec-22 09:53 AM
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Customer Name: -

Customer Address: Prop No

Phone:

Work Phone:

Mobile:

Primary Location Address: **22 Prospect Hill Road MCCRAE 3938 Map:159 B10** Prop No **130677**Description: **Street Storm water pit blocked****Lid on nature strip missing****Overflow has flooded house at 22 prospect hill rd McCrae**

Submitted from <https://portal.mornpen.vic.gov.au/report-a-road-concern/?RoadType=Sealed&SealedIssueType=All+Other+Maintenance+%28e.g.+drainage%29>  
 on 2022-11-13 23:46:15 by 1.145.193.15.

[https://portal.mornpen.vic.gov.au/wp-admin/admin.php?page=gf\\_entries&view=entry&id=12&lid=35095&order=ASC&filter&paged=1&pos=0&field\\_id&operator](https://portal.mornpen.vic.gov.au/wp-admin/admin.php?page=gf_entries&view=entry&id=12&lid=35095&order=ASC&filter&paged=1&pos=0&field_id&operator)

Instruction:

Linked Requests: **2505225, 2505648**

Additional Names:

Additional Addresses: Primary: 22 Prospect Hill Road MCCRAE3938 Map:159 B10  
 Prop No

**Additional Information**How Received: **WebSite**Road Responsibility: **Shire**

Reason For Not Reporting To VicRoads 131171:

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

Does customer wish to be contacted: **No**
**Request Created** Req. ID 2505165 input by Web Form Integration .

14-Nov-22 @ 10:46 AM ☺ Web Form Integration

**Assigned** Action ID: 4944134 (Closed)

14-Nov-22 @ 10:46 AM ☺ SIMS Roads Team

*Assigned to: SIMS Roads Team**Task given: Accept & Assign This Request for Team**Action was due 15-Nov-22 @ 10:46 AM and was completed 15-Nov-22 @ 02:38 PM.*



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**📄 Action Notes**

15-Nov-22 @ 02:38 PM 😊 Twaites Michelle

**Crews attended 14/11, allocated to SEW, CS, AT and RRT. Has been made safe. MTwaites****🔧 Completed - No Further Action Req** Action ID: 4945862 (Closed)

15-Nov-22 @ 02:38 PM 😊 Provisional Works SIMS Roads Pending

*Assigned to: Provisional Works SIMS Roads Pending**Task given: Investigate & Respond To Customer**Action was due 29-Nov-22 @ 02:38 PM and was completed 20-Dec-22 @ 09:53 AM.***📄 Notification** Notified Action taken: Completed - No Further Action Req**Action by: Twaites Michelle****Sent to Provisional Works SIMS Roads Pending (Action)****note sent by Twaites Michelle (Automatically) Email generated for Action: 4945862 for Provisional Works SIMS Roads Pending**

15-Nov-22 @ 02:38 PM 😊 Twaites Michelle

**📄 Action Notes**

20-Dec-22 @ 09:53 AM 😊 Twaites Michelle

**AT advises works completed to repair pit collapse/sinkhole next to property between 19/11 and 24/11 via PO 192046. Customer onsite and aware of works. MTwaites****🔗 Link Comment**

02-Dec-22 @ 02:46 PM 😊 Twaites Michelle

**Linked Request 2505165 to 2505648****same issue****🔗 Link Comment**



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19-Dec-22 @ 09:46 AM 😊 Twaites Michelle

**Linked Request 2505165 to 2505225**

**same issue**