

**Request ID 2505225****Mornington Peninsula Shire**

As at: 22-Jun-25 08:08 PM

**Type.** Roads - Sealed Surface Maintenance - Dirt, Gravel, Debris - Sealed Road Surface**FINALISED****Customer Information**

Irrelevant &amp; Sensitive

Customer: 17 Burton Street Map:159 C9 Local Access C

DROMANA 3936 (X Coord: -38.344373433333 Y Coord: 144.941203383334)

**Home Phone:****Work Phone:****Mobile Phone:** Irrelevant & Sensitive**eMail:****FAX:****Property No:** 42220**Linked To:** 2505165**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Website - Gravity Form**Input Officer:** Cook, Kaylene**Received On:** 14-Nov-22 @ 11:46 AM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 26 Coburn Avenue MCCRAE 3938 ( Prop. No: 11014, X Coord: -38.34765515) Map 159 A10

**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

<b>Request ID</b>	<b>2505225</b>	<b>Mornington Peninsula Shire</b>	As at: 22-Jun-25 08:08 PM
<b>Type.</b>	Roads - Sealed Surface Maintenance - Dirt, Gravel, Debris - Sealed Road Surface		<b>FINALISED</b>

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