

**Request ID 2505648****Mornington Peninsula Shire**

As at: 20-Jun-25 12:24 PM

**Type.** Water - Shire Stormwater Drainage Network - Open Drains & Outfalls - Repairs**FINALISED****Customer Information**

Irrelevant &amp; Sensitive

Customer: 23 Coburn Avenue Map:159 A10

MCCRAE 3938 (X Coord: -38.347438808333 Y Coord: 144.935736658334)

**Home Phone:****Work Phone:****Mobile Phone:** Irrelevant & Sensitive**eMail:****FAX:****Property No:** 130676**Linked To:** 2505098, 2505165**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Telephone**Input Officer:** Nicholl, Kester**Received On:** 14-Nov-22 @ 07:59 PM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: 23 Coburn Avenue MCCRAE 3938 ( Prop. No: 130676, X Coord: -38.347438808333Y Coord: 144.935736658334) Map 159 A10

**Additional Information****How Received:** Telephone  
\*\*\*\*\*Customer Response Management\*\*\*\*\***Does customer wish to be contacted:** Yes**Request Details:**

Caller Details

Merit Number: 2505648

Caller Type: Customer / Resident

Caller Name Irrelevant &amp; Sensitive

Contact Number Irrelevant &amp; Sensitive

Enquiry Details

Enquiry Type: Drains / Pits / Flooding

Relating To: Storm Water Drains

Incident Address: 23 Coburn AVE

McCrae

VIC 3938

Nature Of Call: Drains / Pits / Flooding Storm Water Drains. Irrelevant &amp; Sensitive Drainage Pipe That He Was Advised Is Redundant Has Been Flowing Water Onto His Property That Has Opened A 5ft Sinkhole Under His Garage And Flooded The Next Door Property. Seeking To Have Issue With Pipe Resolved To Avoid Further Water Damage During Next Downpour.

Call Reference Number: 31684126

14-Nov-22 @ 07:59 PM **Request Created**14-Nov-22 @ 07:59 PM **Action ID: 4945065 (Closed)**Assigned to: SIMS Roads Team  
Task given: Accept & Assign This Request for Team  
Action was due 15-Nov-22 @ 07:59 PM and was completed 15-Nov-22 @ 04:09 PM.Action taken: Assigned  
Action by: Piotrowski Jane  
15-Nov-22 @ 04:09 PM Notes Comment by Piotrowski Jane  
Assigned to AT to inspect. JPiotrowski

Request ID		2505648	Mornington Peninsula Shire		As at:	20-Jun-25	12:24 PM
Type.	Water - Shire Stormwater Drainage Network - Open Drains & Outfalls - Repairs					FINALISED	
15-Nov-22 @	11:20 AM	Action ID: 4945440 (Closed)			Assigned to: Trebilco Brandon Task given: Additional Information Action was due 01-Dec-22 @ 11:08 AM and was completed 30-Nov-22 @ 04:17 PM.		
		Action taken: Completed Action by: Trebilco Brandon 15-Nov-22 @ 11:20 AM Notes Comment by Cook Kaylene Customer would like this case to be investigated by a specialist drainage engineer from the Shire.  16-Nov-22 @ 11:40 AM Notes Comment by Trebilco Brandon Inspected and spoke with customer, also have been emailing. large sinkhole has formed possibly threatening house, we are having underground specialists getting out there asap to investigate, from there we will undertake excavation and repaire works.  30-Nov-22 @ 04:17 PM Notes Comment by Trebilco Brandon Cavity around old drianage system filled with treated sand. organising meeting with SEW as cavities/voids still exist around the water main. closing off case as we have done everything on our end, now just need SEW to excavate and investigate around the main/trench.					
15-Nov-22 @	11:20 AM	Notification			Sent to Trebilco Brandon (Action)		
		N Message: Manual Action Created					
15-Nov-22 @	04:09 PM	Action ID: 4946032 (Closed)			Assigned to: Provisional Works SIMS Roads Pending Task given: Investigate & Respond To Customer Action was due 29-Nov-22 @ 04:09 PM and was completed 02-Dec-22 @ 02:44 PM.		
		Action taken: Completed - No Further Action Req Action by: Twaites Michelle 15-Nov-22 @ 04:09 PM Notification Sent to Provisional Works SIMS Roads Pending (Action) Notified note sent by Piotrowski Jane (Automatically) Message: Email generated for Action: 4946032 for Provisional Works SIMS Roads Pending  02-Dec-22 @ 02:44 PM Notes Comment by Twaites Michelle All works completed as per notes from BT. SEW still have further works and BT will advise AT if anything further is identified for MPSC to repair. MTwaites					
02-Dec-22 @	02:46 PM	Link Comment			Twaites Michelle		
		Linked Request 2505648 to 2505165 same issue					