

Request ID 2505098**Mornington Peninsula Shire**

As at: 20-Jun-25 12:22 PM

Type. Water - Shire Stormwater Drainage Network - Damaged Pits Pipes & Grates - Repairs**FINALISED****Customer Information**

Irrelevant & 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:** 2505648**Request Information****Centre:** Mornington Peninsula Shire**Received Via:** Telephone**Input Officer:** Isaac, Chrissy**Received On:** 14-Nov-22 @ 10:18 AM**Priority:** P3 – 5 Days**Provider:** Shire**Issue Type:** Standard Request**Responsible:** SIMS Roads, Team**Reference No:****Additional Names****Additional Address**

Primary: Prospect Hill Road MCCRAE 3938 (Prop. No: 118726) Map

Additional Information**How Received:** Telephone**Safer Local Roads have been called:** Yes

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

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

Customer concerned about the abandoned pipe (endwall) which used to discharge into the gully (gully has since been filled in) believes it may have been a 525-600dia pipe - overnight a large hole has appeared in the nature strip abt 15m in from Coburn Ave (customer is also concerned that No. 22 Prospect Hill Rd might have some flooding) the hole is currently empty and customer is concerned that the water may be running under the fill (old pit about is 900mm square) please attend to make area safe

14-Nov-22 @ 10:18 AM **Request Created**14-Nov-22 @ 10:18 AM **Action ID: 4944084 (Closed)**

Assigned to: SIMS Roads Team
Task given: Accept & Assign This Request for Team
Action was due 15-Nov-22 @ 10:18 AM and was completed 15-Nov-22 @ 12:05 PM.

Action taken: Completed - No Further Action Req
Action by: Twaites Michelle
14-Nov-22 @ 05:41 PM Notes Comment by Twaites Michelle
MV and KM attended, reported to CSykes and SEW, looks to be SEW issue. MTwaites

15-Nov-22 @ 09:08 AM Reopen Comment by Levin Josephine
Customer has come in this Morning to say that SEW spoke to him and said it is a storm water issue . It is a abandond pipe . This is Urgent due to if more rain continues this situation will escalate very quickly Please Call Customer and action ASAP Irrelevant & Sensitive other number on information is incorrect

15-Nov-22 @ 12:05 PM Notes Comment by Twaites Michelle
Comments noted and passed on to CS who is attending with BT. MTwaites

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14-Nov-22 @ 05:41 PM **Action ID: 4945026 (Closed)**

Assigned to: SIMS Roads Rapid Response
Task given: Investigate & Respond To Customer
Action was due 28-Nov-22 @ 05:41 PM and was completed 30-Nov-22 @ 12:58 PM.

Action taken: Refer - Another Within My Team
Action by: Crow Kylie
14-Nov-22 @ 05:41 PM Notification
Sent to SIMS Roads Rapid Response (Action)
Notified note sent by Twaites Michelle (Automatically)
Message: Email generated for Action: 4945026 for SIMS Roads Rapid Response

30-Nov-22 @ 12:58 PM Notes Comment by Crow Kylie
Referred to CS. KCrow

30-Nov-22 @ 12:58 PM **Action ID: 4957178 (Closed)**

Assigned to: Cleaning & Blockages Supervisor
Task given: Investigate & Respond To Customer
Action was due 14-Dec-22 @ 12:58 PM and was completed 30-Nov-22 @ 02:29 PM.

Action taken: Completed - No Further Action Req
Action by: Crow Kylie
30-Nov-22 @ 12:58 PM Notification
Sent to Cleaning & Blockages Supervisor (Action)
Notified note sent by Crow Kylie (Automatically)
Message: Email generated for Action: 4957178 for Cleaning & Blockages Supervisor

30-Nov-22 @ 02:29 PM Notes Comment by Crow Kylie
See linked case. KCrow