

Q1.1-A



Q4.1A

Chronology of customer requests received from the Shire between November 2024 and late January 2025 that could be related to Water Main Burst.

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
2024-092256	9 November 2024	18-20 View Point Road, McCrae	Customer request received from <small>Irrelevant / Sensitive</small> f 18-20 View <small>Irrelevant / Sensitive</small> reporting that there was constant water seepage onto his property (following up on initial report on 12 October 2024. He noted that he was situated two doors down from the from the landslip at 10-12 View Point Road and he was 'fearful' that if the blocked pit was not fixed, that his property may suffer from a similar landslip event.	On 27 November 2024, the Shire scheduled works to be completed in respect of the blocked pit. On 16 January 2025, it was recorded that the works were still pending to be completed. On 4 February 2025, this request was recorded as 'resolved by the Shire'. The resolution details are as follows: 2 Pits were vacuumed and 2 lines were jetted on View Point Road McCrae. Works were completed by the Shire's contractors on 26 November 2024.	Annexure A 2024-092256 – Summary.pdf [MSC.5031.0001.5867]
2024-093705	13 November 2024	View Point Road MCCRAE VICTORIA 3938	Cust <small>Irrelevant / Sensitive</small> t received from <small>Irrelevant / Sensitive</small> of 18-20 View <small>Irrelevant / Sensitive</small> reporting increase in surface water which is having negative impact on his retaining wall. Customer further reports the following: <i>'We fear given the historic land slip at 10-12 View Point Road that the remedial works undertaken in View Point Road above combined with 2 blocked drains are responsible for this water ingress.. Structural failure of this wall could result in significant damage to our home.'</i>	On 25 November, the Shire called the customer back, advising that the subject defect was due for repair works by 15 December, but flagged that it would be scheduled for completion as soon as possible noting worsening condition. On 26 November 2024, the Shire called the customer again to advise that an eductor truck would attend that afternoon, and if not, on 27 November 2024. The Shire further suggested that the customer request SEW to check their assets. The customer stated that he thinks it is a natural spring and wants to discuss this with a SME onsite. The Shire referred the request internally to escalate a response. On 4 February 2025, this request was recorded as 'resolved by Council'. The resolution details are as follows:	Annexure B 2024-093705- Summary.pdf [MSC.5031.0001.5868]

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
				2 Pits were vacuumed and 2 lines were jetted on View Point Road McCrae. Works were completed by Shire's contractors on 26 November 2024.	
2024-095494	19 November 2024	7 Coburn Avenue MCCRAE VICTORIA 3938	Customer request received from pro requesting the or determining stormwater discharge at 37 Coburn Avenue, McCrae.	On 19 November 2024, the Shire called the customer back however, the contents of this call are not recorded. The request was marked as resolved. No further responsive action is recorded.	Annexure C 2024-095494 - Summary.pdf [MSC.5028.0001.0027]
2024-096936	22 November 2024	Bayview Road MCCRAE VICTORIA 3938	Customer received from Irrelevant / Sensitive reporting that potholes and erosion had caused the end of her driveway to be washed away.	On 25 November 2025, the Shire caused an investigation to be conducted in relation to the subject defect. On 26 November 2024, the request was recorded as resolved. The Shire noted that the subject defect was a private shared driveway and was accordingly the owner's responsibility to repair.	Annexure D 2024.096936.pdf [MSC.5031.0001.5881]
2024-099104	28 November 2024	3 Charlesworth Street	Customer received from Irrelevant / Sensitive reporting that a sinkhole the size of a dinner plate in diameter, had appeared on the public road in front of her house. She noted that there was a lot of rubble, signs and cables left over on the nature strip across the road from her property and that the sinkhole had not yet been fixed.	On an unknown date, the customer called the Shire to report that the issued had not yet been fixed. She noted there was a lot of rubble, signs and cables left on the nature strip across the road from her and that the sinkhole was still leaking water. On 20 December 2024, the customer provided various photos and videos of the subject sinkhole to the Shire via email. She also informed the Shire that she had contacted South East Water regarding their reference #1290137 and stated that she wasn't sure if they intended to anything about it. On 20 January 2025, repair works were undertaken with respect to the subject sinkhole. There are numerous photos taken by the Shire in relation to the repair works of the same date.	Annexure E 2024-099104 - Summary.pdf [MSC.5028.0001.0040] Attachments: 2024-099104-Sinkhole 20_12_24.msg [MSC.5020.0001.0011] 2024-099104 – 2024-099104 - shared image (19).jfif [MSC.5020.0001.0164]

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
					2024-099104 - shared image (18).jfif [MSC.5020.0001.0163] 2024-099104 - shared image (20).jfif [MSC.5020.0001.0166] 2024-099104 - shared image (28).jfif [MSC.5020.0001.0169]
2024-104759	14 December 2024	3 Charlesworth Street	Cu <small>Irrelevant / Sensitive</small> fro of 3 Ch (referring to request 2024-099104) reporting that whilst there was evidence of some work being done (equipment lying around), sludgy water was still oozing out of the roadway and getting worse by the day.	On 16 December 2024 the Shire noted that the relevant department had inspected the site and deemed all Mornington Peninsula Shire assets operating as intended. It was expected that it may be a South East Water asset that was damaged.	Annexure F 2024-104759 - Summary.pdf [MSC.5028.0001.0041]
2024-105712	17 December 2024	1 Charlesworth Street MCCRAE	Cus <small>Irrelevant / Sensitive</small> uest received fro f 1 Charlesworth Street, reporting that the issue in customer request 2024-006829 had not yet been resolved. According to the customer, the road on the corner of Charlesworth Street and Waller Placed was still lifting and water was rising and sitting outside of her property.	On 17 December 2024, the Shire's customer service operations teams contacted the drains team seeking an update on this request as it was bouncing back and forth between SEW and the Shire. On an unknown date, the Shire contacted the customer providing an update regarding the proposed works on Coburn Avenue	Annexure G 2024-105712- Summary.pdf [MSC.5028.0001.0042]

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
2024-106738	20 December 2024	1 Charlesworth Street	Customer request received from owner of 1 Charlesworth Street, who reported that there was a large amount of groundwater streaming out of the road at this location. The caller noted that South East Water have attended and confirmed it isn't a burst main. The caller advised it is a danger to residents and the public, as this may be unstable ground, and this is the only passage out for some residents.	On 31 December 2024, the Shire noted that the Roads Corridor Team attended 1 Charlesworth St McCrae on 20 December and made the area safe. There were no Shire assets at location. South East Water was contacted via phone for re-inspection of pipes.	Annexure H 2024-106738 - Summary.pdf [MSC.5028.0001.0043]
2024-107126	21 December 2024	3 Charlesworth Street	Customer request received from 3 Charlesworth Street reporting that there was 'bad water' in the middle of the road outside her property, which has ' <i>been like this for weeks.</i> '	On 23 December 2024, the Shire noted that the request was resolved by a Contractor and noted that the water leak at 3 Charlesworth Street is being maintained by South East Water (SEW). The Shire further noted that reference number 12509/00123 should be referred to for further updates.	Annexure I 2024.107126 - Summary.pdf [MSC.5031.0001.5866]
2024-107408	23 December 2024	4 Waller Place McCrae VIC	Customer request received from 4 Waller Place reporting new sink hole which has appeared along the road on Waller Place. The customer noted that she was concerned about the condition of the road along Charlesworth Street and Waller Place.	On 23 December 2024, the Shire noted that the request was resolved by a Contractor and noted that the water leak at 3 Charlesworth Street is being maintained by South East Water (SEW). The Shire further noted that reference number 12509/00123 should be referred to for further updates.	Annexure J 2024-107408.PNG [MSC.5032.0001.0002]

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
2024-107780	24 December 2024	1 Charlesworth Street	Customer request received from owner of 1 Charlesworth Street, reporting that water was seeping out from underneath the bitumen on the road. The customer noted that the problem has previously been reported by other concerned residents but is yet to be resolved and noted that the problem was getting worse, and causing a potential traffic hazard	TBC.	Annexure K
2024-107781	24 December 2024	1 Charlesworth Street	Customer request received from owner of 1 Charlesworth Street, reporting that water was welling up from beneath bitumen causing road surface to bubble.' Customer further noted that this issue has been persisting for several weeks, despite several reports from concerned residents	TBC.	Annexure L
2024-108813	30 December 2024	3 Charles Street	Customer request received from owner of 3 Charles Street, reporting that springs and water were coming out of the road, causing the road to disintegrate.	TBC.	Annexure M
2024-109083	31 December 2024	1 Charlesworth Street	Customer request received from owner of 1 Charlesworth Street, reporting that a large pothole at caused by a burst water pipe at the corner of Charlesworth Street and	TBC.	Annexure N

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
			Coburn Avenue, was causing the road to become a hazard. He reported that he had notified SEW and stated that the Shire needed to attend the location to ensure that it was safe to the public.		
2024-109243	31 December 2024	1 Charlesworth Street	Customer request received from owner of 1 Charlesworth Street reporting a sink hole, with water gushing and bubbling on the road.	TBC.	Annexure O
2025-012140	31 December 2024	1 Waller Place, McCrae VIC	Customer request received from the owner of 1 Waller Place reporting that water egress from the stormwater was causing road and property damage to their property and to the roads, Waller Place and Charlesworth. The customer noted ' <i>swamp like conditions</i> ' which had resulted in cracking to their property and had caused their fence to be underwater with the stumps moving. It was noted that the issue had been ongoing for months with no resolution by the Shire.	TBC.	Annexure P 2025-012140-Summary.pdf
2025-000159	2 January 2025	1 Charlesworth Street	Customer request received via telephone reporting an ongoing stormwater drainage issue where water was trickling on the nature strips along Charlesworth Street McCrae.	TBC.	Annexure Q

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
			The customer reported that the issue started in Henry Court and then went to Waller Place. She advised that her neighbours had also called to report this issue but was unable to provide any previous request numbers. She advised that water pooled along the nature strips in her back yard. The customer was informed that it may be a Melbourne water or SEW issue. The customer reported that she had been referred back to the Shire by SEW.		
2025-012116	6 January 2025	34 Coburn Avenue, McCrae VIC	Customer request received from <small>Indiscreet / Sensation</small> via telephone rep <small>Indiscreet / Sensation</small> water was seeping through the road at several locations including Coburn Avenue and Charlesworth Street.	<p>On 9 January 2025, the Shire called the customer back. The customer advised that the drainage and road issues started in November 2024 and she logged a case in December for a storm water drainage concern. The Shire noted that this was inspected and referred to SEW however, SEW had inspected and found no broken mains. The customer stated that more the Shire drain infrastructure was needed in the area. The Road was also very unstable. The customer reported that multiple streets were affected such as Waller Place, Henry Court and Coburn Avenue. It was noted that the situation had been getting steadily worse and the residents were very concerned.</p> <p>On 30 January 2025, the customer called to receive an update on her request. The Shire advised the customer that works were expected to start the week prior, however SEW were still undertaking extensive investigations and it was unknown when the works would commence. The customer wanted to know how residents were being updated and wanted to express</p>	<p>Annexure R 2025-012116.PNG [MSC.5032.0001.0015] Attachments: Interactions.pdf [MSC.5032.0001.0017]</p>

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
				her concern with the Shire's efforts. She requested a call back from the Road Operation team.	
CRM 2025-002252	7 January 2025	1 Charlesworth Street	<p>Customer request from owner of 1 Charlesworth Drive McCrae regarding water that was pooling up on their property. The customer noted that they were getting concerned about the water damage that is occurring in the area of Charlesworth street, Henry court, Waller place and Coburn road McCrae.</p> <p>The request noted: <i>'The road started bubbling up and was first reported on the 25 November 2024. Water has been running down the road constantly since then ,now pooling up in Coburn road , all the nature strips are leaking out water and now properties are finding water pooling up on them and one house has reported movement. SE water have been out quite a lot testing the water they say it's a council problem when you call the council they say it's a SE water problem it just ping pongs back and forth with no solution. The road are getting more damaged you would think the council would want to fix it up asap. We haven't seen the council out here at all even</i></p>	<p>The Shire noted that they spoke to the customer over the phone and she was very upset that "the Shire has done anything" about the bubbling water coming up through the road. She said SEW have been out there numerous times and ted the water. She advised she spoke t om the Shire the day prior (Fulton Hogan) her hands were tied. The Shire attempted to explain that the area was serviced by SEW for sewerage and water. The customer threatened that she wasn't going to pay her rates, and if the value of her property drops the Shire would get sued. The Shire advised that they would try and get the relevant team onsite and rectify the issue as soon as possible.</p> <p>On 13 January 2025 the Shire notified the customer that investigative works would commence on 15 January. It was noted that it was necessary to allow South East Water sufficient time to determine whether any of their assets or associated works were contributing to the problem. As investigations into the water source concluded without a definitive result, works were scheduled to commence on 15 January. These works aimed to manage the groundwater issue and repair the affected road surfaces. It would involve major excavation, drainage installation, and asphalt repairs.</p>	Annexure S 2025-002252-Summary.pdf [MSC.5020.0001.0183]

Request ID	Date	Address	Complaint	Responsive action	Summary Annexure No.
			<i>though they say they are coming out but have talked to the SE water who come test the water. It has to be fixed asap before there is more damage !!!!!'</i>		

Q4.1-A1

WORK ORDER
WORK COMPLETE

REQ: 123526 Road Maintenance

M095581

Required By
12-Dec-2024 11:00:00

Expected Duration
0 hours

Estimated Start
Not specified

Estimated Finish
Not specified

Actual Start
Not specified

Actual Finish
28-Nov-2024 18:07:00

Location
Not Specified



Details

REQ: 123526
Reference: 2024-099104
Address: 3 Charlesworth Street MCCRAE VICTORIA 3938

GIS image attached

Customer reporting a sinkhole has appeared on the road in front of her house approx a dinner plate in diameter, reports it is leaking with water, please attend ASAP. Thanks

Responsible Person
Assigned User

Brad Abraham (FULTON_ABRABR)
All (ALL)

Priority
Work Type
Project
Activity

Priority 3 - Medium (P3-MED)
CRM Urgent Inspection (4 Hours) (RCCRMURG)
Roads Corridors Contract (100010)
Reactive Maintenance Works LS & OW (R_WORKSLSOW)

Work Status
Cost Type

To Be Determined (TBD)
To Be Determined (TBD)

Is there any immediate danger to the Public?
Is extended traffic control or extra resources required?
Has area been made safe?

No (NO)
No (NO)
Yes (YES)

Activity Specification

Pit, Pipe and Draina (RC_AS_09)

Completion Comment

erected traffic hazard signs and cone in road as we waited for south east water to arrive

Assets		Maintenance Schedule	
CHARLESWORTH STREET (22004725)		Not specified	
Goods and Services	Supplier	Revised Estimate Units	Revised Estimate Total

Q4.1-A2

WORK ORDER
WORK COMPLETE

REQ: 133648 Stormwater Drainage Concern

M121345

**Required By**
15-Jan-2025 11:00:00**Expected Duration**
0 hours**Estimated Start**
14-Jan-2025 06:00:00**Estimated Finish**
14-Jan-2025 07:00:00**Actual Start**
Not specified**Actual Finish**
03-Jan-2025 12:21:00**Location**
Not Specified

Details

FH 3/1 see completion comments TT

REQ: 133648
Reference: 2024-109222
Address: 1 Waller Place MCCRAE VICTORIA 3938

Water egress from the stormwater is causing road and property damage at our property 1 Waller Place, and reads, Waller Place and Charlesworth. Swamp like conditions have resulted in cracking at our property, our fence is under water with the stumps moving. The water egress issue has been ongoing for months with no resolution by the Shire. It needs to be resolved. We will be lodging a claim for repairs due to the movement, cracks etc caused at our property. Not to mention the cracking of the road is a significant safety issue. Unacceptable.

Responsible Person

Brad Abraham (FULTON_ABRABR)

Assigned User

All (ALL)

Priority

Priority 1 - Critical/HSE Issue (P1-HSE)

Work Type

CRM Standard Inspection (10 Days) (RCCRMSTN)

Project

Roads Corridors Contract (100010)

Activity

Reactive Maintenance Works LS & OW (R_WORKSLSOW)

Work Status

To Be Determined (TBD)

Cost Type

To Be Determined (TBD)

Has a defect been created to resolveNo (NO)
this inspection?**Activity Specification**

AS_5 Repairs to Bitu (RC_AS_05)

Completion Comment

IG inspected on 31/12/24. Communicated with CST that due to pressurised water coming through road this will be a SEW issue.

Follow up 3/1 TT, inspected municipal drainage system at this location.

All pits inspected clear and flowing, no blockages or pipes holding water.

Only pit not inspected was a gattic in the naturestrip at No 1 Waller Pl. Manual handling issue if tried to lift.

Believe to be clear as upstream and downstream pits are clear. As per inspection and attachments, no MPS issue at this location at time of inspection.

Spoke with 'Water detection' crew on site, there take was the water has been tested and there is no detection of sewerage and no detection that it is drinking water.

Means no burst sewer and/or water mains by S/E waters investigation.

There is history here apparently of these properties being built on an old spring.

Not sure who is responsible for Springs. This could be issue?

Area has been made safe till issue is resolved.

Assets

CHARLESWORTH STREET (22004725)

Maintenance Schedule

Not specified

Q4.1-B

Monday, April 28, 2025 at 2:36:02 PM Australian Eastern Standard Time

Subject: JK & SEW Interactions
Date: Thursday, 24 April 2025 at 4:27:47 pm Australian Eastern Standard Time
From: Jenna Kirk
To: Luke Jackson
Attachments: image001.jpg, image002.jpg, SEW and JK Interactions.pdf

As requested.

Have a good long weekend,
Jenna

Jenna Kirk | Customer Engagement and Response Coordinator | **Mornington Peninsula Maintenance Services – Roads Corridor** | **Fulton Hogan** | 10 Pound Road, Hastings VIC, Australia, 3915 | Mobile
| Web www.fultonhogan.com

Irrelevant & Sensitive

Irrelevant & Sensitive



*I acknowledge the Bunurong people of the Kulin Nation, who are the Traditional Owners of the land where we gather today and pay my respects to Elders past and present.
I recognise their continued connection to Country and their role in caring for and maintaining Country and waterways over thousands of generations.*

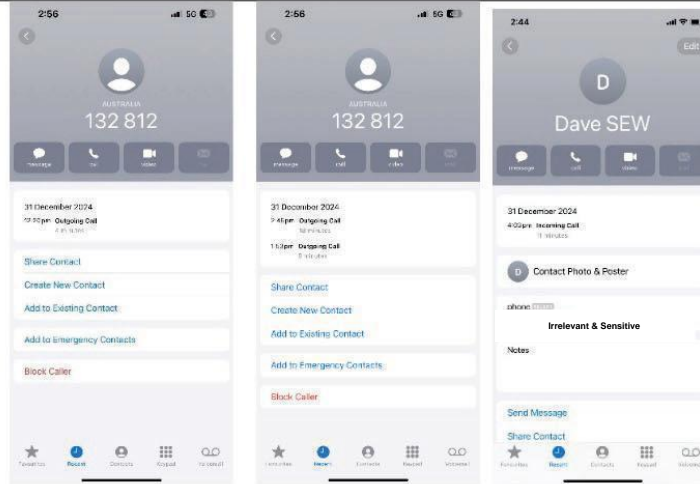
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Fulton Hogan may collect, use and disclose personal information about you so we can perform our business activities and functions and provide quality customer services. You can view our Privacy Statement at <https://www.fultonhogan.com/privacy-policy>

JK//SEW Interactions

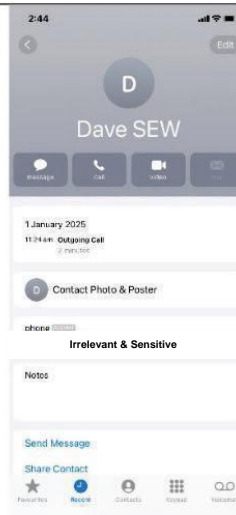
31 December

Calls to SEW after they advised residents it was an MPS issue. Asked for escalation, received a call from Dave McGregor who confirmed burst watermain at Outlook/Boulevard



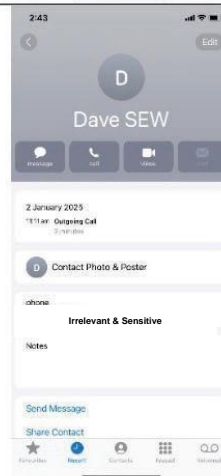
1 January

Call received from Dave McGregor confirming stent hasn't stopped flow of water and SEW are still investigating. Clearly confirmed SEW were managing customers



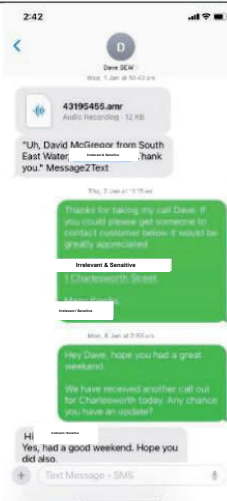
2 January

Call to Dave after _____ from 1 Charlesworth had called and advised SEW handed concern back to MPS. Put _____ on hold and called Dave McGregor who confirmed site was being managed by SEW and he would call _____ to advise.

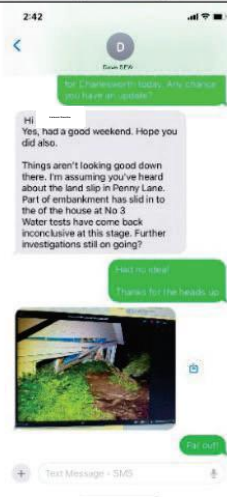


2 January

Follow up text to
Dave to provide
contact
details

**6 January**

Text to Dave
McGregor seeking
an update after
more customer
requests



Q4.1BAA

From: KIRK, Jenna <jenna.kirk@fultonhogan.com.au>
Sent: Thursday, January 2, 2025 11:29 AM
To: Customer Support Leadership Group <Csladershipgroup@mornpen.vic.gov.au>
Cc: Tony Medina <Tony.Medina@mornpen.vic.gov.au>; David Norton <David.Norton@mornpen.vic.gov.au>; John Richardson <John.Richardson@fultonhogan.com.au>; FER0, Steven <Steven.Fero@fultonhogan.com.au>
Subject: Current concerns with water overflow - Charlesworth Street & Waller Place McCrae

Good morning,

Please be advised the ongoing water issues at Charlesworth, Waller & now Coburn Avenue are under the management of South East Water.

Fulton Hogan have liaised with SEW supervisor over the last few weeks to advocate on getting prompt action out here given the impact to both private property and MPS assets. SEW have identified a burst water main and shut water off 31.12.24, however there is still water flowing.

SEW have confirmed given the amount of water (flowing now for nearly 6 weeks) it is not an MPS storm water concern. Recent update as of 2.01.25 is that another leak detection team are heading down to further investigate. An update is also being provided as we speak to the SEW Customer team to be sure to advise residents that the issue is under the management of SEW.

Hoping everyone had a great festive season and wishing you all a Happy New Year.

Many thanks,

Jenna

Jenna Kirk Customer Engagement and Response Coordinator | **Mornington Peninsula Maintenance Services – Road Corridors** | **Fulton Hogan** | 10 Pound Road, Hastings VIC, Australia, 3915 | | Mobile Irrelevant & Sensitive Web
www.fultonhogan.com



LIVING
 — SAFELY 2.0 —

I acknowledge the Bunurong people of the Kulin Nation, who are the Traditional Owners of the land where we gather today and pay my respects to Elders past and present.

I recognise their continued connection to Country and their role in caring for and maintaining Country and waterways over thousands of generations.

Q4.1-BA

JK

KIRK, Jenna
jenna.kirk@fultonhogan.com.au

Chat

External

KIRK, Jenna is part of an organisation. It's possible they have message-related policies that will apply to the chat. [Learn more](#)

06/01 11:52 am

Hey Jenna, I need to notify internal & up the chain of the events around the landslip. Are you to provide the following info?
Date & time landslip occurred / impacted property / any injuries, who attended eg: SES, FH, SEW etc / who is currently monitoring the landslip / SEW contact person if possible

KIRK, Jenna (External) 06/01 11:53 am

JK

Got it

No idea sorry, I just messaged a supervisor at SEW to see how their investigation was going with nearby excessive water flow and he advised of the landslip

06/01 11:56 am

OK, have you got his details? I might give him a quick call if thats ok

KIRK, Jenna (External) 06/01 12:01 pm

JK

Dave -

Irrelevant & Sensitive

Q4.1-C



Q4.1-D









Q4.3(i)

Stormwater Drainage Concern

Request Summary

Reference Id: 2024-105410
Tracking Number: 2024-105410.BNY
Received: 16-Dec-2024 17:45:52
Priority: Urgent
Status: Active
Stage: Awaiting Inspection
Address: 2 Penny Lane MCCRAE VICTORIA 3938
Detail: Refer Macrae Nov 2022 land slip Penny lane Macrae
Spoon drains at the end of Penny lane once again full of water ;,we have had little rain

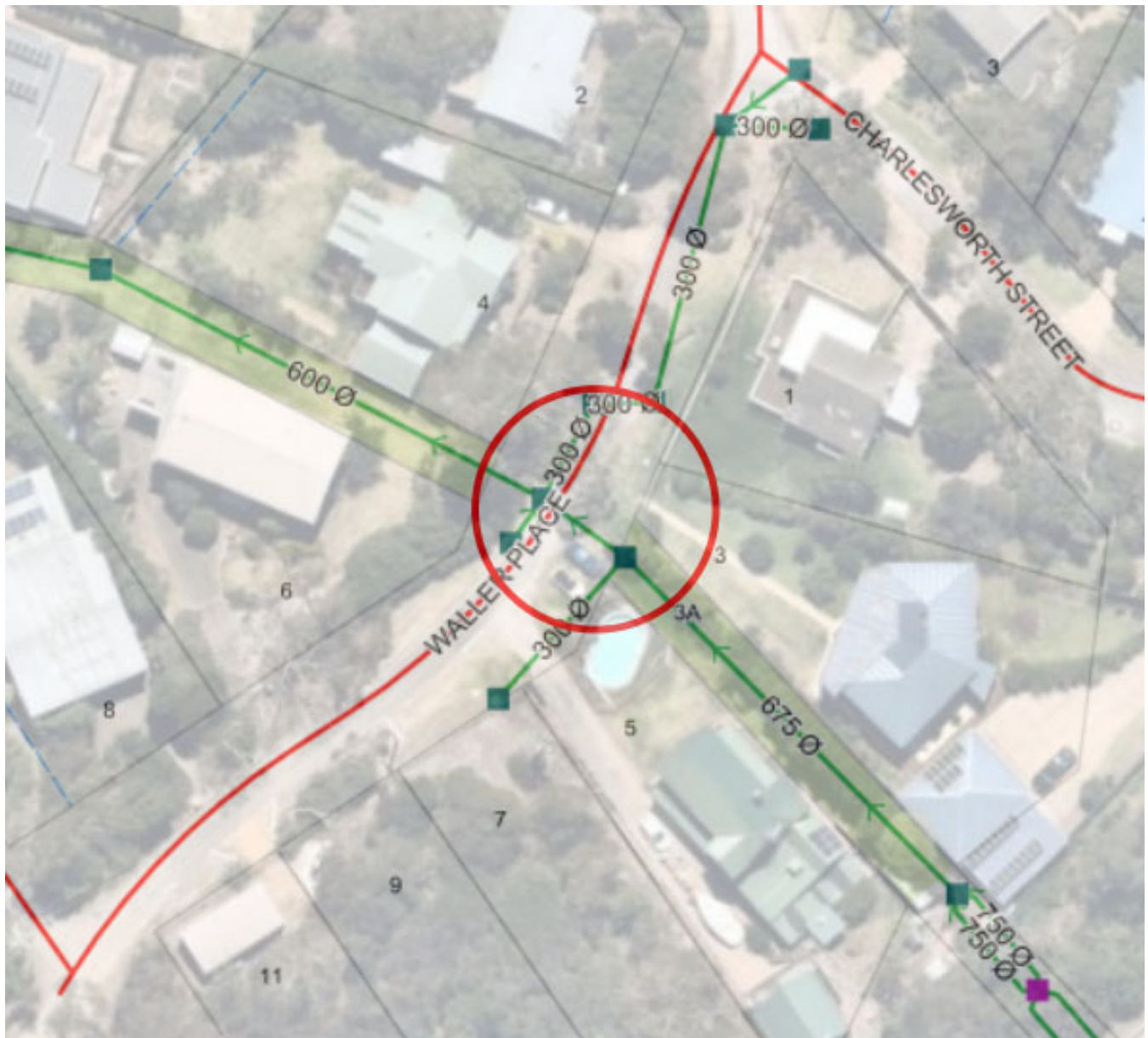
Categorisation

Request Type Environment Management
Request Category Flood and Stormwater Management
Request Sub Category Stormwater Drainage Concern

Stage Updates

Date Completed	Stage
17-Dec-2024	Awaiting Inspection
16-Dec-2024	New Request

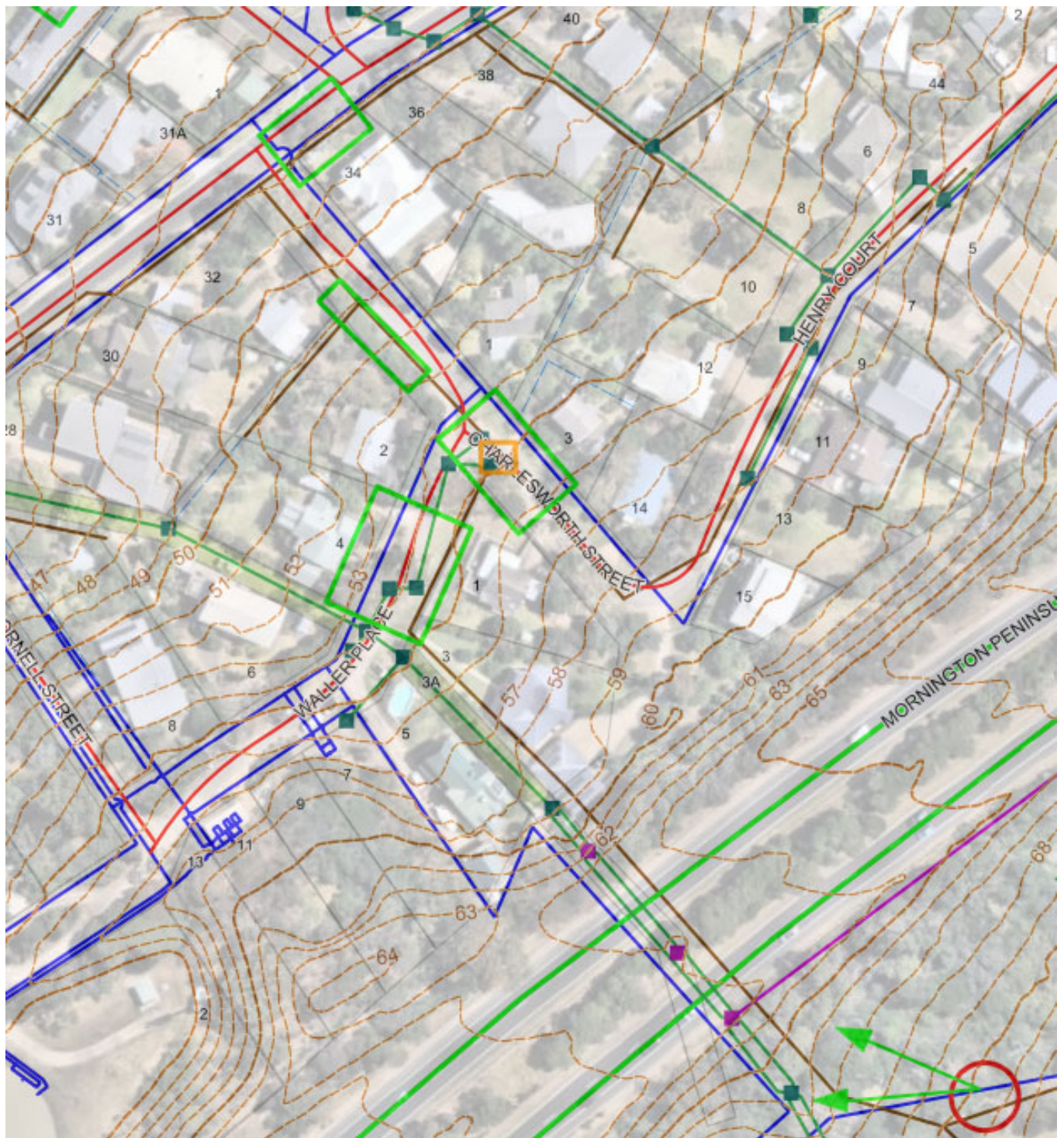
Q4.3(ii)-A



Q4.3(iii)-A SWP SITE



Q4.3(iii)-B

**Legend:**

- Light green boxes – current or recent saturated areas
- Orange box – agi-pipe installed to divert water at surface into adjacent drain
- Red circle with green arrows – South East Water main burst and visible flow path
- Brown lines – sewer managed by South East Water
- Blue lines – South East Water mains
- Dark green lines and squares – Mornington Peninsula Shire drains
- Pink lines and squares – VicRoads drains
- Red lines – Mornington Peninsula Shire roads

Q4.4-A





Q4.5-A

Image 1



Image 2



Q4.5-B

Image 1




Image 2



Image 3



Q4.6-A

From: Tom Haines-Sutherland tom.haines-sutherland@mornpen.vic.gov.au 
Subject: RE: Charlesworth St
Date: 30 January 2025 at 2:03 pm

TH

To: Lloyd, Tim Tim.Lloyd@sew.com.au, Luke Jackson Luke.Jackson@mornpen.vic.gov.au, Derek Rotter derek.rotter@mornpen.vic.gov.au, McCreesh, Declan Declan.McCreesh@sew.com.au, Ramamurthy, Prerna Prerna.Ramamurthy@sew.com.au, Emily Harkin Emily.Harkin@mornpen.vic.gov.au, Tully, Julian Julian.Tully@sew.com.au

Hi Tim

Thanks for the update on the investigation trench and your email attached seeking clarification on the info requested.

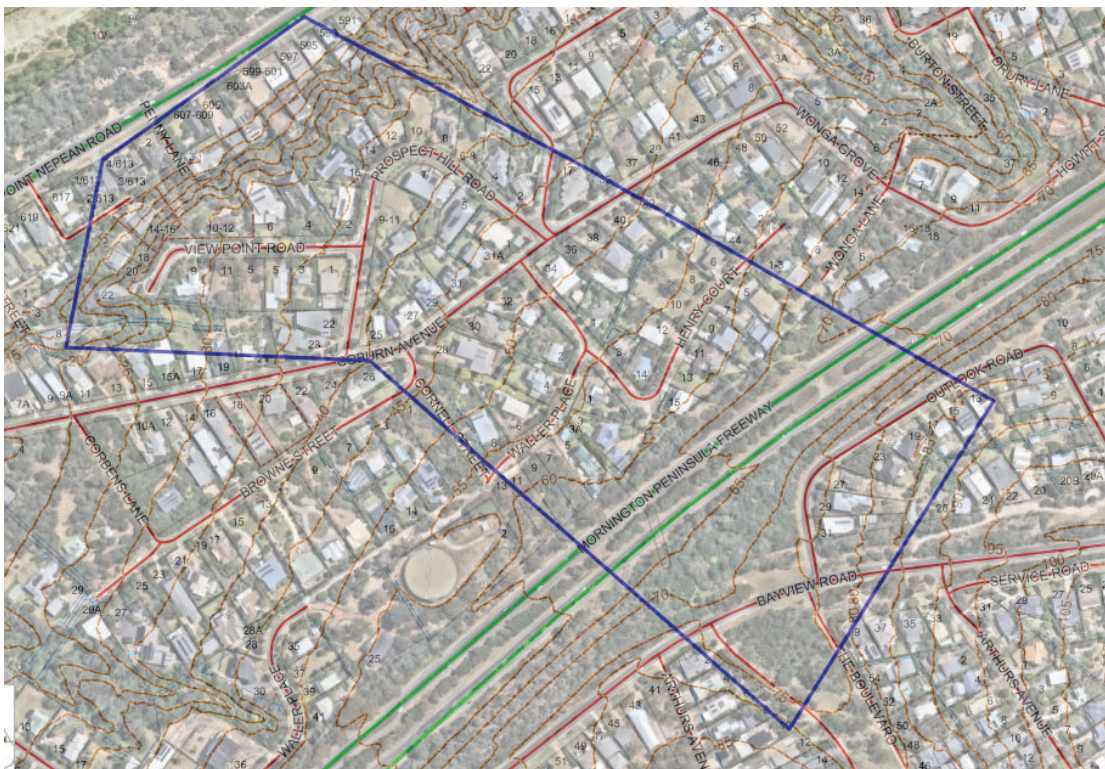
Regarding the burst main – it sounds like it was repaired a month or so ago. If it did contribute in some way to the increased groundwater in the area at the time, is it possible that the flow/saturation would dissipate from the top of Charlesworth St at about this time? While the flow appears to have reduced slightly, the water is still at the surface of Coburn Av and the nearby nature strip which is around 7m lower elevation and less than 100m from where SEW's trench was located. This and the other observations shared at our meeting suggest that there is significant water in or around the trenches further downstream.

It is also possible that the water in the sewer trenches and surrounding areas is just natural groundwater too. We do not have the information that would help us to determine that though. Does SEW have information on the following to assist in tracking the movement of water in this area?

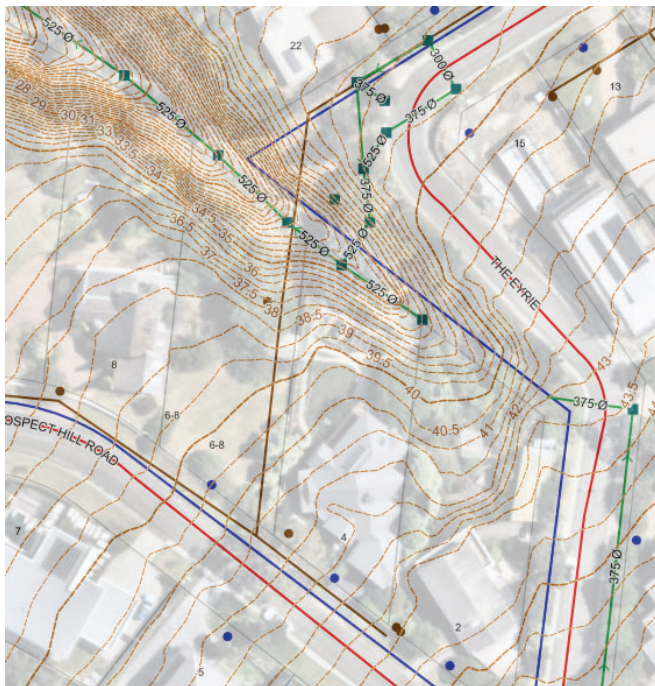
- Estimate of flow rate through the sewer trenches (loose pipe bedding)
- Estimate of flow rate through the undisturbed ground in this area
- Information on the burst main including date of burst, date of repair and estimate of volume discharged

To clarify the information requested yesterday:

- In relation to camera footage, I presume this is CCTV on the sewer?
 - Yes
- What is the extent of the catchment area “above the landslide”? Can you outline this on the plan shown?
 - Area of interest is shown on the map below. If you have testing or CCTV results from outside of this area but related to investigating the slip we would be interested in those as well.



Could you please also advise whether the sewer running between Prospect Hill Rd and The Eyrie (map below) runs north through gravity or is pumped south?



In addition to the site observations provided, to assist with your investigation, we can share:

- MPS water chemistry results from the slip site and Charlesworth St
- A summary of customer requests to MPS from November 2024 reporting groundwater or other water issues

Let us know if this is of interest to you.

Best



TOM HAINES-SUTHERLAND (he/him) | Manager - Infrastructure Services

Email: tom.haines-sutherland@mornpen.vic.gov.au

Phone: 03 5950 1287

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From: Lloyd, Tim <Tim.Lloyd@sew.com.au>

Sent: Wednesday, January 29, 2025 9:11 AM

To: Tom Haines-Sutherland <tom.haines-sutherland@mornpen.vic.gov.au>; Luke Jackson <Luke.Jackson@mornpen.vic.gov.au>; Derek Rotter <derek.rotter@mornpen.vic.gov.au>; McCreesh, Declan <Declan.McCreesh@sew.com.au>; Ramamurthy, Prerna <Prerna.Ramamurthy@sew.com.au>; Emily Harkin <Emily.Harkin@mornpen.vic.gov.au>; Tully, Julian <Julian.Tully@sew.com.au>

Subject: RE: Charlesworth St

Tom,

I should have waited. The update from the monitoring over the weekend and yesterday showed no water flowing into the trench from up stream along the sewer track or above it in the excavation. The flow into the track was less than that witnessed Friday.

Thanks

Tim

From: Lloyd, Tim

Sent: Wednesday, 29 January 2025 8:11 AM

To: Tom Haines-Sutherland <tom.haines-sutherland@mornpen.vic.gov.au>; Luke Jackson <Luke.Jackson@mornpen.vic.gov.au>; Derek Rotter <derek.rotter@mornpen.vic.gov.au>; McCreesh, Declan <Declan.McCreesh@sew.com.au>; Ramamurthy, Prerna <Prerna.Ramamurthy@sew.com.au>; Emily Harkin <Emily.Harkin@mornpen.vic.gov.au>; Tully, Julian <Julian.Tully@sew.com.au>

Subject: RE: Charlesworth St

Tom,

Thanks for this. My team also walked the area to take a look at the direction of travel of the late December burst, which I believe your arrows suggest predominately seemed to flow in the direction of the capture basin and the storm drains in that area. We have some footage from the patrol we undertook and the sand pathway left by the water is still very clear. The burst main was also of short in duration.

I still await the latest information from my team but early reports suggested that the volume of water entering under & around the sewer track at a depth of around 2.5m at Charlesworth and Waller is very small, "less than a running tap", and there was even less water higher up in the excavation. I am not a Hydrologist but this suggests to me that the water flow in the area is a range of issues, and certainly not from that track alone.

Were you proposing to take any other exploratory excavations in that area? If so please let me know.

I was contacted by one of the residents yesterday who told me that the water emerging directly from the landslip area had increased, and that the water at the junction of Prospect Hil / Crescent (No 7 and 14) was no longer running clear but was cloudy. There was a very high level of frustration at what he said was an apparent "lack of progress" and "no one taking ownership". I understand their frustration, its clear they don't know who to turn to for help at this time.

Let me know how you want to proceed next.

Thanks

Tim

From: Tom Haines-Sutherland <tom.haines-sutherland@mornpen.vic.gov.au>

Sent: Tuesday, 28 January 2025 5:16 PM

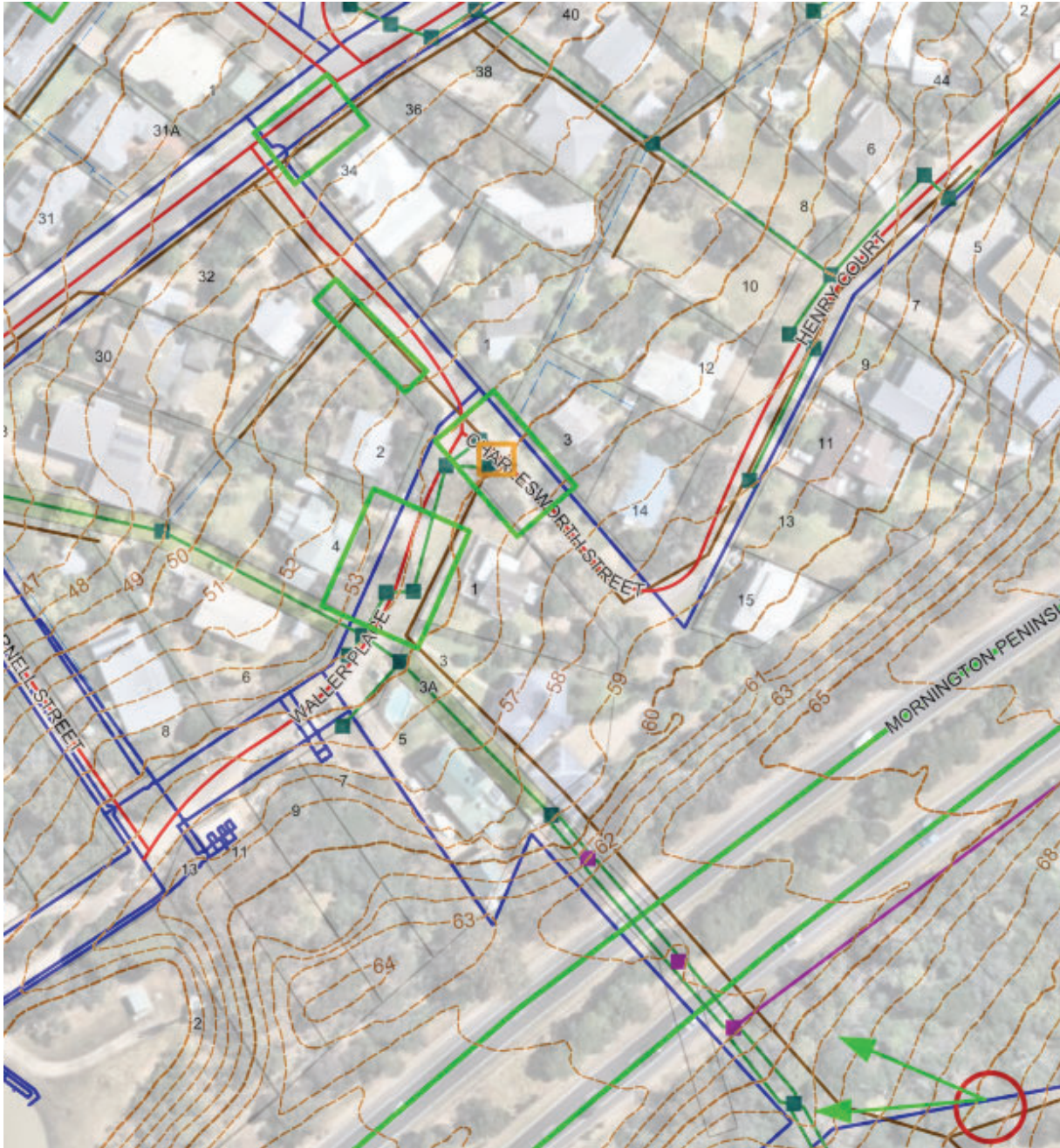
To: Lloyd, Tim <Tim.Lloyd@sew.com.au>; Luke Jackson <Luke.Jackson@mornpen.vic.gov.au>; Derek Rotter <derek.rotter@mornpen.vic.gov.au>; McCreesh, Declan <Declan.McCreesh@sew.com.au>; Ramamurthy, Prerna <Prerna.Ramamurthy@sew.com.au>; Emily Harkin <Emily.Harkin@mornpen.vic.gov.au>

Subject: RE: Charlesworth St

Subject: Hill Street Catchment

Hi All

Thanks for your time last Thursday and your prompt action to investigate these issues. Please find the map of site observations that we talked through below.



Legend:

- Green boxes – current or recent saturated areas
- Orange box – agis installed to divert water at surface into adjacent drain
- Red circle with green arrows – SEW main burst and visible flow path
- Brown lines – sewer
- Blue lines – SEW mains
- Dark green lines and squares – MPS drains
- Pink lines and squares – DTP drains
- Red lines – MPS roads

We have also received a request from the Shire's geotechnical engineer for the following information on SEW assets in the catchment area above the landslide. Could you please send this through?

- Any camera footage of asset inspections
- Results of pressure testing and water chemistry testing

Best

TOM HAINES-SUTHERLAND (he/him) | Manager - Infrastructure Services

Email: tom.haines-sutherland@mornpen.vic.gov.au

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-----Original Appointment-----

From: Lloyd, Tim <Tim.Lloyd@sew.com.au>

Sent: Wednesday, January 22, 2025 7:11 PM

To: Lloyd, Tim; Tom Haines-Sutherland; Luke Jackson; Derek Rotter; McCreesh, Declan; Ramamurthy, Prerna

Subject: Charlesworth St

When: Thursday, 23 January 2025 9:15 AM-10:15 AM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting; Meeting Room L1-06 (8 people) Teams Enabled

-----Original Appointment-----

From: Lloyd, Tim <Tim.Lloyd@sew.com.au>

Sent: Wednesday, January 22, 2025 5:43 PM

To: Lloyd, Tim; Derek Rotter; McCreesh, Declan; Ramamurthy, Prerna

Subject: Charlesworth St

When: Thursday, 23 January 2025 9:15 AM-10:15 AM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Microsoft Teams Meeting; Meeting Room L1-06 (8 people) Teams Enabled

Catch up to discuss issues at Charlesworth Street, McCrae

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Passcode: Irrelevant / Sensitive

For organizers: [Meeting options](#)

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