

Task Number: 1290137/002

Address: 1 CHARLESWORTH STREET, MCCRAE VIC 3938

Creation Date: 1/12/2024 12:47

Request Type: Water Network - Water Main - Repair of leak in roadway

Priority: 5

Initial Comments: water bubbling through roadway at intersection of Waller Place and Charlesworth - easy to spot - recently patched roadwork is bubbling and lifting - access ok reported by [REDACTED] at 3 charlesworth Irrelevant & Sensitive

Action Taken: Water Network - Water Main - Inspection

Failure Details: 0 Not Applicable - Not Applicable - Not Applicable

People onsite: Wally Peters

Job Comments: [Springs,Michelle] [1/12/2024 13:39] [ALLOCATED]

Checked - Wally will reinspect

[FT] [SSf0010] [1/12/2024 15:58] [ON SITE]

Arrived on site & it is the same issue as task-001. The council has patched the road from where the water was seeping out of & have signs out, The water that is coming out is a lot less than what was coming out in task-001. I tested the water a few times & the readings are a lot more than task 001 & the reading is over 3700. This is a council issue. I rang the call back number & no answer. I spoke again with the owner at no-3 Charlesworth & her name is [REDACTED] & she did not report this issue. I gave her another calling card & she already knows this is a council issue.

[Lewis,Amanda] [4/12/2024 12:09] [CHECKED]

Kristen from Morn Pen Shire has called to report sinkhole leaking water here - have adv of prev findings and those above and referred back to their drainage team : 03 5950 1000

[Selliah,Sam] [20/12/2024 11:56] [CHECKED]

Customer [REDACTED] called again about a leak outside 3 Charlesworth (OPP WALLER PLACE). Advised customer of all the notes from previous jobs and she insists that we need to go out. Saw the notes on Task 2 about Drainage department handling this. So, called the council and spoke with Steff. Steff passed me onto Jenna (Infrastructure Dep at council) and Jenna advised spoke to supervisor at SEW at 9.13am this morning (did not get his name) and was told we have been out here several times. Jenna advised Fulton and Hogan were out there this morning and said too much water to be stormwater. SEW Supervisor told her that we will go out on site today to meet with drainage supervisor from the council.

[Kealey,Natalie] [20/12/2024 16:21] [CHECKED]

[REDACTED] called to make complaint about the barrier on the road covering the hole on the road and forcing cars to drive over her nature strip to get around it. She is concerned it will damage her lawn and wants it noted that if it is damaged SEW will need to reinstate it to her satisfaction.

Hole in front of her house getting worse through the day today.

----- would like someone to call her on ----- Irrelevant & Sensitive to update her on what is happening or text her. She wants it noted she is going out at 7pm today and won't answer her phone after that. Call or text her tomorrow in that case.

Sent email to David MacGregor to update him of ----- concerns.

[Lewis,Amanda] [23/12/2024 11:06] [CHECKED]

Sent as well to Dave McGregor:

From: Lewis, Amanda

Sent: Monday, 23 December 2024 11:06 AM

To: dg-Dispatch <dispatch@sew.com.au>

Subject: Jn 1290137 - 1 CHARLESWORTH STREET, MCCRAE - ongoing roadway leak / poss stormwater - cust call required with update pls - SS

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Can a sup please call ----- Irrelevant & Sensitive is at 1 Charlesworth St Irrelevant & Sensitive

Red bollards and a traffic hazard sign have been placed around hole in roadway where water is flowing through – says many owners in the street frustrated, have called council who keep telling them it's not their prob and to call SEW, rumour amongst locals in the street is that this is a natural spring – residents getting angry that bollards have been put up but water still flowing and a hazard, with no answers.

Can a sup please call ----- today on above number and advise what is going on and who this could be referred to please.

[Ludewig,Ralph] [23/12/2024 11:50] [CHECKED]

Emailed Dave MC and Ascher to follow up