



SERVICE REQUEST REGISTER REPORT JANUARY - MARCH 2023

Request Date	Request Location	Request Description	Responsible Officer Action	Date Response	Response	Status
11/11/2022	Library female toilet	Door latch is not functioning, door may need rehangng.	Text contractor SM to attend Library Toilets and inspect lock. 23/11/2022 - Spoke to contractor, he has been caught up and will attend as soon as possible. AH 23/11/2022 - Toilet door latch will be ordered today. AH 18/4/2023 - Grant Green attending to the door.		I have spoken to resident to advise. AH	Open
29/11/2022	Whitemark Gym & Mayor's Office	Can the lights please be replaced.	This will be attended to by a contractor. I will contact electrician and request a quote. AH	18/01/2023	Email sent to update resident. This request can now be CLOSED AH	Closed
17/01/2023	Mayor's Office in Flinders Arts & Entertainment Center (FAEC)	The 2 fluorescent bulbs in the Mayor's office inside the FAEC need replacing	Contacted electrical contractor - bulbs need to be replaced. 6/02/2023 - Contractor advised that the bulbs have been replaced.	18/01/2023	Email to resident to advise that the electrician has been contacted and will replace bulbs as soon as possible.	Closed
18/01/2023	Port Davies Road - Emita	2 trees have died and may fall on the road	Advised Supervisor to inspect. Supervisor suggested getting a contractor in to trim. I contacted local contractor for a quote. Trees were trimmed.	24/01/2023	Left a message for resident, she has left the Island, but is happy with the progress	Closed

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23/01/2023	Whitemark Cemetery	Gate is very difficult to open and close - also any possibility the cemetery could be wallaby proofed?	Gate will be replaced. Initial ball park figure to wallaby proof the fence in excess of \$10,000. May be a budget item for consideration.	2/02/2023	Resident has been advised that the gate has been replaced. Also advised about the wallaby proof fence.	Closed
23/01/2023	Anchor outside Library	Resident was very upset that nothing had been done about repainting this anchor.	A local conservator has been contacted to quote on a full restoration of this anchor. A quote was accepted, and a full restoration is now under way of this anchor.	23/01/2023	I spoke to the resident, and will keep him informed of the progress. The resident has also been assisting the conservator with her restoration.	Closed
24/01/2023	Maynards Road	Potholes	Works supervisor has been advised, this road will be attended to next week.	25/01/2023	Text resident to advise that this work has been completed.	Closed
25/01/2023	Rose Garden	Fans not working	Contacted electrician. He is aware of this problem. A controller was ordered. Work completed 08/02/2023.	25/01/2023	Email to resident to advise.	Closed
27/01/2023	Palana Road	Edge of road near residents driveway has a large washout.	Works Supervisor has been advised. This work was completed 08/02/2023	2/02/2023	Text to resident to advise.	Closed
31/01/2023	Armstrong Avenue - Killiecrankie	Small trees on road reserve preventing access to property.	Supervisor attended - was unable to see any vegetation on Council land. No further action.	2/02/2023	Text to resident to advise that assessment has been done.	Closed

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3/02/2023	Palana Road	Seal is being damaged by trucks being driven on to the road from private property.	Discussed with supervisor. Infrastructure manager to contact land owner to discuss possible solutions. Temporary repairs have been completed. This is a complex and costly issue that will require more consideration to reach a long term solution.	17/04/2023	Email send to resident to update.	Open
9/02/2023	Duckpond	Needs mowing and weeding.	A meeting was set up to discuss maintenance of the area. The childcare management confirmed that the use of Roundup was allowed. Plan is to spray centre on the Thursday before Easter.	15/03/2023	Follow up email was sent with a timeline for completion. Email was sent once spraying had been completed.	Closed
15/02/2023	Palana Road	Road very corrugated.	Road will be graded after sufficient rain.	8/03/2023	Emailed resident to advise that this road has now been graded.	Closed
13/02/2023	School road intersection	Resident has requested flashing lights or traffic calming to slow traffic in the afternoon when children finish school.	I discussed this with the Infrastructure Manager - this is a State Growth road. Any requests need to be directed to Department of State Growth.	16/03/2023	Sent a text to resident advising that I am making more enquiries. 29/03/2023 Additional information sent advising to send a request to Department of State Growth, included contact details and mailing address.	Closed
7/03/2023	Lady Barron Road	Tree down on Lady Barron Road.	This was attended to immediately.	7/03/2023	No further action required.	Closed

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13/03/2023	Exhibition Hall	Lock on the Exhibition hall needs fixing.	Lock will be purchased and replaced as soon as possible. 06/04/2023 - Lock has been replaced.	29/03/2023	Text to resident to advise that lock will be replaced.	Closed
20/03/2023	Lady Barron Hall	Mould on roof.	Hall has been inspected by a builder, the recommendation is to paint the roof. Quotes have been requested from painters.	17/04/2023	Email to resident to advise of progress.	Open
20/03/2023	Whitemark Street	Request for appropriate markings for footpaths to stop drivers parking over pram and scooter ramps.	This request has been discussed at the Senior Operations meeting. Infrastructure Manager to check Tas Roads regulations.	No response at this stage.		Open
21/03/2023	Cliff track to Caves Beach	Tree across track.	Investigated if this track is the responsibility of Council. Discovered that this track is not part of Council jurisdiction.	3/07/2023	Emailed resident to advise.	Closed
21/03/2023	Gunter Street	Trucks driving on weight limited street.	Discussed with traffic police and determined that this was a police matter not Council.	29/03/2023	Spoke to resident and advised that if she can get registration or identify the vehicles, this can be dealt with by the traffic police on the Island.	Closed

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24/03/2023	115 Trousers Point Road	Report of large tyre been left by Council in this property.	Checked with the contractor to see if it was theirs. It did not belong to the contractor. This tyre had been used by Council to "smudge" the road to smooth out the corrugations.	30/03/2023	I text the resident to advise that the tyre will be removed the next day.	Closed