



## SERVICE REQUEST REGISTER REPORT APR-JUN 2023

Request Date	Request Location	Request Description	Responsible Officer Action	Date Response	Response	Status
19/04/2023	Lady Barron Gym	Light and fan aren't working.	Advised Town Maintenance Supervisor same day, who advised an electrician was required.	19/04/2023	Email sent to resident to advise that the electrician has been contacted. Electrician contacted on the same day. 25/04/2023 Inspected and discovered that the circuit breaker had tripped. He tested the lights and all working fine.	Closed
25/04/2023	Whitemark Foreshore	Lights at the BBQ area don't stay on. They flicker and keep turning off.	Infrastructure Manager contacted an electrician same day.	27/04/2023	Emailed resident to advise of progress. 28/06/2023 Electrical contractor attended and fixed the lights	Closed
27/04/2023	FAEC	Broken toilet seat in the ladies bathroom.	Town Maintenance Supervisor attended on same day and reported seat needs to be replaced. 06/07/2023 - Purchase order sent to plumbing to source and replace toilet seat.	27/04/2023	Contacted resident to advise of progress	Open
27/04/2023	Bakery Café	Please investigate putting a disabled/priority parking spaces out the front of the Café.	This request is with the General Manager for consideration.			Open
28/04/2023	Boyes Road	Boyes Road needs of grading	Advised Supervisor same day. There were two requests for this road submitted close together. This road was graded 08/05/2023	9/05/2023	Thanks was received from the resident for prompt completion of this request.	Closed
3/05/2023	Lady Barron Gym	Outside light has been on continuously for past week	Contacted electrician same day. Advised he will check the light today. 15/06/2023 - Light was replaced as it was faulty	26/06/2023	Text to resident to advise that light has been replaced.	Closed
9/05/2023	FAEC	Wheel on the stage pull out draw has broken.	Area was inspected by Safety Officer and another hall user. Alternate areas for storage were identified.	17/05/2023	Emailed resident to advise that an alternate storage area has been identified, and to liaise with the other user of the hall for details. New Wheels have been ordered for the drawers. 26/06/2023 - Update was sent to the resident to advise of progress. Resident responded well and is happy with the outcome.	Closed
13/06/2023	Red Creek Road	Potholes	Supervisor inspected 14/06/2023, and discovered a gate has been put up across the road. Infrastructure Manager to contact Planning Officer for more information about the positioning of the gate.	26/06/2023	Advised resident that Council staff will attend when the area dries out. Also need more information regarding the gate before attending site.	Open
15/05/2023	Whitemark Tip	Feral Cats at tip - request for trapping program	18/06/2023 - Waste Management Supervisor has advised that an invasive species management plan would need to be developed, funded and implemented. This will be looked at in due course.	26/06/2023	Contacted resident to advise.	Closed
16/05/2023	Council Offices	The light in the ladies toilets inside the council offices keeps flickering .	Contacted Electrician 18/06/2023. Advised light is under warranty. Light repaired 28/06/2023	28/06/2023	Contacted resident to advise that light has been fixed.	Closed



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16/05/2023	Trousers Point toilets	A tourist called to say there is no water in the tank for the toilets to be flushed or the sinks to be used for hand washing.	These facilities are under the care and control of Parks. 16/05/2023 - Parks was advised of this request.	16/05/2023	Feedback to reception.	Closed
24/05/2023	2 Robert Street, Whitemark	Gutter is blocked with gravel and water is not running away	Works Crew attended and cleared the gutter 1/06/2023	5/06/2023	Resident was advised that work has been completed. "Really really" appreciated the work carried out.	Closed
31/05/2023	FAEC	Lights not working.	Contacted electrical contractor same day. Advised that electrician is only on the island every two weeks. Light fixed 15/06/2023	28/06/2023	Sent a text to the resident to advise the lights have now been fixed.	Closed
31/05/2023	FAEC	Sliding door blows open	Liaised with Community Development Staff, who are now in consultation with contractors in Launceston to find a suitable, long term solution. This is a ongoing problem which requires significant investigation.	28/06/2023	Sent a text to the resident to advise.	Closed
13/06/2023	1900 Lady Barron Road	Culvert Blocked	Advised Supervisor same day. Supervisor investigated 19/06/2023 - Work completed	26/06/2023	Contacted resident to advise that this work has been completed.	Closed
15/06/2023	2922 Palana Road	Small wash out on the side of the road	Advised supervisor same day Inspected 16/06/2023 Works completed 20/06/2023	26/06/2023	Left a message on resident answering machine	Closed
16/06/2023	Palana Road north of Blundstones Corner	Guide Post down	Advised supervisor same day Inspection -16/06/2023 Work completed - 16/06/2023	28/06/2023	Sent a text to the resident to advise guide post has been replaced.	Closed
26/06/2023	Reedy Lagoon Road	Potholes and Drainage	Advised supervisor same day Inspected -26/06/2023 Work completed 06/07/2023	28/06/2023	Emailed resident to advise of progress. 06/07/2023 - Advised that work had been complete.	Closed
26/06/2023	Loccota	Concerns about Big River Road. Resident requested that current work area be extended further along the road	Advised Infrastructure Manager same day. Infrastructure Manager replied to the resident that work is subject to budget restraints. Request has been noted.	26/06/2023	Email sent to advise. Resident replied stating an understanding of budget limitations.	Closed
27/06/2023	Coast Road/Maynard's Road	Potholes	Advised supervisor same day Inspected 28/06/2023 Works scheduled for 04/07/2023	6/07/2023	Emailed resident to advise that this work has now been completed.	Closed
27/06/2023	Cemetery Road - Lady Barron	Ruts and potholes	Advised supervisor same day Inspected 27/06/2023 Works scheduled for 05/07/2023	6/07/2023	Advised resident that ruts have been attended to and grading is scheduled within two months.	Open