



SERVICE REQUEST REGISTER REPORT JUL-SEP 2023

Request Date	Request Location	Request Description	Responsible Officer Action	Date Response	Response	Status
3/07/2023	Whitemark turnoff to Lady Barron	Large Blue sign - sign has been damaged in the wind.	Advised Town Maintenance Supervisor - The sign was repaired.	13/07/2023	Advised Resident	Closed
3/07/2023	Big River Road	Request for signage stating that the road is "single lane only" from Cronley's Creek up the hill as far as the first hand bend.	Supervisor Inspected the road on 04/07/2023.	18/07/2023	18/07/2023 - Manager emailed resident to advise that there are already single lane bridge signs either side of the bridge. Staff inspected and determined that the straight after the bridge to the first left hand bend has plenty of visibility for oncoming traffic. The email also included the Australian Austroads 2020 Safe System to further clarify the legislative limitations regarding signage.	Closed
7/07/2023	Hospital/Doctors surgery Carpark	Request for the potholes in the carpark be filled. Resident is worried someone will fall over on the uneven and wet ground.	13/07/2023 -Supervisor inspected the area and schedule work to be completed. Work was scheduled for 19/07/2023 after the holes dried out a bit. Work was completed 19/07/2023 01/08/2023 - Potholes reappeared. 03/08/2023 - After discussion with resident potholes were topped up with gravel and compacted.	19/07/2023	Text sent to resident to advise.	Closed
11/07/2023	Cemetery Road Lady Barron	Resident is not happy with the result on Cemetery Road after the works crew have been to fix it.	Discussed at the Senior ops meeting. 31/08/2023 - Additional work completed	12/07/2023	Email sent to resident in response to email. This work is incomplete. Potholing has been completed, grading will commence when grader gets down to LB, and weather permits. No further correspondence.	Closed
17/07/2023	Lady Barron Road	Deep potholes on Lady Barron Road near Paul Cox's.	Discussed at Senior ops meeting. The supervisor is aware of these potholes. 18/07/2023 Supervisor inspected and deemed the potholes were suitable to be repaired with gravel. 19/07/2023 - Holes were filled with gravel and repaired.	27/07/2023	Email sent to resident to update.	Closed
17/07/2023	230 Palana Road	Request for the large potholes on the edge of the bitumen from the Airport to Whitemark be repaired.	18/07/2023 Supervisor was advised and inspected the holes. Work scheduled for 19/07/2023 19/07/2023 Holes filled and repaired.	27/07/2023	Text to resident to advise work has been completed.	Closed

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25/07/2023	641 Lackrana Road	Very large hole in Bitumen on the long straight that borders Vanessa & Bill Grace's farm. Lady Barron Side of farm.	25/07/2023 Advised supervisor of the request 26/07/2023 Hole was repaired with gravel	27/07/2023	Email sent to resident to advise that pothole had been repaired.	Closed
26/07/2023	144 Badger Corner Road	Road has water damage, reduced to single lane in places. There are some deep potholes.	31/07/2023 - Road was inspected and repaired	2/08/2023	Prior to the resident being responded to, Council received a thank you via the Service Request portal	Closed
2/08/2023	Lackrana Road. Half way between Golden Mile Road and Cameron's Inlet Road.	Large deep hole in bitumen and it's not visible at night time.	03/08/2023 - Pot hole filled with a mixture of Base A and CRS.	3/08/2023	Email to resident to advise	Closed
2/08/2023	Cooks Lane, Coast Road	Potholes need filling in.	03/08/2023 - Holes were filled with gravel and compacted.	3/08/2023	Email sent to resident to advise.	Closed
2/08/2023	Reedy Lagoon Road	Potholes need filling in, corrugation on corner needs addressing.	Inspection had already been conducted on 01/08/2023 (before request came in). Work had already been scheduled for 02/08/2023	2/08/2023	Text to resident to advise that work has been completed, and request closed. 03/08/2023 Received feedback from resident that the job was well done.	Closed
8/08/2023	Coast Road	The sign coming out of Lady Barron on Coast Road has been hit and knocked over.	17/08/2023 - Request sent to supervisor This sign has been replaced	17/10/2023	Confirmed with resident that this sign has now been replaced.	Closed
10/08/2023	Whitemark Showgrounds	Request for potholes to be filled prior to the Lions Market	Request sent to supervisor. Work scheduled and completed prior to the markets.	4/09/2023	Response was not sent to resident.	Closed
25/08/2023	1900 Lady Barron Road	Request for gravel to be placed around the culvert on Lady Barron Road	28/09/2023 - Acting Infrastructure Manager arranged for a new 6m culvert to be placed at the driveway to repair this problem.	28/09/2023	Acting Infrastructure Manager has spoken to resident. Resident very happy with the result.	Closed
1/09/2023	Whitemark Gallery	One of the fluoro lights in the gallery is flickering.	Town maintenance have inspected the lights, but are unable to repair. 11/10/2023 - Contacted electrical contractor who will repair, on or before 18th October 2023. P/O sent to Electrical Contractor 17/10/2023 - Contractor can not get to the island - flights are full for the show. Contractor will be on the island next week to repair this light.	11/10/2023	Text to resident to advise and update.	Open
1/09/2023	FAEC	Resident asked for windows of the FAEC to be cleaned prior to the Orchestra recital	Request was completed on time.	1/09/2023	Resident was not responded to prior to the event.	Closed
11/09/2023	Badger Corner Road & Samphire Bridge	There are numerous pot holes that require attention.	This area has been previously potholed. Plan is to pothole week starting 02Oct2023 This area was potholed 28/09/2023	17/10/2023	Text sent to resident to advise	Closed
12/09/2023	Trousers Point Road	Sign on Trousers Point Road turn off is loose and blowing in the wind.	14/09/2023 - This sign has been fixed	17/10/2023	Text to resident to advise.	Closed
13/09/2023	North East River Road	Tree across most of the road where sign says "Council Road Ends".	Tree was cut up and removed same day.	26/09/2023	Text sent to resident to advise	Closed

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15/09/2023	Emita Boat Ramp	The special Boating Committee members passed a motion 06/09/23 to request that Council gravels the approach to the Emita Boat Ramp.	Acting Infrastructure Manager advised works crew Works completed 26/09/2023	26/09/2023	Emailed resident to advise that this work has now been completed.	Closed
27/09/2023	Rose Garden	Stones on the little short cut from Rose Garden to the front of The FAEC have lifted. Resident assisted a community member who had tripped on these stones.	Town Maintenance supervisor attended to this request on the same day.	27/09/2023	Email sent to resident to advise that the request has now been attended to.	Closed
27/09/2023	Bluff Track	Tree across the track	Town Maintenance attended same day and cut the tree down and removed from the track.	27/09/2023	Text sent to resident to advise	Closed
29/09/2023	Bluff Track	Request for a park bench to be placed on the Park Run track about 1/2 way down.	A seat has been positioned adjacent to the Bluff pipes.	2/10/2023	Resident posted on Facebook thanking Council for this work, prior to a response from Council	Closed