

FLINDERS COUNCIL Service Request Register 2020/2021						SERVICE RESOLUTION			COMMUNICATION	GM	STATUS	
Customer request no.	Origin of Service Request:	Date of request	Subject	Service request description	Exact Location	Responsible Person	Date Responsible Person Notified	Recommended actions from Responsible Person: Notes must begin with DATE then Activity	Actual Date Resolved	Dates Enquirer Responded to: Notes should be recorded as Date and Person who called eg 8/8/19 Mel called Joe Bloggs; 10/9/19 Zeer emailed Joe Bloggs	Comments (Reviewed Monthly)	Open or Closed
2019/015	Mel Mollineaux	15/02/2019	Opt 1 - Roads	Access to Vinegar Hill has large washouts and is deterring visitors to what is sign posted as the vinegar Hill lookout. A small load of gravel would fix.	Vinegar Hill	Brian Barnewall	5/03/2019	23/9/19 Private Road and is not Councils responsibility, however as this is access to a lookout point Council will make exception and review the repair of the track before Dec 19 25/11/2019 Has been added to works list to seek costing and timing. No works until approved as not Council road. 17/12/2019 - Priority is the Runway upgrade with no time to schedule road upgrades in beforehand. BB 16/07/20206 This matter is on the Annual Plan. Matter to be closed once it can be cross referenced with the Action Plan Number AH 16/07/2020 Refer Annual Plan AP2021- 12 AH		Still to be resolved on 23/8/2019 zp Tried to call to update. No answer. Will try again. MM 2/12/2019	29/11/2019 - JV's comments noted HM. 17/12/2019 - Noted HM. 7/02/2020 - Agreed Runway Project Priority. Understand limited resources. BB pls advise ETA. HM Checked GM 15/5/20 - update required pls	Open
2019/056	Jacci Viney	1/09/2019	Opt 5 - Other	This matter is entered internally by a Council Officer who has taken the action of this issue on as it was not dealt with by the previous GM. Washout on Bluff Track needs to be attended to.	Bluff Track	Jacci Viney	1/09/2019	The Infrastructure Officer has liaised with the local parks ranger (Dick) and has sent a report to Parks management to try to collaborate on a solution for the bluff track washout. 23/9/19 Quotes for works to be sought. 25/11/2019 Discussed at November workshop. Need to get Works Manager to provide indicative quote so we know how much \$\$ we are seeking to fix. Note Council's legal responsibility under <i>Urban Drainage Act JV</i> . 17/12/2019 - No further update. BB 30/07/2020 - Tabled in Annual Plan AP2021-5 - Application for grant for Local Roads and Community Infrastructure Grant AH		No response required Added at Heidi's request.	29/11/2019 - JV's comments noted HM. 17/12/2019 - Noted HM. 7/02/2020 -The Bluff Track is also in Annual Plan. We need a quote of works and liase with Parks to go 50/50. Further access/responsibility of track needs to be done. HM 25/03/2020 Indicative quote required per BB from WG Checked GM 15/5/20 - update required pls	Open
2020 - 49	Mel Mollineaux	31/03/2020	Opt 3 - Buildings & Facilities	When handy man starts can he please put Annie's whiteboard up in office when he has time.	FAEC - Office	Jacci Viney	31/03/2020			Spoke to Annie. 27/04/2020 MM COMPLETED AH	Checked 15/5/20 by GM Noted by GM 29/5/20	Closed
2020 - 50	Mel Mollineaux	22/04/2020	Opt 3 - Buildings & Facilities	Can the oval track that has been slashed at Holloway Park please be re-slashed so people can walk on it. Lots of natives growing up through it.	Holloway Park	Angela Harley	22/04/2020	22/04/2020 - Will be put on the routine slashing schedule AH 19/05/2020 - Depot is running short staffed at the moment, but should be slashed within 8 weeks AH 01/07/2020 - I will follow up with works team, and will update next week AH 14/07/2020 - Spoke to Resident and updated her on the progress - this is still on the board, so will follow up with works team per timeline. AH 01/07/2020 - I spoke to Ralph, this is on the routine slashing schedule, should be finished within two weeks - weather permitting AH	22/07/2020	Spoke to resident. 28/04/2020 MM Updated resident 9/06/2020 MM Called resident 28Jul2020 - Very Happy. COMPLETED	Checked GM 15/5/20. Please give indication of timeframe for slashing and update Cpt Noted by GM 29/5/20 - pls update customer	Closed
2020 - 51	Mel Mollineaux	4/05/2020	Opt 1 - Roads	Sheoak tree is growing on road verge, on the edge of Carol's property. Trunk looks rotten causing a worry if it falls across Carols driveway and onto the road. Carol is requesting that it be removed.	4761 Palana Road	Angela Harley	4/05/2020	Ralph has spoken to resident, and they are happy for this work to be completed when time permits. I have spoken to Resident and they are happy with arrangement. I will leave this on the register until this is completed.AH		Emailed resident 13/05/2020 MM 15/5/2020 - Rang resident and explained the action that has been taken in the morning. Then spoke to resident in person later the same day... she still wishes to speak with Ralph about the tree's removal considering the state she believes it to be in. zp 01/07/2020 Ralph has spoken to resident. Ralph will arrange to have this tree fixed one day when the crew are up that way. AH	Checked GM 15/5/20. Checked by GM 29/5/20 - update from Ralph required pls	Open



FLINDERS COUNCIL Service Request Register 2020/2021						SERVICE RESOLUTION			COMMUNICATION	GM	STATUS	
Customer request no.	Origin of Service Request:	Date of request	Subject	Service request description	Exact Location	Responsible Person	Date Responsible Person Notified	Recommended actions from Responsible Person: Notes must begin with DATE then Activity	Actual Date Resolved	Dates Enquirer Responded to: Notes should be recorded as Date and Person who called eg 8/8/19 Mel called Joe Bloggs; 10/9/19 Zeer emailed Joe Bloggs	Comments (Reviewed Monthly)	Open or Closed
2021 - 3	Angela Harley	15/07/2020	Opt 1 - Roads	15/07/2020 Further Work to Virieux Road - Grading for drainage and trees cut back at sides of road AH	Virieux Road	Angela Harley	15/07/2020			15/07/2020 Emailed Resident to update them.		Closed
2021 - 4	Zeer Parry	16/07/2020	Opt 5 - Other	The bird alarm at the main Pavillion at the showgrounds is not working.	Showgrounds	Angela Harley	16/07/2020	12/08/2020 Graeme Jones Electrical looked at this, he could not fix it. Our staff member will give it John Tulloch who is on the island, who may be able to fix it, otherwise it can be sent to Brisbane (manufacturer) if cost effective for repair. A new unit is around \$600.00. AH 19/08/2020 - Spoke to Maintenance staff - bird unit needs to be taken to a repairer on the island - scheduled to be done AH		18/08/2020 - I left a message for consumer to contact me to discuss recommended actions AH 18/08/2020 - Spoke to consumer. Is happy, and just wanted to let us know in case we were not aware of it.AH		Open
2021-5	Angela Harley	15/07/2020	Opt 1 - Roads	Further Work on Virieux Road - Grading for drainage	Virieux Road	Angela Harley	15/07/2020	15/07/2020 This grading is on the schedule AH	3/08/2020	19/08/2020 - Checked with Works Manager - grading is still scheduled for this road AH		Open
2021-6	Angela Harley	15/07/2020	Opt 1 - Roads	Further Work on Virieux Road - Vertical Slashing	Virieux Road	Angela Harley	15/07/2020	15/07/2020 - Contractor Slasher - Tractor U/S - will update as necessary AH	3/08/2020	15/07/2020- Resident is aware AH 04/08/20 - Sent email to them advising that work had been complete, and to contact us again if necessary AH		Closed
2021 - 7	Mel Mollineaux	28/07/2020	Opt 3 - Buildings & Facilities	Battery in clock in Rose Garden needs replacing	FAEC	Angela Harley	28/07/2020	28/07/2020 - I have put this on Grahams to do list. Will advise him when I see him today AH				Open
2021 - 8	Mel Mollineaux	3/08/2020	Opt 5 - Other	Between Post Office and Walkers, the concrete footpath has broken causing a trip hazard. And Helen Haines has reported this a few times but hasn't been fixed.	Patrick Street	Angela Harley	3/08/2020	04/08/2020 - I have advised Works Manager. He immediately went to inspect, and has prioritised this work to be done as soon as possible AH		11/08/2020 - Spoke to resident...Still not happy. Footpath is uneven and untidy. I will talk to Works Team this afternoon and let them know AH 18/08/2020 - Left message for consumer to advise that footpath works will be repaired as per Annual Plan AP2021-14. AH		Open
2020 - 9	Mel Mollineaux	3/08/2020	Opt 3 - Buildings & Facilities	Large pot holes in Big River road including Cronleys Creek Bridge	Big River Road	Angela Harley	3/08/2020	04/08/2020 - Has been placed on the whiteboard for discussion with Works Supervisor AH		11/08/2020 Left a message of answer machine - work was completed 10/08/2020. Have asked resident to call back if any more issues. I will close if I do not hear anything in the next two days AH		Closed
2020 - 10	Angela Harley	11/08/2020	Opt 3 - Buildings & Facilities	Rubbish on the sides of the road, and coming out of the rubbish truck.	Lady Barron	Angela Harley	11/08/2020	11/08/20 Works Manager has ordered tarps to cover the rubbish in transit. AH		11/08/2020 - Spoke to resident, and explained that Works Manager has ordered tarps to cover rubbish that is put into the bins without being bagged up, to avoid this happening. The resident was very happy with this outcome. AH		Closed
2020-11	Mel Mollineaux	17/08/2020	Opt 3 - Buildings & Facilities	Sometime ago outdoor staff cleaned blocked driveway culvert. Unfortunately the repair didn't last, as further rains have blocked it within a few days. Wondering if it could be cleared again using a long implement to	4765 Palana Road	Angela Harley	17/08/2020	18/08/2020 - Spoke to Works Manager, is on board for scheduling AH				Open