

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) Last review: 23/9/19	Open or Closed
2020-16	Mel Mollineaux	11/09/2020	Opt 3 - Buildings & Facilities	Can the front door lock barrel of the Exhibition Hall be replaced so that it can be opened from the outside. Only side door can be opened from the outside at present.	Showgrounds	Angela Harley	11/09/2020	15/09/2020 Have put this request on the Maintenance board to be looked at. AH 17/09/2020 - Spoke to Maintenance staff - a new lock will be bought and installed on this door. AH AH S/T Graham 8/10/20 - Graham will scope job today 13/10/2020 - Spoke to Graham, and he advised that door is in poor shape and may not stand up to fitting a new lock. I spoke to Mel at the Council office, there are some unidentified keys in the office that I have asked Graham to have a look at and potentially find a key for that door, before we go to the expense of replacing the door. AH		15/09/2020 - Spoke to Resident who clarified which door. AH 17/09/2020 - Spoke to Resident to advise that the lock will be replaced, and resident is happy. AH 13/10/2020 - Updated Resident, and clarified with her that he concern was that if the side door malfunctioned, we could not be able to get into the building. I advised that I would investigate further. She was happy with this and I will update once we resolve. AH		Open
2020-17	Mel Mollineaux	14/09/2020	Opt 3 - Buildings & Facilities	Toilet won't flush and refill.	Yellow Beach	Angela Harley	14/09/2020	15/09/2020 Have put this request on the Maintenance board to be looked at. AH 17/09/2020 - Spoke to Maintenance staff - this has been checked, and is working fine. Staff will keep an eye on it AH		17/09/2020 - No contact details for tourist. AH COMPLETED		Closed
2020 - 18	Mel Mollineaux	16/09/2020	Opt 3 - Buildings & Facilities	Vacuum cleaner, laminator machine and tv need to be tested and tagged.	Duckpond	Angela Harley	16/09/2020	16/09/2020 - Contact Glenn to re test and tag equipment		17/09/2020 - Spoke to manager of centre and all have been COMPLETED AH		Closed
2020-19	Mel Mollineaux	22/09/2020	Opt 1 - Roads	2 holes in front of driveway need filling with gravel.	21 Bluff Road	Angela Harley	22/09/2020	23/09/2020 - Spoke to Works Supervisor who said would attend to this job as soon as possible. AH		24/09/2020 -Spoke to resident and advised that the works will be completed, and that I would call back once work is completed. AH 08/10/2020 - this job is now COMPLETED AH 13/10/2020 - Spoke to resident, holes are now filled, and he will call back if he needs anything else. AH		Closed
2020 - 20	Zeer Parry	1/10/2020	Opt 3 - Buildings & Facilities	Gate into playground has rails missing, allowing small children to squeeze through	Duckpond	Angela Harley	6/10/2020	07/10/2020 - Spoke to Duckpond Manager, who explained her concerns. I have raised with the maintenance staff for repair. AH		13/10/2020 Confirmed with the Duckpond Manager that she is very happy with this COMPLETED job. AH		Closed