

LINDERS COUNCIL Service Request Register 2020/202						SERVICE RESOLUTION			COMMUNICATION	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	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 16/07/2020 03/09/2020 I have spoken to Works Manager, and he has advised that once the weather improves, a load of gravel will be taken up to fix the washouts AH 13/10/2020 - Spoke to Works Manager - weather has still not been favourable for this work to be completed AH 27/10/2020 - I emailed resident, as I had read in the "Island News" that this road had been fixed by another resident. 02/11/2020 - I received an email from resident to advise that the road had been fixed. 03/11/2020 - I emailed resident to say that I would close this request AH		Still to be resolved on 23/8/2019 zp Tried to call to update. No answer. Will try again. MM 2/12/2019 03/09/2020 - Left a message on the answer machine to advise that gravel will be taken up once the weather permits (later in spring/summer). Asked resident to call if they need any more information regarding this matter AH Have left open until this has been completed. AH 27/10/2020 - I read in the island news that someone had done some work on Vinegar Hill Road. I emailed resident to enquire if this job had now been fixed. I received an email back to say the road had been fixed. I emailed back to say I would now close the request.	Closed
2020 - 55	Mel Mollineaux	13/05/2020	Opt - Roads	Frances Henwood has water running down the drive and ending up at the front door of her house. Worried about tripping over sand bags and too heavy to lift anyway. Ongoing complaint since before February.	Gunter Street, Lady Barron	Angela Harley	13/05/2020	08/07/2020 I have opened this one up as it appears to be an ongoing issue AH		30/07/2020 - Met with Warren regarding this. We need to have a meeting with Warren, Butch, Jaci and Ange to try to figure out a solution to this, meeting will be scheduled after Warren's quarantine. AH 03/09/2020 - Meeting to be scheduled when Warren is available. AH 22/09/2020 - Meeting to be scheduled after school holidays when both Butch and Jaci are back in the office. AH 8/10/20 On site meeting set for 28/10 with BB, AH, RP, JV and WG	Open
2020 - 68	Mel Mollineaux	18/06/2020	Opt 3 - Buildings & Facilities	Community Noticeboard in main street of Whitemark needs perspex replaced.	Patrick Street	Angela Harley	18/06/2020	18/06/2020 - I will put this on the board and talk to Depot staff and have it repaired as soon as possible AH 08/07/2020 WE are waiting for tools to arrive so this job can be completed. AH 19/08/2020 - Spoke to Maintenance staff. Awaiting materials from Guy Ireland to complete this job AH AH s/t Graham Bligh 7/10/20 - materials not yet available. 13/10/2020 - This may be covered under the grant for Council Maintenance. I have left a message for Heidi to confirm AH 13/10/2020 - Spoke to Heidi - this will be repaired under the Council Building and Asset grant AH			Open
2020-15	Zeer Parry	3/09/2020	Opt 1 - Roads	Just in case it's not on the roadwork list, the bottom of Barr St (at the 'T', opposite the LB Hall) is in need of some TLC.	Lady Barron	Angela Harley	3/09/2020	Will speak to Works Manager regarding this road AH 08/09/2020 Spoke to Works Manager - this work is on a scheduled plan, and will be appropriately prioritised. AH 08/10/2020 - Spoke to Works supervisor - need to wait for warmer weather to fix this corner. AH 23/11/2020 - Spoke to Supervisor - Work was scheduled for last week, staff shortages and unplanned works have delayed this slightly. AH 01/12/2020 - Spoke to Supervisor - This work has now been completed.AH	1/12/2020	08/09/2020 Sent email to resident to advise that this work is on the scheduled plan, and to let us know if there are any more questions. AH 09/11/2020 - I have asked for an update on this job AH 02/12/2020 - Spoke to resident - very happy with the result. This job is now COMPLETED AH	Closed

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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 20/10/2020 - This door has now been planed and works very well 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 20/10/2020 - Spoke to resident and explained that the door had now been planed to make it easier to open and close. Resident very happy with solution, and appreciates that it is not necessary to go to the expense of replacing the door at this stage. This is now COMPLETED AH	Closed
2020-21	Zeer Parry	15/10/2020	Opt 2 - Parks and Gardens	We ask that the grass at the Lady Barron Hall be mowed the week before the event (Remembrance Day) and that someone at Council could arrange for the cleaning of the toilets at the Hall.	LB Hall	Angela Harley	26/10/2020	26/10/2020 - Spoke to Parks and Gardens Staff to arrange for an inspection of the LBHall and grounds on Tuesday 10November2020, to check that everything is ready for Wednesday 11November 2020 AH		12/11/2020 - Remembrance Ceremony was held on 11/11/2020 AH	Closed
2020-22	Mel Mollineaux	27/10/2020	Opt 3 - Buildings & Facilities	Just a reminder not to forget to sort water at pony club yards. Just one tap operating half way down would be great. Even tap where hose reel is hanging up? Next meet will be 15 or 22 November. TBA	Showgrounds	Angela Harley	27/10/2020	27/10/2020 - This has been put up on the Works Services board. AH		12/11/2020 - This has now been fixed - COMPLETED AH	Closed
2020 -23	Mel Mollineaux	27/10/2020	Opt 1 - Roads	Sides of road need slashing. Bush is intruding onto street. Lady Barron slip needs repairing. Safety nets have fallen down.	Franklin Parade & Holloway Street in Lady Barron. Lady Barron Slip	Angela Harley	27/10/2020	27/10/2020 - The areas highlighted by resident will be slashed in the next couple of weeks. The letter from the resident has been put up on the Works Services board to be looked at by the Works Supervisor. I will talk to him tomorrow to ascertain a time line for this inspection. AH 01/12/2020 - Spoke to Works staff and these jobs will be completed this weekAH 02/12/2020 - Slashing has been completed, and Land slip has been fixed AH	2/12/2020	02/12/2020 I spoke to resident to advise that work had been completed, and advised to call us back if there are any futher issues. Resident it happy with this. COMPLETED AH	Closed
2020-24	Zeer Parry	3/11/2020	Opt 3 - Buildings & Facilities	Wash basin in toilet at the SES builidng is leaking	SES Building	Angela Harley	3/11/2020	03/11/2020- I have advised our maintenance staff member of this leaking tap - waiting to hear back from him. AH		05/11/2020 - Tap has been fixed - COMPLETED AH	Closed
2020-25	Kate Blyth	4/11/2020	Opt 2 - Parks and Gardens	21/10/2020. rain and wind have left the track badly strewn with loose fallen twig and leaf litter. Worse than normal. Jane fell and sprained her ankle.	Lady Barron Foreshore Walk	Angela Harley	4/11/2020	04/11/2020 - emailed resident to call me back to determine exactly where this occurred, as Works Manager thought it could be under Parks jurisdiction AH 05/11/2020 - Spoke to resident, and she will text a map location to me for our records, and investigation AH		05/11/2020 - Resident texted a map of where the incident occurred, and I passed this on to the Works Manager, who researched with Google Earth and ascertained that the area in questions was in fact managed by Parks and Wildlife. I forwarded to the resident who was happy with the result. Request was COMPLETED AH	Closed

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2020-26	Mel Mollineaux	5/11/2020	Opt 3 - Buildings & Facilities	One of the hinges on the large gate has rusted off and need replacing.	Lady Barron Cemetery	Angela Harley	5/11/2020	10/11/2020 - Maintenance staff went up yesterday to have a look. Some repairs have been done, and staff are looking at getting a wheel for the bottom of the gate to make it easier to move AH		11/11/2020 - Spoke to resident and advised, resident is happy for this request to be closed. COMPLETED AH	Closed
2020-27	Zeer Parry	12/11/2020	Opt 5 - Other	Several Blocks of land at Lady Barron that could be a fire hazard over summer. Not sure of the procedure, but a simple slash of blocks would fix the problem before vegetation gets any higher.	Lady Barron	Angela Harley	13/11/2020	13/11/2020 - On the Works board to talk to Works Supervisor/Manager AH 23/11/2020 - Spoke to Jacci (EHO, EMC), who advised that she is aware of the concerns, and will inspect the property (among others of concern). Individuals will be encouraged to mow their blocks. Council will use Facebook and the Island News to remind residents of their community obligations to keep the island fire safe. AH		23/11/2020 - Spoke to resident to advise. Resident Happy with explanation. COMPLETED AH	Closed
2020-28	Mel Mollineaux	21/11/2020	Opt 3 - Buildings & Facilities	Request for Public Toilets to be cleaned on a Friday ready for the weekend. When visited on Friday afternoon at 5.15pm, there was no paper and waste paper bin was full.	Toilets near the library	Angela Harley	23/11/2020	23/11/2020 - Spoke to Works Manager. He agreed that the toilets needed to be done twice a week. I have sent an email to Works Manager suggesting that on RDO weeks (where Works team are not at work), Rosie can check toilets. Reply back from Works Manager to have increase in cleaning and back up checksAH		23/11/2020 Spoke to resident about increased cleaning and additional checks. Resident is happy. Request COMPLETED AH	Closed
2020-29	Mel Mollineaux	23/11/2020	Opt 1 - Roads	Request for road verge along Port Davies Road from cenetaph to be maintained and tidied up for upcoming fire season.	Port Davies Road	Angela Harley	23/11/2020	23/11/2020 I have put this up on the Works board, and will talk to Supervisor today. AH 02/12/2020 - Spoke to Works Manager, as mentioned before Vertical Slashing has been completed by the Council for the year. Best solution is to put this on the schedule for next year. AH		23/11/2020 - I have spoken to Works Manager. Vertical slashing has been completed in this area for the moment. Council Works Staff are working though weed management plan all over the island. There is a weed spraying program underway at the moment. 24/11/2020 - I spoke to resident, who suggested that he does mow/slash Palana Road where it is level, but stated that this area would be too dangerous to do with a tractor. I mentioned that the Works Team was occupied in other areas of the island with weed/grass management. I also advised that I would ask the Works team, if there is a time line for this work.AH 02/12/2020 Spoke to resident, discussed that possibility of tagging this area for slashing in the next round of vertical slashing. Resident was happy for this request to be closed and reopened if this work is not completed during the next round of slashing. This request is COMPLETED AH	Closed

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2020-30	Mel Mollineux	23/11/2020	Opt 3 - Buildings & Facilities	1. Can grounds be mowed please. 2. Rain in the past has washed some of the road away near entrance. Causing erosion. 3. A worm wood tree has recently been trimmed back and there is a pile that needs to be taken away.	Museum, Port Davies Road	Angela Harley	23/11/2020	23/11/2020 Spoke to Parks and Garden Staff. They will go up and mow the lawns within the next fortnight. I have also asked them to remove the worm wood tree trimmings. 24/11/2020 - I spoke to the Works Manager, and was advised that this tidy up would be a one off community service, and I am to write to the Historical Society to recommend that next time they have a working bee to also make arrangements to have the garden waste removed. I will update this request once completed. AH	23/11/2020	23/11/2020 - Spoke to resident to advise that the lawns will be mowed within a fortnight. She is happy with that. I will update once job is completed AH 25/11/2020 - I received clarification regarding the green waste removal, and as this is a council building, the green waste from any future working bees will be removed by council staff. I have left a message for resident to contact me if necessary. This request is now COMPLETED AH	Closed
2020-31	Mel Mollineux	24/11/2020	Opt 4 - Community Development	Request for grass to be cut around entrance to Bluff Track where blue fitness sign is please.	Bluff Track Fitness Trail	Angela Harley	24/11/2020	24/11/2020 - Inspected with Works Supervisor. The entrance to the Track where the blue sign will be mowed by Parks and Gardens. AH	24/11/2020	24/11/2020 - I have left a message for the resident to call me. AH 24/11/2020 - Spoke to resident, very happy with the mowing. Resident has spoken to Parks and Wildlife, and was told that there has been a change in the boundaries for Parks and Council. He will check with Parks Staff and get back to us. He said that if acceptable, he would be happy to have a working bee to keep the track tidy AH COMPLETED AH	Closed
2020-32	Angela Harley	4/12/2020	Opt 1 - Roads	The road leading to Walkers Lookout has a number of large divets and pot holes. It can make driving up there difficult and is not a great look for visitors.	Walkers Lookout	Angela Harley	7/12/2020	09/12/2020 - Spoke to Works Supervisor, who advised that conditions need to be right to grade this road as it is very steep. He has had a look at it, and has advised that it is not too bad, and will be graded when conditions are conducive to a favourable long term outcome AH		09/12/2020 I spoke to the resident, and explained how the works crew will proceed with this repair/grading. Resident was very happy with the feedback. I will leave this on the request board until work is complete. AH	Open
2020-33	Mel Mollineux	8/12/2020	Opt 1 - Roads	Track leading down to Palana Beach, in front of a resident's place, has a tree partly over it. One car can still get passed at time.	Palana Beach Track	Angela Harley	8/12/2020	08/12/2020 - Spoke to Works Manager - This job will be completed in the morning. AH	9/12/2020	08/12/2020 - I tried to contact resident, but could not be reached. I will try again after the job is completed in the morning AH 09/12/2020 - Spoke to resident and advised that the works crew are going up there this morning to remove the tree. I will check with the crew later in the day and advise resident. AH 09/12/2020 - Spoke to resident and confirmed that the work had been completed. COMPLETED AH	Closed
2020-34	Mel Mollineux	16/12/2020	Opt 1 - Roads	Footpath to the north of post office is back to the state it was several months ago. Concrete is all broken with chunks scattered all over footpath.	Patrick Street	Angela Harley	16/12/2020	16/12/2020 - Spoke to Works Manager - This work is planned for in the Annual Plan - AP2021/14. He will get Works Crew to do another repair job before Christmas break. AH 21/12/2020 I spoke to Works Supervisor - this repair will be done either today or tomorrow. AH 06/01/2021 - Unfortunately this repair could not be completed before Christmas, it was raining. The works crews are undertaking repair work around the island following the storm damage this week. This work has been scheduled for next week. AH		21/12/2020 - I have spoken to resident, and advised that this will be repaired in the next couple of days. I also advised that this footpath is due for refurbishment under the Annual Plan (AP2021/14) AH	Open

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2020-35	Mel Mollineaux	16/12/2020	Opt 1 - Roads	At start of Big River Road, where Trousers Point road turns right, can a sign be put up warning drivers that road narrows. Not enough room for drivers to pass one another.	Big River Road	Angela Harley	16/12/2020	21/12/2020 - I spoke to Works Manager and Supervisor, both agreed that a "road narrows" sign is not necessary on this road, as there are many narrow roads on the island. The suggestion was that drivers should drive to the conditions to avoid an accident. AH	6/01/2021	21/12/2020 - Left a message on resident phone as above. I will leave on the register for now AH 06/01/2020 - I have not heard from resident so will close this request. COMPLETED AH	Closed
2020-36	Zeer Parry	18/12/2020	Opt 2 - Parks and Gardens	BBQs at whitemark beach front are not working again	Whitemark Foreshore	Angela Harley	21/12/2020	21/12/2020 - Spoke to Parks and Gardens staff, it may be that the BBQ's have run out of gas. Graham will check this afternoon and let me know AH	21/12/2020	21/12/2020 - BBQ now working AH	Closed
2020-37	Zeer Parry	21/12/2020	Opt 3 - Buildings & Facilities	Resident sent an email requesting a number of maintenance issues be attended to.	Lady Barron Hall and Holloway Park	Angela Harley	21/12/2020	21/12/2020 - Spoke to Maintenance staff and asked that the requests be looked at as soon as possible. Also spoke to cleaning staff and suggested the use of "Gumption" for the stainless steel benches to remove the rust stains. I also sought clarification with regard to the removal of kitchen items. AH 06/01/2021 - Most jobs have been looked at. Outdoor staff are catching up after the break. 13/01/2021 - Cleaning staff have had a look at the kitchen. 13/01/2021 - Exterior handrail - There is nothing to weld to, so outdoor staff will conduct a repair using another piece of pipe and paint. 13/01/2021 - Door seal has been removed. 13/01/2021 - Swallows nest has been removed - wire has been put in the area so they wont nest again. AH	13/01/2021	13/01/2021 - I spoke to resident to advise that all jobs have been scheduled or completed. Resident very happy AH	Closed
2021-38	Mel Mollineaux	6/01/2021	Opt 1 - Roads	With every rain (not counting the recent one), the water continues to flow down the track on the north side of the road causing erosion damage. Needs some sort of drainage.	Pole 63 West End Road	Angela Harley	6/01/2020	06/01/2021- Due to the recent rains, I need to talk to Works Manager and get an estimated time line for these maintenance works AH 13/01/2021 - This work has now been completed. AH	13/01/2021	13/01/2021 - I emailed resident to advise that this work has now been COMPLETED. AH	Closed
2021-39	Mel Mollineaux	6/01/2020	Opt 2 - Parks and Gardens	Summer Camp Track has washed away and road to Furneaux Lookout.	Summer Camp Road	Angela Harley	6/01/2020	06/01/2021 - Due to the recent rains, I need to talk to Works Manager and get an estimated time line for these maintenance works AH		13/01/2021 - I spoke to resident and advised that this job is on the list, and will be appropriately prioritised, resident is happy with this. AH	Open
2021-40	Mel Mollineaux	6/01/2020	Opt 1 - Roads	Road going down to Allports Beach needs to be trimmed back as it is over grown.	Allports Beach Road	Angela Harley	6/01/2020	07/01/2021 - I spoke to Works Manager, and this has been noted on the Works Board. At the moment the Works crews are working on the road repairs from the recent rain event. AH		07/01/2021 I have sent Councillor an email to advise AH	Open
2021-41	Kate Blyth	7/01/2020	Opt 5 - Other	Palana Boat Ramp has large washout. When backing down the dip/bump causes the trailer to lift off the tow ball and stay connected by only the chain.	Palana Boat Ramp	Angela Harley	7/01/2020	07/01/2021 - I spoke to Works Manager, and this has been noted on the Works Board.	12/01/2021	13/01/2021 I tried to call resident, but did not get an answer. This work has now been COMPLETED AH	Closed
2021-42	Mel Mollineaux	7/01/2020	Opt 1 - Roads	Water is running down onto vacant block when it rains. Needs some sort of drainage.	188 Port Davies Road, Emita	Angela Harley	11/01/2020	13/01/2021 - I spoke to the resident to seek clarification. I then spoke to the Works Manager who will attend the site and see what can be done AH			Open
2021-43	Mel Mollineaux	13/01/2021	Opt 5 - Other	Office toilet seat needs replacing.	Office	Angela Harley	13/01/2021				