

FLINDERS COUNCIL Service Request Register 2020/2021					COMMUNICATION	GM	STATUS	
Customer request no.	Origin of Service Request:	Date of request	Service request description	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 - 55	Mel Mollineux	13/05/2020	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.	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, Jacci 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 Jacci 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 Mollineux	18/06/2020	Community Noticeboard in main street of Whitemark needs perspex replaced.	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 Blyth 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
2020-32	Angela Harley	4/12/2020	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.	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

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2021-43	Mel Mollineux	13/01/2021	Office toilet seat needs replacing.					Open
2021-50	Jade Boyes	29/01/2021	The hole in the large window at the front of the hall now has large cracks and is a risk	01/02/2021 - Spoke to Guy Ireland, who will look at it and submit a quote for repair/replacement. Both Works staff and the builder do not think this poses a safety hazard at this stage. AH 15/02/2021 - I heard from Guy Ireland, he has put in a report into the glass suppliers, and is just waiting for a price. AH 03/03/2021 - I have followed up with Guy, I am waiting to hear back from him. AH 03/03/2021 - Guy has advised that this job is out of his scope of capability. He advised that Steve Kacir may be able to help, as he was the builder that renovated the hall. I have advised Heidi, and I am waiting to hear. AH 03/03/2021 - Steve Kacir came in to see me and will send photos away to Glass Supplies for a quote to fix. Glass Supplies fitted the window when the hall was renovated. AH 23/03/2021 - Glass Supplies are not available to fix or quote on this window. I have contacted North East Glass for a quote AH		3/03/2021		Open
2021-45	Mel Mollineux	5/02/2021	Back blue wall has a significant leak from the ceiling, near where the kettle bells are stored, making equipment wet and causing a trip hazard.	15/02/2021 - I have sent an email to Sammi to check where the responsibility lies with this one. I am assuming it would be Lions, but need to verify prior to proceeding. AH		03/03/2021 - I have been to the gym a number of times since this request was raised, and there is no evidence of the wall leaking, even after the heavy downpour last Thursday. The committee is meeting on Thursday 4 March, so I will bring it up then to see if there has been any more feedback on the leaking. AH		Open
2021-49	Mel Mollineux		Trees needs trimming on road side in front of Roger's property.	15/02/2021 - I have put these requests on the Service Request board to be attended to once time permits AH		03/03/2021 - I advised resident that this request is still pending at this stage, and I will advise when completed AH 30/03/2021 - I spoke to resident who advised that the trees at Roger Watsons have now grown over the signs, and the trees at Darts road also need more attention. Resident has advised that they have spoken to our Works Foreman. I will chase up with Works Foreman and advise resident of time line. AH		Open
2021-52	Mel Mollineux	25/02/2021	Anchor needs another paint. (special paint)	25/02/2021 - On the board for the Maintenance team to look at and paint as time permits AH		3/03/2021 - I spoke to resident, and advised that the paint is on order, and this request should be completed in the next couple of week. Resident very happy with this. AH		Open

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2021 - 55	Angela Harley	2/03/2021	A list of requests was sent to the Council office regarding vegetation and road maintenance	02/03/2021 - I have spoken to Acting Works Manager who has the list, and will prioritise jobs appropriately and report back to me AH 03/03/2021 - Acting Works Manager went and inspected all these requests and found that most of them have been attended to.AH		02/03/2021 - I spoke to resident and advised that I have passed the list on to our works team for action - resident happy with this AH 03/03/2021 - Acting Works Manager went to Lady Barron and inspected all requests, and reported that most have been completed. I will go through the list and advise resident when all requests are completed AH 09Mar2021 - List of requests that have been attended to: <u>Holloway Street</u> - All trees have been trimmed, all grass has been sprayed and culvert has been cleaned out. <u>Gunter Street</u> - This is an ongoing issue - the General Manager is aware, and is working to find a permanent solution <u>Tennis Courts</u> are mowed regularly, the main fence has a bend on the top rung, and will need scaffolding to fix. This is not a hazard and will be prioritised appropriately. <u>Franklin Parade</u> - Trees have been trimmed. I have left a message for Parks and Wildlife to call me regarding the land slip, as Acting Works Manager advises that this is Parks property. Parks and Wildlife Manager called, and advised that she will attend the site to inspect. Lady Barron Cemetery - Access road will be graded when weather permits. The Acting Works Manager is not aware of the two graves to be marked, I will call resident to seek clarification. I have spoken to resident, and arranged for Acting Works Manager to attend the site to discuss the site of the graves and see what can be done <u>Gunters Bay Foreshore</u> - This request for mowing needs to be		Open
2021-58	Mel Mollineux	15/03/2021	Trousers Point Road very corrugated.	15/03/2021 - Spoke to Acting Works Manager, and the road will need to be graded after rain. Sealing is taking priority AH		15/03/2021 - I spoke at length with the resident, and advised that all the gravel roads on the island are in need of grading, and will be prioritised once we get significant rain to enable this to happen. We talked about the increase in tourist/heavy camper traffic on the roads this year, which could be a contributing factor to the more rapid deterioration of the gravel roads. The resident was not completely happy, but I assured her that we are aware of the problems, and to call again if necessary. The resident asked if the bridges could be looked at as there are some area of concern around those areas. I have passed this on to the Acting Works Manager. This request can now be CLOSED AH 08/04/2021 - Resident has called again. I will re open this request until the road has been graded/repared AH 13/04/2021 - Works Manager has been to Trousers Point road to inspect this area. He will have a think about how we can do some repairs to this section prior to grading. I spoke to the resident and advised of this. The resident is anxious for this work to be complete. I assured the resident that I will keep in touch once I know more AH		Open

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2021-61	Angela Harley	24/03/2021	Museum and Nissan Hut leaking	24/03/2021 - I spoke to Rowena who has already requested a builder have a look. Council has been advised that we will need to wait for the weather to clear before getting on to the roof to check for leaks, as it was deemed unsafe to be up on the roof when it was wet and slippery. AH This can stay on the board until roof has been looked at/fixed AH		24/03/2021 - I spoke to resident to advise same AH 14/4/2021 RN spoke to builder he is yet to inspect leaks at the Museum		Open
2021-62	Mel Mollineaux	7/04/2021	Coast Road between Badger Corner and where bitumen starts is severely corrugated.	08/04/2021 - I called the resident, and let him know that the sealing work has taken priority, and once the roads are wet enough, the graders will be working AH				Open