

FLINDERS COUNCIL Service Request Register 2020/2021						COMMUNICATION	STATUS		
Customer request no.	Origin of Service Request:	Date of request	Service request description	Exact Location	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	
2020 - 55	Mel Mollineaux	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.	Gunter Street, Lady Barron	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, 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 Mollineaux	18/06/2020	Community Noticeboard in main street of Whitemark needs perspex replaced.	Patrick Street	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 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
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	FAEC	29/01/2021	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 April - I am waiting to hear if the insurance company will need an independent assessment, before engaging North East Glass. AH 09/07/2021 - This insurance claim has been approved by the insurer. I am waiting for the funds to be paid to Flinders Council, then I will engage North East Glass to complete this work. AH		07/07/2021 - Due to our remote location, and the complex nature of the repair (this window is a non standard size, shape) this has taken a long time to organise a suitable outcome. I have now initiated an insurance claim. We have received a pay out figure, so once the payout amount is received I will proceed with the insurance claim, and arrange to have this window repaired AH	Open
2021-52	Mel Mollineaux	25/02/2021	Anchor needs another paint. (special paint)	In front of Library		25/02/2021 - On the board for the Maintenance team to look at and paint as time permits AH 05/05/2021 - There has been a delay in sourcing the paint for this project. 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 07/05/2021 - I spoke to resident to advise that there has been a delay in sourcing the paint for this project, and the Depot has been short staffed. Resident was happy with this, and I will update resident once this painting has been completed. AH 07/07/2021 - Due to the weather and staff shortages, this has not been completed. I have spoken to Maintenance staff, and the expectation is that this will be completed next week. AH	Open
2021 -60	Mel Mollineaux	22/03/2021	Trotting track needs mowing or slashing prior to the Show this year	Whitemark Showgrounds		23/03/2021 - I spoke to the Acting Works Manager, and he advised that this area will be mowed prior to the Show this year. AH		23/03/2021 - I spoke to the resident, and I have advised that this job is on the Works board to be attended to prior to the show. AH	Work in Progress

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2021-61	Angela Harley	24/03/2021	Museum and Nissan Hut leaking	Furieux Museum		24/03/2021 - I spoke to Council staff member 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 06/05/2021 - I spoke to Council staff member, who will chase up with the builder to see where we are up to with his. AH 15/06/2021 - Council have received another request for the leaking roof to be fixed in the museum. A council staff member has contacted the builder again to have a look for this leak.		24/03/2021 - I spoke to resident to advise same AH 14/4/2021 - Council staff member has spoken to builder who advised that he is yet to inspect leaks at the Museum 15/06/2021 - Council staff member has contacted resident and builder to advise. AH 07/07/2021 - I spoke to resident, and we are waiting to hear back from the builder. AH	Open
2021-66	Mel Mollineaux	27/04/2021	Wobbly & leaky kitchen tap. Outside tap needs setting up for memorial garden (would like to pay with fundraising money). Gary Blinkhorn said this can be done. Can he please be contact to do this work? There is a small hole in polished floor near foyer. (Could be a trip hazard for elderly). Lights in gym - two panels look like they are falling out (near south end). Tony Stent is on island if that is useful. Blinds in main hall - remote controls don't seem to work. Currently blinds have been disabled (unplugged from electronic device) so they could be manually opened at Easter. Either the remote devices need looking at (Sammi knows some of the history of this) or set up for manual operation.	Lady Barron Hall and Holloway Park	27/04/2021	08/06/2021 - Infrastructure Manager attended site and inspected all the issues. There are a number of issues that need to be addressed. This is very much a work in progress AH 15/06/2021 - I have contacted the plumber, and Industrial Fire and Electrical to attend Lady Barron Hall to quote for repairs. AH 07/07/2021 - I have received a quote for the electrical repairs. I have not received a quote from the plumber as yet. AH		10/06/2021 I contacted the resident to discuss. Ongoing. AH	Work in Progress
2021 - 65	Zeer Parry	7/05/2021	Nr Pole30 -40 on Palana Rd between W.End Rd cnr and Dead Mans cnr, Judy suggests that the corrugation is worse than before grading. Judy requests that an inspection be made to assess the condition and have it addressed as a priority listing.	Palana Rd pole 30-40	7/05/2021	15/06/2021 - Grading work has been carried out on Palana Road over the last few weeks. I have checked with the Infrastructure team, there was some confusion regarding the location of the works to be completed. AH		15/06/2021 - I spoke to the resident to clarify where the request referring to. I advised the resident that the Infrastructure team is working on Palana road all week. This request can now be CLOSED AH	Closed
2021 - 66	Zeer Parry	14/05/2021	The 70k sign at Lady Barron to be shifted to Vinegar Hill Drive as housing is being built out there and the speed driven is unsafe for the level of pedestrian traffic in the area.	The safety zone to be extended and traffic slowed down earlier.		15/06/2021 - This request has been forwarded to the Department of State Growth for competition.AH		15/06/2021 - I left a message for the resident to advise that this request has been attended to. AH 09/07/2021 - Phil Goss from State Growth has been on the island inspecting the state roads and he is going to follow this up when he gets back to his office next week. AH 09/07/2021 - Spoke to resident to relay same. Resident happy. AH	Work in Progress
2021-67	Mel Mollineaux	17/05/2021		Wingaroo Road	17/05/2021	18/05/2021 - This work has been scheduled for when weather permits AH 15/06/2021 - This repair work is scheduled for when weather and resources permit. 07/07/2021 - I am advised that this road has been graded. AH		15/06/2021 - I spoke to resident and explained that this road will be prioritised appropriately. AH 07/07/2021 - I spoke to resident and advised that this Service Request will now be closed. AH	Closed
2021-68	Mel Mollineaux	19/05/2021	Potholes and corrugation that you can't avoid as you come off the bitumen onto Reedy Road. Along further, (about 3km) there is a sweeping bend before Norm & Kelly's driveway that is badly corrugated.	Reedy Lagoon Road, Lady Barron	17/05/2021	15/06/2021 - This repair work is scheduled for when weather and resources permit 15/06/2021 - This request has been added to a list of roads needing scheduled attention. AH 09/07/2021 - This road needs grading, and will be attended to when the grader is in the area. AH		15/06/2021 - I left a message for the resident and explained that this road will be prioritised appropriately. AH 07/07/2021 - This road is still to be graded. AH	Work in Progress
2021 69	Zeer Parry	21/05/2021	A request for rubbish bins, and a check on the hygiene of the toilets and cleanliness of the Main Exhibition Hall at the Showgrounds prior to the Lions June markets on Sat the 12th of June please.	Showgrounds		10/06/2021 - Showgrounds were attended today - CLOSED	10/06/2021		Closed
2021 - 70	Mel Mollineaux	24/05/2021	Walkers Lookout Road - First 500 metres, there are deep ruts running up the side of the road. At the bend up a steep section, someone has demolished the guide post leaving a deep hole exposed. And Mount Tanner road has deep ruts as well.	Walkers Lookout Road & Mt Tanner Road	24/05/2021	15/06/2021 - This repair work is scheuled for when weather and resources permit.AH 15/06/2021 - This request has been added to a list of roads needing scheduled attention. AH		15/06/2021 - I left a message for the resident and explained that this road will be prioritised appropriately. AH 09/07/2021 - As per previous request, this road will be added to the "Roads needing attention" Register to be prioritised as soon as resources allow AH 09/07/2021 - This can now be closed. AH	Closed
2021 - 71	Mel Mollineaux	25/05/2021	Corner and surrounding road around Wireless Station Road needs repair.	Wireless Station Road, Emita	25/05/2021		15/06/2021	15/06/2021 - Spoke to resident, this request has been completed. CLOSED AH	Closed

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2021 - 72	Mel Mollineaux	25/05/2021	Can the the pile of green waste near the front fence line be taken away please, but leave the 5 slabs of tree trunks (to be used later as seats) . Mow the triangular section of grass between the Nissan Hut and the Mutton Bird Hut.	Museum, Emita	25/05/2021	15/06/2021 - I spoke to Infrastructure staff. This request should be completed in the next two weeks. This has been added to the list of maintenance to be completed.AH 17/06/2021 - The mowing has been completed AH 09/07/2021 - I followed up with P&G staff, this work has been completed. AH		15/06/2021 - Sent an email to resident to advise of same. AH 09/07/2021 - I sent an email to the resident to advise that all work had now been completed, and to contact us if there are any further requirements. AH	Closed
2020 - 73	Mel Mollineaux	26/05/2021	Need internal lights	Whitemark Foreshore toilets	26/05/2021	15/06/2021 - Movement sensing solar lights to be ordered AH 07/07/2021 - A quote has been received for these solar lights. AH		15/06/2021 - Left a message for resident to advise that these lights will be ordered and installed in the facilities. AH 09/07/2021 - I spoke to the resident who was pleased with the progress. The resident has been using these facilities to get change after work, and it is difficult without lighting. AH	Work in Progress
2021 -74	Zeer Parry	27/05/2021	For Melrose and Wingaroo Rd... is dangerous due to potholes are the guideposts all there?	Cnr Melrose and Wingaroo		15/06/2021 - This repair work is scheuled for when weather and resources permit.AH 15/06/2021 - This request has been added to a list of roads needing scheduled attention. AH		15/06/2021 - I emailed the resident to advise that this road will be prioritised appropriately. AH 07/07/2021 - I left a message for resident advising that this road has been graded, and to call if there is any feedback. AH 07/07/2021 - This request can now be CLOSED	Closed
2021 - 75	Zeer Parry	28/05/2021	Giveaway sign missing from the cnr of Barr St & Henwood - the stand is there but the sign has gone missing.	Cnr Barr St and Henwood in Lady Barron		23/06/2021 - Signs have arrived. AH 09/07/2021 - Work to be programmed. AH		15/06/2021 - I spoke to resident to advise that signs have been ordered and will be repaired as soon as possible. Resident happy AH	Work in Progress
2021 - 76	Mel Mollineaux	2/06/2021	Back door on art gallery needs new hinges. Won't close properly.	Patrick Street, Whitemark	2/06/2021	Maintenance staff will attach new hinges to the door AH 09/06/2021 - I spoke to the resident and advised that the door has been secured, and requested that the committee be asked to use the front door only. The resident was happy with this. This request is now CLOSED. AH		07/06/21 Resident called to follow up on progress. Maintenance staff will secure the door this afternoon, and attach new hinges to the door tomorrow, so the lock will be serviceable again. AH	Closed
2021-77	Warren Groves	3/06/2021	The junction of the road opposite the LB Hall is very crumbly. The road going around the other side of the hall is the same	Opposite Lady Barron Hall - Lady Barron	3/06/2021	Infrastructure Manager will attend site tomorrow (04/06/2021) and advise. AH 15/06/2021 - The Infrastructure Department has orded a quantity of material to repair this road.AH		15/06/2021 - I contacted the resident, and she was delighted to receive a call back regarding this request. I explained that the material has been ordered, and weather permitting, this request will be attended to as soon as possible. AH	Closed
2021- 78	Zeer Parry	4/06/2021	West End Rd. is not only in terrible condition but, I would consider it unsafe in some locations. The attached photo shows a "pot hole" at one of the bridges. I reckon a driver unaware of this could lose control of his/her vehicle. The road needs grading!	West End Road Bridge		15/06/2021 - I have been advised by Infrastructure team that this road will be potholed either today or tomorrow. AH		15/06/2021 - I emailed the resident to advise that this road will be attended to in the next few days. AH 07/07/2021 - I emailed resident to advise that this road has now been graded. AH This request is now CLOSED	Closed
2021-79	Mel Mollineaux	7/06/2021	Please grade and reinstate gravel to the 1 kilometre of unsealed road to Wybalenna boundary. Particularly approaching Wireless Station Road.	Port Davies Road, Emita	7/06/2021	15/06/2021 - This repair work is scheduled for when weather and resources permit.AH 15/06/2021 - This request has been added to a list of roads needing scheduled attention. AH 08/07/2021 - This road has been inspected by the Infrastructure Manager and he reports that there are some minor corrugations. This road is a low priority. It will be monitored for any further or significant deterioration.		15/06/2021 - I have emailed the resident to advise that this road will be attended to as weather and resources permit. AH	Work in Progress
2021 - 80	Zeer Parry	10/06/2021	An old sheoak has fallen onto the Trousers Point Rd on the mountain side between the Strzeleckie track style and the Mountain Seas restaurant driveway. Cars can drive around it and it's not extremely dangerous but needs to be cleared off the road.	Trousers Point Road	10/06/2021	15/06/2021 - Infrastructure staff have removed all fallen trees after Thursday's wild weather AH		15/06/2021 - I tried to call resident - call went to message bank. This request is now CLOSED AH	Closed
2021 - 81	Mel Mollineaux	15/06/2021	Wombat burrow has collapsed across road. Customer has put some cones in place to warn drivers.	Trousers Point Road	15/06/2021	15/06/2021 - I spoke to the Infrastructure Supervisor - he advised that they will attend tomorrow to repair. Safety cones have been positioned to alert drivers AH 17/06/2021 - Infrastructure team attended and repaired. AH		15/06/2021 - I emailed resident to advise timeline. AH 21/06/2021 - I emailed resident and advised that this work has been completed. AH CLOSED	Closed
2021 - 82	Mel Mollineaux	16/06/2021	Road where bitumen meet gravel heading toward Yellow Beach needs grading.	Pot Boil Road, Lady Barron	16/06/2021	16/06/2021 - This repair work is scheduled for when weather and resources permit 15/06/2021 - This request has been added to a list of roads needing scheduled attention. AH 07/07/2021 - Infrastructure crew are working on another project at this time. This grading will be scheduled as time and weather permits. AH		16/06/2021 - I spoke to the resident and explained that we have the graders out at the moment, and there are a number of subsidiary roads to be graded. Resident was happy with this. AH	Work in Progress

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2021 - 83	Mel Mollineaux	18/06/2021	Pot holes are back from Mountain Seas Driveway heading back towards Whitemark for 1 km.	Trousers Point Road	18/06/2021	21/06/2021 - I will speak to the Infrastructure team and advise. AH 09/07/2021 - This road is being potholed today AH		21/06/2021 - I left a message for the resident to advise that I will talk to the Infrastructure team regarding Trousers Point Road. AH	Closed
2021 - 84	Mel Mollineaux	21/06/2021	The road side at the bridge on Coast Road where the sealing stops at the gravel is slipping away.	Coast Road, Lady Barron	21/06/2021	21/06/2021 - This repair work is scheduled for when weather and resources permit 21/06/2021 - This request has been added to a list of roads needing scheduled attention. AH 09/07/2021 - Infrastructure staff inspected this area. This will be a major project involving construction of a replacement wing wall. It will be monitored for any significant deterioration. AH		21/06/2021 - I sent an email to advise that due to the significant rains, many roads on the island are in need of attention. I advised that I will talk to the Infrastructure staff and let them know. AH	Work in Progress
2021-85	Mel Mollineaux	21/06/2021	Roads are really slippery with lots of pot holes as well. Struggling in 4wheel drive.	Wingaroo, Five Mile Jim & Palana Road	21/06/2021	21/06/2021 - Grader will be up on Palana Road tomorrow. AH		22/06/2021 - I spoke to resident to advise. Resident happy. AH	Closed
2021-86	Mel Mollineaux	22/06/2021	BBQ's aren't working properly. One not at all, other heats to luke warm.	Yellow Beach, Lady Barron		22/06/2021 - Park and Gardens staff will check the operation of the BBQ's and report back. AH		Resident did not leave a phone number. BBQ's have been checked again 05/07/2021 - All working AH	Closed
2021-87	Zeel Parry	25/06/2021	At the rear of my house in Barr St, rain damage needs fixing where the bitumen becomes gravel, please. The channel that appears in moderate-heavy rain acts as a drain straight through my property and traffic speeding over it makes it worse. I'll send some photos to the front office (as there's no facility to upload pics here that I can see). Thanks, Fran	Barr Street, Lady Barron at the rear of Fran's property	25/06/2021	08/07/2021 - Infrastructure Manager has attended the site. The Infrastructure Manager has a plan to solve the immediate concern, which includes re establishing drains to divert the storm water away from the residence. This was discussed with the resident on site and resident was happy. Timeline for completion is by the end of July. AH			Open
2021-88	Zeel Parry	1/07/2021	Vents not distributing heat to whole building, tap not working in the cot room sink, where to put large items for disposal, lock on office door is broken. We also need a hook and latch for the cot room door, and hanging hooks for the kitchen and staff bathroom.	Duckpond	1/07/2021	07/07/2021 This request has been sent to Infrastructure Manager for attention. AH 09/07/2021 - Infrastructure Manager will attend centre and assess repairs AH		09/07/2021 - I spoke with the resident. I have prioritised the most urgent requests to be looked at as soon as possible. AH	Work in Progress
2021 - 89	Mel Mollineaux	5/07/2021	Large hole in bitumen on rise of hill. Cars are driving on wrong side of road to avoid it.	2139 Lackrana Road	5/07/2021	Infrastructure Manager has attended site. This work will be scheduled after the Bluff Track works this week AH		09/07/2021 - This has now been repaired. Request now CLOSED	Closed
2021 - 90	Mel Mollineaux	5/07/2021	Gravelled section of Memana Road has potholes especially around the bridge.	2139 Memana Road	5/07/2021	Infrastructure Manager has attended site. This work will be scheduled after the Bluff Track works this week AH 09/07/2021 - Works team will work on this week beginning 12th July 2021 AH		Unable to contact resident	Open
2021 - 91	Mel Mollineaux	7/07/2021	Can Barr St be sealed to extent that is owned by council, 30m past Holloway boundary. Lots more people are using this road to access their houses.	Barr Street, Lady Barron	7/07/2021	08/07/2021 - Infrastructure Manager has attended the site. The sealing of Barr Street is a Capital Works project, therefore needs to be included as a budget request and considered by Council for inclusion in the 2022/23 Budget. The Infrastructure Manager has a plan to solve the immediate concern, which includes re establishing drains to divert the storm water away from the residence. This was discussed with the resident on site and resident was happy. Timeline for completion is by the end of July. AH		09/07/2021 - I spoke to the resident regarding this request. Resident is happy with the progress. AH	Open
2021 - 92	Mel Mollineaux	7/07/2021	Potholes in road need fixing.	Trousers Point Road	7/07/2021	07/07/2021 - This request has been passed on to the Infrastructure Manager AH 09/07/2021 - Works crews are working on TP road today. AH		07/07/2021 - I spoke to the resident, and advised that I will get a time line for this repair. AH 09/07/2021 - I spoke to resident to advise that these potholes are being repaired today. Resident is happy with this. AH	Closed
2021 - 20	Zeel Parry	9/07/2021	Along the Coast Rd, shortly after 883 Coast Rd for 3kms as far as the Badger Cnr Bridge has pot holes deep enough to cause accidents. Resident reported that some person has now put small trees into the holes making the road even more dangerous to drive on especially at night, if they are left there. He feels the matter needs urgent attention to make the road safe to use.		9/07/2021	9/07/2021 - Works staff have inspected this road. The road is still quite wet. Once road has dried out, depot staff will attend to the pot holes. AH		09/07/2021 - I spoke to the resident regarding this request. I took more details from the resident, and advised works staff will attend to this request when resources and weather permit. AH	Open