

FLINDERS COUNCIL Service Request Register 2020/2021						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	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 - 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 supplier 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 -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 19/08/2021 - The airport staff will slash this 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
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	Angela Harley	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 07/10/2021 - Electrical repairs have been included in a grant that is in progress. AH	10/06/2021 I contacted the resident to discuss. Ongoing. AH 07/10/2021 - Tried to contact the resident - could not get an answer AH	Work in Progress
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.	Angela Harley		15/06/2021 - This request has been forwarded to the Department of State Growth for competition.AH 27/09/2021 - This request has taken a very long time as it needed to be approved through State Growth. This sign has now been approved for repositioning, so should be moved in the near future. 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 07/10/2021 - Spoke to resident and advised that State Growth will be on the island in couple of weeks and I anticipate that the sign will be moved then. AH	Work in Progress
2020 - 73	Mel Mollineaux	26/05/2021		Need internal lights	Whitemark Foreshore toilets	Chris Wilson	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 These lights will be fixed as part of a grant AH 07/10/2021 - Grant yet to be finalised. 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 changed after work, and it is difficult without lighting. AH	Work in Progress
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	Angela Harley	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. 07/10/2021 - This request is still pending, weather conditions and conflicting priorities. AH	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 - 82	Mel Mollineaux	16/06/2021		Road where bitumen meet gravel heading toward Yellow Beach needs grading.	Pot Boil Road, Lady Barron	Angela Harley	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 07/10/2021 - Weather has been a factor in the delay in grading	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 - 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	Angela Harley	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
2021-88	Zeer 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. 19/08/2021 - This request is now being managed under grant funding. AH	Duckpond	Angela Harley	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 20/08/2021 - Electricians have repaired this unit. 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 Followed up with Duck Pond Childcare - happy with the outcome. AH CLOSED	Closed
2021 - 89	Mel Mollineaux	5/07/2021	Opt1 - Roads	Large hole in bitumen on rise of hill. Cars are driving on wrong side of road to avoid it.	2139 Lackrana Road	Chris Wilson	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	Opt1 - Roads	Gravelled section of Memana Road has potholes especially around the bridge.	2139 Memana Road	Angela Harley	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	Closed
2021 - 91	Mel Mollineaux	7/07/2021	Opt1 - Roads	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	Chris Wilson & Angela Harley	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 06/09/2021 - preliminary work has been carried out. This request can now be CLOSED AH	Closed
2021 - 92	Mel Mollineaux	7/07/2021	Opt1 - Roads	Potholes in road need fixing.	Trousers Point Road	Angela Harley	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 - 93	Zeer Parry	9/07/2021	Opt1 - Roads	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 06/09/2021 - Spoke to resident. He has not been along the road for a couple of weeks. This road was used by a large group of residents on the weekend, with no report of any problems. This request can now be CLOSED. AH	Closed
2021 - 94	Zeer Parry	5/08/2021	Opt1 - Roads	Pot holes on the State road between Lady Barron and Whitemark are causing damage to vehicles. Very disappointing to have these filled with gravel and then ignored so that they return to the same original or worse dangerous state. Attached is photos of potholes within a 100m stretch just east of the Lackrana Road turn off and a photo of damage incurred to a vehicle travelling between Lady Barron and Whitemark. Cost in excess of \$100 to repair/replace rim, luckily no accident caused. I am prepared to contact the State Government if this will assist Council to better maintain this road on behalf of the State.	State road between Lady Barron and Whitemark		5/08/2021	10/08/2021 - Infrastructure Manager emailed resident to advise schedule for this works. Road has been worked on. AH	The maintenance crew were pothole-patching on Lady Barron Rd yesterday and will be working on the road again today. They will continue pothole-patching as the weather allows. It has taken until now to start patching as the asphalt repair material that was ordered in mid-June, only arrived on this week's ship. Filling the potholes with gravel was an interim measure until the asphalt repair material was delivered. The larger potholes and soft break-out areas will require digging-out and reconstructing with new road-base which can only be done once the existing road-base has dried. This will only start once we get a period of dry weather. Council will continue to undertake road maintenance on behalf of State Growth in line with the agreement.	Closed
2021- 95	Zeer Parry	6/08/2021	Opt1 - Roads	Severe potholes on Trousers Point Rd which ended in major damage to David's car to the cost of \$2000 - \$3000 preliminary estimate from Tom Lees Mechanics	Trousers Point Rd nr Happy Valley Farm Property		6/08/2021	10/08/2021 - Infrastructure staff are aware AH 15/09/2021 - Works have been completed. AH	15/09/2021 - Left message to advise that this work has now been completed. Request can now be CLOSED AH	Closed

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2021 - 96	Zeer Parry	31/07/2021	Opt1 - Roads	Please ask someone to come and fill the big ditches in Fowlers Rd on the way to the Museum. We are getting complaints from visitors and volunteers alike.	Fowlers Rd near the Museum		6/08/2021	10/08/2021 - Infrastructure staff will attend today to repair 12/08/2021 - Drainage and repairs have been scheduled for 20th August. AH 30/08/2021 - Fowlers road has been repaired AH	12/08/2021- Left a message for the resident to advise that the Works team attended and made initial repairs. Also advised that drainage and repair has been scheduled for 20th August 2021 AH This request is now CLOSED AH	Closed
2021 - 97	Zeer Parry	12/08/2021	Opt1 - Roads	A tree has fallen across the West End Road at 6.95k from the turn off making it dangerous and impassable for residents. It is located in front of the drive way to 695 West End Road.	695 West End Rd		12/08/2021	13/08/2021 - This tree has now been cleared AH	13/08/2021 - I phoned the resident who advised that the people that are staying in his house have advised that the tree has now been cleared. This request can now be CLOSED	Closed
2021 -98	Zeer Parry	12/08/2021	Opt1 - Roads	Misleading road sign that advertise Palana Retreat at the entrance to the Airport needs to be removed please as the Retreat is no longer functioning.	Entrance road signs at the Airport turn off.		12/08/2021	13/08/2021 - Infrastructure staff will attend next week. AH	19/08/2021 - Phoned resident and advised that this sign has now been removed AH	Closed
2021-99	Mel Mollineaux	18/08/2021	Opt - Other	Needs structure to protect from weather and deterioration on one of the blades also needs addressing.	Anchor in front of library		18/08/2021	06/09/2021 - Anchor has now been painted. Will have maintenance staff have a look at the deterioration to see what can be done. AH	08/09/2021 - The anchor has now been painted. AH CLOSED	Closed
2021-100	Mel Mollineaux	19/058/2021	Opt1 - Roads	Pot holes and soft areas all over the road. Water is unable to escape off side of road in some areas.	Fairhaven, Wingaroo & Melrose Road		19/08/2021	19/08/2021 - Spoke to the Infrastructure Manager - The resheeting program will start in October. This road has been identified as a priority.AH 04/09/2021 - Work has been started on these roads. There is an alternative process being trialled on these roads. AH	19/08/2021 - I emailed resident to advise. AH 03/09/2021 - I spoke to resident and explained that these roads are being worked on at the moment, and to let Council know if there were any immediate dangers to report. This request can now be CLOSED AH	Closed
2021-101	Zeer Parry	20/08/2021	Opt1 - Roads	Main road from Lady Barron to Whitemark has deep potholes all along it. Its crumbling away in so many sections. Often getting rocks flicked up at my cars which now both have paint chips & window chips. Also adding its ruining my tyres constantly going in deep potholes. Sometimes they are unavoidable as on coming traffic stops me from going around them putting gravel in the tarmac potholes does not seem to do much either as it only lasts a week. For someone who drives this road 5 days a week, every week its getting worse			20/08/2021	30/08/2021 - LB road has been potholed a little last week, with work continuing this week. AH 03/09/2021 - These potholes have now been fixed. AH	02/09/2021 - Called resident and advised that we are maintaining this road as necessary. I asked resident to call if there was any significant issues to be reported. AH 02/09/2021 - Resident also mentioned road kill on Lackrana Road is not picked up for months. AH 03/09/2021 - I left a message for resident to advise that this work had been complete. I have also spoken to Works staff and have been advised that road kill is removed by works when they are in the area. COMPLETEDAH	Closed
2021 - 102	Mel Mollineaux	25/08/2021	Opt-buildings & facilities	Ladies & Men's toilet doors bang in the wind. We have purchased two barrel bolt locks that need to be put on the doors when not in use.	Council Office		25/08/2021	02/09/2021 - This has been put on the maintenance board. AH 15/09/2021 - Maintenance staff to complete today or tomorrow. AH 07/10/2021 - Due to staffing levels this has not been completed. AH	02/09/2021 - Advised office staff AH 07/10/2021 - I spoke to office staff, I will re prioritise this request for next week. AH	Open
2021- 103	Zeer Parry	26/08/2021	Opt1 - Roads	There are large pot holes leading up to and on the bridges on Reedy Lagoon Road.	Reedy Lagoon Road, Lady Barron		26/08/2021	30/08/2021 - Maintenance grading due to begin with in a couple of weeks. AH 15/09/2021 - This work is still to be completed. AH 07/10/2021 - Reedy Lagoon Road was grader 06/10/2021 - AH	07/10/2021 - Resident was advised, and was VERY happy. AH CLOSED	Closed
2021-104	Zeer Parry	26/08/2021	Opt1 - Roads	Potholes on Trousers Point Rd between the Trousers Point Rd turn off to the beach and the entrance to the Strzelecki walking track are becoming hard to navigate once again.	Trousers Point Rd		26/08/2021	30/08/2021 - Maintenance grading due to begin with in a couple of weeks. AH 15/09/2021 - This work is still to be completed. AH	15/09/2021 - I sent a message to resident regarding the road. This request can now be CLOSED AH	Closed
2021-105	Mel Mollineaux	1/09/2021	Opt-Roads	Slush in gutters particularly outside the Interstate.	Patrick Street, Whitemark		1/09/2021	02/09/2021 -Works crew will attend tomorrow (Friday) whilst doing the town rubbish. AH 13/09/2021 - This work has now been completed. AH	02/09/2021 - Talked to resident to advise the plan. AH 02/09/2021 - Resident advised that the safety signs had fallen over. Works crew were advised. 02/09/2021 - Resident also advised that there is a large pothole at Officers bridge. I have asked the Works crew to have a look and assess for safety. AH 15/09/2021 - I sent an email to resident advising that this work has now been completed. CLOSED	Closed
2021 - 106	Zeer Parry	3/09/2021	Opt-buildings & facilities	Main Pavilion has been cleared by the Lions and it needs to be hosed out before the 11th of September for the markets. They will be in setting up from the 9th.	Show Grounds		3/09/2021	Done		Closed
2021 - 107	Zeer Parry	15/09/2021	Opt1 - Roads	Badger Corner Rd nr the Partridge Farm end... bad pot holing worsening	Badger Cnr Rd		15/09/2021	22/09/2021 - Potholing has been completed. AH	07/10/2021 - I spoke to the resident, and was advised that the potholes are back. I will add this to the Rough Road Register to be inspected. AH	Work in Progress
2021 - 106	Zeer Parry	10/09/2021	TAS WATER	Water pressure to 10 Martin St Whitemark, has significantly dropped and the last time this was reported the water filter to that street was cleaned and it solved the problem	Martin St water pressure		15/09/2021	15/09/2021 - Work Crew aware, waiting for authorisation from TasWater. AH 30/09/2021 - Authorisation has been received. Waiting to attach new gauge. AH	07/10/2021 - Spoke to resident and advised that Works staff have the gauge and will fit as soon as time permits. AH	Work in Progress
2021 - 107	Zeer Parry	17/09/2021	Opt-buildings & facilities	Duckpond requests inspection of a sparking light and plumbing maintenance for leaking faucets.	Duckpond		17/09/2021	20/09/2021 - I have contacted electrician to attend. AH 20/09/2021 - Water issue has been passed on to Finance Manager - Major Building Maintenance. AH	20/09/2021 - I have spoken to Duckpond staff and advised that I will have an electrical attend as soon as possible. Light is taped over for the moment so no one can use it. AH 27/09/2021 - Light has been fixed. I spoke to the Centre Manager who confirmed this. AH CLOSED	Closed

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2021 - 108	Zeer Parry	17/09/2021	Invasive species	At the entrance to the Killiecrankie Tip is a 2m circumference bunch of Arum Lillies that need to be eradicated please	Killiecrankie Tip entrance		17/09/2021	20/09/2021 - Left a message for resident to call me regarding this service request. AH	20/09/2021 - Spoke to resident, and thanked him for his request. At this stage Arum Lillies are not a target species for eradication. AH	Closed
2021 - 109	Mel Mollineaux	20/09/2021	Opt - Buildings & Facilities	One of the switches on back wall is broken.	Lady Barron Hall	Angela Harley	20/09/2021	27/09/2021 - This switch has now been fixed. AH	COMPLETED	Closed
2021 - 110	Zeer Parry	21/09/2021	Opt - Roads	Lady Barron main road deep drop off on shoulders has been like this for three months, Martins hill the worst.	LB Main Road		21/09/2021	23/09/2021 - Works crew have attended to this @ Martins Hill.AH	27/09/2021 - Left message for resident and advised this work had been completed, and to contact us again if any further concerns. AH	Closed
2021 - 111	Zeer Parry	21/09/2021	Opt-building & facilities	Loo Roll holder in Women's loo at Lady Barron Hall has come off.	LB Women's toilet		21/09/2021	27/09/2021 - I have asked maintenance staff to attend to this this week when they are in Lady Barron 29/09/2021 - This has now been repaired by our maintenance team. AH	07/10/2021 - Sent an email to resident. AH CLOSED	Closed
2021 - 112	Zeer Parry	30/09/2021	Opt -roads	Washouts near Happy Valley Farm on Trousers Point Rd, very dangerous when cars have to pass each other.	Trousers Point Rd	Angela Harley	21/09/1930	06/10/2021 - Graders were working there 06/10/2021. AH	07/10/2021 - Spoke to resident. Happy with the outcome. AH CLOSED	Closed