

# Customer Request Management Enquiry

## 483022/2019 - Road/Footpaths/Pathways/Bikeways - Repairs/Hazards

Received Date	22/05/2019 10:33 AM
Determination Details	24/05/2019 08:40 AM CRM Complete (CRMC)
Public Reference ID	1393296
Contact Method	TELEPHONE
Description	<p><b>Category A</b> [REDACTED] called to please ask that the footpath along South Bingera road please be mowed. <b>A</b> [REDACTED] said that the road is closed at the moment for works but the <b>A</b> [REDACTED] need to walk along the footpath to get to the bus stop and they cant because of how high the grass is. Can we please attend to slash? Thankyou.</p>
Creation Officer	J A Read
Last Modified By	Council Officer

### Map

*Click for interactive*

### Workflow

#### Workflow Summary

Task name	R&D Operations 4
Manager	C J Robinson
Responsible Officer	C J Robinson
Target Time	365 days
Service Standard	
Workflow History	

#### Create New Task

New Task Type

Notification of CRM task



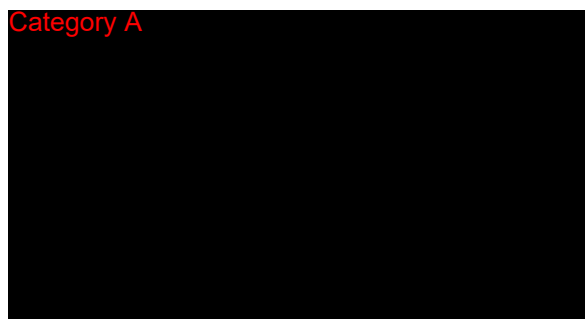
#### Workflow Details

Task name	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Recategorise Request	Complete	22/05/19 10:33 AM	1 days	23/05/19	22/05/19 10:40 AM	Recategorised		Infra - ISAT - Civil Works					<a href="#">view</a>
Acknowledge request	Complete	22/05/19 10:40 AM	2 days	24/05/19	22/05/19 10:42 AM	CRM Complete	Paula Bosel	Infra - ISAT - Civil Works					<a href="#">view</a>
Investigate and respond	Complete	22/05/19 10:42 AM	5 days	29/05/19	24/05/19 08:37 AM	Scheduled Works	Kenneth Thompson	Supervisor			Allocated to Ken Thompson (P M Bosel - 22/05/2019) This area will be slashed when the slasher operator is next in this location - possibly within 2 weeks (C M Brown - 24/05/2019)		<a href="#">view</a>
Scheduled Works - 40 days	Complete	24/05/19 08:37 AM	40 days	19/07/19	24/05/19 08:40 AM	Scheduled Works	Kenneth Thompson	Supervisor			Slashing will be undertaken when the slasher is in the area - possibly within 2-3 weeks. (C M Brown - 24/05/2019)		<a href="#">view</a>
Notification of CRM task	Optional		1 days				Civil Works Administration						
Information Only	Optional		10 days					Infra - ISAT - Civil Works					
Councillor Investigate	Optional		10 days				Christopher Robinson						
Road & Drainage Low Risk Task	Optional		20 days				Christopher Robinson						
Road & Drainage High Risk Task	Optional		10 days				Christopher Robinson						
Scheduled Works - 60 days	Optional		60 days				Christopher Robinson						

Task name	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Scheduled Works - 120 days	Optional		120 days				Christopher Robinson						
Third Party Consultation 40d	Optional		40 days				Christopher Robinson						
Third Party Consultation 60d	Optional		60 days				Christopher Robinson						
Third Party Consultation 120d	Optional		120 days				Christopher Robinson						
Inform and close request	Optional		2 days					Infra - ISAT - Civil Works					

**Property**

- Address
- Title
- Parcel
- Assessment
- Property Owners
- Owner Address
- Zoning

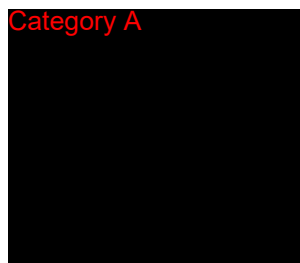


Show All

8 Memos (PR)

**Customer Details**

- NAR Number
- User
- Address
- Phone
- Mobile
- Email Address
- Contact Method



No updates required

**Attachments**



**Request Number**  
RP00010

**Request Type**  
PUBLIC

**Request Source**  
CRM

**Incident Date**  
22/05/2019

**Date Raised**  
22/05/2019

**Time Received**  
11:41

**Received By**  
No data

**Entered By**  
No data

**Requestors First Name**  
Cat A

**Requestors Surname**  
Cat A

**Requestors Phone**  
Cat A

**Requestors Address**  
No data

**Requestors Town**  
No data

**Requestors Postcode**  
No data

**Target Date**  
No data

**Completion Date**  
27/11/2020

**Primary Location**  
South Bingera Road, 3101

**Primary Location Description**  
No data

**Location**  
No data

**Sub Location**  
No data

**Priority**  
No data

**Comments**  
Category A [redacted] called to please ask that the footpath along South Bingera road please be mowed. A [redacted] said that the road is closed at the moment for works but the A [redacted] need to walk along the footpath to get to the bus stop and they cant because of how high the grass is. Can we please attend to slash? Thankyou.

**Status**  
COMPLETED

**Inspector**  
Ken Thompson

**Responsibility Email**  
No data

**Responsibility Of**  
No data

**Action Required**  
No data

**Master Request**  
No data

**External Reference**  
483022/2019

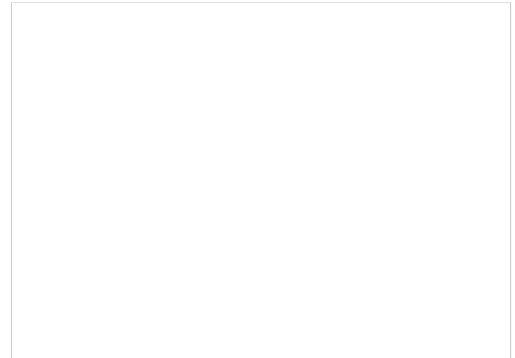
**Additional Comments**  
No data



**Photos**



**Related Photos**



**Defect Number**  
MK02711

**Request Number**  
*No data*

**Incident Number**  
*No data*

**Inspection Number**  
LOW

**Work Order Number**  
*No data*

**Planned Work Number**  
*No data*

**Electronic Form Number**  
*No data*

**Inspection Type**  
*No data*

**Inspection Direction**  
*No data*

**Date Raised**  
27/05/2020

**Raised By**  
Bryan Porter

**Primary Location**  
South Bingera Road, 3101

**Location**  
Cedars Road to South Bingera Road CH 1140

**Sub Location**  
Bryan Porter

**Chainage From**  
0.0000

**Chainage To**  
0.0000

**Lane Code**  
*No data*

**Carriageway Number**  
*No data*

**Location Category**  
D

**Defect Code**  
NL4\_R

**Defect Group**  
11 - Roadside Vegetation Defects

**Defect Type**  
Vegetation Growth on Medians

**Position within Location**  
Low asset deterioration (asset has deteriorated slightly from its original design)

**Physical Description**  
Grass in rural areas > 500 mm

**Estimated Quantity**  
2.0000

**Second Quantity**  
*No data*

**Third Quantity**  
*No data*

**Fourth Quantity**  
*No data*

**Activity**  
1407

**Activity Group**  
Roadside

**Work Group**  
2109

**Work Team**  
405

**Response Time**  
0.0000

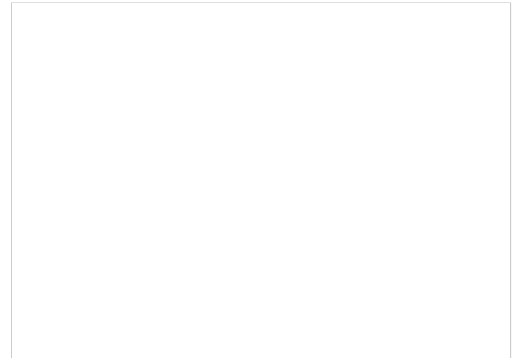
**Defect Score**  
10.0000



**Photos**



**Related Photos**



**Priority**  
2 - Ordered Work

**Risk Assessment**  
*No data*

**Status**  
COMPLETED

**Target Date**  
*No data*

**Comments**  
Please poison roadside furniture on this road

**TCP**  
*No data*

**Completion Date**  
18/09/2020

**Cause Of Defect**  
*No data*

**Long Term**  
False

**Job Number**  
W23591.2109

**External Reference**  
Roadside Spraying Program

**Intervention Standard**  
*No data*

**Estimated Cost**  
*No data*

**Funding Element**  
*No data*

**Responsibility Email**  
*No data*

**Initial Accomplishment Date**  
18/09/2020

**Additional Comments**  
18/09/2020 works completed by Mobile 405

**Work Teams**  
*No data*

**Date Reviewed**  
27/05/2020

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**Defect Number**  
DN22928

**Request Number**  
*No data*

**Incident Number**  
*No data*

**Inspection Number**  
*No data*

**Work Order Number**  
*No data*

**Planned Work Number**  
*No data*

**Electronic Form Number**  
*No data*

**Inspection Type**  
*No data*

**Inspection Direction**  
*No data*

**Date Raised**  
13/01/2021

**Raised By**  
Bryan Porter

**Primary Location**  
South Bingera Road, 3101

**Location**  
Cedars Road to South Bingera Road CH 1140

**Sub Location**  
Bryan Porter

**Chainage From**  
0.0000

**Chainage To**  
0.0000

**Lane Code**  
*No data*

**Carriageway Number**  
*No data*

**Location Category**  
D

**Defect Code**  
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**Defect Group**  
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**Estimated Quantity**  
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**Second Quantity**  
*No data*

**Third Quantity**  
*No data*

**Fourth Quantity**  
*No data*

**Activity**  
1407

**Activity Group**  
Roadside

**Work Group**  
2109

**Work Team**  
405

**Response Time**  
0.0000

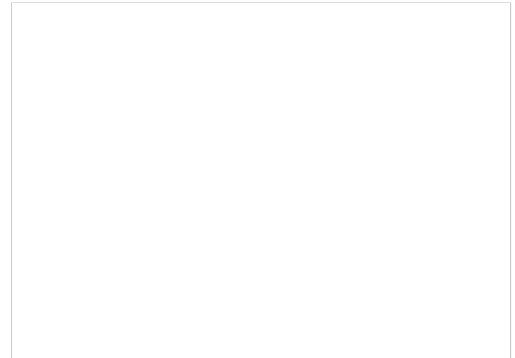
**Defect Score**  
10.0000



**Photos**



**Related Photos**





<b>Priority</b> 2 - Ordered Work
<b>Risk Assessment</b> LOW
<b>Status</b> COMPLETED
<b>Target Date</b> <i>No data</i>
<b>Comments</b> Please poison roadside furniture on this road
<b>TCP</b> <i>No data</i>
<b>Completion Date</b> 01/09/2021
<b>Cause Of Defect</b> <i>No data</i>
<b>Long Term</b> False
<b>Job Number</b> W23591.2109
<b>External Reference</b> Roadside Spraying Program
<b>Intervention Standard</b> <i>No data</i>
<b>Estimated Cost</b> 2.0000
<b>Funding Element</b> <i>No data</i>
<b>Responsibility Email</b> <i>No data</i>
<b>Initial Accomplishment Date</b> 01/09/2021
<b>Additional Comments</b> <i>No data</i>
<b>Work Teams</b> <i>No data</i>
<b>Date Reviewed</b> <i>No data</i>

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