

12 July 2022

[REDACTED]
Sent via email [REDACTED]

Dear [REDACTED]

Your Formal Application for Access to Information under the *Government Information (Public Access) Act 2009* ('GIPA Act') was received by Council on 14 June 2022.

Your Application

You asked for the following information:

'A history of all road repairs, road closures and reported/request of road repairs lodged to Council from July 2021 - July 2022 including Chisholm Road, Springfield Road, Catherine Fields Road, Deepfields Road, Allenby Road and Barry Avenue.'

The date range for your request was between 01/07/2021 and 01/07/2022.

You requested an amendment to the scope of your application on 28 June 2022. The amended scope was as follows:

'All road repairs carried out, all reports/complaints of road repairs submitted to Council and all road closures/roads impacted by water over road from 1st December 2021 to 1st July 2022 covering Catherine Fields Road, Deepfields Road and Chisholm Road.'

Searches for Information

Under the GIPA Act, Council is required to conduct reasonable searches for the government information you applied for. A search of Council's Customer Request Management System was undertaken for the date range provided and using the subject street names as search terms.

Relevant staff in Council's Assets Management and Civil Construction and Maintenance branches were also consulted with.

Council's Determination

In view of your application, Council identifies the records as **attached** in the schedule of documents as being relevant to the information which you have applied for.

As detailed below, where relevant information is held by Council, I have determined to release the information to you in part by redacting the information for which there is an overriding public interest against disclosure.

In accordance with section 5 of the GIPA Act, there is a presumption in favour of the disclosure of government information unless there is an overriding public interest against disclosure. Section 13 of the GIPA Act further provides that there is an overriding public interest against disclosure if and only if there are public interest considerations against disclosure and, on balance, those considerations outweigh the public interest considerations in favour of disclosure.

A determination as to whether there is an overriding public interest against disclosure must be made in accordance with the principles set out at section 15 of the GIPA Act. The outcome for each document noted in the schedule of documents is detailed below.

Items 1-15, 17-39

Public Interest considerations in favour of disclosure

Section 12 of the GIPA Act does not limit the range of public interest considerations in favour of disclosure which Council can take into account. I have decided that the following consideration is relevant to your application:

- (b) *Disclosure of the information could reasonably be expected to inform the public about the operations of agencies and, in particular, their policies and practices for dealing with members of the public.*

Disclosure of the information would inform the public about Council's processes around road repairs and closures and resolving road repair issues reported to Council in relation to water over the specific roads identified in your amended application. I have applied strong weight to this consideration.

Public interest considerations against disclosure

Section 14 of the GIPA Act provides an exhaustive list of public interest considerations against disclosure.

I have decided that the following consideration against disclosure is relevant as it could reasonably be expected to have the following effect:

3 *Individual rights, judicial process and natural justice*

There is a public interest consideration against disclosure of the information if disclosure of the information could reasonably be expected to have one or more of the following effect –

- (a) *reveal an individual's personal information.*

This consideration applies because the disclosure of the information would reveal the personal information of several individuals in the form of names, addresses and phone numbers.

The NSW Information Commissioner has published *Guideline 4 – Personal information as a public interest consideration under the GIPA Act*. I have had regard to this guideline in considering this public interest consideration against disclosure and have applied very strong weight to this consideration.

Balancing the Public Interest Test

In accordance with sections 13 and 15 of the GIPA Act, I have decided that, on balance, the public interest considerations against disclosure, as identified above, outweigh the public interest consideration in favour of disclosure.

Therefore, the documents listed as items 1-15 and 17-39 in the schedule of documents will be partially released, and the information to which consideration 3(a) applies, as discussed above, will be redacted from the documents.

Items 16 and 40

I have decided that there are no considerations against disclosure that are relevant to these documents. Therefore, documents 16 and 40 as listed in the attached schedule of documents will be released.

Disclosure Log

In the application form and the letter acknowledging receipt of your application, sent on 17 June 2022, you were told about the disclosure log. You were also advised of your right to object to the inclusion of details about your access application in the disclosure log, in certain circumstances (for example, if you seek access to your own personal information).

On your application form you specified that you did object to details about your application being included in the disclosure log.

I have decided not to include the details of your application in the disclosure log, as it is considered that it would not be of interest to other members of the public.

What you may do if you disagree with the Council's determination

If you disagree with any of the decisions in this notice that are reviewable, you may seek a review under Part 5 of the GIPA Act. Before you do so, I encourage you to contact me to discuss your concerns. My contact details are set out below.

You have three review options:

- internal review by another officer of this agency, who is no less senior than me;
- external review by the Information Commissioner; or
- external review by the NSW Civil and Administrative Tribunal (NCAT).

You have 20 working days from the date of this Notice to apply for an internal review. If you would prefer to have the decision reviewed externally, you have 40 working days from the date of this Notice to apply for a review by the Information Commissioner or NCAT.

The fact sheet – ‘Your review rights under the GIPA Act’, is available for your information on the IPC website and the link is provided below:

<https://www.ipc.nsw.gov.au/fact-sheet-your-review-rights-under-gipa-act>

Should you have any questions in relation to this determination, please contact Leanne Bell on (02) 4654 7701.

Regards,



Charles Weber
MANAGER LEGAL AND GOVERNANCE



Schedule of Documents

No.	Description of Record	Released, Partially Released or Withheld	Relevant public interest consideration(s) against disclosure
1-15, 17-39	Customer Requests	Partially released	3(a) reveal an individual's personal information
16	Customer Requests	Released	N/A
40	Extract from Pothole and Heavy Patching Work Orders List	Released	N/A

EXTRACT FROM POTHOLE AND HEAVY PATCHING WORK ORDERS LIST

Description	Date
Catherine fields rd, Catherine field. 30 potholes made safe from Camden valley way-Springfield rd	14/05/2022
Catherine fields rd. Approx 60 potholes made safe, from heatherfield cl- Deepfields rd.	19/04/2022
Catherine fields rd, Approx 30 potholes made safe. From Camden valley way to Heatherfield cl.	27/04/2022
Potholes at 426 Catherine Fields Road	6/10/2021
Pothole at 156 Catherine fields rd a car has been damaged	14/07/2021
Pothole repair in front of 121 Catherine Fields Rd	17/06/2021
Large pothole on Catherine Fields Rd and Springfield all along road	24/06/2021
363 Deepfields rd, sweep road and overlay sections	09/06/2022
Catherine fields rd potholes completed	29/05/2022
Catherine fields rd potholes completed.	27/05/2022
Catherine Field road potholes completed.	27/05/2022
Catherine fields rd potholes made safe with cold mix	27/05/2022
Deepfields rd potholes completed	27/05/2022
Catherine fields rd potholes	21/05/2022
Deepfields rd, Catherine field.5 Potholes made safe.	06/05/2022
3 potholes made safe near 322 Deepfields rd Catherine fields.	18/12/2021

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date

01/06/2022 02:36 PM

ation Details

04/06/2022 08:43 AM Completed (CCOM)

se Id

656659

Method

TELEPHONE

ion

Large pot holes on Chisholm Road Catherine Field, strip between Lilyfield Close and Yorkshire Close

Officer

Mrs R Jessop

ifted By

Mr L Jones

Interactive

DW

Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	01/06/22 02:36 PM	1 days	02/06/22	01/06/22 02:36 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	01/06/22 02:38 PM	10 days	16/06/22	04/06/22 08:43 AM	Completed	Leo Jones	Overseer 1			pot holes have been made safe on the 03/05. Customer has been contacted by telephone (Mr L Jones - 04/06/2022)		view
Task for Works	Optional		90 days					Overseer 1					

Chisholm Road

Suburb

CATHERINE FIELD

Task Details

er

207054

Telephone

N

N

Press

mer Request Management Enquiry
)/2022 - Pothole Repair

1 Date

26/05/2022 11:57 AM

ation Details

26/05/2022 04:09 PM Completed (CCOM)

se Id

652155

Method

EMAIL

ion

To the Manager I live on Catherine Fields Rd, Catherine Field and the surrounding roads are absolutely disgusting. The potholes are enormous, I risk my life to try and miss them, because I have to go on wrong side of the road. If I hit them the impact is so bad, I nearly have a heart attack from the shock, I'm sure my car is getting damaged, the tyres especially. Please do something, Catherine Field Rd Springfield Rd Chisholm Rd these have become major arterial roads and need constant attention. The community deserves better, just waiting for an accident and then you won't be able to fix losing a life. Yours sincerely

Officer

Mrs K R Larsen

ified By

Mr L Jones

Interactive

DW

w Summary	
ion	Construction & Maintenance 100
ible Officer	Mr P Watmore
me	Mr P Watmore
Standard	100 days
History	

New Task

ick Type

Acknowledgement to Customer

w Details	
ation	
edgement to Customer	
Customer Update	
n for Works	

INE FIELD	Catherine Fields Road CATHERINE FIELD	Suburb Springfield Road	CATHERINE FIELD Chisholm Road Suburb
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mer Request Management Enquiry
)/2022 - Pothole Repair

1 Date

21/03/2022 09:13 AM

ation Details

22/03/2022 07:37 AM Completed (CCOM)

se Id

610388

Method

TELEPHONE

ion

There are a few pot holes along the road there is one that will fit half a car in it and someone has blown a tyre can we please go out there asap and report

Officar

Mrs K R Larsen

ifted By

Mr M Clissold

Interactive

DW

iw Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

ik Type Acknowledgement to Customer

iw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	21/03/22 09:13 AM	1 days	22/03/22	21/03/22 09:14 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	21/03/22 09:14 AM	10 days	04/04/22	22/03/22 07:37 AM	Completed	Michael Clissold	Overseer 1			Completed by Shane Backhouse (Mr M Clissold - 22/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

Deepfields Road CATHERINE FIELD NSW 2557

103591

33819

RUM PRIMARY PRODUCTION SMALL LOTS

4 Memos (PR)

Details

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Order Links

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Link

Unlink

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date

25/05/2022 09:07 AM

ation Details

26/05/2022 11:18 AM Completed (CCOM)

se Id

651334

Method

TELEPHONE

ion

Dear Council - just a quick note to let you know that the road base material (or whatever it is), stockpiled on the corner of Barry Avenue and Catherine Field Road has nearly run out. It's proved to be extremely popular as there are 400s and trailers lining up most evenings. Look at this as a warning to the B Dole stockpiling to be a bit ready. Sorry, it's not my fault. I'm not a Council man - hard to tell. Oh well, when you get a chance could you replace the pile and here's a idea that might get your council staff to use it to fill up some of the potholes which are breeding at a prodigious rate along our local roads. Catherine Field Road and Springfield would be great places to start as, once again, cars are swerving into oncoming traffic to avoid potholes and very soon there will be an accident.

Officer

Ms R Clyburn

ified By

Mr L Jones

Interactive

DW

Summary

Construction & Maintenance 100
Mr P Watmore
Mr P Watmore
100 days
Standard
History

New Task

Acknowledgement to Customer

Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	25/05/22 09:07 AM	1 days	26/05/22	25/05/22 09:11 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	25/05/22 09:11 AM	10 days	08/06/22	26/05/22 11:19 AM	Completed	Leo Jones	Overseer 1			The potholes at this location have been made safe on the 25-26/05. Significant heavy patching are planned for this location in the next 2-3 weeks. The customer has been notified by voicemail (Mr L Jones - 26/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

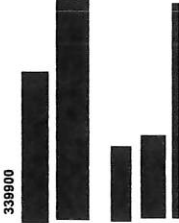
Catherine Fields Road
CATHERINE FIELD

Suburb

CATHERINE FIELD
Springfield Road

Details

er



mer Request Management Enquiry
i/2022 - Road Surface Maintenance

1 Date 09/05/2022 04:24 PM
ation Details 10/05/2022 11:09 AM Completed (CCOM)
:e Id 640363
Method EMAIL
on Good Afternoon These are very deep channels which are located Catherine Fields Rd Catherine Field They depth is very dangerous Thank you From ****Please see EDMS for photos***
Officer Mrs H G Smolinski
ified By Miss R Ryan

Interactive

OW

iw Summary

ion Construction & Maintenance 100
ible Officer Mr P Watmore
me Mr P Watmore
Standard 100 days
y History

New Task

ik Type Acknowledgement to Customer

iw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	09/05/22 04:24 PM	1 days	10/05/22	09/05/22 04:26 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	09/05/22 04:26 PM	10 days	23/05/22	10/05/22 11:09 AM	Completed	Renee Ryan	Oversaeer 1					view
n for Works	Optional		90 days					Oversaeer 1					
al Info Requested	Complete	10/05/22 11:10 AM	14 days	30/05/22	10/05/22 11:10 AM	Completed	Renee Ryan				CRM closed, shoulder already programmed for works. Customer has been updated. (Miss R Ryan - 10/05/2022)		view

4 Memos (PR)

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wners 19503
ress
RUA PRIMARY PRODUCTION SMALL LOTS

Customer Request Management Enquiry
20/2022 - Pothole Repair

1 Date

09/05/2022 11:27 AM

Location Details

20/05/2022 01:07 PM Completed (CCOM)

Issue Id

640128

Method

TELEPHONE

Location

Catherine Field Rd Catherine Field. Pothole is approx 50-60cm in diameter and approx 15-20cm deep. The road base from the shoulder is falling away between her two driveway gates

Officer

Mrs S Henderson

Filed By

Mr L Jones

Interactive

DW

Job Summary

Location Construction & Maintenance 100

Responsible Officer Mr P Watmore

Time 100 days

Standard

Priority History

New Task

Task Type Acknowledgement to Customer

Job Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	09/05/22 11:27 AM	1 days	10/05/22	09/05/22 11:29 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	09/05/22 11:04 AM	10 days	23/05/22	20/05/22 01:07 PM	Completed	Leo Jones	Overseer 1			potholes have been made safe on the 19/05. Confirmation no. 164072022 (Mr L Jones - 20/05/2022)		view
Job for Works	Optional		90 days					Overseer 1					

102171

4 Memos (PR)

20667

RUA PRIMARY PRODUCTION SMALL LOTS

Job Details

204212

mer Request Management Enquiry
11/2022 - Pothole Repair

1 Date

21/03/2022 09:15 AM

ation Details

Undetermined

se Id

610389

Method

TELEPHONE

ion

1 meter square pot hole reported by the customer out front of his home looks like a lot of the street has some pot holes

Officer

Mrs K R Larsen

ified By

Mrs K R Larsen

Interactive

OW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	21/03/22 09:15 AM	1 days	22/03/22	21/03/22 09:16 AM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	21/03/22 09:16 AM	10 days	04/04/22	22/03/22 07:38 AM	Completed	Michael Clissold	Overseer 1			Completed yesterday by Shane Richards (Mr M Clissold - 22/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

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404661

RU4 PRIMARY PRODUCTION SMALL LOTS

4 Memos (PR)

Details

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mer Request Management Enquiry
/2022 - Road Surface Maintenance

1 Date

14/06/2022 10:23 AM

ation Details

22/06/2022 10:31 AM Programmed for Work (CPW)

se Id

663094

Method

TELEPHONE

ion

called to advise that the road surface is washing away causing drainage issues in the stormwater drain (CRM raised for this to be cleaned out) He would like the road surface packed down to ensure it doesn't wash out (a grader to come down and compact it all down)

Officer

Mrs H G Smolinski

ified By

Mr J Miller

Interactive

DW

Work Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

Task Type Acknowledgement to Customer

Work Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	14/06/22 10:23 AM	1 days	15/06/22	14/06/22 10:24 AM	CRM Acknowledged	Customer Acknowledged Officer						view
	Complete	14/06/22 10:24 AM	10 days	28/06/22	22/06/22 10:31 AM	Programmed for Work	James Miller	Overseer 1			Road shoulder maintenance required in front of 1154930. Spoke to resident on site to have shoulder maintenance done.		view
Work for Works	Active	22/06/22 10:31 AM	90 days	27/10/22		Awaiting		Overseer 1					view

1154930

231165

R5 LARGE LOT RESIDENTIAL

2 Memos (PR)

Details

[Redacted]
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Attachment Options Clicking 'Attachment Options' will launch an external program. Please be patient while the program loads.

ent ID	Document Date	Document Description	File Type	File Size
39	22/06/2022	2022-06-22 10-19-42	JPG	3.91M
40	22/06/2022	2022-06-22 10-20-34	JPG	4.75M

Reference Number

Order Links

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Road shoulder maintenance required at [Redacted] Catherine

CRM to WO

mer Request Management Enquiry
)/2022 - Pothole Repair

1 Date

06/06/2022 12:14 PM

ation Details

06/06/2022 01:55 PM Completed (CCOM)

se Id

659609

Method

TELEPHONE

ion

called as she hit a pothole on Catherine Field Rd (close to Barry Rd) unsure of the exact number she was near. She hit a pot hole and it burst her tyre. Her Dad came and out the spare one on. She will send through an email with a invoice/quote for a new tyre.

Officer

Mrs H G Smolinski

ified By

Mr L Jones

Interactive

DW

Task Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

y History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	06/06/22 12:14 PM	1 days	07/06/22	06/06/22 12:16 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	06/06/22 12:16 PM	10 days	21/06/22	06/06/22 01:55 PM	Completed	Leo Jones	Overseer 1			Have spoken to customer and advised that we will be doing a pothole repair on the 07/06 and have confirmed that the pothole repair has been scheduled for the 08-10/06 to rectify the area. (Mr L Jones - 06/06/2022)		view
Task for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Task or Description Close to Barry Rd - she was travelling from Catherine Fields Rd towards Barry Av

Task Details

er 355614

655

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

27/05/2022 11:48 AM

ation Details

01/06/2022 10:45 AM Completed (CCOM)

se Id

652738

Method

INPERSON

ion

large potholes along Allenby Road and Catherine Fields Road

Officer

Miss R P Browne

ifted By

Mr L Jones

Interactive

QW

W Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

W Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	27/05/22 11:48 AM	1 days	30/05/22	27/05/22 11:50 AM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	27/05/22 11:50 AM	10 days	10/06/22	01/06/22 10:45 AM	Completed	Leo Jones	Overseer 1			The potholes at this location were made safe on the 31/05. The customer has been called but unable to leave message (Mr L Jones - 01/06/2022)		view
n for Works	Optional		90 days					Overseer 1					

Allenby Road
CATHERINE FIELD

Suburb

ROSSMORE
Catherine Fields Road

Details

er 202752

ess

thod

SMS

mer Request Management Enquiry
3/2022 - Pothole Repair

1 Date

24/05/2022 08:55 AM

ation Details

26/05/2022 04:07 PM Completed (CCOM)

se Id

650286

Method

TELEPHONE

ion

A number of Pot Holes along Catherine Field Road, Deepfields Road. customer would like to speak with someone about these as they are a real safety issue. Customer claims someone will be killed. Customer advised that people are swerving all over the road to try and miss and its a real safety issue. Please call customer

Officer

Mr A Galway

ified By

Mr L Jones

Interactive

DW

W Summary

ion
Construction & Maintenance 100
Mr P Watmore
ible Officer
Mr P Watmore
me
100 days
Standard
History

New Task

ik Type
Acknowledgement to Customer

W Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	24/05/22 09:55 AM	1 days	25/05/22	24/05/22 09:56 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	24/05/22 09:56 AM	10 days	07/06/22	26/05/22 04:07 PM	Completed	Leo Jones	Overseer 1			The potholes at these locations have been made safe on the 26/05. The customer has been advised by telephone (Mr L Jones - 26/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road
CATHERINE FIELD

Suburb

CATHERINE FIELD
Deepfields Road

Details

er
219838

ess
thod

SMS

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

13/05/2022 09:45 AM

ation Details

18/05/2022 03:03 PM Completed (CCOM)

se Id

643206

Method

WEB

ion

Please see request via online: Hi, due to the weather understandably a lot of our roads are in horrible condition. However, a road like Catherine Field Road having the amount of potholes it has is ridiculous. Tonight, I came home after work and at the top of Catherine fields road (entry via Cadden valley way) I knew already that there were several potholes there. So I came to a complete stop and tried to avoid them. Of course without fail, I've driven through the pothole as is so big. Can this please be fixed ASAP, it's going to cause such horrible damage to someone who isn't a resident of Catherine Fields and has driven down the road without any knowledge. The amount of traffic Catherine Fields Road has on the daily, the road should not be in this condition. It's embarrassing

Officer

Mr A Galway

ified By

Mr L Jones

Interactive

DW

Task Summary

Location Construction & Maintenance 100

Responsible Officer Mr P Watmore

Time Mr P Watmore

Time 100 days

Standard

View History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	13/05/22 09:45 AM	1 days	16/05/22	13/05/22 09:46 AM	CRM Acknowledged	Customer Acknowledgement Officer						view
Customer Update	Complete	13/05/22 09:46 AM	10 days	27/05/22	18/05/22 03:03 PM	Completed	Leo Jones	Overseer 1			The potholes at this location have been made safe on the 13-14/05. The customer has been advised by telephone (Mr L Jones - 18/05/2022)		view
Task for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Task Details

Task ID 462632



Task ID

SMS

N

mer Request Management Enquiry
)/2022 - Pothole Repair

1 Date

13/05/2022 08:55 AM

ation Details

18/05/2022 04:30 PM Completed (CCOM)

se Id

643164

Method

EMAIL

ion

Catherine Fields Road. Massive potholes Risk of car and tyre damage Fix it properly and stop sleeping band-Aid on it

Officer

Miss C Yin

ified By

Mr L Jones

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	13/05/22 08:55 AM	1 days	18/05/22	13/05/22 08:56 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	13/05/22 08:56 AM	10 days	27/05/22	18/05/22 04:30 PM	Completed	Leo Jones	Overseer 1			The potholes at this location were made safe on the 12/13/05. The customer has been contacted by telephone (Mr L Jones - 18/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Details

er

317789

655

thod

Email

Prase

N N

mer Request Management Enquiry
7/2022 - Pothole Repair

1 Date

11/05/2022 01:05 PM

ation Details

26/05/2022 04:22 PM Completed (CCOM)

se Id

641922

Method

TELEPHONE

ion

Customer called to ask if we would attend the potholes on Catherine Fields Road - between Camden Valley and Centenary Place - please attend

Officer

Mrs R Maher

ified By

Mr L Jones

Interactive

OW

ow Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

ow Details

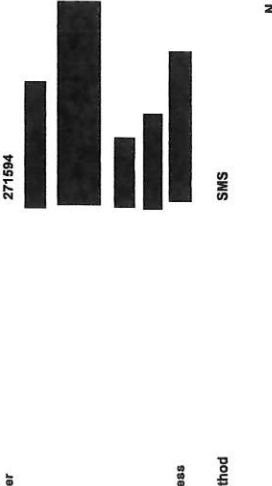
ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	11/05/22 01:05 PM	1 days	12/05/22	11/05/22 01:06 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	11/05/22 01:06 PM	10 days	25/05/22	26/05/22 04:22 PM	Completed	Leo Jones	Overseer 1			The potholes on Catherine Field Rd have been made safe today 26/05. The customer has been notified by telephone (Mr L Jones - 26/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Details



mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date

11/05/2022 10:31 AM

ation Details

20/05/2022 01:12 PM Completed (CCOM)

ase Id

641717

Method

TELEPHONE

ion

Extremely large pot hole out the front of the below property. Please attend.

Officer

Mr A Galloway

ified By

Mr L Jones

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	11/05/22 10:31 AM	1 days	12/05/22	11/05/22 10:31 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	11/05/22 10:31 AM	10 days	25/05/22	20/05/22 01:12 PM	Completed	Leo Jones	Overseer 1			potholes have ben made safe on the 19/05/22 (Mr L Jones - 20/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road CATHERINE FIELD NSW 2557

102046

19412

RUA PRIMARY PRODUCTION SMALL LOTS

Details

206954

Customer Request Management Enquiry
11/2022 - Pothole Repair

1 Date

04/05/2022 09:07 AM

Location Details

11/05/2022 01:19 PM Completed (CCOM)

Asset Id

637290

Method

TELEPHONE

Location

Resident has reported 2 large potholes have now been joined together to make 1 larger pot hole and take up a whole lane. These have been patched over the years but they keep coming back and the edge of the road wears away, can council please do a permanent repair. There is a significant increase to traffic along there and cars swerving on opposite side of road.

Officer

Mrs R Jessop

Assigned By

Mr L Jones

Interactive

SW

Work Summary

Location Construction & Maintenance 100
Responsible Officer Mr P Watmore
Name Mr P Watmore
Standard 100 days
View History

New Task

Task Type Acknowledgement to Customer

Work Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	04/05/22 09:07 AM	1 days	05/05/22	04/05/22 09:11 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	04/05/22 09:11 AM	10 days	18/05/22	11/05/22 01:19 PM	Completed	Leo Jones	Overseer 1			A significant pothole run is being done today 11/05 (Mr L Jones - 11/05/2022)		view
Work for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Work or Description Turn right onto Catherine Fields from Barry Ave travel along bend and its outside Chinese Market Gardens

Work Details

Address 362628
City Camden Council
Postcode PO Box 183
CAMDEN NSW 2570
Phone 46547777
Fax 00000000

Notes

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

02/05/2022 03:47 PM

ation Details

18/05/2022 04:14 PM Completed (CCOM)

se Id

636100

Method

TELEPHONE

ion

is calling to report an large dangerous pothole within the vicinity of her address. She has been hearing a significant number of vehicles swerving onto the wrong side of the road and breaking to avoid it. There are cones around the pothole but she is not sure who put them there. has advised that it is approx 1m long and approx 40cm wide in the middle of the road and a second one approx 30cm and approx 70cm wide there is water over the road at the site. She considers this to be extremely dangerous and requires urgent attention

Officer

Mrs S Henderson

ified By

Mr L Jones

Interactive

DW

w Summary	
ion	Construction & Maintenance 100
ible Officer	Mr P Watmore
me	Mr P Watmore
Standard	100 days
History	

New Task

ik Type

Acknowledgement to Customer

w Details											
ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Audit
edgement to Customer	Complete	02/05/22 03:47 PM	1 days	03/05/22	02/05/22 03:52 PM	CRM Acknowledged	Customer Acknowledge Officer				view
Customer Update	Complete	02/05/22 03:52 PM	10 days	18/05/22	18/05/22 04:14 PM	Completed	Leo Jones	Overseer 1		The potholes at this location have been made safe on 13-14/05. The customer has been advised by telephone (Mr L Jones - 18/05/2022)	view
n for Works	Optional		90 days					Overseer 1			

Catherine Fields Road CATHERINE FIELD NSW 2557

102184

20790

RU4 PRIMARY PRODUCTION SMALL LOTS

Details

mer Request Management Enquiry
)/2022 - Pothole Repair

1 Date

23/03/2022 12:55 PM

ation Details

23/03/2022 02:31 PM Completed (CCOM)

se Id

612472

Method

TELEPHONE

ion

There is a pot hole out the front of [REDACTED] Deepfields Road Catherine Field that needs to be repaired. The pot hole was repaired on Monday but the pot hole has now sunk again causing cars to swerve around to avoid it. Any cars that hit it make a loud bang. There are no street lights in the area so she said it is an issue at night time. Please investigate and advise customer of outcome.

Officer

Mrs K Barnard

ified By

Mr L Jones

Interactive

DW

Task Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	23/03/22 12:55 PM	1 days	24/03/22	23/03/22 12:58 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	23/03/22 12:58 PM	10 days	06/04/22	23/03/22 02:31 PM	Completed	Leo Jones	Overseer 1			pothole has been made safe this afternoon. Customer has been advised by telephone (Mr L Jones - 23/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

[REDACTED] Deepfields Road CATHERINE FIELD NSW 2557

103591

33819

RUA PRIMARY PRODUCTION SMALL LOTS

Details

368493

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date 19/04/2022 08:56 AM
ation Details 19/05/2022 11:12 AM Completed (CCOM)
se Id 627349
Method TELEPHONE
ion Pothole hit on Catherine Fields Rd
Officar Ms R Clyburn
ified By Mr L Jones

Interactive

DW

Summary

ion Construction & Maintenance 100
ible Officer Mr P Watmore
me Mr P Watmore
Standard 100 days
History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	19/04/22 08:56 AM	1 days	20/04/22	19/04/22 08:58 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	19/04/22 08:58 AM	10 days	04/05/22	19/05/22 11:12 AM	Completed	Leo Jones	Overseer 1			potholes have been made safe in this location on the 12-13/05 (Mr L Jones - 18/05/2022) Customer has been contacted and a voicemail message has been left (Mr L Jones - 18/05/2022)		view
on for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

about 100m up from Camden Valley Way

Details

er 316217
[Redacted]
[Redacted]
[Redacted]

mer Request Management Enquiry
y/2022 - Pothole Repair

1 Date

23/03/2022 01:56 PM

ation Details

23/03/2022 02:29 PM Completed (CCOM)

se Id

612503

Method

TELEPHONE

ion

Previous CRM 10041/2022 - advised this was completed yesterday however the truck has come through and now there is just a huge divot in the road, this will cause an accident can we please go back asap and please look at redoing more than just the pot hole to ensure it is strong, it has become very soft and is a major concern to traffic. Approx. 2 x 2 meters.

Officer

Mrs J Coupland

ified By

Mr L Jones

Interactive

DW

rw Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

History

New Task

ik Type Acknowledgement to Customer

rw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	23/03/22 01:56 PM	1 days	24/03/22	23/03/22 01:59 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	23/03/22 01:59 PM	10 days	06/04/22	23/03/22 02:29 PM	Completed	Leo Jones	Overseer 1			pothole is being repaired now and customer has been advised by telephone (Mr L Jones - 23/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

it

wners

ress

103590

33801

RU4 PRIMARY PRODUCTION SMALL LOTS

4 Memos (PR)

Details

er 207028

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date

30/03/2022 12:40 PM

ation Details

04/04/2022 08:38 AM Completed (CCOM)

se Id

616720

Method

TELEPHONE

ion

customer advises that the is a very large pothole just past Catherine Field Rd Catherine Field,please fill ASAP.

Officer

Mrs J Coupland

ified By

Mr M Clissold

Interactive

DW

Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

y History

New Task

ik Type Acknowledgement to Customer

Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	30/03/22 12:40 PM	1 days	31/03/22	30/03/22 12:44 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	30/03/22 12:44 PM	10 days	13/04/22	04/04/22 08:38 AM	Completed	Michael Clissold	Overseer 1			Made safe Saturday (Mr M Clissold - 04/04/2022)		view
n for Works	Optional		90 days					Overseer 1					

4 Memos (PR)

Details

er 371549

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

30/03/2022 08:31 AM

ation Details

08/04/2022 02:06 PM Completed (CCOM)

se Id

616484

Method

TELEPHONE

ion

lots of deep and large potholes. Closer to Camden Valley Way, first bend.

Officer

Ms K McHale

ified By

Mr L Jones

Interactive

DW

rw Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Waitmore

me

Mr P Waitmore

Standard

100 days

History

New Task

ik Type

Acknowledgement to Customer

rw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	30/03/22 08:31 AM	1 days	31/03/22	30/03/22 08:32 AM	CRM Acknowledged	Customer Acknowledgement Officer						view
Customer Update	Complete	30/03/22 08:32 AM	10 days	13/04/22	08/04/22 02:06 PM	Completed	Leo Jones	Overseer 1			potholes have been made safe and will continue to be monitored regularly. Customer has been contacted and a voicemail message has been left for the customer (Mr L Jones - 08/04/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Details

er

431865

ess

1 Memos (NR)

SMS

thod

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

29/03/2022 03:49 PM

ation Details

08/04/2022 02:10 PM Completed (CCOM)

se Id

615769

Method

TELEPHONE

ion

As you come off Barry Road onto Catherine Fields Rd needs attention. Customer has intended that he will make a claim, I instructed him to the website regarding claims against Council.

Officer

Ms R Clyburn

ified By

Mr L Jones

Interactive

DW

iw Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

ik Type Acknowledgement to Customer

iw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	29/03/22 03:49 PM	1 days	30/03/22	29/03/22 03:51 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	29/03/22 03:51 PM	10 days	12/04/22	08/04/22 02:10 PM	Completed	Leo Jones	Overseer 1			potholes have been made safe and will be monitored regularly. Customer was contacted by telephone and a personal message was left (Mr L Jones - 08/04/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Details

er 418053

SMS

N N

Press

mer Request Management Enquiry
3/2022 - Pothole Repair

17/04/2022 12:24 PM

18/05/2022 04:04 PM Completed (CCOM)

627308

MOBILE

Pothole Repair Deepfields road Catherine fields., Deep pothole halfway along Deepfields heading towards Leppington, ' Name: Mrs Sandra Kubecka, 79 central avenue Oran Park, ' Contact: GPS: -33.9712616156416, 150.761678390514.

Mr M Mobile Application user

Mr L Jones

Interactive

DW

Task Summary

Location

Construction & Maintenance 100

Mr P Watmore

me

100 days

Standard
History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	17/04/22 12:24 PM	1 days	19/04/22	17/04/22 12:24 PM	CRM Acknowledged	Customer Acknowledged Officer					view
Customer Update	Complete	17/04/22 12:24 PM	10 days	03/05/22	19/04/22 06:31 AM	Programmed for Work	James Miller	Overseer 1		Email has been sent to Sandra to inform her a work order has been created and sent to the pothole crew to action (Mr J Miller - 19/04/2022)		view
Plan for Works	Complete	19/04/22 06:31 AM	90 days	25/08/22	18/05/22 04:04 PM	Completed	Leo Jones	Overseer 1		The pothole at this location was made safe on the 22/04 and a further pothole inspection of Deepfields Rd was done on the 14/05 (Mr L Jones - 18/05/2022) The pothole at this location was made safe on the 22/04 and a further pothole inspection of Deepfields Rd was done on the 14/05 (Mr L Jones - 18/05/2022)		view

it

103497

32886

RU4 PRIMARY PRODUCTION SMALL LOTS

5 Memos (PR)

Details

mer Request Management Enquiry
2022 - Pothole Repair

18/03/2022 12:36 PM

21/03/2022 02:09 PM Completed (CCOM)

610048

EMAIL

Request by email - Morning I hit a large pot hole on the 10 March on Catherine Fields Rd towards the Camden Valley end of the road. It was night time and didn't see it until it was too late. I hit the pot hole with my left front wheel. Now my steering wheel is off centre and need at least a wheel alignment. How do I go about putting a claim in to recoup the money I have to pay to fix my car.

Ms C Liardo

Mr M Clissold

Interactive

DW

Job Summary

Construction & Maintenance 100
Mr P Watmore
Mr P Watmore
100 days

New Task

Task Type Acknowledgement to Customer

Job Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	18/03/22 12:36 PM	1 days	21/03/22	18/03/22 12:39 PM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	18/03/22 12:39 PM	10 days	01/04/22	21/03/22 02:09 PM	Completed	Michael Clissold	Overseer 1			Shane backhouse completed today, to be reviewed after rain. (Mr M Clissold - 21/03/2022)		view
Job for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Camden Valley Way

Details



mer Request Management Enquiry
3/2022 - Pothole Repair

1 Date

13/05/2022 11:08 AM

ation Details

18/05/2022 02:47 PM Completed (CCOM)

se Id

643266

Method

EMAIL

ion

Received via email Deepfields road Catherine field yet again another shitty patch job that has opened up into a crater Between Anthony road and Chisholm Road.

Officer

Mrs R Maher

ified By

Mr L Jones

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	13/05/22 11:08 AM	1 days	18/05/22	13/05/22 11:09 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	13/05/22 11:09 AM	10 days	27/05/22	18/05/22 02:47 PM	Completed	Leo Jones	Overseer 1			potholes at this location have been made safe on the 14/05. The customer has been advised by telephone (Mr L Jones - 18/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Deepfields Road

Suburb

CATHERINE FIELD

Details

er



ess

thod

N

Press

N

mer Request Management Enquiry
3/2022 - Pothole Repair

1 Date

13/05/2022 04:12 PM

ation Details

18/05/2022 11:36 AM Completed (CCOM)

se Id

643541

Method

TELEPHONE

ion

3 x potholes in a space of 100m. Please attend

Officer

Miss C Yin

ified By

Mr L Jones

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	13/05/22 04:12 PM	1 days	18/05/22	13/05/22 04:13 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	13/05/22 04:13 PM	10 days	27/05/22	18/05/22 11:36 AM	Completed	Leo Jones	Overseer 1			The potholes at this location were made safe on the 13-14/05. Customer has been contacted and a voicemail message has been left (Mr L Jones - 18/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Deepfields Road CATHERINE FIELD NSW 2557

103595

33850

RU4 PRIMARY PRODUCTION SMALL LOTS

4 Memos (PR)

Details

er 368492

mer Request Management Enquiry
2022 - Pothole Repair

1 Date

10/03/2022 02:16 PM

ation Details

21/03/2022 11:50 AM Completed (CCOM)

se Id

606205

Method

TELEPHONE

ion

Customer called today to report a large "crater" on the road on Catherine Field Road as you enter from Camden Valley Way. There are a few pot holes there but one large crater. All previous patch up jobs have been washed away. It washed away that night after the job was done. Customer is requesting the section be fixed properly.

Officer

Mrs K Barnard

ified By

Mr M Clissold

Interactive

DW

Task Summary

ion Construction & Maintenance 100
ible Officer Mr P Watmore
me Mr P Watmore
Standard 100 days
History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	10/03/22 02:16 PM	1 days	11/03/22	10/03/22 02:20 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	10/03/22 02:20 PM	10 days	24/03/22	21/03/22 11:50 AM	Completed	Michael Clissold	Overseer 1			Completed by Leo's team, doing review again today (Mr M Clissold - 21/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

Details

er 460010

ess
thod SMS

Press
N
N

mer Request Management Enquiry
2022 - Pothole Repair

1 Date

08/03/2022 03:58 PM

ation Details

15/03/2022 03:06 PM Completed (CCOM)

se Id

603047

Method

TELEPHONE

ion

Resident [REDACTED] was driving along Catherine Fields Road (East) when oncoming vehicle swerved a pot hole, causing him to move over slightly, only to hit a pot hole himself. The whole road along there has many potholes He managed to get the car home, has noise coming from left front wheel and suspects may have suspension issue. Unable to go out to get it looked at due to the rain condition, as well the edge of the road has started to fall away so he may not be able to get his car out of the driveway. Would like to have the potholes fixed, and specifically asked that Stuart Marshall call to discuss further.

Officer

Mrs R Jessop

ified By

Mr M Clissold

Interactive

DW

Job Summary

Location Construction & Maintenance 100

Responsible Officer Mr P Watmore

Time Taken Mr P Watmore 100 days

Standard

History

New Task

Task Type Acknowledgement to Customer

Job Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Notes	Checklist	Audit
acknowledgement to Customer	Complete	08/03/22 03:58 PM	1 days	09/03/22	08/03/22 04:05 PM	CRM Acknowledged	Customer Acknowledge Officer					view
Customer Update	Complete	08/03/22 04:05 PM	10 days	22/03/22	15/03/22 03:06 PM	Completed	Michael Clissold	Overseer 1		Leo Jones crew completed review after rain. (Mr M Clissold - 15/03/2022)		view
Job for Works	Optional		90 days					Overseer 1				

it

[REDACTED]

writers

[REDACTED]

ress

[REDACTED]

4 Memos (PR)

RU4 PRIMARY PRODUCTION SMALL LOTS

Catherine Fields Road

Suburb

CATHERINE FIELD

Details

mer Request Management Enquiry
2022 - Pothole Repair

1 Date

28/02/2022 08:59 AM

ation Details

04/03/2022 10:37 AM Completed (CCOM)

sa Id

596117

Method

EMAIL

ion

There's a massive pot hole on Catherine fields rd travelling down Catherine fields rd off Camden valley way

Officer

Mrs K R Larsen

ified By

Mr M Clissold

Interactive

3W

1W Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

1W Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	28/02/22 08:59 AM	1 days	01/03/22	28/02/22 09:00 AM	CRM Acknowledged	Customer Acknowledge Officer						view
Customer Update	Complete	28/02/22 08:00 AM	10 days	14/03/22	04/03/22 10:37 AM	Completed	Michael Clissold	Overseer 1			Made safe by Lees tar crew. (Mr M Clissold - 04/03/2022)		view
n for Works	Optional		90 days					Overseer 1					

Catherine Fields Road

Suburb

CATHERINE FIELD

it or Description Just up from 57 Catherine fields rd Catherine e field

Details

er

390503

ess

thod

SMS

mer Request Management Enquiry
7/2022 - Pothole Repair

1 Date

18/05/2022 12:03 PM

ation Details

18/05/2022 04:02 PM Completed (CCOM)

se Id

64E914

Method

TELEPHONE

ion

Customer advised there are pot holes located on Deepfields road Catherine Field. She said that it is not out the front of a particular house number she said it goes from Camden Valley Way all the way down to Bringelly Road. She has had to replace 4 tyres today. She said that Council need to compact it properly. Please investigate and advise customer of outcome.

Officer

Mrs K Barnard

ified By

Mr L Jones

Interactive

DW

Job Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

History

New Task

Task Type Acknowledgement to Customer

Job Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	18/05/22 12:03 PM	1 days	18/05/22	18/05/22 12:06 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	18/05/22 12:06 PM	10 days	01/06/22	18/05/22 04:02 PM	Completed	Leo Jones	Overseer 1			I have advised the customer by telephone that the potholes have been attended too and made safe, the customer further advised that the damage to her vehicle occurred approximately 14 days ago and she has reported it today. (Mr L Jones - 18/05/2022)		view
n for Works	Optional		90 days					Overseer 1					
	Complete	18/05/22 12:06 PM	90 days	22/09/22	18/05/22 03:46 PM	Completed	Rebecca Ashdown				No formal claim submitted, should customer wish to make a claim she must submit claim including supporting evidence via report it. (Ms R Ashdown - 18/05/2022)		view

Deepfields Road

Suburb

CATHERINE FIELD

Job Details

Job Number 413402



mer Request Management Enquiry
2022 - Pothole Repair

11/02/2022 01:39 PM

25/02/2022 07:13 AM Completed (CCOM)

583264

EMAIL

Received via email There is a pot hole out the front of our driveway, the garbage truck drives over it weekly and is making it bigger. Could we please have this repaired thank you.

Mrs R Maher

Mr M Clissold

Interactive

DW

Job Summary

Construction & Maintenance 100

Mr P Watmore

Mr P Watmore

100 days

New Task

Task Type Acknowledgement to Customer

Job Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	11/02/22 01:39 PM	1 days	14/02/22	11/02/22 01:40 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	11/02/22 01:40 PM	10 days	25/02/22	25/02/22 07:13 AM	Completed	Michael Clissold	Overseer 1			Has been filled with cold mix, made safe till Leo Jones tar crew make permanent fix with Asphalt. (Mr M Clissold - 25/02/2022)		view
Job for Works	Optional		90 days					Overseer 1					

Catherine Fields Road CATHERINE FIELD NSW 2557

102167

20826

RU4 PRIMARY PRODUCTION SMALL LOTS

Job Details

204208

mer Request Management Enquiry
/2022 - Pothole Repair

1 Date

23/05/2022 09:13 AM

ation Details

26/05/2022 04:12 PM Completed (CCOM)

se Id

649554

Method

EMAIL

ion

called to advise that there is a large pothole outside his property on both sides of the road.

Officer

Mrs H G Smolinski

ified By

Mr L Jones

Interactive

DW

iw Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

ik Type Acknowledgement to Customer

iw Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	23/05/22 09:13 AM	1 days	24/05/22	23/05/22 09:14 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	23/05/22 09:14 AM	10 days	06/06/22	26/05/22 04:12 PM	Completed	Leo Jones	Overser 1			The potholes at this location have been made safe on the 26/05. The customer was left a voicemail (Mr L Jones - 26/05/2022)		view
n for Works	Optional		90 days					Overser 1					

Deepfields Road CATHERINE FIELD NSW 2557

103554

33843

RU4 PRIMARY PRODUCTION SMALL LOTS

5 Memos (PR)

Details

207004

mer Request Management Enquiry
2022 - Road Surface Maintenance

1 Date

27/01/2022 10:24 AM

ation Details

27/01/2022 01:50 PM Completed (CCOM)

se Id

574615

Method

TELEPHONE

Ion

called to advise that the road outside of the Catherine Fields Shops needs to be looked at as there is a dip in the road.

Officer

Mrs H G Smolinski

ified By

Mr M Clissold

Interactive

DW

Task Summary

Construction & Maintenance 100

Mr P Watmore

Mr P Watmore

100 days

Standard

History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	27/01/22 10:24 AM	1 days	28/01/22	27/01/22 10:25 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	27/01/22 10:25 AM	10 days	10/02/22	27/01/22 01:50 PM	Completed	Michael Clissold	Overseer 1			Left message at 2.21pm we have made safe and have raised a W/O for a heavy patch. Proactive W/O closing CRM. (Mr M Clissold - 27/01/2022)		view
Task for Works	Optional		90 days					Overseer 1					

Catherine Fields Road CATHERINE FIELD NSW 2557

1124395

197705

PART B1 NEIGHBOURHOOD CENTRE / PART Proposed Zone E1 Local Centre

Details

390503

mer Request Management Enquiry
3/2022 - Pothole Repair

1 Date

25/05/2022 03:43 PM

ation Details

26/05/2022 11:12 AM Completed (CCOM)

se Id

651715

Method

TELEPHONE

ion

Massive Pothole

Officer

Mrs M Habib

ifted By

Mr L Jones

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

y History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	25/05/22 03:43 PM	1 days	26/05/22	25/05/22 03:45 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	25/05/22 03:45 PM	10 days	09/06/22	26/05/22 11:12 AM	Completed	Leo Jones	Overseer 1			The pothole at this location has been made safe on the 26/05. The customer was called but a message was unable to be left (Mr L Jones - 26/05/2022)		view
n for Works	Optional		90 days					Overseer 1					

Deepfields Road

Suburb

CATHERINE FIELD

Details

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365343

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thod

SMS

Price

N

mer Request Management Enquiry
2022 - Road Shoulder Maintenance

1 Date

09/03/2022 03:55 PM

ation Details

21/03/2022 12:32 PM Completed (CCOM)

se Id

603956

Method

TELEPHONE

ion

The road has been falling apart for some time. It has now come away massively considering there are no kerb and gutters, he has said he would like you to go through and look at the shoulder of most of the catherine field area mainly deepfields road catherine field - please speak to this resident about this, as he has a lot to say about how our work orders work or dont work (he would like Rick weeding)

Officer

Mrs K R Larsen

ified By

Mr R J Weeding

Interactive

DW

Task Summary

Location Construction & Maintenance 100
Responsible Officer Mr P Watmore
Name Mr P Watmore
Time 100 days
Standard
History

New Task

Task Type Acknowledgement to Customer

Task Details

Location	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Notes	Checklist	Audit
Acknowledgement to Customer	Complete	09/03/22 03:55 PM	1 days	10/03/22	09/03/22 04:05 PM	CRM Acknowledged	Customer Acknowledged Officer					view
Customer Update	Complete	09/03/22 04:05 PM	10 days	23/03/22	21/03/22 12:32 PM	Completed	Michael Clissold	Overseer 1		Spoke to [REDACTED], his main concern is garbage trucks damaging shoulders. He understood we had a lot of work to do. He said we had to be soft, they are doing the best they can but bins must be emptied. We will put cold mix in driveway which will hold up better. (Mr M Clissold - 21/03/2022)		view
Acknowledgement to Customer	Complete	25/03/22 04:20 PM	1 days	28/03/22	25/03/22 04:27 PM	No Further Action	Customer Acknowledged Officer			Rick Weeding spoke with [REDACTED] Friday 25/3/22 to advise 480m2 of pothole patching was being done on Deepfields road by close of business today. [REDACTED] admitted he had seen all the work done and was very grateful for the quick response from the teams, he was happy that his driveway concerns were addressed as part of the works. (Mr R J Weeding - 25/03/2022)		view
Customer Update	Complete	25/03/22 04:27 PM	10 days	08/04/22	30/03/22 09:35 AM	Completed	Michael Clissold	Overseer 1		Completed customer request with driveway and continuing with heavy patching. closing CRM. (Mr M Clissold - 30/03/2022)		view
Information for Works	Optional		90 days					Overseer 1				



103510

33017

RU4 PRIMARY PRODUCTION SMALL LOTS

Deepfields Road

Suburb

CATHERINE FIELD

Details	
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mer Request Management Enquiry
2022 - Pothole Repair

1 Date

08/03/2022 12:34 PM

ation Details

15/03/2022 02:55 PM Completed (CCOM)

se Id

602917

Method

TELEPHONE

ion

Customer called to report a large pot hole on Deepfields road between Chisholm road and Camden valley way (before the chicken shop). Please investigate, Customer advised she does not require a call back or an update.

Officer

Mrs K Barnard

ifted By

Mr M Clissold

Interactive

DW

Task Summary

ion

Construction & Maintenance 100

ible Officer

Mr P Watmore

me

Mr P Watmore

Standard

100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Notes	Checklist	Audit
edgement to Customer	Complete	08/03/22 12:34 PM	1 days	09/03/22	08/03/22 12:36 PM	CRM Acknowledged	Customer Acknowledged Officer					view
Customer Update	Complete	08/03/22 12:36 PM	10 days	22/03/22	15/03/22 02:55 PM	Completed	Michael Clissold	Overseer 1		Completed by Leo Jones crew. (Mr M Clissold - 15/03/2022)		view
n for Works	Optional		90 days					Overseer 1				

Deepfields Road

CATHERINE FIELD

Suburb

Details

344813

SMS

N N

Press

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date14/06/2022 04:55 PM

ation DetailsUndetermined

se Id664030

MethodEMAIL

ion**Image provided in email in EDMS On 16th April 2022 at 11.50pm my son was driving home from work and encountered a large bump due to a very large pot hole. He noticed the new tarmac on the road from a distance so there was no need to alter his course. However, there was a pot hole in front of the new tarmac which was not in plain sight. Poor lighting and the very large pot hole caused damage to my rim, wheel alignment and resulted in a flat tyre. As a result I was left with no means of transport to get to and from work and thus needed to get the car repaired asap.The cost incurred to repair and replace damage was \$1610.00.

OfficerMrs S Henderson

ified ByMrs S Henderson

Interactive

DW

W Summary

ionConstruction & Maintenance 100

ible OfficerMr P Watmore

meMr P Watmore

Standard100 days

History

New Task

Task TypeAcknowledgement to Customer

W Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	14/06/22 04:55 PM	1 days	15/06/22	14/06/22 04:56 PM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Active	14/06/22 04:56 PM	10 days	28/06/22		Awaiting		Overseer 1					view
n for Works	Optional		90 days					Overseer 1					
	Complete	14/06/22 04:56 PM	90 days	19/10/22	15/06/22 09:26 AM	Completed	Rebecca Ashdown				Civil team to inspect and repair ASAP. Should they wish to lodge a claim they must follow the claims process. No claim submitted through this process, therefore no further action required. (Ms R Ashdown - 15/06/2022)		view

it

wners

ress

103594

33744

RU4 PRIMARY PRODUCTION SMALL LOTS

4 Memos (PR)

mer Request Management Enquiry
1/2022 - Pothole Repair

1 Date

09/06/2022 10:58 AM

ation Details

09/06/2022 02:13 PM Completed (CCOM)

se Id

661903

Method

EMAIL

ion

Resident called, yesterday the pot hole was repaired however today it is ripped open again with the asphalt all over the road, making it quite dangerous. Please can this be looked at ASAP

Officer

Mrs H G Smolinaki

ified By

Mr L Jones

Interactive

DW

Task Summary

ion Construction & Maintenance 100

ible Officer Mr P Watmore

me Mr P Watmore

Standard 100 days

History

New Task

Task Type Acknowledgement to Customer

Task Details

ation	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
edgement to Customer	Complete	09/06/22 10:58 AM	1 days	10/06/22	09/06/22 11:00 AM	CRM Acknowledged	Customer Acknowledged Officer						view
Customer Update	Complete	09/06/22 11:00 AM	10 days	24/06/22	09/06/22 02:13 PM	Completed	Leo Jones	Overseer 1			contacted customer and advised that the potholes are currently being made 09/06 safe again and permanent patching will be completed in the next few days (Mr L Jones - 09/06/2022)		view
n for Works	Optional		90 days					Overseer 1					

Deepfields Road

Suburb

CATHERINE FIELD

Location between 356 and 375 Deepfields Rd

Task Details

Task ID 207001



Task ID