



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 19-036

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	26 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a



ACT
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Transport Canberra
and City Services

Freedom of Information – Access Application Form

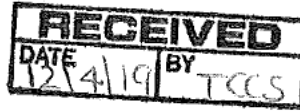
PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, Transport Canberra and City Services may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The Transport Canberra and City Services Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the Transport Canberra and City Services, as well as the process for lodging a complaint about an alleged breach of the *Information Privacy Act 2014*. The Privacy Policy can be found on the Transport Canberra and City Services website at www.tccs.act.gov.au.

Application details	
I wish to make an access application to Transport Canberra and City Services under the <i>Freedom of Information Act 2016</i> .	
Name	
Address (where notices relating to this request can be sent – either postal or electronic)	
Telephone Contact (Business Hours)	
Telephone Contact (Mobile)	
Email Contact	

What documents are you requesting under the Act?
<ul style="list-style-type: none"> • To help Transport Canberra and City Services process your request, please include enough detail in your application so that we can fully understand what government information you want. • You may wish to include a statement about how the release of information is in the public interest. • If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent. • If for reasons in section 30 of the Act is not compliant and your application cannot be processed, Transport Canberra and City Services will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.



11 April 2019

Freedom of Information Requests
Transport Canberra and City Services
GPO Box 158
Canberra City ACT 2601

By email: TCCS.FOI@act.gov.au

Dear Sir/Madam

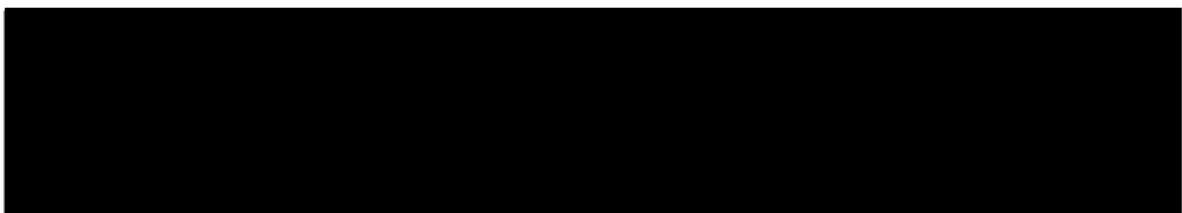
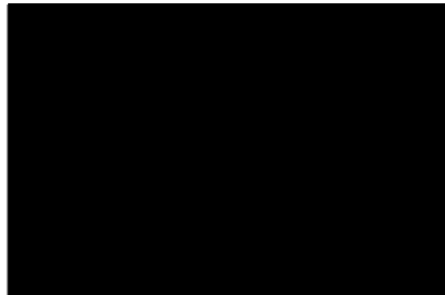
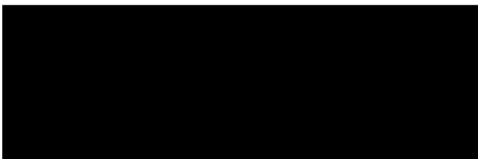



Please find enclosed completed Freedom of Information – Access Application Form dated 11 April 2019.

Pursuant to the *Freedom of Information Act 2016* (ACT), access is requested to all records in relation to complaints and/or incidents with respect to the Charnwood Shops and/or the area of land identified as Block 47 Section 95 in the Division of Charnwood including, but not limited to, copies of all correspondence, file notes or photographs and any documents pertaining to repair and/or maintenance required or undertaken in the subject area.

We look forward to hearing from you.

Yours faithfully





From: [REDACTED]
Sent: Friday, 12 April 2019 9:23 AM
To: [REDACTED]
Subject: Your Scan File Is Attached

Your Scan File Is Attached

This email (including any attachments) may contain confidential and/or legally privileged information intended only for the addressee. If you are not the intended addressee, please notify us by telephone and delete the email and any attachments. Any privilege and/or confidentiality is not waived and any storage, use or reproduction is strictly prohibited.



ACT
Government

Transport Canberra and
City Services



Dear 

Freedom of information request: Reference – 19 - 036

I refer to your application made under the *Freedom of Information Act 2016* (the FOI Act), received by Transport Canberra and City Services Directorate (TCCS) on 12 April 2019, in which you sought access to:

- a copy of all records in relation to complaints and/or incidents with respect to the Charnwood Shops and or the area of land identified as Block 47 Section 95 in the Division of Charnwood, including, but not limited to, copies of all correspondence, file notes or photographs and any documents pertaining to repair and/or maintenance required or undertaken in the subject area.

I am an Information Officer appointed by the Director-General under section 18 of the FOI Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

This decision relates to nine (9) documents that includes 36 pages. I have included at **Attachment A** to this decision letter the schedule of documents which sets out the documents in scope and the access decision.

I have decided to grant access to three (3) documents in full.

I have decided to grant partial access to six (6) documents, under section 50 of the FOI Act.

The documents are a ministerial cover sheet for minor repair works related to the Charnwood shops and complaints documented into databases registered by the ACT Government.

The six (6) documents identified above as relevant to your request will all be released in part. This is due to the fact that these documents contain personal information that I consider to be, on balance, contrary to the public interest to disclose under the test set out in section 17 of the FOI Act.

Statement of Reasons

I have decided to grant partial access, under section 50 of the FOI Act, to copies of six documents noted at **Attachment B** with deletions applied to information that I consider would be contrary to the public interest to disclose.

In reaching my access decision, I have taken the following into account. The FOI Act, in particular states:

Factors favouring disclosure at Schedule 2.1 (a) are:

- (i) promote open discussion of public affairs and enhance the government's accountability;
- (iii) inform the community of the government's operations, including the policies, guidelines and code of conduct followed by the government in its dealings with members of the public reveal the reason for a government decision and any background or contextual information that informed the decision; and
- (viii) reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure in the public interest at Schedule 2.2(a) :

- (ii) prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004* (ACT).

As an Information Officer, I am required to decide where, on balance, public interest lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

I considered carefully the nature of the documents as having been bought into existence to record complaints made about the conditions of the roads, laneways and walkways around the Charnwood Shops. These documents contain personal information such as the names of complainants and junior officials. I have decided that this information should be removed under the provisions of Schedule 2.2(a)(ii) of the FOI Act.

Documents 1, 2, 3, 4, 7 and 9 have personal information embedded in the documents. This type of information are names of complainants. I have decided to remove this small amount of information within the documents as I have found that the relevant information is personal information. I have deleted the identifying details of the individuals on the basis that I consider that it would be an unreasonable disclosure of information to release that information in the present context.

An important factor in reaching my conclusion is that I do not know of any reason why the information would be in the public interest, and I consider that the individuals whose details are in the document may have an expectation that their names would not be disclosed. I consider that the individuals who are named in the documents may have an expectation of privacy as they are not public figures and the information contained in the documents is not public knowledge.

It is not in the public interest to disclose information that could prejudice a person's right to privacy and in this case, I have decided to redact such information. I have decided that

release of this information could prejudice the individuals right to privacy under the *Human Rights Act 2004*.

Considering the type of information I propose to withhold from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of individuals involved. I find the protection of this information outweighs disclosure in this instance.

Online publishing – disclosure log

Under section 28 of the FOI Act, TCCS maintains an online record of access applications called a FOI disclosure log.

Your original access application, my decision and documents released will be published in the TCCS disclosure log from 3 days after the date of this decision. Please note that your personal details will not be published. You may view TCCS' disclosure log at at www.tccs.act.gov.au/about-us/freedom_of_information.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the FOI Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the FOI Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

Questions about this decision

If you have any questions concerning the directorate's processing of your request, or would like further information, please contact the directorate's FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Cherie Hughes', written in a cursive style.

Cherie Hughes
Information Officer

21 May 2019

FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: https://www.tccs.act.gov.au/about-us/freedom_of_information/disclosure-log

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST
FOI – 19-036	A copy of all records in relation to complaints and/or incidents with respect to the Charnwood Shops and or the area of land identified as Block 47 Section 95 in the Division of Charnwood, including, but not limited to, copies of all correspondence, file notes or photographs and any documents pertaining to repair and/or maintenance required or undertaken in the subject area.

Doc No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-6	List of complaints	2011 -2019	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions
2	7	Ministerial	November 2011	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions

Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
3	8	Complaint database	8 January 2018	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions
4	9-15	Database complaint documents	2013-2015	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions
5	16 - 17	Photographs of Charnwood	Undated	Release in Full	N/A	Published
6	18-20	Email and attachment	28 September 2015	Release in Full	N/A	Published
7	21-34	Database complaint documents	2013-2018	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions
8	35	ACT Mapi	Undated	Release in Full	N/A	Published
9	36	Complaint database document	8 January 2018	Partial release	INFORMATION PRIVACY ACT 2014 SCHEDULE 2, SECTION 2.2 (a)(ii) PREJUDICE THE PROTECTION OF AN INDIVIDUAL'S RIGHT TO PRIVACY	Published with deletions

Total No of Docs: 9 Documents (36 pages)

Martyniak, Alexandra

From: Ludvigson, Paula
Sent: Tuesday, 23 April 2019 2:06 PM
To: TCCS_FreedomOfInformation
Cc: Bruan, Nicole
Subject: RE: FOI 19-036 Freedom of Information - Access Application Form [REDACTED]

Attachments: [REDACTED] 679474 attachment.pdf;
 852784 pic 1.jpg; 852784 pic 2.jpg; 925824 attachment.pdf; 925824 map.pdf;
 D44385.JPG; D44595.JPG; D44596.JPG; D44601.JPG; D44603.JPG; D44610.JPG;
 D44611.JPG; D44613.JPG; D44614.JPG; D45065.JPG; D56316.JPG; D58779.JPG;
 D68507.JPG; WOACT-4096.JPG; WOACT-4156.JPG; WOACT-4231.JPG;
 WOACT-5284.JPG; WOACT-5621.JPG; WOACT-6812.JPG; ACTmap1 information.JPG;
 CRM180109-000236.JPG

Good afternoon,

Please find below and attached information and documents produced in relation to the above FOI request.

- spreadsheet of complaints for Charnwood shops from 1 January 2011 to date;
- public enquiry 679474 attachment;
- public enquiry 852784 pic 1 & pic 2;
- public enquiry 925824 attachment & map;
- defects 44385, 44595, 44596, 44601, 44603, 44610, 44611, 44613, 44614, 45065, 56316, 58779, 68507;
- work orders for 096, 4156, 4231, 5284, 5621, 6812;
- CRM enquiry 180109-000236; and
- ACTmap1 snip.

In relation to documents specifically requested for Block 47 Section 95 in the division of Charnwood - I advise that this area is under a private lease and maintenance is not the responsibility of the Territory (see attached snip from ACTmap1).

Please do not hesitate to contact me should you require any further information or clarification.

Kind regards,

Paula Ludvigson | Claims Officer
 Roads ACT | Transport Canberra and City Services Directorate | ACT Government
 496 Northbourne Ave, Dickson | GPO Box 158, Canberra ACT 2601 | www.act.gov.au
 Phone: (02) 6207 6597 | Mobile: [REDACTED]
 Work Hours: 8am-2:30pm Monday - Friday

From: TCCS_FreedomOfInformation
Sent: Thursday, 18 April 2019 1:16 PM
To: Morse, Karen <Karen.Morse@act.gov.au>; Bathgate, Brian <Brian.Bathgate@act.gov.au>
Cc: Ludvigson, Paula <Paula.Ludvigson@act.gov.au>; Duke, Bronwen <Bronwen.Duke@act.gov.au>; Rutter, Danielle <Danielle.Rutter@act.gov.au>; Corrigan, Jim <Jim.Corrigan@act.gov.au>; Marshall, Ken <Ken.Marshall@act.gov.au>; Alegria, Stephen <Stephen.Alegria@act.gov.au>; Scheul, Kristine <Kristine.Scheul@act.gov.au>; Thomas, Emma <Emma.Thomas@act.gov.au>; Willson, Helen (TCCS) <Helen.Willson@act.gov.au>; Bruan, Nicole <Nicole.Bruan@act.gov.au>
Subject: FW: FOI 19-036 Freedom of Information - Access Application Form [REDACTED]

Roads ACT Freedom of Information DOCS SUMMARY for Doc Title : 'charnwood shop'

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
628540	1		CHARNWOOD, , CHARNWOOD SHOP: OPEN SPACE AREA CARTWRIGHT STRE	Complete	UOS	DMP9	PCL - Contract - 2 Weeks	In lane way, all the shrubs etc have been cut down & are sitting in the middle of the laneway, please remove. Thanks.	Charnwood Shop: Open space area Cartwright Street.		All illegally dumped branches including dead shrubs removed All illegally dumped branches including dead shrubs removed	18/01/11	9/02/11
641340	1		CHARNWOOD, , CHARNWOOD SHOPS , LHOSKY STREET, CHARNWOOD	Complete	TRSS	FALL	Trees - High - 6 Weeks	3 Eucs trees have fallen over road and footpaths, please have this assessed.	Charnwood Shops , Lhotsky Street, Charnwood		28-03-11 Remove 2 X trees in front of Labor Club, 2nd one behind bus stop. Tree removed	8/02/11	7/04/11
644461	1		DUNLOP, . FROM CHARNWOOD SHOPS TO TRAVERS STREETS DUNLOP	Complete	UOS	DIR	PCL - Contract - 2 Weeks	There are weeds obstructing the path on both sides of the road from charnwood shops right around to Travers street dunlop, in some parts cannot be used, some weeds/shrubs have been broken off and are at eye level which could cause an injury could this matter be addressed as soon as possible.	From Charnwood shops to Travers Streets Dunlop		Rubbish removed	21/02/11	7/03/11
679474	1		CHARNWOOD, , CHARNWOOD SHOPPING CENTRE	Closed \ MNW	TCD	NEW	Medium		Charnwood shopping centre	TMS		28/10/11	
696220	1		CHARNWOOD, . PLAYGROUND BEHIND CHARNWOOD SHOPS (CHARNWOOD PL	Complete	PLGR	DIR	PCL - Urgent	BROKEN GLASS ON THE SLIDE AND AROUND THE PLAYGROUND, CALLERS CHILD HAS CUT LEG AND FOOT ON SLIDE.	PLAYGROUND BEHIND CHARNWOOD SHOPS (Charnwood Place).		Glass removed.	31/01/12	1/02/12
704113	1		CHARNWOOD, . CHARNWOOD SHOPPING CENTRE	Complete	ROPA	POT	Medium	Charnwood shopping centre parking surface is breaking up, as is the road leading into it.	Charnwood shopping Centre	RMS		6/03/12	15/03/12
744547	1		CHARNWOOD, . CHARNWOOD SHOPS: CHARNWOOD PLACE	Complete	TRSS	DTRP	Trees - Low 12 Months	On behalf of [REDACTED] I would like you to raise a notification regarding the condition of a number of trees that have dropped limbs or are dead. [REDACTED] feels that there is an OH&S risk in this carpark that should be addressed. His phone number is [REDACTED] or follow up. cheers Kingsley Grall Operations Supervisor Balconnen	Charnwood Shops: Charnwood Place	TREES	3x trees marked for removal DTRP. Trees removed by contractors 07/04/13	6/11/12	4/06/13
768236	1		CHARNWOOD, . PATHWAY LEADS TO BACK OF CHARNWOOD SHOPS- FROM	Email Sent	SLHT	MULT	Streetlight - Standard Contrac	Birds have pulled out pathway lights, not the street lights its the path way lights.	Pathway leads to back of Charnwood shops- From Cartwright Street bridge, CHARNWOOD	SLHT		5/03/13	
775441	1		CHARNWOOD, . CHARNWOOD SHOPPING CENTRE, TILYARD DRIVE, CHARN	Complete	TRSS	DEVT	Trees - 6 Weeks	Forward Design Study (FDS) for minor works report (Draft)	Charnwood Shopping Centre, Tilyard Drive, Charnwood	TREES	Comments made re tree removal, pruning works		15/04/13

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
797958	1	44385	CHARNWOOD, , CHARNWOOD SHOPS, CHARNWOOD	Defect Raised	SW	SWPP	Medium	in front of the video shop, the drain is blocked, could this be unblocked.	Charnwood Shops, CHARNWOOD	RMS	swdp 1 p 4 u	11/09/13	
797966	1	44595	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44596	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44601	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44603	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44610	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44611	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44613	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797966	1	44614	CHARNWOOD, , CHARNWOOD SHOPS.	Complete	PATH	DMG	Medium	Uneven concrete foot path, this is a trip hazard. in between the Labor club and the Video shop.	Charnwood Shops.		defect raised	11/09/13	10/09/15
797968	1	45065	CHARNWOOD, , CHARNWOOD SHOPS	Complete	PATH	DMG	Medium	Between the video shop and the carpark, there are some pavers that are breaking and uneven.	CHARNWOOD SHOPS			11/09/13	15/11/13
803784	1		CHARNWOOD, , CHARNWOOD SHOPS, CHARNWOOD	Complete	TOLT	DMG	PCL - Contract - 2 Weeks	Lock is broken on the disable toilet's in Charnwood Shops. Would like someone to come out and fix them asap.	Charnwood Shops, CHARNWOOD		Repaired	17/10/13	29/10/13
817379	1		CHARNWOOD, , CHARNWOOD SHOPPING CENTRE, CHARNWOOD	Complete	TOLT	GRAF	PCL - Graffiti - 3 Days	There is offensive graffiti in the 2nd mens cubicle at the Charnwood Toilets, Charnwood place, Charnwood Shopping centre.	Charnwood Shopping centre, CHARNWOOD	GRAFFITI		10/01/14	15/01/14
852136	1		CHARNWOOD, , CHARNWOOD PLACE, CHARNWOOD (CHARNWOOD SHOPS)	Complete	ARTW	GRAF	PCL - Graffiti - 3 Days	Located behind charnwood shops is a lot of graffiti.	Charnwood Place, CHARNWOOD (Charnwood Shops)	GRAFFITI	private assets	26/05/14	27/05/14
852784	1		, CHARNWOOD SHOPS CHARNWOOD PLACE	Referred To Other Body	ROPA	DMG	Medium	Out the front of Woolworth in the direction of the TAB on the way to the back carpark. Caller tripped on piece of uneven footpath (there's a random lip) and fell pretty bad. She had a shoulder replacement a while back and she has hurt it again, she has just been to the Dr's and given a referral to get an ultrasound and an X-ray done. Caller has photos that she's happy to sent through if need be. Caller want's the path looked at asap. She's also like for someone to contact her about making a claim for her medical bills.	Charnwood Shops - Charnwood Place		Advised that trip hazard falls within the lease boundary so she will need to speak with shop owner. LME also notified & photos attached. MTH	30/05/14	
854676	1		CHARNWOOD, , CHARNWOOD SHOPS TOILET	Complete	TOLT	GRAF	PCL - Graffiti - 3 Days	Graffiti in the disabled toilets	Charnwood shops toilet	GRAFFITI	completed	14/07/14	16/07/14
897106	1		CHARNWOOD, , CHARNWOOD SHOPS) CHARNWOOD PLACE, CHARNWOOD	Complete	UOS	DIR	PCL - Contract - 2 Weeks	just a note to see if any preventive measures can be taken about pigeons at charnwood shops birds are roosting and nesting on pillars outside the shops and crap everywhere down side of pillars and all over footpath out side restaurants, videoshop ,woolworths etc. not a good look potential disease risk.	Charnwood Shops) Charnwood Place, CHARNWOOD		Spoke to caller 2/3/15 Shop owners responsibility as is within shop footprint	28/02/15	3/03/15

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
903542	1		CHARNWOOD , CHARNWOOD SHOPS CHARNWOOD	Complete	SSGN	DMG	Medium	Adrian called to advise there is a broken sign in the disabled car park. It is broken at the base and there is steel sticking up out of the ground Adrian put a bollard over it to protect it till someone can assist but he wasn't sure how long it would be there for. The sign is at the Charnwood depot if it is needed	Charnwood Shops CHARNWOOD	RMS	completed by [REDACTED] on 08/04/15	7/04/15	29/04/15
905646	1		SPENCE , CHARNWOOD SHOPS, CHARNWOOD	Complete	TOLT	DIR	PCL - Contract - 2 Weeks	Toilet smells badly. There is poo on the walls and graffiti. Kerin would like a response email once this has been looked into.	Charnwood shops, Charnwood	[REDACTED]	Toilet cleaned	20/04/15	21/04/15
920211	1	56316	CHARNWOOD , CHARNWOOD SHOPS CHARNWOOD	Complete	SW	SWMN	Medium	SWDP-1 Item 2.4 Mains Clean & Grates. Manager of environmental health. Could the drain outside the Charnwood shops Nearest to the listed businesses; butcher, Computer shop and Noodle house. Please be cleaned as it is blocked and caused flooding	CHARNWOOD SHOPS CHARNWOOD	RMS	Mains clean & Grates	20/07/15	21/08/15
920568	1		CHARNWOOD , ADDRESS: CHARNWOOD SHOPS CHARNWOOD	Complete	CPAK	TMS	Medium	Caller has been dealing with her local representative to get more disabled parking spaces at the Charnwood shops. She has noticed people digging at one of the parking spaces and wants to know what it's for.	Address: Charnwood shops Charnwood	[REDACTED]	4 more disabled parking spaces will be provided. Closed	22/07/15	5/02/16
925824	1		CHARNWOOD , CHARNWOOD SHOPS, CHARNWOOD	Complete	SSGN	TMS	Medium	Since the expansion of Woolworths at Charnwood the parking areas have become increasingly busy. The parking area behind Woolworths is currently two way and the width of the road is not that great once you pass the area adjacent to the Labor Club. It is also used by a number of trucks and workers with large trailers which when trying to pass another car is extremely close to hitting parked cars. My suggestion is to make it one way as per my attachment. I have seen a number of very close calls including pedestrians nearly being hit. Making it one way will help alleviate this problem and is not a costly exercise. Your consideration would be appreciated.	Charnwood shops, Charnwood	[REDACTED]	Current 5m aisle width meets Australian Standard. NFA	27/08/15	29/09/15
930783	1	56779	CHARNWOOD , CHARNWOOD SHOPPING CENTRE, CHARNWOOD	Complete	PATH	DMG	Medium	On Friday 25/09/2015 at 1.30pm customer tripped on footpath, between TAB and Woolworths (under verandah) at the Charnwood Shopping Centre. There is a 5 cm difference in the paving. When customer put glasses case on the ground on the lower side of the pavement, the pavement was still higher than the glasses case. Customer was taken to hospital via ambulance (as they thought customer had broken her rib), customer had x-rays and was discharged later in the evening. Customer has sustained a fractured rib and bruising to her leg (from the knee to the ankle). Customer had photo of the paving and bruising (I advised to forward to city.management@act.gov.au), customer has witnesses.	Charnwood Shopping Centre, Charnwood	[REDACTED]		29/09/15	28/01/16

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
930784	1		CHARNWOOD, , CHARNWOOD SHOPPING CENTRE, CHARNWOOD	Complete	PATH	TMSF	Medium	On Friday 25/09/2015 at 1.30pm customer tripped on footpath, between TAB and Woolworths (under verandah) at the Charnwood Shopping Centre. There is a 5 cm difference in the paving. When customer put glasses case on the ground on the lower side of the pavement, the pavement was still higher than the glasses case. Customer was taken to hospital via ambulance (as they thought customer had broken her rib), customer had x-rays and was discharged later in the evening. Customer has sustained a fractured rib and bruising to her leg (from the knee to the ankle). Customer had photo of the paving and bruising (I advised to forward to city.management@aql.gov.au) .customer has witnesses. Customer lives at [REDACTED] **Photos to follow**	Charnwood Shopping Centre, Charnwood	[REDACTED]	Phone call to [REDACTED] Martin has advised this is the responsibility of Woolworths as it is part of their lease.	29/09/15	30/09/15
955922	1		CHARNWOOD, , CHARNWOOD SHOPS	Complete	TRSS	PRUN	Trees - 6 Weeks	Lift plain trees at Chamwood Shops	Charnwood Shops	TREES	Trees pruned 5/2/16	22/01/16	5/02/16
979471	1		CHARNWOOD, , CHARNWOOD SHOPS - CHARNWOOD PLACE CHARNWOOD	Complete	RWAL	GRAF	PCL - Graffiti - 3 Days	Some graffiti behind shops	Charnwood Shops - Charnwood Place CHARNWOOD	GRAFFITI	Complete-no graffiti located	24/05/16	8/06/16
991247	1		CHARNWOOD, , PLAYGROUND LOCATED NEAREST TO CHARNWOOD SHOPS	Complete	PLGR	DMG	PCL - Contract - 2 Weeks	Someone has broken the frog off of the spring and stolen it. Spring may be exposed.	playground located nearest to Charnwood Shops	[REDACTED]	PG to replace spring animal.	15/08/16	29/08/16
991460	1		CHARNWOOD, , CHARNWOOD SHOPS	Complete	UOS	DMRB	PCL - Contract - 2 Weeks	The areas behind the Charnwood shops (especially behind the chemist) is poorly maintained, with lots of litter.	Charnwood Shops	[REDACTED]	Area litterpicked - will be monitored	17/08/16	19/08/16
998988	1		CHARNWOOD, , CHARNWOOD SHOPS - CHARNWOOD PL, CHARNWOOD	Complete	ROPA	DMG	PCL - Contract - 2 Weeks	The caller has advised that there are bollards in the carpark at the Charnwood shops in front of Capital Chemist. One has recently been hit by a car and is now bent. The caller has advised that the bollard is dangerously bent and she would like someone to fix it.	Charnwood Shops - Charnwood PI, Charnwood	[REDACTED]	Passed to GT. JS Comp - Gare - 16/11/16	7/10/16	11/09/18
1007419	1		CHARNWOOD, , DISABLE TOILET AT CHARNWOOD SHOPS	Complete	TOLT	DIR	PCL - Contract - 2 Weeks	Fire & Rescue called to advised that they have just put down a fire inside the disable toilet at Charnwood Shops and may require someone to clean it up. (Reported to the after hours on call)	disable toilet at Charnwood Shops	[REDACTED]	area cleaned up	10/12/16	13/12/16
1012403	1		CHARNWOOD, , CHARNWOOD SHOPS- OFF LHOTSKY STREET PAST THE LA	Complete	GATE	DMG	PCL - Contract - 2 Weeks	Caller advises that the gate at the back of Charnwood shops used for mowers access has been damaged and several people now use this path as a shortcut. The gate just needs to be readjusted to fix this issue and avoid becoming a further hazard.	Charnwood shops- off Lhotsky street past the Labour club	[REDACTED]	Referred to [REDACTED] Gate repaired 14/2/17	28/01/17	15/02/17

Doc Id	Unique Enquirer Count	Defect Id	Doc Title	Complaint Status	Class	Enquiry Type	Complaint Priority	Description	Complaint Location	Responsibility Of	Action	Incident Date	Completion Date
1021065		2 68507	CHARNWOOD, , CHARNWOOD SHOPS, CHARNWOOD PLACE	Work Instructed	PATH	DMG	Medium	My wife fell and landed on her shoulder and it was injured along with her elbows being hit. Undertaken medical consultations and imaging as a result. Outside Woolworths Charnwood the pavers are all lifted. The trees are the cause of all the lifts. The gaps and height differences in the pavers are not obvious until you are right on top of them. This presents a major safety hazard for pedestrians and cyclists, and especially seniors. Please act upon this urgently.	Charnwood Shops, Charnwood Place			24/04/17	
1032925	1		CHARNWOOD, , PUBLIC TOILET BUILDING AT THE CHARNWOOD SHOPS.	Complete	TOLT	GRAF	PCL - Graffiti - 5 Days	graffiti	public toilet building at the Charnwood Shops.	GRAFFITI	complete	18/09/17	22/09/17
1063568	1		CHARNWOOD, , LHOTSKY ST CHARNWOOD SHOPS, CHARNWOOD	Complete	ARTW	OGRF	PCL - Off Graffiti - 1 Day	Bus stop.	Lhotsky St Charnwood Shops, Charnwood	GRAFFITI	Completed by Techni-clean 22/11/18	15/11/18	30/11/18
1066544	1		FLYNN, , TILLYARD DR OPP CHARNWOOD SHOPS, FLYNN	Complete	ARTW	OGRF	PCL - Off Graffiti - 1 Day	Offensive graffiti spray painted on bus shelter opposite Charnwood shops, Tillyard Dr.	Tillyard Dr opp Charnwood Shops, Flynn	GRAFFITI	Graffiti removed	17/01/19	18/01/19
1068707	1		CHARNWOOD, , CHARNWOOD SHOPS, CHARNWOOD PLACE	Complete	TOLT	DMG	PCL - Contract - 2 Weeks	Phil from ACT Fire & Rescue has advised that this morning they had to free a trapped gentleman who was locked in the male? toilets. In the process of freeing him, they damaged the locks which now require replacement. Unable to specify if unisex toilet block/male toilets-though was a male trapped.	Charnwood Shops, Charnwood Place		Contacted [redacted] who will send someone out. Repaired.	26/02/19	27/02/19

IAMS Public Enquiry No: 679474	Roads ACT – TMS Traffic Management and Safety
Listed:	Ministerial Number: 201101361

MINOR NEW WORKS**DETAILS**

Suburb: CHARNWOOD

Location: CHARNWOOD SHOPPING CENTRE

Reason for Inspection Request

Work to be done

Refer to the attached sketch for provision of a motorbike parking at the Charnwood Shopping centre.

CommentsThis is an urgent ministerial. Can we have it completed before mid November 2011

Officer	[REDACTED]		
Drafting		MNW Date Drafted	28/10/2011
Drawing (TC) Number	Tc11-685	MNW Date Sent	
Approval		MNW Target Date	
		MNW Date Completed	

Subject * Large deep pothole Charmwood shops carpark...

Category * Fix My Street
 ↳ Pot Holes

Type * Request for Service

Status * Resolved

Assigned Roads ACT Claims

Queue * ACT Roads - Pot Holes

IAMS

Reference # 180109-000236

Contact * [Redacted]

Would the customer like a response? Yes

Contact Attachments Session/Audit Log Forward to SME

Save Add Standard Text Options

System Default [Rich Text Icons] Plain Text

Channel No Channel

Auto Note No Channel Administrator 09/01/2018

Positional data at time of incident submissions was:
 Latitude:
 Longitude:
 Google Urt
 Google Address: 23 Charmwood Place

Customer Entry Phone [Redacted]

Large deep pothole Charmwood shops carpark.



Defect Id Order By

[Navigator](#)

Asset

[View Asset](#)

Road Section

Inspector

Inspection Batch

Road Desc

Initiation Type

Inspection Id

Location

Priority

SISS

Special Instr

Superseded ? By

Activity

Roadstud Type

Defect Type

X

Defect Desc

Y

Defect Status

Update Inv ?

Recharge

Date Inspected

Notice Printed

Notify

Date Recorded

Notice Id

Repair

Date Repair Due

Work Status

Category Perm Imm Temp

Date Instructed

Work Order

Repair Desc

Target Complete

Work Sheet

Treatment

Date Completed

Check Batch

Total Cost

Check Date

Check Result

Date Paid

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA02	100mm Plain Concrete - Path	8.30	2.40		19.92	SQ.M	115.00	2290.80

[Summary](#)

[Print](#)

[Create WO](#)

[Edit Defect](#)

Defect Id Order By

Navigator

Asset

View Asset

Road Section XSP

Inspector

Inspection Batch

Road Desc

Initiation Type

Inspection Id

Location

Priority

SISS

Special Instr

Superseded ? By

Activity

Roadstud Type

Defect Type

X

Defect Desc

Y

Defect Status

Update Inv ?

Recharge

Date Inspected

Notice Printed

Notify

Date Recorded

Notice Id

Repair

Date Repair Due

Work Status

Category Perm Imm Temp

Date Instructed

Work Order

Repair Desc

Target Complete

Work Sheet

Treatment

Date Completed

Check Batch

Total Cost

Check Date

Check Result

Date Paid

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA02	100mm Plain Concrete - Path	33.00	2.40		79.20	SQ M	115.00	9108.00

Summary

Print

Create WVO

Edit Defect

Defect Id: 44601 Order By: Defect Id (Desc)

Navigator

Asset: PATH - 45114 CHA-45114-CYCL-C

View Asset

Road Section: 045114 XSP Start Chain: 0

Inspector: MTH

Inspection Batch: 32261

Road Desc: 21161

Initiation Type: PE

Inspection Id: 44655

Location: Charnwood PI CHARNWOOD path from labour club to underpas:

Priority: 3180

SISS: ALL

Special Instr: repair under shared pathway maint prog. Contractor to contact F

Superseded? N By

Activity: PA Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./C

Roadstud Type

Defect Type: PA15 Path - Concrete Crack (beyond repair)

X 202037.2

Defect Desc: damaged path complete: 15/9/2014

Y 612279.2

Defect Status: COMPLETED

Update Inv?

Recharge

Date Inspected: 26/SEP/2013 07:54

Notice Printed

Notify

Date Recorded: 26-SEP-2013 08:00

Notice Id

Repair

Date Repair Due: 25/MAR/2014

Work Status: COMPLETED

Category: Permanent Perm Imm Temp

Date Instructed: 07-SEP-2015 00:00

Work Order: ACT/4231

Repair Desc: damaged path

Target Complete: 25-MAR-2014 07:54

Work Sheet

Treatment: PARE Path - Replace

Date Completed: 07/SEP/2015 00:00

Check Batch

Total Cost: 2160.00

Check Date

Check Result

Date Paid

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA03	100mm Reinforced Concrete - Path	6.40	2.50		16.00	SQ M	135.00	2160.00

Summary

Print

Create W/O

Edit Defect

Defect Id	44601	Order By	Defect Id (Desc)	Navigator						
Asset	PATH - 45114	CHA-45114-CYCL-C		View Asset						
Road Section	045114	XSP	Start Chain	0	Inspector	MTH	Inspection Batch	32261		
Road Desc	21161		Initiation Type		PE	Inspection Id		44655		
Location	Charnwood PI CHARNWOOD path from labour club to underpas:				Priority	3180	SISS	ALL		
Special Instr	repair under shared pathway maint prog. Contractor to contact F				Superseded ?		N	By		
Activity	PA	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./C			Roadstud Type					
Defect Type	PA15	Path - Concrete Crack (beyond repair)			X		202037.2			
Defect Desc	damaged path complete: 15/9/2014				Y		612279.2			
Defect Status	COMPLETED				Update Inv ?					
Recharge			Date Inspected		26/SEP/2013	07:54	Notice Printed			
Notify			Date Recorded		26-SEP-2013 08:00		Notice Id			
Repair				Date Repair Due		25/MAR/2014		Work Status	COMPLETED	
Category	Permanent	<input checked="" type="checkbox"/> Perm	<input type="checkbox"/> Imm	<input type="checkbox"/> Temp	Date Instructed		07-SEP-2015 00:00		Work Order	ACT/4231
Repair Desc	damaged path				Target Complete		25-MAR-2014 07:54		Work Sheet	
Treatment	PARE	Path - Replace			Date Completed		07/SEP/2015 00:00		Check Batch	
Total Cost	2160.00				Check Date				Check Result	
				Date Paid				Payment Id		

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA03	100mm Reinforced Concrete - Path	6.40	2.50		16.00	SQ M	135.00	2160.00

Summary Print
Create W/O Edit Defect

Defect Id	44603	Order By	Defect Id (Desc)	Navigator				
Asset	PATH - 45114	CHA-45114-CYCL-C		View Asset				
Road Section	045114	XSP	Start Chain	0	Inspector	MTH	Inspection Batch	32263
Road Desc	21161		Initiation Type		PE	Inspection Id		44657
Location	Charmwood Pl, Bl 11 Sect 95 path from labour club to underpass				Priority	3180	SISS	ALL
Special Instr	coldmix where path is lifted by tree roots to make safe				Superseded ?		N	By
Activity	PA	Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./C				Roadstud Type		
Defect Type	PA18	Path - Concrete Displaced				X		202037.3
Defect Desc	damaged path				Y		612279.2	
Defect Status	COMPLETED				Update Inv ?			
Recharge			Date Inspected		26/SEP/2013	08:01	Notice Printed	
Notify			Date Recorded		26-SEP-2013	08:05	Notice Id	

Repair			Date Repair Due	25/MAR/2014	Work Status	
Category	Permanent	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Imm <input type="checkbox"/> Temp	Date Instructed		Work Order	
Repair Desc	damaged path		Target Complete		Work Sheet	
Treatment	PACM	PA - Cold mix	Date Completed	04/OCT/2013	Check Batch	
Total Cost			Check Date		Check Result	
			Date Paid		Payment Id	

BOQ Items								
Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA09	Coldmix					LIN M		

Summary Print
Create WO Edit Defect

Defect Id Order By

[Navigator](#)

Asset
 Road Section Start Chain
 Road Desc
 Location
 Special Instr
 Activity
 Defect Type
 Defect Desc
 Defect Status

[View Asset](#)

Inspector Inspection Batch
 Initiation Type Inspection Id
 Priority SISS
 Superseded? By
 Roadstud Type
 X
 Y
 Update Inv?

Recharge
 Notify

Date Inspected
 Date Recorded

Notice Printed
 Notice Id

Repair

Category Perm Imm Temp
 Repair Desc
 Treatment
 Total Cost

Date Repair Due
 Date Instructed
 Target Complete
 Date Completed
 Check Date
 Date Paid

Work Status
 Work Order
 Work Sheet
 Check Batch
 Check Result
 Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA09	Coldmix					LIN M		

[Summary](#) [Print](#)
[Create W/O](#) [Edit Defect](#)

Defect Id Order By

[Navigator](#)

Asset [View Asset](#)

Road Section Start Chain Inspector Inspection Batch

Road Desc Initiation Type Inspection Id

Location Priority SISS

Special Instr Superseded ? By

Activity Roadstud Type

Defect Type

Defect Desc

Defect Status Update Inv ?

Recharge Date Inspected Notice Printed

Notify Date Recorded Notice Id

Repair

Date Repair Due Work Status

Category Perm Imm Temp Date Instructed Work Order

Repair Desc Target Complete Work Sheet

Treatment Date Completed Check Batch

Total Cost Check Date

Date Paid Payment Id

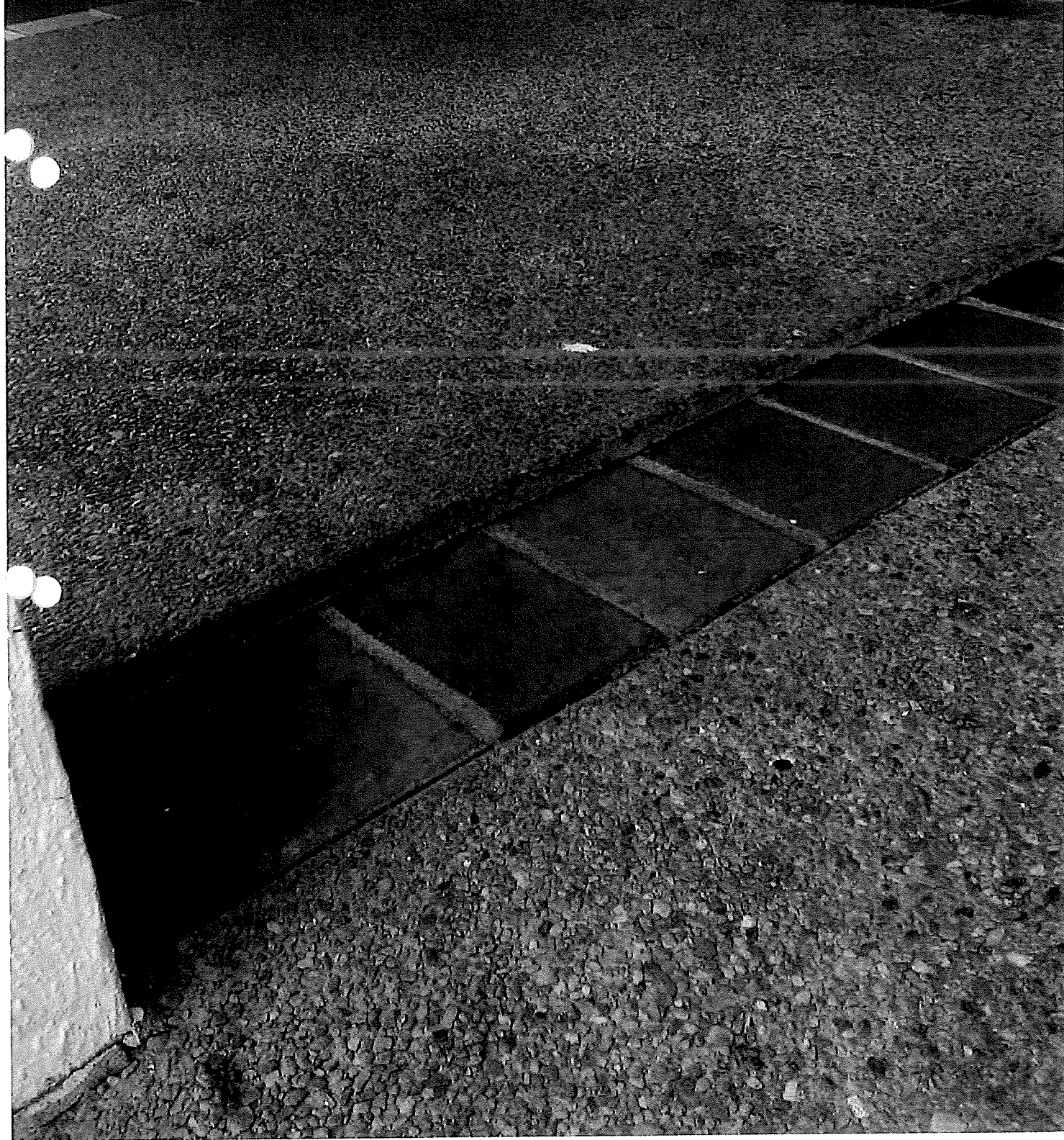
BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA02	100mm Plain Concrete - Path	3.10	3.40		10.54	SQ M	115.00	1212.10
PA02	100mm Plain Concrete - Path	2.00	2.00		4.00	SQ.M	115.00	460.00

[Summary](#) [Print](#)
[Create WO](#) [Edit Defect](#)

63

GET RIGHT IN THE GAME
 FOUR WAYS TO GET IN THE GAME
 ACTAB 1300 ACT 1 ACT 20H AU





ACTIV

NO SMOKING
NO ALCOHOL

REPRODUCTION
FOR INFORMATION

Savoulidis, Vicky

From: Savoulidis, Vicky
Sent: Tuesday, 29 September 2015 10:45 AM
To: [REDACTED]
Subject: Charnwood Shops Carpark - Ref. 925824

Dear [REDACTED]

Thank you for your contact through Access Canberra regarding the parking area at the Charnwood Shopping Centre behind Woolworths and your suggestion to make this carpark a 'One Way' in and out.

Your concerns have been noted and investigated.

The classification for this parking area is for long-term, town centre parking, hence the omission of parking restrictions. The current 6m aisle width meets the Australian Standard for this carpark.

Crash records show that 2 crashes were reported in the last 5 years, neither of which resulted from the width of the aisle.

Consideration was also given to large trucks making deliveries to Woolworths and the impact this would have if the entry/exit point was a fixed arrangement. It was decided that this was an unnecessary inconvenience.

Given this, Roads ACT has no immediate plans to change the current arrangement in this carpark.

Kind regards

Vicky Savoulidis

Infrastructure Officer

Traffic Management & Safety

Roads ACT | Territory & Municipal Services Directorate

Tel: 6207 6226 | Fax: 6207 6872 | Email: vicky.savoulidis@act.gov.au



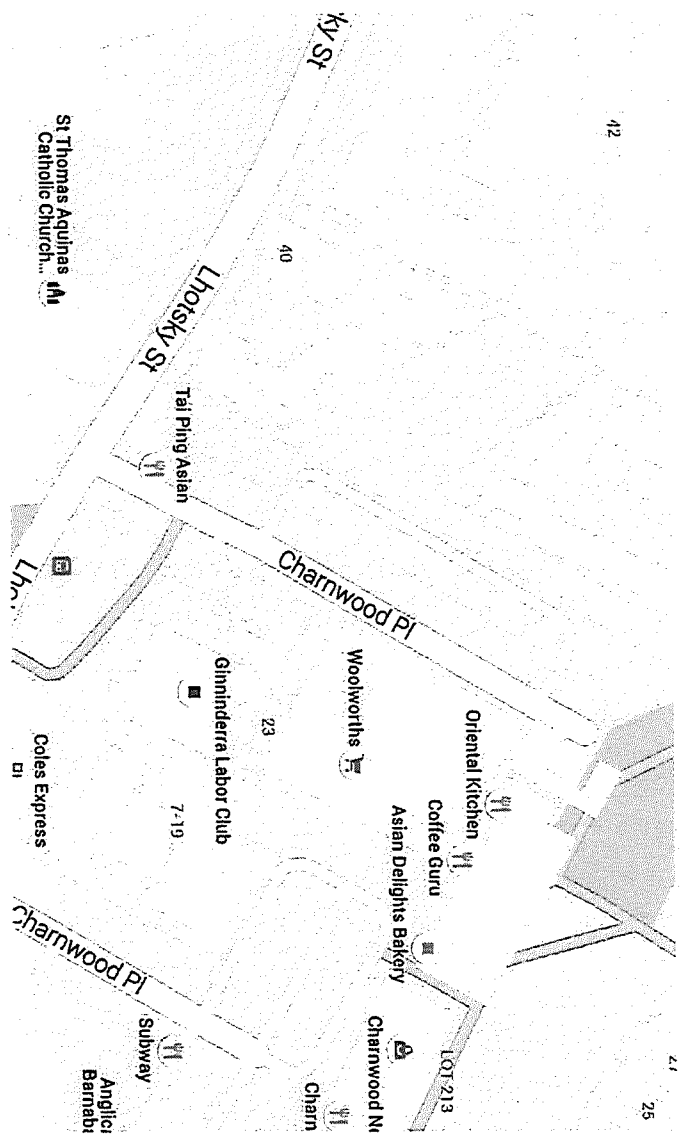
STREET REPORT

History Location: **CHARNWOOD PLACE - showing Intersections (including Major Intersection) and Midblocks**
 Report Date Range: **01/01/2010 12:00:00 AM -> 31/12/2014 11:59:59 PM**

Location Type: **Mid Block**
 Location Unique: **2563**
 Location Description: **CHARNWOOD PLACE REAR PARKING (LHOTSKY -> END)**

Location : Chainage	Police Reference	Date/Time Direction	Severity Lane	Injury Type Position	Crash Type Movement	Number of Casualties Visibility	Number of Vehicles	Road Surface	Weather	Rum Code
CHARNWOOD PLACE REAR PAR	2014-2163813 Vehicle 1	29/07/2014 11:13 East bound	Injury Other	Received medical treatme Not related to intersection	Straight ahead	19 Not obstructed	1	1 Good dry surface	Fine	704
CHARNWOOD PLACE REAR PAR	2014-1199524_2 Vehicle 1 Vehicle 2	29/08/2014 17:30 East bound West bound	Property Damage Only Other Other	Not related to intersection Not related to intersection	Backing Parked	9 Not obstructed Not obstructed	0	2 Good dry surface	Fine	403

Crashes = 2



Defect Id Order By

[Navigator](#)
[View Asset](#)

Asset:

Road Section XSP Start Chain

Road Desc

Location

Special Instr

Activity

Defect Type

Defect Desc

Defect Status

Inspector

Initiation Type

Priority

Inspection Batch

Inspection Id

SISS

Superseded? By

Roadstud Type

X

Y

Update Inv?

Recharge

Notify

Date Inspected

Date Recorded

Notice Printed

Notice Id

Repair

Category Perm Imm Temp

Repair Desc

Treatment

Total Cost

Date Repair Due

Date Instructed

Target Complete

Date Completed

Check Date

Date Paid

Work Status

Work Order

Work Sheet

Check Batch

Check Result

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost

[Summary](#) [Print](#)
[Create WO](#) [Edit Defect](#)

Defect Id Order By Navigator

Asset View Asset

Road Section XSP Start Chain Inspector Inspection Batch

Road Desc Initiation Type Inspection Id

Location Priority SISS

Special Instr Superseded ? By

Activity Roadstud Type

Defect Type X

Defect Desc Y

Defect Status Update Inv ?

Recharge

Notify

Date Inspected

Date Recorded

Notice Printed

Notice Id

Repair

Category Perm Imm Temp

Repair Desc [redacted]

Treatment

Total Cost

Date Repair Due

Date Instructed

Target Complete

Date Completed

Check Date

Date Paid

Work Status

Work Order

Work Sheet

Check Batch

Check Result

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA09	Coldmix					LIN.M		

Defect Id Order By

[Navigator](#)
[View Asset](#)

Asset
 Road Section
 Road Desc
 Location
 Special Instr
 Activity
 Defect Type
 Defect Desc
 Defect Status

Inspector Inspection Batch
 Initiation Type Inspection Id
 Priority SISS
 Superseded? By
 Roadstud Type
 X
 Y
 Update Inv?

Recharge
 Notify

Date Inspected
 Date Recorded
 Notice Printed
 Notice Id

Repair

Category Perm Imm Temp
 Repair Desc
 Treatment
 Total Cost

Date Repair Due
 Date Instructed
 Target Complete
 Date Completed
 Check Date
 Date Paid
 Work Status
 Work Order
 Work Sheet
 Check Batch
 Check Result
 Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA03	100mm Reinforced Concrete - Path	2.80	1.60		4.48	SQ.M	135.00	604.80
PA03	100mm Reinforced Concrete - Path	3.50	3.50		12.25	SQ.M	135.00	1653.75

[Summary](#) [Print](#)
[Create WO](#) [Edit Defect](#)

Asset

Road Section CHARNWOOD XSP Start Chain 0

Road Desc CHARNWOOD

Location CHARNWOOD SHOPS CHARNWOOD

Special Instr SWDP-1 Item 2.4 Mains Clean & Grates

Activity SW Stormwater

Defect Type SW36 Mains - Sump Clean to rem block(SWDP-1)

Defect Desc SWDP-1 Item 2.4 Mains Clean & Grates. Manager of environme

Defect Status COMPLETED

Inspector RMS

Initiation Type PE

Priority 310

Inspection Batch

Inspection Id 56386

SISS ALL

Superseded ? N By

Roadstud Type

X 202101.0

Y 612275.5

Update Inv ?

Recharge

Notify

Date Inspected 22/JUL/2015 12:33

Date Recorded 22-JUL-2015 12:33

Notice Printed

Notice Id

Repair

Category Permanent Perm Imm Temp

Repair Desc

Treatment SWBM Mains-Sump Clean-rem block MUNI(SWDP-1)

Total Cost 1348.40

Date Repair Due 01/AUG/2015

Date Instructed 21-AUG-2015 13:47

Target Complete 01-AUG-2015 12:33

Date Completed 21/AUG/2015 13:47

Check Date

Date Paid

Work Status COMPLETED

Work Order ACT/5284

Work Sheet

Check Batch

Check Result

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
SWDP-1A	Mains and sump cleaning to remove	4.00			4.00	ITEM	337.10	1348.40

Summary Print

Create WO Edit Defect

Defect Id: 58779 Order By: Defect Id (Desc)

Asset: SHOP \ BUILDING PAVERS - 2983339

Road Section: CHARNWOOD XSP Start Chain

Road Desc: CHARNWOOD

Location: Charnwood Pl, Charnwood

Special Instr: Relay pavers

Activity: PA Path/Pram Cross./Veh. Cross./Driveways/Kerb + Gutt./C

Defect Type: PA26 Paver - Displaced (relay)

Defect Desc: Displaced pavers

Defect Status: COMPLETED

Inspector: JSM Inspection Batch: 42675

Initiation Type: NRM Inspection Id: 58851

Priority: 3180 SISS: ALL

Superseded? N By

Roadstud Type

X 202077.6

Y 612357.2

Update Inv?

Recharge

Notify

Date Inspected: 02/DEC/2015 11:32 Notice Printed

Date Recorded: 02-DEC-2015 11:33 Notice Id

Repair

Category: Permanent Perm Imm Temp

Repair Desc

Treatment: PPDE Paver - Relay

Total Cost: 1531.05

Date Repair Due: 09/DEC/2015 Work Status: COMPLETED

Date Instructed: 02-DEC-2015 11:46 Work Order: ACT/5621

Target Complete: 09-DEC-2015 11:32 Work Sheet

Date Completed: 28/JAN/2016 08:55 Check Batch

Check Date Check Result

Date Paid Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA13	Relay Pavers	1531.05	1.00		1531.05	SQ M	1.00	1531.05

Summary Print

Create WO Edit Defect

Defect Id Order By

[Navigator](#)

Asset

[View Asset](#)

Road Section XSP Start Chain

Inspector

Inspection Batch

Road Desc

Initiation Type

Inspection Id

Location

Priority

SISS

Special Instr

Superseded ? By

Activity

Roadstud Type

Defect Type

X

Defect Desc

Y

Defect Status

Update Inv ?

Recharge

Date Inspected

Notice Printed

Notify

Date Recorded

Notice Id

Repair

Date Repair Due

Work Status

Category Perm Imm Temp

Date Instructed

Work Order

Repair Desc

Target Complete

Work Sheet

Treatment

Date Completed

Check Batch

Total Cost

Check Date

Check Result

Date Paid

Payment Id

BOQ Items

Item Code	Description	Dim 1	Dim 2	Dim 3	Quantity	Unit	Rate	Cost
PA13	Relay Pavers	1879.00	1.00		1879.00	SQ.M	1.00	1879.00

[Summary](#)

[Print](#)

[Create WO](#)

[Edit Defect](#)

Work Order ACT/4096 Grind: Charnwood Place, Charnwood Completed Date 1/Oct/2013

Interim Payment?

Priority

Road Type AREA

Road Id PATHS

Scheme Type RM

Register

Register Status

Status COMPLETED

Contract ROADS/100 PATHS CONTRACTOR

Contractor PATHTEMP PATH DUMMY CONTRACTOR

Contact

Contractor Score

Originator NMU

Cost Centre

To be Authorised By

Job Number 00000

Authorised By NMU

Remarks

Date Raised 26-SEP-2013 14:06

Rechargeable

Target Complete 03-OCT-2013 09:05

Cost Recharged

Date Authorised 31-OCT-2013 00:00

Date Instructed 31-OCT-2013 00:00

Last Printed

Date Received

Date Completed 01-NOV-2013 00:00

	Estimates	Actuals
Sub Total	42.00	42.00
Balancing Sum	0.00	0.00
Total Cost	42.00	42.00
Labour Units	0.00	

Defect 1 Scheme 0 Cyclic 0

Lines	Standard Item Totals	Contract Totals	Additional Details	Flexible Attributes	Navigator
Notice Summary	TMA Interface	TMA Register <input type="checkbox"/>	SWM Register <input type="checkbox"/>	Copy	Print
				Authorise	Complete

Work Order ACT/4156 Charnwood Shops: Video shop / TAB: Pavers

Interim Payment? N Priority 2
 Road Type TOP Road Id ROADS ACT Scheme Type AM

Register Register Status Status COMPLETED

Contract ROADS/22 [redacted]

Contractor [redacted]

Contact [redacted] Contractor Score

Originator [redacted] Cost Centre

To be Authorised By Job Number 00000

Authorised By [redacted] Remarks

Date Raised 05-NOV-2013 08:53 Rechargeable

Target Complete 12-NOV-2013 08:51 Cost Recharged

Date Authorised 05-NOV-2013 08:55

Date Instructed 05-NOV-2013 08:55

Last Printed 05/NOV/2013

Date Received

Date Completed 15-NOV-2013 08:49

	Estimates	Actuals
Sub Total	1325.00	2657.14
Balancing Sum	0.00	0.00
Total Cost	1325.00	2657.14
Labour Units		

Defect Scheme Cyclic

Lines	Standard Item Totals	Contract Totals	Additional Details	Flexible Attributes	Navigator
Notice Summary	TMA Interface	TMA Register []	SWM Register []	Copy	Print
				Authorise	Complete

Work Order ACT/4231 Brief P14/01 Woden/Weston Footpaths & Associated Works

Interim Payment? Priority

Road Type AREA Road Id PATHS Scheme Type RM

Register Register Status Status COMPLETED

Contract ROADS/100 PATHS CONTRACTOR

Contractor PATHTEMP PATH DUMMY CONTRACTOR

Contact Contractor Score

Originator NMU [REDACTED] Cost Centre

To be Authorised By Job Number 00000

Authorised By ACA [REDACTED] Remarks

Date Raised 19-FEB-2015 00:00 Rechargeable

Target Complete 18-NOV-2015 08:03 Cost Recharged

Date Authorised 07-SEP-2015 00:00

Date Instructed 07-SEP-2015 00:00

Last Printed

Date Received

Date Completed 07-SEP-2015 00:00

	Estimates	Actuals
Sub Total	311591.90	311591.90
Balancing Sum	0.00	0.00
Total Cost	311591.90	311591.90
Labour Units	0.00	

Defect 250 Scheme 0 Cyclic 0

Work Order ACT/5284 SW36 Flexible July 2015 - July Defects Payment PP14 July Flexible

Interim Payment? Priority

Road Type AREA Road Id STORMWATER Scheme Type RM

Register Register Status Status COMPLETED

Contract ROADS/138 FLEXIBLE - STORMWATER

Contractor FLEXIBLE FLEXIBLE

Contact Contractor Score

Originator Cost Centre

To be Authorised By Job Number 00000

Authorised By Remarks

Date Raised 21-AUG-2015 00:00 Rechargeable

Target Complete 18-JAN-2016 12:27 Cost Recharged

Date Authorised 21-AUG-2015 13:47

Date Instructed 21-AUG-2015 13:47

Last Printed

Date Received

Date Completed 21-AUG-2015 13:47

	Estimates	Actuals
Sub Total	78994.50	78994.50
Balancing Sum	0.00	0.00
Total Cost	78994.50	78994.50
Labour Units	0.00	

Defect 117 Scheme 0 Cyclic 0

Work Order ACT/5621 Charnwood PI, Charnwood. Pavers

Interim Payment? N

Priority 2

Road Type TOP

Road Id ROADS ACT

Scheme Type AM

Register Register Status

Status COMPLETED

Contract ROADS/22 [REDACTED]

Contractor [REDACTED]

Contact [REDACTED]

Contractor Score

Originator JSM [REDACTED]

Cost Centre

To be Authorised By

Job Number 00000

Authorised By JSM [REDACTED]

Remarks

Date Raised 02-DEC-2015 11:33

Rechargeable

Target Complete 09-DEC-2015 11:32

Cost Recharged

Date Authorised 02-DEC-2015 11:46

Date Instructed 02-DEC-2015 11:46

Last Printed 02/DEC/2015

Date Received

Date Completed 28-JAN-2016 08:55

	Estimates	Actuals
Sub Total	2458.00	1531.05
Balancing Sum	0.00	0.00
Total Cost	2458.00	1531.05
Labour Units		

Defect 1 Scheme 0 Cyclic 0

Work Order ACT/6812 Charnwood PI, Charnwood. Pavers

Interim Payment? N

Priority 2

Road Type TOP

Road Id ROADS ACT

Scheme Type AM

Register Register Status

Status INSTRUCTED

Contract ROADS/162 AN ENVIRONMENTAL DESIGN PTY LTD

Contractor ENVDSGN AN ENVIRONMENTAL DESIGN

Contact

Contractor Score

Originator

Cost Centre

To be Authorised By

Job Number 00000

Authorised By

Remarks

Date Raised 04-MAY-2017 09:36

Rechargeable

Target Complete 11-MAY-2017 09:35

Cost Recharged

Date Authorised 04-MAY-2017 09:38

Date Instructed 04-MAY-2017 09:38

	Estimates	Actuals
Sub Total	1879.00	
Balancing Sum	0.00	
Total Cost	1879.00	
Labour Units		

Last Printed 28/FEB/2018

Date Received

Date Completed

Defect 1 Scheme 0 Cyclic 0

[Lines](#)
[Standard Item Totals](#)
[Contract Totals](#)
[Additional Details](#)
[Flexible Attributes](#)
[Navigator](#)

[Notice Summary](#)
[TMA Interface](#)
[TMA Register \[\]](#)
[SWM Register \[\]](#)
[Copy](#)
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All Blocks (1)



CHARNWOOD: Block 47, Section 95

Urban REGISTERED

27 CHARNWOOD PLACE

Territory Plan - Land Use Zone: CZ1: CORE ZONE

Territory Plan - Overlay Zone:

Plan Nos. AP6719, POL4900, X19855, DP10827

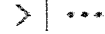
Block Area: 3641m²

[Territory Plan Link](#)

[Territory Plan Precinct Codes](#)

[Run Block Dimensions Report...](#)

Displaying 1 - 1 (Total: 1)

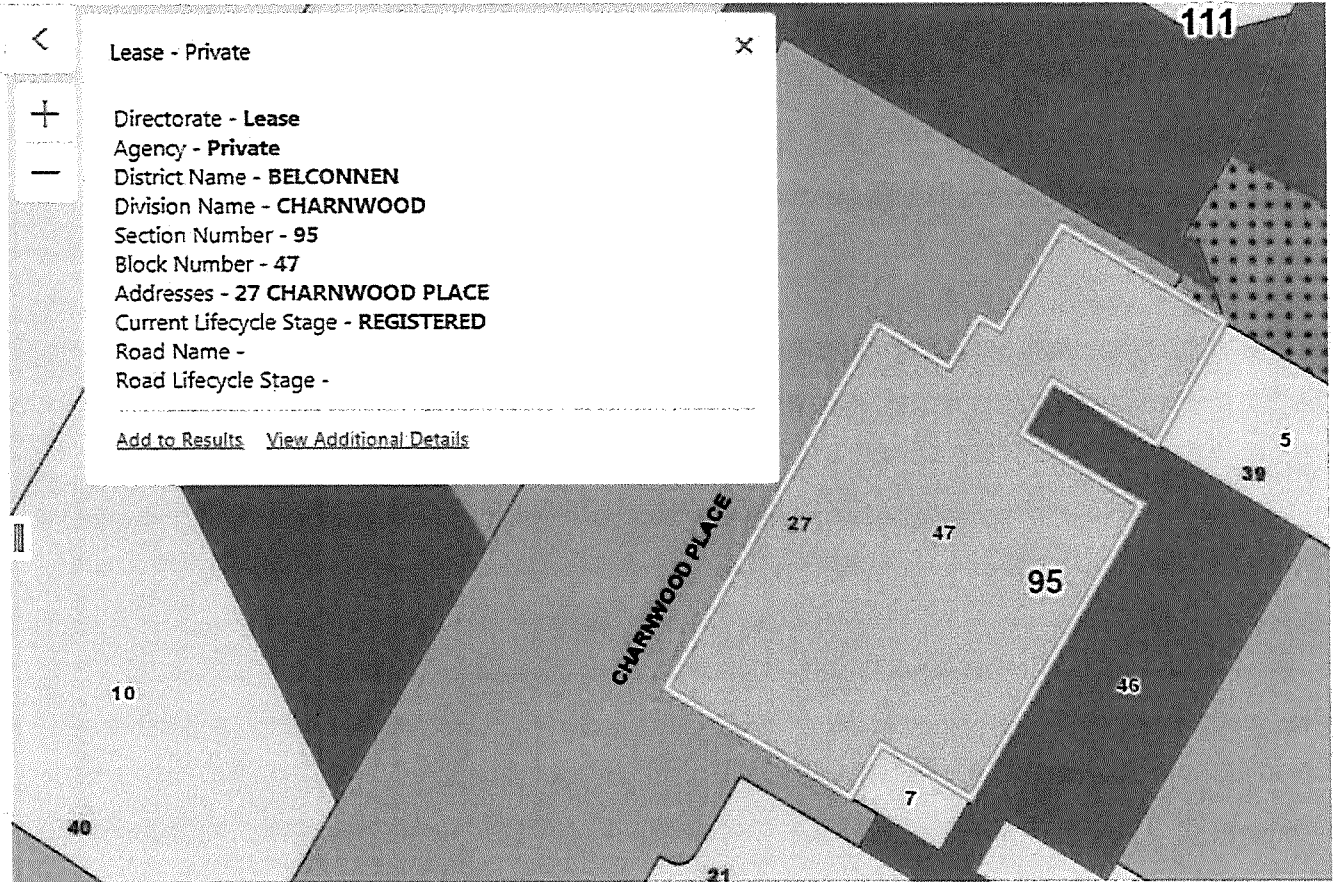


Lease - Private



Directorate - **Lease**
 Agency - **Private**
 District Name - **BELCONNEN**
 Division Name - **CHARNWOOD**
 Section Number - **95**
 Block Number - **47**
 Addresses - **27 CHARNWOOD PLACE**
 Current Lifecycle Stage - **REGISTERED**
 Road Name -
 Road Lifecycle Stage -

[Add to Results](#)
[View Additional Details](#)



Subject* Large deep pothole Charnwood shops carpark...

Category* Fix My Street
Pot Holes

Assigned Roads ACT Claims

Comment Type* Request for Service

Queue* ACT Roads - Pot Holes

Status* Resolved

IAMS

Reference # 180109-000236

Contact* [Redacted]

Would the customer like a response? Yes

Message Contact Attachments Session/Audit Log Forward to SME

Send On Save Add Standard Text Options

System Default Plain Text

Private Note No Channel

Auto Note No Channel Administrator: 09/01/2018 10:19 AM

Positional data at time of incident submission was:
Latitude:
Longitude:
Google Url:
Google Address: 23 Charnwood Place

Customer Entry Phone [Redacted] 09/01/2018 10:19 AM

Large deep pothole Charnwood shops carpark.

