



**ACT**  
Government

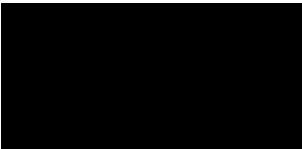
Transport Canberra and  
City Services

## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 22-014

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	23 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



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

7 February 2022

**FREEDOM OF INFORMATION REQUEST**

This request is made pursuant to the Freedom of Information legislation.

Please provide access to documentation relating to representations made by residents of Swinger Hill in the last 6 months for maintenance and/or removal of dead and overgrown shrubs, trees and noxious vegetation from the public “landscaped” parkland surrounding the Swinger Surveyor monument and identified on the Google Map attached to a separate email that follows.

By way of background, the writer was contacted two days before Xmas by a directorate official from the Weston Creek Depot in relation to a previous FOI request (Reference 21-136 ) and he and another person met with the writer and his wife on site at Swinger Hill to discuss the issue of long term neglected vegetation control. The supervisor who attended the site meeting promised to investigate options for remediating the area and get back in contact the writer before the end of January 2022. That promise was never kept resulting in the need for me to make this further FOI request. Let’s hope it’s the last.

Yours sincerely



[REDACTED]

Dear [REDACTED]

### **Freedom of Information Request - Reference 22-014**

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 7 February 2022 seeking access to the following government information under the *Freedom of Information Act 2016*:

*“documentation relating to representations made by residents of Swinger Hill in the last 6 months for maintenance and/or removal of dead and overgrown shrubs, trees and noxious vegetation from the public “landscaped” parkland surrounding the Swinger Surveyor monument and identified on the Google Map (attached to application).”*

### **Timeframes**

A decision was due on your access application by 7 March 2022. I thank you for agreeing to an extension to 10 March 2022.

### **Authority**

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

### **Decision on access**

In accordance with the FOI Act, a search of TCCS records has been completed. This search identified 10 records as relevant to your application.

Upon reviewing the information within the remaining six records, and applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- Full access to three records; and
- Partial access to seven records.

Some out of scope information has also been redacted from document 13. This document contains field notes from works undertaken by the officer on 22 December 2022. I have only included the notes related to your request.

The reasons for my decision are provided below under the heading ‘statement of reasons’.

The documents are listed in the schedule at [Attachment A](#), and a copy of the records with deletions applied to the information I have found to be contrary to the public interest is at [Attachment B](#).

## Statement of Reasons

In making my decision on disclosing government information, I must identify all relevant factors in schedule 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have taken the following into account:

### ***Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)***

- Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability; and
- Section 2.1(a)(viii) - reveal the reason for a government decision and any background or contextual information that informed the decision.

### ***Factors favouring non-disclosure (Schedule 2, Section 2.2)***

- Section 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*; and
- Section 2.2(a)(xii) - prejudice an agency's ability to obtain confidential information.

In reviewing the relevant records, personal information relating to third parties has been identified. I find that factor 2.2(a)(ii) is relevant to this information and I must consider if the disclosure is likely to prejudice the protection of an individual's right to privacy under the *Human Rights Act 2004*. I have found that this information is not readily available to the public and has not otherwise been disclosed by TCCS. I find that the protection of an individual's right to privacy under the *Human Rights Act 2004* carries significant weight. In this instance, I have found the disclosure of personal information to be, on balance, contrary to the public interest.

I have found that the factors favouring disclosure can be satisfied with the deletion of information which is contrary to the public interest. A copy of the relevant information is enclosed at [Attachment B](#).

## Charges

No fees are applicable to this application as the number of pages being released are within the fee-free threshold.

## Online publishing – disclosure log

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your application and my notice of decision will be published on the [TCCS Disclosure Log](#).

## Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the 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](mailto:actfoi@ombudsman.gov.au)

TCCS.FOI@act.gov.au | phone: (02) 620 72987 | [www.act.gov.au](http://www.act.gov.au)

**ACT Civil and Administrative Tribunal (ACAT) review**

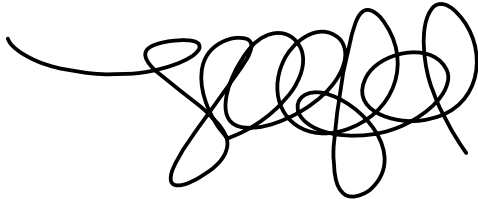
Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

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](http://www.acat.act.gov.au)

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Meghan Oldfield', with a long horizontal line extending to the left.

Meghan Oldfield  
Information Officer

10 March 2022

## 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.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log)

### Factors favouring non-disclosure:

Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2016*.

Reference Number		Description				
22-014		<i>Representations made by residents of Swinger Hill in the last 6 months for maintenance and/or removal of dead and overgrown shrubs, trees and noxious vegetation from the public "landscaped" parkland surrounding the Swinger Surveyor</i>				
Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-2	20210601 - SWINGER HILL - Maintenance Requests since June 2021	Various	Partial access	Schedule 2.2 (a)(ii)	Documents to be published on the <a href="#">TCCS Disclosure Log</a>
2	3-4	20210629 - Ministerial Request S2021_00773 - Tree felling in Butters Drive	29 June 2021	Partial Access	Schedule 2.2 (a)(ii)	
3	5-7	20210816 - Email - Subject - S2021-00773 Swinger Hill & Phillip - Missing trees and planting request	16 August 2021	Partial access	Schedule 2.2 (a)(ii)	
4	8-9	20210829 - Ministerial Response - S2021_00773 - Tree felling in Butters Drive	29 August 2021	Partial access	Schedule 2.2 (a)(ii)	

5	10	20211019 - WR - 32653	19 October 2021	Partial access	Schedule 2.2 (a)(ii)	
6	11	20211101 - WO - 45570	1 November 2021	Full access	Not applicable	
7	12	20211213 - WR - 38548	13 December 2021	Partial access	Schedule 2.2 (a)(ii)	
8	13	20211222 – Field Notes	22 December 2021	Partial access and out of scope material removed	Schedule 2.2 (a)(ii)	
9	14	20211223- Notes extracted from Microsoft Teams	23 December 2021	Full access	Not applicable	
10	15	20220214 - Email - Subject - Phillip - programmed planting 2022 Autumn	Extracted 14 February 2022	Full access	Not applicable	
Total number of documents: 10						

## ASSETIC Job Requests – Swinger Hill – from June 2021

### Work Order

Asset Name: BUTTERS DRIVE ROAD VERGE – **07.12.2020**

Description: SWINGER HILL - Jewell Close - Request mowing or maintenance

Work Order ID: WO30305

Priority: 4

### Work Order

Asset Name: BUTTERS DRIVE PEDESTRIAN PARKLAND – **25.02.2021**

Description: SWINGER HILL - Request mowing or maintenance - parkland between The Verge & Markham St

Work Order ID: WO35288

Priority: 4

### Work Order

Asset Name: JEWELL CLOSE ROAD VERGE – **8.12.2020**

Description: SWINGER HILL - Butter Dr behind Jewell Cl - Request mowing or maintenance;

Work Order ID: WO30357

Priority: 4

### Work Order

Asset Name: SULMAN PLACE ROAD VERGE – **30.04.2021**

Description: SWINGER HILL - (Laneway) Trees & shrubs Requires Pruning - 24 Sulman Pl

Work Order ID: WO38708

Priority: 4

### Work Order

Asset Name: TERRY CLOSE LANEWAY – **01.11.2021**

Description: SWINGER HILL - Cnr Butters & Terry place - Washing Machine > Litter & illegal dumping

Work Order ID: WO45570

Priority: 4

### Work Request

Asset Name: JEWELL CLOSE ROAD VERGE – **17.11.2020**

Description: SWINGER HILL - Butter Dr behind Jewell Cl - Request mowing or maintenance;

Work Request Friendly ID: WR8664

Work Request Type: 2, Problem



#### Work Request

Asset Name: BUTTERS DRIVE PEDESTRIAN PARKLAND – **12.02.2021**  
Description: SWINGER HILL - Request mowing or maintenance - parkland between The Verge & Markham St  
Work Request Friendly ID: WR16081  
Work Request Type: 2, Problem

#### Work Request

Asset Name: SULMAN PLACE ROAD VERGE – **24.04.2021**  
Description: SWINGER HILL - (Laneway) Trees & shrubs Requires Pruning - 24 Sulman Pl  
Work Request Friendly ID: WR22038  
Work Request Type: 2, Problem

#### Work Request

Asset Name: TERRY CLOSE LANEWAY – **19.10.2021**  
Description: SWINGER HILL - Cnr Butters & Terry place - Washing Machine > Litter & illegal dumping  
Work Request Friendly ID: WR32653  
Work Request Type: 2, Problem

#### Work Request

Asset Name: BUTTERS DRIVE ROAD VERGE – **09.11.2020**  
Description: SWINGER HILL - Jewell Close - Request mowing or maintenance  
Work Request Friendly ID: WR7644  
Work Request Type: 2, Problem

#### Work Request

Asset Name: BUTTERS DRIVE PEDESTRIAN PARKLAND – **13.12.2021**  
Description: SWINGER HILL - 'The Verge' - Grass, trees & shrubs > Grass & weeds > Request mowing or maintenance  
Work Request Friendly ID: WR38548  
Work Request Type: 2, Problem

#### Assets

Asset Name: [REDACTED] - SWINGER HILL RESIDENTS GROUP  
Asset Id: MEMO6  
Asset Category: Formal Areas  
Asset Criticality: Medium  
External Identifier: 2578119  
Asset Class: PARK INFRASTRUCTURE  
Asset Sub Class: RECREATION AND ARTWORKS  
Asset Type: MEMORIAL  
Asset Sub Type: MEMORIAL

## Evans, Meaghan

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**From:** STEEL  
**Sent:** Tuesday, 29 June 2021 9:50 AM  
**To:** TCCS\_Ministerial  
**Cc:** TCCS\_DLO  
**Subject:** MINISTERIAL RESPONSE- [REDACTED] Tree felling in Butters Drive

**Categories:** Meaghan

Hi team

For Ministerial Response please.

Thanks

Greta

**Greta Piazzoli**  
**Office of Chris Steel MLA**  
Minister for Transport and City Services  
Minister for Skills  
Special Minister of State  
ACT Legislative Assembly  
GPO Box 1020, CANBERRA, ACT 2601 Australia  
[steel@act.gov.au](mailto:steel@act.gov.au) | 02 6205 1470



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**From:** [REDACTED]<[REDACTED]@hotmail.com>  
**Sent:** Monday, 28 June 2021 6:06 PM  
**To:** STEEL <STEEL@act.gov.au>  
**Subject:** Tree felling in Butters Drive: lack of government response.

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Steel,

A month or so ago, during ACT Tree Week, a mature and beautiful tree in Swinger Hill had a notice attached on it declaring it would be removed and not replaced. A number of possible reasons were given, but no specifics (X or Y or Z...) I contacted the government through FixMyStreet to seek further information, and to find some way to retain the tall, beautiful and healthy tree.

I received no reply.

My MLA Jeremy Hanson contacted you directly on my behalf on 25 May, but again I received no reply.

Despite my concerns, the healthy tree was felled on Thursday 17 June, and the roadside verge is now an ugly emptiness.

Can you please explain

- why the tree was felled in the first place
- why no clear explanation was given on the notice placed on the tree
- why my concerns were not responded to by the ACT government
- why my MLA's direct communication to you was not answered?

If we are to consider ourselves a democracy, then the government -- both public servants employed at public expense, and the MLAs elected and paid by the public to serve them -- all need to pay more attention to the people it serves, and to respond to their concerns in a timely manner.

While I have your attention on the matter of trees, some time ago (last year?) a dozen or so trees were planted in a row along the cyclepath down the left bank of Yarralumla Creek where it passes under the large roundabout at the junction of Yarra Glen, and Yamba & Melrose Drives. A couple of weeks ago all these trees had been removed.

Are you aware of this?

Have they been stolen, and if so, what is the government doing to catch the thieves, and to replace the trees?

If the trees have been removed by the government itself, why was this done, why was the public not informed or given an opportunity to contribute to the decision, and when will they be replaced?

We also need some trees planted on the SW corner of Hindmarsh DR/Ainsworth St. The grass that was here has been replaced a year or so back, again without consultation, by a bank of bark chips, which is aesthetically very ugly. The privacy of the adjacent housing units, as well as traffic noise abatement, would be best served by replacing the bark scree on the bank with some trees and bushes. Can you please arrange to have this done?

Finally, four trees were planted on the top of Swinger hill earlier this year, but one disappeared (not sure if it died or was stolen). The bark ring it was planted in, and its stakes are still in situ. Can it also please be replaced.

Thank you,



Swinger Hill.

## Bruan, Nicole

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**From:** TCCS\_CP UTPlanting  
**Sent:** Monday, 14 February 2022 3:45 PM  
**To:** Dawes, Rachael  
**Subject:** FW: FYI ONLY - S2021/00773 - Swinger Hill & Phillip - Missing Trees & Planting Requests

Dear Rachael,

As requested, communications for Swinger Hill.

Regards,

Renae

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**From:** Wallner, Johanna <Johanna.Wallner@act.gov.au>  
**Sent:** Monday, 16 August 2021 8:30 AM  
**To:** TCCS\_CP UTPlanting <TCCS.Planting@act.gov.au>  
**Subject:** FW: FYI ONLY - S2021/00773 - Swinger Hill & Phillip - Missing Trees & Planting Requests

Commitments in Swinger Hill/Phillip

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**From:** Challis, Angela <[Angela.Challis@act.gov.au](mailto:Angela.Challis@act.gov.au)>  
**Sent:** Thursday, 12 August 2021 2:54 PM  
**To:** Sweet, Carma <[Carma.Sweet@act.gov.au](mailto:Carma.Sweet@act.gov.au)>; Wallner, Johanna <[Johanna.Wallner@act.gov.au](mailto:Johanna.Wallner@act.gov.au)>; Palmer, Renae <[Renae.Palmer@act.gov.au](mailto:Renae.Palmer@act.gov.au)>; Chua, Isabel <[Isabel.Chua@act.gov.au](mailto:Isabel.Chua@act.gov.au)>; Brammall, Peter <[Peter.Brammall@act.gov.au](mailto:Peter.Brammall@act.gov.au)>; Fraser, Douglas <[Douglas.FRASER@act.gov.au](mailto:Douglas.FRASER@act.gov.au)>  
**Subject:** FYI ONLY - S2021/00773 - Swinger Hill & Phillip - Missing Trees & Planting Requests

Hi Team,

Rachael just answered #3 via Webex teams – so this is now just an **FYI for the 2 planting requests below**. No response required!

Regards,

Angela

**Angela Challis | Senior Administrative Officer**

Phone: 02 6207 4543 | Mobile: [REDACTED] | Email: [angela.challis@act.gov.au](mailto:angela.challis@act.gov.au)

**Urban Treescapes, City Presentation | Transport Canberra and City Services Directorate | ACT Government**

Alpine Ash, Level 4, 480 Northbourne Avenue, Dickson 2602 | GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Challis, Angela  
**Sent:** Thursday, 12 August 2021 2:39 PM  
**To:** Sweet, Carma <[Carma.Sweet@act.gov.au](mailto:Carma.Sweet@act.gov.au)>; Wallner, Johanna <[Johanna.Wallner@act.gov.au](mailto:Johanna.Wallner@act.gov.au)>; Palmer, Renae <[Renae.Palmer@act.gov.au](mailto:Renae.Palmer@act.gov.au)>; Chua, Isabel <[Isabel.Chua@act.gov.au](mailto:Isabel.Chua@act.gov.au)>; Brammall, Peter <[Peter.Brammall@act.gov.au](mailto:Peter.Brammall@act.gov.au)>; Fraser, Douglas <[Douglas.FRASER@act.gov.au](mailto:Douglas.FRASER@act.gov.au)>  
**Subject:** S2021/00773 - Swinger Hill & Phillip - Missing Trees & Planting Requests

Hi Team,

This resident has complained about the delayed response to his Butters Drive, Swinger Hill tree removal query and has added a few additional (unrelated) questions; unfortunately, there's not a lot of obvious background, so I'll do my best to summarise.

### #1 Easy!

This is a **planting request** to replace a dead (or stolen) tree that was one of four planted on the top of Swinger Hill earlier this year.

Finally, four trees were planted on the top of Swinger hill earlier this year, but one disappeared (not sure if it died or was stolen). The bark ring it was planted in, and its stakes are still in situ. Can it also please be replaced.

### #2 Very Similar ...

A **planting request** for trees on the south west corner of Hindmarsh Drive and Ainsworth Street, Phillip.

We also need some trees planted on the SW corner of Hindmarsh DR/Ainsworth St. The grass that was here has been replaced a year or so back, again without consultation, by a bank of bark chips, which is aesthetically very ugly. The privacy of the adjacent housing units, as well as traffic noise abatement, would be best served by replacing the bark scree on the bank with some trees and bushes. Can you please arrange to have this done?

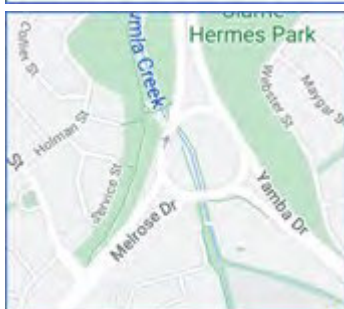
I'll respond to both of the above requests with "The planting team have been advised of your request to plant trees on the south west corner of Hindmarsh Drive and Ainsworth Street, Phillip and to replace the missing tree on the top of Swinger Hill. They will take your request into consideration when planning for the next bi-annual planting program"

### #3 Not as straightforward ...

Over a dozen trees that were planted along a cycle path following the Yarralumla Creek at the junction of Yarra Glen, Melrose Dr, & Yamba Dr, Curtin have been removed.

Do we have any knowledge of this?

While I have your attention on the matter of trees, some time ago (last year?) a dozen or so trees were planted in a row along the cyclepath down the left bank of Yarralumla Creek where it passes under the large roundabout at the junction of Yarra Glen, and Yamba & Melrose Drives. A couple of weeks ago all these trees had been removed.  
Are you aware of this?  
Have they been stolen, and if so, what is the government doing to catch the thieves, and to replace the trees?  
If the trees have been removed by the government itself, why was this done, why was the public not informed or given an opportunity to contribute to the decision, and when will they be replaced?



As usual, please point me in the right direction if you're unable to help with #3.

Thanks to you all,

Angela

**Angela Challis | Senior Administrative Officer**

Phone: 02 6207 4543 | Mobile: [REDACTED] | Email: [angela.challis@act.gov.au](mailto:angela.challis@act.gov.au)

**Urban Treescapes, City Presentation | Transport Canberra and City Services Directorate | ACT Government**

Alpine Ash, Level 4, 480 Northbourne Avenue, Dickson 2602 | GPO Box 158, Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



**Chris Steel MLA**  
Minister for Transport and City Services  
Minister for Skills  
Special Minister of State  
  
Member for Murrumbidgee

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[REDACTED]  
[REDACTED]@hotmail.com

Dear [REDACTED]

Thank you for your email about trees in Canberra.

We are fortunate to live in a city which has over 770,000 public trees throughout our streets and parks. The ACT government acknowledges that trees provide many benefits including shading in summer, wind amelioration, improved air quality, reduced water runoff, habitat for wildlife, urban amenity, and increased property values.

All decisions regarding tree management are made by experienced tree management staff and the decision to remove a mature tree is not made lightly. Two primary factors have contributed to the decision to remove the tree in Swinger Hill in question. In addition to being in a state of irretrievable decline, the tree's root system was damaging the retaining wall of a nearby property.

Although it is not viable to replant at this specific location, City Services representatives have marked up two new planting sites along Butters Drive and a further two along a footpath off Butters Drive. Both sites have been added to the 2021 Spring planting program.

The trees that were planted along a cycle path following the Yarralumla Creek at the junction of Yarra Glen, Melrose Drive and Yamba Drive Curtin were pre-emptively relocated by City Services as they were in the line of the proposed light rail to Woden. If they were left in place until construction commenced, they would have been too established to enable transplanting.

The City Services planting team has been advised of your request to plant trees on the south west corner of Hindmarsh Drive and Ainsworth Street, Phillip and to replace the missing tree on the top of Swinger Hill. They will take your request into consideration when planning for the next bi-annual planting program.

---

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601



+61 2 6205 1470



steel@act.gov.au



@ChrisSteelMLA



chrissteellabor



chrissteelmla

Regarding correspondence Mr Hanson MLA, my office received correspondence from Mr Hanson on your behalf which was dated 26 May 2021. In response, I signed my return correspondence to Mr Hanson on 5 July 2021.

Thank you for raising this matter. I trust this information is of assistance.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Chris Steel', is positioned above the typed name.

Chris Steel MLA  
Minister for Transport and City Services  
29 August 2021





Search  ?

Maintenance

Request

### Request Details

Request ID: WR32653

Creation Time: 19/10/2021 8:57 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

Work Order ID: [W045570](#)

### Asset Details

Asset ID: UOS7775

Asset Name: TERRY CLOSE LANEWAY

Asset Category: Land

Maintenance Asset Type: Land

Work Group: PM Woden Weston Molonglo Operations

Asset Criticality: Medium

### Requestor Details

Resource Name:

Firstname:  Surname:

Company:

Requestor External ID:

Preferred Method: None

### Additional info

Request Type: 2, Problem, P-PMWW, PM Woden Weston Molonglo Operations

Responsible Officer:

External ID: 5002P00000LS0UQAT

Reference #: 00345641

Brief Description: SWINGER HILL - Chr Butters & Terry place - Washing Machine - Litter & illegal dumping.

165 characters remaining

### Supporting Information

*Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.*

Linked Work Order W045570 has been assessed.  
 \*\*\*Last updated by Glenn Freebody 4/11/2021 12:47:46 PM\*\*\*  
 CSRM Case Number : 00125262  
 Requester Contact Name:   
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

### Defect Location

Location Description  
1 TERRY CL, PHILLIP ACT 2606

### Attachments

PXL\_20211018\_2125

CUSTOMER ENTRY (AUTO NOTE)

Empty area for additional attachments or notes.

Order Details		Asset Details	
Work Type	CM - Corrective	Asset ID	UOS7775
ID	WO45570	Asset Name	TERRY CLOSE LANEWAY
Creation Time	1/11/2021 12:42 PM	Asset Category	Land
Requester	Raymond Sisia	Maintenance Asset Type	Land
Creator	Raymond Sisia	Maintenance Asset Sub Type	Urban Open Space
Brief Description	SWINGER HILL - Cnr Butters & Terry place - Washing Machine > Litter & ille...	Work Group	PM Woden Weston Molonglo Operations
Reference Work Order		Asset Criticality	Medium
Work Request ID	WR32653		

Categorisation		Prioritisation	
Budget Type	OPEX	WO Priority	4
Failure Code	LIT,LIT-02, Litter, Litter minor <1m3	SLA Due Date	11/11/2021 12:42 PM
Cause Code	UNK,UNK-01, Unknown Cause, Unknown Cause	Target Start	1/11/2021 12:42 PM
Remedy Code	RML, Remove litter from area	Target Finish	11/11/2021 12:42 PM
Loss Of Service Required	<input type="checkbox"/>	Schedule Start	1/11/2021 12:42 PM
		Schedule Finish	11/11/2021 12:42 PM
		Actual Start	29/10/2021 12:00 PM
		Actual Finish	29/10/2021 1:00 PM
		Estimated Duration (hrs)	1.00

Additional Info		Supporting Information	
Responsible Officer	<input type="text" value="Please type to search for Responsible Officer (Optional)"/>	<p>Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.</p> <p>WR32653 : Linked Work Order WO45570 has been assessed.                      ***Last updated by Glenn Freebody 4/11/2021 12:47:46 PM***                      Already removed                      ***Last updated by Glenn Freebody 4/11/2021 12:47:33 PM***                      Litter collected                      ***Last updated by Raymond Sisia 1/11/2021 12:45:40 PM***                      WR32653 : CSRM Case Number : 00125262</p> <p>4000 characters remaining</p>	
Reference Number	<input type="text" value="00345641"/>		
External Id	<input type="text" value="5002P00000LssiUQAT"/>		
Work Order Source	<input type="text" value="Please select Work Order Source"/>		



Search:  ?

Maintenance

Request Plan Schedule Assign Execute Complete Assess **Actions**

### Request Details

Request ID: WIR38548

Creation Time: 19/12/2021 4:52 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk? Select Risk

### Asset Details

Asset ID: UOS7984

Asset Name: BUTTERS DRIVE PEDESTRIAN PARKLAND

Asset Category: Land

Maintenance Asset Type: Land

Work Group: PM Woden Weston Molonglo Operations

Asset Criticality: Medium

### Requestor Details

Resource Name:

Firstname:  Surname:

Company:

Requestor External ID:

Preferred Method: None

### Additional Info

Request Type: 2. Problem, P=PMWW, PM Woden Weston Molonglo Operations

Responsible Officer: Please type to search for Responsible Officer (Optional)

External ID: 5002F00000FDwyh0AB

Reference #: 00224673

Brief Description: SWINGER HILL - The Verge - Grass, trees & shrubs > Grass & weeds > Request mowing or maintenance

102 characters remaining

### Supporting Information

Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Work Request has been cancelled. This area was mowed in programmed suburb mowing on 22.12.2021

\*\*\*Last updated by Glenn Freebody 4/01/2022 8:14:41 AM\*\*\*

CSRM Case Number:

Requester Contact Name:

Phone Number:

4000 characters remaining

### Defect Location

Location Description: THE VERGE SWINGER HILL PHILLIP

Notes continued on page dated 25 December as no more room on page dated 22 December

DECEMBER 2021

DECEMBER 2021

Christmas Day

25

Saturday  
359/006 Week 52

7:00 am

Conversation w/ [redacted] 22nd.  
Several months. Don't know how to get in. Overgrown.

8:00

[redacted] Heated argument between MOP & Glenn.  
My focus was to calm the situation.

## Notes extracted from Microsoft Teams

[21/12/2021 3:30 pm] Bruan, Nicole

Luke I have spoken to [REDACTED]. He is happy to for his details to be provided to the Manager of the South depot. His wife submitted a fix my street request and someone from City Services came out but they never heard any more. He lives at [REDACTED] and the issue sounds like it is [REDACTED].

[21/12/2021 3:44 pm] Halls, Luke

does he have the FMS reference number so I can help the manager understand what the issue is?

[21/12/2021 4:05 pm] Bruan, Nicole

No but her name is [REDACTED]

[23/12/2021 4:53 pm] Halls, Luke

Hi team went to meet [REDACTED] on site, concerns were regarding a particular area that has become overgrown and that has some dead wood etc. in. discussion got heated at times. We advised that we could put on program and if funding were available we can do something about it, but it will be measured against competing demands. he wasnt too happy with our reponse and Im advised the discussion got heated at times.

**Bruan, Nicole**

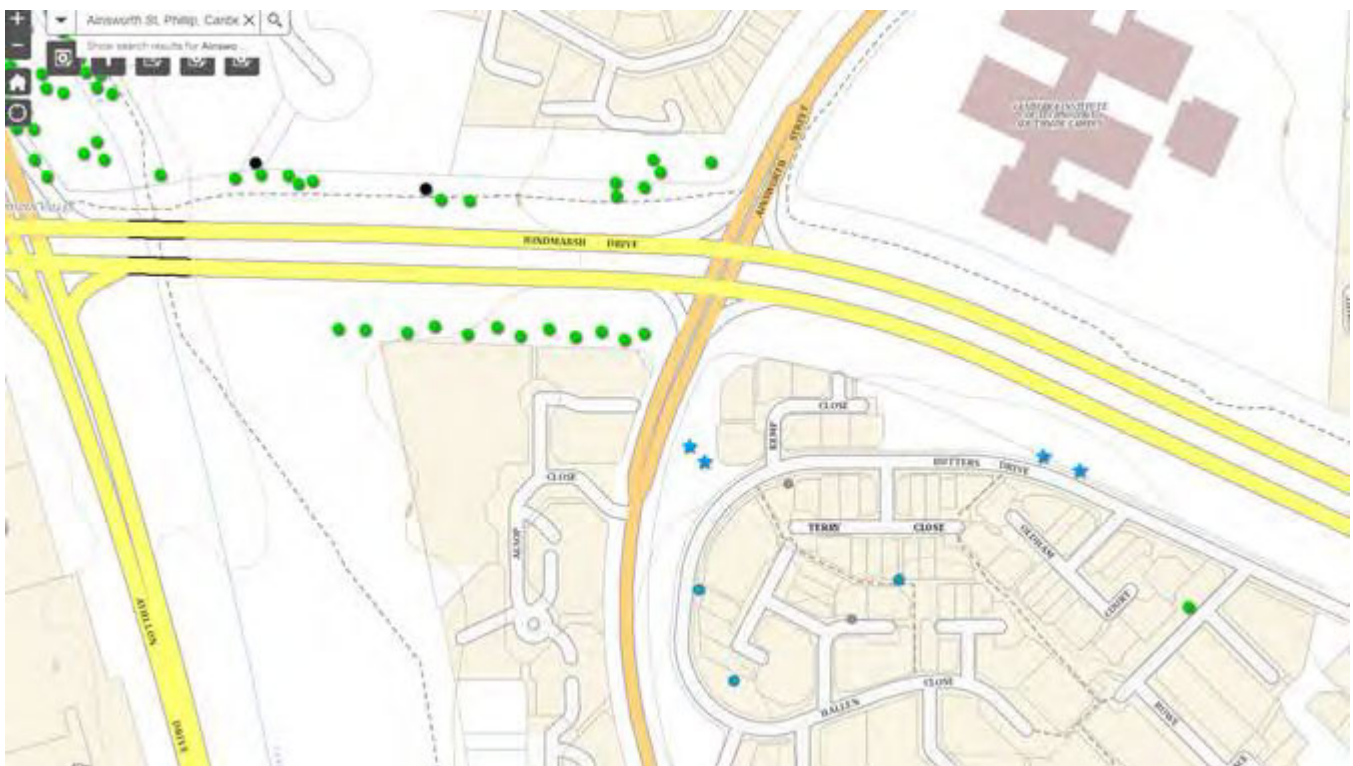
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**From:** Palmer, Renae  
**Sent:** Monday, 14 February 2022 4:00 PM  
**To:** Dawes, Rachael  
**Subject:** Phillip - programmed planting 2022 Autumn

OFFICIAL

Dear Rach,

There are also a number of trees programmed for 2022 Autumn on the south western corner of Hindmarsh Drive and Ainsorth Street, Phillip.



Regards,

Renae

Renae Palmer | Community Engagement Coordinator  
Urban Treescapes | City Presentation | Transport Canberra and City Services Directorate | ACT Government  
Level 4, 480 Northbourne Avenue Dickson ACT 2602 | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)