



## FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 24-131

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Schedule	Published
4. Documents	Published
5. Additional information identified	Not Applicable
6. Fees	Not Applicable
7. Processing time (in working days)	28 Days
8. Decision made by Ombudsman	Not applicable
9. Additional information identified by Ombudsman	Not Applicable
10. Decision made by ACAT	Not applicable

11. Additional information identified by ACAT	Not applicable
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**From:** [CMTEDD FOI](#)  
**To:** [TCCS\\_FreedomOfInformation](#)  
**Subject:** FW: CMTEDDFOI 2024-287 Freedom of Information request  
**Date:** Monday, 9 September 2024 5:01:46 PM

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OFFICIAL

Good afternoon team

Could you please advise if TCCS holds information within scope of the below request and if so accepts transfer

Thanks

Sue

**Sue I Freedom of Information Coordinator | Information Access Team**

Phone: 02 6207 7754 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 1, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** no-reply@act.gov.au <no-reply@act.gov.au>  
**Sent:** Monday, September 9, 2024 4:26 PM  
**To:** CMTEDD FOI <CMTEDDFOI@act.gov.au>  
**Subject:** CMTEDDFOI 2024-287 Freedom of Information request

**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.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

#### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title: [REDACTED]  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Business/Organisation: [REDACTED]  
Address: [REDACTED]  
Suburb: Canberra

Postcode: [REDACTED]  
State/Territory: ACT  
Phone/mobile: [REDACTED]  
Email address: [REDACTED]

**Request for information**

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

We are seeking information regarding a pothole located in the carpark outside of Chifley Grocer (SHOP 12 TO 14/20-22 Chifley Pl, Chifley ACT 2606). -Fix My Street records in relation to above pothole -Any complaints (written or verbal) in relation to the above pothole (made to Access Canberra, ACT government, Fix My Street) -Complaints made on 19-20 January 2024 in relation to the pothole -Documentation of any known incidents relating to the above pothole -Details of if the pothole has been fixed, when the pothole formed, general info

I do not want to access the following documents in relation to my request::

Thank you.  
Freedom of Information Coordinator

Dear [REDACTED]

### Freedom of Information Request - Reference 24-131

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 13 September 2024 under the *Freedom of Information Act 2016* (FOI Act). Your application was transferred to TCCS from the Chief Minister, Treasury and Economic Development Directorate, as it was identified that all information relevant to your request falls within TCCS' responsibilities. It is my understanding that you are seeking access to the following government:

*"We are seeking information regarding a pothole located in the carpark outside of Chifley Grocer (SHOP 12 TO 14/20-22 Chifley Pl, Chifley ACT 2606).*

- *Fix My Street records in relation to above pothole*
- *Any complaints (written or verbal) in relation to the above pothole (made to Access Canberra, ACT government, Fix My Street)*
- *Complaints made on 19-20 January 2024 in relation to the pothole*
- *Documentation of any known incidents relating to the above pothole*
- *Details of if the pothole has been fixed, when the pothole formed, general info."*

### Timeframes

In accordance with section 40 of the FOI Act a decision is due on your application on 28 October 2024.

### 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 and twenty-four records have been identified as relevant to your application.

Upon reviewing the information within these records and applying the public interest test under section 17 of the FOI Act, I am providing you with:

- Full access to 15 records; and
- Partial access to 9 records.

Reasons for my decision are detailed further below in the statement of reasons. A list of relevant information is enclosed at Attachment A, with a copy of the relevant records enclosed at Attachment B.

## Statement of Reasons

In reaching my access decision, I have taken the following into account:

- The FOI Act.
- the content of the documents that fall within the scope of your request.
- the *Human Rights Act 2004*.

The FOI Act has a pro disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I must decide where, on balance, public interest lies in the disclosure of government information. Section 17(1) of the Act sets out the steps for completing the public interest test. As part of this process, I must identify all relevant factors in schedule 1 of the FOI Act. If no factor in schedule 1 is found relevant, I must then consider the factors listed in schedule 2 of the FOI Act and determine, on balance, where the public interest lies.

### **Schedule 1:**

- No relevant sections identified.

### **Schedule 2:**

#### **Factors favouring disclosure (Schedule 2.1)**

- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.
- Schedule 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 2.2)**

- 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.

In the reviewing the information falling in scope of your application, I recognise that the information relates to the maintenance of a government asset, including the handling of request for maintenance or complaints about the condition of a carpark. I acknowledge that the disclosure of this information is likely to provide you with contextual information on government decisions.

In reviewing the relevant records, I have also identified personal information relating to third parties, for example images, names and contact information. 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 considered that this personal information has been provided to TCCS for a specific purpose, and with an expectation that the information is treated confidentially. 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 with deletions applied is enclosed at [Attachment B](#).

## Charges

In accordance with [Freedom of Information \(Fees\) Determination 2018](#), a fee of \$0.35 per page of information disclosed, except for the first 50 pages, may be applied to an access application. No fee is applicable to your application as the total number of pages disclosed to you 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. A copy of your application, my decision and the information disclosed to you will be published on the TCCS disclosure log within 3 – 10 business days. Your personal information will be removed from these copies prior to publication. You may view the TCCS disclosure log [here](#).

**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)

**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  
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



Lisa Johnson  
Information Officer

24 October 2024

## ATTACHMENT A - ACCESS APPLICATION SCHEDULE, FREEDOM OF INFORMATION

**Reference Number: 24-131**

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	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	Assetic search for Chifley Place	Multiple	Full access	Not applicable	Decision to be published on the <a href="#">TCCS Disclosure Log</a> .
2	2 – 4	Work Request Chifley Car Park	Multiple	Full access	Not applicable	
3	5	WR11203	13 December 2020	Partial access	Schedule 2.2(a)(ii)	
4	6	WR29165	12 August 2021	Full access	Not applicable	
5	7	WR31802	4 October 2021	Full access	Not applicable	
6	8	WR51805	16 May 2022	Full access	Not applicable	
7	9	WR53420	7 June 2022	Full access	Not applicable	

8	10	WR54949	28 June 2022	Full access	Not applicable
9	11	WR59847	19 August 2022	Full access	Not applicable
10	12	WR62163	13 September 2022	Full access	Not applicable
11	13	WR64153	30 September 2022	Partial access	Schedule 2.2(a)(ii)
12	14	WR67098	20 October 2022	Full access	Not applicable
13	15	WR67209	21 October 2022	Full access	Not applicable
14	16	WR87098	21 June 2023	Partial access	Schedule 2.2(a)(ii)
15	17	WR92014	29 August 2023	Full access	Not applicable
16	18	WR104387	22 January 2024	Partial access	Schedule 2.2(a)(ii)
17	19	WR108525	1 March 2024	Partial access	Schedule 2.2(a)(ii)
18	20 – 25	Work Orders Chifley Car Park	Multiple dates	Partial access	Schedule 2.2(a)(ii)
19	26 – 28	WO30605	8 January 2021	Partial access	Schedule 2.2(a)(ii)
20	29	WO42903	18 August 2021	Full access	Not applicable
21	30 – 32	WO44591	14 October 2021	Partial access	Schedule 2.2(a)(ii)
22	33 – 40	WO53511	20 January 2023	Full access	Not applicable
23	41 – 43	WO60771	8 December 2022	Full access	Not applicable
24	44 - 46	WO72942	27 September 2024	Partial access	Schedule 2.2(a)(ii)

Total number of documents: 24

<b>WR #</b>	<b>Date received</b>	<b>Action</b>
WR64153	30/09/2022	Cancelled no notes
WR87098	20/10/2022	Cancelled no notes
WR92014	29/08/2023	WO72942 raised, Completed with coldmix, 27/09/24
WR51805	16/05/2022	WO53511 Raised, Completed with coldmix, 20/01/23
WR62163	13/09/2022	WO53511 Raised, Completed with coldmix, 20/01/23
WR11203	13/12/2020	WO30605 Raised, Completed with coldmix 8/01/21
WR31802	04/10/2021	WO44591 Raised, Completed with coldmix 14/10/21
WR67209	21/10/2022	WO60771 Raised, Assigned to Downer Group
WR54949	28/06/2022	WO53511 Raised, Completed with coldmix, 20/01/23
WR59847	19/08/2022	WO53511 Raised, Completed with coldmix, 20/01/23
WR104387	22/01/2024	WO72942 raised, Completed with coldmix, 27/09/24
WR53420	07/06/2022	WO53511 Raised, Completed with coldmix, 20/01/23

Work Request ID	Asset Id	Asset Name	Asset Status	Asset Category	Work Request Status
WR67209	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	INPRG
WR92014	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR51805	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR54949	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR29165	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR108525	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR59847	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR104387	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR62163	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR53420	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Active	Car Parks	CLOSED
WR11203	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Active	Roads	CLOSED
WR67098	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Active	Roads	CANCELLED
WR64153	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Active	Roads	CANCELLED
WR31802	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Active	Roads	CLOSED

Work Request ID	Work Request Status Date	Work Request Created Date	Risk Level	Work Request Brief Description	Asset Suburb
WR67209	01/11/2022 1:25 PM	21/10/2022 2:47 PM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes Green Grocer at the Chifley shops.	CHIFLEY
WR92014	06/10/2023 1:04 PM	29/08/2023 9:57 AM	Safety	Potholes @ 10 CHIFLEY PL, CHIFLEY, Infront of Chifley grocer_ Carpark_ Apply Cold mix to make safe.	CHIFLEY
WR51805	30/01/2023 1:26 PM	16/05/2022 9:05 AM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes in Chifley shops	CHIFLEY
WR54949	30/01/2023 1:26 PM	28/06/2022 3:17 AM		Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY
WR29165	01/11/2021 3:33 PM	12/08/2021 9:59 AM		Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY
WR108525	05/03/2024 8:02 AM	01/03/2024 11:31 AM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY
WR59847	30/01/2023 1:26 PM	19/08/2022 7:42 PM		Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY
WR104387	22/01/2024 10:25 AM	22/01/2024 9:05 AM	Safety	Injury caused by pothole	CHIFLEY
WR62163	30/01/2023 1:26 PM	13/09/2022 4:29 PM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes 10 CHIFLEY PL, CHIFLEY ACT 2606	CHIFLEY
WR53420	30/01/2023 1:26 PM	07/06/2022 7:02 PM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY
WR11203	02/02/2021 11:48 AM	13/12/2020 6:36 PM		Roads, parking & vehicles Roads & traffic Potholes	CHIFLEY
WR67098	08/03/2024 10:03 AM	20/10/2022 1:47 PM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes 10 CHIFLEY PL, CHIFLEY ACT 2606	CHIFLEY
WR64153	03/05/2024 9:15 AM	30/09/2022 10:35 AM	Safety	Roads, parking & vehicles > Roads & traffic > Potholes 1 CHIFLEY PL, CHIFLEY ACT 2606	CHIFLEY
WR31802	14/10/2021 2:11 PM	04/10/2021 7:51 PM		Roads, parking & vehicles > Roads & traffic > Potholes	CHIFLEY

Work Request ID	Work Request Defect Location	Work Request Inspection Date
WR67209	Chifley Shops, 12 Chifley Pl, Chifley ACT 2606, Australia	01/11/2022 1:23 PM
WR92014	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia	29/08/2023 11:13 AM
WR51805	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia	17/05/2022 3:07 PM
WR54949	CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606	
WR29165	10 CHIFLEY PL, CHIFLEY ACT 2606	
WR108525	Chiefly Place in Chiefly	
WR59847	4 Chifley Pl, Chifley ACT 2606, Australia	22/08/2022 1:10 PM
WR104387	CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606	
WR62163	10 CHIFLEY PL, CHIFLEY ACT 2606	
WR53420	Chifley Shops, 12 Chifley Pl, Chifley ACT 2606, Australia	
WR11203	CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606	
WR67098	10 CHIFLEY PL, CHIFLEY ACT 2606	
WR64153	1 CHIFLEY PL, CHIFLEY ACT 2606	
WR31802	CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606	



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: W030605

Plan Schedule Assign Execute Complete Assess

Creation Time: 13/12/2020 6:36 PM

Created By: TCCS:ICX Integrations

Source: External CRM

Any immediate risk?: Select Risk

Work Order ID: W030605

**Asset Details** Search

Asset ID: ROAD\_CHIFLEY\_PLACE

Asset Name: CHIFLEY PLACE

Asset Category: Roads

Maintenance Asset Type: Road

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 9805532

Reference #: 201213-000321

Brief Description: Roads, parking & vehicles Roads & traffic Potholes

198 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 16/12/2020 6:36 PM

Resolution Due Date: 20/12/2020

**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 W030605 has been assessed.  
 \*\*\*Last updated by Shane Cox 2/02/2021 11:48:43 AM\*\*\*  
 CRM Reference : 201213-000321  
 Requester Contact Name: [REDACTED]

Initial enquiry info only. See CRM for additional correspondence.  
 Defect location info may be incorrect (address validation limitations).

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

BA143173-85E1-49A1-97F2-181696C15DES

1 - 1 of 1 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WR29165

Request Plan: Schedule Assign Execute Complete Assess

Creation Time: 12/08/2021 9:59 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk? Select Risk

Work Order ID: WO42903

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5002P0000KMzsEQAT

Reference #: 00297381

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 15/08/2021 9:59 AM

Resolution Due Date: 19/08/2021

**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 WO42903 has been assessed.  
 \*\*\*Last updated by Matthew Handley 1/11/2021 3:33:38 PM\*\*\*  
 CSRM Case Number : 00102930  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: 10 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE)

1 - 1 of 1 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: W044591

Request Plan Schedule Assign Execute Complete Assess

Creation Time: 4/10/2021 7:51 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk? Select Risk

Work Order ID: W044591

**Asset Details** Search

Asset ID: ROAD\_CHIFLEY\_PLACE

Asset Name: CHIFLEY PLACE

Asset Category: Roads

Maintenance Asset Type: Road

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5002P0000LDCr1QAH

Reference #: 00333435

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 7/10/2021 7:51 PM

Resolution Due Date: 11/10/2021

**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 W044591 has been assessed.  
 \*\*\*Last updated by Matthew Handley 14/10/2021 2:11:12 PM\*\*\*  
 CSRM Case Number : 00121164  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE) 20211004\_184253{1}

1 - 2 of 2 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WRS1805  
 Request Plan Schedule Assign Execute Complete Assess

Creation Time: 16/05/2022 9:05 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W053511

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w0000018UNxAAM

Reference #: 00493175

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes in Chifley shops

178 characters remaining

**Reactive Inspection**

Reactive Inspector: Sujan Neupane

Inspection Date: 17/05/2022

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 19/05/2022 9:05 AM

Resolution Due Date: 23/05/2022

**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 has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 CSRM Case Number : 00194150  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS & CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE)

A217AED2-C36F-409E-8A8C-1F0C39ACFA53

1 - 2 of 2 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WRS53420  
 Plan Schedule Assign Execute Complete Assess

Creation Time: 7/06/2022 7:02 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W053511

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001CwBDAAD

Reference #: 00511375

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: Sujan Neupane

Inspection Date:

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 10/06/2022 7:02 PM

Resolution Due Date: 21/06/2022

**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 has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 CSRM Case Number : 00200979  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: Chifley Shops, 12 Chifley Pl, Chifley ACT 2606, Australia

**Attachments**

MAY\_17\_2022

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

A217AED2-C36F-409E-8A6C-1FOC30ACFA53

20220526\_101153[1]

1 - 5 of 5 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WRS54949

Request Plan Schedule Assign Execute Complete Assess

Creation Time: 28/06/2022 3:17 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk? Select Risk

Work Order ID: W053511

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001G84IAAC

Reference #: 00523956

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 1/07/2022 3:17 AM

Resolution Due Date: 12/07/2022

**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 has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 CSRM Case Number : 00206142  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

MAY\_17\_2022

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

A217AED2-C36F-409E-8A6C-1FOC30ACFA53

20220526\_101153[1]

1 - 5 of 5 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WRS59847  
 Plan Schedule Assign Execute Complete Assess

Creation Time: 19/08/2022 7:42 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk? Select Risk

Work Order ID: W053511

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001Lxm0AAC

Reference #: 00559122

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: Swadesh Khatri

Inspection Date: 22/08/2022

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 22/08/2022 7:42 PM

Resolution Due Date: 2/09/2022

**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 has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 CSRM Case Number : 00220370  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

MAY\_17\_2022

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

AUG\_22\_2022\_0105c

AUG\_22\_2022\_0104e

A217AED2-C36F-409E-8A6C-1F0C30ACFAS3

20220526\_101153(1)

1 - 8 of 8 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WR62163  
 Plan Schedule Assign Execute Complete Assess

Creation Time: 13/09/2022 4:29 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W053511

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001QZDXAA4

Reference #: 00573148

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes 10 CHIFLEY PL, CHIFLEY ACT 2606

163 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 16/09/2022 4:29 PM

Resolution Due Date: 27/09/2022

**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 has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 CSRM Case Number : 00227177  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: 10 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

MAY\_17\_2022

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

CUSTOMER ENTRY (AUTO NOTE)

AUG\_22\_2022\_0105c

AUG\_22\_2022\_0104e

A217AED2-C36F-409E-8A6C-1F0C30ACFAS3

20220526\_101153(1)

1 - 8 of 8 items

- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Request Details**

Request ID: WR64153

Creation Time: 30/09/2022 10:35 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

**Asset Details**

Asset ID: ROAD\_CHIFLEY\_PLACE

Asset Name: CHIFLEY PLACE

Asset Category: Roads

Maintenance Asset Type: Road

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVV, Pavement Woden, Weston and West Tuggeranong

Responsible Officer: [Redacted]

External ID: 5008w00001VbB3AAK

Reference #: 00583956

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes  
1 CHIFLEY PL, CHIFLEY ACT 2606

162 characters remaining

**Reactive Inspection**

Reactive Inspector: [Redacted]

Inspection Date: [Redacted]

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 3/10/2022 11:35 AM

Resolution Due Date: 14/10/2022

**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. CRM Case Number: 00233359  
Requester Contact Name: [Redacted]  
Phone Number: [Redacted]

Initial enquiry info only. See CSRM for additional correspondence.  
Defect location info may be incorrect (address validation limitations).

4000 characters remaining

**Defect Location**

Location Description: 1 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE)

1 - 1 of 1 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

### Maintenance

Operational

Request ID: WR67098

Request Plan: Plan Schedule Assign Execute Complete Assess

Creation Time: 20/10/2022 1:47 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

### Asset Details

Asset ID: ROAD\_CHIFLEY\_PLACE

Asset Name: CHIFLEY PLACE

Asset Category: Roads

Maintenance Asset Type: Road

Work Group: Pavement

Asset Criticality: Medium

### Requestor Details

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

### Additional Info

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001XrshaAC

Reference #: 00597988

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes 10 CHIFLEY PL, CHIFLEY ACT 2606

163 characters remaining

### Reactive Inspection

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

### Request Priority

Work Order Priority: 2

Acknowledgement Due Date: 23/10/2022 1:47 PM

Resolution Due Date: 3/11/2022

### 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.CSRM Case Number : 00240706  
Requester Contact Name: Anonymous  
Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.  
Defect Location info may be incorrect (address validation limitations).

4000 characters remaining

### Defect Location

Location Description: 10 CHIFLEY PL, CHIFLEY ACT 2606

### Attachments

CUSTOMER ENTRY (AUTO NOTE)

1 - 1 of 1 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WR67209

Request Plan: Plan Schedule Assign Execute Complete Assess

Creation Time: 21/10/2022 2:47 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: WO60771

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5008w000001Y4HRAA0

Reference #: 00598709

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes Green Grocer at the Chifley shops.

160 characters remaining

**Reactive Inspection**

Reactive Inspector: Swadesh Khatri

Inspection Date: 01/11/2022

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 24/10/2022 2:47 PM

Resolution Due Date: 4/11/2022

**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.

CSRM Case Number: 00241074  
Requester Contact Name: Anonymous  
Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.  
Defect Location info may be incorrect (address validation limitations).

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY HEALTH & WELLBEING HUB 91 EGGLESTON CR, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE)

95F8D917-68D7-481F-9657-D74C4DD069B0

1 - 2 of 2 items

Request Plan Schedule Assign Execute Complete Assess

Action

Home

Assets

Maintenance

Valuations

Search

Data Exchange

**Request Details**

Request ID: WR87098

Creation Time: 21/06/2023 3:23 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

**Asset Details**

Asset ID: [Dropdown]

Asset Name: [Text]

Asset Category: [Text]

Maintenance Asset Type: [Text]

Work Group: [Text]

Asset Criticality: [Text]

**Requestor Details**

Resource Name: Anonymous

Firstname: [Text] Surname: [Text]

Company: [Text]

Requestor External ID: [Text]

Preferred Method: None

**Additional Info**

Request Type: 3, Change, C-COPL, Concrete Planning

Responsible Officer: [Text]

External ID: 5008w000001ywapAAA

Reference #: 00743462

Brief Description: Cycle & footpaths > Shared paths > New path or extension request - Novar St, Yarralumla (REGISTERED)

150 characters remaining

**Reactive Inspection**

Reactive Inspector: [Dropdown]

Inspection Date: [Text]

**Request Priority**

Work Order Priority: Select Priority

Acknowledgement Due Date: 24/06/2023 3:23 PM

Resolution Due Date: 5/07/2023

**Supporting Information**

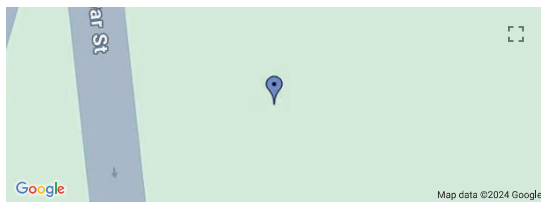
Example: The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Work Request has been cancelled.CSRM Case Number : 00326890  
Requester Contact Name: Anonymous  
Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.  
Defect location info may be incorrect (address validation limitations).


4000 characters remaining

**Defect Location**



Location Description: 5 KINTORE CR, YARRALUMLA ACT 2600

**Attachments**



CUSTOMER ENTRY (AUTO NOTE)

1 - 1 of 1 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WR92014

Request Plan Schedule Assign Execute Complete Assess

Creation Time: 29/08/2023 9:57 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: W072942

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5000d00001tj5baw

Reference #: 00777280

Brief Description: Potholes @ 10 CHIFLEY PL, CHIFLEY, Infront of Chifley grocer\_Carpark\_ Apply Cold mix to make safe.

151 characters remaining

**Reactive Inspection**

Reactive Inspector: Dilliraj Pokhrel

Inspection Date: 29/08/2023

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 1/09/2023 9:57 AM

Resolution Due Date: 12/09/2023

**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 has been assessed.  
 \*\*Last updated by Shane Cox 6/10/2023 1:04:04 PM\*\*  
 CSRM Case Number : 00344122  
 Requester Contact Name: Anonymous  
 Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.

4000 characters remaining

**Defect Location**

Location Description: 10 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

CUSTOMER ENTRY (AUTO NOTE)

1 - 1 of 1 items

**Maintenance** Operational

Request ID: WR104387

Request Plan: Plan Schedule Assign Execute Complete Assess

Creation Time: 22/01/2024 9:05 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: WO72942

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

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

External ID: 5000d00005o0NdIAM

Reference #: 00848027

Brief Description: Injury caused by pothole

226 characters remaining

**Reactive Inspection**

Reactive Inspector: Please type to search for Inspector (Optional)

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 25/01/2024 9:05 AM

Resolution Due Date: 5/02/2024

**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.

CSRM Case Number: 00388611  
Requester Contact Name: Anonymous  
Phone Number:

Initial enquiry info only. See CSRM for additional correspondence.  
Defect Location info may be incorrect (address validation limitations).

4000 characters remaining

**Defect Location**

Location Description: CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606

**Attachments**

SEP\_27\_2023\_02410    CUSTOMER ENTRY (AUTO NOTE)    8600B9F0-8A39-4D4E-8D15-9F9311877E58

1 - 3 of 3 items



- Home
- Assets
- Maintenance
- Valuations
- Search
- Data Exchange

**Maintenance** Operational

Request ID: WRT108525  
 Request Plan: Schedule Assign Execute Complete Assess

Creation Time: 1/03/2024 11:31 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: WO72942

**Asset Details** Search

Asset ID: CPAK939

Asset Name: CHIFLEY PLACE INDENTED ON ROAD CAR PARK

Asset Category: Car Parks

Maintenance Asset Type: Car Park

Work Group: Pavement

Asset Criticality: Medium

**Requestor Details**

Resource Name: [Redacted]

Firstname: [Redacted] Surname: [Redacted]

Company: [Redacted]

Requestor External ID: [Redacted]

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-PAVW, Pavement Woden, Weston and West Tuggeranong

Responsible Officer: [Redacted]

External ID: 5000d00007L8WbIAK

Reference #: 00873365

Brief Description: Roads, parking & vehicles > Roads & traffic > Potholes

196 characters remaining

**Reactive Inspection**

Reactive Inspector: [Redacted]

Inspection Date: [Redacted]

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 4/03/2024 11:31 AM

Resolution Due Date: 15/03/2024

**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.

CSRM Case Number: 00403451  
 Requester Contact Name: [Redacted]  
 Phone Number: [Redacted]

Initial enquiry info only. See CSRM for additional correspondence.  
 Defect Location info may be incorrect (address validation limitations).

4000 characters remaining

**Defect Location**

Location Description: Chifley Place in Chifley

**Attachments**

SEP\_27\_2023\_02410

CUSTOMER ENTRY (AUTO NOTE)

8600B9F0-8A39-4D4E-8D15-9F8911877E58

1 - 3 of 3 items

Work Order ID	Work Order Status	Work Order Creation Time	Work Order Brief Description	Work Order Supporting Information
WO30605	ASSESS	14/12/2020 7:24 AM	Roads, parking & vehicles Roads & traffic Potholes	WO30605 : Cold mixed ***Last updated by [REDACTED] [REDACTED]**8/01/2021 12:22:14 PM
WO42903	ASSESS	18/08/2021 3:30 PM	Roads, parking & vehicles > Roads & traffic > Potholes	WO42903 : No sign of pot hole maybe under parked cars ***Last updated by Craig Madden***28/10/2021 2:04:03 PM
WO44591	ASSESS	06/10/2021 9:41 AM	Roads, parking & vehicles > Roads & traffic > Potholes	
WO53511	ASSESS	17/05/2022 3:07 PM	Roads, parking & vehicles > Roads & traffic > Potholes in Chifley shops in front of Chifley grocer	WO53511 : Make safe cold mix ***Last updated by Glenn Fish***20/01/2023 9:55:18 AM
WO60771	INPRG	01/11/2022 1:23 PM	Massive Potholes in the carpark in front of Green Grocer at the Chifley shops, coldmix- make safe	WO60771 : Massive recurring pothole in the carpark exactly in front of Chifley Grocer on Eggleston Cre ***Last updated by Swadesh Khatri***1/11/2022 1:25:06 PM
WO72942	ASSESS	29/08/2023 11:13 AM	Potholes @ 10 CHIFLEY PL, CHIFLEY, In front of Chifley grocer_ Carpark_ Apply Cold mix to make safe.	

Work Order ID	Work Order Priority	Work Order Priority Notation	Work Order Actual Finish Date	Work Order Source
WO30605		3 Serious (10 days)	08/01/2021 12:22 PM	
WO42903		4 Non Critical (30 days)	28/10/2021 3:02 AM	
WO44591		3 Serious (10 days)	14/10/2021 9:38 AM	
WO53511		2 Urgent (2 days)	20/01/2023 9:55 AM	
WO60771		2 Urgent (2 days)		Public Enquiry
WO72942		3 Serious (10 days)	27/09/2023 2:41 PM	Public Enquiry

Work Order ID	Work Order Work Group	Work Order Type	Work Order Failure Code	Work Order Cause Code
WO30605	Pavement	CM - Corrective	CPK, CPK-01, Carpark Defect, Sealed Pavement - Pothole	UNK, UNK-01, Unknown Cause, Unknown Cause
WO42903	Pavement	CM - Corrective	RPV, RPV-02, Road Pavement Defect, Pothole	UNK, UNK-01, Unknown Cause, Unknown Cause
WO44591	Pavement	CM - Corrective	RPV, RPV-02, Road Pavement Defect, Pothole	WER, WER-01, Wear, General Wear
WO53511	Pavement	CM - Corrective	RPV, RPV-02, Road Pavement Defect, Pothole	UNK, UNK-01, Unknown Cause, Unknown Cause
WO60771	Pavement	CM - Corrective	RPV, RPV-02, Road Pavement Defect, Pothole	MAT, MAT-01, Material, Improper Material
WO72942	Pavement	CM - Corrective	CPK, CPK-01, Carpark Defect, Sealed Pavement - Pothole	WER, WER-01, Wear, General Wear

Work Order ID	Work Order Remedy Code	Asset Id	Asset Name	Asset Category
WO30605	Coldmix	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Roads
WO42903	Coldmix	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
WO44591	Coldmix	ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Roads
WO53511	Pothole-Coldmix	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
WO60771	Pothole-Coldmix	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
WO72942	Coldmix	CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks

Work Order ID	Asset Workgroup	Maintenance Asset Type	Maintenance Asset Sub Type	Asset Suburb
WO30605	Pavement	Road	Municipal	CHIFLEY
WO42903	Pavement	Car Park	Indented On Road Car Park	CHIFLEY
WO44591	Pavement	Road	Municipal	CHIFLEY
WO53511	Pavement	Car Park	Indented On Road Car Park	CHIFLEY
WO60771	Pavement	Car Park	Indented On Road Car Park	CHIFLEY
WO72942	Pavement	Car Park	Indented On Road Car Park	CHIFLEY

Work Order ID	Work Order Defect Location
WO30605	CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606
WO42903	10 CHIFLEY PL, CHIFLEY ACT 2606
WO44591	CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606
WO53511	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia
WO60771	Chifley Shops, 12 Chifley Pl, Chifley ACT 2606, Australia
WO72942	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia

# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO30605	Serious (10 days)	14/12/2020 12:00 AM	14/02/2021 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	9805532	201213-000321	
Brief Description			
Roads, parking & vehicles Roads & traffic Potholes			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Roads
ASSET TYPE	ASSET CLASS	CRITICALITY
ACCESS (ROAD)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	CHIFLEY SHOPS 14 CHIFLEY PL, CHIFLEY ACT 2606	

## FCR

FAILURE	CAUSE	REMEDY
Sealed Pavement - Pothole	Unknown Cause	Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

WR11203 : Linked Work Order WO30605 has been assessed.  
 \*\*\*Last updated by Shane Cox 2/02/2021 11:48:43 AM\*\*\*  
 Cold mixed  
 \*\*\*Last updated by [REDACTED] 3/01/2021 12:22:14 PM\*\*\*  
 WR11203 : CRM Reference : 201213-000321 Requester Contact Name: [REDACTED] initial enquiry info only. See CRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)? In the 5 minute carpark directly in front of green grocer What is the issue?: Potholes What type of pothole are you reporting?: Recurring Where is the pothole?: Other Phone Number: [REDACTED] Verify Email Address [REDACTED]  
 \*\*\*Last updated by TCCS.ICX Integrations 13/12/2020 6:36:53 PM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	1.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	[REDACTED]	Coldmix (TCCS)	0.00	1/8/2021 12:22:11 PM	

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Coldmix	1.00	0.00

## SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WO30605 - BA143173-85E1-49A1-97F2-181698C15DE5





# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO42903	Non Critical (30 days)	18/08/2021 12:00 AM	18/09/2021 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5002P00000KMzsEQAT	00297381	
Brief Description			
Roads, parking & vehicles > Roads & traffic > Potholes			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
ASSET TYPE	ASSET CLASS	CRITICALITY
INDENTED ON ROAD (CAR PARK)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	10 CHIFLEY PL, CHIFLEY ACT 2606	

## FCR

FAILURE	CAUSE	REMEDY
Pothole	Unknown Cause	Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

WR29165 : Linked Work Order WO42903 has been assessed.  
 \*\*\*Last updated by Matthew Handley 1/11/2021 3:33:38 PM\*\*\*  
 No sign of pot hole maybe under parked cars  
 \*\*\*Last updated by Craig Madden 28/10/2021 2:04:03 PM\*\*\*  
 WR29165 : CSRM Case Number : 00102930 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Public Car park Where is the pothole? Other What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 12/08/2021 9:59:50 AM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	1.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Craig Madden	Coldmix (TCCS)	0.00	10/28/2021 3:02:00 AM	

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

## SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO44591	Serious (10 days)	6/10/2021 12:00 AM	5/11/2021 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5002P00000LDCr1QAH	00333435	
Brief Description			
Roads, parking & vehicles > Roads & traffic > Potholes			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
ROAD_CHIFLEY_PLACE	CHIFLEY PLACE	Roads
ASSET TYPE	ASSET CLASS	CRITICALITY
ACCESS (ROAD)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	CHIFLEY SHOPS 12 CHIFLEY PL, CHIFLEY ACT 2606	

## FCR

FAILURE	CAUSE	REMEDY
Pothole	General Wear	Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

WR31802 : Linked Work Order WO44591 has been assessed.  
 \*\*\*Last updated by Matthew Handley 14/10/2021 2:11:12 PM\*\*\*  
 WR31802 : CSRM Case Number : 00121164 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Pothole in 5-minute space in carpark of Chifley Shops, Eggleston Crescent Chifley, in front of Chifley Grocers Where is the pothole? Other What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 4/10/2021 7:51:45 PM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	1.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
		Coldmix (TCCS)	1.00	10/14/2021 9:38:57 AM	

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	RP - Coldmix (RP02)	1.00	0.00

## SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WO44591 - 20211004\_184253[1]





# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO53511	Urgent (2 days)	18/01/2023 12:00 AM	3/02/2023 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5008w0000018UNxAAM	00493175	
Brief Description			
Roads, parking & vehicles > Roads & traffic > Potholes in Chifley shops in front of Chifley grocer			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
ASSET TYPE	ASSET CLASS	CRITICALITY
INDENTED ON ROAD (CAR PARK)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia	

## FCR

FAILURE	CAUSE	REMEDY
Pothole	Unknown Cause	Pothole-Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

WR51805 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 WR59847 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 WR54949 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 WR53420 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 WR62163 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 30/01/2023 1:26:02 PM\*\*\*  
 Make safe cold mix  
 \*\*\*Last updated by Glenn Fish 20/01/2023 9:55:18 AM\*\*\*  
 WR62163 : CSRM Case Number : 00227177 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Carpark outside Chifley Grocer, Chifley Place Where is the pothole? Other What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 13/09/2022 4:29:52 PM\*\*\*  
 WR59847 : CSRM Case Number : 00220370 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information In the Chifley Shops carpark outside the Chifley Grocer Where is the pothole? Road What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 19/08/2022 7:42:18 PM\*\*\*  
 WR54949 : CSRM Case Number : 00206142 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information car park @ Chifley shops. large pot hole. Where is the pothole? Other What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 28/06/2022 3:17:35 AM\*\*\*  
 WR53420 : CSRM Case Number : 00200979 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Pothole in 5-minute parking spot in front of Chifley Grocers, Chifley. Has been there without patching for at least 3 years. Recent rains likely to have worsened situation Where is the pothole? Other What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 7/06/2022 7:02:31 PM\*\*\*  
 WR51805 : CSRM Case Number : 00194150 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Pothole in Chifley shops car park in front of cafe Where is the pothole? Other What type of pothole are you reporting? New  
 \*\*\*Last updated by TCCS Asset Integrations 16/05/2022 9:05:30 AM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	0.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Glenn Fish	Coldmix (TCCS)	0.00	1/20/2023 9:55:02 AM	

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL

SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WO53511 - 20220526\_101153[1]



WO53511 - A217AED2-C36F-409E-8A6C-1F0C30ACFA53











# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO60771	Urgent (2 days)	8/12/2022 12:00 AM	8/12/2022 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5008w000001Y4HRAA0	00598709	
Brief Description			
Massive Potholes in the carpark in front of Green Grocer at the Chiefley shops, coldmix- make safe			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
ASSET TYPE	ASSET CLASS	CRITICALITY
INDENTED ON ROAD (CAR PARK)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	Chifley Shops, 12 Chifley Pl, Chifley ACT 2606, Australia	

## FCR

FAILURE	CAUSE	REMEDY
Pothole	Improper Material	Pothole-Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

Massive recurring pothole in the carpark in front of Chifley Grocer on Eggleston Cre  
 \*\*\*Last updated by Swadesh Khatri 1/11/2022 1:25:06 PM\*\*\*  
 WR67209 : CSRM Case Number : 00241074 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Large pothole in car parking space out the front of the Green Grocer at the Chiefley shops. Thanks. Where is the pothole? Other What type of pothole are you reporting?  
 Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 21/10/2022 2:47:06 PM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Asphalt Contractor	1	1.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Downer Group	Asphalt Contractor			

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	RP - Coldmix (RP02)	1.00	0.00

## SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WO60771 - 95F8D917-68D7-48FF-9667-D74C4DDD69B0



WO60771 - image (3)



# WORK ORDER

## ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO72942	Serious (10 days)	29/08/2023 11:13 AM	8/09/2023 11:13 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	500Od000001TJ5BIAW	00777280	
Brief Description			
Potholes @ 10 CHIFLEY PL, CHIFLEY, Infront of Chifley grocer_ Carpark_ Apply Cold mix to make safe.			

## ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
CPAK939	CHIFLEY PLACE INDENTED ON ROAD CAR PARK	Car Parks
ASSET TYPE	ASSET CLASS	CRITICALITY
INDENTED ON ROAD (CAR PARK)	ROADS (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
CHIFLEY	SHOP 12 TO 14, 20-22 Chifley Pl, Chifley ACT 2606, Australia	

## FCR

FAILURE	CAUSE	REMEDY
Sealed Pavement - Pothole	General Wear	Coldmix

## TASK

TASK	DESCRIPTION

## SUPPORTING INFORMATION

WR108525 : CSRM Case Number : 00403451 Requester Contact Name: [REDACTED] Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information Pothole in the car park in Chifley Place. Where is the pothole? Other What type of pothole are you reporting? New  
 \*\*\*Last updated by TCCS Asset Integrations 1/03/2024 11:31:37 AM\*\*\*

WR104387 : CSRM Case Number : 00388611 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Yesterday (19 Jan 24) at approximately 505-510pm I parked in a public car-space outside The Chifley Grocer, Chifley, ACT and tripped in a pothole that was approximately 1.5x1.5 ft wide and 5-10 cm deep. I injured my knee and ankle. A staff member indicated that the pothole has been an issue for sometime and that they have made complaints before and it has not been fixed/fixd properly. I rang Access Canberra as it was close to COB and prior to a weekend. I advised fix my street but they would not take a complaint about injury and told me that I needed to make a complaint to the feedback. I can be emailed on [REDACTED]  
 \*\*\*Last updated by TCCS Asset Integrations 22/01/2024 9:05:25 AM\*\*\*

WR92014 : Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 6/10/2023 1:04:04 PM\*\*\*

WR92014 : CSRM Case Number : 00344122 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). More Information A very large and dangerous pothole keeps recurring over time its now so large it could cause car damage or injury to a person. Where is the pothole? Road What type of pothole are you reporting? Recurring  
 \*\*\*Last updated by TCCS Asset Integrations 29/08/2023 9:57:43 AM\*\*\*

Comments

## LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Coldmix (TCCS)	1	1.00

## RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Ricki Stretton	Coldmix (TCCS)	0.00	9/27/2023 2:41:36 PM	

## MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	RP - Coldmix (RP02)	1.00	1.00

## SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

WO72942 - 8600B9F0-8A39-4D4E-BD15-9F8911B77B58



WO72942 - SEP\_27\_2023\_024101

