



ACT
Government

Transport Canberra and
City Services

FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: TCCSFOI 22-031

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	20 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 - Access Application to Transport Canberra and City Services - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

11 Mar 2022 9:57:48 AM

[REDACTED]

Transport Canberra and City Services (TCCS)

GPO Box 158
Canberra ACT 2601

Phone 02 6207 2987
Email: TCCS.FOI@act.gov.au

Applicant details

Title

Given name

Family name

Mr

[REDACTED]

[REDACTED]

Preferred name

Preferred method of contact

Phone Email Post

Contact phone number

Contact email address

[REDACTED]

[REDACTED]

Contact postal address

Address line 1

[REDACTED]

Address line 2

Suburb

State

Postcode

[REDACTED]

ACT

[REDACTED]

Preferred method to receive information *

Email Post

Same as contact email address

Information request

Who are you making the request on behalf of?

Myself

What type of information are you requesting access to? *

Other information

What information are you requesting access to under the Act? *

Documents relating to removal and replacement of street trees in Brockman Street Narrabundah ACT created since 1 January 2019

Attach a description or additional details about the information you are requesting access to (optional)

Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes No

Are you enquiring as

A member of the public

Do you wish to apply for a waiver of fees associated with processing your application?

Yes No

Do you hold a valid concession card?

Yes No

Please provide your reason for requesting a fee waiver

Whether I pursue a request for a waiver of fees will depend on the amount of the fees. If I pursue a request I shall provide reasons at that time.

Provide a statement about how the release of information is in the public interest (optional)

Administration of tree removal and replacement policy in Canberra suburbs is obviously a matter of public interest.

Would you like to provide any additional information? (optional)

This request is made with a view to preparing a general submission to government on the tree maintenance regime in inner south Canberra. Depending on the response, I might need to make further request.

Attach additional documents to support your application (optional)

Mr [REDACTED]

Dear Mr [REDACTED]

Freedom of Information Request - Reference 22-031

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 11 March 2022 seeking access to the following government information under the *Freedom of Information Act 2016*:

“documents relating to removal and replacement of street trees in Brockman St Narrabundah ACT Created since 1 January 2019”.

Timeframes

A decision is due on your access application by 11 April 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 nine records as relevant to your application.

In applying the public interest test under section 17 of the FOI Act, I have decided to provide you with:

- full access to six records; and
- partial access to three records.

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 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 apply as the number of pages being released falls 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](#) within 3 – 10 business days.

Your personal information and the residential house numbers relating to this application will be removed from the documents prior to publication.

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

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

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.

Yours sincerely



Meghan Oldfield
Information Officer

11 April 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

Factors favouring non-disclosure:

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*

Reference Number		Description				
22-031		<i>Documents relating to removal and replacement of street trees in Brockman St Narrabundah ACT Created since 1 January 2019</i>				
Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1	20220301 - FOI 22-031 - Brockman Street planting and removed data	Undated	Full access	Not applicable	Documents to be published on the TCCS Disclosure Log
2	2	20190101 - Spring 2019 program - Brockman Street - relevant data extracted	Various	Full access	Not applicable	
3	3	20190823 - Spring 2019 August Program - relevant data extracted	23 August 2019	Full access	Not applicable	
4	4-5	20200722 . Urban_Tree_Assessment	22 July 2020	Partial access	Section 2.2(a)(ii)	
5	6-7	20190101 - Urban_Tree_Planting_G2020	Various	Full access	Not applicable	
6	8	20210419 - Case_ 210419-000632 _ CRM - Opposite ██████████ Brockman St Narrabundah	19 October 2021	Full access	Not applicable	

7	9-13	210419-000632 _ CRM - Opposite [REDACTED] Brockman St Narrabundah - spreadsheet 2	19 April 2019	Partial access	Section 2.2(a)(ii)	
8	14-17	20211005 - Case-00121376 - Salesforce - [REDACTED] Brockman Street, Narrabundah	5 October 2021	Partial access	Section 2.2(a)(ii)	
9	18 - 20	20211007 - Case_ 00122051 _ Salesforce - [REDACTED] Brockman - Planting request	7 October 2021	Full access	Not applicable	
Total number of documents: 3						



OBJECTID	PRIMARY KEY	ENQUIRY NUMBER	PRIORITY	DISTRICT	SUBURB	LOCATION STREET_N	STREET_N	FRONTAGE	STREET_F	SECTION	UOS_NAME	TREE REGISTER		DESIGNATED	SPECIES	TREE_INT	R	COLLECTOR	COLLECTED	ASSIGNED	PROGRAM	JOB_LOT	COMPANY_MRK	PLANTING	TFR_PLAN	ASSESSED	ASSESS_D	STATUS	TTM	CONTRACTOR		COMMENTS	GlobalID	KRB_MAR	NURSERY	DATE_PLANTED	NOT_PLANTED	WORKS_REQUIRED	CONDITION			
												HERITAGE	ED																	TOR_COMMENTS	TCCS_COMMENTS											
1215		181220-00	Medium	Central	Narrabund Street	Tree	31	Brockman	Front						Eucalyptus mannifera			Madelin St 2/11/2019	Planting Cc2019	Spring								To Be Planted			Dead sapling	33a10b4-Yes							Replant			
1216		181220-00	Medium	Central	Narrabund Street	Tree	26	Brockman	Front						Eucalyptus mannifera			Madelin St 2/11/2019	Planting Cc2019	Spring								To Be Planted												Planting Site		
1217		181220-00	Medium	Central	Narrabund Street	Tree	17	Brockman	Front						Eucalyptus mannifera			Madelin St 2/11/2019	Planting Cc2019	Spring								To Be Planted													Planting Site	

OBJECTID	PRIMARY KEY	ENQUIRY NUMBER	PRIORITY	DISTRICT	SUBURB	LOCATION STREET_N		FRONTAGE	STREET_F	LIOS_NA	SECTION	ME	TREE REGISTER			DESIGNATED	SPECIES	TREE_INT	COLLECTOR	COLLECTOR_DATE	ASSGNMNT	PROGRAM	JOB_LOT	PLANTING_COMPANY	TFR_PLANTING	ASSESSED_BY	ASSESS_DATE	STATUS	TTM	CONTRACTOR_COMMENTS	TCCS_COMMENTS	COMMENTS	KRB_MAR	DATE_PLANTING	REASON_FOR_PLANTING	WORKS_REQUIRED	CONDITION	
						TYPE	NUMBER						STREET_NAME	HERITAGE	ED																							ED
711		180413-00	Low	North	Bruce	Street Tree	1	Braybrooke street	Front							Eucalyptus dea bata	Douglas	Fr/6/6/2018	!	Planting Co	2019	Spring						To Be Planted				494f4731-9c8f-47a0-97d2-cba3b2f014fc						
712		180413-00	Low	North	Bruce	Street Tree	1	Braybrooke street	Front							Eucalyptus dea bata	Douglas	Fr/6/6/2018	!	Planting Co	2019	Spring						To Be Planted				4f0dcfd4-095a-4005-9c70-559064bd8970						
713		180413-00	Low	North	Bruce	Street Tree	15	Braybrooke street	Front							Eucalyptus dea bata	Douglas	Fr/6/6/2018	!	Planting Co	2019	Spring						To Be Planted				bc6b657a-c64d-4574-acd1-c383aa9d1afe						
714		180413-00	Low	North	Bruce	Street Tree	1	Braybrooke street	Front							Eucalyptus dea bata	Douglas	Fr/6/6/2018	!	Planting Co	2019	Spring						To Be Planted				d97b055d-d498-4b42-8147-025888b2b226						
715		180413-00	Low	North	Bruce	Street Tree	1	Braybrooke street	Front							Eucalyptus dea bata	Douglas	Fr/6/6/2018	!	Planting Co	2019	Spring						To Be Planted				f31753cf-9944-4062-8a75-7e334834f84e						

OBJECTID	ENQUIRY NUMBER	WORKS	PRIORITY	DISTRICT	SUBURB	LOCATION TYPE	STREET_NAME	FRONTAGE	HERITAGE	DESIGNATED	SPECIES	COLLECTOR	COLLECTION_DATE	HEIGHT_m	DBH_cm	HEIGHT	HEIGHT_SC	HEALTH	HEALTH_SC	STRUCTURE_SC	USEFUL LIFE EXPECTANCY	ULE_SC	RISKZONE	RISK_SC	RISKSCORE	TCCSRISK	UTILINEPR	REM_KER	REASON
7493	200722-001938	Removal	Medium	South	Narrabundah	Street Tree	9-15 Brockman St	Front	No	No	Eucalyptus mannifera	[REDACTED]	22/07/2020 23:17	18	76	Large 12-20 (4)	4	Good (0)	0	Poor (3)	Short 0-10 3 (5)	5	Moderate (3)	3	15	High	None	Yes	Major Decline

REM_APP ROVED	DATE_SIGNED	ASSGND_ TO	REMOVA PROGRAM	REMOVA LTYPE	JOB_LOT	COMPAN Y	REPLANT_ REQUIRED	REPLANT_ SPECIES	STUMP REMOVED	STUMP_REM_DATE	BARREL REMOVED	BARREL_REM_DATE	WORKS_ COMPLETED	WORKS_COMP_D ATE	STATUS	TCCS_CO MMMENTS	COMMENTS	GlobalID	CreationDate	Creator	EditDate	Audit_date	x	y
Yes	16/04/2021	1:05 Contract	DTRP 2021	GTA	Job Lot 4	McMahon s	Yes	Eucalypt us mannifer a	Yes	22/06/2021 2:09	Yes	20/06/2021 1:51	Yes	20/06/2021 1:51	Job completed	trunk worse	Tree has collar rot at base and will only get worse	9bb566dd- 60f3-4571- 851f- e16765fec	22/07/2020 23:21	peter.jer myn_ACT GOV	22/06/2021 4:00	22/06/2021 3:51	149	-35.34

OBJECTID	ENQUIRY_NUMBER	PRIORITY	DISTRICT	SUBURB	LOCATION_TYPE	STREET_NUMBER	STREET_NAME	FRONTAGE	FRONTAGE_ST	DESIGNAT	SPECIES	COLLECTOR	ASSGND_TO	PROGRAM	JOB_LOT	COMPAN	STATUS	Contr. Comments	INTERNAL COMMENTS	GlobalID	Reason not planted
1048	181220-000074	Medium	South	Narrabundah	Street Tree	31	Brockman Street	Front			Eucalyptus rossii	Douglas Fraser	Planting Contractor	2019 Spring	Job Lot 5		Job Completed	Healthy	Dead sapling gone stakes remain and could be reused	a33a10bd-d7df-4fc8-b4b9-5573b7636ebf	
1049	181220-000074	Medium	South	Narrabundah	Street Tree	26	Brockman Street	Front			Eucalyptus rossii	Douglas Fraser	Planting Contractor	2019 Spring	Job Lot 5		Not Planted	power gas as well as RR		3a4b0eb3-3132-4083-93cd-f77b7ed5f7f3	Infrastructure / Services
1050	181220-000074	Medium	South	Narrabundah	Street Tree	17	Brockman Street	Front			Eucalyptus rossii	Douglas Fraser	Planting Contractor	2019 Spring	Job Lot 5		Not Planted	gas		33eda1f0-7e48-4cc6-9693-f8292ed4a2f2	Infrastructure / Services
20944	IAMS REQUEST		South	Narrabundah	STREET TREE	17	BROCKMAN STREET	SIDE		No	Eucalyptus mannifera ssp. maculosa	Douglas Fraser		2017 Autumn	Job Lot 6		Job Completed	uniting church on the corner		5cc95939-acc0-4c8e-8252-130356522497	
20945	IAMS REQUEST		South	Narrabundah	STREET TREE	17	BROCKMAN STREET	FRONT		No	Eucalyptus mannifera ssp. maculosa	Douglas Fraser		2017 Autumn	Job Lot 6		Job Completed	uniting church on the corner		7e53adea-3c88-4f58-acfb-95968c9dfa61	
20946	IAMS REQUEST		South	Narrabundah	STREET TREE	21	BROCKMAN STREET	FRONT		No	Eucalyptus mannifera ssp. maculosa	Douglas Fraser		2017 Autumn	Job Lot 6		Job Completed			fb878e89-7f02-4606-97bf-55639f3e1e57	
54256	00335688	Medium	South	Narrabundah	Street Tree	Body Corp 15	Wylie St	Back	Brockman St		Eucalyptus mannifera ssp. maculosa	Isabel Chua	Planting Contractor	2022 Autumn			To Be Planted	resident across the road has put in multiple request			
54257	00335688	Medium	South	Narrabundah	Street Tree	Body Corp 15	Wylie St	Back	Brockman St		Eucalyptus mannifera ssp. maculosa	Isabel Chua	Planting Contractor	2022 Autumn			To Be Planted	Resident across the road has multiple request for trees			

WORKS_REQUIRED	CONDITION	CCond. Contr. Comment	WATERING_1	WATERING_2	WATERING_3	WATERING_4	WATERING_5	create_d_user	last_edit_d_user	Container_Size	Surface Treatment	COLLECTION_DATE	DATE_PLAN TED	AUDIT DATE	last_edit_d_date	Project Description	GENUS	GlobalID_2	CreationDate	Creator	EditDate	Editor	x	y
Completed			01/12/2019	11/12/2019	19/12/2019	02/01/2020	28/01/2020	madeli_n.sh_A	ut_ACTGO	200AS		11/02/2019	26/11/2019	24/09/2020 22:08	2/27/2019		Eucalyptus	e52809dd-6e49-4661-8da2-e1f16298c1f16	30/08/2020 5:21 V	ut_ACTGO	15/07/2021 0:02 V	ut_ACTGO	149.1371	-35.33535
None								madeli_n.sh_A	ut_ACTGO	200AS		11/02/2019			2/27/2019		Eucalyptus	1e97265a-c6c9-4e13-a56d-1e9db17226a7	30/08/2020 5:21 V	ut_ACTGO	15/07/2021 0:02 V	ut_ACTGO	149.1376	-35.3355
None								madeli_n.sh_A	ut_ACTGO	200AS		11/02/2019			2/27/2019		Eucalyptus	d8337ede-7417-4d34-86db-5356db5835b3	30/08/2020 5:21 V	ut_ACTGO	15/07/2021 0:02 V	ut_ACTGO	149.1375	-35.33553
Completed	Watered 23/1/18							ut_ACTGOV				20/09/2016	26/05/2017			Autumn_Planting_2017_JobLots_1to8	Eucalyptus	29486185-078c-4d99-8884-f616ffbb146e	30/08/2020 5:21 V	ut_ACTGO	24/03/2021 22:10 V	Isabel.Chua_ACTGO	149.1369	-35.33531
Completed	Watered 23/1/18							ut_ACTGOV				20/09/2016	26/05/2017			Autumn_Planting_2017_JobLots_1to8	Eucalyptus	dff879ef-3dee-433d-b017-14dfe154e565	30/08/2020 5:21 V	ut_ACTGO	24/03/2021 22:10 V	Isabel.Chua_ACTGO	149.1371	-35.33533
Completed	Missing							ut_ACTGOV				20/09/2016	26/05/2017			Autumn_Planting_2017_JobLots_1to8	Eucalyptus	277e7cee-672d-42a8-9ccc-21f86977ba06	30/08/2020 5:21 V	ut_ACTGO	24/03/2021 22:10 V	Isabel.Chua_ACTGO	149.1366	-35.33519
Planting Site											Grass/dirt	20/01/2022 13:00						3f87cd24-06ed-4802-b319-187fc0edb805	20/01/2022 21:34 V	Isabel.Chua_ACTGO	27/02/2022 21:49 V	Isabel.Chua_ACTGO	149.1379	-35.3358
Planting Site											Grass/dirt	20/01/2022 13:00						f8088f01-af38-4087-a39c-29fdbc20792e	20/01/2022 21:44 V	Isabel.Chua_ACTGO	27/02/2022 21:49 V	Isabel.Chua_ACTGO	149.1375	-35.33558

REFERENCE_N	INCIDENT_STATU	SUBJECT	SUBURB	DEPOT_REGION	DESCRIPTION	TREE_INCIDENT_TYPE	STORM_DAMAGE	TECHNICAL_OFFI			DATE_CREATED	DATE_LAST_UPDATED	INCIDENT_ID	ACTUAL_ADDRESS	CLOSEST_AD	POWER	FIRST	SURNAME	EMAIL ADDRESS	HOME	MOBILE	OFFICE	SUBURB
O	S							CER_REQUIRED	CLAIM	DTRP				DRESS	OUTAGE	NAME			PHONE	PHONE	PHONE		
															REQUIRED								
210419-000632	Resolved	FixMyStreet Submission: Grass trees & shrubs > Trees & shrubs > Removal of tree branches or other	Narrabundah Central		What is the issue?: Removal of tree or other Is the tree/shrub growing from private or public land?: Public What would you like removed?: Tree What is the reason?: Other Please provide more information I am objecting to the removal of the tree in Brockman St .opposite nos. 22 24. Important to screen institutional building. Too many trees removed already. More gaps than trees. Replanting not an answer - too many fail. Tree can and must be saved. Was this caused by a recent storm?: No Phone Number:	General Prune	No	Yes	No	No	4/19/2021 10:16:22 AM	4/21/2021 12:07:58 PM	10041333		Opposite 22/2	No	Geoffrey	Dabb	gdabb@inet.net.au	62953449	0418632187	nu l	Narrabundah

REFERENCE NO	DATE CREATED	CREATED BY	THREAD ENTRY TYPE	TEXT
				<p>Hello Geoffrey</p> <p>Thankyou very much for your correspondence and concern over the removal of a tree in your neighbourhood. Urban Treescapes do not take the removal of mature trees lightly and we retain trees where possible. Unfortunately in this instance the tree has significant basal decay - rot that has affected the lower trunk and major roots on the tension side of the tree. This has in turn affected the nutrient flow up the tree and the tree is in decline which pruning cannot rectify. Given the significant rot at the base of the tree and in the structural roots the tree presents a high risk of failure and our only option is to remove it.</p> <p>The tree will be replanted and maintained by contractors for a minimum period of 3 years, however, I note that you mentioned other gaps in the street. I have looked into these and unfortunately the presence of gas lines has prevented planting in the gaps here.</p> <p>Kind regards,</p> <p>Johanna Wallner Coordinator Tree Assets Urban Treescapes, City Presentation Transport Canberra and City Services Directorate ACT Government, Canberra, Australia</p>
210419-000632	2021-04-21 12:07:38	Johanna Wallner	Staff Account	<p>Level 4, 480 Northbourne Avenue, Dickson ACT 2602 GPO Box 158 Canberra ACT 2601 www.act.gov.au</p>
210419-000632	2021-04-19 10:16:22	Administrator -	Rule Response Template	<p>Positional data at time of incident submissions was:
Latitude:
Longitude:
Google Url:
Google Address: Opposite 22/24 Brockman Street</p> <p>Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.</p> <p>If you have requested a response you should expect to be contacted within 10 working days.</p> <p>Your reference number is: #210419-000632</p> <p>What is the issue?:</p> <p>Removal of tree or other</p> <p>Is the tree/shrub growing from private or public land?:</p> <p>Public</p> <p>What would you like removed?:</p> <p>Tree</p> <p>What is the reason?:</p> <p>Other</p> <p>Please provide more information</p> <p>I am objecting to the removal of the tree in Brockman St .opposite nos. 22,24. Important to screen insitutional building. Too many trees removed already. More gaps than trees. Replanting not an answer - too many fail. Tree can and must be saved.</p> <p>Was this caused by a recent storm?:</p> <p>No</p> <p>Phone Number: 62953449</p> <p>Verify Email Address: gdabb@iinet.net.au</p>
210419-000632	2021-04-19 10:16:22	null	Customer	



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Case: 00121376

Case Owner Trees

Case Overview

Case Number	00121376	AC Case Number	00334007
Feedback Type	Operations	Job Type	Tree Assessment
Status	Case Closed	Technical Officer Required?	No
Sub Status	Resolved	Suburb	Narrabundah
Priority		Storm Damage	No
Prioritisation Status	Incident resolved	Claim Region	
Response Required?	No	Depot Region	Central
Correspondence History	No		
Subject	Fix My Street > Grass, trees & shrubs > Trees & shrubs > Removal of tree or other		
ACTCCS Description	<p>What would you like removed? Tree</p> <p>What is the reason? Split or leaning</p> <p>Was this caused by a recent storm? No</p> <p>Please provide more information There is a gum tree on our nature strip that is old, has signs of rotting and a significant tilt towards our house. I'm worried it will fall and significantly harm our daughter who sleeps in the nearest bedroom. Limbs have fallen off & trees are falling</p> <p>Is the tree/shrub growing from private or public land? Public</p>		

Resident Details

Account Name	██████████	Contact Email	██████████@iinet.net.au
Contact Phone	██████████		

Tree Details

Asset ID		Communicated with the Customer?	Yes
		Communication Comment	Email

Claims

ACTIA/TAMS Identification No.		Claim Number	
Claims Case	<input type="checkbox"/>	Claim Amount Threshold	

Is Claim Being Honoured?

Claim Amount

Assessment Details

Assessor	Tom Dukic	Diameter at Brest Height (DBH)	
Date Assessed	26/10/2021	Tree Height	
Calling Card	No	Work Comments	Trees are in good health and vigour. No work required at time of inspection

Field Work Comments

Field Work Comments

Equipment Required

Chipper	No	Mini Tower	No
Crane Truck	No	Pole Saw	No
Flying Crew	No	Travel Tower	No
Gang	No	Climber	No

Work Type

Removal	No	Line of Site	No
GP/DW	No	Lift	No
Branch Pick Up	No	No Action	Yes
Habitat Prune	No	Streetlight Pruning	
Mulch		Log	

Case Details

Source	Access Canberra	Incident Address	30 BROCKMAN ST, NARRABUNDAH ACT 2604
Case Origin	FMS Form	ACTCCS Latitude	-35.33546646
Date/Time Opened	5/10/2021 1:47 PM	ACTCCS Longitude	149.13776994
Date/Time Closed	26/10/2021 2:21 PM		

System Information

Created By	AC TCCS Integration, 5/10/2021 1:47 PM	Last Modified By	Tom Dukic, 26/10/2021 2:21 PM
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Contact Information

Account Name	[REDACTED]	Primary Phone	[REDACTED]
Birthdate		Email	[REDACTED]@inet.net.au

Address Information

Billing Address

System Information

Created By	AC TCCS Integration, 5/10/2021 1:47 PM	Last Modified By	AC TCCS Integration, 5/10/2021 1:47 PM
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Activity History

Email: No Action Required

Name [REDACTED]
 Task
 Due Date 26/10/2021
 Assigned To Tom Dukic
 Last Modified Date/Time 26/10/2021 2:23 PM
 Additional To: [REDACTED]@iinet.net.au
 CC:
 BCC:
 Attachment:
 Subject: No Action Required
 Body:
 Dear [REDACTED]

Comments
 Thank you for your tree-related request for service 00334007. An assessment has been carried out and the attending officer has determined that no maintenance work is currently required.

Should you notice a change in the health or stability of the tree or consider that a further assessment is required, please log a further enquiry through the Fix My Street customer service portal.

Kind Regards,
 ACT Government, Urban Treescapes
 ref:_00D6F2VEqH._5002PLDyZW:ref

Case History

26/10/2021 2:21 PM

User Tom Dukic
 Action Changed Sub Status from Unresolved to Resolved. Changed Status from Unassigned to Case Closed.

5/10/2021 1:47 PM

User AC TCCS Integration
 Action Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Trees. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to Trees. Created.

Attachments

IMG_0607		IMG_0605	
Size	47KB	Size	48KB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	Download	View	Download
Last Modified	5/10/2021 1:47 PM	Last Modified	5/10/2021 1:47 PM
IMG_0606		IMG_0608	
Size	50KB	Size	46KB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	Download	View	Download
Last Modified	5/10/2021 1:47 PM	Last Modified	5/10/2021 1:47 PM
IMG_0604			
Size	48KB		
Ownership	AC TCCS Integration		
View	Download		
Last Modified	5/10/2021 1:47 PM		



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Case: 00121376

Case Owner Trees

Case Overview

Case Number	00121376	AC Case Number	00334007
Feedback Type	Operations	Job Type	Tree Assessment
Status	Case Closed	Technical Officer Required?	No
Sub Status	Resolved	Suburb	Narrabundah
Priority		Storm Damage	No
Prioritisation Status	Incident resolved	Claim Region	
Response Required?	No	Depot Region	Central
Correspondence History	No		
Subject	Fix My Street > Grass, trees & shrubs > Trees & shrubs > Removal of tree or other		
ACTCCS Description	<p>What would you like removed? Tree</p> <p>What is the reason? Split or leaning</p> <p>Was this caused by a recent storm? No</p> <p>Please provide more information There is a gum tree on our nature strip that is old, has signs of rotting and a significant tilt towards our house. I'm worried it will fall and significantly harm our daughter who sleeps in the nearest bedroom. Limbs have fallen off & trees are falling</p> <p>Is the tree/shrub growing from private or public land? Public</p>		

Resident Details

Account Name	██████████	Contact Email	██████████@iinet.net.au
Contact Phone	██████████		

Tree Details

Asset ID		Communicated with the Customer?	Yes
		Communication Comment	Email

Claims

ACTIA/TAMS Identification No.		Claim Number	
Claims Case	<input type="checkbox"/>	Claim Amount Threshold	

Is Claim Being Honoured?

Claim Amount

Assessment Details

Assessor	Tom Dukic	Diameter at Brest Height (DBH)	
Date Assessed	26/10/2021	Tree Height	
Calling Card	No	Work Comments	Trees are in good health and vigour. No work required at time of inspection

Field Work Comments

Field Work Comments

Equipment Required

Chipper	No	Mini Tower	No
Crane Truck	No	Pole Saw	No
Flying Crew	No	Travel Tower	No
Gang	No	Climber	No

Work Type

Removal	No	Line of Site	No
GP/DW	No	Lift	No
Branch Pick Up	No	No Action	Yes
Habitat Prune	No	Streetlight Pruning	
Mulch		Log	

Case Details

Source	Access Canberra	Incident Address	30 BROCKMAN ST, NARRABUNDAH ACT 2604
Case Origin	FMS Form	ACTCCS Latitude	-35.33546646
Date/Time Opened	5/10/2021 1:47 PM	ACTCCS Longitude	149.13776994
Date/Time Closed	26/10/2021 2:21 PM		

System Information

Created By	AC TCCS Integration, 5/10/2021 1:47 PM	Last Modified By	Tom Dukic, 26/10/2021 2:21 PM
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Contact Information

Account Name	██████████	Primary Phone	██████████
Birthdate		Email	██████████@inet.net.au

Address Information

Billing Address

System Information

Created By	AC TCCS Integration, 5/10/2021 1:47 PM	Last Modified By	AC TCCS Integration, 5/10/2021 1:47 PM
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Activity History

Email: No Action Required

Name [REDACTED]
 Task
 Due Date **26/10/2021**
 Assigned To **Tom Dukic**
 Last Modified Date/Time **26/10/2021 2:23 PM**
 Additional To: [REDACTED]@iinet.net.au
 CC:
 BCC:
 Attachment:

Subject: No Action Required
Body:
Dear [REDACTED]

Comments **Thank you for your tree-related request for service 00334007. An assessment has been carried out and the attending officer has determined that no maintenance work is currently required.**

Should you notice a change in the health or stability of the tree or consider that a further assessment is required, please log a further enquiry through the Fix My Street customer service portal.

Kind Regards,

ACT Government, Urban Treescapes

ref:_00D6F2VEqH._5002PLDyZW:ref

Case History

26/10/2021 2:21 PM

User **Tom Dukic**
 Action **Changed Sub Status from Unresolved to Resolved. Changed Status from Unassigned to Case Closed.**

5/10/2021 1:47 PM

User **AC TCCS Integration**
 Action **Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Trees. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to Trees. Created.**

Attachments

IMG_0607		IMG_0605	
Size	47KB	Size	48KB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	<u>Download</u>	View	<u>Download</u>
Last Modified	5/10/2021 1:47 PM	Last Modified	5/10/2021 1:47 PM
IMG_0606		IMG_0608	
Size	50KB	Size	46KB
Ownership	AC TCCS Integration	Ownership	AC TCCS Integration
View	<u>Download</u>	View	<u>Download</u>
Last Modified	5/10/2021 1:47 PM	Last Modified	5/10/2021 1:47 PM
IMG_0604			
Size	48KB		
Ownership	AC TCCS Integration		
View	<u>Download</u>		
Last Modified	5/10/2021 1:47 PM		



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Case: 00122051

Case Owner Isabel Chua

Case Overview

Case Number	00122051	AC Case Number	00335688
Feedback Type	Programs	Job Type	Planting
Status	Assigned	Technical Officer Required?	No
Sub Status	In Progress	Suburb	Confirm Suburb
Priority		Storm Damage	No
Prioritisation Status		Claim Region	
Response Required?	No	Depot Region	
Correspondence History	No		

Subject Fix My Street > Grass, trees & shrubs > Trees & shrubs > Other tree matters

ACTCCS Description **More Information**
 There are 2 issues relating to absence of street trees needed to help screen large institutional development. First, what is position on replacement tree promised in your ref 210419-000632? Secondly, anything further on filling gaps?

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
No

What would you like to report?
Illegal tree work

Was this caused by a recent storm?
No

Is the tree blocking a road?
No

Is it causing obstruction to a driveway or footpath?
No

Are you reporting weeds on public or private land?
Public

Resident Details

Account Name	Geoffrey Dabb	Contact Email	gdabb@iinet.net.au
Contact Phone	0418632187		

Tree Details

Asset ID	Communicated with the Customer?	No
	Communication	Isabel is communicating with resident

Claims

ACTIA/TAMS Identification No.		Claim Number	
Claims Case	<input type="checkbox"/>	Claim Amount Threshold	
Is Claim Being Honoured?	<input type="checkbox"/>	Claim Amount	

Assessment Details

Assessor		Diameter at Brest Height (DBH)	
Date Assessed		Tree Height	
Calling Card	No	Work Comments	Isabel is communicating with resident via planting inbox

Field Work Comments

Field Work Comments

Equipment Required

Chipper	No	Mini Tower	No
Crane Truck	No	Pole Saw	No
Flying Crew	No	Travel Tower	No
Gang	No	Climber	No

Work Type

Removal	No	Line of Site	No
GP/DW	No	Lift	No
Branch Pick Up	No	No Action	No
Habitat Prune	No	Streetlight Pruning	
Mulch		Log	

Case Details

Source	Access Canberra	Incident Address	24 BROCKMAN ST, NARRABUNDAH ACT 2604
Case Origin	FMS Form	ACTCCS Latitude	-35.33571526325212
Date/Time Opened	7/10/2021 1:57 PM	ACTCCS Longitude	149.13781632638214
Date/Time Closed			

System Information

Created By	AC TCCS Integration, 7/10/2021 1:57 PM	Last Modified By	Victoria Herbert, 9/12/2021 12:10 PM
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Contact Information

Account Name	Geoffrey Dabb	Primary Phone	0418632187
Birthdate		Email	gdabb@iinet.net.au

Address InformationBilling Address

System Information

Created By AC TCCS Integration, 7/10/2021 1:57 PM **Last Modified By** AC TCCS Integration, 7/10/2021 1:57 PM

Case History

9/12/2021 12:10 PM

User Victoria Herbert
Action Changed Status from Unassigned to Assigned. Changed Sub Status from Unresolved to In Progress.

9/12/2021 12:09 PM

User Victoria Herbert
Action Changed Case Owner from Trees to Isabel Chua.

7/10/2021 1:57 PM

User AC TCCS Integration
Action Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Trees. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to Trees. Created.

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