



FREEDOM OF INFORMATION COVERSHEET

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

FOI reference: 21-112

Information to be published	Status
1. Access application	Published
2. Decision notice and schedule	Published
3. Documents	Published
4. Additional information identified	n/a
5. Fees	n/a
6. Processing time (in working days)	19 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

From: [REDACTED]
To: [TCCS FreedomOfInformation](#)
Subject: Block storm water drain report
Date: Thursday, 4 November 2021 3:20:09 PM

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.

Hi

I need to be provided with a copy of the report undertaken about a storm water drain located on an ACT govt walkway that sits to the south of the property [REDACTED]. I am requesting the report under the freedom of Information Act. I am the owner of the property at [REDACTED] and my property is now being damaged by the water pouring out of that blocked and damaged drain.

The report was prepared by Flexible on behalf of the ACT Government on the 3rd November 2021.

I also want to be provided with the details of the notes that have been lodged against Access Canberra numbers AC00341050 and AC 00341028. I also want the records of a call that was lodged with ACT Govt Drains section by Icon Water on the 1st September in which the blocked drain was first reported to the ACT Government.

I am requesting all this information under the FOI Act

[REDACTED]
[REDACTED]



ACT
Government

Transport Canberra and
City Services

[REDACTED]

Dear [REDACTED]

Freedom of Information Request - Reference 21-112

I refer to your application made under the *Freedom of Information Act 2016* (the Act), which was received by Transport Canberra and City Services Directorate (TCCS) on 4 November 2021 seeking the following:

- *“a copy of the report prepared by Flexible on behalf of the ACT Government on 3 November 2021 regarding a storm water drain located on an ACT Government walkway that sits to the south of the property of [REDACTED];*
- *details of the notes that have been lodged against Access Canberra numbers AC00341050 and AC00341028;*
- *records of a call that was lodged with ACT Government Drains sections by Icon Water on 1 September in which the blocked drain was first reported to the ACT Government”.*

A partial transfer of your access application was made to Icon Water on 29 November 2021 on the basis that they may hold documents relevant to your request. You will be notified by the FOI team if Icon Water accepts this request. If Icon Water accepts a partial transfer, you will receive a separate notice of decision from them.

Timeframes

TCCS is required to provide a decision on your access application by 3 December 2021.

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 Act.

Decision on access

A search for documents has been completed and a total of nine documents (18 pages) have been identified as relevant to your request.

I have found that some of the information within these documents is, on balance, contrary to the public interest to disclose. I have decided to provide you with:

- full access to 3 documents
- partial access to 6 documents.

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

My decision is detailed further in the following statement of reasons. I have included a schedule of the documents at Attachment A. The documents are enclosed at Attachment B with deletions applied to information which is contrary to the public interest to disclose.

Statement of Reasons

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

- the Act;
- the content of the documents that fall within the scope of your request;
- ACT Ombudsman Office Freedom of Information guidelines; and
- the *Humans Rights Act 2004*.

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 2.1)

- 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 2.1)

- Section 2.2 (a)(ii) – prejudice the protection of an individual’s right to privacy or any other right under the *Human Rights Act 2004*

In reviewing the information in scope of your applications, the personal information of third parties was identified, including the names and contact details of these parties. As such, I find that the disclosure of this information would prejudice their right to privacy under the *Information Privacy Act* and the *Humans Rights Act 2004*.

Deletions have been applied to information where it would prejudice the protection of an individual’s right to privacy or any other right under the *Human Rights Act 2004*. Factors in favour of release can still be met while protecting the personal information of these individuals. The protection of this information outweighs disclosure in this instance.

Charges

No fees apply as the number pages being released fall 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 original access application, my decision and documents released to you will be published with your personal information removed.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome

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under section 73 of the FOI Act within 20 working days from the day that my decision is published in TCCS' disclosure log, or a longer period allowed by the Ombudsman.

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

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

ACT Civil and Administrative Tribunal (ACAT) review

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

Further information may be obtained from the 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) 62072987 or email to tccs.foi@act.gov.au.

Yours sincerely



Kristine Scheul
Information Officer

2 December 2021

FREEDOM OF INFORMATION REQUEST SCHEDULE

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

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

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

File number		WHAT ARE THE PARAMETERS OF THE REQUEST				
FOI – 21-112		Stormwater report				
Ref No	No of Folios	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1-3	20211014 - Case_ 00124095 _ Salesforce	14 October 2021	Full access	Not applicable	Documents to be published
2	4-6	20211014 - Salesforce notes	14 October 2021	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
3	7-8	20211103 - Email with one attachment - Subject - Ministerial	3 November 2011	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
4	9-10	20211103 - Attachment to email Subject Ministerial – Subject - storm water pipe	3 November 2021	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	

5	11-12	20211103 - Email - storm water pipe blocked and cracked flooding in Chisholm	3 November 2021	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
6	13	20211116 - Email with 3 attachments - Subject - Chilsholm	16 November 2021	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
7	14	20211116 - Attachment 1 of 3 - Works Report - [REDACTED] Chisholm - October-November 2021	Various	Partial access	Information Privacy Act 2014 Schedule 2, Section 2.2 (a)(ii) Prejudice the Protection of an Individual's Right to Privacy	
8	15	20211116 - Chisholm Map	Undated	Full access	Not applicable	
9	16-18	20211116 - Attachment 3 of 3 - [REDACTED]	11 November 2021	Full access	Not applicable	



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Case: 00124095

Case Owner Roads ACT

Case Overview

Case Number 00124095

AC Case Number 00341050

Feedback Type

Priority

Subject Fix My Street > Water > Stormwater > Water leak / flooding

Follow Up

Status Case Closed

Comment Category Request for Service

Sub Status Action Not Required

Region

ACTCCS Description **What would you like to report?**
Water leak

Is it posing a safety hazard?
Yes

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
Yes

Can you identify the source of the issue?
Storm water drain pipe was broken. So, the water is leaking on to the ground and resident's back fence. Posing a trip hazard for the people going along this path.

Assetic Detail

Assetic Status Cancelled

Assetic Queue TCCS AMIS Stormwater

Assetic Work Request ID

Assetic Team Allocation Stormwater

Assetic Target Finish Date

Managing Platform Salesforce

Assetic Status Comments WR32436 has been cancelled in Assetic by Darryl Close. Cancelled reason: Work Request has been cancelled.this is a double up job

Work Details

Citizen Details

Account Name [Redacted]
Contact Phone [Redacted]

Contact Email [Redacted]

Case Details

Source Access Canberra
Case Origin FMS Form
Date/Time Opened 14/10/2021 3:10 PM
Date/Time Closed 15/10/2021 8:18 AM

Incident Address [Redacted]
Suburb [Redacted]
ACTCCS Longitude [Redacted]
ACTCCS Latitude [Redacted]

System Information

Created By AC TCCS Integration, 14/10/2021 3:10 PM

Last Modified By Assetic TCCS Integration, 15/10/2021 8:18 AM

Contact Information

Account Name [Redacted]
Birthdate [Redacted]

Primary Phone [Redacted]
Email [Redacted]

Address Information

Billing Address [Redacted]

System Information

Created By AC TCCS Integration, 14/10/2021 1:17 PM

Last Modified By AC TCCS Integration, 14/10/2021 1:17 PM

Case History

15/10/2021 8:18 AM

User Assetic TCCS Integration
Action Changed Sub Status from In Progress to Action Not Required. Changed Status from Unassigned to Case Closed. Changed Assetic Status from Assigned to Cancelled.

14/10/2021 5:22 PM

User **Assetic TCCS Integration**
Action **Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.**

14/10/2021 3:12 PM

User **Assetic TCCS Integration**
Action **Changed Assetic Status to New.**

14/10/2021 3:10 PM

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

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Case: 00124088

Case Owner Roads ACT

Case Overview

Case Number [REDACTED]

AC Case Number 00341028

Feedback Type

Priority

Subject Water > Stormwater > Water leak / flooding

Follow Up

Status Case Closed

Comment Category Request for Service

Sub Status Action Not Required

Region

ACTCCS Description **What would you like to report?**
Flooding

Is it posing a safety hazard?
Yes

Is it causing traffic or cyclists to swerve?
No

Could it cause a trip, fall or injury?
Yes

Can you identify the source of the issue?
SW main blocked at the rear & causing flooding in backyard of [REDACTED]. Icon water have dug a hole to check water assets which are fine & found the SW main blocked.

Assetic Detail

Assetic Status Cancelled

Assetic Queue TCCS AMIS Stormwater

Assetic Work Request ID

Assetic Team Allocation Stormwater

Assetic Target Finish Date

Managing Platform Salesforce

Assetic Status Comments WR32434 has been cancelled in Assetic by Darryl Close. Cancelled reason: Work Request has been cancelled.CSRM Case Number : 00124088 Requester

Contact Name: [REDACTED] Initial enquiry info only. See CSRM for additional corre...

Work Details

Citizen Details

Account Name [REDACTED]

Contact Email [REDACTED]@iconwater.com.au

Contact Phone [REDACTED]

Case Details

Source Access Canberra

Incident Address [REDACTED]

Case Origin FMS Form

Suburb CHISHOLM

Date/Time Opened 14/10/2021 2:53 PM

ACTCCS Longitude [REDACTED]

Date/Time Closed 18/10/2021 9:51 AM

ACTCCS Latitude [REDACTED]

System Information

Created By AC TCCS Integration, 14/10/2021 2:53 PM

Last Modified By Assetic TCCS Integration, 18/10/2021 9:51 AM

Contact Information

Account Name [REDACTED]

Primary Phone [REDACTED]

Birthdate [REDACTED]

Email [REDACTED]@iconwater.com.au

Address Information

Billing Address [REDACTED]

System Information

Created By AC TCCS Integration, 27/07/2021 7:55 AM

Last Modified By AC TCCS Integration, 27/07/2021 7:55 AM

Case History

18/10/2021 9:51 AM

User Assetic TCCS Integration

Action Changed Sub Status from In Progress to Action Not Required. Changed Status from Unassigned to Case Closed. Changed Assetic Status from Assigned to Cancelled.

14/10/2021 5:22 PM

User **Assetic TCCS Integration**
Action **Changed Sub Status from Unresolved to In Progress. Changed Assetic Status from New to Assigned.**

14/10/2021 2:57 PM

User **Assetic TCCS Integration**
Action **Changed Assetic Status to New.**

14/10/2021 2:54 PM

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

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Bruan, Nicole

From: Melville, Andrew
Sent: Wednesday, 3 November 2021 8:43 AM
To: Dunn, Maggie
Subject: RE: Ministerial
Attachments: RE: storm water pipe blocked and cracked flooding in chisholm

OFFICIAL

Thanks Maggie

See attached response to Shelly

Cheers Andrew

From: Dunn, Maggie <Maggie.Dunn@act.gov.au>
Sent: Tuesday, 2 November 2021 10:53 AM
To: Melville, Andrew <Andrew.Melville@act.gov.au>
Subject: Ministerial

OFFICIAL

Andrew,

Please see ministerial complain below. Can you please help me to respond?

“The following correspondence has been submitted via the Contact my Minister website. The constituent has indicated that they would like a response to their correspondence.

Water runoff not addressed in Chisholm for 2 months now damaging private homes

on 31 Aug a major was water leak reported to icon water on the land owned by ACT govt on the eastern side of [REDACTED]. Icon attended within 24 hours, investigated the water that was flowing out of the ground and determined by excavating the water pipes that the issues was NOT the water pipes but a blocked drainage pipe owned by ACTt Govt. The issues was reported to ACT govt by Icon on the 1st Sept. NOTHING WAS DONE. My back yard was being flooded with stinking oily water as were the yards of the neighbours to the west of my property. My neighbour hand dug a long trench along my fence and and his fence to drive and divert the substantial water flow away from our yards and this has helped but the water continues tp invade the properties I called again on the 14th Oct to try and work out what was happening. The next day a bulldozer came to clean out the storm water swale but the blocked pipe was not addressed. The water continued to flow out of the ground and into the properties. There was NO communication about the issue to me and NO follow up. I returned to my property on 1 Nov, saw the extent of the damage and called the ACT govt AGAIN. Andrew matville attended and says he has no money to fix the problem The water continues to flow unabated and now both properties are completely water logged with putrid water and stinks. Plants are dying, fences are going to rot and the foundations of my house are now wet because the water is unable to drain away. My property is being damaged and yet you continue to expect us to pay rates when you have FAILED to provide a solution to water ingressing our properties that come from ACT Govt land, We DEMAND that this issue be addressed immediately and will be seeking compensation from the failure of your dept to act. We do not find it acceptable to be told that "it will cost money to fix the problem and its difficult". Hand dig a trench and install ag pipes if it is too wet to use a mechanical digger”

Regards,

Maggie Dunn

Small Cell Administrator, Streetlight Unit, Environmental Services

Phone [REDACTED]

Roads Maintenance | **Roads ACT** | Transport Canberra and City Services Directorate | **ACT Government**

255 Canberra Avenue, Fyshwick | PO Box 777 Fyshwick ACT 2609

Bruan, Nicole

From: Melville, Andrew
Sent: Wednesday, 3 November 2021 6:47 AM
To: Fraser, Shelly; Joshi, Anand
Subject: RE: storm water pipe blocked and cracked flooding in chisholm

UNOFFICIAL

Thanks Shelly this was reported to us around a month ago Darryl attended and found a large amount of ground water leaking from the embankment between the houses and the Monaro Highway. Darryl asked me to attend to look at options. There is a cut off drain approximately 10 meters from the back fences and this was holding water in a few places. There is also a main 150mm diameter approximately 2.5 meters deep along the back fences. A work order was raised to clean and reshape the channel. As well as a mains clean. the channel clean was conducted last week. The mains clean had not yet been started.

I received a call from the resident of [REDACTED] on Monday morning. I agreed to meet her on site at 12:30. I also contacted Flexible to check on the schedule for the mains clean, it was still a week away. I organised for the crews to attend the site at 13:00 to start the mains clean.

When I arrived the resident of [REDACTED] was very upset, she showed me her retaining wall that was weeping and a pool of water approximately 3 x 1 meters in size very shallow along the base of the wall. She also said the back yard was wet all the time, I showed her the embankment with the water still running out and where we had reshaped the cut off drain.

There is still water coming from where ICON dug up their main out of the fresh trench below the cut off drain. I tried to explain how ground water works and why it leaks out of fresh trenches.

The resident and now the neighbour just wanted a concrete drain installed along their back fences, I tried to advise even if we could do that kind of works it was too wet to bring machines in at the moment. As well as there being a high voltage transformer in the way.

Unfortunately the resident just wanted the issue fixed now and I could not stop the water coming from the embankment.

Flexible crews attended and attempted to clean the main this was not successful as it is almost completely blocked with Casuarina roots from the neighbours trees, The crews will be on site again today to complete the clean. I drought the mains clean will have a large effect as there are no inlets along its length, and appears to have no ties connected to it. I'm not sure why it is even there.

I will check how the mains clean went later today.

Regards Andrew.

From: Fraser, Shelly <Shelly.Fraser@act.gov.au>
Sent: Tuesday, 2 November 2021 4:54 PM
To: Melville, Andrew <Andrew.Melville@act.gov.au>; Joshi, Anand <Anand.Joshi@act.gov.au>
Subject: FW: storm water pipe blocked and cracked flooding in chisholm

UNOFFICIAL

Andrew/Anand, Can you please provide me info on this?

Kind Regards,
Shelly Fraser | a/g Executive Branch Manager

CPEng RPEQ MIEAust NER BCivEng BBusMgt

Phone: 02 6207 9020 | Mobile: [REDACTED] | Email: shelly.fraser@act.gov.au

Roads ACT, City Operations | Transport Canberra and City Services Directorate | ACT Government

480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [REDACTED]

Sent: Tuesday, 2 November 2021 4:38 PM

To: Fraser, Shelly <Shelly.Fraser@act.gov.au>

Subject: storm water pipe blocked and cracked flooding in chisholm

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.

hi. on 30 aug water pouring out of the ground was reported to icon who attended immediately. they dug a big hole checked their pipe and determined that the issue was a blocked and cracked vdrainwater pipe beside [REDACTED]. the reported the issue to act govt in 1 Sept. nothing at all was done. I was away interstate and did not realise that putters water was pouring thru my yard. a gardener advised me of the issue on 14th Oct. I reported the issue to act govt. I spoke with Andrew Metcalf or some surname like that. a dozer was sent to clear the large open swale but nothing was done about the pipe which is block and obviously broken. I returned from nsw on 1c Dec. again I rang act govt. this Andres person turned up and v tried to convince my self and the beighbour that v the v water pouring out ifv the ground was ground water and v nothing to do with him. the neighbour havoc dug a 150 meter trench out side our fence to try and divert the c water. flexible turned up yesterday to try and unblock the drain. no success. water continues to invade my property and the property to the west. all the ground saturated. no action is being taken. plz call me asap. my house and yard is being damage by water from act govt pipes

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Bruan, Nicole

From: Joshi, Anand
Sent: Wednesday, 3 November 2021 9:10 AM
To: Melville, Andrew
Cc: Fraser, Shelly; Hua, David
Subject: FW: storm water pipe blocked and cracked flooding in chisholm

UNOFFICIAL

Thanks Andrew.

David – Please see below for your information.

Regards,

Anand Joshi

A/g Senior Director, Roads Maintenance

Phone 02 6205 4934 | M: [REDACTED]

Roads Maintenance | **Roads ACT** | Transport Canberra and City Services Directorate | **ACT Government**

255 Canberra Avenue, Fyshwick | PO Box 777 Fyshwick ACT 2609

Connected services for the people of Canberra

From: Melville, Andrew <Andrew.Melville@act.gov.au>
Sent: Wednesday, 3 November 2021 6:47 AM
To: Fraser, Shelly <Shelly.Fraser@act.gov.au>; Joshi, Anand <Anand.Joshi@act.gov.au>
Subject: RE: storm water pipe blocked and cracked flooding in chisholm

UNOFFICIAL

Thanks Shelly this was reported to us around a month ago Darryl attended and found a large amount of ground water leaking from the embankment between the houses and the Monaro Highway. Darryl asked me to attend to look at options. There is a cut off drain approximately 10 meters from the back fences and this was holding water in a few places. There is also a main 150mm diameter approximately 2.5 meters deep along the back fences. A work order was raised to clean and reshape the channel. As well as a mains clean. the channel clean was conducted last week. The mains clean had not yet been started.

I received a call from the resident of [REDACTED] on Monday morning. I agreed to meet her on site at 12:30. I also contacted Flexible to check on the schedule for the mains clean, it was still a week away. I organised for the crews to attend the site at 13:00 to start the mains clean.

When I arrived the resident of [REDACTED] was very upset, she showed me her retaining wall that was weeping and a pool of water approximately 3 x 1 meters in size very shallow along the base of the wall. She also said the back yard was wet all the time, I showed her the embankment with the water still running out and where we had reshaped the cut off drain.

There is still water coming from where ICON dug up their main out of the fresh trench below the cut off drain. I tried to explain how ground water works and why it leaks out of fresh trenches.

The resident and now the neighbour just wanted a concrete drain installed along their back fences, I tried to advise even if we could do that kind of works it was too wet to bring machines in at the moment. As well as there being a high voltage transformer in the way.

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From: Fraser, Shelly <Shelly.Fraser@act.gov.au>
Sent: Tuesday, 2 November 2021 4:54 PM
To: Melville, Andrew <Andrew.Melville@act.gov.au>; Joshi, Anand <Anand.Joshi@act.gov.au>
Subject: FW: storm water pipe blocked and cracked flooding in chisholm

UNOFFICIAL

Andrew/Anand, Can you please provide me info on this?

Kind Regards,

Shelly Fraser | a/g Executive Branch Manager
CPEng RPEQ MIEAust NER BCivEng BBusMgt

Phone: 02 6207 9020 | Mobile: [REDACTED] | Email: shelly.fraser@act.gov.au

Roads ACT, City Operations | Transport Canberra and City Services Directorate | ACT Government
 480 Northbourne Avenue, Dickson 2602 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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Bruan, Nicole

From: [REDACTED]@flexibledrain.com>
Sent: Tuesday, 16 November 2021 2:56 PM
To: Melville, Andrew
Subject: Chisholm
Attachments: Works Report - [REDACTED] - October-November 2021.pdf;
 Chisholm Map.pdf; [REDACTED].pdf

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.

Hi Andrew,

Please find attached the information for Chisholm.

Kind Regards

[REDACTED]




101 Underwood Street Oaks Estate, ACT 2620
 P.O.Box 575 Fyshwick ACT 2609
 Ph +612 6284 4888, Fax +612 6284 4488
 Email: [REDACTED]@flexibledrain.com
 Web: www.flexibledrain.com



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- 
1. On 19/10/2021, A crew attended the site and attempted a clean of the mains as requested. During the clean it was found the mains were partially blocked with tree roots and debris.
 2. On 21/10/2021, A crew attended the site and reshaped the cut-off drain and cleared the headwall.
 3. On 3/11/2021, A crew attended the site and attempted a clean of the mains as requested. During the clean it was found the mains were partially blocked with tree roots and debris.
 4. On the 11/11/2021, A crew attended the site to undertake a CCTV inspection of the Mains.





Flexible Australia
 P.O Box 575
 Fyshwick ACT 2609
 Tel.: 02 6284 4888
 Fax:
 Email: info@flexibledrain.com

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Project Name: [REDACTED]	Project number:	Date: 11/11/2021	Contact:
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Inspection: 1

Section: 1, 1 -- 2	1
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Inspection Report

Date: 11/11/2021	Asset Owner's Job Ref:	Operator: [REDACTED]	Section Number: 1	Section ID:	Standard:
Method of inspection: Manned	LRP: Wall	Structural Grade: 1	Service Grade: 1	Expected Length	

Location: Suburb: Chisholm State: ACT Location Type: Road	Pipe Diameter: 150 mm Pipe Width: Pipe Material: PVC-Unplasticised Lining:	Start Manhole: 1 Finish Manhole: 2 Section Length: 7.93 m Direction: upstream
Purpose of inspection: New construction Use of pipe: Drain Shape of Pipe: Circular Pipe Unit Length:	Cleaning: cleaned Flow Control: No measures Start Manhole Depth: 2.1 Perceptiation: No	

Comments:

1:75	Position	Code	Observation	Grade
	0.00	STMH	Start node, maintenance hole, Nodename: 2	
	7.93	SAR	Inspection (survey) abandoned, roots	

STR no def	STR peak	STR mean	STR total	STR grade	SER no def	SER peak	SER mean	SER total	SER grade
0	0	0	0	1	0	0	0	0	1



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Inspection Pictures

Location: [REDACTED]	Suburb: Chisholm	Date : 11/11/2021	Section number: 1	Sewer Ref.:
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Photo: 1_1_3_A.JPG, 00:01:32
7.93m, Inspection (survey) abandoned, roots