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## Case: 00204010

Case Officer	Case Owner	Roads ACT
Reassignment Reason		

### Case Overview

Case Number	00204010	AC Case Number	00518638
Feedback Type		Priority	
Subject	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other	Follow Up	
Status	Case Closed	Comment Category	Request for Service
Sub Status	Resolved	Region	
Incident Summary			
Resolution Comments			
ACTCCS Description	<p><b>What is the material?</b> Asphalt</p> <p><b>What is the damage?</b> Uplifting due to tree root</p> <p><b>More Information</b> The surface of the shared footpath is raised where the large tree is heading south from the Sulwood and Athlon Drive roundabout. As it is on the downhill section, it could cause kids to lose control when they hit the bump on their bicycle.</p> <p><b>Is it causing traffic or cyclists to swerve?</b> No</p> <p><b>Could it cause a trip, fall or injury?</b> Yes</p>		

### Assetic Detail

Assetic Status	Closed	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR54322	Assetic Team Allocation	Concrete Woden, Weston and West Tuggeranong
Assetic Target Finish Date	3/01/2024	Managing Platform	Assetic
Assetic Status Comments	WR54322 has been closed in Assetic by Shane Cox. Comments: Linked Work Order has been assessed.		
Work Details			

### Duplicate Case

Related Case	Is Duplicate	<input type="checkbox"/>
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### Citizen Details

Account Name	<span style="background-color: #ccc; display: inline-block; width: 100px; height: 1em;"></span>	Contact Email	<span style="background-color: #ccc; display: inline-block; width: 100px; height: 1em;"></span>
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Contact Phone



Contact Mobile

### ACTCCS Contact Details

ACTCCS Contact First Name



ACTCCS Contact Last Name



ACTCCS Contact Phone

ACTCCS Contact Mobile

ACTCCS Contact Email

### Citizen Communication Details

Citizen Opted For Comms



Comms Sent

Case Closed

Send Closure Email?

Case Closure Reason

Request Comments

### Case Details

Source Access Canberra

Incident Address 4 GEMMELL PL, KAMBAH ACT 2902

Case Origin FMS Form

Suburb Kambah

Date/Time Opened 20/06/2022 12:38 AM

ACTCCS Longitude 149.09198853409552

Date/Time Closed 11/07/2023 11:42 AM

ACTCCS Latitude -35.385598257394641

### System Information

Created By AC TCCS Integration, 20/06/2022 12:38 AM

Last Modified By Rakesh Posina, 29/11/2024 6:20 PM

Contact Name



Case Sharing ID ACTCCS

RDS

Date Created in FMS

### Contact Information

Account Name



Primary Phone



Birthdate

Email

### Address Information

Billing Address

### System Information

Created By AC TCCS Integration, 29/11/2021 11:36 AM

Last Modified By AC TCCS Integration, 29/11/2021 11:36 AM

### Case History

11/07/2023 11:42 AM

User Assetic TCCS Integration

Action Changed **Sub Status** from In Progress to **Resolved**. Changed **Status** from Unassigned to **Case Closed**. Changed **Assetic Status** from InProgress to **Closed**.

4/07/2022 11:05 AM

User Assetic TCCS Integration

Action Changed **Assetic Status** from Assigned to **InProgress**.

4/07/2022 11:00 AM

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User **Assetic TCCS Integration**

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

20/06/2022 12:45 AM

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User **Assetic TCCS Integration**

Action **Changed Suburb from KAMBAH to Kambah.**

20/06/2022 12:44 AM

---

User **Assetic TCCS Integration**

Action **Changed Assetic Status to New.**

20/06/2022 12:38 AM

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User **AC TCCS Integration**

Action **Changed Contact Name to ██████████ 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.**

### Notes

#### Customer Entry (Auto Note)

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Last Modified **20/06/2022 12:39 AM**

Owner **AC TCCS Integration**

Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other Category: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other AC Description (forms): Wha**

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

**Request Details**

Request ID: WR54322

Creation Time: 20/06/2022 12:44 AM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: [WO55061](#)

**Asset Details**

Asset ID: COPA34050

Asset Name: ATHLLON DRIVE ASPHALT CYCLEPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete RM

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-CONW, Concrete Woden, Weston and West Tuggeranong

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

External ID: 5008w000001FMa1AAG

Reference #: 00518638

Brief Description: Patching, contact UTs, tree roots, bicycle path heading south from roundabout along athllon dr

156 characters remaining

**Reactive Inspection**

Reactive Inspector: Sujan Neupane

Inspection Date: 04/07/2022

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 23/06/2022 12:44 AM

Resolution Due Date: 4/07/2022

**Supporting Information**

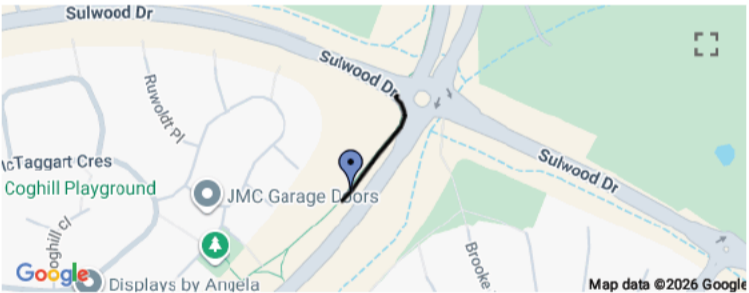
Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

Linked Work Order has been assessed.  
 \*\*\*Last updated by Shane Cox 11/07/2023 11:39:56 AM\*\*\*  
 CSRM Case Number : 00204010  
 Requester Contact Name: [Redacted]  
 Phone Number: [Redacted]

Initial enquiry info only. See CSRM for additional correspondence.


4000 characters remaining

**Defect Location**



Location Description: 4 GEMMELL PL, KAMBAH ACT 2902

**Attachments**



CUSTOMER ENTRY (AUTO NOTE)

## WORK ORDER

ORDER DETAILS			
WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO55061	Very Low Risk (18 months)	6/07/2023 12:00 AM	27/07/2023 12:00 AM
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	5008w000001FMa1AAG	00518638	
Brief Description			
Patching, contact UTs, tree roots, bicycle path heading south from roundabout along athllon dr			

ASSET DETAILS		
ASSET ID	ASSET NAME	ASSET CATEGORY
COPA34050	ATHLLON DRIVE ASPHALT CYCLEPATH	Pathways
ASSET TYPE	ASSET CLASS	CRITICALITY
CYCLEPATH (COMMUNITY PATH)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
Wanniassa	3 Gemmell Pl, Kambah ACT 2902, Australia	

FCR		
FAILURE	CAUSE	REMEDY
Vertical displacement (15 50mm)	Vegetation	Panel replacement

TASK	
TASK	DESCRIPTION

SUPPORTING INFORMATION
<p>WR92111 : CSRM Case Number : 00344539 Requester Contact Name: Anonymous Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). Is it causing traffic or cyclists to swerve? Yes What is the material? Asphalt What is the damage? Cracked, broken or uneven Could it cause a trip, fall or injury? Yes            ***Last updated by TCCS Asset Integrations 30/08/2023 1:22:13 PM***</p> <p>WR54322 : Linked Work Order has been assessed.            ***Last updated by Shane Cox 11/07/2023 11:39:56 AM***</p> <p>WR54322 : CSRM Case Number : 00204010 Requester Contact Name: Phone Number: Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the material? Asphalt What is the damage? Uplifting due to tree root More Information The surface of the shared footpath is raised where the large tree is heading south from the Sulwood and Athllon Drive roundabout. As it is on the downhill section, it could cause kids to lose control when they hit the bump on their bicycle. Is it causing traffic or cyclists to swerve? No Could it cause a trip, fall or injury? Yes            ***Last updated by TCCS Asset Integrations 20/06/2022 12:44:25 AM***</p>
Comments

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


RESOURCE					
TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
	Ricki Stretton	Coldmix (TCCS)	0.00	10/07/2023 10:04 AM	

MATERIAL			
Task	ITEM	QTY PLANNED	QTY ACTUAL


SERVICE			
TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

Images




4A718825-79A0-4757-B8B... 




690CB296-54BA-4903-A69... 




65F28F27-0EBE-488F-9A6... 



5C78E6BB-0BA1-43C7-837... 



JUL\_10\_2023\_100106 



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## Case: 00344539

Case Officer	Case Owner	Roads ACT
Reassignment Reason		

### Case Overview

Case Number	00344539	AC Case Number	00778026
Feedback Type		Priority	Follow Up
Subject	Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other		
Status	Case Closed	Comment Category	Request for Service
Sub Status	Resolved	Region	
Incident Summary			
Resolution Comments			
ACTCCS Description	<p><b>Is it causing traffic or cyclists to swerve?</b> Yes</p> <p><b>What is the material?</b> Asphalt</p> <p><b>What is the damage?</b> Cracked, broken or uneven</p> <p><b>Could it cause a trip, fall or injury?</b> Yes</p>		

### Assetic Detail

Assetic Status	Closed	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR92111	Assetic Team Allocation	Concrete Woden, Weston and West Tuggeranong
Assetic Target Finish Date		Managing Platform	Assetic
Assetic Status Comments			
Work Details			

### Duplicate Case

Related Case	Is Duplicate	<input type="checkbox"/>
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### Citizen Details

Account Name	Contact Email
Contact Phone	Contact Mobile

### ACTCCS Contact Details

ACTCCS Contact  
First Name

ACTCCS Contact  
Last Name

ACTCCS Contact  
Phone

ACTCCS Contact  
Mobile

ACTCCS Contact  
Email

### Citizen Communication Details

Citizen Opted For Comms  Comms Sent Case Closed

Send Closure Email? Case Closure Reason

Request Comments

### Case Details

Source	Access Canberra	Incident Address	3 GEMMELL PL, KAMBAH ACT 2902
Case Origin	FMS Form	Suburb	Kambah
Date/Time Opened	30/08/2023 1:19 PM	ACTCCS Longitude	149.09214265928389
Date/Time Closed	31/08/2023 9:43 AM	ACTCCS Latitude	-35.385420473449585

### System Information

Created By	AC TCCS Integration, 30/08/2023 1:19 PM	Last Modified By	Rakesh Posina, 29/11/2024 7:11 PM
Contact Name		Case Sharing ID ACTCCS	RDS
		Date Created in FMS	30/08/2023 1:19 PM

### Case History

31/08/2023 9:43 AM

User Assetic TCCS Integration

Action Changed **Sub Status** from In Progress to **Resolved**. Changed **Status** from Assigned to **Case Closed**. Changed **Assetic Status** from Assigned to **Closed**.

31/08/2023 9:28 AM

User Assetic TCCS Integration

Action Changed **Sub Status** from Unresolved to **In Progress**. Changed **Status** from Unassigned to **Assigned**. Changed **Assetic Status** from New to **Assigned**.

30/08/2023 1:26 PM

User Assetic TCCS Integration

Action Changed **Suburb** from KAMBAH to **Kambah**.

30/08/2023 1:22 PM

User Assetic TCCS Integration

Action Changed **Assetic Status** to **New**.

30/08/2023 1:19 PM

User AC TCCS Integration

Action Changed **Case Sharing ID ACTCCS** to **RDS**. 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.

### Notes

Customer Entry (Auto Note)

Last Modified 30/08/2023 1:19 PM

Owner **AC TCCS Integration**

Text Preview **This is an auto note of the original customer submission. Subject: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other Category: Fix My Street > Cycle & footpaths > Shared paths > Damage to path or other AC Description (forms): Is**

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

**Request Details**

Request ID: WR92111

Creation Time: 30/08/2023 1:22 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Select Risk

Work Order ID: [WO55061](#)

**Asset Details**

Asset ID: COPA34050

Asset Name: ATHLLON DRIVE ASPHALT CYCLEPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete RM

Asset Criticality: Medium

**Requestor Details**

Resource Name: Anonymous

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-CONW, Concrete Woden, Weston and West Tuggeranong

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

External ID: 5000d00001V0GBIA0

Reference #: 00778026

Brief Description: 3 GEMMELL PL, KAMBAH ACT 2902 Cycle & footpaths > Shared paths > Damage to path or other

162 characters remaining

**Reactive Inspection**

Reactive Inspector: Dilliraj Pokhrel

Inspection Date:

**Request Priority**

Work Order Priority: 2

Acknowledgement Due Date: 2/09/2023 1:22 PM

Resolution Due Date: 13/09/2023

**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.

CSRM Case Number : 00344539  
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: 3 GEMMELL PL, KAMBAH ACT 2902

**Attachments**

JUL_10_2023_10010	CUSTOMER ENTRY (AUTO NOTE)	690CB296-54BA-4903-A693-3956A58AE433	65F28F27-0EBE-488F-9A60-FF89CA4DF645
5C78E6BB-0BA1-43C7-8375-6E2A898C4017	4A718825-79A0-4757-B8B1-D68B375287E4		



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## Case: 00507114

Case Officer	Case Owner	Roads ACT
Reassignment Reason		

### Case Overview

Case Number	00507114	AC Case Number	01048540
Feedback Type		Priority	
Subject	Cycle & footpaths > On road cycle lanes > Damage to path or other	Follow Up	
Status	Assigned	Comment Category	Request for Service
Sub Status	In Progress	Region	
Incident Summary			
Resolution Comments	The damaged section of path was repaired.		
ACTCCS Description	<p><b>What is the damage?</b> Cracked, broken or uneven</p> <p><b>What is the material?</b> Asphalt</p> <p><b>Could it cause a trip, fall or injury?</b> Yes</p> <p><b>Is it causing traffic or cyclists to swerve?</b> Yes</p> <p><b>More Information</b> dangerous bump in footpath for cyclist</p>		

### Assetic Detail

Assetic Status	InProgress	Assetic Queue	TCCS AMIS Pavement
Assetic Work Request ID	WR132079	Assetic Team Allocation	Pavement Woden, Weston and West Tuggeranong
Assetic Target Finish Date		Managing Platform	Assetic
Assetic Status Comments	Workrequest WO94443 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Low to Medium Risk (42 days)		
Work Details			

### Duplicate Case

Related Case	Is Duplicate	<input type="checkbox"/>
--------------	--------------	--------------------------

### Citizen Details

Account Name		Contact Email	
Contact Phone		Contact Mobile	

## ACTCCS Contact Details

ACTCCS Contact  
First Name

ACTCCS Contact  
Last Name

ACTCCS Contact  
Phone

ACTCCS Contact  
Mobile

ACTCCS Contact  
Email

## Citizen Communication Details

Citizen Opted For  
Comms



Comms Sent

Unassigned

Send Closure Email?

Case Closure Reason

Request Comments

## Case Details

Source Access Canberra

Incident Address 3 GEMMELL PL, KAMBAH ACT 2902

Case Origin FMS Form

Suburb Kambah

Date/Time Opened 25/02/2025 5:55 PM

ACTCCS Longitude 149.09223067328153

Date/Time Closed

ACTCCS Latitude -35.385288163751596

## System Information

Created By AC TCCS Integration, 25/02/2025 5:55 PM

Last Modified By Assetic TCCS Integration, 17/09/2025 3:42 PM

Contact Name

Case Sharing ID  
ACTCCS

RDS

Date Created in FMS

25/02/2025 5:55 PM

## Contact Information

Account Name

Primary Phone

Birthdate

Email

## Address Information

Billing Address

## System Information

Created By AC TCCS Integration, 19/01/2022 10:25 AM

Last Modified By AC TCCS Integration, 19/01/2022 10:25 AM

## Activity History

Email: Fix My Street request - Ref. 01048540 - Damage to path or other - 3 GEMMELL PL, KAMBAH ACT 2902

Name

Task



Due Date 25/02/2025

Assigned To AC TCCS Integration

Last Modified Date/Time 25/02/2025 5:55 PM

Comments Additional To:

CC:

BCC:

Attachment:

Subject: Fix My Street request - Ref. 01048540 - Damage to path or other - 3 GEMMELL PL,

KAMBAH ACT 2902

Body:

Hello [REDACTED]

Thank you for letting us know about an issue important to you and your local area.

Your request for [Damage to path or other - 3 GEMMELL PL, KAMBAH ACT 2902] has been received and provided to our City Services team for action. We'll contact you if we need further information.

You can track the progress of this request through your Digital Account.

You can also call Access Canberra (13 22 81) using reference number [01048540].

Our teams work hard to complete jobs as quickly as possible. You can stay connected about important upgrades and activity across your suburb and city by visiting the City Services weekly maintenance page

Thank you  
City Services team

## Case History

26/02/2025 10:44 AM

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User **Assetic TCCS Integration**

Action **Changed Assetic Status from Assigned to InProgress.**

26/02/2025 10:39 AM

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User **Assetic TCCS Integration**

Action **Changed Sub Status from Unresolved to In Progress. Changed Status from Unassigned to Assigned. Changed Suburb from KAMBAH to Kambah. Changed Assetic Status from New to Assigned.**

25/02/2025 5:57 PM

---

User **Assetic TCCS Integration**

Action **Changed Assetic Work Request ID to WR132079. Changed Assetic Status to New.**

25/02/2025 5:55 PM

---

User **AC TCCS Integration**

Action **Changed Account Name to [REDACTED] Changed Contact Name to [REDACTED] Changed Incident Location (Longitude) to 149.09223067328153. Changed Incident Location (Latitude) to -35.385288163751596. Created.**

Home

Assets

Maintenance

Valuations

Search

Data Exchange

**Request Details**

Request ID: WR132079

Creation Time: 25/02/2025 5:57 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: [W094443](#)

**Asset Details**

Asset ID: COPA34050

Asset Name: ATHLLON DRIVE ASPHALT CYCLEPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete - RM

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: Please type to search for Responsible Officer (Optional)

External ID: 5000d00000MCQ5UIAX

Reference #: 01048540

Brief Description: Cycle & footpaths > On road cycle lanes > Damage to path or other

185 characters remaining

**Reactive Inspection**

Reactive Inspector: Tony Newman

Inspection Date: 26/02/2025

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 28/02/2025 5:57 PM

Resolution Due Date: 11/03/2025

**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 : 00507114

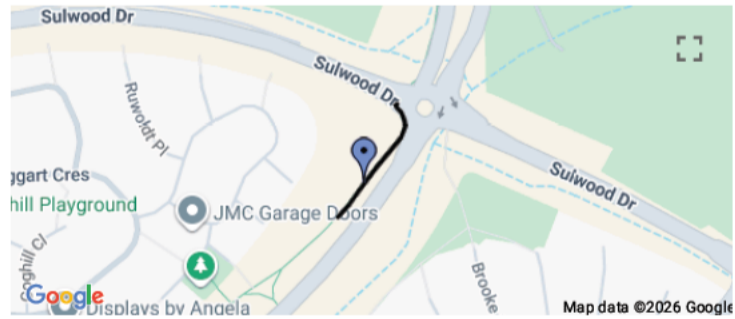
Requester Contact Name: [Redacted]

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: 3 GEMMELL PL, KAMBAH ACT 2902

**Attachments**

1

Info Centre

Help

User

## WORK ORDER

### ORDER DETAILS

WORK ORDER ID	PRIORITY	SCHEDULED START	SCHEDULED FINISH
WO94443	Low to Medium Risk (42 days)		
WORK TYPE	EXTERNAL ID	REFERENCE NUMBER	Responsible Officer
CM - Corrective	500Od00000MCQ5UIAX	01048540	
Brief Description			
Damaged asphalt pavement. Please replace as marked.			

### ASSET DETAILS

ASSET ID	ASSET NAME	ASSET CATEGORY
COPA34050	ATHLLON DRIVE ASPHALT CYCLEPATH	Pathways
ASSET TYPE	ASSET CLASS	CRITICALITY
CYCLEPATH (COMMUNITY PATH)	CONCRETE (ROAD INFRASTRUCTURE)	Medium
SUBURB	DEFECT LOCATION	
Wanniassa	3 Gemmell Pl, Kambah ACT 2902, Australia	

### FCR

FAILURE	CAUSE	REMEDY
Vertical displacement (15-50mm)	Vegetation	Panel replacement

### TASK

TASK	DESCRIPTION

### SUPPORTING INFORMATION

WR148853 : CSRM Case Number : 00592905 Requester Contact Name: Alice McQueen Phone Number: 0401841142 Initial enquiry info only. See CSRM for additional correspondence. Defect location info may be incorrect (address validation limitations). What is the damage? Uplifting due to tree root What is the material? Asphalt Could it cause a trip, fall or injury? Yes Is it causing traffic or cyclists to swerve? Yes More Information I fractured my wrist coming off my bike as a result of uplifting due to tree root - one part is marked, but the rest is not.

\*\*\*Last updated by TCCS Asset Integrations 28/11/2025 1:39:59 PM\*\*\*

Undulating caused by tree roots.

\*\*\*Last updated by Tony Newman 26/02/2025 10:38:26 AM\*\*\*

WR132079 : CSRM Case Number : 00507114 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). What is the damage? Cracked, broken or uneven What is the material? Asphalt Could it cause a trip, fall or injury? Yes Is it causing traffic or cyclists to swerve? Yes More Information dangerous bump in footpath for cyclist

\*\*\*Last updated by TCCS Asset Integrations 25/02/2025 5:57:43 PM\*\*\*

Comments

### LABOUR

TASK	CRAFT	QTY PLANNED	Hours Required
	Asphalt Contractor	1	0.00

### RESOURCE

TASK	NAME	CRAFT	ACTUAL HOUR	COMPLETE DATE	SIGNATURE
		Asphalt Contractor	0.00		

### MATERIAL

Task	ITEM	QTY PLANNED	QTY ACTUAL
	Asphalt 25mm Thick	40.00	0.00

### SERVICE

TASK	DESCRIPTION	QTY PLANNED	QTY ACTUAL

## Images



FEB\_26\_2025\_104002



FEB\_26\_2025\_104025



IMG\_20251121\_16514339...



IMG\_20251121\_16511928...





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## Case: 00592905

Case Officer	Case Owner	Roads ACT
Reassignment Reason		

### Case Overview

Case Number	00592905	AC Case Number	01187741
Feedback Type		Priority	
Subject	Cycle & footpaths > Shared paths > Damage to path or other	Follow Up	
Status	Assigned	Comment Category	Request for Service
Sub Status	In Progress	Region	
Incident Summary			
Resolution Comments	The damaged section of path was repaired.		
ACTCCS Description	<p><b>What is the damage?</b> Uplifting due to tree root</p> <p><b>What is the material?</b> Asphalt</p> <p><b>Could it cause a trip, fall or injury?</b> Yes</p> <p><b>Is it causing traffic or cyclists to swerve?</b> Yes</p> <p><b>More Information</b> I fractured my wrist coming off my bike as a result of uplifting due to tree root - one part is marked, but the rest is not.</p>		

### Assetic Detail

Assetic Status	InProgress	Assetic Queue	TCCS AMIS Concrete
Assetic Work Request ID	WR148853	Assetic Team Allocation	Concrete Woden, Weston and West Tuggeranong
Assetic Target Finish Date		Managing Platform	Assetic
Assetic Status Comments	Workrequest WO94443 is in progress. WorkOrder Corrective Maintenance has been raised in Assetic with a priority of Low to Medium Risk (42 days)		
Work Details			

### Duplicate Case

Related Case	Is Duplicate	<input type="checkbox"/>
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### Citizen Details

Account Name	Alice McQueen	Contact Email	alice.d.mcqueen@gmail.com
Contact Phone	0401841142	Contact Mobile	

## ACTCCS Contact Details

ACTCCS Contact First Name	Alice	ACTCCS Contact Last Name	McQueen
ACTCCS Contact Phone	0401841142	ACTCCS Contact Mobile	
ACTCCS Contact Email	alice.d.mcqueen@gmail.com		

## Citizen Communication Details

Citizen Opted For Comms	<input checked="" type="checkbox"/>	Comms Sent	Unassigned
Send Closure Email?		Case Closure Reason	
		Request Comments	

## Case Details

Source	Access Canberra	Incident Address	4 GEMMELL PL, KAMBAH ACT 2902
Case Origin	FMS Form	Suburb	Kambah
Date/Time Opened	28/11/2025 1:36 PM	ACTCCS Longitude	149.09194631308796
Date/Time Closed		ACTCCS Latitude	-35.385580189413432

## System Information

Created By	AC TCCS Integration, 28/11/2025 1:36 PM	Last Modified By	Assetic TCCS Integration, 1/12/2025 6:51 AM
Contact Name	Alice McQueen	Case Sharing ID ACTCCS	RDS
		Date Created in FMS	28/11/2025 1:36 PM

## Contact Information

Account Name	Alice McQueen	Primary Phone	0401841142
Birthdate		Email	alice.d.mcqueen@gmail.com

## Address Information

Billing Address

## System Information

Created By	AC TCCS Integration, 1/07/2021 3:24 PM	Last Modified By	AC TCCS Integration, 1/07/2021 3:24 PM
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## Activity History

Email: Fix My Street request - Ref. 01187741 - Damage to path or other - 4 GEMMELL PL, KAMBAH ACT 2902

Name	Alice McQueen
Task	<input checked="" type="checkbox"/>
Due Date	28/11/2025
Assigned To	AC TCCS Integration
Last Modified Date/Time	28/11/2025 1:36 PM
Comments	Additional To: alice.d.mcqueen@gmail.com CC: BCC: Attachment:  Subject: Fix My Street request - Ref. 01187741 - Damage to path or other - 4 GEMMELL PL,

KAMBAH ACT 2902

Body:

Hello Alice,

Thank you for letting us know about an issue important to you and your local area.

Your request for [Damage to path or other - 4 GEMMELL PL, KAMBAH ACT 2902] has been received and provided to our City Services team for action. We'll contact you if we need further information.

If you submitted this request with your Digital Account, you can track the progress through your account.

You can also call Access Canberra (13 22 81) using reference number [01187741].

Our teams work hard to complete jobs as quickly as possible. You can stay connected about important upgrades and activity across your suburb and city by visiting the City Services weekly maintenance page

Thank you  
City Services team

## Case History

1/12/2025 6:51 AM

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User **Assetic TCCS Integration**

Action **Changed Sub Status from Unresolved to In Progress. Changed Status from Unassigned to Assigned. Changed Suburb from KAMBAH to Kambah. Changed Assetic Status from New to InProgress.**

28/11/2025 1:40 PM

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User **Assetic TCCS Integration**

Action **Changed Assetic Work Request ID to WR148853. Changed Assetic Status to New.**

28/11/2025 1:36 PM

---

User **AC TCCS Integration**

Action **Changed Account Name to Alice McQueen. Changed Contact Name to Alice McQueen. Changed Incident Location (Longitude) to 149.09194631308796. Changed Incident Location (Latitude) to -35.38558018941343. Created.**

## Attachments

**IMG\_20251121\_165119288\_HDR**

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Size **5.03MB**  
Ownership **AC TCCS Integration**  
View **[Download](#)**  
Last Modified **28/11/2025 1:37 PM**

**IMG\_20251121\_165143391\_HDR**

---

Size **5.95MB**  
Ownership **AC TCCS Integration**  
View **[Download](#)**  
Last Modified **28/11/2025 1:36 PM**





Home

Assets

Maintenance

Valuations

Search

Data Exchange

**Request Details**

Request ID: WR148853

Creation Time: 28/11/2025 1:39 PM

Created By: TCCS Asset Integrations

Source: External CRM

Any immediate risk?: Safety

Work Order ID: [WQ94443](#)

**Asset Details**

Asset ID: COPA34050

Asset Name: ATHLLON DRIVE ASPHALT CYCLEPATH

Asset Category: Pathways

Maintenance Asset Type: Community Path

Work Group: Concrete - RM

Asset Criticality: Medium

**Requestor Details**

Resource Name: Alice McQueen

Firstname: Surname:

Company:

Requestor External ID:

Preferred Method: None

**Additional Info**

Request Type: 2, Problem, P-CONW, Concrete Woden, Weston and West Tuggeranong

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

External ID: 5000d00000ZJBIIAP

Reference #: 01187741

Brief Description: Cycle & footpaths > Shared paths > Damage to path or other

192 characters remaining

**Reactive Inspection**

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

Inspection Date:

**Request Priority**

Work Order Priority: 3

Acknowledgement Due Date: 1/12/2025 1:39 PM

Resolution Due Date: 12/12/2025

**Supporting Information**

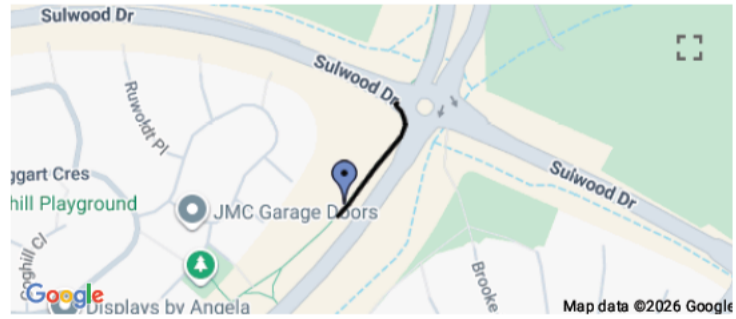
Example; The main office front door is faulty as it has come away from the frame and requires replacement or repair by a service technician.

CSRM Case Number : 00592905  
Requester Contact Name: Alice McQueen  
Phone Number: 0401841142

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

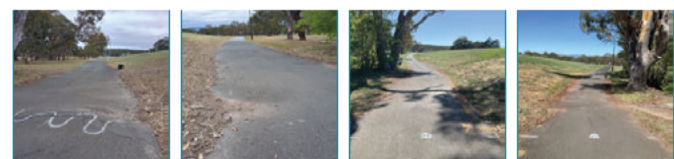
4000 characters remaining

**Defect Location**



Location Description: 4 GEMMELL PL, KAMBAH ACT 2902

**Attachments**



IMG\_20251121\_165' IMG\_20251121\_165' FEB\_26\_2025\_10402 FEB\_26\_2025\_1040C