

Customer Request Management Enquiry CRM 65066/2019 - Routine Water CRMs

Received Date 12/01/2019 03:00 PM
Determination Details 20/05/2019 01:08 PM Complete (CRMC)
Reference Id 105078
Contact Method TELEPHONE
Description Investigate fowl water seepage outside 26 Isis Street
Creation Officer Judith Ann Jean Blair
Last Modified By Oscar Smit
Map
Click for interactive

Workflow

Workflow Summary

Description 3Water Routine Water
Manager Michael Goldingham
Responsible Officer Michael Goldingham
Target Time 5 days
Service Standard

Workflow History

Create New Task

New Task Type

Note

Workflow Details

Description	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
Respond	Complete	12/01/19 03:00 PM	2 days	15/01/19	12/01/19 05:30 PM	Complete	Judith Blair	3Waters Routine CRM Contractor Group			12/1/19 Roading called water callout phone as they had received multiple calls of something toxic seeping from footpath. Found the same sort of water coming up thru footpath. Rang Warren to see what he wanted to do about. He would like area dug up on Monday and leak investigated (Judith Ann Jean Blair - 14/01/2019)		view
Resolve	Complete	14/01/19 09:43 AM	3 days	17/01/19	18/01/19 04:31 PM	Complete	Judith Blair	3Waters Routine CRM Contractor Group			WDC Roading department - Tom Reading has this in hand (Judith Ann Jean Blair - 18/01/2019)		view
Note	Complete	30/04/19 02:50 PM		30/04/19	30/04/19 02:51 PM	Complete	Michael Goldingham				[REDACTED] has had a plumber		view

Description	Status	Opened	Target	Due	Closed	Outcome	Action Officer	Role	Delegating Officer	Role	Notes	Checklist	Audit
											<p>██████████</p> <p>to investigate the drainage problem outside his place at 26 Isis Street who has said that it is a Council problem and it is not coming from his property. He is wanting someone to ring him about this on</p> <p>██████████</p> <p>(Barbara Sloan - 30/04/2019)</p>		
Note	Complete	14/05/19 12:00 PM		20/05/19	20/05/19 01:09 PM	Complete	Michael Goldingham				<p>Oscar has met with ██████████ on site on 14th of May. Issue appears to be groundwater affecting the footpath and road, has been forwarded to Roding to address. (Oscar Smit - 20/05/2019)</p>		view

Customer Details

User Anonymous NAR
Business Phone 4330300
Contact Method Not required

Property

Address 26 Isis Street Oamaru 9400
Title Sec: 10 Blk: XC Twn: Oamaru
Parcel 15609
Assessment 104606
Property Owners [REDACTED]
Owner Address 26 Isis Street Oamaru 9400
Zoning No zoning information available

Water Supply Network (Required)

01 Oamaru

Leak (Required)

Leak

Water Asset Type (Required)

2 Service Line

Leak Info (Where does the water appear to be Coming from?) (Required)

Other

Subsequent Call (If yes put original CRM # in comments)

Comment

Attachments

Attachment Options Clicking 'Attachment Options' will launch an external program. Please be patient while the program loads.

Add

No results found

ENGINEER ONLY - Dayworks Approved (If yes put approved value in next Field)

ENGINEER ONLY - Dayworks Approved Value

ENGINEER ONLY - Extension to Resolution

ENGINEER ONLY - KPI exclude from reporting

ENGINEER ONLY - NFPM exclude from reporting
