

Request

Request Number	361137		
System Date Entered	29/05/2019 10:22:26 AM	Service Date	
Date Received	29/05/2019 10:22:26 AM	Due date	3/07/2019 10:22:26 AM
Request Type Code	CR07	Water and Waste	
Receiving Officer	DIV14	Division fourteen	
Responsible Officer	DIRGCGW	Director, Gold Coast Water and Waste	
Actioning Officer	DIV14	Division fourteen	
Contact method Code	CR	Councillor initiated	
Customer type Code	CLR	Councillor	
Request Status	ACT	Actioned / Completed	
Date Responded	30/05/2019 12:00:00 AM	Time Taken	1 Days
Priority	5	Date Priority Last Modified	29/05/2019 10:22:26 AM
Available to Public	<input type="checkbox"/>	System Completion Date	3/09/2019 8:55:53 AM

References

References (All 4 records sorted by Reference Number)

Reference Type	Reference Number
GNAME - Customer name	
CPHONE - Customer phone number	
CEMAIL - Customer eMail	
SAPREF - SAP notification number	

Notes

Notes (All 4 records sorted by Date and Time)

Details Notes Summary

User Identifier	Date and Time	Note Type Code	Description
DIV14	29/05/2019 10:2...	1-LODGEACT	Cr O'Neill requests Gold Coast Water investigate pooling of water on resident Suzanne McLeod's property 17 Larentia...
38629	29/05/2019 2:14...	1-LODGEACT	Water and Waste have undertaken extensive leak detection at 17 Larentia Street, Currumbin Waters. No water leaks have
38629	29/05/2019 2:14...	1-LODGEACT	Water and Waste have undertaken extensive leak detection at 17 Larentia Street, Currumbin Waters. No leaks have been f
DIV14	3/09/2019 8:55:...	6-COMRES	

Modules

Modules (All 4 records)

Details Mailing Address

Customer Service Data Customer Service Data

29-May-2019 10:22:16 - Division fourteen - 1-LODGEACT

Cr O'Neill requests Gold Coast Water investigate pooling of water on resident Suzanne McLeod's property 17 Larentia Street, Currumbin Waters 0488 148 589. Original Councillor Request #354772 was referred to Development Compliance. Cr O'Neill met with Development Compliance and the Councillor can be contacted for more information on x7315. Emma x7436

29-May-2019 14:14:20 - Priya SINGH - 1-LODGEACT

Water and Waste have undertaken extensive leak detection at 17 Larentia Street, Currumbin Waters. No water leaks have been found which would contribute to the pooling of water. A sample of the water was tested by the lab which indicated that the source of the seepage is likely to be from a natural source i.e. stormwater, groundwater, etc. Refer to iSpot# 73416477 for the lab report. To understand the report, you will notice that Chlorine and Total Trihalomethanes (THM) were not detected which is an indicator that the sample tested is not potable water.

Below is a summary of the works carried out by WW (SAP work order 20505198)

s.88 Information Not Relevant Removed

s.88 Information Not Relevant 17 notified

s.88 Information Not Relevant Removed

Exposed short service to 17 s.88 Information Not Relevant Removed

s.88 Information Not Relevant Removed

3/05/2019 - Programmed Maintenance (WW) conducted further leak detection. Confirmed no leaks in the area.

8/5/2019 - Water sample tested which indicated possible groundwater.

14/5/2019 - Lambert Locations (external leak detection) found no leaks.

A possible reason for pooling is due to poor drainage in the yard. A suggestion is to have Plumbing and Drainage investigate the matter.

29-May-2019 14:14:20 - Priya SINGH - 1-LODGEACT

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03-Sep-2019 08:55:56 - Division fourteen - 6-COMRES

McLeod, S

Division 14

From: Suzanne McLeod <skmcleod@hotmail.com>
Sent: Thursday, 30 May 2019 10:13 AM
To: Division 14; Thomas
Cc: mvaziri@goldcoast.qld.gov.au; devcom_operational@goldcoast
Subject: Water inundation from GCCC land to 17 Larentia St Currumbin Waters.

This email originates from outside of the City of Gold Coast. If suspicious send it to spam@goldcoast.qld.gov.au

Dear Gail and Thomas

Thank you for meeting with me to discuss the above problem.

From my perspective, and no doubt others, the meeting didn't meet the objective of a solution to the above issue.

I wasn't advised that three GCCC staff would be attending, to be told would have been beneficial because Mark Sullivan, Development Compliance, had already visited my site and told me "they had sent the wrong department to my home."

I am including GCCC staff in this email.

As it transpired, after a 30 minute meeting, the GCCC staff attending could see the problem of water inundation from GCCC land onto the above was not their department.

Outcome from the meeting : Mehran Sadegh-Vaziri, Supervising Engineer, Planning and Environment has committed to contacting Gold Coast Water to re-investigate the above issue.

Mehran, because the stagnant water is now a health-hazard with increased mosquito, I would value your influence to have the relevant dept clear the water with a vacuum pump.

I have repeatedly requested an onsite meeting with the relevant GCCC staff with some authority, however I have had no success. I am sure all would agree this would be an efficient use of everyone's time.

I have also requested that internal communications re the above be forwarded to me.

On the 21st May, Vicki, Customer Resolution Dept, said this information would be sent, however this has not happened.

Please note: my lawn-mowing contractor is currently here. He is very familiar with my block/verge and said the area around the water meter is considerably wet and yet we have had no rain.

I request GCCC visit and include this in their investigations.

Gail, as always thanks for giving me the opportunity to discuss the above ongoing problem.

Regards

Suzanne McLeod

S K McLeod
mob 0488 148 589

JOHNSON Kath

From: Suzanne McLeod <skmcleod@hotmail.com>
Sent: Thursday, 30 May 2019 1:35 PM
To: Division 14; Thomas Pugh
Cc: SADEGH-VAZIRI Mehran; Development Compliance
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Please note: my lawn-mowing contractor is currently here. He is very familiar with my block/verge and said the area around the water meter is now considerably wet and yet we have had no rain.

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Suzanne McLeod

S K McLeod
mob 0488 148 589

JOHNSON Kath

From: SADEGH-VAZIRI Mehran
Sent: Friday, 31 May 2019 10:24 AM
To: 'Suzanne McLeod'
Subject: RE: Water inundation from GCCC land to 17 Larentia St Currumbin Waters.

Dear Ms McLeod,

Thank you for your email dated 31/05/2019. My staff and I were pleased to meet you during the meeting on 29/05/2019 in Councillor O'Neil's Office at Tugun and tried to provide the most appropriate customer service possible to you.

Please be advised that I do not believe that Councillor's referral to our section was not useful and "the meeting didn't meet the objective...". In my opinion, the meeting was quite useful because you need to eliminate any possibilities that has caused dampness in the under building basement at your property and consequently during the meeting you found out that one possibility related the requirements of the Local Government Act that our section is partly responsible for it was eliminated.

Following our meeting discussion, I contacted Gold Coast Water (GCW) and referred the matter to the relevant section of GCW. I have no doubts that GCW will carry out further investigation and you will be advised of the outcome accordingly. As I remember from our meeting Councillor O'Neil will also contact GCW for the same matter.

I understood that our responsible officer for the case, Mr Mark Sullivan, has issued a letter to you and among other things, he has recommended that you seek private expert advice to find out the reasons for dampness in the basement of your property. I recommend that after GCW investigation and their possible action if such action by GCW will not achieve in a positive result, you need to seek private expert advice.

I hope the above is of some assistance to you.

Kind regards

Mehran Sadegh-Vaziri

CPEng, RPEQ, NER
Supervisor Development Compliance (Building)

City Development
City of Gold Coast

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PO Box 5042 Gold Coast Mail Centre Qld 9729
cityofgoldcoast.com.au

CITY OF
GOLD COAST.

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Sent: Thursday, 30 May 2019 12:12 AM
To: Cr Gail O'Neill; Thomas
Cc: mvaziri@goldcoast.qld.gov.au; devcom_operational@goldcoast
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*S K McLeod
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Sent: Friday, 31 May 2019 10:42 AM
To: PAOLINI Rob; ROBERTS Martin
Cc: PEARSON Nathan; O'NEILL Gail; MCDONOUGH Grant; DOYLE Michael; SFAHANI MIMO; SULLIVAN Mark
Subject: FW: Water inundation from GCCC land to 17 Larentia St Currumbin Waters.

Hi Rob,

Following our telephone conversation, Please note the email trail.

Ms Suzanne McLeod believes that Council's Main Potable Water Pipe in front of her property leaks and has caused dampness in the under building basement at the subject location. Could you please arrange for a thorough investigation in accordance with your procedures if possible and advised her of the outcome accordingly.

Hi Tim,

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Could you please arrange for an investigation and taking appropriate action accordingly. During the meeting with Ms McLeod and Councillor O'Neil, I recommended Ms McLeod that a spoon drain at the toe of the excavated basement and discharging the collected seepage water to a rubble pit will help her in decreasing water in her basement.

Kind regards

Mehran Sadegh-Vaziri

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Supervisor Development Compliance (Building)

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Suzanne McLeod

S K McLeod
mob 0488 148 589

JOHNSON Kath

From: SADEGH-VAZIRI Mehran
Sent: Friday, 31 May 2019 2:47 PM
To: PAOLINI Rob
Subject: RE: Water inundation from GCCC land to 17 Larentia St Currumbin Waters.

Follow Up Flag: Follow up
Flag Status: Completed

Hi Rob,

Thank you for the information. I think Councillor O'Neil has all the attached information as well, but it appears that the resident is still believing that there is a leak that has not been detected. I am in the office and if required you may call me on my mobile 0414 180 223.

Kind regards

Mehran Sadegh-Vaziri

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From: PAOLINI Rob
Sent: Friday, 31 May 2019 2:03 PM
To: SADEGH-VAZIRI Mehran
Subject: RE: Water inundation from GCCC land to 17 Larentia St Currumbin Waters.

Hi Mehran,

Please find attached the work order in relation to water & wastes comprehensive investigation of the proposed leak at 17 Larentia St.

Not sure if this information can be distributed, but it appears to be ground water following a lab test of the water found on site.

Have a review of the attached and we can discuss next week, I will be on leave until Wednesday 5 June.

Regards,

Rob

Robert Paolini

Senior Asset Project Officer
Network Reliability – Water and Waste
City of Gold Coast

T: 5582 8108 M: 0439 226 011
PO Box 5042 Gold Coast Mail Centre Qld 9729
cityofgoldcoast.com.au

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mob 0488 148 589

McLeod

Division 14

From: Suzanne McLeod <skmcleod@hotmail.com>
Sent: Friday, 31 May 2019 3:11 PM
To: Division 14; Thomas Pugh; SADEGH-VAZIRI Mehran; Development Compliance
Subject: Fw: Suzanne McLeod, 17 Larentia St Currumbin Waters.
Attachments: IMG_2020.JPG; IMG_2024.JPG; IMG_2026.JPG; IMG_2025.JPG; IMG_2029.JPG; IMG_2032.JPG; IMG_2036.JPG

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Dear Gail

Again, thanks for arranging the meeting at your office 9.30am 29 May 2019. I am including others who attended the meeting in this email.

During the meeting I mentioned Mehrtens Underpinning and Construction recently maintained the supports under my home.

Please note the attached verification that the area under my home was 'dry, no water ponding or dampness was found on completing the work.'

This confirms that the inundation of water on my block is recent and from GCCC land.

I hope this information is of assistance in reaching a solution to the problem of water inundation from GCCC land onto 17 Larentia St Currumbin Waters.

Regards

Suzanne McLeod

S K McLeod

mob 0488 148 589

From: Alex Mehrtens <alex@mehrtens.com.au>
Sent: Thursday, 30 May 2019 6:27 AM
To: Suzanne McLeod
Subject: Re: Suzanne McLeod, 17 Larentia St Currumbin Waters.

Hi Suzanne,

My apologies for the late reply, I have been out of the office.

Yes I can confirm when we were completing the maintenance works to the existing supports, that the area we were working in was dry, no water ponding or dampness was found when we were completing works, please see attached photos of your property on the day commencing works at your property in February.

If there is anything we can help or assist with please do not hesitate to contact us.

Kind regards,

Alex Mehrtens



Mehrtens Holdings Pty Ltd - ACN. 059 338 466

Website: www.mehrtensunderpinning.com.au

Phone: (07) 5592 4893

Fax: (07) 5592 4853

Post: PO Box 4932 GCMC, 9726

Email: admin@mehrtens.com.au

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On Tue, 21 May 2019 at 15:24, Suzanne McLeod <skmcleod@hotmail.com> wrote:

Greetings Leticia and Alex

You will recall doing a maintenance job on my home March this year. It was completed to standard, and whilst somewhat "dirty work" the basement was perfectly dry.

I now have a major issue of storm water from GCCC land migrating onto my block, flooding the gardens and pooling in the basement area where your work was done and now compromising the concrete pad.

My request is, could you kindly verify for me the dry condition of the basement when the team were maintaining the underpinnings in March.

It was Chris who noticed all the water when he came on a Sat morning to complete the job approx 6 weeks later.

I have a structural engineer inspecting the damage tomorrow.

Looking forward to hearing from you.

Regards

Suzanne McLeod

S K McLeod
mob 0488 148 589







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WOODLANDS
RECYCLED PAPER









JOHNSON Kath

From: SADEGH-VAZIRI Mehran
Sent: Friday, 31 May 2019 4:29 PM
To: PAOLINI Rob
Subject: FW: Suzanne McLeod, 17 Larentia St Currumbin Waters.
Attachments: IMG_2020.JPG; IMG_2024.JPG; IMG_2026.JPG; IMG_2025.JPG; IMG_2029.JPG; IMG_2032.JPG; IMG_2036.JPG

Follow Up Flag: Follow up
Flag Status: Flagged

FYI

From: Suzanne McLeod [<mailto:skmcleod@hotmail.com>]
Sent: Friday, 31 May 2019 3:11 PM
To: Division 14; Thomas Pugh; SADEGH-VAZIRI Mehran; Development Compliance
Subject: Fw: Suzanne McLeod, 17 Larentia St Currumbin Waters.

This email originates from outside of the City of Gold Coast. If suspicious send it to spam@goldcoast.qld.gov.au

Dear Gail

Again, thanks for arranging the meeting at your office 9.30am 29 May 2019. I am including others who attended the meeting in this email.

During the meeting I mentioned Mehrtens Underpinning and Construction recently maintained the supports under my home.

Please note the attached verification that the area under my home was 'dry, no water ponding or dampness was found on completing the work."

This confirms that the inundation of water on my block is recent and from GCCC land.

I hope this information is of assistance in reaching a solution to the problem of water inundation from GCCC land onto 17 Larentia St Currumbin Waters.

Regards

Suzanne McLeod

S K McLeod
mob 0488 148 589

From: Alex Mehrtens
Sent: Thursday, 30 May 2019 6:27 AM
To: Suzanne McLeod
Subject: Re: Suzanne McLeod, 17 Larentia St Currumbin Waters.

Hi Suzanne,

My apologies for the late reply, I have been out of the office.

Yes I can confirm when we were completing the maintenance works to the existing supports, that the area we were working in was dry, no water ponding or dampness was found when we were completing works, please see attached photos of your property on the day commencing works at your property in February.

If there is anything we can help or assist with please do not hesitate to contact us.

Kind regards,

Alex Mehrtens



Mehrtens Holdings Pty Ltd - ACN. 059 338 466

Website: www.mehrtensunderpinning.com.au

Phone: (07) 5592 4893

Fax: (07) 5592 4853

Post: PO Box 4932 GCMC, 9726

Email: admin@mehrtens.com.au

Notice: This email message is for the sole use of the intended recipient(s) and may contain confidential and privileged information. If you are not the intended recipient of this email, you must not review, use, disclose or distribute, the information contained in it. Please notify the sender by reply email and delete all copies of the original message if you have received it in error. We do not guarantee this email is error or virus free.

On Tue, 21 May 2019 at 15:24, Suzanne McLeod <skmcleod@hotmail.com> wrote:

Greetings Leticia and Alex

You will recall doing a maintenance job on my home March this year. It was completed to standard, and whilst somewhat "dirty work" the basement was perfectly dry.

I now have a major issue of storm water from GCCC land migrating onto my block, flooding the gardens and pooling in the basement area where your work was done and now compromising the concrete pad.

My request is, could you kindly verify for me the dry condition of the basement when the team were maintaining the underpinnings in March.

It was Chris who noticed all the water when he came on a Sat morning to complete the job approx 6 weeks later.

I have a structural engineer inspecting the damage tomorrow.

Looking forward to hearing from you.

Regards

Suzanne McLeod

S K McLeod
mob 0488 148 589



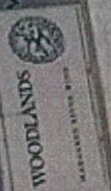




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WOODLANDS









31 31 May 2019

Contact: Mark Sullivan, Development Compliance

Location: City Development

Telephone: 07 5582 8184

Your reference:

Our reference: CE-COC/2019/2127

CITY OF
GOLDCOAST.

Suzanne Kathryn McLeod
17 Larentia St
CURRUMBIN WATERS QLD 4223

Dear Madam

Alleged breach	Water
Property description	Lot 55 RP149518
Property location	17 Larentia Street, Currumbin Waters

I refer to the above matter. A Development Compliance officer from Council of the City of Gold Coast (Council) has investigated the matters raised in your request. The officer has marked the request as completed.

Council's Development Compliance section has only limited authority in relation to these matters and there is no effective action that we could take to achieve the results you seek.

You are advised that your request has been referred to **Gold Coast Water to investigate** under the legislation and laws administered by them. You may contact Gold Coast Water on **1300 465 326**.

During the meeting with Councillor O'Neil in her Tugun Office on Wednesday 29 May 2019 it was noted from photos shown by your engineer that your under building basement is not equipped with any drainage means (like a spoon drain) to collect the underground water and discharge it to a lawful point of discharge (like a rubble pit). Therefore, it is highly recommended that you seek expert advice in regard to the under building basement drainage.

Privacy of information

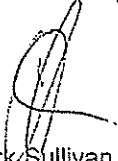
Please note that under the *Information Privacy Act 2009*, Council cannot disclose any information of a personal nature of a third party that may have been collected in the process of investigating your request. This includes:

- Names, contact details or personal circumstances of individuals who are the subject of the complaint.
- Names, contact details or personal circumstances of witnesses or other third parties.
- Names, contact details or personal circumstances of individuals who have made a complaint.

Contacting us

Should you wish to clarify any issues contained in this letter, please do not hesitate to contact Mark Sullivan, Development Compliance, on 07 5582 8184.

Yours faithfully

A handwritten signature in black ink, appearing to be 'Mark Sullivan', written over a horizontal line.

Mark Sullivan
Development Compliance Officer
For the Chief Executive Officer
Council of the City of Gold Coast

(ms:td)

354772

See CRM 361137

Customer request summary

Print date: 4/06/2019 11:23 AM

Request details

Request number: 354772
Date entered: 20 May 2019 3:24 PM
Date received: 20 May 2019 3:24 PM Due date: 24 June 2019 3:24 PM
Request type code: CR11 - Economy, Planning and Environment
Receiving officer: DIV14 - Division fourteen
Responsible officer: 37169 - Grant MCDONOUGH
Actioning officer: DIV14 - Division fourteen
Contact method: CR - Councillor initiated
Customer type: CLR - Councillor
Request status: ACT - Actioned / Completed Completion date: 4 June 2019 11:23 AM
Date responded: 4 June 2019 11:23 AM Time taken: 11 Days
Priority: 5
Available to public: No

Module links (if applicable)

Customer name: Mrs Suzanne McLeod Councillor O'Neill Division Fourteen
Councillor name: Councillor O'Neill Division Fourteen
Division (ward): Division 14
Property location of request: 17 Larentia Street, CURRUMBIN WATERS QLD 4223
Infringement number:
Street/suburb location:
Rate assessment:
Application: COC/2019/2127
Licence:

Noted
5 JUN 2019**Notes** (if applicable)

Note date and time: 4 June 2019 11:23 AM Noted by: DIV14 - Division fourteen
Note type: 6-COMRES - Completion / resolution note
Note:

Note date and time: 3 June 2019 3:31 PM Noted by: 45257 - Tanya DOLAN
Note type: 6-COMRES - Completion / resolution note
Note: *** FINAL RESPONSE COUNCILLOR REQUEST CRM354772 ***

In relation to your request to investigate drainage at 17 Larentia Street Currumbin Waters. Development Compliance Officer Mark Sullivan has investigated this issue and no further action will be taken with regards to this matter. The results of the investigation are as follows:

Inspection Carried out on 24 May 2019 with the complainant (Susan McLeod) who was on site. Susan showed me where the water was ponding, she explained to me that the ponding water is not leaking through storm water City asset. I asked her was it coming from a neighbouring property? Susan explained that it comes from under her retaining wall toward street frontage.
Susan said that City assets has carried out a water test and it came up as ground water/spring water.

I explained to her unfortunately if the water is from a natural spring and if it isn't coming from a neighbouring property or natural source that it would be a civil matter as that the owner has to take responsibility for her own drainage. she didn't agree with my explanation and said that Council should be trying to figure out how to stop the Springwater. I said unfortunately there isn't much can be done by our section as the spring water is internal to the property. No action can be taken.

On 29.5.19 a meeting at Councillor O'Neil Office in Tugun was arranged with Development Compliance Supervisor Mehran Vaziri, Temporary Development Engineer Mimo Sfahani and Development Compliance officer Mark Sullivan. Complainant Susan McLeod and her Engineer, Tom Pugh argued that the problem should be resolved by the City. The outcome of the meeting was that the Gold Coast Water re-investigates any leaks with the mains on the Council Verge. Councillor O'Neil will now be creating a Councillor Request for Gold Coast Water.
No Further Action Required from Development Compliance. Development Compliance Officer Mark Sullivan.

If any further enquiries regarding drainage please raise a new CR11 request.

Note date and time: 21 May 2019 12:08 PM **Noted by:** 39240 - Vikki CONMAN
Note type: 1-LODGEACT - Lodgement / action note
Note: Spoke to Susanne in relation to complaint. She has requested that she be contacted prior to any visit to her property. VC5665

Note date and time: 21 May 2019 8:22 AM **Noted by:** DIV14 - Division fourteen
Note type: 1-LODGEACT - Lodgement / action note
Note: Suzanne McLeod emailed Cr O'Neill this morning 21 May (please see email and photo paperclips). As per her email she is adamant the cause of the problem was due to recent roadworks conducted recently between 9 and 16 Larentia Street, Currumbin Waters. Emma x7436

Note date and time: 20 May 2019 4:37 PM **Noted by:** 46907 - Tracey CARTWRIGHT
Note type: 1-LODGEACT - Lodgement / action note
Note: Councillor Request forwarded to Development Compliance Stormwater for investigation and action.

Note date and time: 20 May 2019 3:25 PM **Noted by:** DIV14 - Division fourteen
Note type: 1-LODGEACT - Lodgement / action note
Note: Suzanne McLeod 17 Larentia Street, Currumbin Waters 0488 148 589 met with Cr O'Neill on 17 May 2019. Cr O'Neill requests investigation by Development Compliance - Stormwater officers regarding the complainants concerns about water running under her retaining wall and under her house which she believes may be as a result of recent Council roadworks in the street. Please make the necessary arrangements and advise accordingly. Emma x7436

Questionnaires (if applicable)

1. Please select the relevant request type Development Compliance Stormwater
2. Provide details and/or further information

References (if applicable)

Home

Request 354772 Enquiry X

Close

Notes Summary

Zoom

Ready.

Request

Request Number354772

System Date Entered20/05/2019 3:24:37 PM

Date Received20/05/2019 3:24:37 PM

Service Date

Due date24/06/2019 3:24:37 PM

Request Type CodeCR11

Economy, Planning and Environment

Receiving OfficerDIV14

Responsible Officer37169

Actioning OfficerDIV14

Contact method CodeCR

Councillor initiated

Customer type CodeCLR

Councillor

Request StatusACT

Actioned / Completed

Date Responded4/06/2019 11:23:27 AM

Time Taken11

Days

System Completion Date4/06/2019 11:23:27 AM

Working Days

Priority5

Date Priority Last Modified20/05/2019 3:24:37 PM

Available to Public

References

References (All 4 records sorted by Reference Number)

Reference Type

Reference Number

CNAME - Customer name

CPHONE - Customer phone number

CEMAIL - Customer eMail

SAPREF - SAP notification number

Notes

Notes (All 6 records sorted by Date and Time)

Details

Notes Summary

User Identifier

Date and Time

Note Type Code

Description

DIV14

20/05/2019 3:25...

1-LODGEACT

Suzanne Mcleod 17 Larentia Street, Currumbin Waters 0488 148 589 met with Cr O'Neill on 17 May 2019. Cr O'Neill req...

46907

20/05/2019 4:37...

1-LODGEACT

Councillor Request forwarded to Development Compliance Stormwater for investigation and action.

DIV14

21/05/2019 8:22...

1-LODGEACT

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39240

21/05/2019 12:0...

1-LODGEACT

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45257

3/06/2019 3:31:...

6-COMRES

**** FINAL RESPONSE COUNCILLOR REQUEST CRM354772 ****

DIV14

4/06/2019 11:23...

6-COMRES

In relation to your request to investigate drainage at 17 Larentia

Modules

Modules (All 5 records)

Notes Summary

20-May-2019 15:25:06 - Division fourteen - 1-LODGEACT

Suzanne Mcleod 17 Larentia Street, Currumbin Waters 0488 148 589 met with Cr O'Neill on 17 May 2019. Cr O'Neill requests investigation by Development Compliance - Stormwater officers regarding the complainants concerns about water running under her retaining wall and under her house which she believes may be as a result of recent Council roadworks in the street. Please make the necessary arrangements and advise accordingly. Emma x7436

20-May-2019 16:37:45 - Tracey CARTWRIGHT - 1-LODGEACT

Councillor Request forwarded to Development Compliance Stormwater for investigation and action.

21-May-2019 08:22:40 - Division fourteen - 1-LODGEACT

Suzanne McLeod emailed Cr O'Neill this morning 21 May (please see email and photo paperclips). As per her email she is adamant the cause of the problem was due to recent roadworks conducted recently between 9 and 16 Larentia Street, Currumbin Waters. Emma x7436

21-May-2019 12:08:09 - Vikki CONMAN - 1-LODGEACT

Spoke to Susanne in relation to complaint. She has requested that she be contacted prior to any visit to her property. VC5665

03-Jun-2019 15:31:49 - Tanya DOLAN - 6-COMRES

*** FINAL RESPONSE COUNCILLOR REQUEST CRM354772 ***

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No Further Action Required from Development Compliance. Development Compliance Officer Mark Sullivan.

If any further enquiries regarding drainage please raise a new CR11 request.

04-Jun-2019 11:23:31 - Division fourteen - 6-COMRES