

# Redland City Council -Request

<b>Request Number:</b>	<input type="text" value="CROP634417"/>	<b>Priority:</b>	<input type="text" value="003"/>
<b>Date Received:</b>	<input type="text" value="24/04/2020 02:24.11 pm"/>	<b>Resp Workgroup:</b>	<input type="text" value="CSP07"/>
<b>Source:</b>	<input type="text" value="06"/>	<b>Raised By:</b>	<input type="text" value="CRLANCEHE"/>
<b>Status:</b>	<input type="text" value="Past"/>	<b>User ID:</b>	<input type="text" value="Wayne Matthews"/>
<b>Group:</b>	<input type="text" value="City Operations Customer Request"/>		
<b>Category:</b>	<input type="text" value="@Marine Maintenance"/>		
<b>Sub Categories:</b>	<input type="text" value="@Foreshore"/>		

**Related AR:**

<b>Property Number:</b>	<input type="text" value="50722"/>	<b>Land Number:</b>	<input type="text"/>
<b>Property Address:</b>	<input type="text" value="Salford Waters Park 43A Adrian Street Victoria Point QLD 4165"/>		
<b>Property Description:</b>	<input type="text"/>		
<b>Caller Name:</b>	<input type="text"/>	<b>Home Phone:</b>	<input type="text"/>
<b>Caller Address:</b>	<input type="text"/>	<b>Work Phone:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>	<b>Mobile:</b>	<input type="text"/>
		<b>Fax:</b>	<input type="text"/>
		<b>Callback:</b>	<input type="text" value="False"/>

**Request Details:**

COUNCILLOR REQUEST - Revetment Wall Maintenance - Salford Waters Foreshore/Park. Obj Ref: A4531984.  
 Details from customer: "It has been brought to my attention that the large rocks forming the sea wall near the steps from the foreshore to the sand in front of Salford Waters have been moved either from the sea or vandals . I was wondering if you could please have someone to look at this situation and if necessary arrange to have it fixed.  
 Apparently some repair work like this was done some 8 to 10 years ago."  
 PLEASE ENSURE AN OUTCOME IS FORWARDED TO THE RESIDENT AND THE ELECTED MEMBER.

**Resolution:**

**Comments:**

**Event History:**

Description	Status	Decision	Commenced Finalised	Target Date	Role Name User
Customer Request Lodged	Past	Complete	24/04/2020 02:24.12 pm 24/04/2020 02:24.15 pm		P1.RES.CITYINFRASTRUCTURE
Initial Response/Investigation - 2 Working Days	Past	Assigned	24/04/2020 02:24.00 pm 24/04/2020 02:24.27 pm	28/04/2020 02:24.15 pm	P1.RES.CITYINFRASTRUCTURE
Further Investigation/Work (2 Week Target)	Past	NFA	24/04/2020 02:24.27 pm 29/04/2020 03:09.04 pm	11/05/2020 02:24.27 pm	

# Redland City Council -Request

Description	Status	Decision	Commenced Finalised	Target Date	Role Name User
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## Notes

Dear [redacted] e-mail sent to councillor and resident

Thank you for your request concerning maintenance to the sea wall located in front of Salford Waters Retirement Village , Victoria Point. I will arrange an inspection to this area and prioritise maintenance works to ensure the area is safe. Once again, you for bringing this matter to my immediate attention. Regards

Wayne Matthews  
Senior Technical Officer  
City Operations  
Redland City Council

P +617 3829 8364

I acknowledge the traditional custodians of the lands and seas where I work. I pay my respects to Elders, past, present and future.

Interim Letter	Current	29/04/2020 03:09.00 pm	P1.RES.CITYINFRASTRUCTURE
Back Office Note/Comment	Future		P1.RES.CITYINFRASTRUCTURE

Right to Information Release

# Redland City Council -Request

<b>Request Number:</b>	<input type="text" value="CROP657985"/>	<b>Priority:</b>	<input type="text" value="003"/>
<b>Date Received:</b>	<input type="text" value="21/01/2022 02:08.37 pm"/>	<b>Resp Workgroup:</b>	<input type="text" value="CSP07"/>
<b>Source:</b>	<input type="text" value="08"/>	<b>Raised By:</b>	<input type="text" value="LEESAC"/>
<b>Status:</b>	<input type="text" value="Past"/>	<b>User ID:</b>	<input type="text" value="Wayne Matthews"/>
<b>Group:</b>	<input type="text" value="City Operations Customer Request"/>		
<b>Category:</b>	<input type="text" value="Marine Maintenance"/>		
<b>Sub Categories:</b>	<input type="text" value="Mainland Marine"/>		

**Related AR:**

<b>Property Number:</b>	<input type="text" value="50722"/>	<b>Land Number:</b>	<input type="text"/>
<b>Property Address:</b>	<input type="text" value="Salford Waters Park 43A Adrian Street Victoria Point QLD 4165"/>		
<b>Property Description:</b>	<input type="text"/>		
<b>Caller Name:</b>	<input type="text"/>	<b>Home Phone:</b>	<input type="text"/>
<b>Caller Address:</b>	<input type="text" value="9999 Unknown Street UNKNOWN LOCALITY QLD 9999"/>	<b>Work Phone:</b>	<input type="text"/>
<b>Email:</b>	<input type="text"/>	<b>Mobile:</b>	<input type="text"/>
		<b>Fax:</b>	<input type="text"/>
		<b>Callback:</b>	<input type="text" value="False"/>

**Request Details:**

Mainland Marine - Salford Waters Park - 43A Adrian Street Victoria Point - online request: "There has been considerable erosion near the path beside the stairs and into the water in front of Salford Waters Retirement Village . The recent storms have dislodged some of the rock retaining."

**Resolution:**

**Comments:**

**Event History:**

Description	Status	Decision	Commenced Finalised	Target Date	Role Name User
Customer Request Lodged	Past	Complete	21/01/2022 02:08.37 pm 21/01/2022 02:08.40 pm		
Back Office Note/Comment	Past	AddNote	21/01/2022 02:08.00 pm 08/02/2022 07:58.43 am		
Works Order raised WO90794 to marine contractor to schedule works and consult with Wayne Matthews prior to commencement of works					
Back Office Note/Comment	Current		08/02/2022 07:58.44 am		

Right to Information Release

**From:** [Aaron Haymes](#) on behalf of [Corporate eMailbox](#)  
**To:** [Redacted]  
**Bcc:** [Division 4 Support](#); [ICCC eServices](#)  
**Subject:** Division 4 - CR Acknowledgement  
**Date:** Friday, 24 April 2020 2:29:00 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

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**This email is sent on behalf of the Deputy Mayor, Councillor Lance Hewlett, representing Division 4, Victoria Point and Coochiemudlo Island**

**Our ref: A4531984**

Dear [Redacted]

Further to my email this morning, regarding maintenance of the sea wall in front of Salford Waters, I have referred the details onto Redland City Council officers.

I have raised Customer Request **CROP634417** on your behalf for this matter for our City Operations Team to address. Once the investigation by officers is finalized you will be advised of the outcome/actions taken.

Should you need to contact Council again in relation to this matter please telephone **(07) 3829 8999** or email [rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au), quote **CROP634417** and a Council officer will be pleased to assist you.

I appreciate you taking the time to bring this matter to my attention. Your feedback is important to me. If I can be of further assistance please do not hesitate to contact me.

Regards,

**Cr Lance Hewlett**

**Councillor, Division 4**

**Victoria Point and Coochiemudlo Island**

**Redland City Council**

**Cnr Middle and Bloomfield Streets, Cleveland QLD 4163 |**

**PO Box 21, Cleveland QLD 4163 |**

**Email: [Lance.Hewlett@redland.qld.gov.au](mailto:Lance.Hewlett@redland.qld.gov.au) | Web: [www.redland.qld.gov.au](http://www.redland.qld.gov.au)**

[Redacted]  
I acknowledge the Traditional Custodians of the lands, waters and seas where I work. I pay my respects to Elders, past, present and future.

Right to Information Release

**From:** [Terrie Valentino](#) on behalf of [Division 4 Support](#)  
**To:** [ICCC eServices](#)  
**Subject:** FW: Sea Wall.  
**Date:** Friday, 24 April 2020 11:04:34 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Hi team

Could you please create a cr for the below thanks

Many thanks

**Terrie Valentino**

**Executive Support Officer**

Corporate Governance | Councillors' Executive Support  
Redland City Council

**P** +617 3829 8109



I acknowledge the traditional custodians of the lands and seas where I work. I pay my respects to Elders, past, present and future.

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**From:** Cr Lance Hewlett  
**Sent:** Friday, 24 April 2020 10:44 AM  
**To:** [REDACTED]  
**Cc:** Division 4 Support <[Division4Support@redland.qld.gov.au](mailto:Division4Support@redland.qld.gov.au)>  
**Subject:** Re: Sea Wall.

Hi [REDACTED]

Hope you are well.

I will raise a formal customer request to have the issue addressed as soon as possible. A reference number will be forwarded to you under a separate email. Thank you for bringing this matter to my attention.

**Kind Regards,**

**Cr Lance Hewlett**  
**Councillor, Division 4**  
**Victoria Point | Coochiemudlo Island**  
Redland City Council

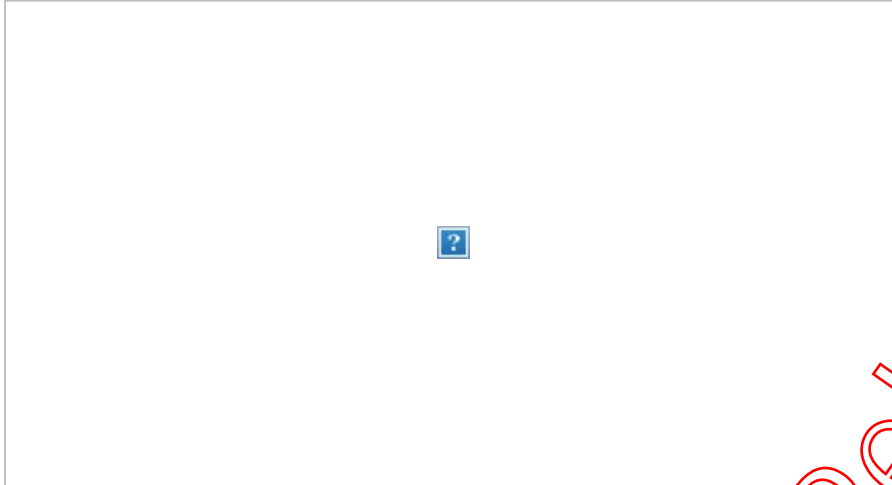
**P** [+617 3829 8603](tel:+61738298603)

**M** [0421 880 371](tel:0421880371)

**W** [redland.qld.gov.au](http://redland.qld.gov.au)



<https://www.facebook.com/lance.hewlett>



On 24 Apr 2020, at 10:39 am, [REDACTED] wrote:

Good Morning Lance,

It has been brought to my attention that the large rocks forming the sea wall near the steps from the foreshore to the sand in front of Salford Waters have been moved either from the sea or vandals.

I was wondering if you could please have someone to look at this situation and if necessary arrange to have it fixed.

Apparently some repair work like this was done some 8 to 10 years ago.

Thank you for your attention to this matter.

Regards [REDACTED]

Right to Information Release

Work Order ID	Work Order Status	Work Order Creation Time	Work Order Creator	Work Order Brief Description	Work Order Priority	Work Order Priority Notation	Work Order SLA Date	Work Order TCOMP Date	Work Order COMP Date	Work Order Schedule Start	Work Order Schedule Finish	Asset Id	Asset Name	Asset Category	Asset Suburb	Reference Number	Asset Street Address	Asset Street Number	Asset Location
WO90794	INPRG	08/02/2022 7:47 AM	Wayne Matthews	Mainland Marine A046a	3	Routine (10 days)	18/02/2022 7:47 AM			28/02/2022 12:00 AM	04/03/2022 12:00 AM	404790	Stairs - Foreshore Access_43A Adrian	Marine Structure	Victoria Point	PROPS7985 due 07-Feb-2022	Adrian Street	43A	Mainland Areas - Victoria Point

Right to Information Released