

25 October 2012

Mr D Darlington
Secretary
The Entrance Peninsula Community Precinct
Committee
PO Box 349
THE ENTRANCE NSW 2261

Dear Mr Darlington

Installation of Bollards – Brogden Road, The Entrance

I refer to your letter dated October 9 2012 in relation to the handling of service request 1466492 relating to the placement of bollards on Brogden Road, North Entrance. This matter has been investigated and I provide the following advice.

Emails received by Council's default email address are in the first instance recorded into Council's document management system prior to issue to the respective section of Council. In this instance the email dated 18 October 2011 was recorded after its receipt and then linked by corporate records staff to a service request which had been logged online around that same time given the request was relating to the same issue and requested by the same customer. The logged service request and corresponding contact phone number from the Precinct Committee was then assigned to field staff and became the basis of the workflow for this request.

Given the nature of the request relating to discretionary works to reduce damage to the road verge caused by vehicles, the request was not given priority relative to other more urgent requests in the system over the wet summer period.

When the service request was formally actioned off, the employee recalled contacting a member of the Precinct Committee via the telephone number on the service request. Investigations have confirmed that the employee spoke with Vivienne Soo who was the contact on the service request. The action notes on the service request should have stated that the staff member called the customer as opposed to meeting onsite.

The request nevertheless did take too long to be formally responded to and the customer informed of outcome. Measures have been put in place to prevent this situation developing into the future.

Page 2

The Entrance Peninsula Community Precinct Committee

I understand you have since spoken to Council's Manager Roads and Stormwater, Andrew Pearce, in relation to this matter and arrangements have been made for the installation of the bollards at the subject location. These works are programmed to be completed by the end of this calendar year.

Should you require any further information, please contact Mr Andrew Pearce on 4350 5451.

Yours faithfully

Greg McDonald
Director
INFRASTRUCTURE MANAGEMENT



THE ENTRANCE PENINSULA

COMMUNITY PRECINCT

ENCOMPASSING: THE ENTRANCE; THE ENTRANCE NORTH; LONG JETTY TOOWOON BAY; BLUE BAY; SHELLY BEACH & MAGENTA

P0 Box 349 The Entrance 2261
www.theentranceprecinct.org

9 October, 2012

Michael Whittaker
The General Manager,
Wyong Shire Council,
PO Box 20,
Wyong 2259

SUBJECT: LEVEL OF SERVICE THAT BEST MEETS THE NEEDS OF OUR COMMUNITY

Dear Michael,

The Entrance Peninsula Community Precinct (TEPCP) is very concerned about the quality of service TEPCP is receiving from Council. Among our concerns is the lack of dialogue by Council when it comes to keeping the community informed about what it's planning staff are negotiating with developers; the continued difficulties TEPCP is having in stopping Council from publishing personal details of people making DA submissions and the unworkable system Council has put in place for Precincts to make Service Requests and receive satisfactory answers.

The purpose of this letter is to document a particular Service Request that TEPCP believes is an example of the difficulties TEPCP is experiencing in trying to get a response from Council. A Service Request that asked Council to please consider a course of action to improve the amenity of our community. A Service Request forwarded to Council in the form of a letter that Council failed to respond to in a timely and satisfactory manner. The facts of this Service Request are these:

- Twelve months ago, on 18th October, 2011, TEPCP emailed Council a letter in pdf format that set out a course of action TEPCP wanted Council to consider,
- A copy of this letter is attached. The letter simply requested that *"To improve the amenity of the area TEPCP suggests that Council please consider placing bollards or closely spaced posts along Brogden Road edge to stop vehicle damaging the grass."*
- On 24th October, 2011, it was lodged as an online service request, Request Number 1466492.
- On Thursday, 29 March 2012, TEPCP emailed Council requesting a response to three outstanding letters of which included Service Request 1466492. A copy of this email is attached which included photos of the damage being done to the reserve.
- On 7th September, 2012 TEPCP emailed Bev Davis, WSC's Precinct 355 Committee Liaison Officer requesting her to please look into this unanswered request for us. Bev Davis was able to reply the same day with advice that stated:

"The SR has been closed (in June 2012) with the comment from Shane Daly - "met with customer onsite and WSC will not be doing this type of works."

- TEPCP on 7th September, 2012 immediately responded to Bev Davis (cc'd to Greg McDonald and Julie Vaughan) stating that ***"This is far from at satisfactory outcome. I have no knowledge of Shane Daly meeting any of TEPCP Executive on site and have received no correspondence."*** and requesting Bev Davis escalate this matter as TEPCP deserves better treatment from Council. The email went on to state:

"This reserve is adjacent to the northern Entrance Bridge abutment and should be kept in first class condition. The Long Jetty reserve has a post and rail fence along it to stop cars and I believe what TEPCP is requesting here is not unreasonable. The Entrance Peninsula Community Precinct Committee (TEPCP) is committed to making The Entrance Peninsula a better place to live. Our Precinct Committee is encouraging residents, businesses and stake holders to take pride in the area and do what they can to improve the appearance and amenity of where we live and work.

Is it too much to ask that Wyong Shire Council to do the same?"

To date TEPCP has not had a response to our 2nd email to Bev Davis on 7th September, 2012.

TEPCP would also like to also make the point that Brogden Road is "One Way" and a rail fence or bollards would stop illegal U Turns and vehicles travelling back the wrong way.

TEPCP requests that Council reconsider Shane Daly's response to the issue that was not relayed at the time to TEPCP and realise that it is the little things, done poorly that undoes all the good work that Council does.

Thanking you in anticipation.

Yours Sincerely



Douglas Darlington

Secretary

Email: contactus@theentranceprecinct.org



THE ENTRANCE PENINSULA COMMUNITY PRECINCT

ENCOMPASSING: THE ENTRANCE; THE ENTRANCE NORTH; LONG JETTY TOOWOON BAY; BLUE BAY; SHELLY BEACH & MAGENTA

P0 Box 349 The Entrance 2261
www.theentranceprecinct.org

18 October, 2011

Michael Whittaker
The General Manager,
Wyong Shire Council,
PO Box 20,
Wyong 2259

SUBJECT: **VEHICLE DAMAGE TO RESERVE BOUNDED BY BROGDEN ROAD, ROBERTS STREET AND WILFRED BARRETT DRIVE, THE ENTRANCE NORTH.**

Dear Michael,

At the Executive Meeting at TEPCP on 4th October, 2011, it was resolved to write to Council in response to our communities concerns about the vehicle damage to the grass on the subject reserve at The Entrance North.

10.2 Garbage Bin on reserve bounded by Brogden Road, Roberts Street and Wilfred Barrett Dr.

ACTION: Secretary to write to Council advising that trucks unloading causing is a lot of rutting which as well as being unsightly is filled with water during wet periods.



It appears that vehicles are using the reserve to do U Turns. In wet weather garbage trucks emptying the garbage bin are making deep ruts in the reserve.

RECOMMENDATION

To improve the amenity of the area TEPCP suggests that Council please consider placing bollards or closely spaced posts along Brogden Road edge to stop vehicle damaging the grass. The Garbage bin would need to be relocated adjacent to Brogden Road so trucks could empty it without manual handling.

Thanking you in anticipation.

Yours Sincerely

Douglas Darlington

Secretary

The Entrance Peninsula Community Precinct
Committee

Phone/Fax: 4332 5593

Email: doug@darlington.id.au

From: Doug Darlington
Sent: Thursday, 29 March 2012 6:02 AM
To: 'MWhittaker@wyong.nsw.gov.au'
Cc: 'Vivienne Soo'
Subject:
Importance: High

The General Manager,
Wyong Shire Council,
PO Box 20,
Wyong 2259

Dear Michael

I need to bring to your attention the following correspondence awaiting response and request that you please expedite replies to the matters raised by TEPCP and detailed below

1. TEPCP Letter of 24 October 2011 RE INSTALL BOLLARDS AT CORNER BROGDEN RD ROBERTS ST WILFRED BARRETT DR THE ENTRANCE NTH SERVICE REQUEST DETAILS

Ask install Bollards or Posts - Grass verge corner Brogden Rd Roberts St Wilfred Barrett Dr THE ENTRANCE NORTH - damaged by vehicles	Roads & Related Infrastructure	24-OCT-2011	Overdue 14:44:44
--	--------------------------------	-------------	------------------

A copy of the letter is attached and recent photos below:



2 TEPCP Letter of 27 September 2011 RE: CONCERN OVER SKATEBOARDING IN THE ENTRANCE

A copy of the letter is attached. TEPCP would just like an answer to the question " Advise TEPCP what powers Council Rangers have to enforce the "No Skateboarding zone."

3 WSC Email 12 December 2011 CONFLICTING REGULATIONS ON PUBLISHING DA SUBMISSION NAMES

This is a serious issue with our community and it is not acceptable that Council has not been able to get a legal opinion on this in over six months. TEPCP wants Council to stop publishing all the details of the DA submission names as recommended by the Information Commissioner's Guidelines attached. See Melanie Domingo's email dated 27th September, 2011 attached below.

Thanking you in anticipation,

Regards
Doug

Doug Darlington
Secretary
The Entrance Peninsula Community Precinct



THE ENTRANCE PENINSULA
COMMUNITY PRECINCT

ENCOMPASSING: THE ENTRANCE, THE ENTRANCE NORTH, LONG JETTY, TOOWONG BAY, BLUE BAY, SHELLY BEACH & NARBERTH
www.theentranceprecinct.org

www.theentranceprecinct.org

contactus@theentranceprecinct.org

Doug Darlington
63 Stella Street
LONG JETTY 2261
Ph/Fax 4332 5593

From: Doug Darlington
Sent: Friday, 7 September 2012 10:24 AM
To: 'Davis, Bev'
Cc: Vivienne Scott; Valda and Ross McKendrick; Julie.Vaughan@wyong.nsw.gov.au; 'McDonald, Greg'
Subject: RE: SERVICE REQUEST 1466492

Hi Bev

This is far from a satisfactory outcome. I have no knowledge of Shane Daly meeting any of TEPCP Executive on site and have received no correspondence. Maybe it should go to the traffic Committee to stop illegal use of a one way street.

Our letter of 18/10/2011 stated:

RECOMMENDATION

To improve the amenity of the area TEPCP suggests that Council please consider placing bollards or closely spaced posts along Brogden Road edge to stop vehicle damaging the grass. The Garbage bin would need to be relocated adjacent to Brogden Road so trucks could empty it without manual handling.

Your comment:

.. " As explained at our workshop Precincts are encouraged to request..... or recommend Council consider.."

is not regarded as being helpful because our letter stated "**please consider**"

This reserve is adjacent to the northern Entrance Bridge abutment and should be kept in first class condition. The Long Jetty reserve has a post and rail fence along it to stop cars and I believe what TEPCP is requesting here is not unreasonable. The Entrance Peninsula Community Precinct Committee (TEPCP) is committed to making The Entrance Peninsula a better place to live. Our Precinct Committee is encouraging residents, businesses and stake holders to take pride in the area and do what they can to improve the appearance and amenity of where we live and work.

Is it too much to ask that Wyong Shire Council to do the same?

It would be appreciated if you would please escalate this matter as TEPCP deserves better treatment from Council.

Thanking you

Regards

Doug

doug@darlington.id.au

Doug Darlington
63 Stella Street
LONG JETTY 2261
Ph/Fax 4332 5593

From: Davis, Bev [<mailto:BDavis@wyong.nsw.gov.au>]
Sent: Friday, 7 September 2012 10:02 AM
To: Doug Darlington
Subject: SERVICE REQUEST 1466492

Hi Doug

I followed up on this Service Request last Thursday. It is with the Supervisor of General Works to reply to my request.

The SR has been closed (in June 2012) with the comment from Shane Daly - "met with customer onsite and WSC will not be doing this type of works." As explained at our workshop Precincts are encouraged to request..... or recommend Council consider..... and Council will investigate but due to many reasons not all requests will be actioned. Hope this helps.

Regards

Bev

Bev Davis
Precinct 355 Committee Liaison Officer
Community & Cultural Development
Wyong Shire Council

From: Doug Darlington [<mailto:doug@darlington.id.au>]
Sent: Friday, 7 September 2012 9:11 AM
To: Davis, Bev
Cc: Vivienne Scott; Valda and Ross McKendrick
Subject: OUTSTANDING SERVICE REQUEST 1466492
Hi Bev

At our Executive Meeting last Tuesday it was resolved to ask you to please look into this unanswered request for us.

5. Correspondence

LETTERS AWAITING RESPONSE

1. TEPCP Letter of 24 October 2011 **RE INSTALL BOLLARDS AT CORNER BROGDEN RD ROBERTS ST WILFRED BARRETT DR THE ENTRANCE NTH SERVICE REQUEST DETAILS**

Ask install Bollards or Posts - Grass verge corner Brogden Rd Roberts St Wilfred Barrett Dr THE ENTRANCE NORTH - 1466492 damaged by vehicles	Roads & Related Infrastructure	24-OCT-2011 Overdue 14:44:44
--	-----------------------------------	--



Brogden Road is a one way street southbound and the practice of using the reserve for U turns is illegal.

Thanking you for your assistance.

Regards
Doug

Doug Darlington
Secretary
The Entrance Peninsula Community Precinct



THE ENTRANCE PENINSULA
COMMUNITY PRECINCT

ENCOMPASSING: THE ENTRANCE, THE ENTRANCE NORTH, LONG JETTY, TODWOOD BAY, BLUE BAY, SHELLY BEACH & MAGENTA
www.theentranceprecinct.org

www.theentranceprecinct.org

contactus@theentranceprecinct.org

Doug Darlington
63 Stella Street
LONG JETTY 2261
Ph/Fax 4332 5593