

## Statement of Edward Thomas Denman

I, Edward Thomas Denman, Plumbing Services Manager of Compliance and Regulatory Services, Brisbane City Council, of 266 George Street, Brisbane, in the State of Queensland, state on oath as follows:

- A. Attachment **ETD-01** is a copy of a notice from the Commissioner of the Queensland Floods Commission of Inquiry (**Commission**) dated 2 November 2011 requiring Brett Turville to provide certain information to the Commission in the form of a statement by 14 November 2011 (**Notice**), a copy of a letter from Clayton Utz to the Commission dated 10 November 2011 advising that a statement prepared by me would be provided in response to the Notice and a copy of a letter from the Commission of the same date which advises that the Commission has no objections to me providing the statement.
- B. For the purposes of responding to the Notice and preparing this Statement I have, in my position as Plumbing Services Manager of Compliance and Regulatory Services of the Brisbane City Council (**Council**), had access to:
- (a) the business records of Council; and
  - (b) Council officers; and
  - (c) in relation to the identification of the specific relevant provisions of the legislation, the advice of Council's solicitors,
- to obtain information to provide a response to the Notice. Unless otherwise stated, the matters set out in this Statement are based on my own knowledge and the information derived from the above sources.
- C. The documents from the above sources and attached to this Statement have been collated by Council officers under my instruction.
- D. I set out below my responses to each of the questions set out in the Notice.

### Qualifications and Background

1. I hold a Diploma of Engineering Construction Hydraulics, Diploma of Business Management and a Certificate IV in Construction Hydraulics. I am also a licensed plumber and drainer and hold an open LPG and Town Gas installers licence.

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Edward Thomas Denman

  
Witness

2. I have been a licensed plumber and drainer for twenty years.
3. I have held the position of Plumbing Services Manager of Compliance and Regulatory Services for 3.5 years.
4. My previous work history is as follows:
  - (a) I have been employed at Council since 2002;
  - (b) I was initially employed by Council as a Plumbing Inspector. I held that position for approximately 5 years;
  - (c) I was then employed as a Senior Plumbing Officer at Council for a period of approximately 9 months;
  - (d) Prior to my employment at Council I worked as a Hydraulic Consultant, a Plumbing Site Manager / Foreman and a Licensed Plumbing Contractor.

**Response to the Notice**

**1. The Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network**

5. Council has separate regulatory and enforcement roles in relation to illegal connections of stormwater infrastructure to Queensland Urban Utilities' (QUU's) sewerage infrastructure network under the *Plumbing and Drainage Act 2002 (PD Act)*, the *City of Brisbane Act 2010 (COB Act)* and the *Sustainable Planning Act 2009 (SPA)*.
6. Although s. 193 of the *Water Supply (Safety and Reliability) Act 2008 (Water Supply Act)* makes it an offence to discharge stormwater into QUU's infrastructure, Council has no regulatory or enforcement role under the Water Supply Act.

**PD Act**

7. The PD Act provides a framework for the assessment, approval and certification of plumbing and drainage work.
8. Council has responsibility for administering the *Standard Plumbing and Drainage Regulation 2003* for its area (s. 89 of the PD Act). The *Standard Plumbing and Drainage Regulation*

[Redacted Signature]

**Edward Thomas Denman**

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**Witness**

mandates that plumbing and drainage work must comply with the Queensland Plumbing and Wastewater Code (**QPW Code**) and certain sections of the Plumbing Code of Australia (**PCA**). The connection of stormwater infrastructure to sewerage infrastructure is inconsistent with the PCA and the QPW Code.

9. Under the PD Act, Council may appoint inspectors (**Plumbing Inspectors**) to conduct investigations and inspections for monitoring and enforcing compliance with the PD Act and SPA that regulate plumbing and drainage (s. 114 of the PD Act). Council currently employs 31 Plumbing Inspectors within the Plumbing Services Group of the Compliance and Regulatory Services Branch.
10. A Plumbing Inspector has the same powers of entry as an "authorised person" under the *Local Government Act 2009* (**LGA**) (s. 114 of the PD Act). Those powers are contained in Chapter 5, Part 2, Division 1 of the LGA and include:
  - (a) the power to enter a public place without the need to obtain permission (s. 128 of the LGA);
  - (b) the power to enter private property with, and in accordance with, the occupier's permission (s. 129 of the LGA);
  - (c) the power to enter private property with, and in accordance with, a warrant (s. 130 of the LGA).
11. Although a Plumbing Inspector's power to enter private property under the PD Act is dependent upon obtaining either the occupier's consent or a warrant, in my experience it is rare for an occupier to refuse a Plumbing Inspector consent to enter their premises.
12. Council's enforcement powers with respect to non-compliant plumbing or drainage work are contained in Part 6, Division 2 of the PD Act. Those enforcement powers include:
  - (a) the power to issue a written notice to an owner of premises requiring the owner to do a stated thing. The circumstances in which Council may issue such a notice include where Council reasonably believes that plumbing or drainage on the premises:
    - (i) is in a condition, or functions in a way, that constitutes a danger or health risk to occupiers of the premises or the public; or

  
Edward Thomas Denman

  
Witness

- (ii) is defective and should be altered, repaired or replaced; or
- (iii) was installed without, or not in accordance with Council's approval. (s. 116(1) of the PD Act); and

(b) the power to issue a written notice to a person who performed plumbing or drainage work requiring the person to do a stated thing. Council may issue such a notice if Council reasonably believes the work does not comply with the PD Act (s.116(2) of the PD Act).

13. For completeness I would note that s. 128N of the PD Act provides that a person must not discharge a prohibited substance (including stormwater) into an on-site sewerage facility. An "on-site sewerage facility" is defined by the PD Act as a facility installed on premises for either:

- (a) treating sewage generated on the premises and disposing of the resulting effluent; or
- (b) storing on the premises sewage generated on the premises for its subsequent disposal by collection off the premises.

On-site sewerage facilities are generally required in non-sewered areas of Brisbane. Moggill, for example, includes non-sewered areas.

The PD Act does not create an equivalent offence in sewered areas.

#### **COB Act**

14. Section 85(1) of the COB Act provides that the owner of a property must not connect (or allow the connection of) the "sewerage installation" for the property to any part of the "stormwater installation" for the property.

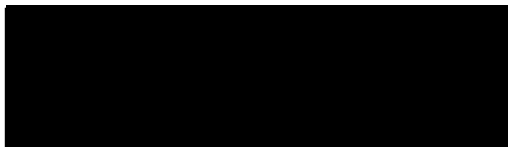
15. A "sewerage installation" includes:

- (a) a sewer for a property or building;
- (b) sanitary plumbing; and
- (c) sanitary drainage.

  
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**Edward Thomas Denman**

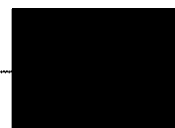
  
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**Witness**

16. A "stormwater installation" for a property includes any roof gutters, downpipes, subsoil drains or stormwater drain for the property.
17. Section 85(1) of the COB Act therefore prohibits the connection of stormwater to a property's private sewerage network.
18. Council may, by written notice, require the owner to perform work that is reasonably necessary for fixing or otherwise dealing with the sewerage installation (s. 85(4) and (7) of the COB Act). In my experience, the standard requirement in these notices is for the owner to engage the services of a licensed plumber or drainer to disconnect the stormwater pipe from the sewerage installation and seal off the connection. The owner must comply with the notice unless they have a reasonable excuse (s.85(8) of the COB Act).
19. In addition to the power to issue a written notice requiring remedial work, Council may prosecute an offence against s.85(1) of the COB Act in the Magistrates Court by way of a summary proceeding under the *Justices Act 1886*. Council does not have the ability to issue infringement notices for COB Act offences as they are not prescribed in the *State Penalties and Enforcement Regulation 2003* as an infringement notice offence.
20. Section 85(3) of the COB Act also imposes a positive obligation on an owner to take all necessary steps to disconnect the facility, drainage or sewer from the stormwater installation once the owner becomes aware of the illegal connection (s. 85(3) of the COB Act).
21. In addition to the power to direct a disconnection under s.85(4) of the COB Act, s. 84(1) of the COB Act provides that Council may, by written notice, require the owner of a property to *connect* a stormwater installation for the property to a Council stormwater drain in the way, under the conditions and within the time stated in the notice.
22. The COB Act does not make it an offence to fail to comply with a notice issued by Council under s.84(1) of the COB Act. If a person connects a stormwater installation under a requirement of the Council, the person must comply with Council's requirement (s. 84(5) of the COB Act). However, the COB Act does not make it an offence for an owner to *fail to connect* a stormwater installation to a Council stormwater drain in accordance with Council's requirement. In my opinion therefore, a s.84(1) notice has effect as a "warning letter" as there is no offence or penalty prescribed for non-compliance with the notice.



**Edward Thomas Denman**

**Witness**



23. Council's investigation and inspection powers under the COB Act, which are additional to the powers under the PD Act, include:
- (a) the power to enter private property with, and in accordance with, the occupier's permission (s. 118 of the COB Act);
  - (b) the power to enter private property with, and in accordance with, a warrant (s. 119 of the COB Act);
  - (c) the power to enter private property without the permission of the occupier to inspect work that was carried out under a permit or notice (s.121 of the COB Act); and
  - (d) the power to enter private property (other than a home) without the permission of the occupier under an approved inspection program (s.122 of the COB Act).

**SPA**

24. Connection to sewerage infrastructure may in some cases be incidentally regulated by the development assessment process under the SPA.
25. The development assessment process is undertaken by the Development Assessment branch of Council.
26. A development approval may be given subject to conditions recommended by the Principal Plumbing Officer. Conditions may also be imposed as part of the compliance assessment process under the PD Act.

- 1. The Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network including:**
- a. whether the Council is aware of any instances of illegal connections exacerbating flooding during December 2010 or January 2011;**

27. I have had regard to Council's electronic case management system known as Development and Regulatory Tracking (**DART**) for the purpose of responding to this question.
28. Attachment **ETD-02** is a report generated by DART showing those illegal connections of which Council was aware during the period December 2010 to January 2011.

  
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29. Attachment **ETD-02** shows that during the period December 2010 to January 2011, Council was aware of 7 cases in which a property's stormwater drainage system was unlawfully connected to either the property's private sanitary drainage or to QUU's sewerage infrastructure network.
30. Of the illegal connections listed in **ETD-02**, only one involved the connection of stormwater to sewerage infrastructure. That illegal connection was located in the suburb of Sunnybank and the property was not known or identified by Council as being flood affected in the January 2011 flood event. In my opinion therefore, the illegal connections of stormwater to sewerage infrastructure identified in **ETD-02** could not be said to have exacerbated flooding during December 2010 or January 2011.
31. Attachment **ETD-03** is a further report generated by DART showing illegal connections which came to Council's attention after January 2011. I have included this report on the basis that such connections may have in fact been in existence during the December 2010 to January 2011 period.
32. Attachment **ETD-03** shows that the Plumbing Services Group has investigated 16 illegal connections since January 2011 to the present. All property investigations are now completed, resulting in the removal of all illegal connections of stormwater to the QUU's sewerage infrastructure and sewerage to the stormwater network.
33. An analysis of **ETD-03** shows:
- (a) of the 16 investigations recorded, only 4 investigations concerned the connection of stormwater to sewerage infrastructure. Those investigations concerned properties located at West End, Kangaroo Point, Albion and Chermshire;
  - (b) of those 4 illegal connections, only one illegal connection was located in a suburb that was flood-affected during the January 2011 flood event;
  - (c) however, the particular property concerned did not flood during the January 2011 flood event.
34. Therefore, even assuming that the illegal connections identified in **ETD-03** were in existence during December 2010 to January 2011, it is my opinion that such connections could not be said to have exacerbated flooding during December 2010 or January 2011.

  
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**Edward Thomas Denman**

**Witness** 

- 1. The Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network including:**
- b. the Council's modelling and mapping of overland flow paths including the extent;**

35. The Compliance and Regulatory Services branch of Council does not undertake any modelling or mapping of overland flow paths. I am not familiar with Council's modelling and mapping of overland flow paths.

36. To the best of my knowledge, modelling and mapping of overland flow paths is an activity undertaken by the Development Assessment branch of Council.

- 1. The Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network including:**
- c. whether the Council maintains a register of illegal connections;**

37. Council does not maintain a specific register of illegal connections.

38. However, information on illegal connections is collected and stored as part of the DART system. A report can be generated from DART showing a list of properties with illegal connections and the investigation and enforcement activity undertaken by Council with respect to that property. Attachment ETD-02 is an example of such a report.

39. Attachment ETD-04 is a screen shot of the DART system.

- 1. The Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network including:**
- d. what compliance action the Council takes with respect to illegal connection, particularly as to rectification.**

40. In my experience, where an illegal connection is identified, Council will first consult Council records to check whether an approval was lodged with Council for the work and, if an approval was lodged, to identify who performed the plumbing or drainage work.

  
Edward Thomas Denman

Witness 



41. Where Council's records reveal that a licensed plumber or drainer performed the work, Council will contact the licensed plumber or drainer and provide them with the opportunity to rectify the illegal connection. In my experience, licensed plumbers or drainers will usually undertake rectification works.
42. If the licensed plumber or drainer fails to rectify the illegal connection, Council may:
- (a) refer the plumber or drainer to the Plumbing Industry Council for disciplinary action; and
  - (b) notify the owner of the premises that they are responsible for rectifying the illegal connection and recommend that the owner engage the services of a licensed plumber to remedy the illegal connection.
43. If the owner fails to rectify the illegal connection, Council will issue a written notice to the owner requiring rectification, either under s. 116(1) of the PD Act or s. 85(4) of the COB Act.
44. In circumstances where Council has no record of the plumbing or drainage work being performed by a licensed plumber or drainer, Council will treat the illegal connection as unlicensed work and issue a notice to the owner of the property requiring rectification of the illegal connection. This may be done under either s. 116(1) of the PD Act or s. 85(4) of the COB Act.

**2. The matters raised in paragraphs 22 to 38 of the submission of Queensland Urban Utilities to the Queensland Urban Utilities to the Queensland Floods Commission of Inquiry (enclosed)**

45. Paragraph 24 of QUU's submission outlines the risk of stormwater infiltration into QUU's wastewater system posed by illegal connections.
46. In my opinion, the impact of illegal stormwater connections to sewerage infrastructure can be overstated. This is because of:
- (a) the low incidence of illegal connections of stormwater to sewerage infrastructure; and
  - (b) the low volume of stormwater entering the sewerage infrastructure through illegal connections (the estimated total stormwater outflow for a standard 3 bedroom

  
Edward Thomas Denman

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dwelling during a rainfall event over a 24 hour period is approximately 50,000 to 100,000 litres).

**2. The matters raised in paragraphs 22 to 38 of the submission of Queensland Urban Utilities to the Queensland Urban Utilities to the Queensland Floods Commission of Inquiry (enclosed), including:**

**a. the adequacy of the Council's statutory powers, including pursuant to the *City of Brisbane Act 2010, Local Government Act 2009* and the *Water Supply (Safety and Reliability) Act 2008*, to take action to prevent stormwater from entering the sewerage infrastructure network; and**

47. In my opinion, Council's powers under the PD Act and the COB Act are adequate to require the rectification of illegal connections. Council has no powers, nor do I consider requires powers, under the Water Supply Act with respect to illegal connections.

48. As I have outlined above, Council may require that rectification works be undertaken by either the licensed plumber or drainer who performed the work or the owner of the property.

49. It is Council's practice to first require the licensed plumber or drainer to rectify the works, and only require rectification by the owner as a last resort.

**2. The matters raised in paragraphs 22 to 38 of the submission of Queensland Urban Utilities to the Queensland Urban Utilities to the Queensland Floods Commission of Inquiry (enclosed), including:**

**b. the Council's position in relation to extending the statutory powers of Distributor-Retailers under the *Water Supply (Safety and Reliability) Act 2008* to enter private property to investigate whether there are illegal stormwater connections and if so, to require plumbing regulators to remedy illegal stormwater connections.**

50. The extension of the statutory powers of the Distributor-Retailers under the Water Supply Act is a question of policy and is not a matter that falls within my role or expertise as Plumbing Services Manager.

  
Edward Thomas Denman

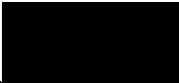
Witness 

I make this statement conscientiously believing the same to be true, and by virtue of the provisions of the Oaths Act 1867 (Qld).

**Dated 14 November 2011**

**Signed and declared** by Edward Thomas Denman  
at Brisbane in the State of Queensland  
this 14th day of November 2011

Before me:



Signature of person before whom the declaration is made



Signature of declarant



(SOLICITOR)

Full name and qualification of person before whom the declaration is made

Our ref: Doc 1769070

2 November 2011

Mr [REDACTED]  
Compliance and Regulatory Services  
Brisbane City Council  
C/- Clayton Utz  
Attn: Scott Sharry and Mark Sammut  
GPO Box 55  
BRISBANE QLD 4001

### REQUIREMENT TO PROVIDE STATEMENT TO COMMISSION OF INQUIRY

I, Justice Catherine E Holmes, Commissioner of Inquiry, pursuant to section 5(1)(d) of the Commissions of Inquiry Act 1950 (Qld), require Mr [REDACTED] to provide a written statement, under oath or affirmation, to the Queensland Floods Commission of Inquiry, in which the said Mr [REDACTED]:

- provides all information in his possession and identifies the source or sources of that information;
- makes commentary and provides opinions he is qualified to give as to the appropriateness of particular actions or decisions and the basis of that commentary or opinion;

in respect of the following topics:

1. the Brisbane City Council's regulatory and enforcement role in relation to property owners or development proponents seeking to illegally connect stormwater infrastructure to Queensland Urban Utilities' sewerage infrastructure network, including:
  - a. whether the Council is aware of any instances of illegal connections exacerbating flooding during December 2010 or January 2011;
  - b. the Council's modelling and mapping of overland flow paths including the extent,
  - c. whether the Council maintains a register of illegal connections;
  - d. what compliance action the Council takes with respect to illegal connection, particularly as to rectification.
2. the matters raised in paragraphs 22 to 38 of the submission of Queensland Urban Utilities to the Queensland Floods Commission of Inquiry (enclosed), including:
  - a. the adequacy of the Council's statutory powers, including pursuant to the *City of Brisbane Act 2010*, *Local Government Act 2009* and the *Water Supply (Safety and Reliability) Act 2008*, to take action to prevent stormwater from entering the sewerage infrastructure network; and


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ABN 82 696 762 534

- b. the Council's position in relation to extending the statutory powers of Distributor-Retailers under the *Water Supply (Safety and Reliability) Act 2008* to enter private property to investigate whether there are illegal stormwater connections and if so, to require plumbing regulators to remedy illegal stormwater connections.

Mr [REDACTED] may also address other topics relevant to the Terms of Reference of the Commission in the statement, if he wishes.

The statement is to be provided to the Queensland Floods Commission of Inquiry by 4 pm, Monday, 14 November 2011.

The statement can be provided by post, email or by arranging delivery to the Commission by emailing [info@floodcommission.qld.gov.au](mailto:info@floodcommission.qld.gov.au).



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Commissioner  
Justice C E Holmes

# CLAYTON UTZ

Sydney Melbourne Brisbane Perth Canberra Darwin Hong Kong

## By Email

Ms Jane Moynihan  
Executive Director  
Queensland Floods Commission of Inquiry  
Level 30  
400 George Street  
BRISBANE QLD 4001

10 November 2011

Our ref: 12376/80117397  
Your ref: Doc 1769070

Dear Ms Moynihan

### Requirement to Provide Statement - [REDACTED]

We refer to your letter of 2 November 2011, enclosing a Requirement to Provide Statement directed to Mr [REDACTED] (Requirement).

During our preparation to respond to this Requirement and after conferring with Mr [REDACTED] and other Council officers, it became apparent that Mr Edward Denman, Plumbing Services Manager of Compliance and Regulatory Services of Council, has the better knowledge and experience to assist the Commission with its queries set out in the Requirement.

Therefore, we propose to submit a Statement of Mr Denman to respond to the Requirement. Could you please confirm that this is acceptable to the Commission and that Mr [REDACTED] is excused from responding to the Requirement.

Yours faithfully

*per* [REDACTED]  
Scott Sharry, Partner  
+61 7 [REDACTED]  
ssharry@claytonutz.com

Mark Sammut, Partner  
+61 7 [REDACTED]  
msammut@claytonutz.com

Our ref: Doc 1775623

10 November 2011

Mr Scott Sharry & Mr Mark Sammut  
Clayton Utz Lawyers  
GPO Box 55  
BRISBANE QLD 4001

Dear Mr Sharry and Mr Sammut

**Requirements to Provide Statement – [REDACTED] Brisbane City Council**

I refer to your letter today in which you proposed to submit a Statement of Mr Edward Denman, Plumbing Services Manager of Compliance and Regulatory Services of the Brisbane City Council in response to the Requirement to Provide Statement dated 2 November 2011 and directed to Mr [REDACTED]

The Commission has no objections to your proposed course and will consider Mr [REDACTED] excused from responding to the Requirement upon receipt of a Statement by Mr Denman addressing the topics of the Requirement provided such statement is provided to the Commission no later than by 4 pm, Monday, 14 November 2011.

If you require further information or assistance, please contact Ms Katherine McGree on telephone [REDACTED]

We thank you for your assistance.

Yours sincerely

  
Jane Moynihan  
Executive Director

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# DART COMPLAINT DETAILS REPORT

## Location Details:

**VANESSA STREET SUNNYBANK QLD 4109**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1010879</b>	Received Date: <b>08-DEC-2010</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Council Department</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>08-DEC-2010 14:24:54</b>	Event To Date: <b>08-DEC-2010 14:24:54</b>	Reporting Level: <b>Sewer connection</b>

File Ref:

**Description:** Suspected overflow from pool going into sewer main. Separarte complaint investigating mosquito infestation in pool by CaRS officer.

Closure Date: 10-DEC-2010 Closure Reason: No Action Required

Outcomes: Building searches revealed that pool was built in 1978 and were allowed to discharge to sewerage system until september 1989.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
[REDACTED]	Complainant			[REDACTED]	
	CaRS S [REDACTED]	Compton Road SUNNYBANK HILLS QLD 4109			

## Running Sheet Details:

Date	Officer	Task	Status
08-DEC-10	USER, ONLINE	Occurrence Reported	
		Suspected overflow from pool going into sewer main. Separarte complaint investigating mosquito infestation in pool by CaRS officer.	
10-DEC-10	[REDACTED]	Desk Top assessment	
		Building searches revealed that pool was built in 1978 and were allowed to discharge to sewerage system until september 1989.	
10-DEC-10	[REDACTED]	Phone Call	
		Tried to call council customer but was informed away.	
10-DEC-10	[REDACTED]	Closure Notification	
		no action required.	





# DART COMPLAINT DETAILS REPORT

## Location Details:

█ TOMKINS ROAD RIVERHILLS QLD 4074

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1021242</b>	Received Date: <b>22-DEC-2010</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Councillor</b>	Type: <b>Seepage</b>
Event On/ From Date: <b>22-DEC-2010 10:25:30</b>	Event To Date: <b>22-DEC-2010 10:25:30</b>	Reporting Level: <b>Greywater unregulated misuse</b>

File Ref:

**Description:** WARD OFFICE EMAIL REQUEST █ has contacted the office in regards to his neighbour at number █ Tomkins Road █ has a storm water rubble pit at the back of his property which he has recently noticed a constant trickle of soapy water coming into pit █ believes that his neighbour is disposing of either domestic waste ie washing machine water or storm water incorrectly and has asked if Council inspectors could attend his property to address his concerns. █ has asked to be contacted on █ before an inspection is scheduled." Please investigate request and advise Ward Office of any updates/outcome. Customer requested Phone contact.

Closure Date: 04-JAN-2011 Closure Reason: Complete

Outcomes: Spoke with occupant of █ Tomkins Rd Riverhills, █ who advised that they have been irrigating the rear yard with washing machine water. I have advised █ to stop doing so due to the ground being unable to absorb the water and running off into █ Kybean St. █ advised that they will stop doing so.

I have advised █ of the conversation and that the complaint is now closed. Complainant accepts this.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr █	Complainant	█	█	█	
	█ Kybean Street RIVERHILLS QLD 4074				

## Running Sheet Details:

Date	Officer	Task	Status
22-DEC-10	USER, ONLINE	Occurrence Reported	
WARD OFFICE EMAIL REQUEST █ has contacted the office in regards to his neighbour at number █ Tomkins Road. █ has a storm water rubble pit at the back of his property which he has recently noticed a constant trickle of soapy water coming into pit. █ believes that his neighbour is disposing of either domestic waste ie washing machine water or storm water incorrectly and has asked if Council			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			inspectors could attend his property to address his concerns. [REDACTED] has asked to be contacted on [REDACTED] before an inspection is scheduled." Please investigate request and advise Ward Office of any updates/outcome.
22-DEC-10	[REDACTED]	Desk Top assessment	[REDACTED] I believe this requires an inspection from you first to ascertain defective plumbing or seepage.
23-DEC-10	[REDACTED]	Inspection	Met complainant who is ex BCC EHO retired, at his address. Was shown stormwater box with grey water residue in his rear yard. Performed an ammonia test on the residue. Showed no ammonia content. Was shown what looked like grey water in the gutter in the street outside No [REDACTED] Kybean Street with slight soapy foaming. Complainant suspects either broken house drain or misuse of greywater dispersal above ground. Went to [REDACTED] but no person at home. Have left calling card. Have advised complainant of this. To be followed up.
04-JAN-11	[REDACTED]	Phone Call	Spoke with occupant of [REDACTED] Tomkins Rd Riverhills [REDACTED] who advised that they have been irrigating the rear yard with washing machine water. I have advised [REDACTED] to stop doing so due to the ground being unable to absorb the water and running off into [REDACTED] Kybean St. [REDACTED] advised that they will stop doing so.  I have advised [REDACTED] of the conversation and that the complaint is now closed. Complainant accepts this.
04-JAN-11	[REDACTED]	Closure Notification	No further action required.



# DART COMPLAINT DETAILS REPORT

## Location Details:

ENOGGERA ROAD ALDERLEY QLD 4051

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1016008</b>	Received Date: <b>15-DEC-2010</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Council Department</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>15-DEC-2010 11:47:59</b>	Event To Date: <b>15-DEC-2010 11:47:59</b>	Reporting Level: <b>Stormwater connected to sewer</b>
File Ref: <b>155/420/606/45</b>		

**Description:** [redacted] from QUU advises he attended a job at the incident location, he advises the internal plumbing is connected to the stormwater instead of the sewage. Pls contact [redacted] with outcome.  
Customer requested Phone contact.

Closure Date: 14-MAR-2011 Closure Reason: Automatic Close due to Expiry  
Outcomes: This complaint closed due to expired time period. INV340074 opened. Details transferred.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
[redacted]	Alleged Offender		[redacted]		
	[redacted] TOMBONDAN CRESCENT FERNY HILLS QLD 4055				
Mr [redacted]	Complainant		[redacted]		
	QUU [redacted] Cullen Street EAGLE FARM QLD 4009				
Mrs [redacted]	Occupant		[redacted]	[redacted]	
	[redacted] Enoggera Road ALDERLEY QLD 4051				

## Running Sheet Details:

Date	Officer	Task	Status
15-DEC-10	USER, ONLINE	Occurrence Reported	
	The Contact Centre have recorded this Request for Service as urgent [redacted] from QUU advises he attended a job at the incident location, he advises the internal plumbing is connected to the stormwater instead of the sewage. Pls contact [redacted] with outcome.		
15-DEC-10	[redacted]	Desk Top assessment	
	Gather info.		
15-DEC-10	[redacted]	Inspection	
	Site visited today with [redacted] and [redacted] from QUU and property owner. Have discovered that the sanitary house drain from No. [redacted] Enoggera Rd is connected to an old 150mm e/ware drain (possibly old foul water drain) which is connected to a 1050mm stormwater drain. There is a sewer connection available on the property as		



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			confirmed by the QUU drain camera. I have spoken with the property owner and advised her of the findings from today's visit. I have arranged for information to be sent to her via email regarding the house drains and the sewer property connection.
16-DEC-10	[REDACTED]	Follow-Up	Unable to locate application for a drain repair to show the re-direction of the house drain around the vicinity of the swimming pool in the rear yard.
16-DEC-10	[REDACTED]	Corro Sent	Email to owners for information.
16-DEC-10	[REDACTED]	Compliance Action	Property notice issued no. CA082673
16-DEC-10	[REDACTED]	Corro Sent	Letter to owners directing repair sewer drain to go to sewer, not stormwater. Copy in external docs.
17-DEC-10	[REDACTED]	Phone Call	Received phone call from AV Jennings regarding incorrect sewer connection. I have advised them of the findings so far because the owners have contacted them as they were the original builders.
19-JAN-11	[REDACTED]	Phone Call	Rang [REDACTED] re drain issue. She advised that she will re-contact AV Jennings drainer and follow up [REDACTED] advised she will contact BCC asap. To be followed up.
31-JAN-11	[REDACTED]	Phone Call	Received phone call from AV Jennings plumber [REDACTED] [REDACTED] who requested additional information regarding the location of the sewer property connection. I gave him info from IBIMAP and also the ph no for [REDACTED] from QUU for further assistance.
03-FEB-11	[REDACTED]	Additional Information Provided	ERROR correction: Plumber noted in entry on 31/1/2010 as [REDACTED] should be [REDACTED]
03-FEB-11	[REDACTED]	Phone Call	Rang plumber [REDACTED]. He advised that QUU will assist with the locating of the property connection. He also advised that he is awaiting the authorisation from AV Jennings to proceed as they will burden the costs of the repair. Have sent an email to [REDACTED] and advised that work must start on or before 11 Feb 2011 irrespective of the external issues. Copy of email attached in external docs.
03-FEB-11	[REDACTED]	Corro Sent	Email to property owner.
09-FEB-11	[REDACTED]	Phone Call	Phone call to [REDACTED] of BCQ. [REDACTED] advised that the drainer, who made the changes to the house drain for the pool diversion, is currently un-contactable. His licence status is however current.
09-FEB-11	[REDACTED]	Corro Sent	Email to property owner requesting permission to enter site and do camera survey. As attached in file.
09-FEB-11	[REDACTED]	Phone Call	Received phone call from plumber [REDACTED] who did house drain diversion in 2005 as part of the pool installation. He advised that he will take responsibility for the drain and will reconnect the sanitary house drain to the QUU sewer connection within 10 days. I have sent him an email regarding plumbing application and fee to be



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			paid. AS attached in external docs.
09-FEB-11	[REDACTED]	Corro Sent	
		Email to Plumber [REDACTED]	
15-FEB-11	[REDACTED]	Inspection	
		Met owner and plumber [REDACTED] and DPO North Officer [REDACTED] on site. Drain camera used to trace and inspect 100mm drainage diversion around pool. Approx location of property sewer connection found and plumber instructed to reconnected sanitray house drain to the located sewer connection. This is expected to occur in the week 21-25February.	
24-FEB-11	[REDACTED]	Phone Call	
		[REDACTED] to confirm progress of work. [REDACTED] advised that the plumber [REDACTED] has returned to the site and cut concrete and begun excavation. I have been advised that he will return to the site in week commencing 28/2/2011	
04-MAR-11	[REDACTED]	Corro Sent	
		eMAIL response to [REDACTED] as attached in file.	
09-MAR-11	[REDACTED]	Corro Sent	
		Email to [REDACTED] Copies in external docs and also hardcopy file.	
14-MAR-11	[REDACTED]	Closure Notification	
		This complaint closed due to expired time period. INV340074 opened. Details transferred.	



# DART COMPLAINT DETAILS REPORT

## Location Details:

**THEODORE STREET STAFFORD QLD 4053**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1073993</b>	Received Date: <b>25-FEB-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Council Department</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>25-FEB-2011</b>	Event To Date:	Reporting Level: <b>Defective sanitary drain - nuisance</b>
File Ref: <b>119/80/382/8498</b>		

**Description:** Investigate sewer entering storm water at either [redacted] or [redacted] Theodore St Stafford

Closure Date: 10-MAR-2011 Closure Reason: Complete

Outcomes: Owner arranged to have plumber on site within 1 hr. [redacted] returned to site and carried out inspection. No further action. DVD on file.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
M [redacted]	Referral Agency			[redacted]	
	DA Chermside 960 Gympie Road CHERMSIDE QLD 4032				

## Running Sheet Details:

Date	Officer	Task	Status
25-FEB-11	[redacted]	Desk Top assessment	
		Gather info	
25-FEB-11	[redacted]	Inspection	
		No one at home at either places. Left calling cards.	
02-MAR-11	[redacted]	Inspection	
		Visited [redacted] Constanca St Mitchelton and left calling card.	
08-MAR-11	[redacted]	Phone Call	
		Owner rang and arranged L J Hooker to open up at 9.30am 9/3/2011	
09-MAR-11	[redacted]	Inspection	
		Met with L J Hooker and owner on site. Inspection revealed toilet connected to stormwater at no [redacted] Owner arranged to have plumber on site within 1 hr. [redacted] returned to site and carried out inspection. No further action.	
10-MAR-11	[redacted]	Closure Notification	
		Spoke to contact in person.	



## DART COMPLAINT DETAILS REPORT

### Location Details:

████ RACECOURSE ROAD ASCOT QLD 4007

Proximity	Meters	Description	Intersecting Streets
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### Complaint Details:

Complaint Ref No:	<b>C1016582</b>	Received Date:	<b>15-DEC-2010</b>	Nature:	<b>Soil/Water Pollution</b>
Priority:	<b>High</b>	Origin:	<b>Public</b>	Type:	<b>Water Contaminant</b>
Event On/ From Date:	<b>15-DEC-2010 22:32:51</b>	Event To Date:	<b>15-DEC-2010 22:32:51</b>	Reporting Level:	<b>pH outside the range 6.5 to 8.5</b>

File Ref:

**Description:** Caller is a plumber says that there is a large amount of overflow coming from the █████ restaurant probably from the grease trap & flowing down the kerb & channel says is very smelly & may have reached the stormwater system by now. says does not think the restaurant knows about this Ref DO  
Customer requested Phone contact.

Closure Date: 04-JAN-2011 Closure Reason: Complete

Outcomes: Officer █████ and █████ attended site  
Attendance time / date: 2310 15 December 2010  
Observations: toured area and site, detected liquid coming from a stormwater outlet into the curb and channel on the southern side of the █████ and █████.  
The liquid was cloudy in colour on occasions and proceeded down the curb and channel for approx 150metres. No liquid was visible in the stormwater drain at this time.  
Further inspection down the northern property boundary of the █████ revealed what appears to be 2 storm water drains. The second drain had a pump located within it and pumps fluid back up hill towards and into drain one.  
It is believed that the liquid is then transferred onto the street from this drain via normal stormwater piping.  
The liquid that was cloudy had an odour about it that would be best described as something from a dishwasher  
Actions: toured area and observed, spoke with █████ █████, who was closing the restaurant with other staff. █████ was helpful with our questions and showed us what he thought it might be (drainage hole located near where they keep the waste disposal bin), on inspection of this area both RRG officers noticed the 2 stormwater drains alongside the boundary line of the property where subsequent inspections were observed.  
Photographs taken: Yes and attached  
Contacted complainant: no due to time of night  
Matter referred: yes  
Job complete: no  
Further details: request an EHO inspect area and talk with █████ manager  
██████ contact details are: phone ██████████  
Storm water pit outside back of shop. Spoke to owner ██████████ ██████████ and advised him that he is not allowed to run grease to the stormwater pit which is pumped to a stormwater downpipe. He is engaging a plumber to alter the stormwater and to educate the staff what they can do and not do ██████████

### Client Details:



# DART COMPLAINT DETAILS REPORT

Name	Role	Primary Phone No	Primary Mobile No	Other Phone No	Other Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
	[REDACTED] George Street BRISBANE CITY QLD 4000				

## Running Sheet Details:

Date	Officer	Task	Status
15-DEC-10	USER, ONLINE	Occurrence Reported	

Caller is a plumber says that there is a large amount of overflow coming from the [REDACTED] restaurant probably from the grease trap & flowing down the kerb & channel says is very smelly & may have reached the stormwater system by now. says does not think the restaurant knows about this  
Ref DO

15-DEC-10	USER, ONLINE	CC Action Taken	
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Rung thru to [REDACTED] - RRG  
Customer requested Phone contact.

16-DEC-10	[REDACTED]	Inspection	
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Officer Holroyd and Hall attended site

Attendance time / date: 2310 15 December 2010

Observations: toured area and site, detected liquid coming from a stormwater outlet into the curb and channel on the southern side of the [REDACTED] and [REDACTED]. The liquid was cloudy in colour on occasions and proceeded down the curb and channel for approx 150metres. No liquid was visible in the stormwater drain at this time.

Further inspection down the northern property boundary of the [REDACTED] revealed what appears to be 2 storm water drains. The second drain had a pump located within it and pumps fluid back up hill towards and into drain one.

It is believed that the liquid is then transferred onto the street from this drain via normal stormwater piping.

The liquid that was cloudy had an odour about it that would be best described as something from a dishwasher

Actions: toured area and observed, spoke with [REDACTED], who was closing the restaurant with other staff. [REDACTED] was helpful with our questions and showed us what he thought it might be (drainage hole located near where they keep the waste disposal bin), on inspection of this area both RRG officers noticed the 2 stormwater drains alongside the boundary line of the property where subsequent inspections were observed.

Photographs taken: Yes and attached

Contacted complainant: no due to time of night

Matter referred: yes

Job complete: no

Further details: request an EHO inspect area and talk with [REDACTED] manager

Baguette contact details are: phone [REDACTED]

16-DEC-10	[REDACTED]	Follow-Up	
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appears to be a plumbing issue. referred for inspection and assessment of plumbing.

23-DEC-11	[REDACTED]	Inspection	
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Storm water pit outside back of shop. Spoke to owner [REDACTED] and advised him that he is not allowed to run grease to the stormwater pit which is pumped to a stormwater downpipe. He is engaging a plumber to alter the stormwater and to educate the staff what they can do and not do.





# DART COMPLAINT DETAILS REPORT

## Location Details:

████ SHORNCLIFFE PARADE SHORNCLIFFE QLD 4017

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1012463</b>	Received Date: <b>10-DEC-2010</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Council Department</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>10-DEC-2010</b>	Event To Date:	Reporting Level: <b>Unauthorised sanitary drain</b>
File Ref:		

**Description:** █████ can you have a look at this e-mail from LAS about sewer entering a stormwater manhole. Reply back to the e-mail when you do an investigation. █████ (Contact █████ PSG)

Closure Date: 02-MAR-2011      Closure Reason: Complete  
 Outcomes: Inspection and tests have been carried out on Plumbing Applic. No. 0552620

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Psg	Referral Agency				
	████ St Pauls Terrace VALLEY QLD 4006				

## Running Sheet Details:

Date	Officer	Task	Status
10-DEC-10	████	Desk Top assessment	
		Gather info. Refer to ext docs. for email.	
10-DEC-10	████	Desk Top assessment	
		Plan details of FW line refer to ext. docs.	
06-JAN-11	████	Inspection	
		Investigation revealed No. █████ house drain is connected to stormwater. Owners are away till 20/1/11. Plumbers to investigate after this date. Owner █████ Home. This was proved by dye testing. No. █████ and █████ dye tested negative.	
07-FEB-11	████	Phone Call	
		Rang owner █████ Arranged to meet on site pm 8/02/11.	
08-FEB-11	████	Inspection	
		Met with owner located and camered house drain and appears to have a broken jump up in backyard. Could not camera pass this point. Camered stormwater drain to ensure it was not connected to sewer. This proved stormwater is not connected to sewer. Owner is arranging quotes from contractors to relay house drain and is submitting a form 1 for repair.	



## DART COMPLAINT DETAILS REPORT

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<b>Date</b>	<b>Officer</b>	<b>Task</b>	<b>Status</b>
01-MAR-11	[REDACTED]	Inspection Inspection and tests have been carried out on Plumbing Applic. No. 0552620	
02-MAR-11	[REDACTED]	Closure Notification Spoke to contact in person.	



# DART COMPLAINT DETAILS REPORT

## Location Details:

**GRAHAM ROAD CARSELDINE QLD 4034**

Proximity	Meters	Description	Intersecting Streets
Near		S/water on malparara	

## Complaint Details:

Complaint Ref No: <b>C1043279</b>	Received Date: <b>31-JAN-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>31-JAN-2011 09:12:15</b>	Event To Date: <b>31-JAN-2011 09:12:15</b>	Reporting Level: <b>Defective sanitary drain - nuisance</b>

File Ref:

**Description:** Advised that a white material has been leaking down the cul de sac and concerned is a toxic material. He advised that a house is being built up from graham rd and doesn't know if coming from this but has been leaking for 3 wks now and continually having to clean it up. Source is from a stormwater pipe coming from one of the neighbours. Not leaking now but 24 hrs ago but can still see residue of white muck which also stinks. Has been staining everything. Please investigate and concerned is toxic. Customer requested Phone contact.

Closure Date: 14-MAR-2011 Closure Reason: Complete  
 Outcomes: See Project No. 0419323

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
M [REDACTED]	Complainant		[REDACTED]		
	[REDACTED] Malparara Place CARSELDINE QLD 4034				

## Running Sheet Details:

Date	Officer	Task	Status
31-JAN-11	USER, ONLINE	Occurrence Reported	

Advised that a white material has been leaking down the cul de sac and concerned is a toxic material. He advised that a house is being built up from graham rd and doesn't know if coming from this but has been leaking for 3 wks now and continually having to clean it up. Source is from a stormwater pipe coming from one of the neighbours. Not leaking now but 24 hrs ago but can still see residue of white muck which also stinks. Has been staining everything. Please investigate and concerned is toxic.

31-JAN-11 [REDACTED] Investigation

Conducted an inspection of the incident. Noted masserated toilet paper. Spoke with [REDACTED] the complainant, who stated that it had been occurring for the past 3 weeks on and off. Inspected No [REDACTED] Malparara Place and [REDACTED] and [REDACTED]



## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
		Discussed the issue with the owners of the property ( ) and k .Contacted the Plumbing Inspector-Conducted Ammonium Tests - Positive Referred to to conduct further investigation.	
31-JAN-11		Referral Spoke with re Cleanup for the spillage	
31-JAN-11		Referral Referred to for follow up re plumbing issue.	
31-JAN-11		Desk Top assessment Contacted plumber . He is to phone when he is going to fix. Investigated with and I believe the sewer is connected to storm water. Tested with ammonia spot test - proved positive. Dye tested house drain and it came out the stormwater. Camera house drain and down easement, appears to be blockage in stormwater drain beside No. Malparara PI CARSELDINE driveway. It was a PVC line down Easement. When camera was put up line from MH it is a 150 mm VC line.	
07-FEB-11		Inspection plumber rang to say he was ready for an inspection. Inspection carried out on Plumbing Applic. 0419323	
07-FEB-11		Desk Top assessment Spoke to LAS North regarding broom sweeper to clean street.	
07-FEB-11	USER, ONLINE	Callback Requested Email sent to to contact cust with progress on investigations. Customer requested Phone contact.	
24-FEB-11	USER, ONLINE	Occurrence Reported Customer email - details saved as a Word Document to R:Drive/Attachments/Email Attachments/2011/February 2011 Email Attachments with file reference number 29919924 Subsequent Incident Date: 22/02/2011 15:46:16 Customer requested Phone contact.	
26-FEB-11	USER, ONLINE	Callback Requested Customer is unhappy about the timeframe it is taking for Council to investigate and force the owners to rectify the sewerage defect. Customer states the problem is still continuing will the substance running past his property and he will now be taking matters further. Customer is requesting a callback on Monday from the investigating officer. Customer requested Phone contact.	
01-MAR-11	USER, ONLINE	Additional Information Provided Bracken Ridge Ward Office phoned in regards to this request as they have received an email from caller. Adv of details & adv was officer handling case.	



# DART COMPLAINT DETAILS REPORT

## Location Details:

**IBIS AVENUE DEAGON QLD 4017**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1051342</b>	Received Date: <b>10-FEB-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>10-FEB-2011 09:22:05</b>	Event To Date: <b>10-FEB-2011 09:22:05</b>	Reporting Level: <b>Grey Water - Unauthorised</b>

File Ref:

**Description:** Caller adv"s residents from this site are disposing of greywater thru the outlet in the street gutter which then goes into stormwater, caller adv"s has been ongoing for a long time causing algae/green slime to build up in gutter - pls investigate  
Customer requested Phone contact.

Closure Date: 15-FEB-2011 Closure Reason: Complete

Outcomes: Phone rang out. No further action.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant		[REDACTED]		
	[REDACTED] Ibis Avenue DEAGON QLD 4017				

## Running Sheet Details:

Date	Officer	Task	Status
10-FEB-11	USER, ONLINE	Occurrence Reported	

Caller adv"s residents from this site are disposing of greywater thru the outlet in the street gutter which then goes into stormwater, caller adv"s has been ongoing for a long time causing algae/green slime to build up in gutter - pls investigate

14-FEB-11	[REDACTED]	Inspection
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Inspected the property with the owners permission. On the day of inspection there was no grey water discharging to the street. The washing machine is distributed to the back yard but no pools of water etc and I could not see any SW outlets. I advised owner the do's and don't's about using grey water. I rang the contact but the mobile rang out.

15-FEB-11	[REDACTED]	Closure Notification
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Phone rang out. No further action.



7 OCCASIONS IREB - 8 NOV. 2011

### DART COMPLAINT DETAILS REPORT

WEST

#### Location Details:

PRINCESS STREET KANGAROO POINT QLD 4169

Proximity	Meters	Description	Intersecting Streets
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#### Complaint Details:

Complaint Ref No: **C1181547**      Received Date: **05-AUG-2011**      Nature: **Plumbing Compliance**  
 Priority: **Low**      Origin: **Public**      Type: **Seepage**  
 Event On/ From Date: **05-AUG-2011**      Event To Date:      Reporting Level: **Sewage leaks**  
 File Ref: **no file created**

**Description:** Report of strong sewer smell from stormwater drainage at front of property No [redacted] Princess Street.

Closure Date: **14-SEP-2011**      Closure Reason: **Compliance Achieved**

#### Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [redacted]	Complainant	[redacted]	[redacted]		
	[redacted] PRINCESS ST KANGAROO POINT QLD 4169				
Ms [redacted]	Alleged Offender	[redacted]	[redacted]		
	[redacted] Princess Street KANGAROO POINT QLD 4169				

#### Running Sheet Details:

Date	Officer	Task	Status
05-AUG-11	[redacted]	Desk Top assessment	
Gather info.			
05-AUG-11	[redacted]	Inspection	
Site inspected with [redacted] DPO PSG. Permission given to enter property by tenant [redacted]. Found this property to be kept in poor condition. A sink waste pipe was connected a stormwater drain point under the building. Dye testing and observation revealed that the sink was connected to a stormwater drain which terminated at the gutter. An ammonia test was carried out and revealed a positive result. The owner of the property has been contacted and has arranged for a plumber to attend and make rectification work. This is to be checked.			
16-AUG-11	[redacted]	Phone Call	
Phone call to [redacted] to meet on site on 29/8/2011 to inspect property for any unauthorised fixtures and make repair to defective plumbing.			
29-AUG-11	[redacted]	Inspection	
Site visited with owner present. Identified at 1 x basin and 1 x wc are additional fixtures installed without approval. [redacted] will co-operate with request to make the unauthorised fixtures compliant or have them removed. I have given one month for [redacted] to have the matter resolved.			
13-SEP-11	[redacted]	Inspection	
Site inspected for rectification of defects. Note, the defects have been rectified as part of PA 0614942. the inspection was carried out by [redacted] and has passed. There is no further requirement to continue with this investigation.			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
14-SEP-11	[REDACTED]	Closure Notification	
No further action required.			



# DART COMPLAINT DETAILS REPORT

## Location Details:

**BIRCHWOOD PLACE STRETTON QLD 4116**

<b>Proximity</b>	<b>Meters</b>	<b>Description</b>	<b>Intersecting Streets</b>
Near		of - Burchwood	

## Complaint Details:

Complaint Ref No: <b>C1164492</b>	Received Date: <b>13-JUL-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>13-JUL-2011 14:09:18</b>	Event To Date: <b>13-JUL-2011 14:09:18</b>	Reporting Level: <b>Grey Water - Unauthorised</b>

File Ref: **no file created**

**Description:** Customer states for months he has noticed a slime coming through onto the kerbs stormwater kerb and channel from this property. Customer believes this property has a connection from their dwelling into the stormwater for sewerage. Customer would like this investigated. Pls contact with outcome. Customer requested Phone contact.

Closure Date: 19-AUG-2011 Closure Reason: Complete

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
	Candlewood Court STRETTON QLD 4116				

## Running Sheet Details:

Date	Officer	Task	Status
13-JUL-11	USER, ONLINE	Occurrence Reported	

Customer states for months he has noticed a slime coming through onto the kerbs stormwater kerb and channel from this property. Customer believes this property has a connection from their dwelling into the storwater for sewerage. Customer would like this investigated. Pls contact with outcome.

05-AUG-11 USER, ONLINE Occurrence Reported

Cust called as there is still slime running into the kerb and channel from the stormwater outlet. He says the people at the site have an outdoor kitchen they cook in every night and there is a grey pipe that directs all the oils and grease and grey water runoff into the kerb and channel. Please call cust back with outcome. Subsequent Incident Date: 05/08/2011 12:49:56 Customer requested Phone contact.

05-AUG-11 USER, ONLINE Callback Requested

Please call back to update cut ASAP. Customer requested Phone contact.

09-AUG-11 [REDACTED] Phone Call





## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			Contacted customer who confirmed that outdoor sink not correctly connected To be referred to plumbers
10-AUG-11	[REDACTED]	Desk Top assessment	
			Gather info
15-AUG-11	[REDACTED]	Inspection	
			Site inspected and seepage tested for ammonia and none found. Checked the water meter and found to be tight. Contacted the complainant who advised that there is a wash up sink in the covered patio area that is used frequently and that he believes the waste for that sink is connected via a flexible hose to the stormwater system.
16-AUG-11	[REDACTED]	Inspection	
			Site reinspected and photos taken. Spoke with Mrs [REDACTED] owner, and advised her remove the hose from the drains and explained that dishwater is never permitted to be placed in the stormwater system. I believe that the owner understands the instructions and will stop this from occurring in the future.
19-AUG-11	[REDACTED]	Phone Call	
			Phone call to complainant to advise that owners have been advised not to continue to discharge washing water through the stormwater drains. Complainant happy with response. No further action required.
19-AUG-11	[REDACTED]	Closure Notification	
			No further action required.



# DART COMPLAINT DETAILS REPORT

## Location Details:

**ABERDEEN PLACE UPPER KEDRON QLD 4055**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: **C1170589**      Received Date: **21-JUL-2011**      Nature: **Plumbing Compliance**  
Priority: **Low**      Origin: **Public - Organisation**      Type: **Defective or Unauthorised Plumbing/Drainage**

Event On/ From Date: **21-JUL-2011**      Event To Date:      Reporting Level: **Defective sanitary drain - general**

File Ref: **no file created**

**Description:** [REDACTED] at QUU drains advised that he suspects this property sanitary house drain is connected to street stormwater drainage. Please investigate further.

Closure Date: **29-JUL-2011**      Closure Reason: **Compliance Achieved**

Outcomes: **Confirmed with [REDACTED] that sanitary house drain now connected to sewer. No further action to take in this matter.**

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant		[REDACTED]		
Mr [REDACTED]	Occupant	[REDACTED]		[REDACTED]	
Mr [REDACTED]	Alleged Offender	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Bw City Drains [REDACTED] George Street BRISBANE CITY QLD 4000  
[REDACTED] Aberdeen Place UPPER KEDRON QLD 4055  
[REDACTED] Fortune Esp CABOOLTURE QLD 4510

## Running Sheet Details:

Date	Officer	Task	Status
21-JUL-11	[REDACTED]	Desk Top assessment	
Gather info.			
22-JUL-11	[REDACTED]	Inspection	
Site visited. Photo's taken and attached in external docs. Dye test performed on sanitary house drain at No [REDACTED] Aberdeen Place. [REDACTED] was seen flowing through the stormwater chamber in No [REDACTED] Aberdeen Place and also in the roadway stormwater gully opposite no No [REDACTED] Aberdeen Place. This indicates that the sanitary house drain of No [REDACTED] Aberdeen Place is connected to the stormwater system.			
22-JUL-11	[REDACTED]	Phone Call	
Phone call to Dixon Homes reveals that the drainage and plumbing was done by [REDACTED] in 2006. Dixon Homes confirmed at this person has been paid by Dixon Homes for plumbing and drainage work on this site.			
22-JUL-11	[REDACTED]	Phone Call	
Phone call to owners Mr and Mrs [REDACTED]. They were not aware that the house drain was connected to stormwater. I have made them aware of the problem and that an investigation is being conducted and that the			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			objective is to get the plumber to return and connected the house drain to the sewerage system.
25-JUL-11	[REDACTED]	Phone Call	Phone call to PSG HQ. File requested to be sent to DPO West from BCRF.
25-JUL-11	[REDACTED]	Phone Call	Phone call to QUU arranged to meet on site morning of 25 July 2011.
27-JUL-11	[REDACTED]	Phone Call	Plumber [REDACTED] rang to advise has booked himself in to connected the house drain to sewer in the morning of 28July. [REDACTED] arranged to conduct inspection. Owner notified.
28-JUL-11	[REDACTED]	Inspection	Myself & [REDACTED] have done the drain test to the right connection point . Dye tested house drain & dye confirmed that this now goes to sewer not storm water [REDACTED] will draw as con as requested by him .
29-JUL-11	[REDACTED]	Phone Call	Confirmed with [REDACTED] that sanitary house drain now connected to sewer. No further action to take in this matter.



# DART COMPLAINT DETAILS REPORT

## Location Details:

**BURDEKIN DRIVE SINNAMON PARK QLD 4073**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1154048</b>	Received Date: <b>28-JUN-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Council Department</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>28-JUN-2011 10:07:55</b>	Event To Date: <b>28-JUN-2011 10:07:55</b>	Reporting Level: <b>Defective sanitary drain - nuisance</b>

File Ref: **no file created**

**Description:** QUU advise that inspection has taken place by them. Private sewer has been connected to council s/water system. Owners have been advised. Pls inspect Customer requested Phone contact.

Closure Date: **07-JUL-2011** Closure Reason: **Compliance Achieved**

Outcomes: Site inspected to view rectification work by [redacted] to reconnect the house drain to the sewer. Tested with dye and viewed through manhole close by. House drain now connected to sewer. Drawing taken and to be uploaded into system and passed on to Drainage Plans for ammendment to house drain.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mrs [redacted]	Alleged Offender	H. [redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Complainant	[redacted]	[redacted]	[redacted]	[redacted]

[redacted] Burdekin Dr SINNAMON PARK QLD 4073  
c/ [redacted]

## Running Sheet Details:

Date	Officer	Task	Status
28-JUN-11	USER, ONLINE	Occurrence Reported	
QUU advise that inspection has taken place by them. Private sewer has been connected to council s/water system. Owners have been advised. Pls inspect			
04-JUL-11	[redacted]	Desk Top assessment	
Gather info.			
05-JUL-11	[redacted]	Inspection	
Site inspected and photos taken. have advised owners that the sanitary house drain is going to be investigated and that we have been advised that it may be connected to the stormwater reticulation.			
06-JUL-11	[redacted]	Phone Call	



## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
			QUU booked to attend site at 0900 on 7/7/2011 to confirm location of property connection. Dye test will be done to confirm connection of private sanitary drain to stormwater drain. Owners are aware of the visit and have given approval for access to the property.
07-JUL-11	[REDACTED]	Inspection	Met QUU [REDACTED] on site. PC located as best as possible due jump up off main sewer and paint identifying mark left on lawn for plumber. Have confirmed that the house drain is currently connected to the stormwater system.
07-JUL-11	[REDACTED]	Phone Call	Phone call to [REDACTED] the plumber responsible for the above ground work. He advised that he would rectify the drain misconnection due to difficulty in he contacting his drainer who he nominated as being [REDACTED]. [REDACTED] advised that he would attend the site later this day to rectify.
07-JUL-11	[REDACTED]	Inspection	Site inspected to view rectification work by [REDACTED] to reconnect the house drain to the sewer. Tested with dye and viewed through manhole close by. House drain now connected to sewer. Drawing taken and to be uploaded into system and passed on to Drainage Plans for ammendment to house drain.
08-JUL-11	[REDACTED]	Follow-Up	Owmers aware that the sanitary house drain is now connected to the sewer system. There is no further action to take on this matter.
08-JUL-11	[REDACTED]	Closure Notification	no further action required.



# DART COMPLAINT DETAILS REPORT

## Location Details:

**OLD CLEVELAND ROAD COORPAROO QLD 4151**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1074732</b>	Received Date: <b>11-MAR-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>11-MAR-2011</b>	Event To Date:	Reporting Level: <b>Trade waste discharge</b>
File Ref: <b>155/420/606/56</b>		

**Description:** [REDACTED] BCC Health Inspector suspects commercial washing machines waste draining to stormwater drains.

Closure Date: 15-JUN-2011 Closure Reason: Automatic Close due to Expiry

Outcomes: This complaint closed due to time expiry. Investigation INV354473 opened.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Ms [REDACTED]	Alleged Offender	[REDACTED] bus.		[REDACTED] home	
Mr [REDACTED]	[REDACTED] Old Cleveland Road COORPAROO QLD 4151 Referral Agency			70710	
Ms [REDACTED]	[REDACTED] George Street BRISBANE CITY QLD 4000 Alleged Offender	[REDACTED]	[REDACTED]		
		[REDACTED] PO BOX 460 COORPAROO QLD 4151			

## Running Sheet Details:

Date	Officer	Task	Status
10-MAR-11	[REDACTED]	Inspection	
Inspection of premises carried out in presence of Health Inspectors as a request to investigate whether the waste from the washing machines is discharging to stormwater and sewer. Initial indications suggest stormwater. Drainage plans are inconclusive so a site visit to confirm this issue is arranged for 11/3/2011. PSG HQ has no files in the compactus relating to drainage from any unfinalised plumbing applications. The method and materials used for the plumbing waste from the washing machines is non-compliant.			
11-MAR-11	[REDACTED]	Inspection	
Inspection carried out with [REDACTED] Have determined that the waste from the washing machines is discharging to stormwater via a grated box at the front right-hand corner of the property in a garden bed. Health Inspector [REDACTED] notified. Owner of laundry business [REDACTED] has confirmed that a plumber is to meet DPOWest [REDACTED] on site at 0700 Monday 14/3/2011 on site to discuss interim measures to re-direct the washing machine waste to sewer.			
14-MAR-11	[REDACTED]	Inspection	
Met plumber on site, [REDACTED] of [REDACTED]. He is on site to divert the 4 x washing machine wastes to			



## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
			sewer. I have asked [REDACTED] (co - owner of [REDACTED]) of the details of the plumber but at this time declines to nominate the original plumber who connected the washing machines to stormwater.
14-MAR-11	[REDACTED]	Inspection	Inspection of temporary corrective drainage works to direct waste water from w/machines to sanitary house drain. [REDACTED] of [REDACTED] is aware that a letter from BCC is to be expected directing her to have the plumbing and drainage made compliant with the P and D Act 2002 and any trade waste requirements.
14-MAR-11	[REDACTED]	Additional Information Provided	Photo's in external docs.
15-MAR-11	[REDACTED]	Additional Information Provided	Email to [REDACTED], EHO attached in external docs and hardcopy in file.
15-MAR-11	[REDACTED]	Corro Sent	Draft letter to [REDACTED] for approval as attached.
16-MAR-11	[REDACTED]	Corro Sent	Defect letter sent to TENANT AS REQUESTED BY TENANT to get a commercial plumbing application and hydraulic plan.
22-MAR-11	[REDACTED]	Corro Sent	Letters to owner. Request for seal off and notification of defect to drainage for washing machines. Sent registered mail on 22/3/2011. Copies attached in external docs and on paper file.
06-APR-11	[REDACTED]	Additional Information Provided	Email sent to [REDACTED] to notify that SCN to be sent to owner due time expiry for Seal Off defect letter.
08-APR-11	[REDACTED]	Phone Call	Attempted contact with [REDACTED] on both home and business telephone numbers to check if has received the letters sent on 18/3/2011. Australia Post records indicate that the letters were delivered to the address on the 28/3/2011 as shown on a "TRACKING SUMMARY". Tracking summary attached in external docs and retained in hard file.
08-APR-11	[REDACTED]	Phone Call	Left message on business answering service for Mr [REDACTED] to contact me to confirm receipt of correspondence prior to SCN being sent as instructed by [REDACTED]. No answer on home no.
08-APR-11	[REDACTED]	Phone Call	Rang Mr [REDACTED] and confirmed that he has received the registered mail sent. He advised that he has engaged his own plumber to arrange for the seal off and has spoken with the tenant regarding the unauthorised drainage. Mr [REDACTED] advised that the tenant has agreed to comply with the requirements of the Defect letter.
11-APR-11	[REDACTED]	Phone Call	Received call from [REDACTED] asking for advice about applying for an extension of time. I advised her to apply in writing to Eddie Denman for an extension of time to gather all information required to give to the hydraulic consultant in order to get the commercial plumbing application submitted.
13-APR-11	[REDACTED]	Corro Sent	SCN sent to [REDACTED] for not applying for a Seal Off application. Copy of SCN attached in external docs and paper file.
15-APR-11	[REDACTED]	Additional Information Provided	



## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
		Attached photo's taken by [REDACTED] EHO at time of in intial investigation on 10/3/2011. Not all photo's apply to the [REDACTED] investigation.	
29-APR-11	[REDACTED]	Phone Call	
		Phone call received from [REDACTED] (tenant) advising Council of progress thus far in obtaining plumbing compliance. [REDACTED] verbally advises that she has had drain location work done and has sent this information to her hydraulic designer, [REDACTED] from [REDACTED]. She is waiting now on the designers to provide her with hydraulic drawings so that she can then apply for a plumbing/drainage permit.	
09-MAY-11	[REDACTED]	Phone Call	
		Phone call received from [REDACTED] regarding request to extension of time. She advised that she has not received the letter dated 20/4/2011 from E.Denman. A possible explanation she gives is that the Coorparoo post office has relocated. I advised her we shall re send another copy.	
11-MAY-11	[REDACTED]	Corro Sent	
		Sent new letter to owner and [REDACTED] with entension of time and additional requirement for hydraulic designer as described in correspondence. Copies in hardcopy file and in DART ext. docs.	
24-MAY-11	[REDACTED]	Inspection	
		Seal off completed of old redundant drains in area of removed building and plumbing application for seal off received. Met plumber on site and seal off satisfactory.	
02-JUN-11	[REDACTED]	Phone Call	
		Phone call from [REDACTED] who advised that she has now engaged a hydraulic consultant [REDACTED] to undertake consultancy services to rectify the non-compliant plumbing and drainage. Hardcopy attached in file and uploaded into DART.	
15-JUN-11	[REDACTED]	Closure Notification	
		This complaint closed due to time expiry. Investigation INV354473 opened.	







# DART COMPLAINT DETAILS REPORT

## Location Details:

ROKEBY TERRACE TARINGA QLD 4068

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: C1104937	Received Date: 19-APR-2011	Nature: Plumbing Compliance
Priority: Low	Origin: Public	Type: Defective or Unauthorised Plumbing/Drainage
Event On/ From Date: 19-APR-2011 16:38:51	Event To Date: 19-APR-2011 16:38:51	Reporting Level: Grey Water - Unauthorised

File Ref:

**Description:** Lost caller part way through call. Caller advised that property has grey water system running directly into gutter instead of lawn here.

Closure Date: 27-APR-2011 Closure Reason: Complete

Outcomes: Stormwater letter and fact sheet sent. Returned to site. Found washing machine returned to laundry area and looks like laundry has been restored to its original purpose.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED] George Street BRISBANE CITY QLD 4000				
M [REDACTED]	Occupant	[REDACTED]	[REDACTED]		
	[REDACTED] ROKEBY TCE TARINGA QLD 4068				

## Running Sheet Details:

Date	Officer	Task	Status
19-APR-11	USER, ONLINE	Occurrence Reported	
		Lost caller part way through call. Caller advised that property has grey water system running directly into gutter instead of lawn here.	
20-APR-11	[REDACTED]	Desk Top assessment	
		checked complaint	
20-APR-11	[REDACTED]	Corro Sent	
		Stormwater letter to alleged problem property	
20-APR-11	[REDACTED]	Closure Notification	
		Anonymous complainant	
20-APR-11	[REDACTED]	Inspection	
		Site visted. Found washing machine removed from laundry on ground floor and relocated to alternative location under the house. Unauthorised methods and material used in supply of water and discharge of waste involved.	



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
Waste pipe connected to stormwater drain which runs to kerb and channel in Rokeby St as reported. Obtained permission from tenant [REDACTED] to enter property. Rang [REDACTED] who is "in charge" of the property and discussed unlawful discharge of greywater. [REDACTED] agreed to have the washing machine returned to original location. [REDACTED] invited me to return on 21/4/2011 at 2.00 to view machine returned to original location.	[REDACTED]	[REDACTED]	[REDACTED]
21-APR-11	[REDACTED]	Inspection	Returned to site. Found washing machine returned to laundry area and looks like laundry has been restored to its original purpose.



# DART COMPLAINT DETAILS REPORT

## Location Details:

**LOGAN ROAD WOOLLOONGABBA QLD 4102**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1188953</b>	Received Date: <b>16-AUG-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>16-AUG-2011</b>	Event To Date:	Reporting Level: <b>Sewer connection</b>

File Ref: **no file created**

**Description:** REPORT OF SEWERAGE IN STORMWATER NETWORK IN CLOSE PROXIMITY TO THIS ADDRESS (LOGAN RD) AS REPORTED BY QUU OFFICER

Closure Date: 20-SEP-2011 Closure Reason: Compliance Achieved

Outcomes: Sanitary drain redirected to sanitary system. QUU have been notified of inspection and satisfied with outcome.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
		Cullen Avenue EAGLE FARM QLD 4009			
Ms [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
		Logan Road WOOLLOONGABBA QLD 4102			

## Running Sheet Details:

Date	Officer	Task	Status
16-AUG-11	[REDACTED]	Desk Top assessment	
Gather info,			
18-AUG-11	USER, ONLINE	Occurrence Reported	
Caller has had months of investigation from QUU and LAS and has been advised to log job with BCC regarding sewerage being in stormwater system.			
Subsequent Incident Date: 18/08/2011 14:11:05			
Customer requested Phone contact.			
24-AUG-11	[REDACTED]	Inspection	
Gabba Central site inspected as reported by QUU [REDACTED], alleged to be the source of sewerage in stormwater. Checked the grease trap area in carpark level 1 and found to be dry and not overflowing. Met Coles Duty Manager [REDACTED] who checked the log book for maintenance call outs and he advised that there was a incident of the grease trap overflowing heavily in Dec. 2010 and another incident but of minor overflow in Feb 2011. Since then the grease trap has not overflowed.			
25-AUG-11	[REDACTED]	Inspection	





## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
		Loagn Rd visted near Ipswich Rd. Located stormwater drain and manhole N16000159 at northwestern most end. Tested water in drain for ammonia and found there is a positive result for the water passing through the chamber and a negative result for the minor discharge of water from a branch drain entering on the south western side of the chamber. Also noted was a slight cloudiness of the water ,a slight "soapy" smell, wafts of warm moist air. Note that there was no rain since 0930 24Aug which was nearly 24 hrs ago. The flow through the chamber was not minor. Photo's taken.	
29-AUG-11	[REDACTED]	Inspection	Site visted and met manager of accommodation [REDACTED] of Gabba Central Apartments. He provided some information of recent plumbing works regarding the recently opened Pub and the new public toilets. I viewed some of the sanitary pipe work for the new toilets from the basement.
30-AUG-11	[REDACTED]	Follow-Up	Local Assets [REDACTED] contacted for assistance with access to the stormwater system manhole in Ipswich Rd. Arrangements to be confirmed.
31-AUG-11	[REDACTED]	Inspection	Seeking source of pollution by dye testing.
01-SEP-11	[REDACTED]	Inspection	Continuing seeking source of pollution.
02-SEP-11	[REDACTED]	Inspection	Continuing seeking source of pollution by dye testing in area.
06-SEP-11	[REDACTED]	Inspection	Continuing seeking source of pollution by dye testing within gabba central.
07-SEP-11	[REDACTED]	Inspection	Continuing seeking source of pollution by dye testing within gabba central
08-SEP-11	[REDACTED]	Inspection	Continuing seeking source of pollution by dye testing within gabba central.
09-SEP-11	[REDACTED]	Inspection	Continuing search for source of pollution. On 8/9/2011 found unit [REDACTED] in tower 1 connected to stormwater and found unit [REDACTED] sanitary plumbing ,in tower 1, on 9/9/2011 connected to stormwater.
12-SEP-11	[REDACTED]	Follow-Up	Access to remaining units of interest in tower 1 arranged with owners, tenants and real estate agents. 13 units have permission to enter.
13-SEP-11	[REDACTED]	Inspection	Dye testing continued in Tower 1. Found that the sanitary drainage for units [REDACTED] on the 5th floor and [REDACTED] on the 7th floor are connected to stormwater. Photo's taken. This now brings together 4 units as being connected to the stormwater system, the units being [REDACTED] on the 4th floor, [REDACTED] on the 5th floor, [REDACTED] on the 6th floor and [REDACTED] on the 7th floor. All these units share the same stack numbered HD6 on the hydraulic plans and are located on the eastern side of Tower 1 facing Ipswich Rd.
14-SEP-11	[REDACTED]	Inspection	Returned to site to test roof rainwater drainage systems to see if any stormwater enters stack 6. Testing confirms that no rainwater/stormwater enters this stack which allows for the stack base to be connected to sanitary drainage in the basement carpark.





## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
15-SEP-11	[REDACTED]	Follow-Up	
Added list of contacts for the occupants/owners in the affected units uploaded in external docs.			
16-SEP-11	[REDACTED]	Inspection	
Meeting arranged with [REDACTED] of Greenstar Plumbing [REDACTED] to meet on site for repair work on behalf of original plumber [REDACTED]			
16-SEP-11	[REDACTED]	Follow-Up	
Met plumber [REDACTED] on site and identified pipework to be rectified and have sent him a contact list for the owners/occupants. Work has been arranged to start at 1000 am Monday 19/9/2011.			
19-SEP-11	[REDACTED]	Closure Notification	
[REDACTED] has been contracted by [REDACTED] to rectify the identified issue from BCC PSG. Inspection and testing on the rectification by SPI [REDACTED] confirmed that sanitary drain is now reconnected to the sanitary system. A form four (4) has been received and uploaded to DART Ext Docs and no further action required. QUU Officer has been notified of outcome.			

### Work Request Details:

Request Type	Advice Type	Assigned To	Due Date	Outcome
Inspection	Plumbing/Drainage	[REDACTED]	02-SEP-2011	







SOUTH

# DART COMPLAINT DETAILS REPORT

## Location Details:

**THOMAS STREET WEST END QLD 4101**

Proximity	Meters	Description	Intersecting Streets
		unauthorised sanitary fixtures	

## Complaint Details:

Complaint Ref No: <b>C1233938</b>	Received Date: <b>18-OCT-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>18-OCT-2011 11:39:37</b>	Event To Date: <b>18-OCT-2011 11:39:37</b>	Reporting Level:

File Ref:

**Description:** QUU officer attended for blocked combine drain, advised of illegal stormwater connection from households running into combine drain (reference number BW304938) and damaged drain and this location, please attend and inspect, follow up with [redacted] if needed, thanks Customer requested Phone contact.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [redacted]	Complainant	[redacted]	[redacted]		
[redacted] George Street BRISBANE CITY QLD 4000					

## Running Sheet Details:

Date	Officer	Task	Status
18-OCT-11	USER, ONLINE	Occurrence Reported	
QUU officer attended for blocked combine drain, advised of illegal stormwater connection from households running into combine drain (reference number BW304938) and damaged drain and this location, please attend and inspect, follow up with [redacted] if needed, thanks			
01-NOV-11	[redacted]	Phone Call	
Left message for QUU officer to respond.			
01-NOV-11	[redacted]	Phone Call	
Received contact from [redacted] (builder who requested to meet onsite). Responded and arranged to meet on site at 10:00 am on Wednesday 02/11/11.			
02-NOV-11	[redacted]	Investigation	
Officer [redacted] attended site and investigations found that unauthorised plumbing fixtures have been connected to the foul / storm water drain at [redacted] Thomas Street, West End. Photos taken and uploaded to Ext Docs. Spoke with owner [redacted] who owns bakery at the [redacted]. [redacted] advised BCC Officers that she rents property and was aware of BCC attending today and further advised that she had her permission to enter her property to carry out investigation. [redacted] was advised of the problems and Officer Hauck stated that a plumber should be engaged to have the work			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
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installed in an approved manner.

Owner stated she will engage a plumber and have him call BCC Officer Hauck ASAP.

02-NOV-11



Phone Call

Received contact from [redacted] who has been engaged as the plumber. [redacted]

An site meeting has been arranged for Tuesday 08/11/11 at 08:00



# DART COMPLAINT DETAILS REPORT

## Location Details:

**SKYRING TERRACE TENERIFFE QLD 4005**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1211478</b>	Received Date: <b>16-SEP-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>High</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>16-SEP-2011</b>	Event To Date:	Reporting Level: <b>Defective sanitary drain - general</b>

File Ref:

**Description:** Plumber [redacted] states 2 units located on level 6 in a renovated wool store appears to have there sanitary fixtures connected to a stormwater drain that discharges to a pumpwell in the basement, the plumber also states that when the cover was removed human waste was sighted. The plumber stated he is prepared to meet on-site to help with the problem.

Closure Date: 20-OCT-2011      Closure Reason: Compliance Achieved  
 Outcomes: Form 4 Received

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
[redacted]	Complainant		[redacted]		
		[redacted] ELLERDALE STREET ASPLEY QLD 4034			

## Running Sheet Details:

Date	Officer	Task	Status
16-SEP-11	[redacted]	Phone Call	
Spoke with plumber [redacted] who advised he has found that two (2) units at the complex are connected to stormwater and he wanted to know if BCC wanted to look at the rectification work.			
Advised plumber to rectify ASAP and because it was minor work to submit a form 4 stating the extent of the work carried out.			
Also contacted building Managers [redacted] and also advised to have plumber rectify.			
03-OCT-11	[redacted]	Phone Call	
Phoned plumber RE: Have not received form 4 to date and left message to contact DPO.			
04-OCT-11	[redacted]	Phone Call	
Contacted Building Manager [redacted] who advised that the issue has now been rectified by plumber and he will advised plumber to send in Form 4 to Council.			
Contacted plumber who is in the process of sending the form. BCC officer requested he send form as an email.			
20-OCT-11	[redacted]	Closure Notification	
Received form 4 from plumber [redacted]. No further action required.			





# DART COMPLAINT DETAILS REPORT

## Location Details:

**CARNABY STREET MACGREGOR QLD 4109**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1181573</b>	Received Date: <b>05-AUG-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Seepage</b>
Event On/ From Date: <b>05-AUG-2011 08:32:07</b>	Event To Date: <b>05-AUG-2011 08:32:07</b>	Reporting Level: <b>Greywater unregulated misuse</b>

File Ref:

**Description:** Advised of neighbours washing machine water discharging into stormwater. Caller feels that it may be connected to the roof water run off. Advisd of renovations recently performed to move laundry from internal to external on property. This has been happening since. Please investigate.

Closure Date: 28-OCT-2011      Closure Reason: Complete

Outcomes: No breach and nuisance being caused. Washing Machine waste discharging directly onto lawn area. Wash tub not in use.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
	[REDACTED] Carnaby Street MACGREGOR QLD 4109				

## Running Sheet Details:

Date	Officer	Task	Status
05-AUG-11	USER, ONLINE	Occurrence Reported	
Advised of neighbours washing machine water discharging into stormwater. Caller feels that it may be connected to the roof water run off. Advisd of renovations recently performed to move laundry from internal to external on property. This has been happening since. Please investigate.			
28-OCT-11	[REDACTED]	Investigation	
Arrived site approx 12:40 pm, and spoke to a person who spoke very little english. Person contacted her son who advised that they had a Council inspector in August this year in regard to the greywater from the ext washing machine but Son could not remember BCC officer name. This BCC officer advised to remove the washing machine discharge pipe from stormwater and discharge it onto lawn. Officer [REDACTED] confirmed that Washing Machine was external of house and discharging to lawn area. [REDACTED] further advised the washing machine and tub are only temporary and will be connected back to original position inside when the laundry area renovations are completed. Advised [REDACTED] to have plumber submit a form 4 and to contact BCC Officer when work is completed. [REDACTED] understood and will contact BCC when completed. No nuisance is being caused and no greywater entering stormwater system.			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
28-OCT-11	[REDACTED]	Closure Notification	No breach and nuisance being caused. Washing Machine and tub will be connected to Sewer when renovation completed



# DART COMPLAINT DETAILS REPORT

## Location Details:

**BIRCHWOOD PLACE STRETTON QLD 4116**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1181982</b>	Received Date: <b>05-AUG-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>05-AUG-2011 13:21:21</b>	Event To Date: <b>05-AUG-2011 13:21:21</b>	Reporting Level: <b>Grey Water - Unauthorised</b>

File Ref:

**Description:** DO Advised. 2nd complaint ref CC30755932. Cust called to advise the property has an outdoor kitchen/sink that they use every night. He says there is a grey pipe they run from the sink into the kerb and chanel that is emptying all the grease and fat into the gutter making it extremely slimy. He originally thought it may be sewage running is as well but is less sure about this. Please investigate and call cust back with outcome. Customer requested Phone contact.

Closure Date: 14-SEP-2011      Closure Reason: Complete  
 Outcomes: No further issue exists. Sink removed and caller notified who is satisfied with outcome.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]	[REDACTED]		
	[REDACTED] Candlewood Court STRETTON QLD 4116				

## Running Sheet Details:

Date	Officer	Task	Status
05-AUG-11	USER, ONLINE	Occurrence Reported	
DO Advised. 2nd complaint ref CC30755932. Cust called to advise the property has an outdoor kitchen/sink that they use every night. He says there is a grey pipe they run from the sink into the kerb and chanel that is emptying all the grease and fat into the gutter making it extremely slimy. He originally thought it may be sewage running is aswell but is less sure about this. Please investigate and call cust back with outcome.			
05-AUG-11	USER, ONLINE	CC Action Taken	
1:30pm Message left for RRG			
05-AUG-11	USER, ONLINE	CC Action Taken	
[REDACTED] at 2:04pm. RRG to attend & will call customer to advise who will be handling it			
05-AUG-11	[REDACTED]	Inspection	
05 August 2011 at 1735hrs RRG Officer [REDACTED] attended address and observed some minor discharge from			





## DART COMPLAINT DETAILS REPORT

Date	Officer	Task	Status
			stormwater outlet into gutter on Birchwood Pl side of property. The property is situated on a corner block wit the entry on [REDACTED] Ct. Stormwater drain inspected and appeared clear. Attempted to make contact with the occupants - no persons home.  No referral required at this time. Further RRG inspection to make contact with residents at property.  Photos to be uploaded on return to office.  Complainant not contacted at this time.
09-AUG-11	USER, ONLINE	Additional Information Provided	Caller phd to lodge a vermin complaint
05-SEP-11	[REDACTED]	Desk Top assessment	Received RFS, gathering info
05-SEP-11	[REDACTED]	Phone Call	Spoke with caller who advised that alleged sink is still outside and believes it is still being used althought other BCC officers have advised them that the alleged discharge from the sink cannot go to stormwater.
05-SEP-11	[REDACTED]	Inspection	Arrived site approx 14:13 and spoke with owners who could not understand English. Tried to explain the purpose of the visit and left Council business card for owner to have an interpreter.
05-SEP-11	[REDACTED]	Phone Call	Received response from owners Daughter, [REDACTED] who was advised of the unauthorised sink outside. Gave options as to how it can be authorised. 1) have a licensed person take responsibility of installing correctly and submitting plumbing applications and carry out inspections to keep the sink or 2) remove the sink and have the plumber submit a form 4
			NOTE: unauthorised sink is presently not connected to any sanitary drain or stormwater outlet that has the potential in causing a nuisance to public health.
08-SEP-11	[REDACTED]	Phone Call	Received call from [REDACTED] who is owner of property. He advised he will remove the sink and have officer confirm removal.
14-SEP-11	[REDACTED]	Closure Notification	Re-inspection found sink has been removed and no further issue exists. Notified caller who was happy with outcome.



# NORTH

## DART COMPLAINT DETAILS REPORT

*16 TOTAL*

### Location Details:

**GROVE STREET ALBION QLD 4010**

Proximity	Meters	Description	Intersecting Streets
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### Complaint Details:

Complaint Ref No: <b>C1249638</b>	Received Date: <b>08-NOV-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/From Date: <b>08-NOV-2011</b>	Event To Date:	Reporting Level:

File Ref:

**Description:** Sewer to foul water line

### Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
[REDACTED]	Complainant				
	Cullen St EAGLE FARM QLD 4009				

### Running Sheet Details:

Date	Officer	Task	Status
08-NOV-11	[REDACTED]	Inspection	

Dye tested drain with QUU and nothing came out of sewer . Camera and sonde house drain and this goes to a old fowl water line . Will have to speak to manager as BCC has issued a clearance certificate .

*1-FEB-2011 To 8-12-2011*





# DART COMPLAINT DETAILS REPORT

## Location Details:

**EDINBURGH CASTLE ROAD WAVELL HEIGHTS QLD 4012**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1245530</b>	Received Date: <b>02-NOV-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/From Date: <b>02-NOV-2011 19:26:37</b>	Event To Date: <b>02-NOV-2011 19:26:37</b>	Reporting Level: <b>Stormwater connected to sewer</b>

File Ref:

**Description:** Mr [REDACTED] (QUU) mob [REDACTED] attended QUU job #2029799 --sewerage overflow affecting 4 properties. [REDACTED] from QUU has asked for this job to be handed off to CARS as there has been an accidental connection of a private sewer line to a storm water line. Customer requested Phone contact.

Closure Date: 08-NOV-2011 Closure Reason: Compliance Achieved

Outcomes: PLUMBER HAS RECTIFIED PROBLEM . DYE TESTED DRAIN AFTER THIS AND DYE IN FLOWING DOWN SEWAGE SYSTEM ( SIGHTED IN MAN HOLE ) NO FURTHER ACTION REQUIRED

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant		[REDACTED]		
	[REDACTED] Edinburgh castle Road WAVELL HEIGHTS QLD 4012				

## Running Sheet Details:

Date	Officer	Task	Status
02-NOV-11	USER, ONLINE	Occurrence Reported	
	Mr [REDACTED] (QUU) mob [REDACTED]	attended QUU job #2029799 --sewerage overflow affecting 4 properties. [REDACTED] from QUU has asked for this job to be handed off to CARS as there has been an accidental connection of a private sewer line to a storm water line.	
03-NOV-11	[REDACTED]	Inspection	
		Site visit - Dye test from IOS at front with green dye and come out of footpath . Cameraed drain from IOS and located in stormwater drain . Will contact plumber to fix asap.	
07-NOV-11	[REDACTED]	Phone Call	
		sPOKE TO PLUMBER AND HE IS GOING TO FIX ASAP . PLUMBER WILL RING WHEN HE IS DOING JOB FOR ME TO INSPECT	
08-NOV-11	[REDACTED]	Inspection	



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
			PLUMBER HAS RETIFIED PROBLEM . DYE TESTED DRAIN AFTER THIS AND DYE IN FLOWING DOWN SEWAGE SYSTEM ( SIGHTED IN MAN HOLE ) NO FURTHER ACTION REQUIRED
08-NOV-11		Closure Notification	
			PLUMBER HAS RETIFIED PROBLEM . DYE TESTED DRAIN AFTER THIS AND DYE IN FLOWING DOWN SEWAGE SYSTEM ( SIGHTED IN MAN HOLE ) NO FURTHER ACTION REQUIRED



# DART COMPLAINT DETAILS REPORT

## Location Details:

**GYMPIE ROAD CHERMSIDE QLD 4032**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1188690</b>	Received Date: <b>15-AUG-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/From Date: <b>15-AUG-2011 15:37:05</b>	Event To Date: <b>15-AUG-2011 15:37:05</b>	Reporting Level:

File Ref:

**Description:** Customer is a plumber and advises that there is stormwater coming through sewerage lines during heavy rain and this only happens when it rains. Premises is commercial and has only been experiencing this problem since [redacted] Chermshire (across the road) did renovations. Has happened three or four times and water has come out to half a metre through the toilet. Please contact customer when possible. Customer requested Phone contact.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [redacted]	Complainant	[redacted]	[redacted]		
[redacted] Alstonia Street ARANA HILLS QLD 4108					

## Running Sheet Details:

Date	Officer	Task	Status
15-AUG-11	USER, ONLINE	Occurrence Reported	
Customer is a plumber and advises that there is stormwater coming through sewerage lines during heavy rain and this only happens when it rains. Premises is commercial and has only been experiencing this problem since [redacted] Chermshire (across the road) did renovations. Has happened three or four times and water has come out to half a metre through the toilet. Please contact customer when possible.			
24-AUG-11	[redacted]	Inspection	
Dye tested all ORG's / DT's on site . All going to sewer . Skoke to tennant who states that overflows only happen in heavy rain since the shopping center has done its extension . Come back in heavy rain to witness .			
18-OCT-11	USER, ONLINE	Occurrence Reported	
After a timeframe as to when he may recieve a call back Subsequent Incident Date: 18/10/2011 11:44:04 Customer requested Phone contact.			
08-NOV-11	USER, ONLINE	Occurrence Reported	



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
Customer called back as did not receive call back , transfered to acting officer for the job : [REDACTED]			
Subsequent Incident Date: 08/11/2011 09:23:34			
08-NOV-11	[REDACTED]	Phone Call	
Spoke to plumber [REDACTED] and advised that a reflux valve may have to be installed to stop this as it may take a while to find this crossconnection within the shopping center if they give access to test all there drains .			



# DART COMPLAINT DETAILS REPORT

## Location Details:

**CROWTHER STREET WINDSOR QLD 4030**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1235645</b>	Received Date: <b>20-OCT-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Medium</b>	Origin: <b>Public</b>	Type: <b>Seepage</b>
Event On/From Date: <b>20-OCT-2011 09:41:21</b>	Event To Date: <b>20-OCT-2011 09:41:21</b>	Reporting Level:

File Ref:

**Description:** [REDACTED] from QUU advises that there is sewerage entering the stormwater from a private source at this address. Please contact [REDACTED] from BCW [REDACTED] for more detail as he is working on stormwater in the area. Customer requested Phone contact.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant	[REDACTED]			
QUU [REDACTED] Crowther Street WINDSOR QLD 4030					

## Running Sheet Details:

Date	Officer	Task	Status
20-OCT-11	USER, ONLINE	Occurrence Reported	
[REDACTED] from QUU advises that there is sewerage entering the stormwater from a private source at this address. Please contact Trevor from BCW [REDACTED] for more detail as he is working on stormwater in the area.			
24-OCT-11	[REDACTED]	Desk Top assessment	
GATHER INFORMATION			







# DART COMPLAINT DETAILS REPORT

## Location Details:

**GRACE STREET NUNDAH QLD 4012**

Proximity	Meters	Description	Intersecting Streets
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## Complaint Details:

Complaint Ref No: <b>C1164732</b>	Received Date: <b>13-JUL-2011</b>	Nature: <b>Plumbing Compliance</b>
Priority: <b>Low</b>	Origin: <b>Public</b>	Type: <b>Defective or Unauthorised Plumbing/Drainage</b>
Event On/ From Date: <b>13-JUL-2011 17:46:18</b>	Event To Date: <b>13-JUL-2011 17:46:18</b>	Reporting Level:

File Ref:

**Description:** "" D O Advised "" caller [REDACTED] from QUU job was logged thru Las for a stormwater issue which was redirected to him BW no 295959 , however, he has attended the site as adv that there is sewerage coming into the stormwater system, please check for non compliance and call [REDACTED] with outcome  
Customer requested Phone contact.

## Client Details:

Name	Role	Primary		Other	
		Phone No	Mobile No	Phone No	Mobile No
Mr [REDACTED]	Complainant		[REDACTED]		
	Quu	Grace Street NUNDAH QLD 4012			

## Running Sheet Details:

Date	Officer	Task	Status
13-JUL-11	USER, ONLINE	Occurrence Reported	
"" D O Advised "" caller [REDACTED] from QUU job was logged thru Las for a stormwater issue which was redirected to him BW no 295959 , however, he has attended the site as adv that there is sewerage coming into the stormwater system, please check for non compliance and call [REDACTED] with outcome			
13-JUL-11	USER, ONLINE	CC Action Taken	
Advised RRG ([REDACTED] x 36708) re job details. Requested it be put through to CARS plumbing inspector to follow up on Thursday. Called CARS TL ([REDACTED] x 36817) who confirmed job can be reassigned to Thursday morning shift leader for call out to CARS North.			
14-JUL-11	USER, ONLINE	CC Action Taken	
7.55am- Called CARS North sw [REDACTED] who will assign job via allocator to plumbing officer [REDACTED]. Customer requested Phone contact.			
18-JUL-11	[REDACTED]	Desk Top assessment	
Gather information			



## DART COMPLAINT DETAILS REPORT

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Date	Officer	Task	Status
27-JUL-11	[REDACTED]	Inspection	
dYE TESTED LINES & COULD NOT FIND ANYTHING WRONG . PUT CAMERA IN STORM WATER DRAIN & FOUND RED DYE FROM QUU WITH SEWER IN IT . WILL HAVE TO GET ANOTHER INSPECTOR TO HELP LOCATE THIS AS IT IS A BLOCK OF UNITS .			
01-NOV-11	[REDACTED]	Inspection	
Site visit dye tested most units from first floor up and no dye present . Cant get into bottom two units , will leave calling cards to ring me so i can gain access to test sewer system . Will need another officer to help with this .			

## Thomas Street, West End (stormwater connected to sewerage system)

Complaint Details

Ref: C1233938 Priority: Medium Responsible Office: Plumbing HQ  
 Nature: Plumbing Compliance Received Date: 18-OCT-2011 Project Manager: [REDACTED]  
 Type: Defective or Unauthoriser Receiving Officer: USER, ONLINE Agency Delegate: [REDACTED]  
 Reporting: [REDACTED] Origin: Public Confidential  
 Status: Open Notification Method: Phone File Ref: [REDACTED]

Client Ref	Name	Title	Address	Role
976929	[REDACTED]	Mr	[REDACTED] George Street BRISBANE CITY	Complainant

Location Name	Proximity	Metres	Description	Intersecting Streets	Primary
[REDACTED] THOMAS ST WEST END QLD 4101			unauthorised sanitary		<input checked="" type="checkbox"/>

Admin Team Running Sheet Work Requests Referrals Rel Complaints Rel Investigations Rel Actions Rel Permits Vehicles Animals CC ID

Event On/From Date: 18-OCT-2011 Time: 11:39:37  
 Event To Date: 18-OCT-2011 Time: 11:39:37  Ongoing  
 Description: QUU officer attended for blocked combine drain, advised of illegal stormwater connection from households running into combine drain (reference number BW304938) and damaged drain and this location, please attend and inspect, follow up with Shane if needed, thanks Customer requested Phone contact  
 Closed Date: [REDACTED] Reason: [REDACTED]  
 Outcomes: [REDACTED]

## Princess Street, Kangaroo Point (stormwater connected to sewerage system)

Complaint Details

Ref: C1181547 Priority: Low Responsible Office: Plumbing HQ  
 Nature: Plumbing Compliance Received Date: 05-AUG-2011 Project Manager: [REDACTED]  
 Type: Seepage Receiving Officer: [REDACTED] Agency Delegate: [REDACTED]  
 Reporting: Sewage leaks Origin: Public Confidential  
 Status: Finalised Notification Method: Phone File Ref: no file created

Client Ref	Name	Title	Address	Role
777056	[REDACTED]	Ms	[REDACTED] Princess Street KANGAROO POINT	Alleged Offender
330905	CIVITARESE, PIETRO	Mr	[REDACTED] PRINCESS ST KANGAROO POINT	Complainant

Location Name	Proximity	Metres	Description	Intersecting Streets	Primary
[REDACTED] PRINCESS ST KANGAROO POINT QLD 4169					<input checked="" type="checkbox"/>

Admin Team Running Sheet Work Requests Referrals Rel Complaints Rel Investigations Rel Actions Rel Permits Vehicles Animals CC ID

Event On/From Date: 05-AUG-2011 Time: [REDACTED]  
 Event To Date: [REDACTED] Time: [REDACTED]  Ongoing  
 Description: Report of strong sewer smell from stormwater drainage at front of property No [REDACTED] Princess Street.  
 Closed Date: 14-SEP-2011 Reason: COMPLIANCE ACHIEVED  
 Outcomes: [REDACTED]

## Grove Street, Albion (stormwater connected to sewerage system)

Complaint Details

Ref: C1249638 Priority: Medium Responsible Office: Plumbing HQ  
 Nature: Plumbing Compliance Received Date: 08-NOV-2011 Project Manager: [REDACTED]  
 Type: Defective or Unauthorise Receiving Officer: [REDACTED] Agency Delegate: [REDACTED]  
 Reporting: [REDACTED] Origin: Public Confidential  
 Status: Open Notification Method: Phone File Ref: [REDACTED]

Client Ref	Name	Title	Address	Role
386225	[REDACTED]		Cullen St EAGLE FARM	Complainant

Location Name	Proximity	Metres	Description	Intersecting Streets	Primary
GROVE ST ALBION QLD 4010					<input checked="" type="checkbox"/>

Admin Team Running Sheet Work Requests Referrals Rel Complaints Rel Investigations Rel Actions Rel Permits Vehicles Animals CC ID

Event On/From Date: 08-NOV-2011 Time: [REDACTED]  
 Event To Date: [REDACTED] Time: [REDACTED]  Ongoing  
 Description: Sewer to foul water line  
 Closed Date: [REDACTED] Reason: [REDACTED]  
 Outcomes: [REDACTED]

## Gympie Road, Chermside (stormwater connected to sewerage system)

Complaint Details

Ref: C1188690 Priority: Low Responsible Office: Plumbing HQ  
 Nature: Plumbing Compliance Received Date: 15-AUG-2011 Project Manager: [REDACTED]  
 Type: Defective or Unauthorise Receiving Officer: USER, ONLINE Agency Delegate: [REDACTED]  
 Reporting: [REDACTED] Origin: Public Confidential  
 Status: Open Notification Method: Phone File Ref: [REDACTED]

Client Ref	Name	Title	Address	Role
1168301	[REDACTED]	Mr [REDACTED]	Alstonia Street ARANA HILLS	Complainant

Location Name	Proximity	Metres	Description	Intersecting Streets	Primary
GYMPIE RD CHERMSIDE QLD 4032					<input checked="" type="checkbox"/>

Admin Team Running Sheet Work Requests Referrals Rel Complaints Rel Investigations Rel Actions Rel Permits Vehicles Animals CC ID

Event On/From Date: 15-AUG-2011 Time: 15:37:05  
 Event To Date: 15-AUG-2011 Time: 15:37:05  Ongoing  
 Description: Customer is a plumber and advises that there is stormwater coming through sewerage lines during heavy rain and this only happens when it rains. Premises is commercial and has  
 Closed Date: [REDACTED] Reason: [REDACTED]  
 Outcomes: [REDACTED]

### Vanessa Street, Sunnybank - (stormwater connected to sewerage system)

**Complaint Details**

Ref: C1010879      Priority: Low      Responsible Office: Plumbing HQ

Nature: Plumbing Compliance      Received Date: 08-DEC-2010      Project Manager: [REDACTED]

Type: Defective or Unauthorised      Receiving Officer: USER, ONLINE      Agency Delegate: [REDACTED]

Reporting: Sewer connection      Origin: Council Department       Confidential

Status: Finalised      Notification Method: Phone      File Ref: [REDACTED]

Client Ref	Name	Title	Address	Role
1087371	[REDACTED]	[REDACTED]	[REDACTED] Compton Road SUNNYBANK HILLS	Complainant

Location Name	Proximity	Metres	Description	Intersecting Streets	Primary
[REDACTED] VANESSA ST SUNNYBANK QLD 4109	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	<input checked="" type="checkbox"/>

Admin    Team    Running Sheet    Work Requests    Referrals    Rel Complaints    Rel Investigations    Rel Actions    Rel Permits    Vehicles    Animals    CC ID

Event On/From Date: 08-DEC-2010    Time: 14:24:54

Event To Date: 08-DEC-2010    Time: 14:24:54     Ongoing

Description: Suspected overflow from pool going into sewer main.  
Separate complaint investigating mosquito infestation in pool by CaRS officer

Closed Date: 10-DEC-2010    Reason: NO ACTION REQUIRED

Outcomes: Building searches revealed that pool was built in 1978 and were allowed to discharge to sewerage system until september 1989.

