

WorkSmart - Integrated Customer, Workflow, Applications, Renewals & Document Management

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WorkSmart
Booking Requests
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WorkSmart Details

Group CSR CUSTOMER SERVICE REQUESTS Number 91226612

House No Alpha/Unit Road Name

Road Type Road Suffix Property Type

Property ID 811144 249 MADRAS STREET, CITY, CHRISTCHURCH 8001

Loctn Descn Relationship services.

Details 5th floor has a round structural pillar, it is just outside lift and has significant cracks in it. Joanne was in the building since the boxing day quake and feels it should be rechecked. Staff on site but please liaise through her as she is the manager based in Status COMPLETE

Last Pmry Event CSR Complete Status Chg Date 07/01/2011 Expiry Date

Type CDE Civil Defence Emergency Priority H HIGH CIVIL DEFENCE

App. Recd Date 05/01/2011 Time Recd 10:32 am Start Date 05/01/2011 SubType COLLAF DANGEROUS OR COL

Other Ref 1 Other Ref 2

Receiving RM5 Riesterer, Maureen Authorising SM7 SINCLAIR, Murray

Handling ERE Rescue, Civil Defence External

Area Ren Fee Level

Contact Details

First Contact RELATIONSHIP SERVICES, JOANNE Email

Home Business Mobile 027 226 3539

Mailing Address

Second Contact Email

Record is being updated

5th floor has a round structural pillar, it is just outside lift and has significant cracks in it. Joanne was in the building since the boxing day quake and feels it should be rechecked. Staff on site but please liaise through her as she is the manager based in Wellington. This building has public use etc. Thanks

Add/Edit Event [Close]

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Event Details

Event Code	<input checked="" type="checkbox"/> COM	CSR Completed	Added	07/01/2011 09:53		
Existing event being updated, no auto updates will be made.						
Event Status	<input checked="" type="checkbox"/> [Icon]	Completed	<input type="checkbox"/> Customer advised by email			
Planned Date	[Dropdown]	Time	[Dropdown]	Planned Officer	[Dropdown]	
Actual Date	07/01/2011	Time	9:53 am	Actual Officer	BL9	**Bronner, Laura
Logged By	<input checked="" type="checkbox"/> BL9	**Bronner, Laura		<input type="checkbox"/> Warning		
Details	Joanne has stated that landlord has had checked by structural engineer and all OK. (Paul Campbell 6/1/11)					
Stage No	[Dropdown]			<input type="checkbox"/> Complete Stage		
Action No	[Dropdown]			<input type="checkbox"/> Complete Action		
Susp Start Date	<input checked="" type="checkbox"/> [Dropdown]	Susp Start Time	<input checked="" type="checkbox"/> 12:00 am	Stage for Susp	<input checked="" type="checkbox"/> [Dropdown]	

✓ [Icons] Send Message [Icon] Extra Data [Icon] Create Time Record

Event Details

Event Code	<input checked="" type="checkbox"/> RF			Added	05/01/2011 10:38
Existing event being updated, no auto updates will be made.					
Event Status	<input checked="" type="checkbox"/> C	Completed	<input type="checkbox"/> Customer advised by email		
Planned Date		Time		Planned Officer	
Actual Date	05/01/2011	Time	10:38 am	Actual Officer	RM5 Riesterer, Maureen
Logged By	<input checked="" type="checkbox"/> RMS	Riesterer, Maureen		<input type="checkbox"/> Warning	
Details	Service Request referred to ERE Rescue, Civil Defence (cdrescue@ccc.govt.nz)				
Stage No					<input type="checkbox"/> Complete Stage
Action No					<input type="checkbox"/> Complete Action
Susp Start Date	<input checked="" type="checkbox"/>	Susp Start Time	<input checked="" type="checkbox"/> 12:00 am	Stage for Susp	<input checked="" type="checkbox"/>