

Customer Interaction: 8000055766, Waiho bridge complaint

Internal note

12.04.2018 09:07:25 KODIS

Thanks a lot Kodie.

I appreciate they are under a timeframe and battling the elements but I was getting a lot of comments and complaints and I can only appease so much :)

I am aware that the liability of puncture repairs etc may have fallen on Fulton Hogan and, although I come across as a Moaning Murtle, none of us need that grief.

Thanks again.

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Internal note

12.04.2018 09:05:57 KODIS

Hi again s 9(2)(a)

I have just spoken to s 9(2)(a) who is managing the project. He informs me that they have put in some better screws that should prevent the issue and are going to be monitoring the problem. If you have any further complaints or notice any issues yourself please let me know as soon as possible. Hopefully the procedures they have put in place will fix the issue.

The boards will be coming off next week and sealing will begin.

Kind regards

Kodi Schroder

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Problem Description

12.04.2018 09:01:07 KODIS

Hi Kodie

I've had a number of people come into the station to "advise" of the condition of the Waiho River Bridge.

After walking the length I am a bit disappointed to say the least of the current state.

I am well aware that it is still in mid-repair but query the materials used and the length of time they will last.

Most, if not all, of the thin boards used are warping in the wet/dry weather, I picked up a number of Screws from the bridge and I'll be surprised if no one has got a puncture yet.

After calling you earlier today, I note the broken material has been picked up, however, the breaks in the boards have happened in the couple of hours between that conversation and these photos being taken.

Could you please have a look at this and advise me of actions to be taken.

Many thanks

s 9(2)(a)