

Service Timeframes

INITIATE INVESTIGATION

RESOLVED



CUSTOMER SERVICE

Answer calls		5 rings
Respond to letters or emails		15 days



WASTE COLLECTION

Missed bin service (red, yellow green)	1 day	2 days
Missed on call clean up	1 day	2 days
Missed street - bin service	1 day	2 days
Replace caddy	1 day	3 days
Replacement bin (red, yellow green)	1 day	3 days
Replenishment of caddy liner	1 day	3 days
Illegal dumping - removal	1 day	2 days
Removal of mattresses, metal or e-waste	1 day	2 days



COMPANION ANIMALS

Dog - barking/noise	3 days	40 days
Dog - prohibited places (beach/schools/play areas)	1 day	15 days
Dog - unleashed/loose	1 day	15 days



TREES

Investigate condition of tree/s	5 days	15 days
Pick up/removal of branches	1 day	5 days
Pruning/removal of branches	5 days	30 days



ROADS & SIGNS

Repair minor pothole	2 days	3 days
Request for street sweeping	1 day	2 days
Replace damaged or missing street signs	1 day	50 days



VEHICLES

Abandoned vehicle investigation	3 days	40 days
Illegal parking	1 day	2 days
Renew or transfer residential parking permit	1 day	10 days

INITIATE INVESTIGATION

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MAINTENANCE

Parks - maintenance	2 days	5 days
Parks - furniture, fencing and signage maintenance	2 days	15 days
Clear culverts and pits	2 days	3 days
Clear drainage	2 days	20 days
Repair footpaths	2 days	15 days



BUILDING & DEVELOPMENT

Building work / development - unauthorised	5 days	60 days
Planning - general enquiries	1 day	2 days



CERTIFICATES

Property information S10.7 (Urgent certificates)		24hrs
Property information S10.7 (Standard certificates)		5 days
Heritage exemptions request		14 days
Certificates relating to notices & orders (Urgent)		48hrs



RATES

Rates & charges outstanding certificate Section 603 (Urgent)	1 day	24hrs
Rates & charges outstanding certificate Section 603 (Standard)	3 days	5 days
Process pension rebate	1 day	10 days



PUBLIC & ENVIRONMENTAL HEALTH

Environmental & public health complaints (eg noise complaints)	5 days	60 days
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EVENTS & FILMING APPROVAL

Filming	10 days	11 days
Photography	7 days	8 days
Application for private ceremonies in public places (eg Wedding)	10 days	12 days

Please note: Time frames are between business hours only (Monday - Friday, 9am - 5pm, public holidays excluded). Council will endeavour to meet all desired resolution timelines, however noting unforeseen circumstances do occur that can lengthen this process.