

Interim Administrator Community Meetings

Wingello – 20 October 2021

Issues raised	Response
<p>Snap Send Solve</p> <p>Residents complain that they send Snap Send Solve requests, receive a ticket number acknowledging receipt and then nothing happens and the matter is not rectified and they never receive any contact from Council.</p>	<p>A new Customer Request Management System is being implemented to improve response times through streamlining our processes and to support effective tracking of requests.</p> <p>It will also assist in supporting agreed service standards.</p> <p>Phase 1 of this project is scheduled for release at the end of January 2022.</p>
<p>Old Argyle Road</p> <p>Complaint about the condition of the road and the trees along the verge.</p>	<p>Council tree management officers will complete a tree inspection of Old Argyle Rd. Works will be completed if required and on a priority basis dependent on available funds.</p>
<p>Murrimbah Rd Roadworks</p> <p>Complaint that the road is worse than before Council 'repaired' it. Took weeks to undertake and then had to be patched in the first week after completion.</p>	<p>Comments are noted by the Director Service & Project Delivery.</p>
<p>Mobile speed sign</p> <p>Previous complaint by resident that the mobile speed sign entering the village is not working and nothing has happened - it is still not working.</p>	<p>Council is currently obtaining quotes and funding from Transport for NSW to resolve this issue and it is hoped that it should be working by January 2022.</p>