



Residential waste collection

General (red) waste bin - Weekly (optional fortnightly service available)
 Garden organics (green) waste bin - fortnightly
 Recycling (yellow) waste bin - fortnightly
 Missed general waste service - next business day
 Missed green waste service - 3 days
 Missed recycling waste service - 2 days
 Bulky waste collection service - annually



Building and development

Assessment of development applications (assumes State authority response within 21 days of referral):

- Fast Track Development Type - 50 days
- General Development Type – 80 days
- Major Development Type - 150 days



Certificates

Planning Certificate - 5 days
 Rates (603) Certificate - 5 days
 Complying Development Certificate - 20 days
 Construction Certificate - 20 days
 Drainage Diagram - 5 days
 Fire Safety Certificate - 10 days
 Outstanding Notices and Orders - 10 days
 Swimming Pool Compliance Certificate - 10 days



Rates

Process your pension rebate - 10 days



Roads and signage

Pothole repair (>50mm deep) - maintained under a standard schedule that may change due to weather and other factors.
 Replacement street sign - 20 days
 Unsealed roads - maintained under a standard schedule that may change due to weather and other factors.



Trees

Respond to urgent incidents - 24 hour
 Inspect a street or reserve tree - 20 days
 Application to prune/remove trees on private property - 30 days



Companion animals

Respond to urgent incidents - 24 hours.
 Respond to routine incidents - 3 days
 Contained animal pick-up – 1 day



Livestock

Respond to urgent incidents - 24 hours



Illegal dumping

Illegal dumping on Council land - 10 days to investigate, removal timeframe subject to incident




Amenities and facilities maintenance

Amenities cleaning (high-use facilities) - daily Monday-Friday, weekends during summer
Amenities cleaned reported issues - 2 days
Public garbage bins - maintained under a standard schedule that may change due to weather and other factors


Abandoned vehicles

Respond to urgent incidents - 24 hours
Respond to non-urgent – 5 days, timeframe subject to incident


Parking complaints

Respond to urgent safety incidents - 24 hours
Respond to non-urgent safety incidents - 5 days


Parks and open spaces (subject to weather)

Sports field - maintained under a standard schedule that may change due to weather and other factors.
Outer sports field - 7 times a year
Community parks - maintained under a standard schedule that may change due to weather and other factors


Overgrown property

Overgrown private property - 1 week to investigate, timeframe subject to incident


Environment

Respond to urgent pollution incidents - 24 hours


Water and sewer

Respond to urgent incidents - 24 hours
Respond to non-urgent incident - 5 days

Timeframes are in business days, are subject to change, and can be dependent on factors that are beyond our control, including severe weather incidents, withholding of information and special circumstances.