

Customer Service Catalogue

Service Expectation Guide

Service	Action	Expected Initial Response (business days)	Expected Completion (business days)
 Animals	Urgent incidents, complaints and enquiries	Same/next day	2
	Routine incidents, complaints and enquiries	10	15
	Contained animal collection	Same/next day	1*
	Dead animals on council roads	Same/next day	2*
 Building and Plumbing	Building enquiry general	10	30**
	Building compliance, unapproved/construction complaint	10	60**
	Encroachment enquiries or complaints	10	30
	Fencing over 2 metres	10	60**
	Plumbing service application/enquiry/compliance	10	30**
	Swimming pool complaints or pool fence compliance	2	45
 Coastal Management	Boat ramp cleaning and maintenance enquiries	5	15
	Coastal asset management/maintenance enquiries	10	20
 Development	Property enquiry (sale or purchase)	Same/next day	10
	Proposed development enquiry	5	15
	Proposed development – pre-lodgement meeting/advice	10	30
	Subdivision enquiry	5	15
	Land use enquiry	5	15
	Street numbering	5	10
 Economic Development	Events enquiry on Council land	10	20
	Council Community Grants program	5	10
	Economic Development Investment, existing business, Hervey Bay Jobs Program enquiry	5	10
 Parks	Park facilities and equipment maintenance	10	10
	Parkland mowing/horticulture maintenance (weather dependent)	10	20
	Arboriculture maintenance and pruning	10	90
	Roadside slashing	10	20
	Park incident/illegal activity	5	10
	Event bookings	Same/next day	5
 Roads	Major potholes <50mm deep/major road	10	15
	Minor potholes/local roads/streets	10	30
	Traffic signs – new/damaged	10	45
	Footpath safety maintenance	4	5
	Storm Water Grates/Inlets – General Maintenance	10	30
	Kerb and Channel – General Maintenance	10	60
	Flash Flooding/Road Closure	Immediate*	5
	Road sweeping requests	10	15
	 Sewer	Main break/collapse/pump station malfunction/power failure	Immediate
Flash flooding network overload/high risk hazard/man hole lid off		Immediate	1 hour (2 hours a/h)
Cracked pipe/partial blockage/surcharge outside building no public health risk/minor environmental damage public health risk/surcharge inside building		Immediate	2 hour (3 hours a/h)
Partial main choke/broken junction/odour complaints		Same day	Within 24 hours
Restoration from completed works/manhole adjustments/loose lids		1	5
 Waste		General (red) waste bin	2
	Recycling (yellow) waste bin	2	Fortnightly
	Missed general/recycling waste service	Same/next day	Next business day (if Council is at fault)
	Illegal dumping	10	60
	Replacement/new/cancelled bin	5	15
 Water	Connecting property to water network (after application and payment)	5	20
	Water service restoration	Same day	5 hours
	Response to interruptions to water and waste water services	Same day	1 hour

DISCLAIMER: Matters deemed to be urgent or a risk to public safety will be attended to as a priority. 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 such as additional approvals. **This is to be used as a GUIDE only.** *Subject to staff availability **Subject to statutory processes