

RESIDENTIAL WASTE COLLECTION



- General (red) waste bin** - fortnightly
- Green waste bin** - weekly
- Recycling (yellow) waste bin** - fortnightly
- Missed general waste service** - next working day
- Missed green waste service** - two days
- Missed recycling waste service** - two days
- Bulky waste pick up** - two per 12 month period

CERTIFICATES



- Planning Certificate** - four days
- Rates (603) Certificate** - three days
- Building Certificate** - advice within 10 days
- Swimming Pool Compliance Certificate** - 10 days
- Complying Development Certificate** - 20 days
- Construction Certificate** - 20 days

TREES



- Inspect a street or reserve tree** - 20 days
- Application to prune/remove trees on private property** - 20 days

COMPANION ANIMALS



- Respond to urgent incidents** - 24 hours
- Respond to routine incidents** - five days
- Contained animal pick-up** - one day

MOWING PROGRAM (SUBJECT TO WEATHER)



- Sports field** - fortnightly
- Outer sports field** - seven times a year
- Lakeside foreshores, parks and playgrounds** - seven times a year
- Major destination parks**
 - weekly to fortnightly (summer)
 - fortnightly to every three to six weeks (winter)
- District parks**
 - fortnightly to monthly (summer)
 - fortnightly to every three to six weeks (winter)
- Local parks** - monthly to every eight weeks or as needed

ENVIRONMENT



- Respond to urgent pollution incidents** - 24 hours

BUILDING AND DEVELOPMENT



- Assessment of Development Application**
- Fast Track Development Type** - 20 days
- General Development Type** - 30 days
- Medium Development Type** - 60 days
- Major Development Type** - 90 days

RATES



- Process your pension rebate** - five days

ROADS AND SIGNAGE



- Inspect minor pothole** - 10 days
- Inspect major (dangerous) pothole** - two days
- New street sign** - 40 days
- Replacement street sign** - 20 days

ILLEGAL DUMPING



- Illegal dumping on Council land** - respond within three days

AMENITIES AND FACILITIES MAINTENANCE



- Amenities cleaning (low-use facilities)** - twice weekly
- Amenities cleaning (high-use facilities)** - daily Monday to Sunday
- Amenities cleaned reported issues** - two days
- Public garbage bins** - one to three times a week
- Public garbage bins (high-use area)** - one to three times a week, weekends during summer
- Public garbage bins (reported overflowing)** - next working day
- Public recycling bins (reported overflowing)** - two days
- Boat ramp cleaning** - once a month during November-March

EVENTS AND FESTIVALS



- Events and festival approvals** - provide advice within five days

COMMUNITY VENUES/FACILITIES



- Respond to enquiries about booking reserves, halls, parks and sporting grounds** - three days