













2025 Customer Service Guideline

What to expect? When you contact Council, you'll receive an initial acknowledgement to confirm we've received your request. A final acknowledgement will follow once we've assessed it and can inform you of the outcome or next steps. Please note, this doesn't always mean the request will be completed by then, as some matters may need investigation or scheduling.

	Initial Acknowledgement	Final Acknowledgement
 APPLICATIONS & CERTIFICATES		
Activities & Events Applications		20 days
Property Information (Standard certificate)		7 days
Property information (Urgent certificates)		3 days
Search Only		7 days
Trade Waste		5 days
Urgent Search Only		3 days
Water Meeting Reading (Standard)		7 days
Water Meeting Reading (Urgent)		3 days
 CUSTOMER SERVICE		
Telephone & Face to Face	2 days	10 days
Written Correspondence	2 days	10 days
 DOGS		
Dog - Dangerous or menacing dog	1 days	60 days
Dog - nuisance/wandering dog	2 days	60 days
 ENVIRONMENT		
Coastal Erosion	5 days	21 days
Feral Pigs	5 days	21 days
Illegal tree clearing	5 days	21 days
Weed Management	5 days	21 days
 MAINTENANCE or MANAGEMENT		
Buildings & Amenities	3 days	15 days
Footpaths	3 days	15 days
Open Space (Parks and Gardens)	3 days	15 days
Public Toilets	3 days	20 days
Roadside Vegetation	3 days	15 days
Tree Management	3 days	15 days
 PLANNING & DEVELOPMENT		
Archive Search		5 days
As-Constructed Drainage Plan Search		5 days
Building Search		5 days
Full Planning & Development Certificate		30 days
Limited Planning & Development Certificate		5 days
Standard Planning & Development Certificate		10 days

Please note: Timeframes apply only during business hours (Monday to Friday, 8:30 am to 4:30 pm, excluding public holidays). Council will make every effort to meet the expected resolution timelines, however, delays may occur due to unforeseen circumstances.

	Initial Acknowledgement	Final Acknowledgement
 RATES		
Process pension rebate		7 days
Rates & charges outstanding certificate (Standard)		7 days
Rates & charges outstanding certificate (Urgent)		3 days
 REGULATORY SERVICES (NON COMPLIANCE)		
Abandoned vehicle investigations	3 days	20 days
Illegal camping	2 days	7 days
Overgrown allotments	5 days	60 days
Pollution including illegal dumping	2 days	21 days
 ROADS & SIGNS		
Roads (Sealed & Unsealed)	3 days	15 days
 WASTE COLLECTION		
Missed bin service (red, yellow)		2 days
New bin delivery		2 days
Repair or Replacement bin		2 days
 SEWERAGE & WATER (URGENT)		
Water Leaks - Major burst (Services & Mains)	2 Hours / [5 Hours]	5 Hours / [12 Hours]
Water Meters - Major burst (Leak at Meter)	2 Hours / [5 Hours]	5 Hours / [12 Hours]
Sewer Discharge (dry weather event only)	3 Hours / [5 Hours]	5 Hours / [12 Hours]
Sewer Discharge (wet weather event only)	5 Hours	24 Hours
Sewer Discharge (owners property)	5 Hours	24 Hours / 72 Hours
SEWERAGE & WATER (NON - URGENT)		
Sewer Odour (Odour from sewer)	24 Hours	72 Hours
Sewer Discharge (wet weather event only)	5 Hours	24 Hours
Sewer Discharge (owners property)	5 Hours	24 Hours / 72 Hours
 STORMWATER & DRAINAGE		
Drainage (Stormwater and Open Drainage)	3 days	15 days