

## Facilities Maintenance

### Service Description

The Glenorchy City Council owns and maintains a number of assets within the City. These assets include the Derwent Entertainment Centre, office buildings, halls, childcare centres, bus shelters, picnic shelters, bbq's, and public toilets. This page gives a brief outline of the Facilities Maintenance services.

The services are carried out on **Council owned and operated buildings only** and include electrical repairs, general architectural and structural maintenance and repairs, painting, air-conditioning and mechanical maintenance and repairs, fire safety, plumbing repairs and maintenance, graffiti removal, security operations and monitoring.

When you call Council to report a fault, details of the type of problem e.g. broken windows, and identifying the location e.g. street address, are vital. These details are logged, recorded, and used to assist in ensuring prompt repairs. Leaving your name and address is optional but can be helpful if there are issues with locating the problem, or if the work is not undertaken for various reasons.

There are 4 possible actions that may be taken:

- 1) The work required is completed as soon as practicable
- 2) The situation is monitored and the work maybe completed at a later date
- 3) The problem is assessed as not meeting the intervention levels, under Glenorchy City Councils [Service Levels](#). No work will be done if this is the case. Every effort will be made to contact the customer and inform them of this outcome.
- 4) Or the asset is not a Council asset and the work is not completed. If this is the case every effort will be made to contact the customer and inform them of this outcome.



### How to use this service

A customer request for maintenance works can be made in person at Councils customer service counters, in the Roads and Recreational Department at the Council Chambers, or at the Works Centre located at Vieste Drive Glenorchy.

Alternatively the Council can be phoned in on

Ph. 6216 6700 or ph. 62166779 or

Emailed to [gccmail@gcc.tas.gov.au](mailto:gccmail@gcc.tas.gov.au) or

Address a letter to Glenorchy City Council PO Box 103  
Glenorchy Tasmania 7010

### Have your say

Further information on these services can be obtained by contacting the Council on ph. 62166700 or by emailing any enquires to [gccmail@gcc.tas.gov.au](mailto:gccmail@gcc.tas.gov.au)

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