

Animal Management	
Activity	Response Time
Response to medium priority animal complaints – general animal noise, straying, and other nuisances	4 business days or earlier
Finalisation of medium priority animal complaints	15 business days
Response to high priority animal complaints – animal attacks	3 business days or earlier
Finalisation of high priority animal complaints	15 business days
Response to animals currently roaming or being contained	2 hours or earlier
Response to scene of dog attack and livestock on highways (24/7)	1.5 hours or earlier
Finalisation of Notice of Complaint investigation	30 business days

Building	
Activity	Response Time
Period in which to grant a Building Permit application	7 days or agreed period

Bus Interchange Maintenance				
Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Oil leak damage to paved area	Inspect, assess risk and hazard	Repair and rectify any damage caused to the Glenorchy Bus Interchange	Make Safe	1 day

## Bus Interchange Maintenance continued...

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Clean up litter	Inspect and assess amount and type	Remove litter	General area (not within shelters)	Daily
Damage caused by Metro	Inspect, assess risk and hazard	Make site safe Repair and rectify any damage caused to the station	Make safe	1 day
			Full repair	14 days
Vandalism	Inspect, assess risk and hazard	Make site safe Repair and rectify any damage caused to the station	Make safe	1 day
			Full repair	15 days
Repair or replace lighting	Inspect on regular audits and organise remedial works on defects	Repair as required	Shelters	30 days
Footpaths	Footpath has trip hazard > 15mm displacement	Re-lay pavers or infill with concrete	Paved footpaths	30 days
Footpath pavement cleaning	When fallen debris or slippery substances becomes a danger to pedestrians	Remove debris and high pressure clean	Paved footpaths	1 day
Road pavement damage	Inspect, assess risk and hazard	Re-lay pavers or infill with concrete	Road surface	30 days
Empty litter and butt bins	Daily excluding Sunday	Empty bins on a regular schedule	Fixed litter and butt bins	Daily
Roadsweeping	Daily inspections excluding Saturday and Sunday	Sweep road on a regular schedule excluding Sunday	Road	As per schedule
Footpath litter and debris	Daily inspections excluding Saturday and Sunday	Remove litter	Footpaths	Daily during Autumn leaf drop

## Corporate Services

Activity	Response Time
Process 132 Certificate	5 business days
Process a 337 Certificate	10 business days
Pay accounts	Due date
Acknowledge receipt of job applications	2 business days

## Engineering

Activity	Response Time
Respond to a general enquiry	10 business days
Respond to a complex enquiry	15 business days

## Environmental Health

Activity	Response Time
Respond to reported issue	2 business days
Issue licence following lodgement of valid application	5 business days

## General Customer Service

Activity	Response Time
Answer your phone call to our Contact Centre	Average less than 1 minute
Return phone calls	2 business days
Lodge a service request	5 business days
Respond to general correspondence	10 business days
Acknowledge complaint	5 business days
Investigate and provide a response to a complaint	15 business days (update every 10 business days if investigation is required to take longer)
Internal review of a complaint	10 business days

## Parking Compliance

Activity	Response Time
Response and removal time of non-urgent abandoned vehicle - not immediate traffic or safety hazard <i>*subject to Tasmanian Police declaration and towing contractor availability</i>	10 business days or earlier*
Response and removal time of urgent abandoned vehicle - causing immediate traffic or safety hazard <i>*subject to Tasmanian Police declaration and towing contractor availability</i>	As soon as possible*

## Parks and Recreation

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Tree trimming or removal	Reported or noted during inspection	Work practices subject to Aust. Std. Pruning of Amenity Trees Remove limbs/tree if required Dispose of waste material	Emergency	1 day
			High	5 day
			Medium	14 days
			Low	30 days
Brush cutting	3 monthly inspections carried out as part of maintenance schedule As reported	Brush cut only in designated areas with appropriate plant	High	10 days
			Medium	20 days
			Low	30 days
Fences and gates	Reported or noted during inspections	Repair or replace as required	High	2-3 days
			Medium	10 days
			Low	20 days
Weed spraying	Reported All areas treated a minimum of twice yearly	Spray fence lines Broad leaf turf areas	High	10 days
			Medium	20 days
			Low	60 days

Vandalism	Reported	Carry out works to make site safe temporarily or permanent repair if possible  Respond to any other directions from the GCC, initiate permanent repair	High	1 day
			Medium	5 days
			Low	10 days
Public Toilets	Reported or noted during inspections	Isolate any potential hazards and repair or replace as required	High	< 1 day
			Medium	2 days
Playgrounds	Reported or noted during inspections	Repair damage to equipment or replace as required	High	1 day
			Medium	5 days
			Low	180 days

## Planning

Activity	Response Time
Determine a valid 'permitted' Planning Application	28 days
Determine a valid 'discretionary' Planning Application	42 days

## Plumbing

Activity	Response Time
Period in which to grant or refuse a Plumbing Permit Application	7 days or agreed period
Period in which to grant or refuse a Certificate of Likely Compliance Notifiable Plumbing	14 days or agreed period
Period in which to grant or refuse a Certificate of Likely Compliance Permit Plumbing work	21 days
Period in which to inspect plumbing work	12 business days after notification

## Road Maintenance

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Potholes / patching	Failed area < 100 sq. m exhibiting major deformation and extreme severity crocodile cracking  Potholes > 500mm wide and/or > 50mm deep	Dig-out pavement and patch existing surface with asphalt	Arterial and Collector (including CBD) Road	3 days
			Link Road	3 days
			Local Access Road	5 days
			Minor Access Road	5 days
Repair / replace sign	Sign missing or damaged	Reinstate sign, replace if badly damaged	Regulatory and Warning	5 days
			Street name signs	14 days
Dead animal pick-up	Multiple carcasses or large animal on road (excludes domestic animals)	Dispose of carcass	All	1 day
Clean up litter	Inspect and assess amount and type	Remove litter	Arterial and Collector (including CBD)	3 days
			Link Road	5 days
			Local Access Road	5 days
			Minor Access Road	7 days
			Open Space	7 days

## Safety

Activity	Response Time
Reported safety hazard	Assessed and made safe as soon as possible

## Stormwater Maintenance

Activity	Defect Intervention Level	Maintenance Criteria	Category	Response Time
Creek vegetation control	As required by the Environmental Conditions	Vegetation will be cut as per program, reactive issues such as tree damage will be assessed and actioned according to severity.	Urgent Issues	15 days
			All others	Up to 3 months
Clear blocked main or pit	Blocked line reported by incident or inspected through CCTV inspection	Remove blockages by using GCC equipment or Contract drain cleaner / root cutter etc.	If flooding property	1 day
			If flooding roadside	5 days
			If not damaging assets / hazard	15 days
Repair pit or grate / lid	Repair broken pit lid	Make safe and replace with new surround	Make safe / repair	1 day make safe 14 days repair

## Waste Management

Activity	Response Time
Collect household garbage, recycling and FOGO (standard service)	Fortnightly
Collect household garbage, recycling and FOGO (shared service for units)	Weekly
Missed bin requests	Return to collect within 48 hours
Repair, replace damaged bins or allocate new bins	Within 1 week of notification

Public litter bin collections High impact areas: CBD, Moonah, Glenorchy, Claremont	Daily
Public litter bin collections Low impact areas: Parks, Reserves, Bike track	Weekly
Public litter bin - repair or replace damaged bins	12 business days
General waste enquiries	Respond within 5 business days or earlier