



Huon Valley Council Service Levels

As at 1 November 2020

For the purpose of the Service Levels:
"day" means a business day in which the Council is open conducting normal business
"calendar day" means every day shown on the calendar including Saturdays, Sundays and all holidays.

Organisation-wide

Answer your phone call	1 minute
Response to a phone message	Within 2 days
Response to an enquiry or service request by email or in writing	Within 10 days
Response to a complaint	Within 15 days
Reported safety hazard	Assessed and made safe as soon as possible

Legal and Governance Services

Legal and Governance

Right to Information Application for assessed disclosure	Process initial response within 5 days A decision to be made in accordance with the time frames under the <i>Right to Information Act 2009</i> .
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Corporate Services

Customer Service

Process 132 Certificate	Within 5 days
Process 337 Certificate	Within 15 days

Finance

Pay accounts	Due date
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Information Management

Distribution of incoming correspondence	Daily
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Information Technology

Customer Request System	Maintain 97% (system availability)
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Community Services

Community Development

Response to community event notifications	Within 5 days of notification
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Communications and Media

Response to media enquiries	Within 2 days
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Environment and Development Services

Building and Plumbing

Building Permits (application/assessment)	Within 7 calendar days where all required information has been provided at the time of lodgement, or unless further information is required (RFI) or unless an agreed extended time frame applies (e.g. associated plumbing permit may also be required in which case within 7 calendar days of issuing a Plumbing Permit).
Plumbing Permit (application/assessment)	Within 21 calendar days where all required information has been provided at the time of lodgment (or unless further information required (RFI) or unless any agreed extended timeframe applies e.g. associated building permit may also be required.

Period in which to grant or refuse a Certificate of Likely Compliance Notifiable Plumbing Work	Within 14 calendar days of receipt of the Notice of Work or agreed period unless further information is required.
Period in which to grant or refuse a Certificate of Likely Compliance Permit Plumbing Work	Where completed certificate has been received: within 21 calendar days unless further information is required.
Period in which to inspect plumbing work	2 days after booking requested if timeslots are available
Building / Plumbing / Demolition compliance and enforcement	Investigate within 14 days

Planning

Determine a valid 'permitted' Planning Application	Within 28 calendar days where all required information has been provided at the time of lodgment, or unless further information is required (RFI) or an agreed extended time frame applies.
Determine a valid 'discretionary' Planning Application	Within 42 calendar days where all required information has been provided at the time of lodgment, or unless further information required (RFI) or Heritage (s57(6)) or unless an agreed extended timeframe applies.

Natural Resource Management

Priority 1 or 2 weeds inspection	Within 10 days
Response to NRM enquiry or advice	Within 10 days (detailed requests vary)

Environmental Health

Application for Caravan Permit	Within 15 days
Investigate complaints	Response within 10 days (conclusion of investigations vary)
Registration of food premises	Within 10 days of all required information being provided.
Inspection on request	Within 10 days
Place of assembly	Within 10 days of all required information being provided.

Compliance

Process dog registration form	Within 5 days
Licence to keep dogs application	Within 14 calendar days of end of statutory wait period (commences 28 calendar days after advertising)
Respond to dog attack	Within 24 hours where possible
Roaming dog/animal report	Next day Same day if causing traffic hazard on major road
Investigate complaints	Response within 10 days (conclusion of investigations vary)
Fire Hazard (initial inspection)	Within 10 days during fire permit period
Release animal from pound	Next working day

Illegal tree removal	Within 5 days (initial investigation), ASAP if actively occurring.
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Please Note: Processing times may increase where:

- Information provided by the customer or agent is incomplete and/or incorrect
- Inspections show non-compliance and/or the requirement of remedial works

Waste Management

Missed kerbside bin collection	Within 24 hours of notification
Damaged kerbside bin repair	Within 10 days (contractor)
Stolen kerbside bin replacement	Within 10 days (contractor)
Delivery of new kerbside bin service	Within 10 days (contractor)
Resource Recovery Centres	As per advertised opening hours
Waste Transfer Stations	As per advertised opening hours
Response to General Waste enquiries	Response within 10 calendar days (detailed requests vary)
Public litter bin – collections (high impact areas)	7 days
Public litter bin – collections (low impact areas)	7 days
Public litter bin – repair or replace damaged bins	Within 15 days

Infrastructure Services

Bridges – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
<p>Timber Bridges</p> <p>Covers the replacement of missing or loose deck planks and/or barrier rail that may cause damage to a vehicle, cyclist or pedestrian.</p>	<p>Reasonably smooth driving surface.</p> <p>No material or bridge component causing danger or undue inconvenience for the bridge user.</p>	<p>a) Replace missing bridge decking planks</p> <p>b) Replace/repair loose bridge decking planks</p> <p>c) Replace/repair damaged or missing barrier rail</p>	<p>Safety sign or barricade</p> <hr/> <p>Arterial Distributor Collector Local</p>	<p>a) 1 day</p> <p>b) 3 days</p> <p>c) 3 days</p> <hr/> <p>a) 1 day</p> <p>b) 3 days</p> <p>c) 3 days</p>
<p>Concrete Bridges</p> <p>Defined as rough surface caused by rutting, depressions or failed areas of pavement.</p>	<p>Reasonably smooth sealed driving surface with no dangerous deformations.</p> <p>Sealed surface shall provide reasonable friction level for vehicles.</p>	<p>Rectify when the failed area reaches the following intervention levels:</p> <p>a) Rutting & depressions >5m²</p> <p>b) Pavement failure >5m²</p> <p>c) Loose stones (>10mm stone) >10m² at intersections</p>	<p>Inspections</p> <hr/> <p>Arterial</p> <hr/> <p>Distributor</p> <hr/> <p>Local</p>	<p>a) 5 days</p> <p>b) 5 days</p> <hr/> <p>a) 30 days</p> <p>b) 30 days</p> <p>c) 7 days (sweep)</p> <hr/> <p>a) 30 days</p> <p>b) 30 days</p> <p>c) 7 days (sweep)</p> <hr/> <p>a) 50 days</p> <p>b) 50 days</p> <p>c) 14 days (sweep)</p>

Footpaths – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Footpaths Repair or replacement of sections of footpath that may be a trip hazard.	Provision of a reasonably smooth footpath network with minimal trip hazards.	Vertical Displacement a) >15mm b) >20mm Holes c) >100mm diameter and 20mm in depth.	Safety marking	When >50mm
			High traffic footpaths (Footpath definitions on page 23 of the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i>)	a) Grind or ramp with premix within 20 days or temporary ramp and add to replacement program b) Grind or ramp with premix within 10 days and add to replacement program c) Treat within 2 days
			Medium traffic footpaths	a) Grind or ramp with premix within 20 days or temporary ramp and add to replacement program b) Grind or ramp with Premix within 15 days and add to replacement program c) Treat within 2 days
			Low traffic footpaths	a) Add to prioritised program b) Grind or ramp with premix within 20 days and add to replacement program c) Treat within 2 days
Repair or replacement of sections of footpath that may be a trip hazard.	Provision of a reasonably smooth footpath network with minimal trip hazards.	Horizontal displacement (wide cracks) a) 15mm–25mm b) >25mm	Safety marking	When >50mm
			High traffic footpaths	a) Crackfill within 20 days b) Crackfill within 10 days and add to replacement program
			Medium traffic footpaths	a) Crackfill within 25 days b) Crackfill within 15 days and add to replacement program
			Low traffic footpaths	a) Crackfill within 35 days b) Crackfill within 20 days and add to replacement program

Footpaths – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
<p>Inspections</p> <p>The regular inspections of the asset to determine condition by suitably qualified and experienced staff.</p>	<p>Programmed, and systematic inspection regime for footpaths to ensure compliance with maintenance standards and risk mitigation.</p> <p>Note: Informal pedestrian paths are not included in inspection program as they are not Council Assets.</p>	<p>a) Condition Assessments inspections are undertaken to determine the condition of an asset, its relative life and where relevant, any asset renewal requirements.</p> <p>b) Condition & Risk inspections are undertaken to identify defects against standards set out in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i>. Defects are rectified in accordance with the Defect Table in this document. Significant maintenance issues are also identified as part of this inspection process.</p> <p>c) Responsive Inspections are undertaken in response to customer reports, officer reports or maintenance staff reports. Identified defect works are rectified in accordance with the Defect Table in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i>. Identified maintenance works are programmed in accordance with the Maintenance Table in this document.</p>	High traffic footpaths	<p>a) 3 years b) 3 months c) as appropriate</p>
			Medium traffic footpaths	<p>a) 3 years b) 6 months c) as appropriate</p>
			Low traffic footpaths	<p>a) 3 years b) 12 months c) as appropriate</p>
			Vertical Displacement	<p>Walking tracks</p> <p>a) Add to prioritised program b) Grind or ramp with premix within 20 days and add to replacement program. c) Treat within 2 days</p>
			Horizontal Displacement (Wide cracks)	<p>Walking tracks</p> <p>a) Crackfill within 35 days b) Crackfill within 20 days and add to replacement program</p>
<p>Inspections</p> <p>The undertaking of regular inspections of the asset to determine condition by suitably qualified and experienced staff.</p>	<p>Programmed and systematic inspection regime for footpaths to ensure compliance with maintenance standards and risk mitigation.</p> <p>Note: Informal pedestrian paths are not included in inspection program as they are not Council Assets.</p>	<p>a) 15mm–25mm b) >25mm</p>		

Walking Track Inspections

Activity / Defect	Level Of Service	Inspection Regimes	Inspection Schedule	
Inspections The undertaking of regular inspections of the asset to determine condition suitably qualified and experienced staff.	Programmed and systematic inspection regime for the cycle paths/shared footways/walking tracks to ensure compliance with maintenance standards and risk mitigation.	a) Condition Assessments inspections are undertaken to determine the condition of an asset, its relative life and where relevant, any asset renewal requirements. b) Condition & Risk inspections are undertaken to identify defects against standards set out in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Defects are rectified in accordance with the Defect Table in this document. Significant maintenance issues are also identified as part of this inspection process. c) Responsive inspections are undertaken in response to customer reports, officer reports or maintenance staff reports. Identified defect works are rectified in accordance with the Defect Table in the <i>Huon Valley Council Asset Management Plan for Footpath/Kerb and Walking Tracks</i> . Identified maintenance works are programmed in accordance with the Maintenance Table in this document.	On Road	a) 3 years b) 4 months c) within 2 days of report
			Off Road	a) 4 years b) 12 months c) within 2 days of report

Roads

Sealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs		
Potholes Inspect and repair potholes	Reasonably smooth sealed driving surface with no dangerous deformations.	When pothole >75mm in depth and/or >300mm in width or rapid deterioration is likely.	Inspection	5 days	
			Arterial	5 days	
			Distributor	5 days	
			Collector	7 days	
			Local/laneway & car parks	10 days	
Surface Defects Inspect and rectify rutting and depressions Rectify broken out pavement Sweep loose stones	Reasonably smooth sealed driving surface with no dangerous deformations.	Rectify when the failed area reaches the following intervention levels	Inspections	a) 5 days b) 5 days	
			Arterial	a) 30 days b) 30 days c) 7 days (sweep)	
	Sealed surface shall provide reasonable friction level for vehicles.	a) Rutting and depressions >5m ² b) Pavement failure >5m ² c) Loose stones (>10mm stone) >10m ² at intersections	Distributor	a) 30 days b) 30 days c) 7 days (sweep)	
			Collector	a) 7 Weeks b) 7 weeks c) 10 days (sweep)	
			Local/laneway & car parks	a) 50 days b) 50 days c) 14 days (sweep)	
	Water Over Road Inspect and isolate localised flooding that makes roads impassable or may obscure hazards. Note: Does not include water over road from storm/flood events, (which results in "water over road" for 2 hours or less). Refer notes Emergency Works in the <i>Huon Valley Council Asset Management Plan – Roads 2012.</i>	Provision of warning to road users of hazard or potential hazards. a) Provide warning signs. b) Localised flooding where road is still trafficable. c) Localised flooding where road is not trafficable.	a) Localised flooding where road is still trafficable. b) Localised flooding where road is not trafficable.	Arterial	a) Warning sign within 4 hrs
				Distributor	b) Close road within 2 hrs
				Collector	
				Local/laneway & car parks	

Sealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Edge Breaks	Repair edge break.	When edge break exceeds 150mm laterally, for a 20m length.	Arterial	1 week
Inspect and repair eroded or weak shoulders in the vicinity of the bitumen edge.	Consistent nominal sealed width with no dangerous deformations.		Distributor	1 week
			Collector	3 weeks
Repair edge break.			Local/laneway & car parks	8 weeks
Shoulder “Drop-off”	Repair “drop off”.	When the drop off from pavement exceeds 100 mm (Vert.) for a 20m length.	Inspection	Next Day
Inspect and repair unsealed road shoulder adjacent to the seal edge resulting in a “drop-off” at the seal edge.	Relatively consistent surface level between seal and the edge of the adjacent road shoulder.		Arterial	1 week
			Distributor	1 week
			Collector	3 weeks
			Local/laneway & car parks	8 weeks
Regulatory Signs	Replace sign.	Missing or illegible regulatory signs.	Arterial	5 days*
Inspect and/or repair replacement of damaged or missing regulatory signs.	Council’s aim is to comply with stated repair timelines and to keep a reasonable stock unless signs are unavailable or delayed by the supplier.		Distributor	5 days*
			Collector	5 days*
	Regulatory signs to be visible and legible.		Local/laneway & car parks	10 days*

Unsealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Grading & Patrol Works	Provide a smooth riding surface with good drainage.	Road surface scoured, potholed, rutted, corrugated to a depth of 100mm in excess of 20m length.	Inspection	7 days
Regular maintenance grading and reshaping of gravel surfaced roads in accordance with appropriate intervention standards.	a) Remove corrugations, rutting and potholes and provide for proper drainage of the unsealed surface.		Arterial	Add to program, in addition to safety signing
	b) Maintenance grading.		Distributor	
	c) Patrol maintenance.		Collector	
			Local/laneway & car parks	
Regulatory Signs	Replace sign.	Missing regulatory signs or signs that are illegible.	Arterial	5 days
Inspection and/or replacement of damaged or missing regulatory signs.	Regulatory signs to be visible and legible.		Distributor	5 days
			Collector	5 days
			Local/laneway & car parks	10 days

Unsealed Roads – Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Water Over Road Inspect and isolate localised flooding that makes roads impassable or may obscure hazards.	Provision of warning to road users of hazard or potential hazards.	a) Localised flooding where road is still trafficable.	Arterial	a) Warning sign within 24 hrs
	Provide warning signs.	b) Localised flooding where road is not trafficable.	Distributor	b) Close road within 24 hrs
	Localised flooding where road is still trafficable.		Collector	c) Close road within 24 hrs
	Localised flooding where road is not trafficable.		Local/laneway & car parks	d) Close road within 24 hrs

*From receipt of the sign from Department of State Growth

Stormwater

Stormwater Defects

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Repair Manholes	To ensure reasonable condition with low to no dangerous hazards	*Condition > 3	Inspection	48 hours
		*Performance > 3	Repairs	7 days
Clear Blockages	To ensure lines are free of debris and hazards	*Condition > 3	If flooding property	Immediate
General Minor Repairs		*Performance > 3	If flooding road	1 hour
			If not damaging other infrastructure or presenting hazards	2 days

*A standardised condition assessment has been implemented for all Council's asset classes. This condition rating is applied to stormwater assets. A numerical scale between 1 and 5 has been applied.

Rating	Description of Condition
1	Excellent: Only cyclic maintenance required
2	Very Good: Minor maintenance required plus cyclic maintenance
3	Good: Significant maintenance required
4	Fair: Significant renewal/upgrade required
5	Poor: Unserviceable

Parks & Recreation

Marine Facilities

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspect and repair	Reasonably smooth surface	If risk of injury to person or property is present.	Inspection	Within 1 week
Boat ramps	No material causing danger or undue inconvenience		Repair	Scheduled
Jetties		If risk to safety appropriate warning sign to be displayed		
Fishing platforms			No Undermining	

Playground

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
High Risk	Provision of safe equipment that complies with relevant Australian Standards	When high risk of injury is present due to non-conformation of asset	Inspection	24 hours
Inspect for head, neck and finger entrapment issues above ground, imminent failure of above ground equipment, of spinning equipment.			Repair	5 days or provide appropriate warning
Medium Risk	Provision of safe equipment that complies with relevant Australian Standards	When medium risk of injury is present due to non-conformation of asset	Inspection	24 Hours
Inspect for fall zones, Head, Neck and Finger entrapment at ground level. >40% reduction of soft fall			Repair	3 weeks or provide appropriate warning
Low Risk	Provision of safe equipment	When low risk of injury is present due to non-conformation of asset	Inspection	24 hours
Inspect for loose or missing bolts and brackets, damaged surfaces, >30% but < than 40% reduction in soft fall			Repair	Within 3 months or provide appropriate warning
Graffiti	Provision of aesthetically pleasing asset that complies with relevant Australian Standards	Graffiti	Remove	48 hours (dependent upon visibility and community impact)
Faded paint/worn surface	Provision of aesthetically pleasing asset that complies with relevant Australian Standards	Unless presents risk of injury	Repair	As part of annual program

Street Furniture

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs	
Inspect and Remove Litter/ Refuse	Provision of clean, safe & functional asset	Litter/refuse	Inspection	48 hours
			Removal	Within 5 days
Inspect and Repair Damaged / Missing litter bin	Provision of safe and functioning asset	When asset is missing or use affected	Inspection	48 Hours
			Repair *	Within 5 days
Inspect and Repair Damaged seating	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 5 days or provide appropriate warning
Inspect and Repair Damaged Picnic facility (including BBQ facility)	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days or provide appropriate warning
Inspect and Repair Bollards & fences	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days or provide appropriate warning
Inspect and Repair Flag Poles & Sculptures	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair	Within 14 days or provide appropriate warning
Inspect and Repair Lighting	Provision of safe and functioning asset	When risk of injury is present due to non-conformation of asset	Inspection	48 hours
			Repair *	Within 14 days
Remove Graffiti	Provision of aesthetically pleasing asset	General graffiti	Removal	48 hours (dependent upon visibility and community impact)
Repair Faded paint/ worn surface	Provision of aesthetically pleasing asset	Unless presents risk of injury	Repair	As part of annual program
Inspect and Repair/ Replace Signage	To be visible and legible	Missing or illegible regulatory signs	Inspection	48 hours
			Repair/Replace*	Within 5 days

*Repair timeframes are from receipt of the replacement item

Sports Facilities

Sporting Fields & Ovals	Maintenance Frequency							
	Mowing (Summer Sports)	Mowing (Winter Sports)	Coring	Aeration	Fertilising	Over Seeding	Top Dressing	Broad Leafing
Regional	Twice Weekly	Weekly	Yearly	Twice Yearly	Twice Yearly	Yearly	Yearly	Twice Yearly
District	Weekly	Weekly	Yearly	Yearly	Yearly	As Required	1–3 Years	Twice Yearly
Local	Fortnightly	Monthly	As Required	As Required	As Required	As Required	As Required	As Required

Swimming Pools

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs
Perform water analysis (Daily)	Provision of clean safe and functional asset	Safety Risk having been identified by testing	Action 1 Hour
Inspect signage (Daily)	To be visible and legible	Missing or illegible	Action 24 Hours
Inspect trip hazard (Daily)	Clear of obstruction or slippery surface	Safety Risk having been identified	Action 1 Hour

Parks & Gardens – Inspections

Hierarchy	Maintenance Frequency								
	Park	Playground	Litter Collection	Mowing (Cuts per year)	Brush Cutting	Weeding	Spraying	Fertilising	Mulching
Regional	Daily*	Weekly	Daily*	35	Weekly	Monthly	Quarterly	Quarterly	Annually
District	Weekly	Fortnightly	4 Times Weekly	25–30	Monthly	Monthly	Quarterly	N/A	1–3 Years
Local	Monthly	Monthly		15–20	As Required	As Required	As Required	N/A	As Required

* Based on 5-day working week

Trees

Activity / Defect	Level Of Service	Risk Assessment Intervention Levels	Timeliness Of Repairs
Inspect trees	Removal of loose or hazardous Limbs to ensure safe asset	When risk of injury is present due to non-conformation of asset	Inspection 48 hours Repair Within 14 days or provide appropriate warning