

THE TOP 25 COMPLAINTS RECEIVED AND PROPOSED ACTION TIMES

Development and Building Department Service Delivery Charter

Attachment 2 sets out the top 25 service requests received by Council that require action by the Development & Building Directorate.

Unit	Section	Service Request Type	Problem Code	Acknowledge Time	Action & Response Time	Final Resolution
DB Managers	NULL	Laws and Enforcement	ParkingMatters	1 working day	1 working day	2 working days
Community Safety and Compliance	Rangers	Animal Management	Animal Loose	1 working day	1 working day	2 working days
Dev Assessment	Applications	Development & Bldg Control	Unauthorised Illegal Land Use	2 working days	5 working days	40 working days
Community Safety and Compliance	Rangers	Animal Management	Barking Dogs	1 working day	2 working days	1 month
Community Safety and Compliance	Rangers	Animal Management	Animal Pickup Surrender	1 hour	1 working day	1 working day
Community Safety and Compliance	Rangers	Animal Management	AnimalViciousorAttacking	1 hour	1 working day	40 working days
Community Safety and Compliance	Rangers	Laws and Enforcement	Illegal Dumping Public Land	1 working day	1 working day	1 month
Dev Assessment	Applications	Development & Bldg Control	Overgrown Private land	2 working days	5 working days	40 working days
Dev Assessment	Applications	Laws and Enforcement	Unauthorised Activities	2 working days	5 working days	40 working days
Community Safety and Compliance	Rangers	Laws and Enforcement	Abandoned Vehicle	1 working day	1 working day	1 week
Dev Assessment	DevEngineering	Development & Bldg Control	Development Enquiry	2 working days	5 working days	21 days
Dev Assessment	Applications	Animal Management	Animals Miscellaneous	2 working days	5 working days	40 working days
DB Executive Support	NULL	Development & Bldg Control	Rubbish/Untidy Private land	2 working days	5 working days	40 working days
Community Safety and Compliance	Rangers	Environmental Management	Pollution complaint (NOT land / property)	1 working day	1 working day	1 month
Community Safety and Compliance	Compliance	Development & Bldg Control	Surface Water	2 working days	5 working days	40 working days
DB Managers	NULL	Development & Bldg Control	Noise Pollution	2 working days	5 working days	40 working days
Dev Assessment	Applications	Development & Bldg Control	Tree Investigation Private land	2 working days	5 working days	21 days
Dev Assessment	DevEngineering	Development & Bldg Control	Consent Non Compliance - Council Certifier	2 working days	5 working days	40 working days
Community Safety and Compliance	Rangers	Waste Management	Non Compliance with Kerbside	1 working day	1 working day	1 week
Bldg Cert and Health	Public Health	Public Health	Food Safety Poisoning Incident	2 working days	5 working days	10 working days
Dev Assessment	NULL	Development & Bldg Control	Tree Preservation Breach	2 working days	5 working days	40 working days
Dev Assessment	Applications	Environmental Management	Environmental Incident	1 hour	1 working day	10 working days
Community Safety and Compliance	Rangers	Animal Management	Animal Noise - Not Dogs	2 working days	5 working days	40 working days
Community Safety and Compliance	Rangers	Development & Bldg Control	Consent Non Compliance - Private Certifier	2 working days	5 working days	1 month
Community Safety and Compliance	Compliance	Environmental Management	Pollution Smoke	2 working days	5 working days	40 working days