

CUSTOMER SERVICE REQUESTS

WORKS AND SERVICES

COMMUNITY GUIDELINES 2014

PURPOSE OF THIS GUIDELINE

The purpose of this guideline is to provide answers to commonly asked questions regarding requests to the City of Albany for maintenance of its assets.

These assets include roads, paths, vegetation management, reserves infrastructure, buildings and other facilities.



BACKGROUND

The City of Albany receives a large number of requests regarding the maintenance of its assets.

When the City receives these requests, they are logged into the City's records system and are then allocated to the appropriate officer for action (the City Officer). These requests are then prioritised by the City Officer.

How does the City prioritise customer service requests?

1 Community Safety Request

Examples: Tree Across Road, Severe Road Damage, Storm Event
Action: Site attended by City Officer with area made safe as soon as possible. Further work may be needed to be scheduled later either as reactive or routine maintenance.

2 Reactive Maintenance Request

Examples: Potholes, Damaged Sign, Broken Tree Limb, Footpath Repair
Action: Site attended by City Officer as soon as practical with works generally addressed within 10 working days. Some issues may need to be dealt with through the routine maintenance schedule and if requested the City Officer will endeavour to contact the customer to let them know what is happening.

3 Routine Maintenance Request

Examples: Road Grading, Verge Clearing, Open Drain Spraying, Mowing
Action: These requests will generally be attended to as part of the routine maintenance schedule and if requested a City Officer will endeavour to contact the customer with an anticipated date for completion. However in some cases (e.g. severe corrugations or sand blowouts caused by heavy haulage) the City will consider interrupting its maintenance schedule to address.



For more information contact:

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QUALITY IS IMPORTANT

Often works requests require more than a quick fix and it is more efficient and cost effective to meet the required standard of quality the first time. The City's focus is on improving routine maintenance which over time will result in less emergencies and reactive maintenance.

When scheduling works the City must also take into account its financial capacity and some requests (such as sealing a gravel road) are simply not possible without significant rate increases.

The City has developed a 10 year forward capital program which plans the management of our assets based on sound engineering principles and best cost efficiency.

Requests are always considered appropriately on the basis of priority and cost effectiveness and this feedback will be provided to the customer on request.

At all times, the City endeavours to provide a high level of customer service and attend to all requests as quickly as possible.

