

## Banyule Service Promise - Service Timeframes for specific services

\*Services level days, all within business days

### Animal Management

Request	Service Level
Barking Dog Complaint	Within 2 days – Initial Response Within 60 days - Investigation
Dogs at large/off leash/rushing	Within 5 days
Dog - found	Within 2 days – Initial Response Within 5 days - Investigation Within 10 days - Animal Impounded/Returned
Nuisance cat	Within 30 days

### Cleansing

Request	Service Level
Street Sweeping	Within 10 days
Street Bin/Park bin Clearance	Within 5 days
Syringe or Sharps Collection	Within 2 days
Public toilets & BBQ's	Within 3 days
Flooding Storm Water Drainage	Within 60 days

### Construction

Request	Service Level
Bus Shelter Maintenance	Inspection within 5 day Removal/Repair within 40 days
Street Lighting	Inspection within 1 day Lighting Implementation within 60 days
Traffic Signal faults	Within 20 days

### Drainage

Request	Service Level
Legal point of discharge	Within 3 days
Build Over easement	Within 3 days
Drainage Assessment	Within 20 days
Flood Assessment	Within 3 days Within 20 days
Assessment of submitted drainage plan	Within 15 days

### Footpaths & Roads

Request	Service Level
Footpath defect	Within 5 days – Inspect Within 160 days –repair
Street/Traffic Sign Repair	Within 10 days – repair

### Health Services

Request	Service Level
Complaints <ul style="list-style-type: none"> <li>▪ Noise / Audible Alarm</li> <li>▪ Smoke (outdoor cooking/heating)</li> <li>▪ Sewerage</li> </ul>	Within 2 days - Initial response Within 21 days - Investigation

### Local Laws

Request	Service Level
Dumped Shopping Trolley	Within 3 days
Building Site Complaints	Within 5 days
Littering/Dumped rubbish	Within 10 Days
Overhanging Branches	Within 10 Days
Unsightly Land	Within 28 days
Abandoned Vehicle	Within 10 days

### Local Laws – Traffic & Parking

Request	Service Level - current
Infringement Review	Within 10 days
Infringement payment Plan / extension	Within 10 days
Parking Meter Faults	Within 5 days
Resident / visitor parking permit	Within 10 days
Illegally Parked Vehicle	Within 2 days

### Parks & Gardens

Request	Service Level
Pick Up fallen Tree/Branches	Within 20 days
Tree Pruning Request	Within 60 days
Tree Removal Request	Within 60 days

### Traffic

Request	Service Level
Parking Restrictions	Within 20 days
Speed & Traffic Volume	Within 5 days – Preliminary acknowledgment Within 20 days
School Crossing Investigation	Within 30 days

### Rates

Request	Service Level
Replacement Notice	Within 3 days

### Waste Services – for Residents

Request	Service Level
Change Bin Size	Within 3 days
Damaged Bins	Within 3 days
Missed collection	Within 2 days
Stolen Bins	Within 2 days
Hard waste Booking	Within 30 days
Bundled Branch booking	Within 10 days

### Waste Services – Commercial

Request	Service Level
Damaged Bins	Within 2 days
Missed collection	Within 2 days
Stolen Bins	Within 2 days
New service	Within 30 days
Change Bin Size	Within 2 days

### Waste Services – other

Request	Service Level
Removal of Illegally dumped hard rubbish	Within 5 days (when not under investigation)
Dead Animal Collection	Within 2 days