



Clarence... a brighter place

Clarence City Council

CAN COUNCIL HELP?

Before lodging a service request, we ask that you please check if it is something council can help resolve.

If your request relates to any of the topics below, we encourage you contact the relevant agency:

Highways (incl. roadkill) - Department of State Growth

- » 1300 139 933
- » www.stategrowth.tas.gov.au

Water supply or sewage - TasWater

- » 136 992
- » www.taswater.com.au

Crime and prevention - Tasmania Police

- » Dial 000 for emergencies
- » For police assistance, call 131 444
- » www.police.tas.gov.au

Street lighting and power - TasNetworks

- » 132 004
- » www.tasnetworks.com.au

Littering and illegal dumping - Department of State Growth

- » 1300 139 933
- » www.stategrowth.tas.gov.au

Abandoned shopping trolleys

- » **Coles:** www.coles.com.au/customer-care/abandoned-trolleys
- » **Woolworths / Big W / Dan Murphy's:** www.trolleytracker.com.au

Waterway and injured native wildlife - Department of Natural Resources and Environment

- » 1300 368 550
- » www.nre.tas.gov.au/contact-us



City of Clarence



HOW TO LODGE A REQUEST WITH COUNCIL

WHAT INFORMATION WE WILL NEED TO HELP

To help us investigate or action your request, please provide us with as much detail as possible about the problem and where it is located (for example, the road name or house number of the nearest property).

It's optional to leave your contact details, but doing so can be helpful if we have any questions or need to provide you with an update.

WHAT NEXT?

As soon as we receive your request, our staff will forward it to the relevant department at council.

We ask that you please be patient during this process.

Once your request has been lodged, it will be investigated and one of the following will happen:

- » The work will be carried out.
- » The situation will be monitored with the work potentially carried out at a later date.
- » The problem is the responsibility of another agency (e.g. TasWater, Department of State Growth, Parks and Wildlife) and council cannot carry out the work.

Please be aware that council is unable to assist with complaints relating to problem trees on private property or disputes about boundary fences (except where the fence borders council-owned land).

OUR SERVICE COMMITMENT

Clarence City Council has a Customer Service Charter which expresses our commitment to delivering high quality service and what you can expect when dealing with us. Please note that social media is not a method of lodging a request.

LODGING A SERVICE REQUEST WITH COUNCIL



In person

38 Bligh Street, Rosny Park,
Monday to Friday 8.30am – 5.15pm



By phone

03 6217 9500 between 8.30am - 5.15pm



By email

clarence@ccc.tas.gov.au



In writing

The Chief Executive Officer
PO Box 96, ROSNY PARK TAS 7018



Councillors

Contact details for the Mayor and Councillors can be found at www.ccc.tas.gov.au



Via web

www.ccc.tas.gov.au

Once we receive your service request, we will register it and send it to the area of council that will action it. Your request will be dealt with in accordance with our Customer Service Charter, which is available to download on our website.

