

### **Verge Tree pruning / tree health**

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, we will action as soon as possible and respond to you when we can.

If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

For more information on street trees in the Town, please [click here](#)

### **Fallen Tree/Branch Removal requests**

If the tree or branch is obstructing a road, footpath, crossover/ driveway or has impacted private property, we will respond as soon as possible. If the tree is not considered an urgent safety issue or creating an obstruction, we will respond within 5 working days. Please note that during busy periods, staff may take longer to action.

For more information on street trees in the Town, please [click here](#).

### **Gardening / landscaping/ verge maintenance/ weed control**

Thank you for contacting the Town regarding (gardening / landscaping/ verge maintenance/ weed control). Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, we will action as soon as possible and respond to you when we can.

If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

For information regarding the Town's role and responsibility in regards to verge maintenance and other verge topics, please [click here](#).

### **Retic Issues**

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, we will action as soon as possible and respond to you when we can. Some other issues may be more complex and require additional investigation or resources.

We will endeavour to respond within 10 working days.

**Tree planting requests:**

Thank you for contacting the Town requesting verge tree planting. Please note that planting requests for the current year close on 30<sup>th</sup> April. Requests received after this date will be rolled over to the follow year's planting list. Unless it's approaching date cut-off time for requests, please allow up to four weeks for staff to investigate and respond to your request.

Please note:

**Tree species:**

The final selection of tree species will be determined by the Operations Supervisor and is subject to stock availability from our suppliers. Where possible, we can work with you to choose a species that meets everyone's needs. Please note that unsuitable species include any known reproductive host species of the Polyphagous Shot Hole Borer (PSHB).

**Timing:** Tree planting is undertaken over the winter / spring months to give trees the best chance of survival.

**Watering:** The Town arranges street tree watering for newly planted trees for the first summer following planting. During hot periods, trees may require additional water. By requesting a verge tree, please assist us in looking after it by providing some additional water if required.

For more information on street trees in the Town, please [click here](#).

**Park Maintenance (furniture / drink fountains / toilets etc/ playground equipment / shades/ BBQs/ Merv Cowan waterfall/ pond)**

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, we will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

**Illegal dumping / Litter**

Thank you for contacting the Town regarding (illegal dumping / litter). We will action as soon as possible and respond to you when we can.

**Drainage:**

The Town has an extensive network made up of pits, pipes and sumps that work to dispose of the runoff. Requests are investigated and responded to based on priority and urgency.

If your request is considered an urgent safety issue, we will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

## **Bin repairs / missing bins**

Under normal circumstances we will action your request within 3 working days.

If your current bin is damaged, please ensure the bin is left on the verge or in an easily visible and accessible location to avoid any delays in repairs or replacement.

For more information regarding the Town's waste collections, please [click here](#).

## **Bin upsizes**

Please allow up to 6 weeks for staff to investigate and respond to your request.

For more information regarding the Town's waste collections, please [click here](#).

## **Footpath / kerbing:**

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, we will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

## **Potholes / Road maintenance issues:**

Requests are investigated and responded to based on priority and urgency. If your request is considered an urgent safety issue, we will action as soon as possible and respond to you when we can.

If your request is not considered an urgent safety issue, we will endeavour to respond within 10 working days. Please note that during busy periods or due to the complexity of some requests, staff may take longer to investigate your request but please be assured we will respond in due course.

## **Street Signs**

Main Roads Western Australia are responsible for all regulatory signs such as Give Way, Stop and line markings. If your request is for one of their signs, it will be forwarded to and actioned by them. They can also be contacted on 138 138 or you can report a fault using their [online form](#).

If the sign is a Town of East Fremantle street or parking sign, it will be repaired and actioned as soon as possible.

## Traffic concerns (calming, speed, road design, volume of traffic etc)

The Town conducts routine traffic data collection on its roads and reviews the speeds of vehicles on each particular site relative to similar streets to determine where efforts should be placed. If there is an area in the Town that is of concern for vehicle's speeding, the Town can employ a range of traffic management devices temporary or permanent to assist with road speed compliance. In instances where these devices may not be appropriate, the Town may employ other means to encourage speed compliance.

To view the Town's fact sheet on Traffic Speeds & Vehicle Counts, please [click here](#).

## Traffic Management Plans

Thank you for submitting a Traffic Management Plan (TMP) to the Town. Please note the following assessment timeframes:

- **14 working days** for simple plans, provided all required information is supplied.
- **21 working days** for complex plans, including partial or full road closures, provided all required information is supplied.

If you are planning an event, the TMP must be submitted at the same time as your event application.

**We will advise you of the outcome as soon as possible. If you follow up before the assessment timeframes listed above, we will not be able to provide an update, as your TMP is still be under review.**

The Town will issue written confirmation once the TMP is approved.

**Work (other than emergency works) or events must not commence until written approval has been received by the workers on site.**

Thank you for your patience and understanding.

## Speeding/ hoon vehicles

If you witness a speeding/ hooning vehicle, please take down the relevant information such as make, model, colour and license plate number contact local law enforcement as below:

- If Police attendance is required immediately call **131 444**
- Otherwise complete a Traffic Complaint Report [here](#).

## Street lighting

Within East Fremantle the majority of street lights are owned, maintained and repaired by Western Power.

Once the light in question has been identified from your request, this will be reported Western Power using their website [here](#).

**Service Authority broken pits/ lids**

There are number of assets within the verge and road reserve that belong to various utility providers. These assets provide you and your household with water, sewer, power, gas, NBN, communications. The maintenance and repair of any of these services falls to the respective service provider.

If your request includes a photo which easily identifies the responsible service provider, this will be forwarded to them for actioning. If not easily identified, the Town will inspect then forward to the appropriate provider.