

FACT SHEET

Response times to issues

Verge Tree pruning / tree health

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, the Town will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, the Town 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 the Town 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, the Town will respond as soon as possible. If the tree is not considered an urgent safety issue or creating an obstruction, the Town 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

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, the Town will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, the Town 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 the Town 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](#)

Tree planting requests:

Please note that planting requests for the current year close on 31st May. 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: Attempts will be made to plant your first preference of species. Final species selection is at the discretion of the Operations Supervisor and dependant on tree stock availability from our suppliers.

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 2x summers 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)

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Retic issues

Requests are investigated and responded to based on priority and urgency. If your request is considered urgent, the Town will action as soon as possible and respond to you when it can. Some other issues may be more complex and require additional investigation or resources. The Town will endeavour to respond within 10 working days.

Illegal dumping / litter

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

Bin repairs / missing bins

Thank you for contacting the Town regarding your (damaged / missing) bin. Under normal circumstances the Town 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 4 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, the Town will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, the Town 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 the Town will respond in due course.

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, the Town will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, the Town 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 the Town 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, the Town will action as soon as possible and respond to you when we can. If your request is not considered an urgent safety issue, the Town 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 the Town will respond in due course.



Street Signs

Thank you for contacting the Town regarding the damaged street sign. 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](#)

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

Thank you for contacting the Town regarding the broken/ faulty street light. 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

Thank you for contacting the Town regarding the broken / damaged pit or lid. 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.

