

## Get in touch

### In-person

209 Comur Street, Yass  
Mon-Fri, 9:00 AM-4:30 PM  
(except public holidays)

### Phone

02 6226 1477  
(Press 1 to be diverted after hours)

### Email

Council@yass.nsw.gov.au

### Post

General Manager,  
PO Box 6,  
Yass, NSW 2582

## Service request response times

### Telephone enquiries

Return calls within 2 working days

### Environmental health

#### **Food complaints**

Respond and investigate within 2 working days

#### **Noise complaints**

Respond and investigate within 5 working days

### Dogs

#### **Urgent dog attacks i.e. livestock attacks**

Within 1 working day

#### **Other dog complaints**

Within 5 working days

### Property file request

Within 5 working days

### Property certificates

Within 7 working days

### Land and water rates phone enquiry

Within 2 working days

### Roads

#### **Maintenance**

Inspection carried out within 7 working days

### Urgent requests about dangerous hazards

Inspect and assess within 2 working days

### Wheelie bin repair request

Within 7 working days

### Water

#### **General enquiry, quality issue or meter enquiry**

Within 3 working days

#### **Special meter read**

Within 5 working days

### Planning

#### **Pre-lodgement meeting enquiry**

Organise appointment within 5 working days

#### **Development application**

40 days

### Injury, near-miss, trip or fall

Investigate and assess within 24 hours

### All other enquiries

Within 5 working days

# Customer Service Charter

yass valley council

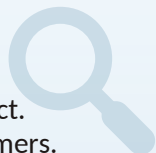
the country the people

## We commit to:



- Having our customer service counters attended at all times.
- Answering telephone calls promptly and returning them within 2 business days.
- Greeting you in a friendly way and identifying ourselves.
- Communicating clearly, accurately and in plain language.
- Respecting, listening and responding to your concerns within our service standards.
- Respecting your privacy.
- Being helpful and sensitive to your needs.
- Working with you to solve problems and, where possible, referring you to an appropriate organisation if we are unable to meet your request.

## What we ask of you:



- Treat our staff with mutual respect.
- Respect the rights of other customers.
- Provide accurate and complete information in your dealings with us.
- Work with us to solve the problem.

## Payments



We offer the following payment choices:

### Payment via the internet

- BPay via your financial institution can accept cheque and savings payments only.
- Postbillpay.com.au can accept cheque, savings and credit payments.

### Payment at Council

- Payment can be made at Council's office by cheque, cash, EFTPOS or credit card.
- Direct debit is also available upon request.

### Payment through the mail

Payment by cheque/money order can be posted with the payment advice to:

Yass Valley Council,  
PO Box 6,  
Yass, NSW 2582

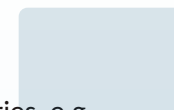
### Payment via the phone

- 13 18 16 (POSTbillpay) can accept cheque, savings and credit card payments.

### Payment at a post office

- Payment can be made at any Australian post office by cheque, cash or EFTPOS. The post office will issue you a receipt.

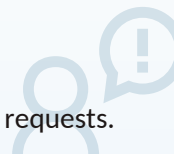
## Service requests



These refer to more general enquiries, e.g. reports of fallen trees, requests for waste collection, pothole repair, water and sewer issues and barking dogs.

The standard turnaround time for these types of requests are listed on the back of this brochure.

## Complaints



Complaints are different to service requests.

A complaint is generally an expression of dissatisfaction with Council's policies, quality of service or follow-up communication.

Complaints can be made by email and mail. Contact details are listed overleaf.

Council's objective is to answer all complaints and resolve them within a reasonable timeframe. However, there are times when a detailed investigation is required. We will keep you informed with regular updates during an investigation.

yass valley council

the country the people