

### Who is responsible for the footpath section of my driveway?

Although driveways are constructed across the road reserve, the responsibility to provide and maintain access to properties ultimately lies with property owners. New and altered driveways require approval through Works on Road Reserve Permit which can be found on Council's website under Council Services > Roads and Infrastructure. Council can also provide copies of standard drawings for the construction of concrete driveways; please contact Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77.

### Who is responsible for repair of my concrete overhead crossing?

Also known as "concrete crossovers" or "concrete kerb crossovers", these concrete panels (approximately 600mm square) span the concrete kerb and channel to assist with smoother access to steep driveways. Property owners are responsible for the repair or replacement of overhead crossings and maintaining a clear waterway beneath them. New crossings require approval through Works on Road Reserve Permit, which can be found on Council's website under Council Services > Roads and Infrastructure, can also provide copies of standard drawings for the construction of overhead crossings; please contact Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77.

### Who is responsible for the footpath section of my downpipe?

Downpipes drain stormwater runoff from properties to a legal point of discharge, usually the roadway. Property owners are responsible for providing and maintaining their drainage, including the section of downpipe within the road reserve.

If downpipes become damaged or blocked within the footpath section, including the connection into the concrete kerb and channel, property owners require Works on Road Reserve Permit approval which can be found on Council's website under Council Services > Roads and Infrastructure, prior to any excavation of the road reserve.

The installation of new downpipes also requires Works on Road Reserve Permit approval.

### Who is responsible for filling depressions in the footpath?

Significant depressions in the footpath can be reported to Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77, for inspection and rectification if required. Please note that depressions within driveways, even though they may be located on the footpath, are the responsibility of the property owner.

### Can I construct a concrete footpath in front of my property?

In conjunction with other infrastructure planning, Council prioritises the expansion of our footpath network using factors such as destinations and pedestrian profile and volume. Using this approach, Council can avoid the installation of isolated sections of footpath that become difficult to administer and maintain. Any requests for the installation of footpaths additional to works programmed by Council, whether the construction is proposed to be carried out by Council or by a property owner, should be referred to Council's Engineering Section, by phoning the Customer Service Centre on 1300 22 55 77.

Please note that footpaths proposed to be constructed by a property owner will require Operational Works approval IDAS forms can be found on the following website:

<http://dlgp.qld.gov.au/development-applications/>

### What do I do if I want to plant some plants on the footpath?

Permission is required from Council's Parks and Open Spaces Section prior to the planting of any plants within the footpath. When issuing such permission, Parks and Open Spaces will consider issues including species suitability, expected growth size, sight visibility, interference with services and planned planting schemes.

### What do I do if I want to remove a plant from the footpath?

Permission is required from Council's Parks and Open Spaces Section prior to any removal of plants from the footpath. Similarly, any requests for pruning of plants on the footpath should be forwarded to the Parks and Open Spaces Section for inspection and maintenance if required.

### Who is responsible for mowing of the footpath?

While Council carries out Custodian duties within road reserves on behalf of The Crown, the responsibility to mow the footpath lies with property owners. For further information, please contact Council's Parks and Open Spaces Section by phoning the Customer Service Centre on 1300 22 55 77.

### How do I report a damaged or missing stormwater grate?

Metal stormwater grates are usually associated with drainage pits or chambers and can present a serious risk of personal injury or property damage should they be removed or become damaged. Damaged or missing stormwater grates can be reported to Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77, for inspection and replacement if necessary.

### How do I arrange for reinstatement of existing linemarking?

Linemarking is used for many purposes, including delineation of traffic movements, parking spaces and areas of restricted parking. Faded linemarking can be reported to Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77, for inspection and reinstatement if required.

Requests for new linemarking or changes to existing linemarking should be directed to Council's Engineering Planning Section for consideration.

### How do I report damaged kerb and channel?

Concrete kerb and channel is usually associated with sealed roads and used to direct stormwater runoff from roadways into underground drainage pits or chambers. Damaged kerb and channel can be reported to Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77, for inspection and repair if necessary.

### How do I report a damaged or missing sign?

Damaged or missing signs can be reported to Council's Civil Operations Section by phoning the Customer Service Centre on 1300 22 55 77, for inspection and repair if necessary. This includes street name signs, regulatory signs and roadworks signs.

### How do I report a damaged bus stop?

Damage to a bus shelter, seat or timetable display can be reported to Council's Facilities Unit by phoning the Customer Service Centre on 1300 22 55 77, for inspection and repair if required. Requests for new bus stops should be directed to Council's Civil Operations Section for consideration.

### How do I report a problem with a streetlight?

Generally, street lights are maintained by Ergon Energy, and they can be contacted directly on 13 1046. Council's Facilities Unit maintains a number of lights mostly associated with public spaces such as parks, ramps and Council facilities. If in doubt, please contact Council's Customer Service Centre on 1300 22 55 77 who can advise you whether you need to contact Ergon Energy or whether your request can be dealt with by Council.