FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the Freedom of Information Act 2016.

FOI reference: TCCSFOI 2018-076

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Freedom of Information – Access Application Form

PRIVACY NOTICE

The personal information you supply on this form will only be used for the purpose of processing your request. Your application must include an email or postal address to which the respondent can send notices under the Act. If all or some of this information is not collected, [AGENCY] may not be able to communicate with you, inhibiting their obligations under the Act. This could mean the request cannot be dealt with. Your personal information will not be disclosed to a third party without your consent unless statutory obligations require otherwise.

The [AGENCY] Privacy Policy contains information on how you can access or seek to correct any of your personal information that is held by the [AGENCY], as well as the process for lodging a complaint about an alleged breach of the Information Privacy Act 2014. The Privacy Policy can be found on the [AGENCY] website at [WEBSITE].

I wish to make an access application to [AGENCY] under the Freedom of Information Act 2016.

Name

Address (where notices relating to this request can be sent – either postal or electronic)

Telephone Contact Residential

Telephone Contact Mobile

Email Contact

- To help [AGENCY] process your request, please include enough detail in your application so that they can fully understand what government information you want.
- You may wish to include a statement about how the release of information is in the public interest.
- If your application is for access to your own personal information you must include evidence of your identity. If you are an agent acting for an applicant, please supply evidence of your authorisation and evidence of the identity of the agent.
- If for reasons in section 30 of the Act is not compliant and your application cannot be processed, [AGENCY] will take reasonable steps to assist you and give you reasonable time to amend your application if you wish.
I would like copies of any and all documents relating to:

1. parking traffic and/or any other complaints affecting [redacted] O'Malley from 2012 to current date
2. traffic and/or other complaints which relate to [redacted] O'Malley from 2003 to current date
3. the costs paid by the ACT Government of any investigations and subsequent traffic control measures instituted in [redacted] in 2017-2018
4. the advice your office provided to EPSDD in 2018 regarding [redacted] O'Malley
5. any other reports you have provided to other ACT Government entities dated 2012 - to current date.

I seek this information has as matter of urgency for ACAT Application TOR No. 80/2018 proceedings.

a copy of these documents via email sent to the above address.
If you wish to apply for a fee waiver, the Act sets out a number of provisions to do so:

- The information being requested was previously publicly available but no longer is.
- The information being requested is of special benefit to the public (Ombudsman guidelines see Section 66).
- The applicant is a concession card holder and demonstrates a material connection with the information requested (concession cards include a current health care or pensioner card issued under the Social Security Act 1991; a current pensioner concession card issued in relation to a pension under the Veterans’ Entitlements Act 1986 or the Military Rehabilitation and Compensation Act 2004; a current gold card; or a card prescribed by regulation).
- The applicant is a not-for-profit organisation and the application relates to the activities or purposes of the organisation.
- The applicant is a member of the Legislative Assembly.

[AGENCY] must waive any fees for providing information if the information was not publicly available and the agency makes the information publicly available before or within 3 working days after giving it to the applicant.

I would like to apply for a fee waiver because (state reason/s from the list above).

I am a concession card holder (please see attached) and have a direct interest in this matter as a Bulwarre Close property owner.

29 August 2018
Dear [Name],

**Freedom of information request:** Reference 18-076

I refer to your application made under the *Freedom of Information Act 2016* (the Act), received by Transport Canberra and City Services Directorate (TCCS) on 29 August 2018, in which you sought access to:

- parking traffic and/or any other complaints affecting O'Malley from 2012 to current date;
- traffic and/or other complaints which relate to O'Malley from 2003 to current date;
- the costs paid by the ACT Government of any investigations and subsequent traffic control measures instituted in 2017-2018;
- the advice your office provided to EPSDD in 2018 regarding O'Malley; and
- any other reports you have provided to other ACT Government entities dated 2012 to current date.

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

TCCS was required to provide a decision on your access application by 26 September 2018, however, I note you agreed to an extension until the 3 October 2018.

**Decision on access**

Searches were completed for relevant documents and 83 pages have been identified that fall within the scope of your request.

Documents identified as relevant to your request contain information that I consider to be, on balance, contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have decided to grant access, under section 50 of the Act, to copies of documents (Attachment A) with deletions applied to information that I consider would be contrary to the public interest to disclose.
Statement of Reasons
In reaching my access decision, I have taken the following into account:

- the Act; in particular
  - Schedule 2, Section 2.2 (a)(i) – Prejudice the Protection of an Individual’s Right to Privacy,
- Information Privacy Act 2014;
- the content of the documents that fall within the scope your request.

As an Information Officer I am required to decide where, on balance, public interest lies.

As part of this process I must consider factors favouring disclosure and non-disclosure.

Factors favouring disclosure (Schedule 2.1):

- promotion of open discussion of public affairs and enhancement of government accountability;
- Informing the community of the government’s operations, including the policies, guidelines and code of conduct followed by the government in its dealings with members of the public, or reveal the reason for a government decision and any background or contextual information that informed the decision.

Factors favouring non-disclosure (Schedule 2.2):

- prejudice the protection of an Individual’s right to privacy or other right under the Human Rights Act 2004.

Information removed from documents is personal information about individuals, including names and contact details. As a general rule an agency that holds personal information about an individual that has been collected for a particular purpose must not disclose the information to a third party without consent (Information Privacy Act 2014 [Territory Privacy Principle 6]). Considering the type of information, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved, therefore, I have decided to release the information with deletions applied to information that I consider would be contrary to the public interest to disclose.

You also asked about the cost to the ACT Government of any investigations and subsequent traffic control measures instituted in [REDACTED] in 2017-2018. No document has been identified that contains this information. The finance section within TCCS has provided relevant information. A total of $524K was spent in 2017-18 on street signs. The average street sign costs approximately $110.

With regards to your request for any advice TCCS provided to EPSDD in 2018 regarding [REDACTED] O’Malley, I can confirm that our search did not identify any documents falling within scope of this part of your request.

As far as any reports provided to other ACT Government entities dated 2012 to current date on this matter, I confirm that no reports have been located.

Charges
I have decided not to charge fees for the release subject to this decision as it is marginally over the fee-free threshold for numbers of pages.
Online publishing – disclosure log
Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure log from 3 days after the date of this decision. Your personal details will not be published.


Ombudsman review
My decision on your access request is a reviewable decision under section 73 of the Act within 20 working days from the day that my decision is published in TCCS’ disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) review
Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore Street
GPO Box 370
CANBERRA CITY ACT 2601
Telephone: (02) 6207 1740
www.acat.act.gov.au

If you have any questions concerning the directorate’s processing of your request, or would like further information, please contact the directorate’s FOI Coordinator on 6205 5408 or email tccs.foi@act.gov.au.

Yours sincerely

[Signature]
Cherie Hughes
Information Officer

3 October 2018
From: [Redacted]
Sent: Tuesday, 2 January 2018 9:36 AM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Parking Consultation proposal along [Redacted] [SEC=UNCLASSIFIED]

Thanks for the feedback I'll advise you of the consultation outcome as soon as it's completed.

Regards

[Redacted]

Hi [Redacted]

Thank you for the second consultation letter dated 18 December 2017 regarding the parking issues at [Redacted]

As discussed during the community meeting, our preference to resolve the parking and traffic issues at [Redacted] is Option 2. This offers the best chance to restore the traffic density to the levels originally designed for this residential area. It also will reduce the parking problems that impede access, and thoroughfare in the street. Most importantly, Option 2 will improve the safety for residents and pedestrians in [Redacted] which are currently at risk because of the current traffic and parking volumes.

The businesses [Redacted] being conducted in [Redacted] are being pursued without proper approvals and should not, in our view, have been allowed to be established in the first place, let alone grow the size of their operations to where they are now adversely impacting the
The Resident
O'MALLEY

RE: Parking consultation proposal along O'Malley -

Dear Resident,

I refer to my letter dated 8 November 2017 to change the existing parking restrictions along O'Malley.

As an outcome of the parking consultation proposal and further discussions with residents and National Capital Authority representative it was suggested to revise the current parking proposal.

Accordingly, Roads ACT now proposes the following options:

**Option 1:** apply parking restrictions “No Parking at all times” on the side with even house numbers and “No Stopping” parking restrictions at various intersections to improve line of sight.

**Option 2:** apply parking restrictions “No Parking at all times” on the side with even house numbers and “2 hour time limit at all times” on the side with odd house numbers as well as erecting “No Stopping” parking restrictions at various intersections to improve line of sight.

**Option 3:** Do nothing and retain the existing parking arrangements.

Please see revised map overleaf.

Should you have any comments or concerns with regards to the above, please contact [contact information] or by email: [email address] by Friday 19 January 2018.

Yours sincerely,
Dear Resident,

I refer to my letter dated 8 November 2017 to change the existing parking restrictions along [redacted].

As an outcome of the parking consultation proposal and further discussions with residents and National Capital Authority representative it was suggested to revise the current parking proposal.

Accordingly, Roads ACT now proposes the following options:

**Option 1:** apply parking restrictions "No Parking at all times" on the side with even house numbers and "No Stopping" parking restrictions at various intersections to improve line of sight.

**Option 2:** apply parking restrictions "No Parking at all times" on the side with even house numbers and "2 hour time limit at all times" on the side with odd house numbers as well as erecting "No Stopping" parking restrictions at various intersections to improve line of sight.

**Option 3:** Do nothing and retain the existing parking arrangements.

Please see revised map overleaf.

Should you have any comments or concerns with regards to the above, please contact [redacted] on phone [redacted] or by email: [redacted] by Friday 19 January 2018.

Yours sincerely,

[Signature]

GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au
From: [Redacted]
Sent: Wednesday, 22 November 2017 12:33 PM
To: [Redacted]
Cc: RE: Parking- O'Malley [SEC=UNCLASSIFIED]

Thank you for your feedback. I’ll advise you of the consultation outcome as soon as it’s completed.

Regards

Roads ACT | Transport Canberra and City Services | ACT Government
495 Northbourne Avenue, Dickson | GPO Box 156 Canberra ACT 2601 | www.act.gov.au

From: [Redacted]
Sent: Wednesday, 22 November 2017 12:25 PM
To: [Redacted]
Cc: RE: Parking- O'Malley

Thank you for your letter of 8 November proposing parking restrictions in ....

Your action is timely because this once quiet street now has frequent congestion and restricted flows.

We have lived at .... and have become well aware of the problems, and their cause.

Restricted traffic flows are caused by all day parking, mostly along the "odd number" side of the road, which leaves only one lane way for traffic, or visitor parking.

The vast majority of the problem is caused by all day parking by employees at the .... It is normal for over 30 cars to be so parked from 9-30 until 4-30 each business day.

This is compounded by the fact that the adjoining .... usually has 15 plus cars parked within its grounds or on the footpath.

Frequent business day deliveries and visits to these .... forces delivery trucks, couriers or callers to stop on the even side of the road, as there is nowhere else to park so blocking traffic.

The .... does not seem to offer access to its grounds for short term parking.

The obvious solution is to ask the .... to provide off street all day parking for its employees (either on their grounds or nearby), which would largely resolve the problem.

They have a large .... and a large vacant site nearby (reserved for a proposed .... which could perhaps be used for this purpose.

The next best solution is to limit parking to 2 hours on the currently used odd number side of the street, with a No Parking restriction on our even number side of the street (the opposite to your proposal).

Realistically this may not resolve the problem, as all day parkers can easily shuffle parking spots every 2 hours. However, It is much better than doing nothing.

As the great majority of traffic enters .... from our north eastern Junction with .... providing for No Parking on our "even " side of the street will better facilitate traffic flow.

On another matter, there is a potential accident risk nearby which we draw to your attention. The frequency of through traffic on .... has greatly increased during peak traffic times, as people cut out 2 traffic lights by using the .... route between .... Frequently these vehicles travel at speed.
Dear Sir/Madam,

Thank you for your feedback, we will advise you further once the consultation period finishes.

Best Regards,

[Redacted]

Roads ACT | Transport Canberra and City Services | ACT Government
Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From:
Sent: Wednesday, 15 November 2017 2:02:23 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [Redacted]
Subject: Parking Consultation proposal along [Redacted] O'Malley

Dear [Redacted],

We received your letter dated 8/11/2017 in regards the parking situation along [Redacted] we will go for Option 2: Do nothing and retain the existing parking arrangements. If you require further information please do not hesitate to contact us oh!
Dear [Name],

We received your letter dated 8/11/2017 in regards the parking situation along [Street]. We will go for Option 2: Do nothing and retain the existing parking arrangements. If you require further information please do not hesitate to contact us on [Contact Information].
From: [redacted]
Sent: Monday, 13 November 2017 3:51:12 PM (UTC+10:00) Canberra, Melbourne, Sydney
To: [redacted]
Cc: [redacted]
Subject: Parking Consultation proposal along O'Malley

Dear [redacted],

I have received a letter from ACT Government regarding the Parking Consultation proposal along O'Malley.

There are 3 options to choose, as a resident I would like to choose Option 1: Parking on even house number "2 hour time limit 7:30 am - 6:00 pm Monday-Friday."

I would like to have a question

- Will officers come to check the parking period to make sure they park within 2 hour limit time?

Looking forward to hearing from you soon.

Kind regards
From: [Redacted]
Sent: Monday, 13 November 2017 3:51 PM
To: [Redacted]
Subject: FW: Parking Consultation proposal along [Redacted] O'Malley

Dear [Redacted]

I have received letter from ACT Government regarding to Parking consultation proposal along [Redacted] O'Malley

There are 3 options to choose, as a resident in [Redacted] we would like to choose Option 1: Parking on even house number "2 hour time limit 7.30 am- 6.00 pm Monday-Friday"

I would like to have a question
- Will officer come to check the parking period to make sure they park within 2 hour limit time?

Looking forward to hearing from you soon.

Kind regards
The Resident
O'MALLEY

RE: Parking Consultation proposal along O'Malley -

Dear Resident,

Roads ACT, which is part of the TCCS Directorate, is responsible for providing traffic and parking controls throughout the ACT, as well as monitoring and reviewing their effectiveness.

Concerns have been received regarding the current parking situation along O'Malley. These complaints relate to vehicles parking on the both sides of the road, which restricts two-way flow of traffic and thus restricting of vehicles entering and/or exiting residential driveways and prohibits visitor parking.

Accordingly, Roads ACT proposes the following options:

Option 1: apply parking restrictions “No Parking 7.30 am to 6.00 pm Monday to Friday” on the side with odd house numbers and “2 hour time limit 7.30am to 6.00pm Monday to Friday” on the side with even house numbers and erect “No Stopping” restrictions at its intersections with -

Option 2: Do nothing and retain the existing parking arrangements.

Please see map overleaf.

Should you have any comments or concerns with regards to the above, please contact [redacted] or by email: [redacted] by Friday 15 December 2017.

Yours sincerely

November 2017.
The Resident:

O’MALLEY

RE: Parking Consultation proposal along [redacted] O’Malley - [redacted]

Dear Resident,

Roads ACT, which is part of the TCCS Directorate, is responsible for providing traffic and parking controls throughout the ACT, as well as monitoring and reviewing their effectiveness.

Concerns have been received regarding the current parking situation along [redacted] O’Malley. These complaints relate to vehicles parking on the both sides of the road, which restricts two-way flow of traffic and thus restricting of vehicles entering and/or exiting residential driveways and prohibits visitor parking.

Accordingly, Roads ACT proposes the following options:

Option 1: apply parking restrictions “No Parking 7.30 am to 6.00 pm Monday to Friday” on the side with odd house numbers and “2 hour time limit 7.30 am to 6.00 pm Monday to Friday” on the side with even house numbers and erect “No Stopping” restrictions at its intersections with [redacted]

Option 2: Do nothing and retain the existing parking arrangements.

Please see map overleaf.

Should you have any comments or concerns with regards to the above, please contact [redacted] or by email: [redacted] by Friday 15 December 2017.

Yours sincerely

[Signature]

November 2017.
NO STOPPING

NO PARKING - 7:30AM-6PM MON-FRI PUB HOL EXCEPTED

2 HOUR - 7:30AM-6PM MON-FRI PUB HOL EXCEPTED
TO:
Traffic Management and Safety

COMPLAINT/ENQUIRY
Rocks ACP - TMS
IAMS Public Inquiry No.
1038863

DETAILS
Suburb / Site: O'MALLEY, [Redacted] O'MALLEY

Reason for Inspection Request:
[Redacted] lives on a street that is shared with numerous guests at number [Redacted] are causing the most problems.

[Redacted] would like to request no parking signs be installed on both sides of the road between certain times (e.g. 9am - 2pm) to try and resolve this issue. Parking inspectors have previously been out to the area, but this has not deterred them.

Please email or call [Redacted] to discuss what options may be available once the site has been inspected.

Primary Asset Type:
REQUEST FOR SERVICES
ROAD PAVEMENT
TMS ISSUES - NOT MAINTENANCE

Request Originator: [Redacted]

Processed By: [Redacted] Requested: 28-OCT-2017

Inspection Report By Traffic Management and Safety:

\#1 Littering (Rangers)
\#2 Bins (Tuesdays) - Problems for collecting.
\#3 Aug 2015 [Redacted]

Description of issue and possible cause

Recommended Remedial Works

Action / NoAction
Complainant advised of outcome

Inspected By
Date
From: [Redacted]
Sent: Tuesday, 31 October 2017 2:49 PM
To: [Redacted]
Co: [Redacted]
Subject: RE: ACT Urban Services Enquiry - [Redacted] [SEC=UNCLASSIFIED]

Good Afternoon

Please consult with drivers and querying if there are any significant parking issues in this area and respond to [Redacted]

Kind Regards,

[Redacted]

--- Original Message ---
From: [Redacted]
Sent: Tuesday, 31 October 2017 1:41 PM
To: [Redacted] [Redacted]
Cc: [Redacted] [Redacted]
Subject: FW: ACT Urban Services Enquiry - [Redacted] [SEC=UNCLASSIFIED]

Can you please advise me if you have any concerns regarding bin collection along [Redacted] O'Malley due to vehicles parking on both sides of the road?

Cheers
[Redacted]
Can you please advise me if you have any concerns regarding bin collection along [redacted] O'Malley due to vehicles parking on both sides of the road?

Cheers
From: [Redacted]
Sent: Tuesday, 31 October 2017 1:44 PM
To: [Redacted]
Subject: FW: ACT Urban Services Enquiry - doc
Attachments: doc

Hi [Redacted],

Thanks for the chat earlier.

Please contact Parking operations on 6207 7000 if you experience any illegal parking such as vehicles encroaching driveways or vehicles parking on Nature Strips.

You can email also on: parking.operations@act.gov.au

Regards,

---

Original Message:

From: [Redacted]
Sent: Monday, 30 October 2017 2:23 PM
To: [Redacted]
Subject: FW: ACT Urban Services Enquiry - doc

Good afternoon [Redacted],

Thank you for raising your concerns re parking in [Redacted] Oxley.

In the first instance I have contacted [Redacted] who is responsible to contact the [Redacted] you are also welcome to contact [Redacted] to discuss further, I have not had a response from him as of yet.

I have also notified parking operations to monitor the area, please continue to do so as you see fit.

Regards,

[Redacted] Administration Assistant FOI/Claims & Major Events
Phone: [Redacted] Email: [Redacted] Roads ACT | Transport Canberra and City Services | ACT Government Ground Floor, 496 Northbourne Avenue | GPO Box 159 Canberra ACT 2601 | www.act.gov.au
You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject
Trees & Shrubs: Fix My Street Report Submission

Correspondence

Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.

If you have requested a response you should expect to be contacted within 10 working days.

Your reference number is: [redacted]

Concern has been received from [redacted] representative regarding branches falling on parked cars adjacent number one [redacted] O'Malley.

Tree doesn't look to be very healthy. It may need to be removed.

Additional Details
Reference #: [redacted]
Date Created: 18/12/2017 11:04 AM
Status: In Progress
Category: Trees & Shrubs
Type of Correspondence: Request for Service
Incident Address: [redacted] O'Malley ACT 2606, Australia

Your Details
From: [Redacted]
Sent: 24 December 2017 7:20 AM
To: [Redacted]
Subject: Re: 22 December 2017 Complaint: L: Security breach of...

Hi

As discussed yesterday, we are seeking clarification from ACT Government Leasing department on any specific requirements that should apply for leasing properties to residential zones. They believe under ACT zoning requirements a clause for any property which is located in a residential area (on ACT land, not through NCA) are supposed to apply for permission to lease every three years. This is what needs to be confirmed by the ACT Government. [Redacted] has also forwarded you a security breach matter onto the APP and is awaiting a response.

Regards

[Redacted]

National Capital Authority
R: National Capital Authority
[Redacted]

From: [Redacted]
Sent: 22 December 2017 9:23 AM
To: [Redacted]
Subject: Re: 22 December 2017 Complaint: L: Security breach of...

Hi,

Thank you for your advice yesterday and confirmation that [Redacted] has been made aware of the issues occurring in [Redacted].

We welcome news that [Redacted] has clarified the (3 year rule issue) and has confirmed that [Redacted] set up on ACT Government land must re-apply for permission to continue to operate in the same location, (after the initial 3 year period has elapsed) and that this hasn’t happened in the case of the [Redacted]. We look forward to receiving advice from [Redacted] who have sought clarification from ACT Leasing.
is to be used for residential purposes. Please find attached a copy for your info.

The cameras have been erected without any consultation with us and they look directly into our front yard. Our privacy and that of our friends and family are being impinged upon.

For your information; this is another issue in a series of complaints which are ongoing and are the subject of current action by ACTPLA for breaches relating to unapproved structures at [redacted]. You also need to be aware that there is currently an active complaint raised by another home owner and other long term concerned owners with the ACT Transport team regarding the daily illegal parking and dangerous traffic conditions occurring in [redacted]. There are also formal complaints regarding rubbish being routinely thrown onto the street.

As [redacted] zoned for residential purposes, the [redacted] has occupied the property for more than 10 years (way past the maximum 3 year rule). They are conducting commercial activities that are having a negative impact on all of [redacted] to be aware of the issues and is investigating compliance.

I would suggest that if the Crown Lease provisions were enforced, the ongoing formal complaints by the residents of [redacted] would cease to exist.

Additional Details

Reference #: [redacted]
Date Created: 12/12/2017 06:27 AM
Status: Unresolved
Category: Construction/Licensing Complaint
Type of Correspondence: Complaint
Incident Address: [redacted] 2606, Australia

Your Details

First Name: [redacted]
Last Name: [redacted]
Email Address: [redacted]
Phone Number: [redacted]
You can update or track your correspondence on our website.
From: [Redacted]
To: [Redacted]
Subject: [Redacted]

Hi,

Thank you for your advice yesterday and confirmation that [Redacted] has been made aware of the issues occurring in [Redacted].

We welcome news that [Redacted] has clarified the (3 year rule issue) and has confirmed that [Redacted] set up on ACT Government land must re-apply for permission to continue to operate in the same location, (after the initial 3 year period has elapsed) and that this hasn't happened in the case of the [Redacted]. We look forward to receiving advice from [Redacted] who have sought clarification from ACT Leasing.

As suggested, I have now lodged a formal complaint [Redacted] regarding the breaches of our privacy via the ACT Government portal. We note that the APP and [Redacted] have been informed of our privacy concerns and we await their response in due course.

Thank you for your continuing assistance with these matters.

Regards,

[Redacted]

--- Forwarded message ---
From: Access Canberra Customer Services <accesscanberra@act.gov.au>
Date: 12 December 2017 at 06:27
Subject: 12 DECEMBER 2017 COMPLAINT: 1 BREACH OF...[Redacted]
To: [Redacted]

You recently contacted the ACT Government and an enquiry has been submitted. Below is a summary of your correspondence.

Subject
I would suggest that if the Crown Lease provisions were enforced, the ongoing formal complaints by [REDACTED] would cease to exist.

Additional Details
Reference # [REDACTED]
Date Created: 12/22/2017 06:27 AM
Status: Unresolved
Category: Construction/Licensing Complaint
Type of Correspondence: Complaint
Incident Address: [REDACTED] 2015 ACT 2606, Australia

Your Details
First Name: [REDACTED]
Last Name: [REDACTED]
Email Address: [REDACTED]
Phone Number: [REDACTED]
You can update or track your correspondence on our website.
Many thanks for coming out yesterday to discuss the parking issues with [REDACTED] (whose representatives attended the meeting).

For clarity, we would like to point out that the commercial nature of business conducted by the [REDACTED] and the [REDACTED] (not represented at the meeting) are the sources of the parking woes in our street AND that they are also tenants residing in these [REDACTED] properties. I respectfully suggest that as tenants, residing in a residential property zone of O'Malley's that their opinion is therefore irrelevant. You will see from the attached photographs the extent of the parking issues in this street.

At the meeting yesterday, the owners who attended made it quite clear that they want to have no parking on the EVEN side of the street and timed parking on the odd side of the street.
proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [redacted] with another 20 odd parked in the front yard of number [redacted]. Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [redacted] and the [redacted]. It was noted that the driveway, which in the past was used for deliveries now restricts visitors to "staff only", thereby not permitting any vehicular standing on their driveway at all.

We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [redacted].

Kind regards,
From: [Redacted]
Sent: Tuesday, 14 November 2017 8:31 AM
To: [Redacted]
Subject: FW: Parking Consultation proposal along [Redacted] - O'Malley - [Redacted]
Attachment: IMG_6897.JPG

From: [Redacted]
Sent: Tuesday, 14 November 2017 8:29:56 AM (UTC+10:00) Canberra, Melbourne, Sydney
To: [Redacted]
Subject: Parking Consultation proposal along [Redacted] - O'Malley - [Redacted]

Dear [Redacted]

As residents of [Redacted], we welcome the proposed action outlined in [Redacted] letter.

We agree with option 1 to apply parking restrictions to [Redacted] however we would suggest that the "No parking 7.30am to 6.00pm Monday to Friday" should be on the side with even house numbers and that the "2 hour time limit 7.30am to 6.00pm Monday to Friday" should be on the side with odd house numbers.

The reason for this, as you can see in the attached marked up plan, is that there are [Redacted] properties located on the even numbered side of [Redacted]. The other [Redacted] properties belong [Redacted]. This means that [Redacted] are impacted daily by parking issues in [Redacted].

On the odd numbered side of [Redacted], there are [Redacted] properties. [Redacted] are [Redacted] and [Redacted] has been unoccupied for many years. The other [Redacted] properties belong to [Redacted]. Of the [Redacted] only [Redacted] has sole frontage. The other [Redacted] are located on corner blocks with extra frontage in [Redacted] for access and/or parking.

As you can see, of the [Redacted] houses on the even numbered side of the street [Redacted] houses have [Redacted] frontage only. On the odd...
Good Morning

Thank you for your email and feedback, we will advise you further once the consultation period finishes.

Your suggestions have been noted.

Regards,

[Signature]

Roads ACT | Transport Canberra and City Services | ACT Government
Ground Floor, 496 Northbourne Avenue | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: [Redacted]
Sent: Tuesday, 14 November 2017 8:31 AM
To: [Redacted]
Subject: FW: Parking Consultation proposal along [Redacted] O'Malley - C17-93

Dear [Redacted]

As residents of [Redacted] we welcome the proposed action outlined in [Redacted] letter.

We agree with option 1 to apply parking restrictions to [Redacted] however we would suggest that the "No parking 7.30am to 6.00pm Monday to Friday" should be on the side with even house numbers and that the "2 hour time limit 7.30am to 6.00pm Monday to Friday" should be on the side with odd house numbers,

The reason for this, as you can see in the attached marked up plan, is that there are [Redacted] properties located on the even numbered side of
Good morning,

The [Redacted] has recently received a letter RE: Parking Consultation proposal along with [Redacted] - [Redacted]. We would like to contact you because we have some concerns in regards to the mentioned matter.

[Redacted] would kindly appreciate if you can give us call at your earliest convenience on [Redacted].

Thank you in advance for your time.

Kind regards,
From: [Redacted]
Sent: Tuesday, 5 December 2017 6:25 PM
To: [Redacted]
Subject: [Redacted] O'Malley parking concerns [SEC=UNCLASSIFIED]

Hi [Redacted],

I would like to arrange meeting with urgently in relation to parking concerns at the above address ASAP?

Thanks

[Redacted]
From: [Redacted]
Sent: Thursday, 7 December 2017 6:12 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: Parking Issues at [Redacted], O'Malley [SEC=UNCLASSIFIED]

Hi [Redacted],

Thanks for sending through the additional information and photos. The matter will be presented before RAC next Wednesday to advise of the situation and recommended actions against the lessee of the property in relation to the unapproved fence and temporary structure.

We will advise then outcome of the RAC submission.

Kind Regards

[Access Canberra Logo]
There are two other owner/occupiers who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [redacted] with another 20 odd parked in the front yard of number [redacted]. Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [redacted] and the [redacted]. It was noted that the [redacted] driveway, which in the past was used for deliveries now restricts [redacted] visitors to “staff only”, thereby not permitting any vehicular standing on their driveway at all.

We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [redacted].

Kind regards,
Thanks for the feedback; I'll arrange for a new letter drop as soon as possible in the area.

I wish to advise that I have visited [redacted] today and discussed parking concerns with representative of the Centre. I am in the process of sending maps with information regarding the nature strip boundaries and an application to allow them to improve the damaged nature strip.

I have also pointed out that some vehicles where parked illegally on the nature strip.

Regards

[Contact Information]

---

Good morning

Many thanks for coming out to [redacted] yesterday to discuss the parking issues with the residents of our street.

We acknowledge the proposed restricted parking in [redacted] has been rejected by the [redacted](whose representatives attended the meeting).

For clarity, we would like to point out that the commercial nature of business conducted by the [redacted] and the [redacted](not represented at the meeting) are the sources of the parking woes in our street AND that they are also tenants residing in these leased properties. I respectfully suggest that as tenants, (residing in a residential property zone of O'Malley) that their opinion is therefore irrelevant. You will see
engagement. They did however, stop long enough to say that their vehicle has suffered damage as a result of an illegally parked vehicle across their driveway. They also cite concerns over the road safety of their 3 young grand children when visiting their property.

I provide copies of emails from [redacted] and [redacted], long-term residents of [redacted], documenting their support for the proposal for no parking on the EVEN side of the street and timed parking on the odd side of the street.

There are two other owner/occupiers who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [redacted], with another 20 odd parked in the front yard of number [redacted] (The [redacted]). Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [redacted] and the [redacted]. It was noted that the [redacted] driveway, which in the past was used for deliveries now restricts [redacted] visitors to “staff only”, thereby not permitting any vehicular standing on their driveway at all.

We look forward to urgent action from the ACT Government to bring order to the congestion and chaos in [redacted].

Kind regards
Thanks for sending through the additional information and photos. The matter will be presented before RAC next Wednesday to advise of the situation and recommended actions against the lessee of the property in relation to the unapproved fence and temporary structure.

We will advise then outcome of the RAC submission.

Kind Regards

Bob Alford | Senior Manager - Enforcement & Compliance
Phone: 02 6205 4261 | Mobile: [redacted] | Email: robertalford@act.gov.au
Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT Government (this line bold)
GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accessCBR

Good morning Bob,

Many thanks for coming out to Bulwarra Close yesterday to discuss the parking issues with the residents of our street.
Hi

Please have a look at this IAMS from a potentially angry resident at [redacted] in O'Malley?

Too bad [redacted] driveway is between [redacted] and the [redacted]

Thanks.

Cheers,
TO: Traffic Management and Safety  

COMPLAINT/ENQUIRY  

Reason for Inspection Request  
PLEASE SEE THE ATTACHED DOCUMENT FOR REQUEST AND ENQUIRY DETAILS, REGARDING TMS ISSUES.

Primary Asset Type  
REQUEST FOR SERVICES  
ROAD PAVEMENT  
TMS ISSUES - NOT MAINTENANCE

[Redacted]  
[Redacted]  
Request Originator  
Processed By  
Requested: 24/OCT/2017

Inspection Report By Traffic Management and Safety

<table>
<thead>
<tr>
<th>Description of Issue and Possible Causes</th>
<th>Recommended Remedial Works</th>
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<tbody>
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</table>

<table>
<thead>
<tr>
<th>Action/No Action</th>
<th>Complainant advised of outcome</th>
</tr>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Inspected By  
Date

Return to Operational Support Unit after completion of remedial works or assessment, by no later than 07/NOV/2017
Good afternoon,

have been struggling for a few years now with the same problem regarding traffic safety and illegal parking, and is looking to finally instigate some action and resolution to the issues at hand.

was phoned Access Canberra today, after submitting an online report to the complaints management team regarding the illegal parking and lack of enforcement received in the area in the past. has stated that believes the lack of enforcement capability isn't necessarily due to a lack of inspection and infringements, but is due to the lack of recognition and consideration for ACT law, as there is a majority of houses and centres in the street.

expressed concern, because the property they live in is situated on a battle-axe block, and in the past and have both caused significant problems by parking on the nature strip beside and in front of the block, and this causes a major line-of-sight hazard which is prominent every single time they wish to leave the property.

The residents/employees of have made significant efforts to improve the nature strip by re-turfing and placing split concrete logs around the grass. have set an example of how to approach the issue at however at the issue persists, and there is an overflow of cars parking on the nature strip and also the roadside directly adjacent to the exit of the driveway, where must back out blindly into an extremely tight space on the street.

There is also the added factor to consider that there is currently no footpath along this street, so any pedestrians in the area are also forced to walk in the centre of the road, due to the excessive parking of sometimes 20+ cars on the naturestrip and roadside. This puts cyclists, pedestrians and motorists all in danger.

would like to discuss this issue personally with any unit that might be able to respond and take action in regards to the request for the installation of street signage which will make roadside parking restrictions enforcing and also installation of bollards or barriers in order to deter such excessive parking on the nature strips as well.

There are many other residents in the area who have made such complaints in the past, and who would benefit from action being taken now. There are many issues with the in the area. In terms of overflowing bins, dumping of rubbish and similar, however at this stage the most important thing for and is to tackle the safety hazard that is caused by the line-of-sight issue that endangers the residents and visitors to the area.

was requested to be contacted in response to this request has made, and if possible would like to meet on-site with an Inspector or assessor, in order to discuss the many issues relating to this enquiry, directly. considers this to be urgent, and will be seeking to take any actions necessary to resolve the issues at hand.

Thank you.
From: 
Sent: Thursday, 26 October 2017 11:43 AM
To: 
Subject: RE: ACT Urban Services Enquiry - [SEC=UNCLASSIFIED]

Security: UNCLASSIFIED

You will need to advise him which [redacted] the complaint is against and he could help liaise with them to arrange a meeting with yourselfs.

National Capital Authority | Treasury Building, King Edward Terrace, PARKES ACT 2600 GPO Box 373, CANBERRA ACT 2601 | www.nca.gov.au | Twitter: @NCA_Media

---Original Message---
From: 
Sent: Thursday, 26 October 2017 11:28 AM
To: 
Subject: RE: ACT Urban Services Enquiry - [SEC=UNCLASSIFIED]

Thank [redacted] I have just emailed [redacted] what can he do?
I think 16 November, still few weeks away, I'm drowning over here.

---Original Message---
From: 
Sent: Thursday, 26 October 2017 11:20 AM
To: 
Subject: RE: ACT Urban Services Enquiry - [SEC=UNCLASSIFIED]

Security: UNCLASSIFIED

[redacted] is my [redacted] contact at [redacted] email [redacted] He should be able to assist or at least point you to the correct [redacted] desk that this complaint relates to.

Cheers

Ps. When is [redacted] due back...

National Capital Authority
We had a look at the area this morning. No illegally parked vehicles found. The street narrows to 1 lane when vehicles are parked there. No Parking signs will just move them to another street nearby.

Team Leader | Parking Operations

Office of Regulatory Services | Access Canberra Level 1 255 Canberra Avenue Fyshwick | Phone 02 6207 7200

---Original Message---
From: [redacted]
Sent: Thursday, 26 October 2017 11:46 AM
To: Parking Operations <Parking.Operations@act.gov.au>
Cc: [redacted]
Subject: RE: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?

---Original Message---
From: [redacted]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [redacted]
Subject: FW: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Hi,

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [redacted] parking everywhere.

Thanks,

Cheers,
Hi,

I got your name from [redacted] from NCA.

I received this parking complaint, attached in relation to parking from [redacted] can you please advise me if further of what can be done or with whom to talk too in relation to [redacted] concerns?

Regards,

[Footer]

Original Message
From: [redacted]
Sent: Thursday, 26 October 2017 9:01 AM
To: [redacted]
Subject: FW: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Hi [redacted],

Can you help us out with this complaint please? Do you know who the contact is in relation to protocol section for [redacted]

Any advice would be appreciated.

Regards,

[Footer]

Original Message
From: [redacted]
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations <Parking.Operations@act.gov.au>
Cc: [redacted]
Subject: FW: ACT Urban Services Enquiry - [redacted] [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?

[Footer]

Original Message
From: [redacted]
Hi Team,

For inspection, any comments feedback for this area?

-----Original Message-----
From: [Redacted]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [Redacted]
Subject: FW: ACT Urban Services Enquiry - [Redacted] SEC=UNCLASSIFIED]

Hi,

Can you please investigate this IAMS on parking In O'Malley?

The resident is complaining about [Redacted] parking everywhere.

Thanks,

Cheers,
Hi Team,

For inspection, any comments feedback for this area?

-----Original Message-----
From: [Redacted]
Sent: Wednesday, 25 October 2017 5:01 PM
To: [Redacted]
Subject: FW: ACT Urban Services Enquiry - [Redacted]

Can you please investigate this IAMS on parking in O'Malley?
The resident is complaining about [Redacted] parking everywhere.

Thanks.

Cheers,
HI

Can you help us out with this complaint please? Do you know who the contact is in relation to protocol section for

Any advice would be appreciated.

Regards,

-----Original Message-----
From: 
Sent: Thursday, 26 October 2017 8:55 AM
To: Parking Operations <Parking.Operations@act.gov.au>
CC: 
Subject: FW: ACT Urban Services Enquiry - [SEC=UNCLASSIFIED]

Hi Team,

For inspection, any comments feedback for this area?

-----Original Message-----
From: 
Sent: Wednesday, 25 October 2017 5:01 PM
To: 
Subject: FW: ACT Urban Services Enquiry - [SEC=UNCLASSIFIED]

Hi

Can you please investigate this IAMS on parking in O'Malley?

The resident is complaining about [xxx] parking everywhere.

Thanks,

Cheers,
From: [Redacted]
Sent: Tuesday, 5 December 2017 6:27 PM
To: [Redacted]
Subject: [Redacted]

Hi [Redacted],

I would like to arrange a meeting with [Redacted] urgently in relation to dangerous tree concerns on the nature strip opposite [Redacted] at the above address ASAP.

Thanks
Hi [name]

I would like to arrange meeting with urgently in relation to parking concerns at the above address ASAP?

Thanks
I wish to thank you for information provided in the meeting on Wednesday.

I have attached a map of the block boundaries and copy of the application to use unleased Territory land for your information, please feel free to call me if you have any questions related to parking concerns in the area.

Regards

[REDACTED] Major Events Officer
Transport Canberra and City Services
ACT Government
496 Northbourne Avenue, Dickson | GP0 Box 158 Canberra ACT 2601 | www.act.gov.au
I wish to thank you for information provided in the meeting yesterday.

I have attached a map of the block boundaries and copy of the application to use leased Territory land. If you have any questions related to parking concerns in the area, please feel free to call me.

Regards,

[Name]

Major Events Officer

ACT Government

496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | www.act.gov.au
Thanks for keeping us informed. We appreciate your efforts.

Regards,

[Name]

---

On 7 December 2017 at 17:34, [Name] wrote:

Thanks [Name] for the feedback, I’ll arrange for a new letter drop as soon as possible in the area.

I wish to advise that I have visited [Name] today and discussed parking concerns with representative of the [Name] I am in the process of sending maps with information regarding the nature strip boundaries and an application to allow them to improve the damaged nature strip.

I have also pointed out that some vehicles were parked illegally on the nature strip.

Regards

---

[Address]

[Name]

---

From: [Name] Sent: Thursday, 7 December 2017 10:59 AM To: [Name]
The owners of [REDACTED] were unable to attend and add their concerns to this meeting due to a previous engagement. They did however, stop long enough to say that their vehicle has suffered damage as a result of an illegally parked vehicle across their driveway. They also cite concerns over the road safety of their [REDACTED] when visiting their property.

I provide copies of emails from [REDACTED] and [REDACTED] documenting their support for the proposal for no parking on the EVEN side of the street and timed parking on the odd side of the street.

There are two other [REDACTED] who were unable to attend the meeting yesterday who also support no parking on the EVEN side of the street with timed parking on the odd side of the street.

Yesterday, you canvassed the idea that the whole street may not need restricted parking. The owners strongly reject this proposal. Most weekdays there are some 40 or so vehicles parked the entire length of [REDACTED] with another 20 odd parked in the front yard of [REDACTED]. Delivery drivers, visitors and couriers routinely park on the even side of the street (forcing us to drive in the centre of the roadway). They park on the verge, or worse on our driveways to deliver packages to the [REDACTED] and the [REDACTED]. It was noted that the [REDACTED] driveway, which in the past was used for deliveries now restricts
Would you please investigate the possibility of prohibiting parking along one side of [redacted], O'Malley, near the intersection of....
Trees overhanging my property less than metre of my roof and antenna need pruning. Trees are located on the path between [redacted] and [redacted]. 29/8/2016 Customer would like an update on her request?

RS inspected 20/8/16 Spoke to resident, TT Removal & GP & DW. Completed 21/8/16 Tree removed & pruned.
December 2017

Rubbish is still being routinely thrown out of the vehicles parked opposite the [redacted] property. A formal complaint has been sent to the [redacted] on the impact on the streetscape and flagrant disregard of ACT Government laws. I seek your assistance in addressing this matter as a matter of urgency.

Many thanks for your assistance.
Good afternoon,

have been struggling for a few years now with the same problem regarding traffic safety and illegal parking, and is looking to finally instigate some action and resolution to the issues at hand.

has phoned Access Canberra today, after submitting an online report to the complaints management team regarding the illegal parking and lack of enforcement received in the area in the past. has stated that believes the lack of enforcement capability isn't necessarily due to a lack of inspection and infringements, but is due to the lack of recognition and consideration for ACT law, as there is a majority of houses and in the street.

expresses concern, because the property they live in is and in the past and have been put in danger by a significant lack of regard for parking law and traffic safety. The neighbours on either side of the listed address, at and have both caused significant problems by parking on the nature strip beside and in front of the block, and this causes a major line-of-sight hazard which is prominent every single time they wish to leave the property.

The residents / employees at have made significant efforts to improve the naturestrip by re-turfing and placing split coppers-logs around the grass. have set an example of how to approach the issue at however at the issue persists, and there is an overflow of cars parking on the naturestrip and also the roadside directly adjacent to the exit of the driveway, where must back out blindly into an extremely tight space on the street.

There is also the added factor to consider that there is currently no footpaths along this street, so any pedestrians in the area are also forced to walk in the centre of the road, due to the excessive parking of sometimes 20+ cars on the naturestrip and roadside. This puts cyclists, pedestrians and motorists all in danger.

would like to discuss this issue personally with any unit that might be able to respond and take action in regards to his request for the installation of street signage which will make roadside parking restrictions enforceable and also installation of bollard's or barriers in order to deter such excessive parking on the naturestrips as well.

There are many other residents in the area who have made such complaints in the past, and who would benefit from action being taken now. There are many issues with the and in the area and how this stage the most important thing for is to tackle the safety hazard that is caused by the line-of-sight issues that endangers the residents and visitors to the area.

has requested to be contacted in response to this request has made, and if possible would like to meet on-site with an inspector or assessor, in order to discuss the many issues relating to this enquiry, directly considers this to be urgent, and will be seeking to take any actions necessary to resolve the issues at hand.

Thank you.
The basement between [redacted] and [redacted] is cluttered with debris from gum trees growing on the basement. Reasonably large branches and twigs have fallen into the walkway and need to be removed. The leaves and branches overhang my property [redacted] and continuously drop branches and leaf litter into my property. Grateful if overhanging tree branches could be removed.
A street that is shared with numerous guests at number are causing the most problems. People visiting the are parking on peoples nature strips / blocking driveways / reserve area (blocking access to entry) / corners of the street, etc. The...
**Category:** Request for Services  
**DR:**  
**Location:**  
**Tracking No:**  
**Priority:**  
**Date/Time Entered:** 01-DEC-2017 16:01  
**Follow-Up Required:**  
**Original Date/Time:** 01-DEC-2017 16:01  
**For Completion Date:** 14-DEC-2017 14:11  
**Reference No:**  

**Subject:**  
**Rubbish is still being routinely thrown out of the vehicles parked opposite the

**Class:** LOS  
**Service Priority:** Urban Open Space  
**Action/Notes:** Belongs to the

**Associated Request:**  
**File:**  
**Cost:**  
**End Time:**  
**Associate Manager:** O'Malley  
**Section:**  
**Close:**  
**Filing:** Nothing
7140101 ASSET NO. 335263: ON THE FOOTPATH BETWEEN [...]

[SAACS] [SL335263] [SING] [REQS] [19-APR-2012] [SE] [03-

[19-APR-2012] [...]

[...]
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<tr>
<th>Field</th>
<th>Value</th>
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<tr>
<td>Organised by</td>
<td>O'Malley</td>
</tr>
<tr>
<td>Property Type</td>
<td>Trees</td>
</tr>
<tr>
<td>Date</td>
<td>27-APR-2015 08:52</td>
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<tr>
<td>Date Received</td>
<td>18-JUN-2015 08:52</td>
</tr>
<tr>
<td>Action/Remedy</td>
<td>RS inspected 20/6/15 Spoke to resident, TT removal &amp; GP &amp; DW.</td>
</tr>
<tr>
<td>Completed Date</td>
<td>21-JUN-2017</td>
</tr>
</tbody>
</table>
| Description              | Trees overhanging my property less than meter of my roof and require pruning. Trees are located on the path between and [
<p>| Associated Asset         | O'MALLEY                                                             |
| Associated Network       | O'MALLEY                                                             |</p>
<table>
<thead>
<tr>
<th>Field</th>
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<tbody>
<tr>
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<tr>
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<td>[Redacted]</td>
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</tbody>
</table>

**Details**

- Issue: Vess on a street that is shared with O'Malley. They are having a lot of issues with parking in the street. People visiting...

**Date**

- Recorded: 22-Oct-2017 16:54
- Follow Up: 22-Oct-2017 16:54
- Complete Date: 27-Feb-2018 15:06
- Reference No: 170120-001854

**Follow Up**

- Follow Up: [Redacted]
- Follow Up: [Redacted]
- Follow Up: [Redacted]

**Associated Assets**

- Asset Code: [Redacted]
- Asset Type: [Redacted]
- Asset Status: [Redacted]

**Associated People**

- First Name: [Redacted]
- Last Name: [Redacted]
- Phone: [Redacted]
- Email: [Redacted]
- Contact Method: [Redacted]

---

**Notes**

- Currently under MNW - scheduled for completion end of March/April 2018.
- Other: [Redacted]
I would like to make a complaint about the rubbish which is routinely dumped from motor vehicles parked outside the premises. This has caused a concern for [redacted]. Please find attached photographs for your information. City Rangers attended site - unable to determine who has dumped the rubbish.

Action Remarks:
- Rubbish removed from location.
- FTE X 2 x 45min

Details:
- Re: Removed gum from [location]
Site inspection, spoke to at assured us that parking will be only on one side of the street and agreed that both sides was a problem: advised of outcome, he was happy, NFA
PD Inspected 11/7/13 Ilegal dumping. Clean up laneway between

Maintenance landscape direct. 22ND july

22ND july

redirected as requested CC--Job completed. Green waste

removed.

The statement between [REDACTED] and [REDACTED] O'Malley is

cluttered with debris from gum trees growing on the easement. Reasonably

Date Recieved: 28-NOV-2012 13:29

Status: Open

Source: 13

Target Date: 01-AUG-2013 09:09

Complete Date: 05-AUG-2013 09:22

Reference: 21129-004101

Acknowledgement: 28-NOV-2012 13:29

Follow Up: 05-AUG-2013 09:24

Acknowledgement: 28-NOV-2012 13:29

Follow Up: 05-AUG-2013 09:24

Acknowledgement: 28-NOV-2012 13:29

Follow Up: 05-AUG-2013 09:24

Acknowledgement: 28-NOV-2012 13:29

Follow Up: 05-AUG-2013 09:24

Acknowledgement: 28-NOV-2012 13:29

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Acknowledgement: 28-NOV-2012 13:29

Follow Up: 05-AUG-2013 09:24

Acknowledgement: 28-NOV-2012 13:29

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Follow Up: 05-AUG-2013 09:24
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<tr>
<td><strong>Mobile</strong></td>
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</table>

**Description:**
I would like to make a complaint about the rubbish which is routinely thrown from motor vehicles parked outside the [Redacted] and the [Redacted].

**Action Remarks:**
- Rubbish removed from location.
- FTE x 2 x 45 min

**Date Received:** 26-JUL-2017 12:09
**Follow-Up 1:** 26-JUL-2017 12:09
**Follow-Up 2:** [Redacted]
**Follow-Up 3:** [Redacted]
**Complete Date:** 26-JUL-2017 13:00
**Reference No:** [Redacted]