



It should be noted that listeners/callers to Mayor on Air should still lodge their request/query directly with Council. People can call 64 714 700, email [wcc@westcoast.tas.gov.au](mailto:wcc@westcoast.tas.gov.au), lodge a request from Council's website ([www.westcoast.tas.gov.au](http://www.westcoast.tas.gov.au)) where's there a service request link on the homepage, or call into the Office in Queenstown.

**This is the preferred method.**

By only calling into Mayor on Air, Council is not able to follow-up with updates or for more information.

### Responses to Caller queries from Mayor on Air 28 February 2017

**1. Is there any plans to pressure clean the main street footpaths in Queenstown as they do not present well?**

This is a large undertaking, with pressure cleaning perhaps not the most appropriate cleaning method as it removes the sand between the bricks and discolours the pavers (washes the colour out). Purchase of appropriate street cleaning equipment is being costed and will be presented to Council as a 2017-2018 budget item for consideration.

**2. Why is it when you drive down Driffield Street, Queenstown there is no sign directing you to Urquhart Street?**

When travelling down Driffield Street and turning right, there are two streets before you get to Urquhart Street.

Urquhart does not start until after the Austin Street/Esplanade intersection on the other side of the bridge – to install a street sign such a distance from the actual start of the street would cause confusion for motorists.

**3. When is the road to the tip going to be sealed properly?**

Council continues to work with all stakeholders with interests in Lynchford Road to work towards an outcome to improve the condition of Lynchford Road.

For more information please visit [Council's website](http://www.westcoast.tas.gov.au).

**4. I bought a property in Rosebery three years ago across from the tailings dam, now the work has commenced my house has sunk and there is continual noise and vibration – what can I do?**

Concerned residents are encouraged to discuss concerns directly with MMG and to also contact the Environmental Protection Authority.

**5. Why is garbage getting collected so late of a morning?**

Following previous complaints from residents regarding the noise from the garbage truck when collecting bins at 6am, Council management has instructed the driver to commence wheelie bin collection at 7am.



- 6. What is happening to the old Queenstown Central School? It is in a disgusting state. It would have to be a health hazard. It is an eyesore right in the middle of town. If it was a local that owned the building they would be served with an abatement notice. Why is this not happening?**

Council issues abatement notices or other notices as needed when a property is deemed to be a fire risk or unsafe, in accordance with applicable legislation. These notices are followed up in accordance with the procedures detailed in the legislation – these timeframes can sometimes be lengthy and appear to the community that action is not being taken.

The community should be aware that if Council reaches a certain point in action in some instances we must be prepared to use community money (the Council budget) to undertake required repairs ourselves. Whilst we can recoup this cost through legal action this can often take many years.

The community should be confident that Council staff treat all property owners the same – regardless of if they reside on the West Coast or elsewhere.

- 7. When is the Queenstown Rec Ground going to be completed – e.g. the bike track and the playing surface?**

The bike track has been removed and will not be replaced, as advised by Council in 2015 (and many times since) when funding was obtained from the State Government to remove the track. Council has recently met with representatives from the Queenstown Crows Football Club to discuss the future of the Queenstown Recreation Ground and, as the Mayor has stated previously, as funds become available within our limited budget, sport and recreation facilities in our five towns will be improved where appropriate.

Work has commenced to prepare the playing surface for the football season, as per Council's regular maintenance schedule.

- 8. Primrose Street in Rosebery has three properties in disrepair – I have contacted West Coast Council several times regarding this and nothing has been done. Can you help please?**

Each request is entered into Council's central request database and investigated by the appropriate staff member. If a hazard is deemed to be present Council may lodge an abatement notice in accordance with applicable legislation.

Whilst it may appear that no action has occurred following lodgement of concerns regarding fire hazards, properties in disrepair etc., this is not the case. The timeframes involved with such notices can sometimes be lengthy and appear to the community that action is not being taken.

With relation to the above properties, this abatement process was adhered to and contractors were on site in February.



9. I listened with disbelief at both the Mayor and General Manager talking about TasWater. The Mayor was talking about a healthy revenue stream of around \$600,000 and the GM was talking about it turning into a “nice little money earner”. Since when was one of TasWater’s reasons for existing to make a nice little profit? I thought that it was formed to right the water and sewerage woes on a break-even basis? Why was the West Coast compared to a third world country in relation to the water?

The references to what was said and by whom are incorrect. The TasWater issue is a complex one. Whether or not the State Government will ultimately legislate to take control of the body is not decided. All money received by West Coast Council currently on behalf of the community through current TasWater dividends are spent on enhancing community projects etc. It is important that this revenue (currently around \$540,000), which is a critical component of the West Coast community’s current overall Council budget, is not diminished moving forward, as this would leave quite a hole in future budgets. Replacing such a reduction, to maintain current service levels and the ongoing improvement of community assets, would be very difficult for a small Council like the West Coast.

*\*Please note that the comment comparing West Coast water to a third world country was not made by the Mayor or General Manager*

10. Why has Moore Street been put in the wrong place at Strahan – can the West Coast Council correct it?

Council officers have checked the mapping program and advised that the street sign has been placed at the beginning of Moore Street.

11. When will the map be completed for the Queenstown Cemetery?

Council is currently investigating the best way to display the map of the cemetery and depending upon cost this may be placed as a budget item for Council consideration.

Maps of the cemetery are available on request from the Council Chambers during business hours and Council is planning to upload cemetery burial information (including maps) onto its website in coming months.

#### ***Feedback from Mayor on Air listeners:***

- **Congratulations on the road on the way into Trial Harbour – well done!**
- **Congratulations to the West Coast Council workers who cut the trees and blackberries on Batchelor Street opposite the flats – you don’t get hit in the face anymore!**