5.02.13 Advice to residents – work/road conditions

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<tr>
<th>Directorate</th>
<th>Assets and Operations</th>
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<td>Responsible Officer</td>
<td>Works Manager and Water and Sewer Manager</td>
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Scope

Council as part of its commitment to customers will advise affected property owners and/or occupants of works and adverse conditions that affect access to their properties as a direct result of planned or unplanned Council activities. This procedure includes supply of water and sewerage services, fixing of road levels, all road works and road conditions resulting from weather and road accidents.

This procedure does not apply to non-council related activities affecting property access.

Procedures

Planned Projects and Programs (prior to site works commencing)

- All affected residents are to be advised in as timely a manner as is reasonably practicable once Council has approved the Project or Program and definitely prior to commencement. In the event Council adds items to the planned works program at short notice then affected residents are to be advised as soon as possible.
- That affected residents be advised of the commencement date as soon as it is known, generally attempting to provide one month’s notice and further that absentee owners be invited to contact the relevant officer to ascertain the stage of the works regarding access prior to visiting their property.

All Works (prior to site works commencing)

- That affected residents be advised of the commencement date as soon as it is known, generally attempting to provide two (2) weeks notice and further that absentee owners be invited to contact the relevant officer to ascertain the stage of the works regarding access prior to visiting their property.

All Works (during progress of works)

- If residential or business premises access is to be denied or restricted then a letter box drop or personal contact is to be made the day before this occurs indicating:
  - That access will not be available for a prescribed period.
  - The nature of the work to be undertaken.
  - Contact person for further information.

Fixing of Levels - Roads Act - Notification

In addition to statutory advertising relating to the fixing of road levels, adjoining property owners are to receive written notification:

- Of Council’s intention to fix the level of a road, and
- Of the declaration when the levels have been fixed.

Media Releases - Road Conditions

When a road is impassable or unsafe, a media statement regarding road conditions shall be issued by the relevant officer in conjunction with Council’s Communications Team.

All statements on the condition of roads and in particular the temporary closure of roads is to be simultaneously presented to the Officer in Charge of the Bega Police Station (the responsible officer for advising the public of general road and traffic conditions).

The Roads and Maritime Services (RMS) is to be advised when it becomes necessary to close any classified road due to any condition. This advice is to indicate the expected duration of the closure.