

# Customer action request

Economy, Planning and Environment  
Development Compliance  
City Development  
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W [cityofgoldcoast.com.au](http://cityofgoldcoast.com.au)

## Privacy statement

Council of the City of Gold Coast (Council) is collecting your personal information in order to provide the services requested, perform associated Council functions and services, and to update and maintain Council's customer information records. Your information is handled in accordance with the **Information Privacy Act (Qld) 2009** and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to <http://www.cityofgoldcoast.com.au/privacy>.

Council may also use your personal information in order to contact you to provide you with information regarding Council functions and services. If you do not wish to receive such information please opt out using the unsubscribe link in the communication material sent to you.

Please use **BLOCK LETTERS** and complete all details in full

Requestor's contact details			
Name			
Postal address			
	City	State	Postcode
Primary phone	Alternative phone		
Email			

Property details	
Lot Number	Registered plan type and number
Property address	

Action request	
<b>Please read the Notes on the next page before completing this request</b>	
Please accurately describe the issue. You may add photos or other documents that you believe may be of assistance.	
Do you consider this to be of a dangerous or urgent nature? No <input type="checkbox"/> Yes <input type="checkbox"/>	
Why do you think it is of a dangerous or urgent nature?	

Declaration	
I declare that:	
<ul style="list-style-type: none"> <li>The information provided in this form is complete and correct</li> <li>I have read the privacy notice</li> </ul>	
Signature	Date

Development Compliance use only									
Document number:				Date received					
File number:				Customer request #					
Planning	[ ]	Building	[ ]	Pool fencing	[ ]	After hours bldg.	[ ]	Stormwater	[ ]
Erosion control	[ ]	VXO	[ ]		[ ]		[ ]		[ ]

Notes	
<b>Anonymous requests</b>	We are happy to acknowledge receipt of your request if you provide a postal address for us to send the acknowledgement to. If you do not provide a postal address, your request may be dealt with as an anonymous request and may not be investigated.
<b>Allowed hours for building work</b>	Section 440R of the <i>Environmental Protection Act 1994</i> (EPA) states: (1) A person must not carry out building work in a way that makes an audible noise— (a) on a business day or Saturday, before 6.30a.m. or after 6.30p.m.; or (b) on any other day, at any time. (2) The reference in subsection (1) to a person carrying out building work— (a) includes a person carrying out building work under an owner-builder permit; and (b) otherwise does not include a person carrying out building work at premises used by the person only for residential purposes.
<b>Building work</b>	Section 440K of the EPA defines building work as (a) building, repairing, altering, underpinning (whether by vertical or lateral support), moving or demolishing a building; (b) providing air conditioning, drainage, heating, lighting, sewerage, ventilation or water supply for a building; (c) excavating or filling - (i) for, or that is incidental to, an activity mentioned in paragraph (a) or (b); or (ii) that may adversely affect the stability of a building, whether the excavating or filling is happening on the land on which the building is situated or on adjoining land; (d) supporting (whether vertically or laterally) land for an activity mentioned in paragraph (a) or (b); (e) installing or removing scaffolding.
<b>Audible noise</b>	Section 440L of the EPA states: <b>Audible noise</b> means noise that can be clearly heard by an individual who is an occupier of a building.
<b>Shared fences</b>	The maintenance and repair of boundary fences is the responsibility of all property owners who share the fence. The exception to this is where the fence is shared with Council land (eg: a park or the nature strip). Council does not contribute to the repair and maintenance of boundary fences.  Matters regarding responsibility of boundary fences are administered by the Justice Department under the Neighbourhood Disputes (Dividing Fences and Trees) Act 2011. You can find a copy of the Act online at <a href="http://www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm">www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm</a> .  The Queensland Civil and Administrative Tribunal (QCAT) may be able to assist if mediation between parties is required.  You may find what you're looking for on the <b>neighbourhood disputes website</b> which was launched 23 July 2014 -- <a href="http://www.qldneighbourhoods.com/">http://www.qldneighbourhoods.com/</a> .
<b>Asbestos</b>	If your request is in relation to asbestos, please contact Council's Environmental Health & City Laws Services section on 07 5667 5988 or email <a href="mailto:ccehcls@goldcoast.qld.gov.au">ccehcls@goldcoast.qld.gov.au</a> .
<b>Pool Safety Certificates</b>	If you have an enquiry regarding a pool safety certificate or want information on a pool safety inspector please contact the <b>Pool Safety Council</b> telephone <b>139 333</b> or visit their website <a href="http://www.qbcc.qld.gov.au">www.qbcc.qld.gov.au</a> .

You may forward the completed form to Council's Development Compliance section by any of the following methods:

- **Mail** – Development Compliance, City of Gold Coast, PO Box 5042, Gold Coast MC Qld 9729; or
- **Fax** – 07 5596 3653; or
- **Email** – [mail@goldcoast.qld.gov.au](mailto:mail@goldcoast.qld.gov.au)