



Assessing maintenance holes in the City network

The City of Gold Coast (City) is conducting a routine programmed condition assessment of the sewerage network, which comprises sewer maintenance holes and sewer gravity mains throughout the city.

Sewer maintenance holes are positioned at regular intervals along public streets, walkways and also within private properties. Sewer gravity mains connect these maintenance holes to form a complete network through which the sewage from each property flows.

As part of the condition assessment program, we will:

- inspect each sewer gravity main with closed circuit television (CCTV)
- locate, access and inspect each maintenance hole by visual inspection
- inspect and clear blockages in the network (where required)
- undertake immediate or future repairs (where required).

Why is the City entering my property?

In order to deliver a safe and reliable sewerage service, and to maintain the integrity of the City's sewerage infrastructure, we are required to access maintenance holes and sewer mains located within private properties. The *Local Government Act 2009* allows City officers to enter property, including private property, to do this. Upon departure, our officers will leave a 'Notice of entry' document indicating the purpose of entry.

How will I be notified of necessary works?

Affected residents will be notified of any planned works in writing at least 48 hours in advance. Our inspectors and contractors always aim to speak directly to the resident before carrying out any works on the property. If

you are not home when they arrive to do the work, they will leave a 'Sorry we missed you' card to request that you contact a City officer to arrange a future appointment for entry. The inspection will only be conducted from Monday to Friday between 7am and 5pm, and on Saturday between 8am and 3pm, excluding public holidays.

In some instances multiple visits may be required depending on the nature of the assessment being conducted, however residents will be notified in each instance. All care will be taken to minimise disruption to the residents.

How long will the contractors be on my property?

Typically, each maintenance hole inspection takes one to two hours.

What's involved in the condition assessment program?

Firstly, City officers and contractors must locate all maintenance holes throughout the sewerage network, including those located within private properties.

Thereafter, the contractors will inspect each maintenance hole by lifting the lids to check them for damage or deterioration and document their findings in a report.

There will be no disruption to services whilst the assessment is being undertaken.

Why are contractors used?

The nature of this work requires specialised equipment and expertise of trained contractors to complete the tasks in an effective and efficient manner.

The contractors engaged for the work have each been inducted as a Local Government Worker and carry a City-issued identification card which they will show you when they arrive at your property to do the work.

What are the benefits of this condition assessment?

Condition assessment of maintenance holes has the following benefits:

- provides the City with an actual condition assessment of the asset for preventative maintenance planning
- helps to protect the environment and community health by preventing groundwater entry and overloading the sewer system
- minimises disruption to the sewerage network due to possible asset failure
- provides the ability to plan infrastructure replacement more effectively.

What do I need to do?

While we ask for your patience during the works, we also ask you **not to build over or cover up any maintenance hole(s) on your private property**. Even after our teams have completed any works, it is important to allow the maintenance hole to remain visible and accessible should future works be necessary, especially if the maintenance hole needs to be accessed during an emergency.

Thank you in advance for your patience and consideration during this program.

For more information

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