



HELP US HELP YOU

Did you know?

Council has a system in place where residents can lodge a Customer Service Request (CSR) to report an area of concern or make a request for service or assistance. Our friendly customer service team can lodge a CSR on your behalf.

It is as easy as one, two, three

1

Phone, email or write to Council and ask to lodge a Customer Service Request

2

Explain the nature of your request and location

3

Request a CSR reference number if you wish to monitor the status of your enquiry

We are here to help

For more information
(07) 5424 4000
mail@somerset.qld.gov.au
www.somerset.qld.gov.au

What sort of requests for service and assistance can be made?

- Report a pothole
- Reporting maintenance issues or concerns of public amenities (eg, leaking or damaged toilets, park facilities, etc)
- Report illegal dumping or littering
- Report wandering animals
- Report damaged wheelie bins
- Report pest plants and animals on Council owned land

What happens next?

Council handles each CSR differently. Requests of an emergent nature will be addressed immediately while requests needing inspection and further investigations are handled on a priority system.

For road related customer service requests, a rating of one to five will be given once inspected. If it is rated five, the work will be prioritised and receive appropriate immediate action. All other requests are given a rating of one to four and listed on a priority basis, if further action is required.

Annually about 10,000 CSRs are lodged with Council. Therefore it is not possible to call each customer back, however, at any time, if you have made a CSR and have a CSR reference number, you can phone Council and request an update.

Contacting Council is easier than ever

Phone	(07) 5424 4000 (including after hours emergencies)
In person	Esk 2 Redbank Street Open Monday to Friday, 8am to 5pm Lowood 1 Michel Street Open Monday to Friday, 9am to 5pm Kilcoy 15 Kennedy Street Open Monday to Friday, 8am to 5pm
Email	mail@somerset.qld.gov.au
Post	PO Box 117, Esk Qld 4312

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