

Plumbing and Drainage Service Standards

Plumbing and Drainage	Legislation Requirements	Council's Aim to achieve
Plumbing and Drainage Applications	10 business days to process application from time of acceptance over the counter of completed paperwork with relevant payment.	5 business days to process application from time of acceptance over the counter of completed paperwork with relevant payment.
Plumbing and Drainage Information Requests	10 business days to send an Information Request for incomplete Plumbing and Drainage Applications received over the counter.	5 business days to send an Information Request for incomplete Plumbing and Drainage Applications received over the counter.
Booking of Plumbing and Drainage Inspections	48 hours' notice for the responsible persons to book a Plumbing and Drainage Inspection with Council.	Minimum of 24 hours' notice required for the responsible persons to book a Plumbing and Drainage Inspection with Council. If at the time of requesting an inspection a suitable timeframe cannot be arranged then the responsible council officer will approve the issuing of Form 3's with corresponding photos.
Final Compliance Certificate	5 days from completion of all work the responsible persons are to request a Plumbing and Drainage Final Compliance Inspection. All mandatory paperwork must be submitted to Council prior to requesting a Final Compliance Inspection, this includes Form 3's with corresponding photos, and the "As Constructed" Drainage Plans and commissioning certificates where required.	2 business days to issue a Plumbing and Drainage Final Compliance Certificate once all mandatory paperwork is received and completion of a successful final inspection is completed. If the Plumbing and Drainage Final Inspection is deemed failed, the responsible persons will be notified within 2 business days.