

# COMMUNITY DISPUTES AND GRIEVANCES LODGEMENT FORM

Please read the important information on the next page. Please include as much information as possible to help us to investigate the issue. Your personal details will be kept confidential. We may not be able to follow up anonymous or incomplete forms. If you need help from an interpreter to read or complete this form, please let us know on 4732 7777.

.....  
Please fill in all details.

## YOUR DETAILS

First name \_\_\_\_\_ Surname \_\_\_\_\_

Postal address  
Street number \_\_\_\_\_ Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Post code \_\_\_\_\_

Contact phone number \_\_\_\_\_ Email address \_\_\_\_\_

.....  
**Note:**  
You must provide this information for a barking dog complaint.

## DETAILS OF OTHER PEOPLE OR PROPERTY INVOLVED (IF KNOWN)

First name \_\_\_\_\_ Surname \_\_\_\_\_

Postal address  
Street number \_\_\_\_\_ Street name \_\_\_\_\_

Suburb \_\_\_\_\_ Post code \_\_\_\_\_

Contact phone number \_\_\_\_\_ Email address \_\_\_\_\_

## ISSUE DETAILS

Briefly describe the problem you are having

.....  
.....

How does this affect you or your property

.....  
.....

When is this happening? (Please give date/s and time/s if possible)

.....  
.....

Briefly describe how you have tried to resolve the problem

.....  
.....

## ISSUES COUNCIL MAY BE ABLE TO HELP RESOLVE

Council can often help resolve issues about things we have regulatory power over, including :

- air, noise and water pollution
- swimming pool safety
- illegal building works
- illegal developments
- building safety
- fire hazards
- obstruction of streets and footpaths
- overgrown vegetation
- public health concerns
- food hygiene / safety
- septic tank / sewer overflows
- abandoned vehicles
- unauthorised earthworks or filling of land
- savage or stray dogs/control of domestic animals

## WHO TO TALK TO ABOUT OTHER KINDS OF DISPUTES AND GRIEVANCES

Council is often asked to intervene in other kinds of disputes between residents where we don't have any statutory authority, or there are other avenues of resolution that are more appropriate:

<b>Personal disputes</b>	The Community Justice Centre offers a mediation service.	Community Justice Centre: 1800 990 777 or 4629 9713
<b>Dividing fences</b>	The Dividing Fences Act (NSW) is administered by the Local Court.	Land & Property Management Authority: 8836 5382 Community Justice Centre: 1800 990 777 or 4629 9713
<b>Overhanging trees</b>	These are a civil matter - you may require legal advice. The Community Justice Centre or Law Access may be able to help.	Community Justice Centre: 1800 990 777 or 4629 9713 LawAccess NSW: 1300 888 529
<b>Surface water &amp; minor drainage matters (not related to a building or sewer)</b>		
<b>Cruelty to animals</b>		RSPCA: 9709 5433 Animal Welfare League: 8899 9333
<b>Tenancy disputes</b>		Department of Fair Trading - Rental Bond Board: 133 220
<b>Noxious weeds</b>		Hawkesbury River County Council: 4587 0230
<b>Electrical interference from radio masts</b>		Australian Communications and Media Authority (ACMA): 1300 850 115 www.acma.gov.au
<b>Abusive language, late night party noise</b>	Local police	Penrith: 4721 9444 St Marys: 9677 7499

## NEED HELP?

Call Council on **4732 7777**  
8:30am - 4:00pm Monday to Friday or see [penrith.city](http://penrith.city)

## CONTACT US

Penrith City Council  
601 High Street  
PENRITH NSW 2750

PO Box 60  
PENRITH NSW 2751

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**FAX:** (02) 4732 7958  
**EMAIL:** [council@penrith.city](mailto:council@penrith.city)  
**WEB:** [www.penrith.city](http://www.penrith.city)