

## Verge Maintenance Policy

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### 1. Scope

- 1.1 This Policy applies to all Council-owned street verges that adjoin privately-owned properties in the City of Parramatta Council (**Council**) local government area (**LGA**); typically being a nature strip between a private property and a Public Road.
- 1.2 This Policy does not apply to land reserved for a public purpose, such as a park or bushland area.

### 2. Purpose

- 2.1 This Policy provides operational guidance regarding the maintenance of Council-owned street verges, to ensure that a consistent standard is maintained across the LGA.

### 3. Policy

- 3.1 Council recognises the valuable contribution to the aesthetic of streets made by residents, who are requested to mow and maintain the Council-owned street verges adjoining their properties, in accordance with this Policy.
- 3.2 Council may maintain street verges that meet any of the following criteria:

- (a) Located adjacent to Council-owned properties (e.g. facilities, parks, and reserves).

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- (b) Key significant locations as determined by Council, such as town centres or transport hubs in the central business district.
- (c) Where the height of the grass is in excess of 600mm.
- (d) Where overgrowth obstructs traffic, the free flow of water in the gutter, or presents a severe inconvenience to pedestrians.

3.3 All street verges not to be maintained by Council under this Policy are requested to be maintained by the owners and/or residents of the adjoining private property.

3.3.1 Where residents appoint a contractor to undertake maintenance of street verges, Council will not contribute towards the cost of this work.

3.3.2 Residents in the LGA may be eligible to apply for subsidised lawn services through the Commonwealth Home Support Program via My Aged Care. Information regarding accessing the Community Assist Lawn Mowing service is available on Council's [Website](#), or by contacting Council's Community Care Unit. The Community Assist Lawn Mowing service is subject to eligibility and availability.

#### 4. Delegation

4.1 There are no Administrative and/or Legislative Delegations applicable to this Policy.

#### 5. Procedure

5.1 Concerns of overgrown street verges in the LGA are to be reported to Council as a service request.

5.1.1 Service requests regarding overgrown street verges will be assigned to a relevant Council officer for investigation. The Council officer will assess the service request and may inspect the location.

5.1.2 Should Council determine that maintenance is required, the assessing Council officer will contact the property owner or occupier.

5.1.3 A follow-up inspection will be conducted after a period of 14 business days, should no action be taken by the property owner or occupier.

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5.1.4 Council will intervene to undertake maintenance after this period if the street verge meets the criteria outlined in clause 3.2. Where the criteria is not met, Council will close the service request and advise the customer of the outcome.

5.2 Council will undertake routine maintenance on street verges to be maintained by Council under this Policy generally once every 4 months. In the event that the overgrown street verge is a safety concern, Council may expedite the maintenance.

## 6. Definitions

Public Road	A road opened or dedicated for the free right of passage of the public on foot, in a vehicle, or otherwise, and declared to be a public road for the purposes of the <i>Roads Act 1993 (NSW)</i> and includes a Road Related Area.
Road Related Area	As defined in section 4 of the <i>Road Transport Act 2013 (NSW)</i> , includes but is not limited to: (a) an area that divides a road; (b) a footpath or nature strip adjacent to a road; (c) an area that is open to the public and is designated for use by cyclists or animals; (d) an area that is not a road and that is open to or used by the public for driving, riding, or parking vehicles; or (e) a shoulder of a road.

<b>REFERENCES</b>	<i>Roads Act 1993 (NSW)</i> <i>Road Transport Act 2013 (NSW)</i>
<b>ASSOCIATED POLICIES</b>	Customer Service Policy Local Orders Policy
<b>ATTACHMENTS</b>	Nil

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