

New maintenance contracts FAQs

When is it happening?

Councils current long term maintenance contracts expire on 30 June 2024. New long term maintenance contracts start from 1 July (aside from some of the smaller building maintenance contracts where start dates range from 1 July to 1 September 2024).

These contracts will help to provide road, path and drain maintenance, tree maintenance, sport ground and park maintenance, bushlands maintenance and buildings maintenance. The services delivered under these contracts relate to the maintenance of more than \$2B of assets across the Peninsula.

What does this mean?

Council has been working on replacing these maintenance contracts for over three years. A series of tender processes have been underway since 2022 to help Council consider and choose the best value offers from the open market for each contract.

Some of the contracts will be delivered by new contractors, whilst others will be delivered by contractors that have delivered some of our maintenance services in the past.

As all of the new contracts begin early in the new financial year, we are expecting to encounter a few teething problems. The breadth of changes happening behind the scenes are significant (redistributed maintenance activities, job changes for some of our staff within Council, new contractors starting with new staff as well as major system transitions and improvements) so please bear with us as best you can over the coming months.

Will the standard of maintenance improve?

The new contracts better define what is required and provide more tools for Council to ensure contractor performance.

Known gaps in planned maintenance activities have been addressed and the way in which storm damage is managed has been revised to improve responsiveness.

The requirements for customer service have been standardised and uplifted. This includes reduced timeframes for initial customer contact as well as a renewed focus on closing the loop with customers.

For buildings maintenance, a small inhouse team has been setup to undertake handyman type work. This, along with a series of smaller direct building maintenance contracts, will help to improve responsiveness.

Overall, Council is increasing its investment into the maintenance of community assets. Part of this includes improving our capacity and capability to manage the new contracts.

Over time, we hope to see improved community satisfaction results for these services.

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How does this affect making an enquiry about maintenance or reporting a problem?

The process for raising a maintenance request remains the same.

There are a range of ways in which you can contact us to ask a question or report a problem. This includes calling our Customer Support team on 1300 850 600, visiting one of our customer service centres, sending us an email via customerservice@mornpen.vic.gov.au or using one of the forms on our website. Please see our Contact-Us page ([Contact Us - Mornington Peninsula Shire \(mornpen.vic.gov.au\)](http://mornpen.vic.gov.au)) for more information.

Council receives more than 100,000 enquiries and requests each year. In order to best manage all of the different queries and requests we get from the community, we have a system in place that helps us to direct requests to the responsible area of Council (and our contractors) and keep track of progress.

It is important to us that your request makes it into our system so that your question or request is responded to in accordance with our customer service standards. Please use one of the methods outlined above.

How long will it take to get a response?

You should receive a response within 10 business days unless we advise otherwise.

The changeover of maintenance contracts is happening from July 1. As we get closer to then, some customer requests may be inspected by our existing maintenance contractors but then handed across to the new contractors to undertake works. To streamline this, we have developed a process to facilitate the handover of customer requests and necessary works from our existing contractors to the new ones.

How do I report an urgent problem?

In a life-threatening situation, call 000. Otherwise, you can contact us via 1300 850 600 or online via live chat 24 hours a day.

Is there someone I can speak with or is it only online?

Our customer service team will continue to be available at our service centres and to take your calls.

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What happens to the requests I've already submitted?

We have been working hard behind the scenes to make the contract transitions as seamless as possible. You will not need to resubmit any requests and the reference number will remain the same.

What if I am not sure if a request has been logged?

If you have a reference number or have received an acknowledgement notification, your request has been recorded in our Customer Request Management system. If you have not received anything or heard from us for more than 10 business days, please contact our Customer Support Team.

How do I follow up on an issue already logged?

If you opted to receive notifications via Email or SMS when you submitted your request, you would have received a link that allows you to track the status of your request online. Alternatively, our Customer Support Team are also available to answer any questions you may have about your Customer Request.

Are there changes to the QR codes?

Some locations have QR codes in place to assist with raising maintenance requests. The QR codes will not be affected by the transition to new maintenance contracts.