

CEO MONTHLY REPORT JANUARY 2021

1. CUSTOMER SERVICE

Customer Requests for the month of December 2020

CRMS statistics for the month show 174 customer requests registered with 17 open requests and 96 closed during the month. The majority of requests opened were for Local Laws (85%) with road maintenance (Field Services) (61%) as the second largest group.

Service	Total Events	Events Closed	Open	Open Overdue	Draft	Pending	Pending Overdue
Asset Management	17	8	4	1	0	2	2
Engineering	2	1	0	0	0	1	0
Environmental Health	1	1	0	0	0	0	0
Local Laws	49	42	0	1	0	3	3
OHS	34	1	0	0	0	33	0
Parks and Garden	18	8	4	4	0	2	0
Planning	2	1	1	0	0	0	0
Road Maintenance	35	23	5	0	0	7	0
Unallocated	16	11	3	0	0	2	0
Total	174	96	17	6	0	50	5

Complaints versus Requests for the month of December 2020

Complaints	1
Service Request	174

**2. CAPITAL WORKS**

Capital Works Progress & Budget Status - December 2020						
Project (Capital Works)	Estimated Completion Date	Budget (\$)	YTD Actuals (\$)	Forecast (\$)	Comments	Budget Status
813000. Bridges - Renewal	30/06/2021	185,900	0	185,900	Scoping and procurement phase in progress.	On Budget
813013. Bridges - Structural Assessment	30/06/2021	100,000	0	100,000	Bridge inspections scheduled Feb-Mar.	On Budget
851004. Building Refurbishment Program	30/06/2021	108,500	12,382	108,500	Jamieson Hall project completed, other works in scoping and procurement phase.	On Budget
851006. Shire Office Refurbishment	30/06/2021	0	3,003	0	Office repair and refurbishment works completed. (Building Refurbishment Program).	On Budget
851012. Toilet Block Refurbishment	30/05/2021	300,000	0	300,000	Scoping in progress.	On Budget
851015. Kindergarten Refurbishment - Ailsa St	30/06/2021	173,000	0	173,000	Design phase in progress.	On Budget
881010. Bonnie Doon Community Centre	30/03/2021	21,500	0	21,500	Procurement phase in progress.	On Budget
891015. Office Furniture & Equipment	30/06/2021	15,000	0	15,000	Ongoing.	On Budget
831234. Outlying Communities Inf. Grants	30/06/2021	100,000	0	100,000	Target projects to be identified.	On Budget
823036. Misc Drainage Works Provision	30/06/2021	200,000	0	200,000	Stormwater condition inspections in progress.	On Budget
821000. Footpath Reconstruction Programme	30/05/2021	50,000	0	50,000	Scope redefined and RFT in progress. Expect expenditure in Mar-Apr.	On Budget
821100. Footpaths - Renewal	30/05/2021	48,830	0	48,830	Scope redefined and RFT in progress. Expect expenditure in Mar-Apr.	On Budget
821120. New Footpath - Mt Buller Rd	28/02/2021	128,666	139,790	139,666	Carryover project as work incomplete at start of the financial year; variations approved.	Outside Budget
831025. Urban Walking Trails	30/05/2021	38,025	0	38,025	Scope redefined and RFT in progress. Expect expenditure in Mar-Apr.	On Budget
881182. Dual Court Indoor Sporting Stadium Carpark	30/04/2021	1,400,000	0	1,400,000	Stadium Carpark, View St Roundabout and View St Upgrade are all under construction.	On Budget



831035. Mansfield Streetscape	30/06/2021	50,000	0	50,000	Scoping and procurement phase in progress for irrigation works in High St median.	On Budget
845015. Botanic Park - Playground	30/05/2021	667,079	25	667,079	Tender report to Council in Jan for approval to proceed with revised scope of works.	Outside Budget
811120. Reseals	30/04/2021	978,520	0	978,520	Tender report to go to Council in Feb for approval to proceed.	On Budget
811150. Reseal Preparation Program	30/03/2021	451,583	4,536	451,583	Tender awarded. Construction to start in Jan.	On Budget
811152. Heavy Vehicle Bypass - Stages 3 & 4	30/04/2022	2,507,519	0	2,507,519	Detailed design phase to commence in Jan.	On Budget
811155. View Street Roundabout	28/02/2021	1,000,000	0	1,000,000	Per above - see Dual Court Indoor Sporting Stadium Carpark.	On Budget
811156. View Street Upgrade	30/05/2021	1,100,000	73,361	1,100,000	Per above - see Dual Court Indoor Sporting Stadium Carpark.	On Budget
812022. Pavement Patching Program	30/06/2021	71,800	0	71,800	Scoping and procurement phase in progress.	On Budget
812075. Resheets	30/05/2021	1,449,192	0	1,449,192	Tender report to go to Council in Jan for approval to proceed with increased scope.	On Budget
814017. Malcolm St Reconstruction (Design)	30/03/2021	67,003	10,702	67,003	Design completed; invoice to be paid.	On Budget
814050. Alpine Ridge Reconstruction (Design)	30/03/2021	63,146	3,531	63,146	Design completed; invoice to be paid.	On Budget
814054. Barwite Road - Reconstruction	30/06/2021	139,250	0	139,250	Remedial drainage survey and design in progress. Expenditure expected Mar.	On Budget
822100. Kerb & Channel - Renewal	30/06/2021	338,202	61,652	338,202	Scoping and procurement phase in progress.	On Budget
831040. Ghadaba Garden Project	30/06/2021	61,925	0	61,925	Construction commenced.	On Budget
841005. Lords Reserve Recreation Facilities	30/05/2022	3,700,000	35,335	3,700,000	Grant dependant. Procurement phase on hold pending funding confirmation.	On Budget
845148. Mansfield Oval redevelopment	28/02/2021	75,000	0	75,000	Football nets under procurement; to be installed prior to season start.	On Budget
845154. Swimming Pool Refurbishment	30/01/2021	150,000	83,278	150,000	Construction 98% complete. Expected final expenditure Feb.	On Budget
851034. Dual Court Indoor Sporting Stadium	30/08/2021	1,634,006	0	1,634,006	Project delayed due to COVID-19; VSBA to send revised cashflow.	On Budget



3. STATUTORY PLANNING

Planning Applications Lodged

Type of Application	
Development Plan Multi Lot (72 lots)	1
Dwelling (with shed/outbuilding 2)	7
Use of land for a contractors depot, storage shed & office	1
Use & development for place of assembly (wedding venue)	1
Buildings & works – extension to existing dwelling	3
Two lot subdivision	4
Buildings & works – marquee	1
Development of second dwelling	1
Development of carport	1
Total Planning Applications Lodged	20

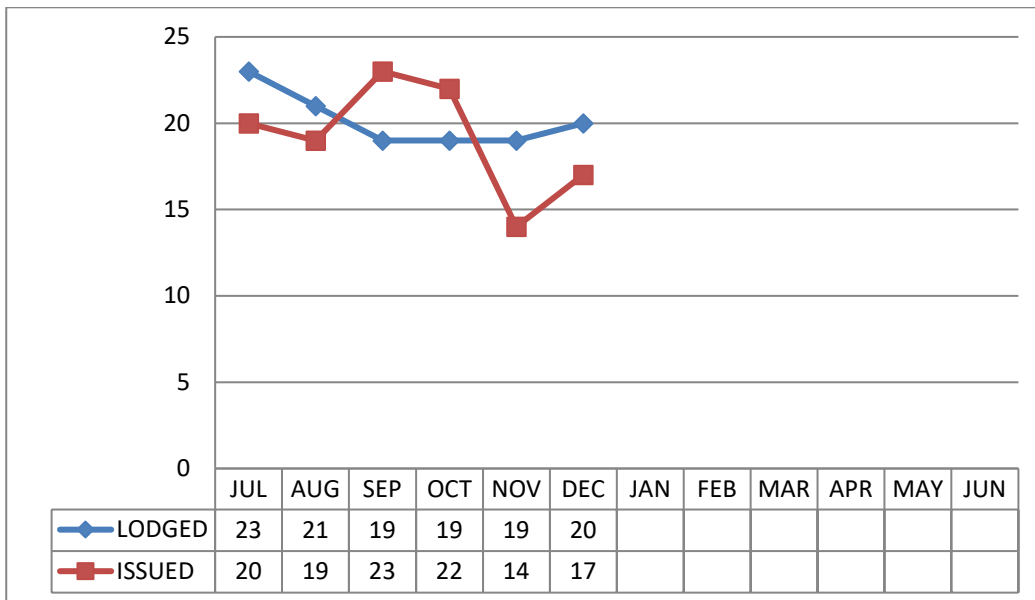
Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed
P031A/16	Amendment – Use & development of dwelling	3062 Mansfield Woods Point Rd Jamieson		1 refused by GMW
P041/20	Use & development of industry, sales, licensed premise & signage	325 Howqua River Road Howqua	1	
P070/20	Development of dwelling & garage	43 Alpine Ridge Dve Merrijig	1	
P075/20	Use of land for temporary storage & associated works (retrospective)	3501 Maintongoon Road Bonnie Doon	1	
P078/20	Use & development of dwelling	92 Drakes Hill Road Mansfield	1	
P089/20	Development of dwelling	63 Jenkin Road Macs Cove	1	
P093/20	Extension to existing dwelling	293 Howqua River Road Howqua	1	
P095/20	Development of dwelling	89 Drakes Hill Rd Mansfield	1	
P101/20	Development of 2 industrial sheds	275 Dead Horse Lane Mansfield	1	



Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/Refused/Lapsed
P102/20	Change of use from studio to 2 nd dwelling	5 Hollams Road Mansfield	1	
P106/20	Dwelling & shed	3 Doon Court Bonnie Doon	1	
P122/20	Use of land for contractors depot, storage shed & office building.	73 Dead Horse Lane Mansfield	1	
P116/20	Use & development of 2 dwellings	6 Griffin Avenue Mansfield	1	
V047/20	Development of garage	2637 Mt Buller Rd Merrijig	1	
V048/20	Development of shed	220 Ford Drive Mansfield	1	
V049/20	Development of shed	120 Red Box Lane Mansfield	1	
V051/20	Development of carport	150 Sawpit Gully Road Bridge Creek	1	
V052/20	Extension to existing dwelling	141 Monkey Gully Road Mansfield	1	
	Total applications determined/ withdrawn/ Refused/lapsed		17	1

Planning applications lodged and issued – July 2020 to June 2021





Other Planning Consents & Enquiries

Extension of time	3
Secondary Consent (amended plans)	2
Statement of Compliance	4
Permit conditions met	1
Section 173 Amendment	1

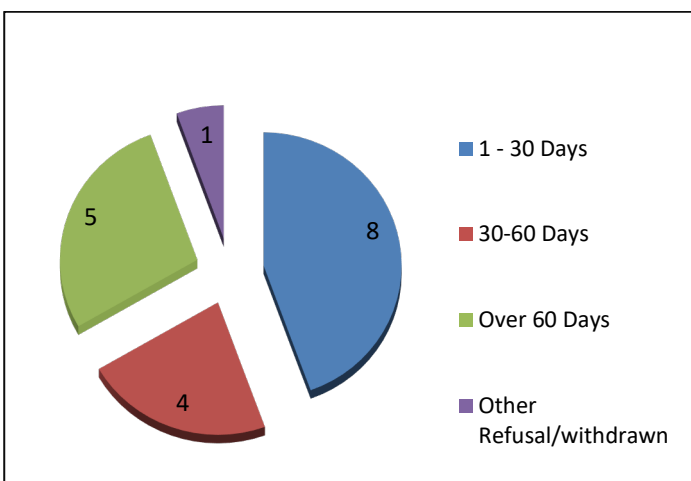
Certification Applications Lodged for the Month

Application No	Date Lodged	Type	Location	Application Stage
S167675V/20	4/12/2020	Two lot subdivision	35 Cambridge Drive Mansfield	On referral
S167925C/20	8/12/2020	Two lot subdivision	Lot B Donovans Way Mansfield	On referral

Days Taken to Determine Planning Applications

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	3	5	5	5	4	8	5	6	13	9	7	8	79
31 - 60 days	3	0	3	4	8	3	7	7	7	8	4	4	58
Over 60 days	3	4	6	2	4	5	8	4	3	4	3	5	51
Withdrawn / Permit not req. / Lapsed/Refused		1	2	1	0	2	1	1	2	1	2	1	14
Number of applications finalised	9	10	16	12	16	18	21	18	25	22	16	18	202

Monthly approval time – December 2020



**4. BUILDING SERVICES****Monthly Comparative Value of Building Permits Lodged**

	2020-2021	2019-20	2018-19
JUL	\$5,961,408	\$4,550,498	\$2,676,220
AUG	\$4,725,992	\$6,183,063	\$4,610,305
SEP	\$3,762,200	\$5,109,519	\$3,471,180
OCT	\$5,004,259	\$7,894,620	\$8,387,850
NOV	\$7,120,839	\$3,637,916	\$9,182,342
DEC	\$4,719,391	\$5,707,703	\$2,218,114
JAN		\$3,067,587	\$4,662,208
FEB		\$4,674,115	\$5,154,596
MAR		\$11,029,109	\$5,249,817
APR		\$2,128,375	\$4,275,654
MAY		\$2,255,561	\$3,190,061
JUN		\$6,691,999	\$3,745,818
TOTAL	\$31,042,410	\$62,930,065	\$56,824,167

Monthly Comparison of Permits Lodged for Dwellings

	2020-2021		2019-20		2018-19	
JUL	14	14	16*	16	8	8
AUG	10	24	11	27	14	22
SEP	7	31	11	38	10	32
OCT	8	39	25	63	16	48
NOV	12	51	9*	72	18	66
DEC	9	60	16	88	6	72
JAN			6	96	12	84
FEB			10	106	12	96
MAR			9	115	8	104
APR			7	122	14	128
MAY			5	127	10	138
JUN			10	137	10	148
TOTAL	60		137		148	



Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL (4 Urban 5 Rural)	9	\$3,484,846
ALT & ADDITIONS	5	\$146,820
DOMESTIC SHEDS & CARPORTS	11	\$369,871
SWIMMING POOLS & FENCES	8	\$429,250
COMMERCIAL & PUBLIC AMENITIES	2	\$288,604
TOTAL COST OF BUILDING WORKS	35	\$4,719,391

5. REGULATORY SERVICES

Septic Applications Lodged, Approved and Issued for the Month

	Applications Lodged	Permits to Install Issued	Permits to Use Issued
JUL	9	4	2
AUG	11	11	5
SEP	5	15	10
OCT	7	5	0
NOV	6	7	11
DEC	2	8	5
JAN			
FEB			
MAR			
APR			
MAY			
JUN			
TOTAL	40	50	33

**Septic Applications Lodged**

	2020-2021		2019-20		2018-19	
JUL	9	9	10	10	4	4
AUG	11	20	11	21	6	10
SEP	5	25	4	25	7	17
OCT	7	32	10	35	9	26
NOV	6	38	4	39	14	40
DEC	2	40	5	44	8	48
JAN			1	45	3	51
FEB			5	50	9	60
MAR			6	56	5	65
APR			4	60	9	74
MAY			3	63	8	82
JUN			8	71	3	85
TOTAL	40		71		85	

6. GOVERNANCE**Confidential Council Reports – December 2020**

No. of Confidential Reports	Comments
1	This item was deemed to confidential Council business information as it pertained to the recipients of the Australia Day Awards.

Confidential Council Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2020	0	0
August 2020	0	0
September 2020	8	8
October 2020	0	8
November 2020	0	8
December 2020	1	9
TOTAL	9	9



Freedom of Information (FOI) – December 2021

No. of FOI Requests	Comments
2	1 - Valid request and currently still active 1 – invalid request as did not include the required fee to process request. We have not heard anything further from the applicant wishing to pay the fee in order to process this request.

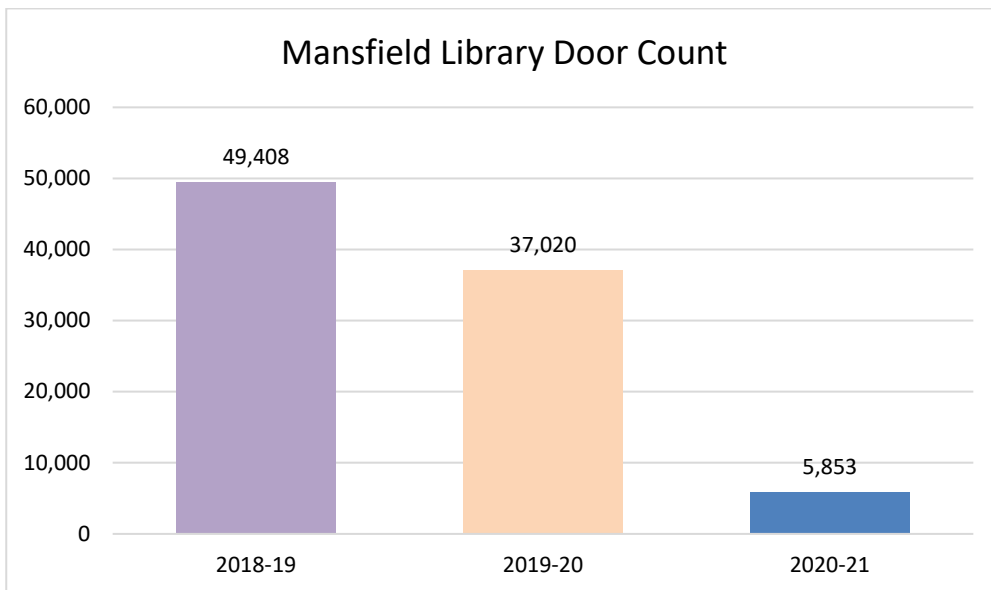
Freedom of Information (FOI) – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2020	0	0
August 2020	0	0
September 2020	0	0
October 2020	0	0
November 2020	1	1
December 2020	2	3
TOTAL	3	3

7. VISITOR SERVICES

Mansfield Library

The following graph shows comparative figures over the past three years of the number of library patrons visiting the service. The dramatic drop in visitor numbers during 202-21 is a result of the closure of the library due to Covid-19 restrictions.





Mansfield Mt Buller the High Country Visitor Information Centre

The following table and graph shows comparative figures over the past three years of the number of walk-in patrons visiting the Visitor Information Centre.

The dramatic drop in visitor numbers during 202-21 is a result of the closure of the VIC from end March to early June and August/September due to Covid-19 restrictions.

	2018	2019	2020	TOTAL	
January	3553	2933	1866	8352	Operating Hours 10-3pm
February	1913	1952	1897	5762	Operating Hours 10-4pm Oct 2018
March	3174	2979	2009	8162	
April	3311	3975	0	7286	Covid closure 27/3 - 5/6 2020
May	2125	2049	0	4174	
June	1836	2104	1876	5816	
July	2928	2737	1277	6942	
August	2108	1848	75	4031	Covid closure 4/8 -19/9 2020
September	2157	2074	411	4642	'Ring of Steel' around Melbourne in place until 8/11/2020
October	2435	2698	951	6084	
November	2663	2795	2243	7701	
December	2586	2543	2751	7880	
TOTAL	32807	30687	15356		

