

The following prioritisation is given to matters raised with Council:

PRIORITY / RISK	NATURE OF ENQUIRY
Urgent	<ul style="list-style-type: none"> • Major water pollution incident • Imminent threat to public health or safety • Incidents relating to unauthorised asbestos removal or dumped asbestos • Major sewer blockage/leak • Major flooding • Food poisoning outbreak • Legionella outbreak • Unauthorised demolition of a heritage item or building in a heritage conservation area • Dog attack • Land clearing and/or removal of trees • Unsafe or dangerous structures adjacent to public land, for example awnings over footpaths
High	<ul style="list-style-type: none"> • Building safety • Fire safety • Swimming pool safety • Public health and safety • Unauthorised development (significant impact or in progress) • Significant tree removal • Food safety • Single food poisoning incident • Significant noise pollution incident
Medium	<ul style="list-style-type: none"> • Construction site management • Unauthorised development (general) • Food non-compliances (minor) • Noise complaints • Air or water quality • Abandoned vehicles • Stormwater drainage • Animal control (general) • Waste dumping • Trees (already removed)
Low	<ul style="list-style-type: none"> • Animal nuisances • Unauthorised development (minor nature or historical) • Overgrown vegetation • Noxious weeds • Noise complaints (minor) • Health and amenity (minor) • Waste storage • Neighbour nuisances • Minor issues, technical or administrative breaches • Signage