



December 9, 2013

Hello Newport Residents,

Currently the MBRC does not have a regular program of inspections & preventative maintenance to maintain the beaches, batters & navigable depths of our canals to their "as constructed" levels. The maintenance dredging program is also running years behind schedule.

Until MBRC rectify this situation, which applies to ALL Newport canal front properties, the process for you to receive necessary maintenance for your beaches, batters & navigable depths is to request Council to attend to your issue. (In other words, make a personal complaint about your beach's condition.)

Beach, batter & canal depth problems which should be dealt with by Council through their maintenance program include, but are not limited to:

*Slumping lower beaches & batters with resultant pontoon grounding; deep scours in beaches & beside boat ramps; erosion and slumping of gravel away from the foot of revetment walls; lumps, bumps & waves in the beach aggregate; heavy deposition of silt & mud on beaches; waterfall effect on lower beaches; broken concrete & other hazards on your beach; exposed geo fabric; unsuitable materials on your beaches preventing normal "as constructed" use; grounding or "stirring up mud" when traversing the canals.*

To lodge a request (or complaint) for maintenance, either:

- 1) Ring Council on 3205 0555 and tell them your maintenance issue, **OR:**
- 2) On line - Go to the website [www.moretonbay.qld.gov.au](http://www.moretonbay.qld.gov.au)
  - Select Online Services.
  - In the left hand box, select 'contact council'.
  - Then select 'lodge a customer request'.
  - Complete the form inserting your details.
  - It will ask you for the Type of Request, select 'other', then specify 'canal maintenance'.
  - If you have photos of your issue you can upload up to three photos.
  - The system will ask you for a password
  - At the end of the process you will be given an 'online reference number' and a confirmation of the transaction date and time.
  - A confirmation E-mail will also be sent to you detailing the details of your request and confirming the 'online reference number'. It is this 'online reference number' which allows you to follow up with council regarding your customer request.
- 3) In addition, please advise the NWPOA of your issue. This will enable the NWPOA to follow up your maintenance issue with the Council at future meetings.

By E-mail to [nwpoa@newportwaters.com](mailto:nwpoa@newportwaters.com) or call NWPOA on 0403 191 131.

Correspondence to: N.W.P.O.A. PO Box 251 Kippa Ring Qld 4021

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Phone: 0403 191 131