

 <p>Mackay REGIONAL COUNCIL</p>	COUNCIL POLICY		
	Kerbside Numbering		
	POLICY NO	026	
	DEPARTMENT	ENGINEERING & COMMERCIAL INFRASTRUCTURE	
PROGRAM PLANNING	TRANSPORT &	DRAINAGE	INFRASTRUCTURE
ENDORSED BY COUNCIL 26 August 2020 Resolution ORD-2020-221			

1.0 Scope

The Policy sets out guidelines related to the location, size, colour, responsibility for costs and ongoing liability for maintenance for kerbside numbering for private residences.

2.0 Purpose

Mackay Regional Council (MRC) has, at various times, received requests from various service providers to install kerbside numbering for residences. The purpose of the Policy is to set out guidelines for these works in relation to standards for size, colour and responsibility.

3.0 Reference

- Australian Standard AS/NZS 1906.1 - Retroreflective materials and devices for road traffic control purpose;
- Australian Standard AS 1744 - Standard Alphabets for Road Signs;

4.0 Definitions

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Human Rights Complaint shall mean a complaint about an alleged contravention of section 58-1 by a public entity in relation to an act or decision of the public entity.

MRC shall mean Mackay Regional Council.

5.0 Background

Requirement to define the procedures required by service providers involved in installing kerbside numbering as a result of applications from service providers to carry out such work.

6.0 Policy Statement

6.1 Principal Guidelines

- (i) Written approval must be obtained from the Director Engineering & Commercial Infrastructure, in accordance with this policy, covering Kerbside Numbering.
- (ii) Applications for approval to install kerbside house numbering must be submitted in writing to the Chief Executive Officer with sufficient detail to establish compliance with MRC's specification.
- (iii) Approvals shall be for a period of twelve (12) months subject to renewal, performance and MRC's right of revocation at any time upon notice.
- (iv) Approved applicants must:-
 - Not represent to householders that the practice is a MRC requirement
 - Indemnify MRC against all public liability
 - Undertake the work in accordance with the following specification
- (v) Specification
 - Numbers shall be allocated adjacent to the driveway on the side nearest to the middle of the frontage of the allotment;
 - Uniformity to be kept throughout the numbering system by using a template of high standard;
 - Kerb area to be cleaned prior to placement of numerals to ensure high standard of adherence to the kerb concrete;
 - All numerals shall be white reflectorised conforming to a minimum Class 2 to AS/NZS 1906.1 on a Brunswick Green background;
 - Numeral size to be a minimum of 100 mm high or as alternatively approved conforming to Series D AS 1744;
 - Line width (thickness) – the numerals should be no less than 13 mm thick;
 - All numerals must be upright;
 - Options exist for using house number plates for vertical face kerb by use of a 1.6 mm aluminum plate (200 mm x 250 mm) fixed to the kerb by use of an approved two-part epoxy or equivalent.
- (vi) Any work completed that is not in accordance with these conditions is to be removed without cost to MRC.
- (vii) Numbers installed must only be at the request of the owner and/or occupier and must be at their expense. The fee to be charged for the service is to be agreed between the service provider and the resident.
- (viii) Organisations undertaking such work are to inform all owners and/or occupiers that Council accepts no responsibility for the replacement of such numbers in the event that the kerb and/or gutter is damaged and requires repair, or replacement.
- (ix) Service providers undertaking such work are to inform owners and/or occupiers that although Council has approved their services, it does not endorse, or recommend, their particular service or product.

- (x) MRC has not set a rate for such work, and this is for determination on a free market basis.
- (xi) MRC will not restrict approval for any organisation to provide house-numbering services to a particular area or zone within MRC Local Government Area (LGA). An approved provider may operate at the same time within any part of LGA as another provider.
- (xii) MRC does not accept any liability for damages resulting from the installation of the numbers or deterioration of the numbers from such activities as street sweeping and kerb and gutter replacement.
- (xiii) The service provider is to advise the resident of any commitment for the ongoing maintenance of the numbering due to deterioration/wear and tear and that Council does not accept any responsibility for such maintenance.
- (xiv) A copy of this policy is to be made available to the resident prior to the placement of the numbers on the kerbside.

6.2 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

Complaints may be made as following:

In writing to

Chief Executive Officer
Mackay Regional Council
PO Box 41
MACKAY QLD 4740

Via Email - complaints@mackay.qld.gov.au

In person 73 Gordon Street, Mackay

6.3 Human Right Complaints

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the *Human Rights Act 2019*.

7.0 **Review of Policy**

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three years.

Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
2	Modified Template	Nil	Council	27.01.16
3	Minor amendments and additions as part of review process	Minor amendments and inclusion 7.0 (xiv) provision	Council	27.09.17
4	Policy Review	Minor Amendments	Council	26.08.20