How to submit a customer service request online

NOTE:

- Requests entered on weekends and public holidays are not processed until the next business day.

Urgent or Hazardous Situations

If the matter you are reporting is urgent or a hazardous situation that may cause physical harm to a person or property, please call Wyndham City on 03 9742 0777.

Step 1: Choose your request type

On the "Submit a Customer Service Request" page:

- Select the type of request from those listed by clicking on the heading to display the details.
- Read instructions relating to the request type.
- Follow the link to submit a request

Please make sure you read the instructions relating to your request type carefully as your request may not be able to be resolved promptly if you do not follow these instructions.

Not all service request types are available at this stage. If you have a service request that is not listed, please select the "General Enquiry" option or call Wyndham City on (03) 9742 0777.

Step 2: Request Details

On this screen you will be asked to enter specific information relating to your request. Please provide as much information as possible to assist us in responding to your request as soon as possible.

Step 2a: Search for Location

Select the location against which the request is to be lodged. A request can be lodged against:

- A particular property – select the "Property" tab (default)
- A location on a street (e.g. park, reserve, roundabout, etc) – select the "Street" tab

Search Options

The search options available will vary depending on whether you have chosen the Property or Street tab.

- Enter as much information as you know (e.g. street number, street name, etc) to find the required location.
- Click Search.
- A list of locations corresponding to your search criteria will be presented.
- Choose the required location from the results presented by clicking on it.

Free Form Search (Property Search Only)

The Free Form search allows you to type in the address without having to fill in the individual address fields e.g. you can enter "1 Watton" in the Free Form search rather than "1" in the House Number field and "Watton" in the Street Name field.

The format rules for this field allow for the following searches:

• Range searching by entering a dash (-) between the house numbers. For example "10 – 20 Smith Street" will return all results with house numbers between 10 and 20.

• Unit/House number searching by entering a slash (/) between the unit number and house number. For example "5/1 Watton Street" will return all results for house number 10, unit number 5.

• Street and Suburb searching by entering a comma (,) between the street name and suburb name. For example "1 Watton Street, Werribee" will return all results for street name "Smith" and suburb name "Spencer".

Advanced Search (Property Search Only)

If you tick the Advanced Search box, additional search options will be provided including being able to enter a range of Unit and/or Street Numbers and being able search on Property Number or Property Name.

Step 2b: Contact Details

Please enter your contact details. Mandatory fields are marked with an asterisk.

Please enter at least one daytime contact number so we can contact you if we need further information to action your request.

All information we collect from you from the Customer Service Request is protected by our Privacy Policy. For more information please see our [Privacy Policy on our website](#).

Step 2c: Request Details

Please provide a detailed description of your request. Please provide as much information as you can to help us to action and resolve your request.

If your request relates to:

- A location on a street, please provide further details such as "corner of", "opposite", "between", "near", etc
- A park, reserve, etc, please provide the name of the park/reserve here.

Step 2d: Additional Information

For some request types additional information will be requested. Please enter as much information as possible to assist us in processing your request.

Step 2e: Attachments

For some request types, if required, you can upload documents or files that support your request and assist us in processing the request (e.g. photos). You can upload multiple attachments, but each attachment must be no more than 3MB. The acceptable file formats are:

- Images – JPG, PNG, GIF, TIFF, BMP
- Documents – PDF, DOC, DOCX, TXT, RTF

To upload an attachment:

- Click on the "Browse" button and locate the file on your computer
- Enter a File Title
- Optionally, enter a description of the attachment
- Enter the characters displayed in the image
- Click the "Upload" button. The file will be uploaded and its details will be displayed
- Repeat the process for any additional attachments.

Any uploaded attachments can be deleted prior to submitting the request by clicking the "X" to the right of the listed attachment.

Step 3: Submit Request

Once you have completed all required information, click Submit to lodge the request.

When your request is submitted a summary of your request, including a Request Tracking Number will be displayed. Please make a note of this number as you will need to quote it if you wish to contact council in regards to this request.

You can print or email a copy of your request details for your reference if required, using the buttons at the bottom of the screen.