



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Transport
and City Services

Submission Cover Sheet

Inquiry into the effectiveness of Fix My Street

Submission number: 041

Submitter: Bruce Webster

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From: [Bruce Webster](#)
To: [LA Committee - Transport](#)
Subject: Fix My Street Committee
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To Whom it May Concern,

I would like to make a brief submission to the committee in regard to Fix My Street and my experience with dealing with that Department over the past two years. I have found over that time that response time in attending to matters I have raised via emails/phone calls in my particular street in [REDACTED] have declined dramatically. Prior to that, they were actioned within 2-3 weeks of my raising a particular concern. Over the last 14 months I have contacted Fix My Street with the following two matters:

- Dying Tree [REDACTED]

In June 2024 I sent an email via my digital account pointing out the tree on the nature strip in front of my house was dying and it was not the only one in the whole circuit. I received a confirmation email straight away stating the tree would be inspected and that I would be advised of the decision. An email was received within a month stating the tree would be removed at the end of 6 months. That was June 2024, it is now August 2025 and 14 months later nothing has been actioned.

- Abandoned Motor Vehicle [REDACTED]

In February 2025 I contacted Fix My Street by phone to advise a car appeared to be abandoned in the street for over 3 months. The officer confirmed it was an unregistered NSW vehicle and that she would bring it to the attention of the City Rangers, this was confirmed by an immediate email the next day with a reference number. After a month an no action I contacted the office again by phone. I was advised that it would be resolved within 2 weeks. After numerous phone calls/emails over a 4 month period the vehicle still remains on the street, now 9 months later. I can provide documentary evidence of the timeline if required.

I do not understand how the service by Fix My Street has deteriorated so much over the past 2 years, whether it is because of administration issues or government cut backs, it is truly disappointing when our rates increase each year but the service declines.

Thank you

Bruce Webster
[REDACTED]
[REDACTED]

[REDACTED]
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