



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: 036

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From: Gail McAlpine
Sent: Saturday, 26 July 2025 2:37 PM
To: LA Committee - Transport
Cc: [REDACTED]
Subject: Fix My Street comments

Item 1.

On **30/4/2020** reference [REDACTED] I lodged a Fix My Street to have a large and some small branches removed in a public space. Despite the area being continuously mown the larger branches have remained with now more joining them.

On **10/7/2025** reference [REDACTED] I again lodged a Fix My Street request with accompanying photos regarding this issue with an added fallen branch. To my surprise I received an email on 22/7/2025 proudly advising the newer fallen branch had been removed, but the outstanding branches, some since 2020 are still there. Why were they left? Is this a record for an outstanding complaint? I was also advised that smaller sticks will be raked up by the person who mows the area. Why has that person not advised the department of these fallen branches over the years? What a waste of time, now they must come back. Photos of these branches still there this morning, with branch in photo 2 being there since 30/4/2020.







Item 2.

I noted while walking our dog before bed on 4/3/2025 that several street lights were out, making it a unpleasant and unsafe quick walk. I advised Fix My Street by phone on 5/3/2025 receiving a reference [REDACTED] and an email. The area is very very dark and making walking from the bus along this section of [REDACTED] a bit dangerous especially as the footpaths are cracked and terrible, with walking on the street the best option.

After a follow up enquiry 9/04/2025 I was sent another standard type email saying City Services has received the request.

Out of the blue on 2/5/2025 I received an email advising the request had been closed!
Lights were (and)still are out!

I rang and spoke to a [REDACTED] on 5/5, and was advised by a fellow she transferred me,that **the contractor needed a longer ladder in order to complete the repair.** (I could not invent such an excuse and with being continually told there are 83000 lights to be attended,surely there would be one in a shed)

Again I spoke with an [REDACTED] on 9/5 to find out if the contractor had managed to hire an appropriate ladder and what was happening.I received a email that day from a [REDACTED] [REDACTED] advising there is a cable fault with the issue being given priority.

We arrived home from holidays on 23/6 with the street lights still not working.

On 7/7/2025 I received an email advising again of the 83000 lights in the ACT, and my request has been closed through Fix My Street.

On 10/7/2025 I sent an email to Mr [REDACTED] with no reply as yet.

Not only as a female do I not feel safe walking in my own street,we have elderly residents at [REDACTED],with peacocks,and kangaroos which stray onto the road.Thankfully the tennis courts are used some nights giving lighting to somepart of this area.

These are but 2 Fix My Street requests I have made in the 10 years we have lived in [REDACTED].We live in a dual occupancy with our rates now over \$5000, surely we are not being unreasonable in expecting prompt attention to this lighting issue which is now 4 months and counting.

Before we start sending trams over the lake to Woden,would not it be prudent to ensure we have adequate staff and equipment to maintain the current Canberra.

Gail McAlpine