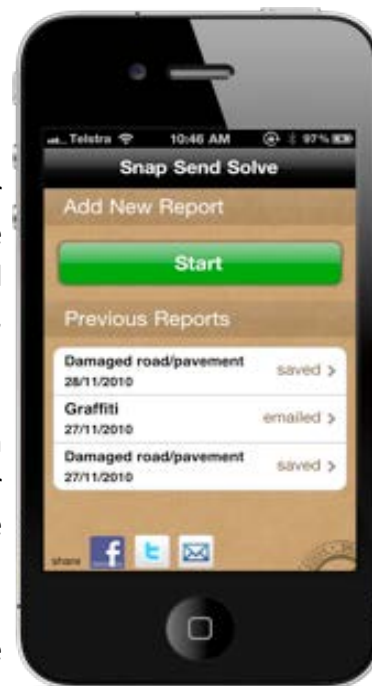


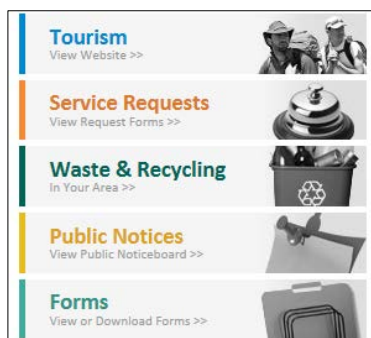
How to lodge a Works Request

Snap Send Solve

- **What is Snap Send Solve?** Snap Send Solve is a free app for your iPhone or Android device that lets you report issues and provide feedback to Council in under 30 seconds.
- **How Snap Send Solve Works** - Snap Send Solve determines your current Council area using your smartphone's GPS location. Once your GPS location has been determined, the server sends back all relevant Council details, including contact information, location, and email contact.
- **Snap Send Solve** allows you to easily capture and report on common issues including litter, damaged roads or footpaths, parking issues, street cleaning, trees, and also provide a general request or general feedback.
- **What happens when Council receives a report?** Reports are received via email and then registered into our request database to be followed up by staff.



West Coast Council Website



- Visit Council's website www.westcoast.tas.gov.au
- Click on Service Request on the right hand quick find menu
- Scroll down the page that loads and complete the Customer Request Form
- Your request goes straight to Council and is entered in our database

In Person, Phone or Mail

- Visit our Office at 11 Sticht Street, Queenstown
- Call our office on 6471 4700
- Make a written request and post to PO Box 63 Queenstown Tasmania 7467
- Our office hours are 8:30am to 5pm Monday to Friday

What Detail is needed?

For Council to correctly identify and solve works request please ensure you enter as much information you can.

At minimum we will need the location of the request where applicable (including street and town) and your contact details so Council can respond to your works request.