

Snap Send Solve

Whenever and wherever it suits you, you can use the Snap Send Solve app on your smart phone or tablet to report issues to the Council. You can expect a response within about four business hours.



How does Snap Send Solve work?

Snap Send Solve determines the correct Council 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 a photo and send an email to the Council.

What can I Snap Send Solve the Council about?

Snap Send Solve the Council can be used to report a problem such as a pothole, request information or just to give the council feedback.

What will happen with my email?

- If you are providing constructive feedback to council, you will receive a response email recognising your comments.
- If you are reporting a problem such as a pothole or water leak, you will receive a response email with a Service Request Number, which you can quote if you have any further enquiries about the matter you've reported.
- If you are reporting a compliance matter such as a roaming dog or enquiring about a confidential matter such as rates information, you will receive a response email asking you to call our Customer Service Centre on 07 4783 9800. Certain matters such as these require our Customer Service Representatives to speak with you directly.
- If you are requesting information such as library opening times, a response email will be sent to you with the details you've requested. If it isn't a question we can respond to via email, we'll ask you to call our Customer Service Centre on 07 4783 9800.
- If your message is of an abusive nature, you will not receive a response.



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*Data charges may apply