



Public Works Department Service Request

District of Lantzville
 7192 Lantzville Road, PO Box 100
 Lantzville, BC V0R 2H0
district@lantzville.ca

This is a Service Request form for Public Works issues (e.g., streets, utilities, parks, sidewalks/paths, etc.). Please complete and email to district@lantzville.ca or drop off at Municipal Hall. **This form is for non-emergency issues.** Staff will respond as soon as possible, during business hours. For an emergency (e.g., a spill in creek, sewer back-up, water service break, missing stop sign, fallen tree block road, etc.) please call 250.390.4006 during business hours (8:00 am-4:00 pm, Monday-Friday, except holidays), or 1.888.826.8271 for After-Hours Public Works emergency. All other emergencies, dial 911. For Bylaw Infractions complete the Bylaw Complaint Form on the District's website and email to bylaw@lantzville.ca or drop off at Municipal Hall. *Anonymous submissions are not accepted.*

Personal information collected on this form is collected and protected pursuant to section 26 of the Freedom of Information and the Protection of Privacy Act and will be used only for purposes related to your service request. Questions about the collection of your personal information may be directed to the Director of Corporate Administration at 250.933.8082.

GENERAL INFORMATION		
Requesting Individual	Requesting Department (if applicable)	Phone Number
Address		Email Address
Date Submitted	Requested Date for Work	
SERVICE REQUESTED INFORMATION		
<input type="checkbox"/> Boulevard Encroachment (e.g., hedge, fence, unauthorized landscaping, etc.) <input type="checkbox"/> Dead animal (i.e., on municipal property, includes on street or rights of way) <input type="checkbox"/> Municipal Bus Stop (e.g., maintenance or repair required) <input type="checkbox"/> Municipal Parks (e.g., park litter, playground, green space or trails maintenance or repair) <input type="checkbox"/> Municipal Trees (e.g., trees on District of Lantzville property, including road rights of way) <input type="checkbox"/> Parking <input type="checkbox"/> Sanitary Sewer (includes odour issues) / Storm Drain <input type="checkbox"/> Sidewalks/Pathways <input type="checkbox"/> Street Repair, Signage or Road Markings <input type="checkbox"/> Vandalism or Graffiti on Municipal Property <input type="checkbox"/> Water <input type="checkbox"/> Other, please specify:		
Description of the Issue		
Address or Location (please be very specific, include address, intersection, compass direction, landmarks, etc.)		
Action Requested		
Follow-up? Do you wish to be contacted regarding this matter? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Signature of Requesting Individual		
For Internal Use:		File: 5210.03 – Municipal Hall Original; copy to Public Works ...See Page 2 – Work Order & Completion Report

For Internal Use (to be completed by Administrative Assistant (Administration))			
PWSR#	<input type="checkbox"/> Logged	Date Received	Date Forwarded to Director of PW
WORK ORDER (to be completed by Director of Public Works & sent to Working Foreman)			
Work Assignment Date		Estimated Job Completion Date	
PRIORITY	MEANING		
<input type="checkbox"/> Priority 1 - Emergency	<i>Situation/condition requires immediate action for safety purposes or will result in negative impacts to the environment</i>		
<input type="checkbox"/> Priority 2 - High	<i>Situation/condition requires reasonable time to look at solution/repair</i>		
<input type="checkbox"/> Priority 3 - Medium	<i>Situation/condition can be worked around, but schedule soon</i>		
<input type="checkbox"/> Priority 4 - Low	<i>Situation/condition should be scheduled as time permits</i>		
Work Assignment			
Budgeted Project <input type="checkbox"/> Yes <input type="checkbox"/> No		Budget Account #	
Referral To			
<input type="checkbox"/> Bylaw Enforcement	<input type="checkbox"/> Planning & Community Services	<input type="checkbox"/> CAO	
<input type="checkbox"/> Financial Services	<input type="checkbox"/> Fire Rescue	<input type="checkbox"/> Corporate Administration	
WORK COMPLETION REPORT (to be completed by Public Works Working Foreman & sent to Director)			
Description of Work Completed			
Date Completed			
Customer Notified (if applicable) of Completed Work by:		Date Notified	
Date Completion Report Submitted to Director of Public Works			
Director Authorization/Work Order Closure (to be completed by Director of Public Works & sent to Municipal Hall)			
Director Signature – Authorized Work Completed		Date Closed	