Councillor Martin - QoN - Housing Initiatives

Tuesday, 27 October 2026
Council

Council Member
Councillor Phillip Martin

Public

Contact Officer:
Tom McCready, Director City Infrastructure

QUESTION ON NOTICE

Councillor Phillip Martin will ask the following Question on Notice:

'Could the Administration identify the number of housing opportunities that will be or have been generated or completed through the initiative, partnership or financial support of the City of Adelaide in the term of this Council including but not limited to developments at 88 O'Connell, the Central Market redevelopment, the Bus Station development and the Waymouth Street housing development?'

REPLY

1. The City of Adelaide 2024-2028 Strategic Plan sets a growth target of 50,000 residents by 2036.
2. The City of Adelaide Housing Strategy and Property Strategy support the above housing target through leadership and partnerships to facilitate housing opportunities.
3. Housing opportunities that will be or have been generated or completed during the current term are estimated at over 1,600 dwellings. These housing initiatives and projects are as follows:

City of Adelaide - Facilitated Housing Initiatives/ Projects either through land holdings or Private Developer	**Number of Housing Outcomes**
88 O'Connell (completed) – O'Connell Street	**158 apartments delivered in August 2025** (Land Facilitation Agreement)
Market Square (under construction) – Grote Street	**234 apartments late 2026 to early 2027** (Project Development Agreement)
Former Bus Station site - Franklin Street (Sale of Council land to Renewal SA for the Tapangka project)	**392 apartments (targeted)** (Direct Sale with supporting guiding principles)
City East project – Flinders Street – CoA / SA Government (Master Plan concept)	**700 apartments** (Unincorporated Joint Venture)

Adaptive Reuse City Housing Initiative (ARCHI)	• The ARCHI strategic target is to facilitate **200 housing outcomes over four years**, equating to **50 dwellings per annum**.
	  • Since the scheme commenced in **2024/25**, five projects have been completed, delivering **seven dwellings and 14 beds**.
	  • A further **10 projects are currently in progress**, expected to deliver **450 dwellings and 557 beds**.
	  • This includes **77 Grenfell Street**, the first ARCHI-supported large-scale adaptive reuse project over five storeys, which will provide **429 purpose-built student accommodation units comprising 508 beds**.
	  • There are **45 projects in the ARCHI pipeline**, with the potential to deliver approximately **140 dwellings and 250 beds**.
	• Based on current Funding Agreements, ARCHI is on track to **achieve and exceed its four-year target**.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 6.5 hours.

- END OF REPORT –

Councillor Maher - QoN - Issue Reporting Tools

Tuesday, 27 October 2026
Council

Council Member
Councillor Patrick Maher

Public

Contact Officer:
Anthony Spartalis, Chief Operating Officer

QUESTION ON NOTICE

Councillor Patrick Maher will ask the following Question on Notice:

Could the Administration please explain how the Report an Issue portal (customer.cityofadelaide.com.au/report) works, end-to-end, generally?

What are the typical timeframes for Administration's handling of Report an Issue user-submissions? For example, please include times from submission to assessment/validation to queue to resolution.

Are users notified of the status and outcomes of their submission?

How does Administration handle Snap Send Solve (www.snapsendsolve.com) reports? How does this third-party service integrate with the existing issue reporting system?

What changes or improvements can we expect to our issue reporting tools once the new CRM system is implemented?

REPLY

1. The Customer Service portal is Council's web-based service which provides self-service capabilities for customers to complete a variety of services: from paying rates notices and applying for permits, to reporting issues.
2. The *Report an Issue* section of the portal provides customers the ability to lodge 43 different issue types to Council. When a customer submits a form, this gets integrated with our internal customer service system and assigned to a responsible officer or business area to action.
3. Response and resolution timeframes vary depending on the type, complexity and urgency of the issue being reported. All requests lodged online with Council receive an immediate automated acknowledgement containing a reference number, and confirming the matter has been received and recorded. On average, customers receive a response/ resolution within 5 to 10 business days, although some matters may require even less, or additional assessment or investigation before a detailed response can be provided.
4. The current technology being used has some limitations and lacks an automated customer response when an issue status changes. This currently requires an employee to trigger a customer response.

5. *Snap Send Solve* is a community-based third-party issue-reporting application used across Australia. It enables residents to use their mobile phone to submit an issue they have noticed, take a photo, and submit it to Council including location data, and selected issue type. *Snap Send Solve* is not integrated with our current system resulting in manual processes to create them in our current system and assigned to the responsible officer or business area as per normal process.

6. Council has commenced a significant multi-year digital transformation program of works which will see the implementation of Salesforce. 2026/27 is year one of the program and will replace our current customer request/ *Report an Issue* process with a more streamlined end to end process. This will integrate work orders and automatically notify customers of any status changes/completion to close the loop with them. This new solution will also use artificial intelligence to review incoming *Snap Send Solve* emails and automatically categorise and workflow this issue.

7. A redeveloped City of Adelaide website and a new customer portal will support stronger digital self-service capabilities and a more connected customer experience. The new website will be launching in November 2026, and the new customer portal is scheduled to go-live at the end of July 2027.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 5.5 hours.

- END OF REPORT –

Councillor Maher - QoN - City Fountains and Ponds

Tuesday, 27 October 2026
Council

Council Member
Councillor Patrick Maher

Public

Contact Officer:
Ilia Houridis, Director City Shaping

QUESTION ON NOTICE

Councillor Patrick Maher will ask the following Question on Notice:

'Noting that the city has various fountains, ponds, and other water features (not including the Torrens Lake or river), and that a hot 'Super El Niño' summer is forecast:

- What is the cleaning regimen for these water features?
- What are the current rules and regulations regarding persons in the water features? Do the rules differ per site?'

REPLY

Below is the detailed breakdown of how these assets are managed across the city.

Maintenance and Inspection Schedule

1. To ensure public safety and aesthetic standards, our water features adhere to a strict servicing routine:
    1.1. Daily Checks: All water features are inspected and cleaned daily from Monday to Friday. During these checks, chlorine and pH levels are tested, adjusted, and officially recorded.
    1.2. Weekly Servicing: All features undergo a comprehensive clean and backwash at least once a week, typically on Thursday or Friday, to ensure they are in optimal condition for weekend visitors.
    1.3. Extreme Weather Response: During periods of extreme warm weather, features receive additional inspections over the weekends conducted by our dedicated Rapid Response Crews.

Water Treatment Systems

2. Automatic Dosing Systems: The following features have auto-dosers installed to continuously monitor and maintain correct chlorine levels:
    2.1. Victoria Square / Tarntanyangga (North)
    2.2. Victoria Square / Tarntanyangga (South)
    2.3. Rymill Park / Murlawirrapurka Water Feature
    2.4. Light Square / Wuri Yarlu Water Feature
    2.5. North Terrace - Bonython Memorial Fountain / Water Feature (Bill's Water Feature)
    2.6. North Terrace (14-piece feature)
    2.7. North Terrace Reflection Feature

2.8. North Terrace Wedge Feature.

3. Manual Cleaning and Dosing: The following features are cleaned and dosed manually by our maintenance crews:

   3.1. Rundle Mall Fountain

   3.2. Cresswell Fountain

   3.3. Hindmarsh Square / Mukata Fountain

4. Bonython Boat Pond, Rymill Lake, Veale Gardens and Himeji Garden waterways are maintained through a seasonal cleaning and treatment program, with tasks scheduled in line with water quality testing results and seasonal requirements.

Legislative Compliance

5. Public water features in South Australia are governed under the South Australian Public Health Act 2011 and associated guidelines provided by SA Health.

6. None of our current public water features are classified or designed as interactive play spaces.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 5.5 hours.

- END OF REPORT –

Councillor Freeman - QoN - Cycleways – Pop Up Event – Stakeholder Engagement

Tuesday, 27 October 2026
Council

Council Member
Councillor Eleanor Freeman

Public

Contact Officer:
Tom McCready, Director City Infrastructure

QUESTION ON NOTICE

Councillor Eleanor Freeman will ask the following Question on Notice:

'Regarding the "Cycleways – Pop Up Event" report presented to the Infrastructure and Public Works Committee on 20 October 2026, can the Administration confirm:

- The individuals and organisations referred to by the statement "recent engagement with interstate practitioners and South Australian based stakeholders recommended that trials should be in place for at least twelve months", and the manner in which they were engaged, and when.
- Whether these individuals and organisations provided any feedback to the proposed 3-week trial on Wakefield Street during the Tour Down Under as recommended by the Administration, and if they provided any endorsement or opposition to this recommendation.'

REPLY

1. The Administration undertook engagement with the following key stakeholders, individuals and organisations.
2. Stakeholder Meeting held with South Australian based stakeholders on Wednesday 12 August 2026
   - 2.1. Department for Infrastructure and Transport (DIT)
   - 2.2. Walking SA/City of Unley
   - 2.3. RAA
   - 2.4. Bicycle SA
   - 2.5. Bike Adelaide
   - 2.6. Bike Adelaide/Norwood Payneham & St Peters Bicycle User Group
   - 2.7. Burnside Bicycle User Group
   - 2.8. Active Transport Mitcham
   - 2.9. Transport Action Network.
3. Stakeholder Meeting held with interstate practitioners on Wednesday, 19 August 2026
   - 3.1. Manager Cycling Strategy at City of Sydney

3.2. Director, Eukai

3.3. Senior Strategic Transport Planner, City of Melbourne.

4. The following themes emerged when discussing cycling infrastructure, trials and connectivity.

4.1. Connectivity should be a high priority. Stakeholders strongly favoured infrastructure that closes genuine network gaps and connects into existing routes rather than isolated sections.

4.2. Evaluation should extend beyond cyclist counts. Suggested measures included vehicle movements, surrounding street impacts, gender participation, intercept surveys, new cycling trips and broader travel behaviour.

4.3. Pedestrians and PMD/e-scooter users need to be considered.

4.4. Lower traffic speeds may support both safety and feasibility.

4.5. Community support needs careful interpretation. Current cycling mode share should not necessarily determine the weighting given to cycling infrastructure.

4.6. Potential future cyclists are difficult to capture through consultation. External evidence and evaluation may be needed to represent people who would cycle if safer infrastructure existed.

4.7. Some impact on traffic, parking or road operations should be expected. Stakeholders recommended acknowledging and monitoring these impacts rather than promising a zero-impact intervention.

4.8. Parking and cycling should not automatically be framed as competing outcomes. Increased cycling may reduce demand for parking elsewhere.

4.9. Budget should not necessarily determine the preferred route for a trial. Stakeholders suggested identifying the best outcome first and considering supplementary funding where necessary.

4.10. The project should contribute to a broader network. Several participants cautioned against assessing individual routes in isolation from Council's longer-term cycling network objectives.

4.11. A trial should be long enough to demonstrate behaviour change. There was strong support for a trial of approximately 12 months to account for seasonality and allow new users time to adopt the route.

5. Specific comments or feedback on Wakefield Street were not sought as the intention of this pilot was to align with the TDU event as a short term pilot which provides an opportunity to deliver a section of a quick build cycleway on Wakefield Street to capitalise on the number of cyclists coming into the City.

6. Further discussions on a longer-term trial will be presented to the Infrastructure and Public Works Committee in November 2026.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 6.5 hours.

- END OF REPORT –