



Somerset
REGIONAL COUNCIL

Why We... Clean Amenities

PUBLIC AMENITIES FACTSHEET



Somerset Regional Council wants all residents and visitors to the region to feel comfortable when using public amenities.

Maintaining this standard is no small task. Here in Somerset, Council maintains 23 public amenities, not including public toilets within Council facilities such as pools, gyms, visitor information centres and libraries.

Through routine cleaning and the help of our community, Council provides access to public amenities that residents and visitors deserve.

How can the community help keep amenities clean?



While Council regularly cleans and inspects public facilities, the community plays an important role in helping keep them presentable.

Disposing rubbish correctly and reporting damage or vandalism ensures Somerset's amenities remain safe, clean and accessible.

If you would like to report damage or misuse, or request maintenance at one of Council's amenities blocks, you can submit a Customer Service Request by contacting Council on 5424 4000 or mail@somerset.qld.gov.au



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(07) 5424 4000
mail@somerset.qld.gov.au

2 Redbank Street, Esk
somerset.qld.gov.au



Public amenities - FAQs



How many public amenities does Council manage?

Somerset Regional Council maintains 23 public amenities, not including public toilets within Council facilities such as libraries, visitor information centres, pools, and gyms.



How long does cleaning take?

Depending on the size of the block, drainage, and whether showers are included, cleaning can take between one to three hours, or longer if additional work is required.



What cleaning tasks are involved?

Cleaning tasks depend on the amenities block and its features, but can include:

- scrubbing toilets and disinfecting surfaces like walls, touch plates and handles
- scrubbing sinks and showers
- sweeping and mopping floors as well as foaming and squeegeeing
- emptying and relining bins
- refilling hand soap and toilet paper
- and replacing sharps containers if necessary



How do I report amenities issues to Council?

Council's crews can't be everywhere all at once, so the community plays a vital role in keeping our amenities safe. If you see a damage or vandalism be sure to report it to Council as a Customer Service Request. This immediately alerts Council to issues and means we can take action faster.

To report an amenities issue or make any other kind of CSR, contact Council or visit: [somerset.qld.gov.au/CSR](https://www.somerset.qld.gov.au/CSR)



How often are public amenities cleaned?

Most amenities are cleaned daily, usually before 9am, with high-traffic locations receiving another clean after 3pm if required. Lower-use facilities, are cleaned on alternate days or twice a week, and all amenities receive extra attention during major events.