City of Swan

Technical Level of Service Catalogue – Volume 2

Streetscape Maintenance

Construction and Maintenance

19/10/2026



Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

Contents

Introduction **4**
Purpose 4
Definition 4
Scope 4
Supporting Documentation 4
1. Verge Mowing and Slashing **6**
1.1 Overview 6
1.2 Service Objectives 6
1.3 Standards of Maintenance 6
1.4 Level of Service – Proactive Maintenance Program 6
1.5 Level of Service – Reactive Maintenance Intervention Point(s) 7
2. Horticulture Maintenance Activities **8**
2.1 Overview 8
2.2 Service Objectives 8
2.3 Standards of Maintenance 8
2.4 Level of Service – Proactive Maintenance Program 8
2.5 Level of Service – Reactive Maintenance Intervention Point(s) 9
3. Tree Maintenance **10**
3.1 Overview 10
3.2 Service Objectives 10
3.3 Standards of Maintenance 10
3.4 Level of Service – Proactive Maintenance Program 11
3.5 Level of Service – Reactive Maintenance Intervention Point(s) 11
4. Weed Eradication **13**
4.1 Overview 13
4.2 Service Objectives 13
4.3 Standards of Maintenance 13
4.4 Level of Service – Proactive Maintenance Program 13
4.5 Level of Service – Reactive Maintenance Intervention Point(s) 14
5. Sweeping **15**
5.1 Overview 15
5.2 Service Objectives 15
5.3 Standards of Maintenance 15
5.4 Level of Service – Proactive Maintenance Program 15
5.5 Level of Service – Reactive Maintenance Intervention Point(s) 15
6. Irrigation **17**
6.1 Overview 17
6.2 Service Objectives 17
6.3 Standards of Maintenance 17

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

6.4 Level of Service – Proactive Maintenance Program 17
6.5 Level of Service – Reactive Maintenance Intervention Point(s) 18

Version control

Version	Date	Prepared by	Issue description	Issued to
1.0	17 July 2026	Manager Construction and Maintenance	Draft	Executive Director Operations
1.1	19 October 2026	Manager Construction and Maintenance	Final	Executive Director Operations
##	Click or tap to enter a date.	[type here]	[type here]	[type here]

The City of Swan acknowledges the Traditional Custodians of this region, the Whadjuk people of the Noongar Nation and their continuing connection to the land, waters and community. We pay our respects to Elders past and present, and their descendants.

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

Technical Level of Service Catalogue – Volume 2

Introduction

The City has a number of service areas which involve the operation and maintenance of its assets with the goal of maintaining and improving the quality of life for the community. This document is part of a suite of documents which define the technical levels of service that the City will deliver as part of its operations.

Purpose

The purpose of this document is to define the technical Levels of Service that apply to streetscape maintenance activities undertaken by the City of Swan.

Definition

For the purposes of this document, streetscape maintenance activities are defined as:

'Activities that are carried out for the purpose of maintaining verge and median areas that are under the care, control and maintenance of the City of Swan, in order to meet safety, functionality and amenity requirements.'

Scope

The scope of streetscape maintenance focuses on the area found between property boundaries which constitute road reserves and are under the City's care and control. Within the streetscape are verge and median maintenance activities for the management of the soft landscaping elements. Services that are currently included within this document includes:

- Mowing
- Horticulture
- Tree pruning
- Weed eradication
- Road and footpath sweeping
- Irrigation maintenance

Future iterations of this document may include a revised scope of streetscape maintenance activities.

Supporting Documentation

All volumes of the City of Swan's Technical Level of Service Catalogue should be read in conjunction with the overarching document titled 'Technical Level of Service Catalogue Volume 1 – Level of Service Summary'. This overarching document provides key information on the methodology for determining Levels of Service, limitations, discussion around over-servicing and under-servicing, budget considerations, definitions, review cycle and other relevant information that is applicable and common across all volumes within the Technical Level of Service Catalogue.

Other supporting documentation that is particularly relevant to this document (i.e. Technical Level of Service Catalogue Volume 2 – Streetscape Maintenance) includes, but is not limited to:

- Relevant Asset Management Plan(s) (AMPs)
- AS4373-2007 – Pruning of Amenity Trees
- IPWEA Guidelines

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

- Relevant City Policies, processes and guidelines (e.g. Verge Maintenance Policy, Tree Guidelines, etc.)
- Applicable industry guidelines (e.g. Austroads guidelines)
- State Agency Standards (e.g. Western Power, Main Roads WA)

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

1. Verge Mowing and Slashing

1.1 Overview

Verge mowing and slashing generally involves the following list of activities:

- Operating mowing and/or grass slashing machinery to cut grass, trim edges
- Blow debris from paths or hardstand areas
- Disposal of debris as required

1.2 Service Objectives

The primary objective(s) of verge mowing differs depending on the location and type of mowing activity. These are outlined in Table 1.

Table 1: Primary objectives for verge mowing activities

Verge Mowing Classification	Primary Objective(s)
Verges in rural areas[1]	Mitigate fire risks and provide safe access to bridle trails
Unkempt residential verges	Mitigate risks to safety and ensure accessibility for public
Verges on arterial roads[1]	Provide appealing streetscapes and comply to safety standards (sightlines)
Verges adjoining Public Open Space (POS) areas	Ensure consistent standard of maintenance from parks to the kerb

[1] – Refer to the Technical Level of Service Catalogue Volume 1 – Level of Service Strategy for further information on how 'rural areas' and 'arterial roads' are defined.

1.3 Standards of Maintenance

While there are no Australian Standards which dictate verge mowing parameters, the City adopts the following criteria based on best practice:

- Mowing height set to 15mm - 40mm depending on whether location is a park or verge area
- Mowing height set to 2mm - 5mm for bowling greens
- Rural slashing set to 30mm - 50mm depending on location
- All debris to be disposed of

1.4 Level of Service – Proactive Maintenance Program

The City has scheduled verge mowing programs that differ in frequency based on the verge mowing classification and primary objective(s) outlined in Table 1. Where these programs are required to be

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

delivered at a specific time of year or for efficiency in conjunction with other works, these are noted in addition to the frequencies summarised in Table 2.

Table 2: Planned maintenance frequencies for verge mowing activities

Verge Mowing Classification	Mowing Frequency
Verges in rural areas	Four (4) times per year, with at least one round completed between August and November (prior to fire season).
Unkempt residential verges	Three (3) times per year
Verges on arterial roads	At least six (6) times per year
Verges adjoining Public Open Space (POS) areas	Eight (8) to twelve (12) times per year (depending on whether the adjoining POS area is an Active or Passive reserve).

1.5 Level of Service – Reactive Maintenance Intervention Point(s)

The reactive maintenance intervention points for verge mowing activities are summarised in Table 3.

Table 3: Reactive Maintenance Intervention Points for verge mowing activities

Verge Mowing Classification	Reactive Maintenance Intervention Point	Target Response Time
Verges in rural areas	Verge is confirmed by qualified/experienced professional as a fire hazard with an imminent threat to the safety of adjacent people and/or property	Within five (5) days.
Unkempt residential verges	Verge is confirmed by qualified/experienced professional as a safety hazard due to impacts to sight lines, accessibility or other unacceptable risk.	Within ten (10) days.
Verges on arterial roads	Verge is confirmed by qualified/experienced professional as a safety hazard due to impacts to sight lines, accessibility or other unacceptable risk.	Within ten (10) days.
Verges adjoining Public Open Space (POS) areas	Verge is confirmed by qualified/experienced professional as a safety hazard due to impacts to sight lines, accessibility or other unacceptable risk.	Either within ten (10) days, or at the next planned mowing at the adjacent POS (whichever is sooner)

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

2. Horticulture Maintenance Activities

2.1 Overview

Horticulture works generally involve the following list of activities:

- Place and spread mulch as required to control spread of weeds and maintain visual appeal of key areas throughout the City
- Pruning, hedging, weeding, placing fertiliser, tidying and generally maintaining healthy plants within City-owned/managed garden beds/park areas
- Clearance and disposal of soil and plant debris
- Litter picking while on-site performing other horticulture works

2.2 Service Objectives

The primary objectives of the City's Horticulture activities are:

- Control the spread of noxious weeds through the targeted placement of mulch, as well as removal and disposal of weeds as required
- Maintain visual amenity of City owned/managed garden beds and associated areas

2.3 Standards of Maintenance

While there are no Australian Standards which dictate horticultural maintenance parameters, the City adopts the following criteria based on best practice:

- Weeds controlled to acceptable levels and garden beds maintained in neat and tidy condition
- All waste and debris from horticulture activities to be disposed of

2.4 Level of Service – Proactive Maintenance Program

The City has scheduled horticulture programs that differ in frequency based on the area classification. These are summarised in Table 4.

Table 4: Planned maintenance frequencies for horticulture activities

Horticulture Maintenance Area Classification	Scheduled Maintenance Frequency
Garden beds in active reserves	1-2 times per week
Garden beds in passive reserves	1-2 times per month
Garden beds in verges and medians	2-3 times per quarter
Hedging	Once per quarter

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

2.5 Level of Service – Reactive Maintenance Intervention Point(s)

The City shall reactively intervene if a hedge, garden bed or other relevant area covered by the City's horticulture maintenance programs is confirmed by qualified/experienced professional as a safety hazard due to impacts to sight lines, accessibility or other unacceptable risk.

In these circumstances, the target response timeframe is within ten (10) days or as part of the next instance of proactive maintenance works, whichever is sooner.

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

3. Tree Maintenance

3.1 Overview

Tree maintenance generally involves the following list of activities:

- Prune trees to maintain required safety clearances from power lines (Western Power requirements)
- Prune trees to maintain acceptable clearances over roads and paths
- Prune or remove trees to maintain sightlines to intersections or signage
- Remove trees that present a hazard/safety risk (e.g. roadside hazards)
- Plant and water new trees for the relevant establishment watering period or as required
- Remove trees which frequently impact, or significantly compromise public assets
- Inspect and care for trees to maintain tree health as required

3.2 Service Objectives

The primary objectives of the City's tree maintenance activities are:

- Maintain trees such that urban canopy is preserved
- Maintain trees such that safety risks are mitigated as much as reasonably practical

3.3 Standards of Maintenance

Trees are maintained in accordance with AS 4373-2007 – Pruning of Amenity Trees, AS 4970:2025 – Protection of Trees and Western Power requirements (depending on whether the tree is located near powerlines or not).

In addition, the City has its own Tree Guidelines which cover species selection, purchasing and planting new trees, tree maintenance requirements and tree removals. The guidelines also specify reasons when the City does not maintain trees, which includes the following:

- Growth of tree obstructing scenic views
- Dislike of the species or its growth habit
- Leaf, fruit or bark shedding causing a nuisance (unless causing risk to property, in which case the offending tree can be assessed on a case by case by the City)
- Tree species considered inappropriate for its location
- Existing tree collocated with first (essential) driveway crossover, unless there is no alternative and replacement trees are planted
- Existing tree collocated with a second or any additional crossover
- Tree litter fallen or blown into gutters, down pipes or drainage

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

3.4 Level of Service – Proactive Maintenance Program

The City has scheduled tree maintenance programs that differ in frequency based on the type of activity. These are summarised in Table 5.

Table 5: Planned maintenance frequencies for tree maintenance activities

Tree Maintenance Activity	Scheduled Maintenance Frequency
Tree pruning	Scheduled maintenance is as follows: • Annually for trees located underneath powerlines (focussed where possible on pruning highest risk branches in the months preceding storm season). • Once every two years for street trees that are not located underneath powerlines • Once every two years per park (though generally assessed against the Quantified Tree Risk Assessment (QTRA) and completed reactively as these are lower risk of injury/damage due to not being close to roads/houses)
Tree planting	Trees required to be planted are added to a list year-round and planted in the following winter planting season to maximise chances of successful establishment.
Tree watering	In general, a two-year establishment watering period is adopted, where: • Year 1 – Watering twice per week between March and November (inclusive) and watering three times per week between December and February (inclusive). • Year 2 – Watering once per week In addition, all new trees planted by the City receive an application of fertiliser and wetting agent twice per year during the two-year establishment period.

3.5 Level of Service – Reactive Maintenance Intervention Point(s)

The reactive maintenance intervention points for tree maintenance activities are summarised in Table 6.

Table 6: Reactive Maintenance Intervention Points for tree maintenance activities

Tree Maintenance Activity	Reactive Maintenance Intervention Point	Target Response Time
Tree pruning	An imminent safety risk associated with a tree (e.g. the tree or its branches are either unstable or dying/dead wood, leading to risk of limb drop). Input from a qualified Arborist may be required to support pruning.	Within five (5) days

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

Tree Maintenance Activity	Reactive Maintenance Intervention Point	Target Response Time
Tree watering	A number of co-located recently planted tree(s) appear to be declining/dying.	Inspection to occur with two (2) days, action as soon as possible if required thereafter.
Tree removals	An imminent safety risk associated with a tree (e.g. the tree or its branches are either unstable or dying/dead wood, leading to risk of limb drop). Input from a qualified Arborist may be required to support removal. Significant tree removals must be supported by the recommendations in a qualified arborist's report.	Within 20 days

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

4. Weed Eradication

4.1 Overview

Weed eradication generally involves the following list of activities:

- Treatment of weeds in parks and streetscape areas through chemical spraying
- Treatment of weeds in parks and streetscape areas through physical removal

4.2 Service Objectives

The primary objectives of the City's weed eradication activities are:

- Control the spread of weeds to avoid detrimental impacts to the survival of other plants
- Mitigate fire risk by reducing fuel load
- Minimise the spread of noxious/toxic weeds that are harmful to humans, pets and wildlife (e.g. Caltrop, Castor Oil, etc)

4.3 Standards of Maintenance

The City adopts the following criteria around weed eradication activities based on best practice:

- All weed eradication activities to be in accordance with:
    - AS/NZS 1715 Selection, use and maintenance of respiratory protective equipment
    - AS/NZS 1716 Respiratory protective devices.
    - AS/NZS 2161 Occupational protective gloves
    - AS/NZS 2210 Safety, protective and occupational footwear
    - Health (Pesticides) Regulations 2011
    - Relevant MSDS and other safety documentation associated with use of weed spraying chemicals
- Appropriate signage to be in place while spraying in public areas
- Spraying to only occur in wind speeds less than 15km/h

4.4 Level of Service – Proactive Maintenance Program

The City has scheduled weed eradication programs that differ in frequency based on the location and type of activity. These are summarised in Table 7.

Table 7: Planned maintenance frequencies for weed eradication activities

Weed Eradication Activity	Scheduled Maintenance Frequency
Weed spraying/removal in parks	Once per month
Weed spraying from medians	Once every two (2) months
Footpath and Kerbline spraying	Once every six (6) months

Proactive weed eradication programs are delivered through a combination of City staff and contractors on a City-wide basis.

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

4.5 Level of Service – Reactive Maintenance Intervention Point(s)

The reactive maintenance intervention points for weed eradication activities are summarised in Table 8.

Table 8: Reactive Maintenance Intervention Points for weed eradication activities

Weed Eradication Activity	Reactive Maintenance Intervention Point	Target Response Time
Reactive weed spraying/removal from any location	Area with weeds is confirmed by qualified/experienced professional as a fire hazard with an imminent threat to the safety of adjacent people and/or property	Within five (5) days

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

5. Sweeping

5.1 Overview

Sweeping generally involves the use of mechanical sweeping vehicles/machinery for the following list of activities:

- Road sweeping
- Footpath sweeping (both streetscapes and parks)
- Off-street car park sweeping

5.2 Service Objectives

The primary objectives of the City's sweeping programs are:

- Removal of debris build up that would otherwise create safety issues (e.g. slip/trip hazards, risk of projectiles if hit by vehicles, etc)
- Removal of debris build up that would otherwise block drains and create flooding issues

5.3 Standards of Maintenance

The City adopts the following criteria around sweeping activities based on best practice:

- All sweeping activities to be in accordance with:
  - AS/NZS 1742.3 Traffic control for works on roads
  - Relevant safety documentation associated with use of road/footpath sweepers
  - State noise regulations and City of Swan Noise Management Plan for Sweeping activities
- Appropriate vehicle safety features to be installed/operational while sweeping is in progress
- Area(s) left in a neat and tidy condition

5.4 Level of Service – Proactive Maintenance Program

The City has scheduled sweeping programs that differ in frequency based on the location and type of activity. These are summarised in Table 9.

Table 9: Planned maintenance frequencies for Sweeping activities

Sweeping Activity	Scheduled Maintenance Frequency
Road sweeping	Access roads – twice per year Local distributor roads – three (3) times per year
Footpath sweeping	At least once per month
Off-street car park sweeping	At least once per month
Town centres	Twice per week

5.5 Level of Service – Reactive Maintenance Intervention Point(s)

The reactive maintenance intervention points for sweeping activities are summarised in Table 10.

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

Table 10: Reactive Maintenance Intervention Points for sweeping activities

Weed Eradication Activity	Reactive Maintenance Intervention Point	Target Response Time
Reactive sweeping for any location	Debris at the location is confirmed by City staff to present either a significant safety risk or is likely to create a flooding issue before the next programmed sweep of the area.	Within five (5) days

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

6. Irrigation

6.1 Overview

Irrigation maintenance generally involves the following list of activities:

- Inspection and servicing of irrigation equipment, such as pumps, bores, sprinklers and controllers
- Repairing of broken componentry as required
- Adjusting of irrigation schedules as required
- Cleaning of irrigation tanks

6.2 Service Objectives

The primary objectives of the City's irrigation maintenance activities are:

- Maintain irrigation systems such that parks, median and verge areas remain functional and usable for the community
- Ensure irrigation systems are functioning as efficiently as possible to optimise water usage

6.3 Standards of Maintenance

The City adopts the following criteria around irrigation system maintenance activities based on best practice:

- All maintenance of irrigation systems to be in accordance with:
    - AS/NZS 3500.1: Mandates backflow prevention devices to stop irrigation water from contaminating the mains supply
    - AS/NZS 4419:2018: Covers soils for landscaping, ensuring soil quality for irrigation installation
    - AS/NZS 1547:2012: Relevant for systems using wastewater or greywater
    - AS/NZS 4130:2018: Specifies requirements for PE (poly) pipes used in irrigation
    - AS/NZS 1477:2017: Specifies requirements for PVC pipes
    - City of Swan Waterwise Council Action Plan
    - Irrigation/reticulation system specifications
- Irrigation systems to function continuously for all irrigated areas throughout the watering season each year
- All waste and debris from irrigation maintenance activities to be disposed of
- Irrigation network watering timings to be set and monitored in accordance with relevant City groundwater use strategies, as well as Ground Water Licence (GWL) allocations set by DWER.

6.4 Level of Service – Proactive Maintenance Program

The City has scheduled irrigation maintenance programs that differ in frequency based on the location and type of activity. These are summarised in Table 11.

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

Table 11: Planned maintenance frequencies for irrigation maintenance activities

Irrigation Maintenance Activity	Scheduled Maintenance Frequency
Inspections and servicing of irrigation equipment/componentry	Active ovals – Up to twice per week during watering season (i.e. between September and May). Passive ovals – At least once every two weeks during watering season. Verges and medians – At least once per month.
Upgrades or repairs of irrigation systems, equipment or componentry	Upgrades, as well as planned maintenance are determined on a case-by-case basis. All planned upgrades and/or maintenance works are scheduled outside of the watering season (i.e. between June and August annually) where possible.
Tank cleaning	Once every five (5) years per tank

6.5 Level of Service – Reactive Maintenance Intervention Point(s)

The reactive maintenance intervention points for irrigation maintenance activities are summarised in Table 12.

Table 12: Reactive Maintenance Intervention Points for irrigation maintenance activities

Irrigation Maintenance Activity	Reactive Maintenance Intervention Point	Target Response Time
Repairs of irrigation equipment/componentry	If an irrigation system malfunctions such that it stops functioning as intended and this will result in a lack of water to a critical park area(s) for an extended period.	Within two (2) days

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026

city of swan

Enquiries (08) 9267 9267
2 Midland Square, Midland
PO Box 196, Midland DC WA 6936

cityofswan
cityofswanwa
cityofswan
www.swan.wa.gov.au

Document Set ID: 9529363
Version: 1, Version Date: 19/10/2026