



Memo to: Mayor Watton

Copy to: All Councillors, General Manager, Directors, Senior Leadership Group and Communications & Engagement Team

From: Sue Page, Acting Director Planning and Environment

Subject: Council use of the Snap Send Solve App

Date: 29 January 2026

Reference: CRM 1975/2026 - DOC2026/016226

Dear Mayor Watton

I refer to your request for information dated 28 January 2026 in relation to (Customer Request – 20/2026/1975/1) as follows:

‘Snap Send Solve _ Why is app no longer available to residents.’

In response, the following information is provided:

As outlined in the Councillor Memo dated 3 December 2024 (Reference DOC2024/211067), applications such as Snap Send Solve enable users to report issues by submitting information through the app, which is then emailed to Council or the relevant authority.

A review of the app has been undertaken by the Hunter Region Customer Experience Group however, Council is not affiliated with Snap Send Solve and does not hold a subscription to its services.

The app does not integrate with Council’s IT systems, meaning all reports received via Snap Send Solve must be manually entered into Council’s Customer Request Management (CRM) system. Additionally, the app provides limited quality control over the information submitted and, in most cases, lack the critical details required for Council to respond effectively.

Council already provides an online request and reporting function through its website. Requests lodged via Council’s official ‘Report an Issue’ page are submitted directly into Council’s corporate systems and are automatically allocated to the appropriate officer at the point of lodgement. This process eliminates duplicate handling and improves efficiency and response times.

To ensure Council can best assist the community, residents are encouraged to submit service requests directly through Council’s website.

Please note a copy of this memo will be uploaded to Council’s website.