

## Frequently Asked Questions

### 2022 Plants for Residents

**🔑 Is the Plants for Residents program free?**

Yes, this is an initiative from the City of Kalamunda to as an opportunity to increase native vegetation in the city.

**🔑 How do I know which plants are available?**

They are listed on our website as a plant list. Numbers are limited, use the online booking service to check availability of plant types.

**🔑 Do I need to be a resident of the City of Kalamunda to take part?**

Yes

**🔑 How do I prove I am a resident of the City of Kalamunda?**

With photo ID such as your driver's licence, and/or ID that lists your physical address or rates notice.

**🔑 Can I make more than one order, as I own more than one property?**

You can only make one order per property.

**🔑 I have made a mistake; how do I cancel my order?**

Contact the Environment Team by calling (08) 927 9999 or email [environment@kalamunda.wa.gov.au](mailto:environment@kalamunda.wa.gov.au).

**🔑 I am a tenant; can I get plants?**

Yes, please seek permission from your landlord, register as normal and bring the relevant ID.

**🔑 Can I nominate a non-resident or someone else to pick my plants up for me?**

Someone from the household needs to collect the plants.

**🔑 I won't be able to make my booked time slot on pick up day, what can I do?**

Please contact and talk to the Environment Team by calling (08) 9257 9999 prior to the 28<sup>th</sup> May 2022. If you realise on pick up day that you are not able to attend, call 0459 901 102.

**🔑 How do I provide feedback on the event or booking process?**

On the day, there will be QR codes to scan if you would like to submit your feedback in an easy way or alternatively, please visit [engage.kalamunda.wa.gov.au/PFR-2022](https://engage.kalamunda.wa.gov.au/PFR-2022)

## Frequently Asked Questions

### 2022 Plants for Residents

to provide feedback online. In addition, there will also be some printed copies.

We encourage feedback so that we can continually improve the program. There will be a random prize drawn from the received surveys after the event.

 **What if I can't use the online booking?**

Those people that need assistance can call the customer service line for assistance with plant orders.

 **How do I find my plants on the day?**

We will have the plants organised in alphabetical order (by common name) and City of Kalamunda staff will be available to assist you. We will also be checking that you leave with the correct plants to ensure fairness to all people who have pre-ordered.

 **What if the plants I ordered aren't available anymore?**

We will do our best to provide you with a suitable substitute plant.

 **Will each plant have a label?**

No. If you need to label the plants once you have taken them from the table, you will need to bring suitable labelling. Popsticks with names written in pencil is one method. You can do this before you arrive. Another way is by using a white paint pen.

 **How will I carry the plants home?**

Bring a bag or a box with you to carry the plants.

 **Do I need to provide proof of vaccination to collect my plants?**

All current WA COVID guidelines should be followed.

 **Is there a waitlist as I didn't order plants in time?**

At this stage, there is no wait list. If any plants remain uncollected on the 28<sup>th</sup> May, the City will advise residents via the website and social media.