

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 25 July 2007  
**SUBJECT:** Customer Services

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The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

## SERVICE CENTRES

Since the last Committee meeting, changes have taken place regarding reporting lines for Service Centre Staff. Effective from 1 July, all front office and Customer Service Staff report to the Customer Services Manager.

Following the change, I have visited the Service Centres to meet staff and discuss with them daily operations of the their office and what steps need to be put in place to extend the Customer Service concept to Motueka and Takaka offices.

To achieve our goals, training is a priority for staff and we are commencing with Building Consent application plan acceptance procedures. Building Consent processing staff will carry training sessions in Motueka Service Centre Commencing 4 September.

## THE NEXT MONTH

August will be a very busy month for Customer Services. At the time of writing, 1770 dogs require registration before 31 July. From 1 August, a 50% penalty applies to outstanding registrations.

The first instalment of the new rating year is also due in August. Historically, this has been the busiest rates month of the financial year. Since the promotion of the Rates Rebate Scheme by Council and other various groups, we have had a high number of enquires from potential recipients of a rebate before applications can be accepted.

If you wish to discuss any matter further I am happy to answer any questions relating to the Customer Service area.

Suzanne Westley  
**Customer Services Manager**

[http://tdctoday:82/shared documents/meetings/council/committees and subcommittees/community services committee/reports/2007/rcs070808 customer services manager.doc](http://tdctoday:82/shared%20documents/meetings/council/committees%20and%20subcommittees/community%20services%20committee/reports/2007/rcs070808%20customer%20services%20manager.doc)