

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 28 April 2008  
**SUBJECT:** Customer Services

---

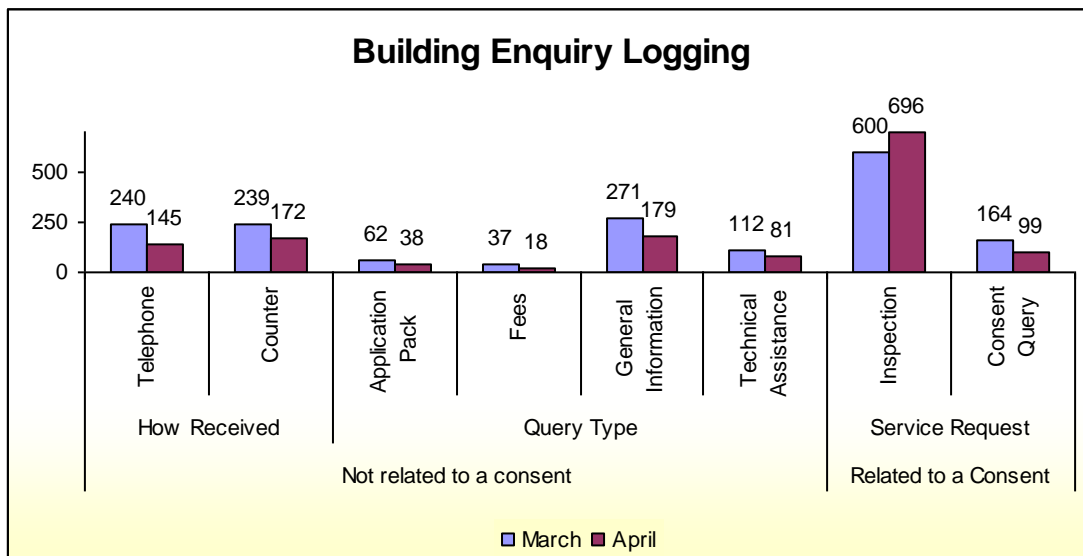
The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

## CUSTOMER SERVICE OPENING HOURS

Commencing from 3 January, Customer Service opening hours in the district have been extended from 4.30 pm to 5.00 pm. Although the number of customers and calls during this half hour period has been lower than expected, we anticipate that numbers will increase with rates payments due in May and approximately 9,892 dog registrations during June and July.

## BUILDING ENQUIRY LOGGING

Building Regulations 2006 Section 7(2g) require Council to record all enquires received in relation to building matters. The lack of recording building enquiries was highlighted as a corrective action during the accreditation process. We developed a simple tool for recording enquiry types commencing 1 March. By the end of March, we were surprised at the number of enquires, however, apart from requests for inspections, the numbers have dropped this month. This was not attributed to any particular factor.



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/2008/rcs080508 report customer services manager.doc](http://tdctoday:82/shared%20documents/meetings/council/committees%20and%20subcommittees/community%20services%20committee/reports/2008/rcs080508%20report%20customer%20services%20manager.doc)

