

STAFF REPORT

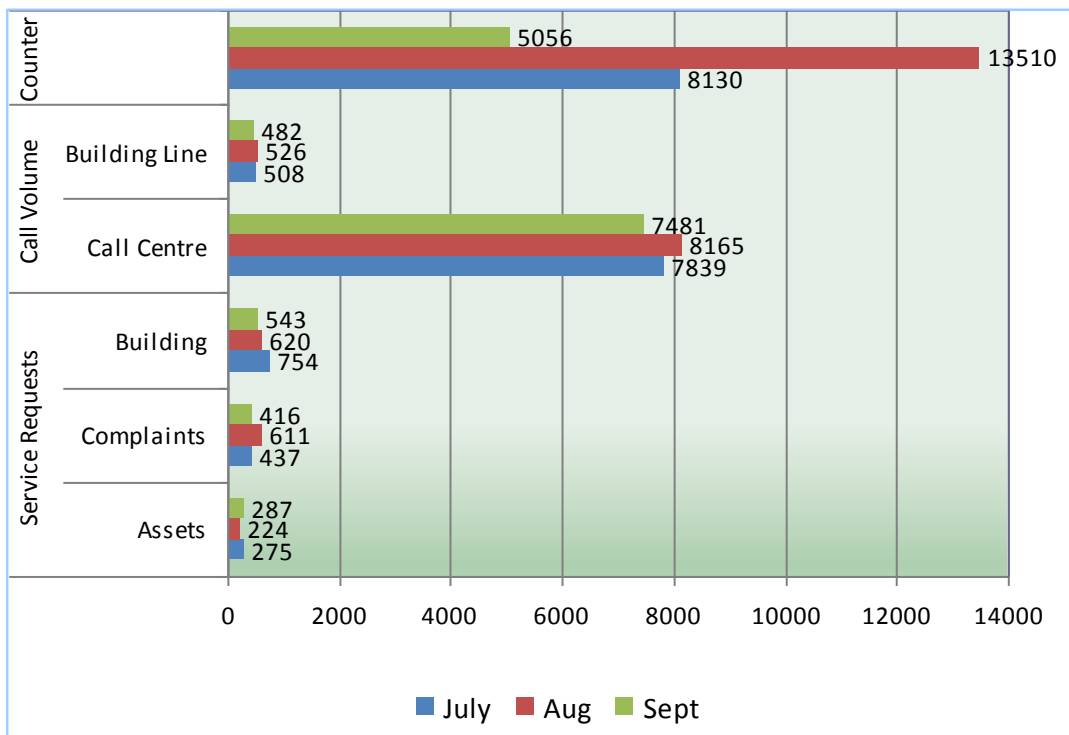
TO: Community Services Committee
FROM: Customer Services Manager
DATE: 27 October 2009
SUBJECT: Customer Services

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

The July to September months have been busy at our counters with rates payments and applications for rebates being made. This information is presented in graphic form. I am unable to report on the number of Service Requests logged through RAMM to EDI Downer for roading. We issued 96 Land Information Memorandum of which a large block were for Treaty Settlement Claim.

A flood of applications for Rates Rebates have been received which increased the numbers of people at our counter. I would like to streamline this process for both applicants and council and have suggested a proposal to Corporate Services that can assist with data entry.

NZ Transport Agency has confirmed they wish to renew the Agreement for Drivers Licensing and Motor Vehicle Registration which is currently in operation at the Takaka Service Centre. This is a good outcome for the residents of the bay and Council staff who have delivered a service with 100% accuracy rate.



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