

# STAFF REPORT

**TO:** Chairman and Members  
**FROM:** Development Engineer  
**REFERENCE:**  
**DATE:** 9 August 2005  
**SUBJECT:** Summary of Development in Region and Customer Services for Financial Year 2004/2005

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## PURPOSE

The report reviews and highlights development and Engineering customer service responses in the Nelson Region.

## SUBDIVISION/DEVELOPMENT

The Tasman area continues to be developed with major consents being granted together with subdivisions being completed over the last year. On average approximately 24 sections are created each month and over the past year, the major subdivisions have occurred at the following locations:

Rototai Road, Takaka	45 Lots
Templemore Drive, Richmond	18 Lots
Hillplough Heights, Richmond	9 Lots
Lord Auckland Road, Wakefield	10 Lots
Genia Drive, Wakefield	26 Lots
Vosper Street, Motueka	10 Lots
and various infill developments	

The following is a table showing assets acquired by Council over the past financial year, but may include assets acquired through capital works contracts.

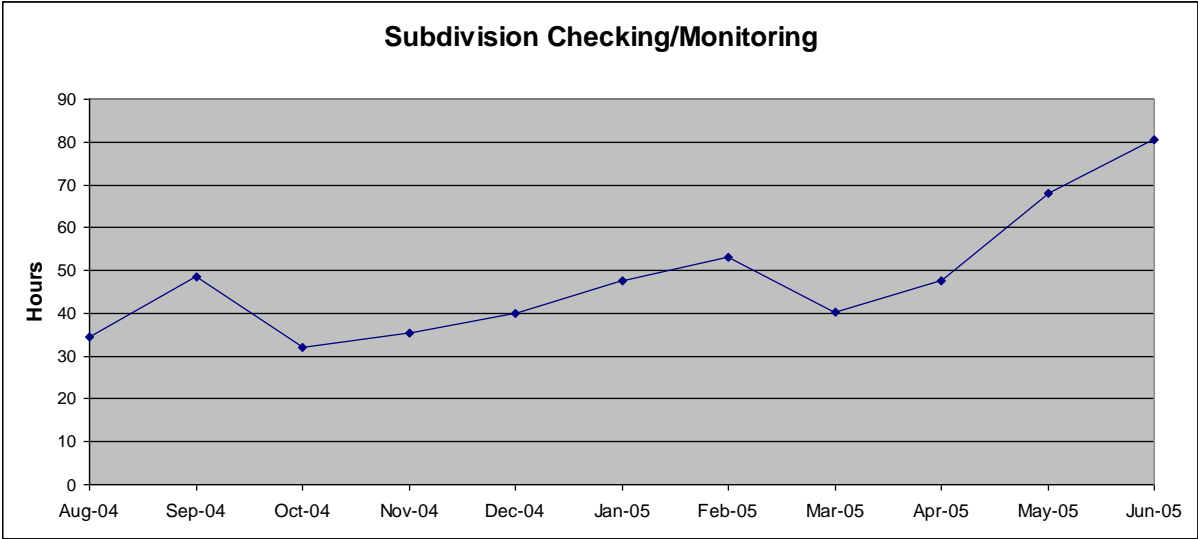
New Road Construction Length	3 635 m
New Wastewater Pipeline Constructed	3 934 m
New Stormwater Pipeline Constructed	4 840 m
New Water Pipeline Constructed	5 655 m

All new assets come to a figure of \$3,948,825.00.

Major subdivision which have been approved and either getting Engineering approval or are in the construction phase are:

Carter Holt Harvey	58 Lots
CBH	57 Lots
Old Coach Road development	30 Lots
Washbourn Drive	80 Lots
Parker Street	94 Lots

At the start of the financial year informal audits of subdivision construction sites revealed substandard construction practises of contractors, which reflects on the expected life of Council’s assets in the long term. To this end, Council’s Consultant, MWH, have increased inspection times on construction and sites, and this is reflected in the following graph of increased hours/month allocated to on site inspections.



**CUSTOMER SERVICES**

Customer enquiries resulting in requests for work continue to grow from the start of the financial year. The graph below sets out the summary by activity with totals show.

Comments are:

**Roading**

Trend tails off, perhaps reflecting a better pro-active work commitment for Council’s roading construction and a change in the contract details; making it advantageous to carry out repairs quickly.

## Wastewater

Trend to steadily increase, due to contractor generated work where problems are noticed when upgrades are being carried out.

## Water

Similar to above increase trends.

## Rubbish

Implementation of recycling/collection at end of 2004.

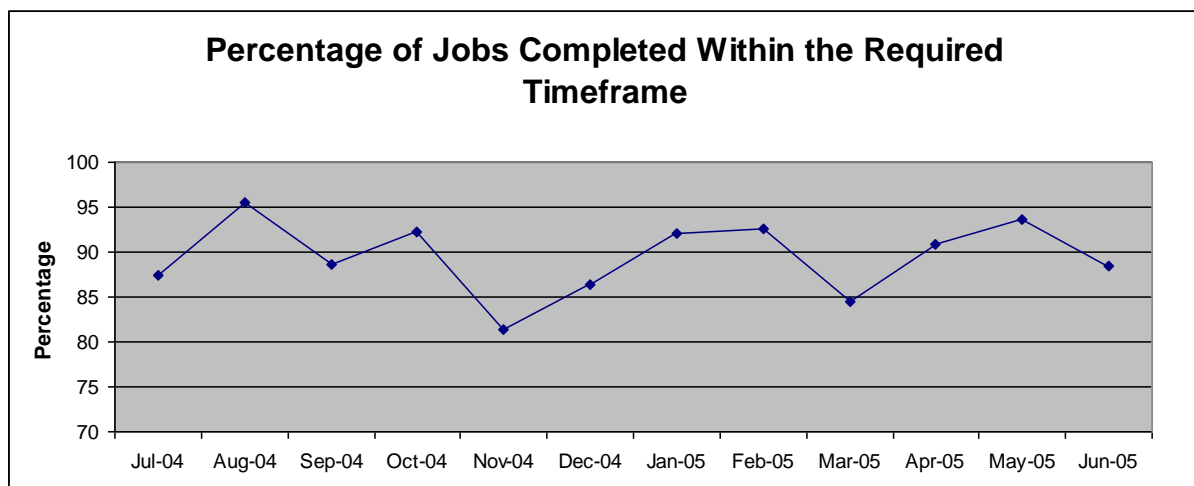
**Table 1 - Totals of Services Requests Generated/Month**

Category	July 04	Aug 04	Sept 04	Oct 04	Nov 04	Dec 04	Jan 05	Feb 05	Mar 05	Apr 05	May 05	Jun 05
Water	96	115	117	120	156	131	153	234	242	130	201	150
Wastewater	22	14	11	19	12	20	24	27	43	37	54	30
Stormwater	13	17	14	13	11	10	9	4	17	5	10	2
Roading Maintenance	184	145	126	150	148	113	135	108	110	97	101	105
Refuse/Rubbish Collection				3	4	54	18	20	7	10	2	4
Footpaths/Carparks	3	8	2	4	16	4	14	10	9	9	8	7
Rivers	6	2	1	1	-	-	1	1	0	1	0	0
<b>Total</b>	<b>324</b>	<b>307</b>	<b>271</b>	<b>310</b>	<b>347</b>	<b>332</b>	<b>359</b>	<b>424</b>	<b>428</b>	<b>284</b>	<b>376</b>	<b>299</b>

Officers have also implemented via the "Confirm" system outputs which audit the performance of Council contractors in relation to meeting timeframes for repairs or investigations to Customer Service Requests.

The table below outlines the percentage of monthly jobs completed within the require time constraints.

The trend is - the contractor is achieving a consistent completion rate of 85% to 95%. It is considered that the contractors should be achieving over 90% and this will be reported back to Council's Consultant for further improvement.



## **RECOMMENDATION**

That the report be received.

**Dugald Ley**  
**Development Engineer**

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