

STAFF REPORT

TO: Chairman & Members, Engineering Services Committee
FROM: Development Engineer, Dugald Ley
DATE: 1 November 2005
SUBJECT: Development/Customer Services – Three Monthly Update July 2005 to September 2005

PURPOSE

To update the Committee on the previous three months Engineering development around the region, together with customer services enquiries volumes.

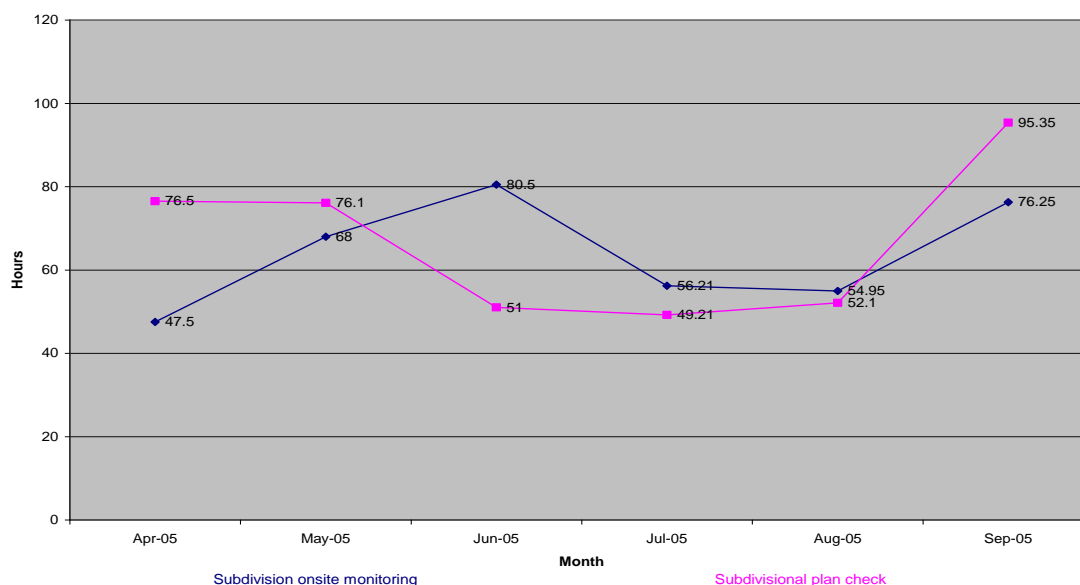
Subdivision Development

Major developments occurring around the district are:

- Hunter Avenue/Washbourn Drive extension
- Cul-de-sac off Templemore Drive
- Arbor Lea Avenue
- Tata Beach development
- Brookview Heights – Permin Road
- Various Infill developments
- Brightwater Underpass

During this winter period there has been a slow down of construction development, however a number of Engineering plans are presently being checked as construction will take place over the summer season. For example, Parker Street subdivision, Motueka – 104 lots; CHH, Old Coach Road – 56 lots

The following is a graph showing the hours spent on subdivision plan checking and monitoring in the field of subdivision consents.



The graph clearly shows the downturn over the winter months and plan checking increasing as developers prepare for construction works to commence in the forthcoming summer construction season.

Council officers have reiterated to Tasman District Council's consultants the importance of vetting onsite works in regard to compliance with engineering standards and they are achieving a total of 15 to 20 hours per week.

Customer Services

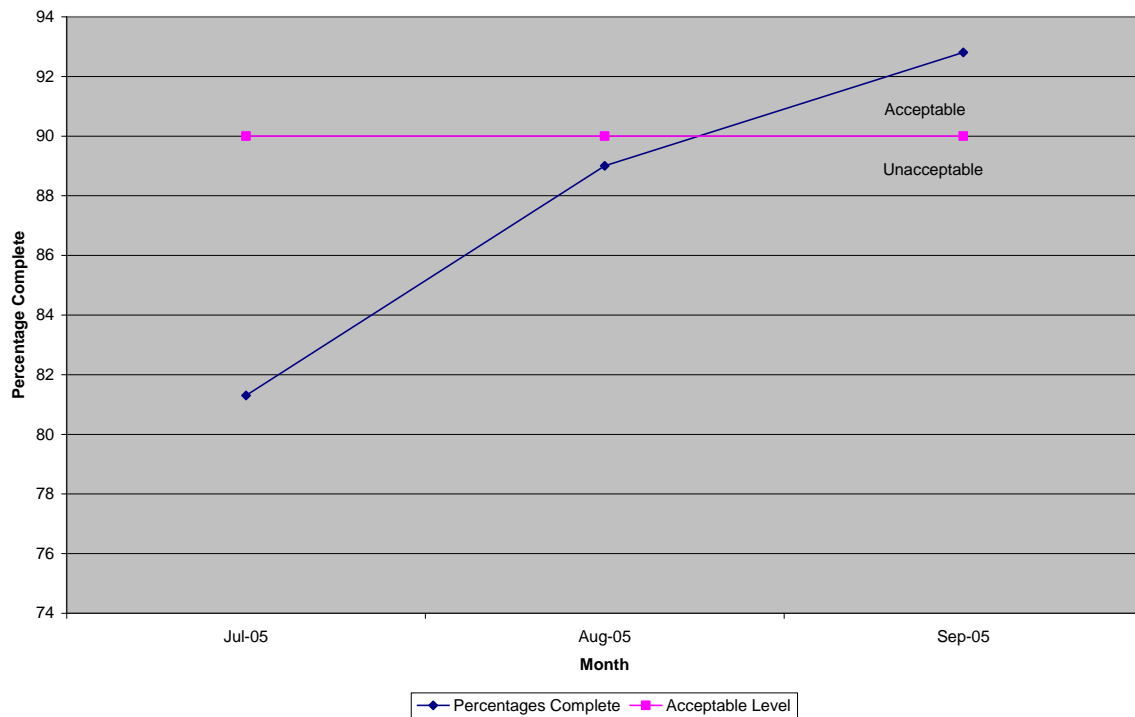
The table below gives a summary of the last three months service requests entered into the system.

Table 1 – Totals of service requests generated per month

Category	July 2005	August 2005	September 2005
Water	159	140	165
Wastewater	39	35	52
Stormwater	5	11	9
Roading maintenance	109	110	81
Refuse/Rubbish Collection	1	5	3
Footpaths/Carparks	7	9	6
Rivers	-	-	-
Totals	320	312	316

Over the past three months there have been a consistent number of requests, with a slight increase in water and wastewater requests due to a proactive maintenance regime from that services contractor. Roothing requests have declined due to the favourable weather conditions and therefore less deterioration of the roading asset.

The graph below shows how the contractors, on behalf of Council, perform in fulfilling the maintenance service requests within the required timeframe.



In the end of year Engineering Services Report on 18 August 2005 it was suggested that a 90% or above completion rate was achievable and this was reported back to MWH NZ Ltd at their monthly meeting on 21 September 2005. The graph indicates that improvements have been made to resolve problems/complaints within the service levels agreed in the various maintenance contracts and this level will be encouraged to be maintained.

Recommendation

That the Development/Customer Services – Three Monthly Update July 2005 to September 2005 be received.

Dugald Ley
Development Engineer