

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 31 January 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.

## CUSTOMER SERVICE OPENING HOURS

Customer Services were closed on the three working days between Christmas and New Year. As it has been a number of years since offices have been closed over this period, the performance of the after hours service was monitored closely. Over the three days, 50 calls were taken relating to dog control, 57 calls for engineering services of which 38 related to water leaks or low water pressure. One adverse comment regarding the service provided during this period has been received. Overall we are satisfied with the standard achieved by our after hours service and anticipate that the three day closure will continue.

Commencing on 3<sup>rd</sup> January, Customer Service opening hours have been extended from 4.30pm to 5.00pm. Although the number of customers and calls was low at first, the numbers are steadily increasing as public awareness increases.

## ELECTRONIC DOCUMENT MANAGEMENT

Previously the committee was advised of the process of digitising (scanning) property files commencing with property files held in the Richmond office.

We have received requests for files that are in the process of being scanned and have found the quality to be excellent and favourable comments from users. The delay in files not being available for viewing till the next business day has not caused any difficulty to users.

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/rcs080214\\_report\\_customer\\_services\\_manager.doc](http://tdctoday:82/shared_documents/meetings/council/committees_and_subcommittees/community_services_committee/reports/2008/rcs080214_report_customer_services_manager.doc)