

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 25 November 2008  
**SUBJECT:** Customer Services

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

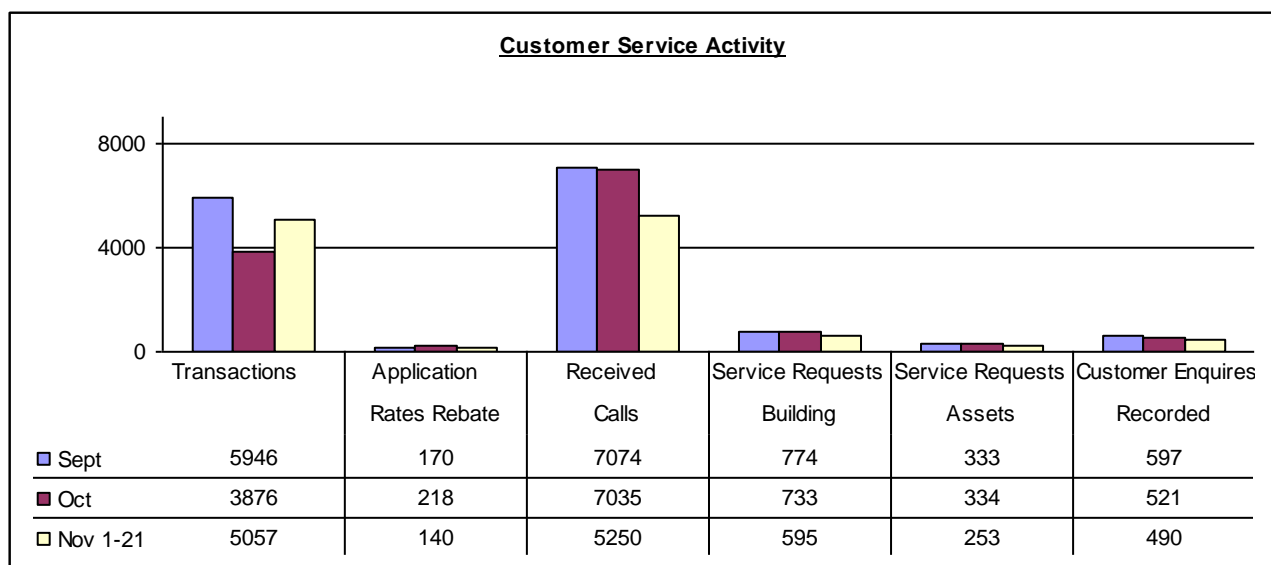
## OPENING HOURS

We have had favourable comments from customers on opening half hour earlier; they have found it a beneficial change to do business on the way to work rather than at the end of the day.

## CUSTOMER SERVICE ACTIVITY

The current economic climate has resulted in a decrease in the number of queries relating to property and applications for consent being received at our counters. Applications for Land Information Memorandum have decreased by 11% in comparison to this time last year. In addition to the normal work that CS carries out, we have taken on outstanding property record maintenance during quieter periods. Richmond staff will be providing extra coverage for the Motueka Office while alterations to the office layout are completed in December/January ready for operation in February.

I have presented information on the main CS activities in graphic form.



I would like to take this opportunity to thank the CS staff in Richmond who worked additional hours to take customer calls during the recent storm event. Some callers were anxious about their situation and the manner in which the calls were handled was excellent with contractors being notified of events promptly. Takaka staff also returned to work later in the evening. We have learnt from this experience and procedures will be clarified to make it easier to manage when such an event occurs again.

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**

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