

STAFF REPORT

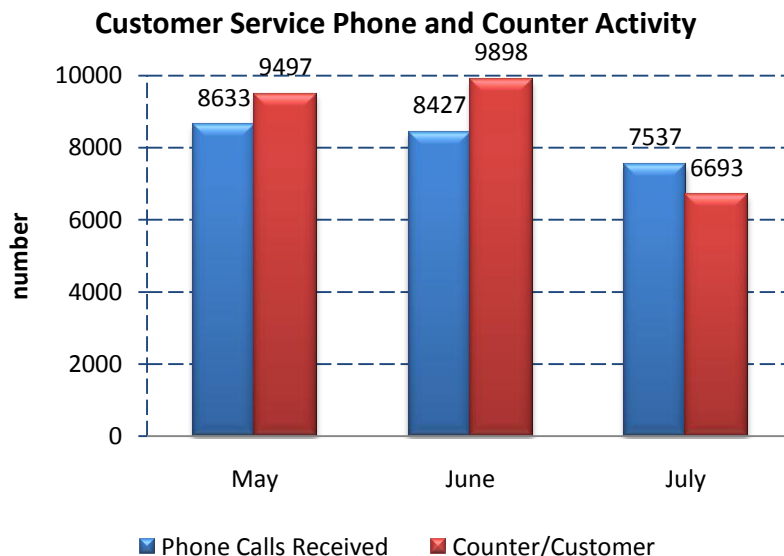
TO: Community Services Committee
FROM: Customer Services Manager
DATE: 16 August 2010
SUBJECT: Customer Services Report – RCS10-08-06

The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section; this includes Motueka, Takaka and Murchison offices.

Reception/Counter:

Without going into the fine detail, the main transactions completed at counter areas in May were for the final instalment of rates and applications for Rate Rebate for the 2009/10 rating year. Dog Registrations were the main focus for customer activity in June and July.

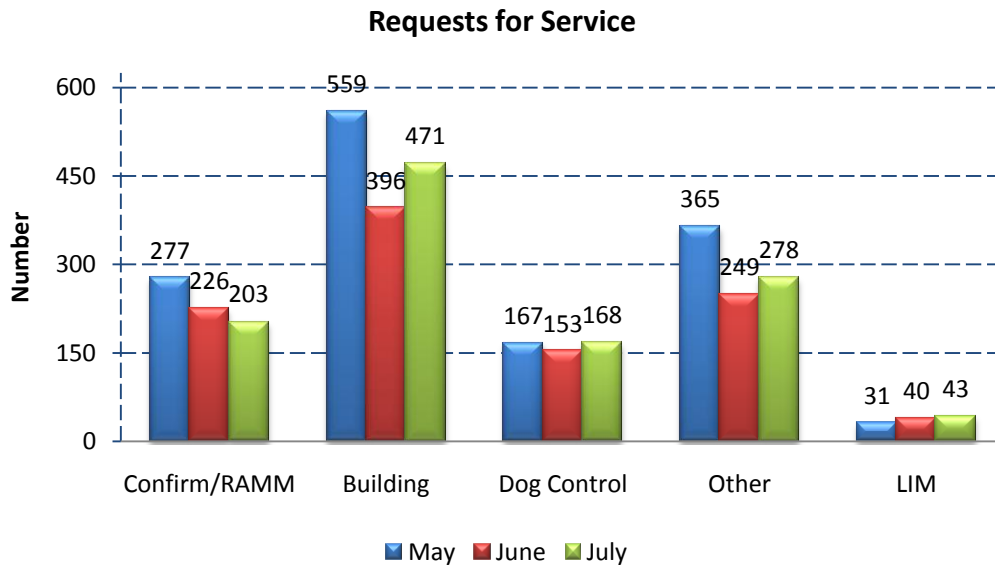
Customer Service staff have completed training in accepting and data entry for Rate Rebate applications. As at 16 August, 420 applications had been forwarded to Department of Internal Affairs for payment. This means that both the Customer and Council are getting a timely response to the rebate request.



Call Centre:

The number of calls received through May and June kept staff on their toes. Other than day to day general business, a large number of calls related to the Rates Rebate Scheme. Council published reminders to ensure rate payers who did qualify for the rebate not to miss out on a refund. The down side is the financial and rating years have cover different time frames. This causes confusion over when to apply.

Not every call results in a Service Request. During the May – July period, 3,512 Service Requests have logged. These are shown in the graph below. The “other” category covers, area such as Corporate, Compliance, Engineering – non MWH, Duty Planner, Pests. No particular area attracts a high number of Service Requests, however overall they amount to reasonable total.



If you wish to visit the Customer Service area or discuss any matter further, I am happy to answer questions relating to Customer Services.

RECOMMENDATION:

THAT the Customer Services Report RCS10-08-06 be received by the Community Services Committee

Suzanne Westley
Customer Services Manager