

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 14 March 2011
SUBJECT: Customer Services Report – RCS11-03-07

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

All Customer Service areas have dealt with queries from displaced persons from Christchurch looking for assistance ranging from accommodation, hardship grants through to completing the Red Cross Registration Form. All have been provided with as much help as possible and if needed referred on to appropriate agencies.

Takaka and Motueka Service Centres have noticed an increase in the number of requests for replacement drivers licences, as some personal items have been left behind in office buildings etc.

Customer Service Call Centre staff received a number of calls from Tasman residents offering accommodation. These were added to the Nelson database to be matched with accommodation requestors. We would like to take this opportunity to thank people for phoning with offers of goods and accommodation; Tasman has some very generous people in our community.

Staff have noticed a sharp increase in the number of Land Information Memorandum (LIM) applications received. March 2010 Council issued a total of 36 LIM's all within the statutory 10 working days. In the first nine days of March, 19 LIM's have been issued averaging six processing days. We have an additional 17 applications in being processed; these are to be completed within the next eight days. It will be interesting to see if this trend continues through the year.

11 February Newsline included a customer survey to Murchison residents asking for Feedback on opening hours and use of the facility. From the responses received, most respondents have visited the Service Centre more than 20 times in the previous 12 months for both Library items and for making payments. Overall respondents are happy with what the Service Centre delivers. Comments have been made for improving the opening hours, especially during the 12.00 pm to 1.00 pm period and access for elderly. All comments will be reviewed with appropriate action taken where necessary.

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 Manager's Report – RCS11-03-07 be received by the Community Services Committee.

Suzanne Westley
Customer Services Manager

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