

STAFF REPORT

TO: Chairman and Members, Engineering Services Committee

FROM: Dugald Ley, Development Engineer

REFERENCE: S616

DATE: 01 February 2007

SUBJECT: **DEVELOPMENT/CUSTOMER SERVICES – CUSTOMER SERVICES THREE MONTHLY UPDATE – OCTOBER – DECEMBER 2006**

1 PURPOSE

This report reviews and highlights development and service levels to customers throughout the Tasman District.

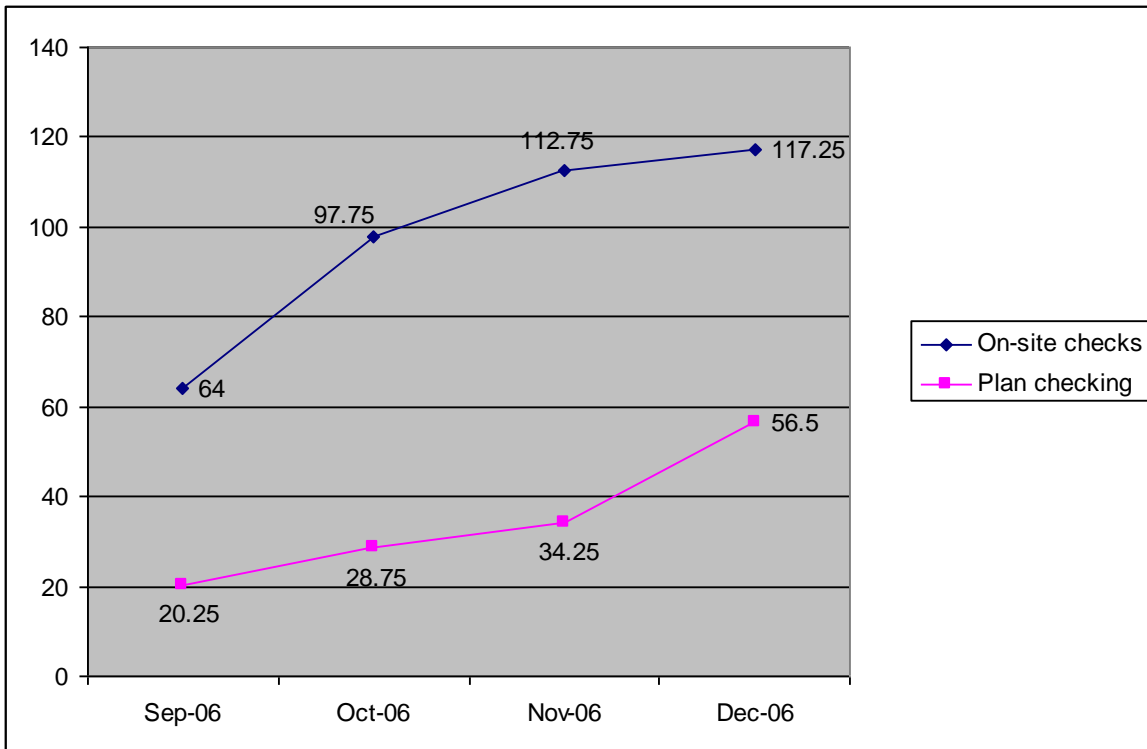
2 SUBDIVISION/DEVELOPMENT

Major developments occurring around the district are:

- NCC Area – Wahanga – Champion Road
- Highland Drive, Richmond
- Fearon/Thorp Street, Motueka
- Abel Tasman Drive, Pohara
- CBH – Research Orchard Road, Richmond
- Torlesse Drive extension, Kaiteriteri
- Aranui Road, Mapua

Of note to Councillors is the stopping of works at Fearon Gardens due to the contractors work on Thorp Street. This work resulted in the subsequent failure of the major Motueka rising main. Work was not permitted to restart at this site until adequate construction methodology was received by Council. Council has incurred substantial financial costs on this subdivision over the last three months and will be making a claim with the developer in due course.

The following graph represents the hours spent by Council's officers and consultants on site monitoring and plan checking. The figures for site monitoring this period are approximately 300% greater than the previous three months and represent (partly) the time spent by Council's consultant on the Fearon Gardens subdivision to rectify the problems previously mentioned.



3 CUSTOMER SERVICES

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

Category	Number of complaints		
	October 2006	November 2006	December 2006
Water	145	114	162
Wastewater	25	18	20
Stormwater	3	9	4
Roading maintenance	92	96	81
Refuse/rubbish collection	6	1	2
Footpaths/Carparks	9	14	6
Rivers	1	1	-
Total	281	252	275

Generally, the above figures are down on the previous period and less than this time last year. I believe this can be attributed to fewer failures in the wastewater and water supply assets and an increased level of service. This can also be attributed to the capital projects now completed and the removal of some failing assets.

5 RECOMMENDATION

THAT the report be received.

Dugald Ley
Development Engineer