



## Council's Service Delivery Standards

What are the service delivery standards you can expect when contacting the Council and/or requesting a service?

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For further information please contact the Council's call centre Phone 839 0400 or visit the website [www.waitakere.govt.nz](http://www.waitakere.govt.nz)



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## 1 Introduction

The Council adopted its Customer Service Charter in June 2005 with the key aim of enhancing the experiences of customers in their interactions with Council.

This booklet outlines the response and service delivery standards that can be expected by any member of the public when contacting the Council or in relation to a service request or a complaint.



## 2 Contact channels and response standards

We aim to provide a range of options for contacting the Council. Our prime channels for requests for service and information, and the standards you can expect, are:

### Contact channels and response standards

Prime channel	Contact details
<b>Telephone, through the Call Centre</b>	(09) 839 0400 24 hours/day, 7 days/week
<b>Email</b>	info@waitakere.govt.nz
<b>Visit in person</b>	Waitakere Central 6 Henderson Valley Rd, Henderson  Other Council offices, including Libraries, for which addresses are listed in the Telecom Directory or accessed via Council's website (see below)
<b>Correspondence</b>	Waitakere City Council Private Bag 93109 Henderson WAITAKERE CITY
<b>Fax</b>	(09) 836 8001
<b>Website</b>	www.waitakere.govt.nz



## Service response standards

80% of calls to be answered within 20 seconds

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All emails to be answered within 2 working days

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There is a reception area staffed from 8.00am to 5.00pm, Monday to Friday, except Public Holidays.

Reception staff will process straightforward transactions or direct you as appropriate. For specialist transactions we encourage you to make a booking.

Staff will be available to assist you during normal business hours.

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An initial response will be provided within 5 working days.

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An initial response will be provided within 5 working days.

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Instant information on services, projects and programmes

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# 3 Services provided by the Council and delivery standards

## Services Provided

Council provides a range of services related to the following activities:

- Animal Welfare
- Aquatic & Recreation Centre
- Cemetery
- Consents, Compliance and Enforcement
- Emergency Management – Civil Defence
- Finance – Rates and Billing
- Leisure Services
- Libraries
- Parks

Activity	Key Service
<b>Animal Welfare</b> ▶	Dog barking
	Dog attack
	Dog challenge
	Dog wandering
	Dog found
<b>Building Consents</b> ▶	Building consents less than \$500,000
	Building consents more than \$500,000
	LIMS
	Building inspection booking
	Code of Compliance Certificate
	Property Bag access



- Property – Housing for Older Adults
- Solid Waste
- Stormwater
- Transport Assets
- Vehicle Testing Station
- Wastewater
- Water Supply

### **Service Delivery Standards**

Standards have been established for all services provided by the Council. These standards specify what customers can expect in relation to any service request or application, including time frames.

Specific details relating to key services within each activity and the standards for these services are outlined below:

#### **Service Standard**

Investigate within 24 hours

Immediate response

Response within 4 hours

Response within 24 hours (unless risk to public safety)

Pick up within 4 hours

Processed within 20 working days

Processed within 20 working days

Processed within 10 working days

Usually next day, but there can be delays during peak times (3-4 day delay)

Processed within 20 working days

Provided within 24 hours



Activity	Key Service
<b>Cemetery</b> ▶	Provide burial and cremation services
<b>Field Services (Compliance and Enforcement)</b> ▶	Parking complaint Building complaint Emergency building complaint Earthworks complaint Noise complaint Food or licensed premises complaint Rozading complaint Illegal tree or bush clearance Emergency illegal tree or bush clearance
<b>Consents</b> ▶	Resource Consent – notified Resource Consent – non-notified Resource Consent monitoring – request for inspection
<b>Emergency Management – Civil Defence</b> ▶	Fire permits Fire complaints



## Service Standard

Services provided within the timeframes specified at the time of booking the service.

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Routine response – 3 days,

Emergency response – 2 hours

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Response within 5 working days

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Response within 4 hours

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Routine response – 5 working days,

Emergency response – 4 hours

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Investigated as soon as 30 minute standown period has been enforced (i.e. noise has not stopped after 30 minutes and customer has called again)

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Response within one working day

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Response within 5 working days

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Response within 5 working days

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Response within 1 hour

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Processed within three months

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Processed within 20 working days

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Response within 2 working days

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During a restricted fire season, all requests for fire permits will be actioned within 3 working days

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Complaint relating to fires in the rural area actioned immediately

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Activity	Key Service
	Emergency responses <hr/> Community assistance
<b>Finance</b> <b>- Rates and Billing</b> ▶	Notices of sale <hr/> Posting of Quarterly Rates Invoices
<b>Leisure Services</b> ▶	Community Centres bookings <hr/> Community Houses bookings <hr/> Leisure Centre bookings <hr/> Funding
<b>Parks</b> ▶	Response to Health and Safety issues <hr/> Customer service for sports parks and landscaping <hr/> Town Centres maintenance and amenities (during working day)
<b>Property – Housing for Older Adults</b> ▶	Housing for Older Adult applications <hr/> Urgent works <hr/> Priority works <hr/> Routine works



## Service Standard

Duty Officer available 24 hours per day for Civil Defence  
Emergency Management or Rural Fire emergencies

All public inquiries or requests for assistance responded to  
within 24 hours

Completed within 24 hours of receipt

Invoices posted out on the 1st of the following months:  
August, November, February and May

Bookings confirmed within 48 hours if not immediately

Bookings confirmed within 48 hours if not immediately

Bookings confirmed within 48 hours if not immediately

Full details on various funds including cut off dates set in  
November each year

Response within 2 hours, made safe within 12 hours

Response within 2 working days and complete service request  
within 10 working days

Response within 4 hours and complete within 24 hours

Applications are reviewed every 2 months

Response and completion within 2 hours

Response and completion within 24 hours

Response and completion within 7 days



Activity	Key Service
<b>Solid Waste</b> ▶	Rubbish collection Recycling Inorganic Abandoned vehicles Illegal dumping
<b>Stormwater</b> ▶	Respond to flood incidents
<b>Transport Assets</b> ▶	Traffic signal failure Footpath damage Dangerous road conditions Streetlights Clearing loose chip Road slip emergency
<b>Vehicle Testing Station</b>	WOF testing
<b>Wastewater</b>	Respond to wastewater overflows/blockages
<b>Water Supply</b>	Respond to broken watermains



## Service Standard

Weekly

Fortnightly

Annually

Investigate in one working day

Investigate in one working day

On site within 2 hours

On site within 4 hours, repairs within 8 hours

On site within 12 hours, repairs within 48 hours

Emergency – 1 hour, Routine – seven days

Emergency – 12 hours, Routine – seven days

Emergency – 2 hours, Routine – seven days

Inspection within one hour and made safe within 8 hours

WOF will be processed within 30 minutes if pre-booked

Onsite within 2 hours

Service returned and clean up completed within 4 hours

On site within 2 hours

Service restored within 4 hours



## 4 Complaints

When you make a complaint, we will:

- acknowledge your complaint either in writing or by phone within three working days.
- aim to address the complaint within 10 working days (if the target of 10 working days cannot be met, you will be informed of the delay, the reason for the delay, and a new target for responding.)

## 5 Feedback on service delivery standards

At Waitakere City Council, (WCC) we pride ourselves in providing a high quality service and therefore your feedback in relation to our service delivery standards is valued and needed.

Our Compliments, Complaints and Suggestions booklet outlines the processes associated with feedback and we would be only too happy to provide you with a copy.

If you would like a copy of our Compliments, Complaints and Suggestions booklet, please contact Council through any of the channels listed in this booklet.





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