

1. CITY STREETS UNIT SERVICE LEVEL AGREEMENT

Stephen Matheson outlined the background to producing a Service Level Agreement with the Board, which arose from a review of the Unit last year.

The guiding principle for Service Level Agreements is that community boards receive the same level of service from the Unit as Council committees currently receive.

Annual Plan Process

It was noted that in terms of an agreed process regarding the annual plan process more clarity was required.

It was recommended that there should be one single point of entry for information so it is not lost. This point of entry should be via the Community Advocate. It was also suggested that project proposals should be fed through, perhaps, the Community Technical Adviser, who would produce a report as and when matters were raised.

Maintenance Issues

It was proposed that Richard Bailey, as Senior Maintenance Officer, and Stephen Matheson discuss maintenance issues with the Board twice a year.

The Request for Service ("RFS") system is a database logging all requests for service. This system captures everything, including the action taken. A copy of that log would be brought back to the Board on a regular basis.

The Board requested that regular information be provided regarding the number of complaints (and compliments) logged on the RFS or via the City Streets Unit. Stephen undertook to liaise with Joan Blatchford regarding information on the number of complaints raised in the Spreydon-Heathcote areas.

Relationship with Senior Liaison Officer

The Board's Senior Liaison Officer is Weng-Kei Chen. If there is a major issue of concern, then Chen is the person to contact. All minor matters should be referred through the RFS and this could be done through staff based at the Service Centre.

The Board **received** the information and **resolved** that the Service Level Agreement include provision for:

1. The Senior Liaison Officer to attend all relevant Community Board meetings and Chairpersons' meetings where city streets matters appear on the agendas..
2. Elected members to be provided with copies of all information pamphlets for their area ***in a timely fashion***.
3. Elected members to be advised ***in a timely manner*** of all public meetings to be held in their areas.