

14. COMMUNITY ADVOCATE'S UPDATE

The Board received items of information under the Community Advocate's Update and **decided:**

1. That the Chairperson communicate the Board's congratulations to the Bexley Wetland Trust on its receipt of a 2002 Wetland Award.
2. That the report to the Board's meeting on 4 March 2002 on the Bottle Lake Forest Park junior golf proposal provide information on a Heathcote Valley junior golf proposal.
3.
 - (a) That officers report back further on the effectiveness of the call centre system for handling public enquiries and its quality standards.
 - (b) That officers report on how to develop a process to handle public enquiries within Burwood/Pegasus, incorporating possible acknowledgement of enquiries within three working days and a response outlining the action taken within three weeks.
 - (c) That an opportunity be arranged for Board members to learn about and discuss the Request for Service and call centre systems with appropriate officers.
4. That a Dallington Community Cottage Working Party be convened of Glenda Burt, Carole Evans, Carmen Hammond, Don Rowlands and representatives of the Dallington Residents' Association, the Dallington Cottage Trust and appropriate officers.