

# ASSET MANAGEMENT

## Asset Management Group Manager: Tony Miguel

- **EcoWater** : Network Operations Manager: Richard Taylor  
Customer Services Manager: Martin Glover
- **Transport Assets**: Operations Manager: Ramiz Iskander  
Planning Manager: Hussam Abdul-Rassol
- **Parks & Open Spaces**: Parks Assets & Open Spaces Manager: Grant Jennings
- **Property Assets**: Property Assets Manager: Tina Hemsworth
- **Quarry**: Quarry Manager: Shuaib Chota
- **Asset Planning**: Asset Planning Manager: Nazrul Islam
- **Sustainable engineering**: Sustainable Engineering Manager: Shuaib Chota
- **Project Twin Streams**: Project Twin Streams Manager: Shuaib Chota

The Asset Management group is concerned with the management of the major physical assets owned by the Council, i.e. water, roads, parks & reserves and property.

Included in this group is the Quarry, an "asset" owned by Council, but managed under contract.



*From back row left:  
Grant Jennings Shuaib Chota, Richard Taylor  
Tina Hemsworth, Ramiz Iskander, Nazrul Islam  
Martin Glover, Hussam Abdul-Rassol  
Tony Miguel*

# SERVICE MANAGEMENT

**Service Management: Group Manager: Stephen Drumm**

- **Operations Support:** Operations Support Manager: Karen Shepherd
- **Business Support:** Business Support Manager: Stephen Drumm
- **Animal Welfare:** Animal Welfare Manager: Neil Wells
- **Vehicle Testing Station:** Vehicle Testing Station Manager: Anthony Beedham
- **Solid Waste:** Solid Waste Manager: Jon Roscoe

Service Management provides an important bridge across all the sections of City Services with its business and operational support functions. These include support for the Director, administrative, secretarial, business performance monitoring and improvement, project management and project support functions.

In addition this group delivers Council's solid waste, animal welfare and vehicle testing station services.



*From left to right:  
Stephen Drumm, Neil Wells, Jon Roscoe, Anthony Beedham  
Inset: Karen Shepherd*

# CUSTOMER SERVICES

## **Customer Services: Group Manager: Paul Tate**

- **Call Centre:** Call Centre Operations Team Manager: Caroline Rakich
- **Counter Services & Cashiers:** Counter Services Manager: Debbie Jones
- **Key Account Management:** Rhonda Hobson
- **Cemetery:** Cemetery Manager: Daniel Sales

Customer Services has a focus on ensuring that all our customers, both external and internal receive the best possible customer services. This approach has been confirmed by the development of a Customer Services Charter which has been accepted throughout the organisation.



*From left to right:  
Daniel Sales, Rhonda Hobson, Debbie Jones, Paul Tate  
Inset: Caroline Rakich*

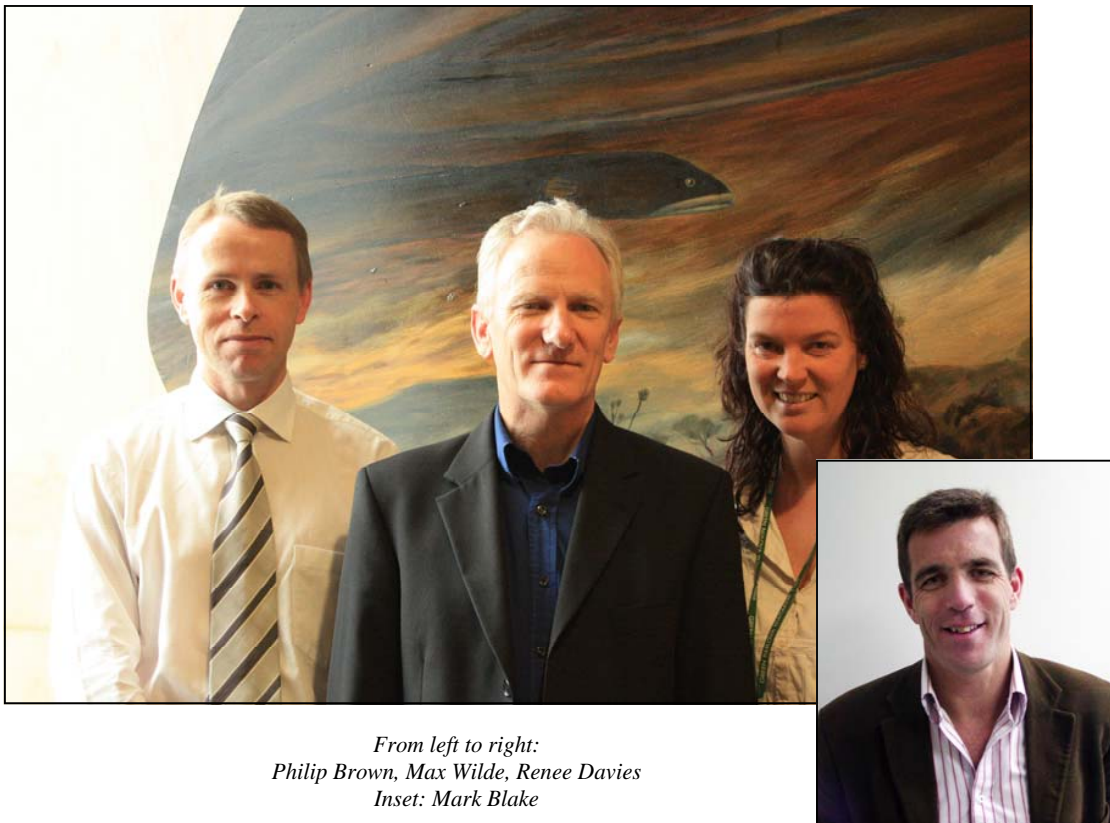
# PLANNING & COMMUNITY SERVICES

## **Planning & Community Services: Group Manager: Philip Brown**

- **Resource Management:** Resource Management Manager: Philip Brown
- **Parks Planning:** Parks Planning Manager: Renee Davies
- **Aquatic and Recreation Centre:** West Wave Manager: Mark Blake
- **Field Services:** Field Services Manager: Max Wilde

The Planning and Community Services group comprises four sections that are focussed on planning for land use, development and parks, and on the delivery of a range of recreational and leisure opportunities for the community.

The group also includes enforcement and education of various food and environmental health acts which keep the community safe and healthy.



*From left to right:  
Philip Brown, Max Wilde, Renee Davies  
Inset: Mark Blake*

# PROJECT SERVICES

## **Project Services: Group Manager: Alan Tresadern**

- **Roading Projects:** Roading Projects Manager: Neil Prendiville
- **Water Projects :** Water Projects Manager: David Nelson
- **Special Projects:** Special Projects Manager: John Schermbrucker
- **Aftercare:** Aftercare Manager: David Nelson
- **Contract Management & Independent Quality Control: Manager:** David Nelson (Acting)

Project Services is a cluster of service based sections providing professional services to asset and other strategic areas. Their main function is the delivery of projects, contracts and programmes as defined in Annual Plan and implementing these as part of delivery of Council's strategic vision.



*From left to right:  
Alan Tresadern, John Schermbrucker, David Nelson, Neil Prendiville*

# CONSENT SERVICES

## **Consent Services: Group Manager: Michael Campbell**

- **Building Consents:** Building Consents Manager: Doug Naylor
- **Resource Consents:** Resource Consents Manager: Bronwyn Allerby
- **Business Support:** Business Support Manager: Cheryl Bowie
- **Administration:** Regulatory Administration Manager: Tracey Tamakehu

The Consent Services group manages the building consent and the resource consent process. Currently building consents are undergoing an accreditation process in order to be able to operate as a consenting authority. This group manages the requirements of the Resource Management Act, and the Building Act .

In addition Council has the requirements of the District Plan to follow, which relate to land use in the City.



*Back row from left to right:  
Doug Naylor, Michael Campbell  
Bronwyn Allerby, Tracey Tamakehu, Cheryl Bowie*