

SERVICE MANAGEMENT



Service Management
Animal Welfare
Vehicle Testing Station
Solid Waste

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Overview

The Business Support and Operations Support sections of City Services which collectively make up the Service Management Group, work together to support the Director: City Services and to provide an important bridge across all City Services' sections, holding a perspective of the total operation, and using this knowledge and the relationships with our customers to:

- Improve consistency in the way things are done.
- Leverage economies of scale through the provision of centralised services from contract administration and typing assistance through to financial and performance management support.
- Focus on process improvement that adds value to the operations of all sections.
- Deliver support services that add value to our customers and which enable them to focus on their core operations and delivery of agreed work programmes.

Funding of our activities

Service Management activities are primarily funded by rates through the separate services for those areas that normally charge, such as Consents, Water and Contract Administration which are included in overhead recoveries within these respective fees.

Governing regulations

Local Government Act 2002
Residential Tenancies Act 1986
Reserves Act 1977

Rights of both landlord (the Council) and tenants in the HFOA Villages are protected under the Residential Tenancies Act



Sustainability objectives

Ensuring that our processes are robust and sustainable

Environmental objectives

Plan activities and develop processes that reduce resource usage e.g. paper, printing consumables, energy

Cultural objectives

In all communications with internal customers as well as the members of our community recognize and respect the diverse cultural and spiritual values of all ethnic groups.

Economic objectives

Minimise the cost to Council for the provision of our services

Social objectives

Recognize and support where able the needs of individuals and groups

How we contribute to community outcomes

The work undertaken by Service Management's Business and Operations Support teams assists all other sections of City Services to contribute to their Community Outcomes.

The work undertaken by Tenancy Management for HFOA contributes specifically to Strong Communities and Urban and Rural Villages in its provision of low cost rental accommodation that is safe, healthy and environmentally responsible

The Community and Reserves Leasing programme is relevant to the Green Network, Urban & Rural Villages and Strong Communities platforms of Council by ensuring that community groups have access to reasonably priced facilities where they can go about their activities.

Business Support

- Forecasting and Planning (ensuring there is a substantive basis behind all planning, budgeting and forecasting).
- Internal quality assurance (ensuring adherence to policies and controls; co-ordination of the Annual Plan process for the Unit).
- Documentation and process review.
- Activity Plan Development (ensuring that the documentation and the processes are keeping pace with Council requirements in accordance with the Australia NZ Infrastructure Manual).
- Business Analysis and Reviews (Reviews to ensure Annual Plan goals are being attained in the most efficient and effective manner and to ensure appropriate planning is available).



John & Ross are two of our most experienced Financial Business Analysts

Operations Support

- Group Support to: Asset Management, Planning and Community Services, Project Services, Customer Services and Consents Services.
- Projects support – contribute to the productivity of section staff in relation to specific projects and assignments by providing administrative support and secretarial services.
- Contract management – supporting the administration of contracts in accordance with contractual obligations, Council's Procurement Manual and City Services' internal Quality Assurance procedures.
- Tenancy management – manage lease arrangements, lease renewals and tenancy obligations for Council owned/leased properties. Assessment and selection of tenants in Housing for Older Adults (HFOA) villages and residential and commercial properties, collecting rents, property inspections, property maintenance and first point of contact for customer calls in accordance with the Residential Tenancies Act and Council's obligations under the lease or tenancy agreement.
- Overall co-ordination of health and safety within City Services in line with the corporate procedures.

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Tenancy support

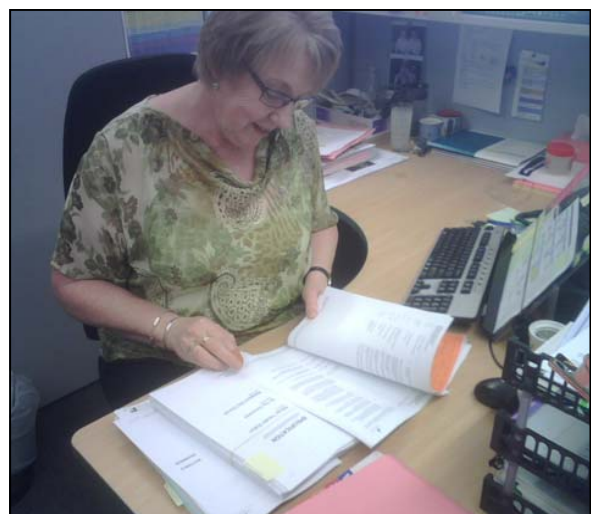
Portfolio	Size of portfolio
HFOA (12 Villages)	<ul style="list-style-type: none"> • 336 total units, 258 currently occupied • 36 units are on hold pending refurbishment; plus • 30 at Wilsher not to be occupied pending redevelopment <p>(From August 2007 a major refurbishment project has been in progress to upgrade 11 of the 12 villages. This is expected to take 3 years.</p> <p>Wilsher Village redevelopment is to be done as a separate project).</p>
Residential	<ul style="list-style-type: none"> • 37 (includes 13 Twin Streams properties)
Commercial	<ul style="list-style-type: none"> • 42
Community & Parks Leases	<ul style="list-style-type: none"> • 74+ community/parks leases collecting a rental >\$5.00 per annum, • 100+ that pay peppercorn rental <\$5.00 per annum



Contract support

Active contracts as at January 2009

Type of contract	Volume
Capital Works	599
Maintenance	175
Other	479
Total	1253



Alison checking tender documentation

