

## We're changing the way we do business

To ensure the Council's staff can deliver a quality, efficient service to all our customers, we are making some changes to the reception areas at the civic administration building.

Starting on Monday 3 September, all customers will need to go to the ground floor reception where our customer service team will contact the right staff member to deal with their enquiry.

We also encourage customers to make an appointment to ensure the appropriate staff member is available, and has all the information needed to respond to their enquiry quickly and effectively.

### Appointments required

Appointments will be essential on Mondays, Wednesdays and Fridays for customers wanting to talk with our upstairs staff – that is roading, 3 Waters, building services, planning, alcohol licensing or regulatory.

Customers do not need an appointment on a Tuesday or Thursday. However, an appointment is advisable to avoid any delays.

The changes reflect the increase in complexity and demand for many of the services local government provides. Our staff is also dealing with customers on multiple channels, such as email or digitally, and not just face-to-face.

We appreciate there may be some challenges as we work through these changes and welcome any feedback.

The Council aims to deliver an improved service for all our customers across all our channels, and will also be carrying out a customer service survey later this month.

## Upcoming meetings

The Council will hold the following meetings in the Council chambers, 29 Bowler Ave, Gore:

### Tuesday 28 August

Starting at 4.00pm:

- Community Services Committee, followed by the
- Operations Committee, followed by the
- Regulatory and Planning Committee, followed by the
- Finance and Policy Committee

### Monday 20 August

The Mataura Community Board is scheduled to meet at the Elderly Citizens Centre, in McQueen Avenue, starting at 5.30pm.

The agendas for meetings are available on the Council's website [www.goredc.govt.nz](http://www.goredc.govt.nz) the week before, with the exception of meetings held in committee.

## Disposal by tender of surplus plant and equipment

The Council invites tenders for the purchase of surplus items of plant and equipment.

A full list of items and a tender form are available at [www.goredc.govt.nz](http://www.goredc.govt.nz), click on the link under Hot Topics. They can also be collected from the main office, 29 Bowler Avenue, Gore. All items will be available for inspection at the Council depot, corner of Miro and Rata streets, on Friday 17 August and Friday 24 August between 1.00pm - 3.00pm. Enquiries to the Plant Manager Ian Soper (03) 209 0330 or 0274 382 542.

Tenders will be accepted in writing until 5.00pm on Monday 27 August 2018, at the following location:

**Ground floor reception counter, Gore District Council, civic administration building, 29 Bowler Avenue, Gore**

The highest or any tender not necessarily accepted. The successful tenderers will be notified in writing.

## Gore District Community Awards nominations open

One of the great things about the Gore District is we all know someone who is a quiet achiever or who works behind the scenes to make our community a better place.

Now is the time to recognise these people by nominating them for the Gore District Community Awards. There are 10 categories, capturing all sectors of the community. For more information go to [www.goredc.govt.nz](http://www.goredc.govt.nz).

Nominations are open until Friday 7 September. The awards gala night is on Friday 26 October.

## Long Grass/Overhanging Foliage Bylaw Review

The Council has reviewed its Long Grass/Overhanging Foliage Bylaw and made a change to remove any reference to fire hazards as required by the Fire Emergency New Zealand Act 2017.

As this was the only change to the Bylaw and the amendment is a minor technicality, the Council exercised the discretion conferred under section 156 (2) of the Local Government Act 2002 and therefore by resolution, it approved the revised bylaw at its meeting held on 7 August 2018. The updated Bylaw will come into effect on 1 September 2018.

As a result of the Fire Emergency New Zealand Act 2017, the Council's Fire Prevention (Vegetation) Bylaw 2008 was automatically revoked on 1 July 2018.

Copies of the Long Grass/Overhanging Foliage Bylaw 2018 are available from the Council's website [www.goredc.govt.nz](http://www.goredc.govt.nz), the civic administration office, 29 Bowler Avenue, Gore, or the Gore and Mataura libraries.