



# Customer Service Charter

## Our commitment to YOU

Randwick City Council will ensure that our customers and stakeholders receive efficient, responsive and friendly service.

We will set measurable standards and provide quality service.

This Charter will be reviewed and adapted to meet the changing needs of our customers.

## Our Customer Focus Values

We demonstrate customer focus when we:

- are friendly and polite
- make our residents and community our prime focus
- respond to all enquires promptly
- work hard to make our relationship with the community, Councillors and our colleagues professional and productive
- consider how our actions impact on our community, our future and the Council.

## Helping us to help you

You can help us to meet these commitments by:

- noting down all information provided to you by Council officers for future reference
- providing us with accurate and complete details when you contact us
- respecting the privacy and rights of other customers
- treating our employees with courtesy and respect
- phoning to make an appointment if you have a complex enquiry or need to see a specific officer
- phoning the officer nominated on correspondence sent to you and quoting the reference number on the letter letting us know how you found our service.

## Service standards you can expect

On the telephone we will:

- answer calls within five (5) rings
- have a smile in our voice
- greet you politely
- listen carefully, establish your concerns and act on them accordingly
- respond to your messages within one working day
- keep you appropriately informed of the progress of an issue
- endeavour not to transfer your call more than once
- try to direct you to the correct service provider, where the service you are seeking is not provided by the Council.

Face to face we will:

- provide you with a prompt, courteous, friendly and professional service at all times
- treat you with respect
- value you as a customer
- listen carefully and identify your needs
- provide you with answers to enquiries or make arrangements for the enquiries to be addressed
- accept responsibility for the timely processing of your business.

When we respond to your correspondence we will:

- write clearly in plain English
- fully explain decisions or the Council's position on issues raised
- provide you with a contact name and telephone number
- reply to you within 15 working days.

On our website we will:

- use plain English
- provide up-to-date and accurate information
- endeavour to make information easy to find.

## Customer service requests

Requests for some specific services such as potholes, missed bin collection, tree damage and illegal dumping, will be recorded in our customer request system (CRM) and actioned within the established community service timeframes below.

## Customer satisfaction counts

As we strive to deliver even better service, we encourage you to give feedback. Whether you have a request for service, a complaint or a compliment, we would like to hear from you.

Please phone us on **1300 722 542** or visit our website [www.randwick.nsw.gov.au](http://www.randwick.nsw.gov.au)

# Service Timeframes

INITIATE  
INVESTIGATION

RESOLVED



## CUSTOMER SERVICE

|                              |         |
|------------------------------|---------|
| Answer calls                 | 5 rings |
| Respond to letters or emails | 15 days |



## WASTE COLLECTION

|   |       |        |
|---|-------|--------|
| Missed bin service (red, yellow green)  | 1 day | 2 days |
| Missed on call clean up                 | 1 day | 2 days |
| Missed street - bin service             | 1 day | 2 days |
| Replace caddy                           | 1 day | 3 days |
| Replacement bin (red, yellow green)     | 1 day | 3 days |
| Replenishment of caddy liner            | 1 day | 3 days |
| Illegal dumping - removal               | 1 day | 2 days |
| Removal of mattresses, metal or e-waste | 1 day | 2 days |



## COMPANION ANIMALS

|  |        |         |
|--|--------|---------|
| Dog - barking/noise                                | 3 days | 40 days |
| Dog - prohibited places (beach/schools/play areas) | 1 day  | 15 days |
| Dog - unleashed/loose                              | 1 day  | 15 days |



## TREES

|                                 |        |         |
|---------------------------------|--------|---------|
| Investigate condition of tree/s | 5 days | 15 days |
| Pick up/removal of branches     | 1 day  | 5 days  |
| Pruning/removal of branches     | 5 days | 30 days |



## ROADS & SIGNS

|   |        |         |
|---|--------|---------|
| Repair minor pothole                    | 2 days | 3 days  |
| Request for street sweeping             | 1 day  | 2 days  |
| Replace damaged or missing street signs | 1 day  | 50 days |



## VEHICLES

|  |        |         |
|--|--------|---------|
| Abandoned vehicle investigation              | 3 days | 40 days |
| Illegal parking                              | 1 day  | 2 days  |
| Renew or transfer residential parking permit | 1 day  | 10 days |

INITIATE  
INVESTIGATION

RESOLVED



## MAINTENANCE

|  |        |         |
|--|--------|---------|
| Parks - maintenance                                | 2 days | 5 days  |
| Parks - furniture, fencing and signage maintenance | 2 days | 15 days |
| Clear culverts and pits                            | 2 days | 3 days  |
| Clear drainage                                     | 2 days | 20 days |
| Repair footpaths                                   | 2 days | 15 days |



## BUILDING & DEVELOPMENT

|  |        |         |
|--|--------|---------|
| Building work / development - unauthorised | 5 days | 60 days |
| Planning - general enquiries               | 1 day  | 2 days  |



## CERTIFICATES

|  |         |
|--|---------|
| Property information S10.7 (Urgent certificates)   | 24hrs   |
| Property information S10.7 (Standard certificates) | 5 days  |
| Heritage exemptions request                        | 14 days |
| Certificates relating to notices & orders (Urgent) | 48hrs   |



## RATES

|  |        |         |
|--|--------|---------|
| Rates & charges outstanding certificate Section 603 (Urgent)   | 1 day  | 24hrs   |
| Rates & charges outstanding certificate Section 603 (Standard) | 3 days | 5 days  |
| Process pension rebate   | 1 day  | 10 days |



## PUBLIC & ENVIRONMENTAL HEALTH

|  |        |         |
|--|--------|---------|
| Environmental & public health complaints (eg noise complaints) | 5 days | 60 days |
|--|--------|---------|



## EVENTS & FILMING APPROVAL

|  |         |         |
|--|---------|---------|
| Filming  | 10 days | 11 days |
| Photography  | 7 days  | 8 days  |
| Application for private ceremonies in public places (eg Wedding) | 10 days | 12 days |

Please note: Time frames are between business hours only (Monday - Friday, 9am - 5pm, public holidays excluded). Council will endeavour to meet all desired resolution timelines, however noting unforeseen circumstances do occur that can lengthen this process.