

Statement of Service Report for 1 July to 31 December 2021

Stormwater drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

● Achieved ● Not achieved ● Not measured					
PERFORMANCE MEASURE	OUTCOME	2021/22 MEASUREMENT	2021/22 RESULT	2020/21 RESULT	NARRATIVE
<i>Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall</i>					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of:	●	No abatement notices	Not measured	Not measured	Discharge compliance is a mandatory measure set by the Department of Internal Affairs therefore must be reported on. However as Council has no stormwater consents the measurement in essence can not be measured.
a. abatement notices	●	No infringement notices	Not measured	Not measured	
b. infringement notices	●	No enforcement orders	Not measured	Not measured	
c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents ¹ .	●	No convictions	Not measured	Not measured	
*System adequacy The number of flooding events ² that occurred in the District. For each flooding event, the number of habitable floors affected (expressed per 1000 properties connected to the Council's stormwater system). Note: This is a District-wide assessment	●	Fewer requests than 5 per 1000 connected properties	0	0	There were no flooding events therefore no habitable floors have been affected.
<i>Councils intended level of service is to: Be responsive to reported faults and complaints</i>					
*Customer satisfaction The number of complaints received by the Council about the performance of its stormwater system, expressed per 1000 properties connected to the Council's stormwater system.	●	Fewer requests than 5 per 1000 connected properties	7.9	4.36/1000	The information services team are working with the infrastructure team on analysing the data for complaints received to find areas for improvement. All complaints are logged as an individual complaint even if a number of them are about the same issue.
*Response time The median response time to attend a flooding event, measured from the time that the Council receives notification to the time that service personnel reach the site.	●	2 hours or less	0 (there were no flooding events for the reporting period)	0 (there were no flooding events)	No flooding events occurred for 1 July 2021 to 31 December 2021 reporting period.

*Mandatory

¹ Council do not currently have any stormwater consents.

² The rules for the mandatory measures define a 'flooding event' as an overflow from a territorial authority's stormwater system that enters a habitable floor