

Statement of Service Report 9 Month (July – March 2024/25)

Stormwater Drainage

OUR LEVEL OF SERVICE AND HOW WE MEASURE PROGRESS

Achieved On track to achieve Not on track to achieve Not achieved Not measured					
PERFORMANCE MEASURE	OUTCOME	2024/25 TARGET	MARCH 2024/25 RESULT	2023/24 RESULT	NARRATIVE
Councils intended level of service is to: Provide a reliable collection and disposal system to each property during normal rainfall					
*Discharge compliance Compliance with the Council's resource consents for discharge from its stormwater system measured by the number of: a. abatement notices b. infringement notices c. enforcement orders, and d. convictions Received by the Council in relation to those resource consents.		No abatement notices	Not Measured	Not Measured	
		No infringement notices	Not Measured	Not Measured	
		No enforcement orders	Not Measured	Not Measured	
		No convictions	Not Measured	Not Measured	
*System adequacy The number of flooding events ¹ 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	No flooding events during this period.
Councils intended level of service is to: Be responsive to reported faults and complaints					
*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	5.37/1000	4.9/1000	Following a dry summer, recent light rainfall has led to an increased likelihood of surface water accumulation on properties, which has contributed to a rise in related inquiries.
*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.		Two hours or less	Not measured	Not measured	No flooding events during this period.

1 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

* Mandatory