

Statement of Service Report 3 Month (July-September 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 (3 MONTH)	2024/25 TARGET	SEPTEMBER 2024 RESULT	2023/24 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: 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	Not measured	0	There were no flooding events during this reporting period.
<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	2.68/1000	4.9/1000	
*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	There were no flooding events during this reporting 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