



GENERAL MANAGER'S REPORT

23rd March 2005

GM2	CUSTOMER FIRST CENTRE
	FILE: * AVB

SUMMARY:

Progress report on the Customer First Centre.



Maraget Mottee, Customer First Manager, will be attending the meeting and will outline the concept and proposed functioning of the Customer First Centre.

Architect plans will be available at the meeting and Council needs to commit to a concept to allow the implementation program to proceed with opening of the Center scheduled for September/October 2005.

The concept that will be displayed on Wednesday involves the construction of a building on the staff amenities/Councillor's room site with the replacement of staff amenities and Councillor's room being constructed in the lawn area of the Civic Centre. This is considered to be a cheaper option than converting an existing building and then constructing additional office space both on the ground floor with second storey additions.

Once Council has agreed with the concept a development application needs to be approved and tenders called for the construction work. Council will then be in a position to allocate loan funds to the project.

REPORT IMPLICATIONS:

- *Environmental*

Nil

- *Social*

Nil

- *Economic (Financial)*

The cost of construction will not be known until firm quotations are known. The building would be financed from loans or proceeds from the sale of land.

- *Policy or Statutory*

Nil

- *General Manager's Review*

Nil

RECOMMENDATION:

That Council adopt the concept plans and application be made for development consent.

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A V Burgess
GENERAL MANAGER