

# Planning & Regulatory Services

## Customer Service Charter

City of Wagga Wagga is committed to being open, honest and fair in its dealings with all customers and strives to provide timely, efficient and consistent service to our community.

We take our obligations to the community seriously and are committed to ensuring high standards of service are reached and maintained.

### COUNCIL'S ROLE

We are responsible for providing quality planning and development initiatives, processes and services, including managing development applications and building and plumbing certification services for the city. Generally, staff are not able to provide design advice and then certify or approve that development. We also exercise a number of regulatory powers to enforce compliance with legislation or development consent and respond to allegations of unlawful activity. This must be done in a consistent manner and without bias.

### BE EFFICIENT

We will -

- Engage with you using language that is clear and concise.
- Be courteous, patient, and helpful at all times when communicating with you, our customers.
- Ensure that all correspondence includes correct contact details for the officer dealing with the matter.
- Endeavour to have planning development applications processed within timeframes set out in the Minister's Statement of Expectations Order effective 1 July 2024 (in FY 24/25 it is an average of 78 days).
- Endeavour to have your less complex development applications processed within 30 business days.
- Have your residential plumbing and drainage applications (section 68) and sewer service diagrams determined within seven business days.
- Have your section 10.7 planning certificates processed within five business days.
- Reply to general planning and building enquiries within five business days.
- Process construction certificates in 40 days from the date all required information has been supplied.

- Release your bank guarantees within 10 business days of release request.
- Ensure all building and plumbing inspections are undertaken within 48 hours of request and the result forwarded after inspection to the applicant/builder.
- Acknowledge application submissions/objections within five business days.
- Work with you to develop solutions.

### BE RESPONSIVE AND KEEP ME INFORMED

We commit to -

- Returning your phone calls within 24 hours.
- Acknowledging and/or responding to all emails that require a response within 48 hours.
- Calling where necessary, before we write, distribute a letter, additional information letter or email.
- Taking ownership of your enquiry.
- Negotiating timeframes with you for deliverables.
- Encouraging pre-lodgment discussions for applicants.
- Engaging with you on any amendments to the LEP.
- Engaging with you on any amendments to the DCP.
- Taking a collaborative approach to major strategic planning for the city.
- Open and inclusive engagement processes.
- Listening and acknowledging your views and opinions.
- Validating and respecting community views.
- Educating to build community capacity around land use and development matters.
- Emailing additional information requests and consents when an email address is provided by an applicant.

### BE CONSISTENT AND TRANSPARENT

We commit to -

- Actively engaging with you through industry reference groups and regular communication channels that suit you.
- Attending meetings prepared and taking and upon request distributing minutes.
- Using your feedback to improve our service.
- Providing you with consistent and timely information.
- Ensuring our website is kept up to date.

### WHAT WE EXPECT FROM THE CUSTOMER

We expect that you will -

- Provide accurate, quality, comprehensive information in accordance with relevant application requirements to allow efficient processing.
- Keep one point of contact (applicant).
- Be respectful, polite, courteous and understanding to staff.
- Be respectful of our processes and agreed timeframes and commitments.
- Provide copies of required consents as necessary to building and plumbing contractors.
- Contribute to assisting us improve our processes and systems by providing constructive feedback.
- Call to make an appointment if you have a complex enquiry.
- Work with us to develop solutions.