

SLA REPORT	TO	Thames-Coromandel District Council	✓ <i>For Information</i>
	FROM	*** Information Centre Manager's Name	<i>For Approval</i>
	DATE		<i>For Action</i>
	SUBJECT	Four-Monthly Report	<i>For Recommendation</i>

This report is for the period **

Report Requirements;

1. Comment on the services provided as detailed in 5.2 of the service level agreement; and
2. Comment on the current or anticipated issues which the centre considers may impact on the delivery of outputs delivered or outcomes achieved.

1. Comment on services provided

Services in 5.2	Comments
Centres must provide accurate information on Council services and facilities, as contained in the 'A-Z' of Council's websites. Questions on Council services and facilities that cannot be answered shall be referred to Council's customer services representatives or Council's after-hours phone service	
Centres to be open to provide service 364 days of the year (excludes Christmas Day)	
During Centre opening hours, Centres are required to provide information relating to Council services	