



Every day, our Customer Services team is on the frontline, answering questions for the community and doing their best to know a little bit about everything that goes on at the council.

It doesn't matter where in the district you are, or whether you're a visitor or resident, they are keen to help you out. It's all part of looking after the place we love.

Customer service is a 24/7 operation here at the council, because we know you need us at all times of the day.

The team answers about 1000 calls a week during business hours on everything from street lights to footpaths, dogs and rates, and even a few odd ones – like the answer to a crossword puzzle or the date for daylight saving! We can't answer them all but the team does its best!

In the first three weeks of May, the team collectively answered 3448 phone calls and had 1895 people walk through the doors.

Customer services supervisor Melissa Humphrey [pictured] said it's a full on job, but it keeps things interesting.

Last week when rates were due the team fielded more than 1100 calls over five days.

More and more people are opting to pay by direct debit or online which is great, but a good number of people still like to pay over the counter.

Another busy week is coming up, with dog registrations due by July 1.

"Making sure people have got the right registration for the right type of dog and category is a key focus over this time," Melissa said. "Some farmers have 20 working dogs, which is a lot of dog tags to issue!"

People can also avoid queues by paying dog registration online at [www.taupo.govt.nz](http://www.taupo.govt.nz).

## HOW CAN WE HELP YOU?



## OUR WEBSITE AMONG THE BEST IN THE COUNTRY

Have you taken a look at our website lately? It's just been ranked fourth against all the other councils in the country!

We pride ourselves on offering our community the latest news in a variety of ways and are thrilled to be in the top five for our website.

The rankings were done through the 2016 ALGIM Local Government Web Audit, which aims to record the state of functionality, online services, accessibility and best practice within council websites.

A lot has been happening with council websites lately – including ours – such as increased use of online payment systems and improvement in online services.

It's not just our website we've been working on either – we're also on Facebook, Instagram, Twitter, Neighbourly, YouTube and LinkedIn. Find out everything you need to know at [www.taupo.govt.nz](http://www.taupo.govt.nz) and see what you can do!



## WE'RE PAINTING OUR LIBRARY

It's time for us to paint the interior of our library – it's due for an upgrade!

The painting is part of our regular maintenance programme to keep our district looking good.

Unfortunately this may mean a bit of an inconvenience for our library visitors at times over the next couple of months.

Some areas will have to be closed off to the community while our painters are working, but we will do our best to maximise accessibility where we can.

We want to look after the place we love – and the people – and this means avoiding wet paint and possibly paint fumes as the work is carried out.

We are looking forward to having a nice, bright new environment to look forward to when the work is completed in August.

Keep up to date with what sections are closed by visiting [www.taupo.govt.nz](http://www.taupo.govt.nz) or on our Facebook page by liking Taupo District Council.



## TIMELINE OF PAINTING

Reception: May 29-June 6

Junior, teens, DVDs and info desk: June 6-13

Adult fiction/non-fiction and reference: June 13-28

Downstairs amenities, lobby and study rooms: June 28-July 8

Staff area: July 10-29

Upstairs meeting rooms: July 29-August 10



## MANGAKINO TOWN CENTRE UPGRADE

Mangakino's playground is nearly finished, with rubber matting and artificial turf laid.

Our contractors are hard at work on the redevelopment of the town centre. Alongside the new playground, there will also be a drinking fountain, seating and shaded areas.

The redevelopment is set to complement the town's new skate park which sits alongside the playground.

Shade structures are being installed now, and this is the final step before cleaning up the site and opening it to the community.

If you're in Mangakino's town centre, be sure to check out how it's shaping up!

## What's on?

- 28 May Banff Mountain Film Festival, Great Lake Centre
- 3-6 June Taupō Art Trail, Taupō
- 4 June Greening Taupō Community Planting Day, Huka Falls
- 10 June Avalanche City: The Little Fire Tour, Great Lake Centre
- Until 7 June Enclose, Enfold, Envelop, exhibition, Taupō Museum
- Until June 13 Mua Ki Muri – Looking Back to the Future exhibition, Taupō Museum

For more information on Taupō District events visit [www.GreatLakeTaupo.com](http://www.GreatLakeTaupo.com)

Email your elected members at [councillors@taupo.govt.nz](mailto:councillors@taupo.govt.nz)

For more information call 07 376 0899 or go to [www.taupo.govt.nz](http://www.taupo.govt.nz)



Mayor David Trewavas, Dep Mayor Barry Hickling, Cr John Boddy, Cr Bernhard Chrustowski, Cr Rosie Harvey, Cr Rosanne Jollands, Cr Anna Park, Cr John Williamson, Cr Zane Cozens, Cr Maggie Stewart, Cr Kirsty Trueman