

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities CH Culture and Heritage

Council Initiatives		Measure		SC CH
Halls maintenance and renewal		Completion of preventative and regular maintenance checks and remedial work within set timescale (2 days urgent, 5 days not urgent)		
Result 2009/10: 90%	Target 2010/11: 90%	Result 2010/11: 100%	Achieved - Comments: Property maintenance officer proactively takes on additional work when out in the field before public notify Council and is recorded as a request for service.	
In 2009/10 Council advised: Increasing the preventative and regular maintenance program for the community building assets.			Challenges going forward: Completing the deferred maintenance program and continuing the preventative maintenance work within existing budgets.	

Council Initiatives		Measure		SC
Maintaining Housing for the Elderly units in good condition		Reduction of RFS received annually		
Result 2009/10: 1.5%	Target 2010/11: 5%	Result 2010/11: 6%	Not Achieved - Comments: Due to more tenants and higher occupancy rate compared to previous years we are experiencing more requests for service.	
In 2009/10 Council advised: A significant amount of deferred maintenance will be undertaken in 2010/11 and this should have a significant impact on this measure.			Challenges going forward: The completion of the programmed deferred maintenance will be undertaken in 2011/12 and this should have a significant impact on this measure.	

Council Initiatives		Measure		SC
Maintaining Housing for the Elderly units in good condition		Percentage of faults responded to in set time (2 days urgent, 5 days non-urgent)		
Result 2009/10: 98.80%	Target 2010/11: 91%	Result 2010/11: 96.33%	Achieved - Comments: This result is due to an additional person employed by Council to meet service level requirements.	
In 2009/10 Council advised: Continue to improve target level.			Challenges going forward: Continue to exceed target level.	

