



Taumarunui Office



Ohakune Service Centre and Library



Raetihi Agency and Library

Our Service Standards

Council staff aim to:

- Respond to telephone and email enquiries within three working days.
- Where telephone enquiries are more complex, either make an appointment for the customer to meet with a staff member or arrange to call the customer when the information is available.
- Acknowledge, and where possible answer, mailed enquiries within 15 working days.
- Attend to the customer as soon as practicable if the customer does not have a pre-arranged appointment and, where possible, provide the customer with information while they wait.
- See the customer punctually at the scheduled time if the customer has a pre-booked appointment, whether it is in or out of the office. If there is to be a delay in seeing the customer, we will keep them informed.
- Arrange mutually agreeable times for site visits with the customer for a no-surprises approach.
- Respond to all high priority emergencies immediately and provide the customer with feedback on the outcome of any investigation.

Feedback Welcome

We value your feedback and any comments regarding the service you have received from our Customer Service Team and Council.

Your feedback may lead us to review our processes and look for better ways to offer specific services to you, our customers.

Would you like to comment on Council's service? Please don't hesitate to contact the Team Leader Customer Service.

A Guide to

Customer Service

We welcome you to our District



59-63 Huia Street, Taumarunui Ph 07 895 8188 (24 hr)
Ayr Street, Ohakune Ph 06 385 8364 (24 hr)
Seddon Street, Raetihi Ph 06 385 4447 (24 hr)

Postal Private Bag 1001
Taumarunui 3946
Fax 07 895 3256
Email info@ruapehudc.govt.nz
Website www.ruapehudc.govt.nz



Welcome to Customer Service. How may we be of assistance? Our focus is on YOU the Customer.

Taumarunui Office

Taumarunui Office is located at 59-63 Huia Street, Taumarunui.

All our Customer Service Officers (CSOs) are multi-skilled to ensure you receive a fast and efficient service.

Some of our daily tasks include:

- Telephone enquiries.
- Counter/reception duties.
- Rates enquiries.
- Building consents and booking inspections.
- Sale of rubbish bags.
- Land Information Memoranda.
- Receipting.
- Dog registration/transfers.
- Development Contributions.
- Community services.
- Viewing building files.
- Cemetery enquiries.
- Bookings for halls/sausage sizzles/shop days.

You may have identified concerns in your area such as pot holes, water leaks, wandering dogs, etc. We deal with these issues using a service request system.

Calls are recorded and actioned..



Raetihi Agency and Library

Raetihi Agency is located on the corner of Seddon and Duncan Streets, Raetihi.

Raetihi Office can assist you also with all your Council requirements.

Other services offered at the Raetihi Agency include:

- Library service, including free internet access.
- Land Transport registration requirements. (So yes, you can register your vehicle at the Raetihi office.)
- NZ Post mail services.

Stop in for a friendly welcome to our District.

Ohakune Service Centre and Library

Ohakune Service Centre is located on the corner of Ayr and Miro Streets, Ohakune.

While visiting our Service Centre, take a minute, grab a book and have some “me” time in our fantastic library surroundings. You simply cannot ignore the view. Free internet service is also available.

Our Service Centre offers the same Council services available at other offices.

Council staff from Taumarunui often visit the southern end of the District. If you would like to discuss matters further, appointments can be arranged. Simply contact our friendly CSOs.

Ohakune Service Centre is also an agency for Births, Death and Marriages.

The Customer Service Team look forward to seeing you in Ohakune.

