

We want to make it easy for you to work with us. We aim to deliver excellent customer service and take action on issues so that the Tweed is an even better place to live, work and enjoy. Here's a snapshot of how we did in the last 3 months.

### There when you need us

**29,557**

Contact centre interactions with customers in the last 3 months



That's **485** interactions with customers every day!

### Helping you quickly

**82 secs**

Average Contact Centre wait time in the last 3 months



We don't want to keep you waiting. We aim to answer your call within 90 seconds.

### Taking action for our community

**5,158**

Requests for Council to take action on an issue in the last 3 months



That's 397 requests every week.

**58%**

Percentage of requests actioned within 10 working days

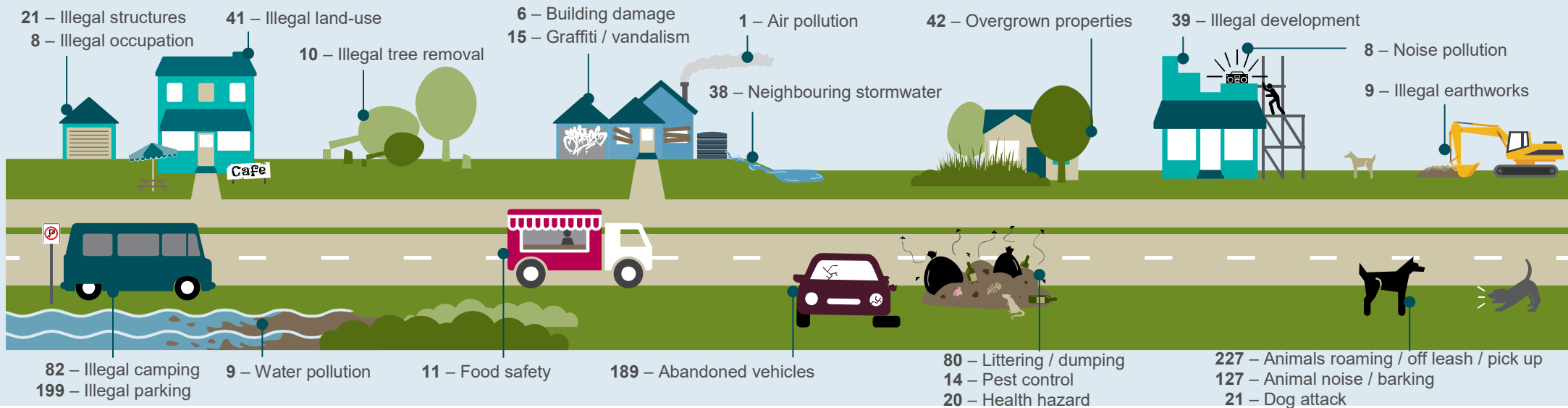


Our target is to action 80% requests within 10 working days.

### Top 5 topics you contacted us about:

- ① Rates & water use enquiry
- ② Flood, roads and stormwater
- ③ Building application / enquiry
- ④ Planning application / enquiry
- ⑤ Waste and resource recovery

### What you asked us to take action on: Number of customer contacts about these issues in the last 3 months



### Making it easy for you to reach us in a way that suits you



**Customer Service counters**  
Murwillumbah • Tweed Heads



**Email**  
tsc@tweed.nsw.gov.au



**Live chat**  
tweed.nsw.gov.au



**Phone**  
02 6670 2400



**Report a problem**  
tweed.nsw.gov.au/report-problem