

2020 Customer Satisfaction Survey

COMMUNITY FACILITIES

Central Coast Council

Between 9 and 31 March 2020 we asked the community what they thought of Central Coast Council's community facilities and the results are now in!

What you told us

- Customers are happy with interaction between staff and themselves
- Customers want ease of online access and pay for invoicing
- Increased communication with customers to encourage each group to leave community halls in a clean manner for following groups
- Continued focus on upgrading the older facilities
- Customers want a direct contact with Council

Best features

- Staff interaction with customers

For improvement

- Receiving of bills through Council portal
- Toilet cleaning after previous occupants/ customers
- Kitchen – modernisation and improved lighting and drainage
- Time taken to attend to general maintenance
- Staff consistency

Our response

- Improve ease of access via clear links and instructions on our website "how to pay my invoice"
- Improve communication with customers to encourage greater responsibility for the way they leave our Community Halls, so it does not impact on other groups following them
- Work with our cleaners to ensure a high standard of cleaning and ensure cleaning frequency is matched with demand
- Capital works projects to focus on kitchen upgrades, fixtures and fittings and improved lighting
- Continue our customer focused work practices
- Dedicated Property Officer or Facility Officer for each Council facility
- Provide appropriate staff levels and avoid unnecessary changes in designated Facility and Property Officers

129

surveys received

90%

ease of booking
overall satisfaction

84%

overall facility
satisfaction

83%

responsiveness addressing
facility problems overall
satisfaction

93%

customer service
overall satisfaction