

## Swimming Pool Compliance

The swimming pool compliance team has been going through a few changes in the past few months.

A North/West hub has been created which has involved relocating the Western swimming pool inspectors from Henderson, and the Rodney inspector from Orewa, into the Takapuna Service Centre. There will be five inspectors working from the Takapuna hub.

Coupled with the relocation, was the handing over of all data entry, and the sending of letters for the Northern and Western areas, to the administration team in the Takapuna office.

The purpose of this change is to ensure our processes are aligned and it will also create efficiencies and enable us to reduce the total number of Inspectors.

As our processes become better aligned we should also be able to improve our customer service making appointments in all cases where we can contact the swimming pool or spa pool owner. This change will mirror our approach to what is done in the Central hub.

The Regional Pool Fencing Team has also initiated a media campaign involving a two minute video presentation. This video will highlight the requirements of pool fencing and the common areas of pool fencing that we find requires regular maintenance and attention. The video will be accessible from the Auckland Council website and will be used by Watersafe in their “Safe Summer” campaign.

We are in the process of developing a new brochure that will reflect the important things about pool fencing maintenance that are also highlighted in the video.

