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CUSTOMER SERVICES COMMITTEE MINUTES

**MEETING HELD ON TUESDAY 26 AUGUST 2025
AT 9.30AM
COMMITTEE MEETING ROOM 2, LEVEL 2,
CITY HALL**

MEMBERS PRESENT:

Councillor Sarah Hutton (Civic Cabinet Chair), Councillor Greg Adermann (Deputy Chair), and Councillors Lisa Atwood, Nicole Johnston, Emily Kim and Steven Toomey.

OTHERS PRESENT:

Councillor Seal Chong Wah; Pip Hold, Group Executive, Customer Services; Kirsty Cronan, General Manager, Compliance and Regulatory Services, Customer Services; Tanya Fletcher, A/Executive Officer, Group Executive's Office, Customer Services; Ben Kozij and Tobias Moore, Policy Liaison Officers, Civic Cabinet Chair's Office, Customer Services Committee; Lisa Baillie, Executive Assistant, Civic Cabinet Chair's Office; and Megan Hewton, Council and Committee Liaison Office Manager, Governance, Council and Committee Services, Governance and Legal Services.

MINUTES:

The Minutes of the meeting held on 19 August 2025, copies of which had been forwarded to each Councillor, were presented by the Civic Cabinet Chair and taken as read and confirmed by the Committee, with Councillor Nicole Johnston dissenting.

6 OTHER BUSINESS

The following matter was considered by the Committee, and the decision reached was fully set out in the Committee's report to Council:

Committee presentation – Enforcement and Prosecution Outcomes.

7 GENERAL BUSINESS

The Civic Cabinet Chair answered questions of the Committee and took a number for future response.

CONFIRMED THIS 2nd DAY OF September 2025


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CIVIC CABINET CHAIR