

CUSTOMER CONNECT

USER GUIDE REQUEST FOR SERVICE



Created by: TCDC
Version: DRAFT
Version Date: 11/10/2024

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1. How does it work?

Customer Connect is a platform for NZ residents where they can raise a non-urgent request for service as a member of the public.

Once you have raised a non-urgent request, you will receive an email notification that your request has been received.

If your request is urgent, please contact Customer service at: 07 868 0200

If your request is not available to lodge on Customer Connect , please go to the TCDC website or use this link to submit a request with us: [Request for Service | TCDC](#)

The customer service team at TCDC will process your request. Once the request has been processed, you will receive a notification that your request is being attended to.

The customer service team may need to contact you for more information.

An explanation of some key terms used in this guide

TERM	Definition / Explanation
TCDC	Acronym for Thames-Coromandel District Council
RFS	Acronym for Request for Service
Scroll	Using your mouse or keyboard to move up or down a page
Given Names	The names that are on your Drivers Licence or Passport

2. Requests you can raise

TERM	Definition / Explanation
Building	<p>Select this option to lodge a duty builder enquiry</p> <ul style="list-style-type: none"> • Consenting <ul style="list-style-type: none"> ○ Duty Builder Enquiry
Planning	<p>Select this option for any queries about planning rules that apply to your property, how the land can be used and the resource consenting process</p> <ul style="list-style-type: none"> • Duty Enquiries – Consenting
Drinking Water	<p>Select this option to lodge a request for our water team</p> <ul style="list-style-type: none"> • Mains <ul style="list-style-type: none"> ○ Report a Fast Leak – Water gushing burst or geyser ○ Report a Steady leak – Water moving or trickle of water ○ Report a Slow leak – Water pooling, wet patch or no sign of movement
Roading	<p>Select this option to report a faulty streetlight</p> <ul style="list-style-type: none"> • Assess Streetlight Maintenance Request <p>Select this option to report a missing or damaged road sign, road marker or verge marker</p> <ul style="list-style-type: none"> • Assess signs and Wooden Rails
Rubbish and Recycling	<p>Select this option to report missed collection</p> <ul style="list-style-type: none"> • Kerbside Collection <p>Select this option to request new or replacement bins</p> <ul style="list-style-type: none"> • Bins and Crates <p>Select this option to enquire about rubbish bin tags General Queries/Requests/PAYT tags</p>
Parks and Open Spaces	<p>Select this option to lodge a request for our Parks and Open Spaces team</p> <ul style="list-style-type: none"> • Parks and Open Spaces <ul style="list-style-type: none"> ○ Fixtures and furniture – non urgent (<i>Fixing or removing furniture in Parks and Reserves</i>) ○ Park or Reserve – Horticulture Mtce – non urgent
<p>Update Name and Address</p> <p>You must be a registered customer to update your name and address details</p>	<p>Select this option to lodge a request for updating Name and Address details</p> <ul style="list-style-type: none"> • Update communication details • Update Name – Not for property owner • Update Postal Address • Update Record of title

3. Where do I start?

For TCDC to properly assess an incident, we need as much information as possible. This includes any photo's or a short video of the incident.

Take a photo or short video of the incident and save it on your PC or Phone.

Go the TCDC website and follow the link to Customer Connect or click on this link:

cportal.tcdc.govt.nz/ePathway/epathprod/Web/Payments/PaymentTypes.aspx

If you have any issues with raising a request, please contact Customer Service at 07 868 0200

Find and raise the request or query you want to lodge with the council. You can do this by following the below procedures.

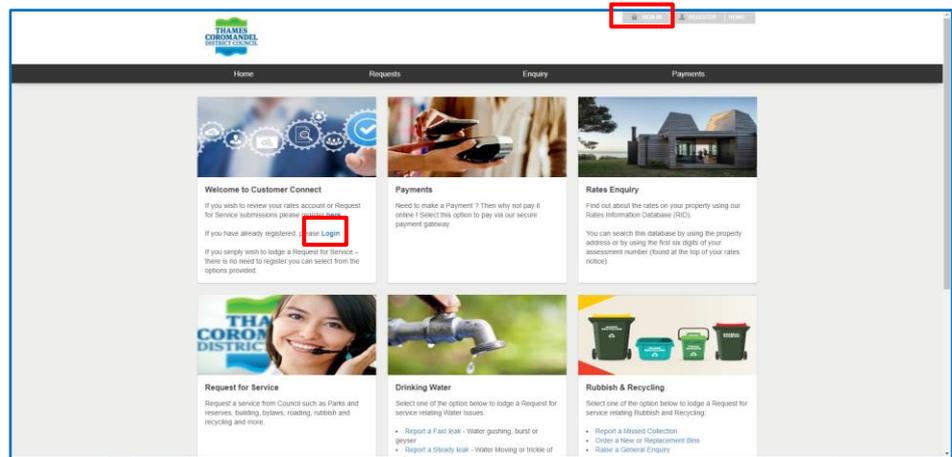
4. Procedures

Sign into your account.

This is available for registered customers only. If you are not registered, please proceed to [Find your request](#), or register as a customer.

1. Click on Sign In

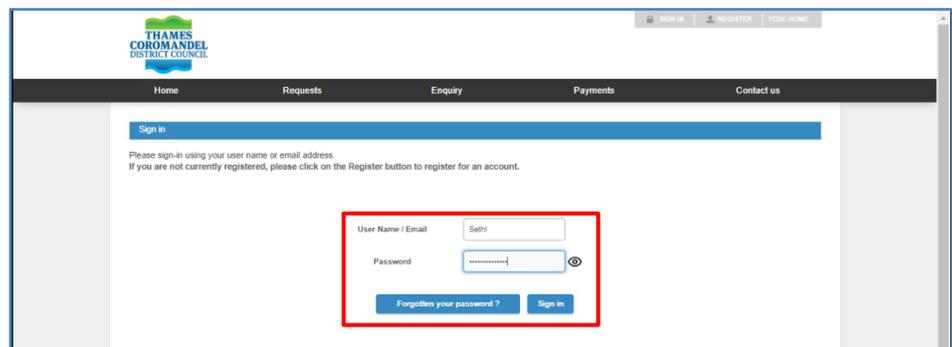
Or click on logon in the Welcome tab



2. Enter your username and password

3. Click on Sign in

If you cannot remember your password, click on "Forgotten your password?"



4. Enter your username
5. Enter your surname/company name
6. Enter your email address
7. Click on next

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* Denotes that the field is mandatory.

Reset Password Validation

Please verify yourself using your username, email address, Surname and reset your password online. If you have multiple email addresses, use the one that you gave to Online Services when you registered.
Note: Upon Resetting your password Two-Factor Authentication will be disabled

User Name -

Surname/Company Name -

Email Address -

You will receive a notification email with an activation code.

8. Enter the activation code
9. Enter your new password
10. Confirm the new password
11. Click on Submit

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Change Password

An Activation Code has just been emailed to you. Please enter the code along with your new password below
Note: Passwords are case-sensitive. They must have at least 12 characters and include one number, one uppercase, one lowercase and one special character

Activation Code

New Password

Confirm Password

Find your request

1. Scroll to find the tile of the Request you want to lodge
2. Click on a link in the tile
3. *This will take you directly to the request for service form*

Home Requests Enquiry Payments

Welcome to Customer Connect
If you wish to review your rates account or Request for Service submissions please register [here](#)
If you have already registered, please [Login](#)
If you simply wish to lodge a Request for Service – there is no need to register you can select from the options provided.

Payments
Need to make a Payment? Then why not pay it online? Select this option to pay via our secure payment gateway.

Rates Enquiry
Find out about the rates on your property using our Rates Information Database (RID).
You can search this database by using the property address or by using the first six digits of your assessment number (found at the top of your rates notice).

Request for Service
Request a service from Council such as Parks and recreation, building, bylaws, roading, rubbish and recycling and more.

Drinking Water
Select one of the option below to lodge a Request for service relating water issues.

- Report a Fast leak - Water gushing, burst or geyser
- Report a Steady leak - Water Moving or trickle of water
- Report a Slow leak - Water Pudding, Wet Patch or no sign of movement.

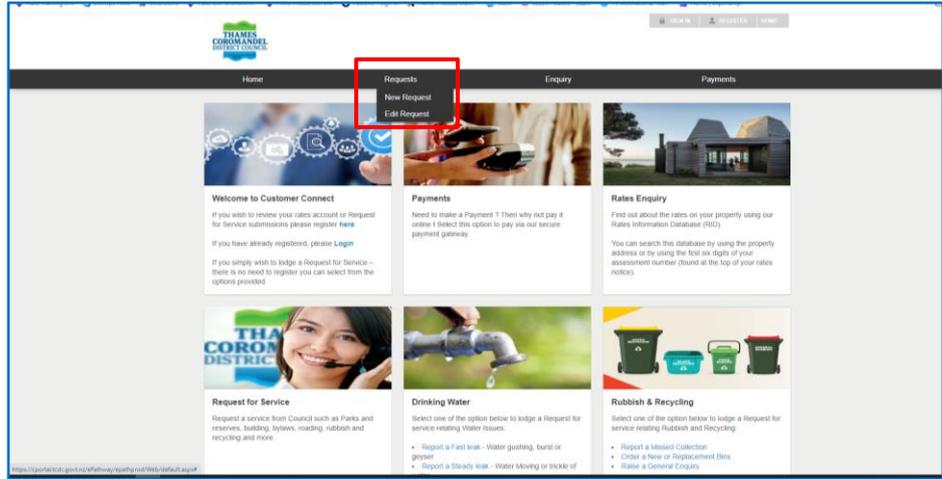
Rubbish & Recycling
Select one of the option below to lodge a Request for service relating Rubbish and Recycling.

- Report a Missed Collection
- Order a New or Replacement Bin
- Make a General Enquiry

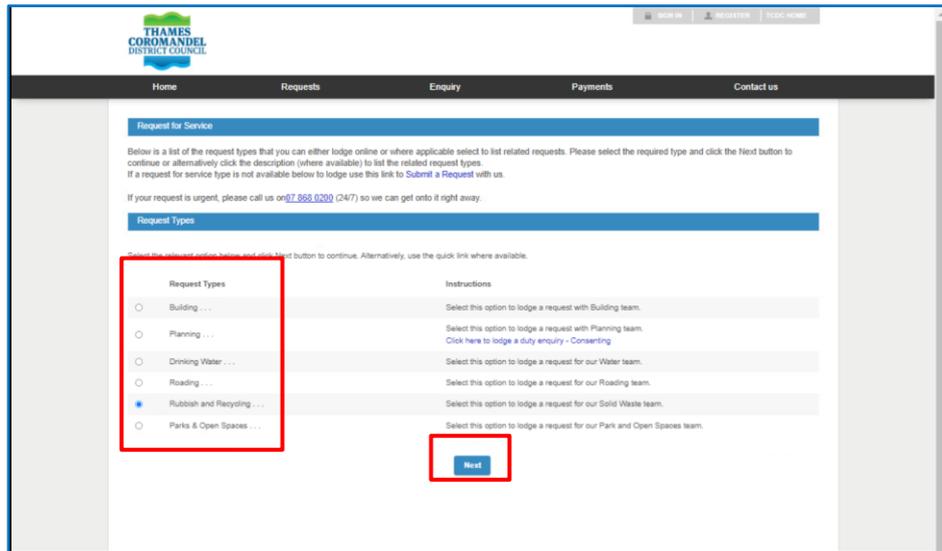
Alternatively

4. Click on Requests
5. Select New request

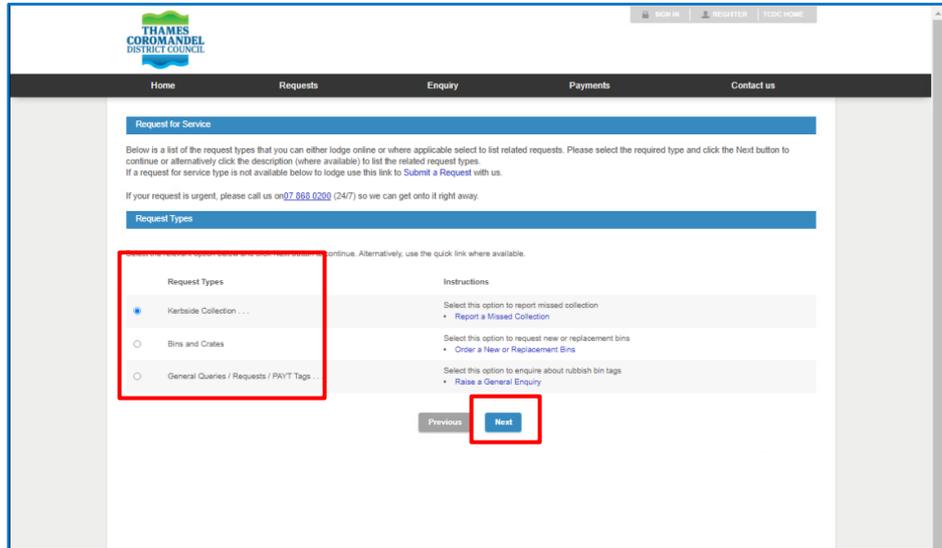
This will take you to the request for service options to select.



6. Select a Request type
7. Click on Next

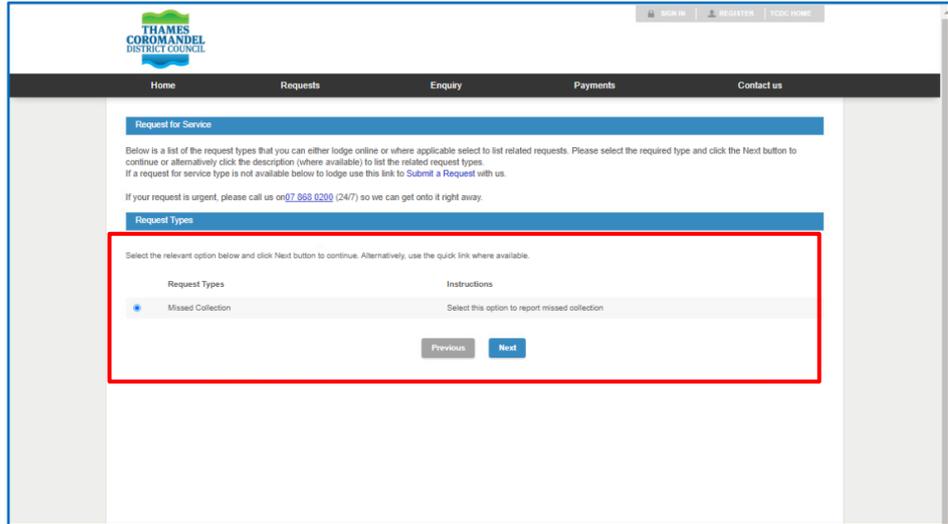


8. Select an option from the list
9. Click on Next



10. Select the Request

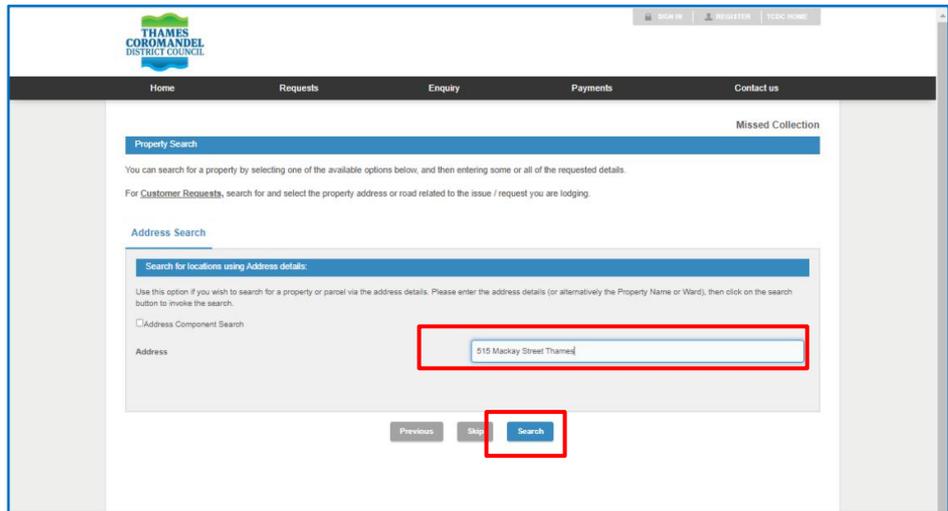
11. Click on Next



Enter the address of the incident

12. Enter the address or street name related to the issue
(Not your postal address)

13. Click on Search



The selected property is displayed.

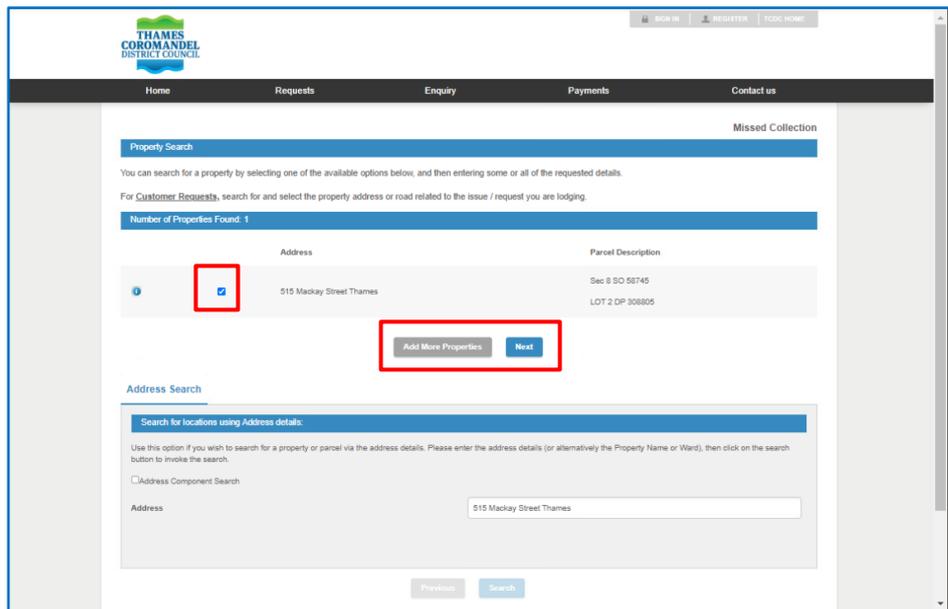
14. Click on the tick box to confirm that this is the correct address.

15. Click on Next

Or

16. Add more properties

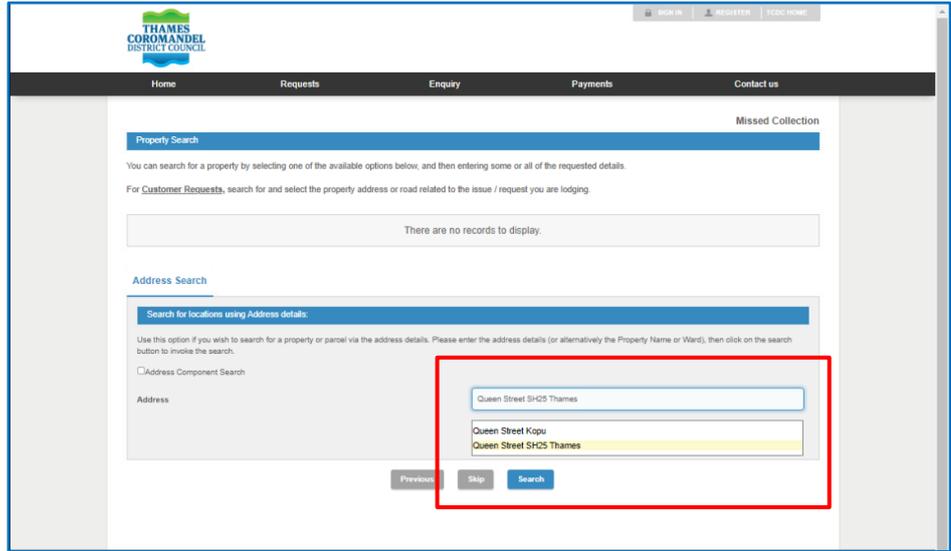
You can add more properties or roads/streets if you don't know the specific address



17. Type in the address or street name

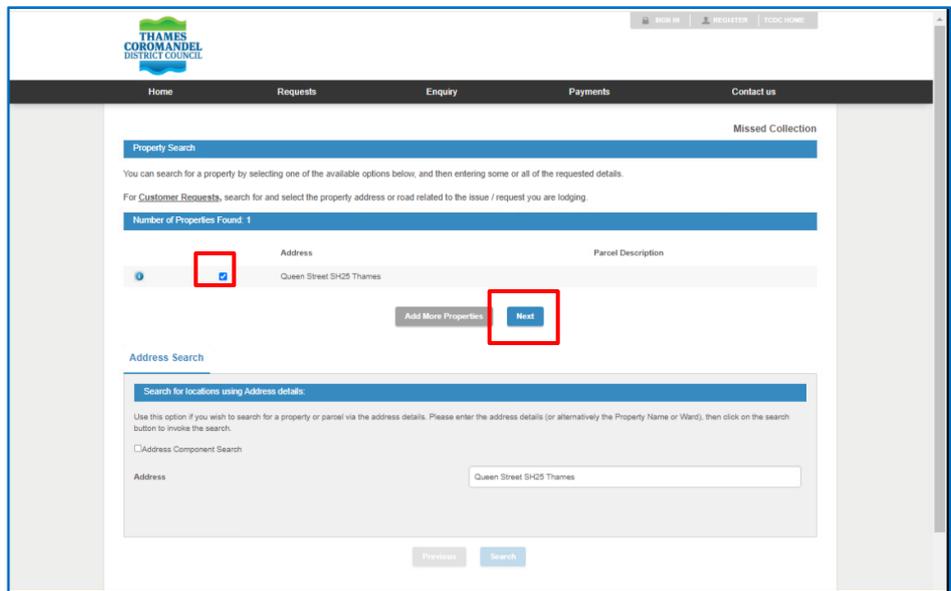
You can select your street name from the populated list

18. Click on search



19. Click on the tick box to confirm the address

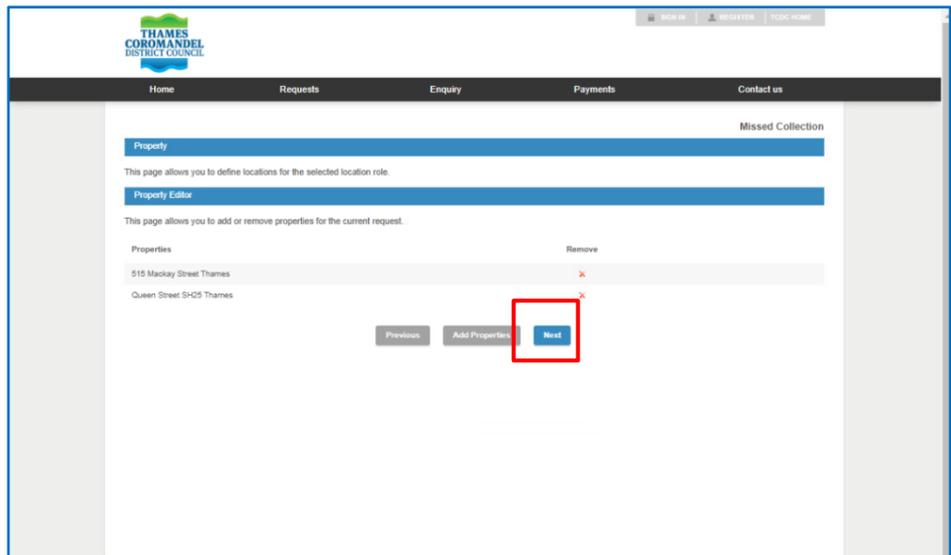
20. Click on next



Both properties are now added to the request.

You can remove a property by clicking on the X

21. Click on Next.



Complete the Request for Service Form

Each request / query has a form with unique request details for you to complete.

22. Enter your personal Details

Type your Given Names
Type your Surname
Type your Postal Address

Personal Details

Given Names • Helena

Surname • Hough

Mailing/Postal Address • 515 Mackay Street, Thame

23. Enter your contact details

Type your Email address

Type your Phone number

Contact Details

Please provide an email address to send a confirmation email, phone number and preferred contact method so we can contact you if required

E-Mail Address • hhough@outlook.com

Mobile Phone • 07788904455

Preferred Contact Method • Select ...

24. Select the preferred contact method.

If you wish not to be contacted you can select 'No response required'

Preferred Contact Method • Select ...

- Select ...
- Email
- Phone
- No Response Required

Complete the Request details section
The request section is unique for each request type

25. Select the request option from the dropdown arrow

Request Details

Please provide as much information as you can that may assist in relation to your enquiry

Rubbish Type • Rubbish Bin

Date when Collection was missed: -

Please provide as much details as you can for us to assess: (what time, what happened) -

Supporting Documents

26. Click on the calendar icon to select the date of the incident (where applicable)

Date when Collection was missed: -

Please provide as much details as you can for us to assess: (what time, what happened) -

Supporting Documents

Please provide any supporting documentation that may assist in relation to your enquiry. Please attach only pdf, docx, doc, txt, png, jpeg, jpg, mp4, mov, hief format. Note: Maximum File size accepted is 100MB

Attachment File 1

27. Provide information about the incident

It is important that you provide as much information as possible for us to assess. This includes time, location and what happened.

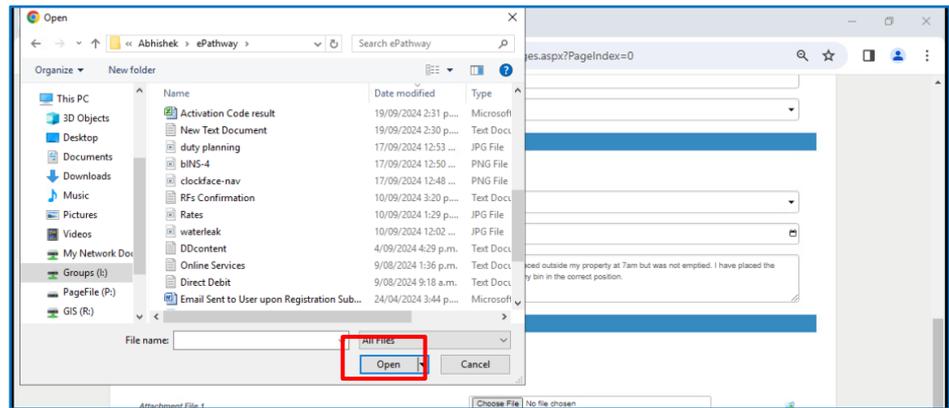
Add supporting documents.

You can upload up to 2 supporting documents

28. Click on choose file

Find the supporting document on your PC

29. Click on open



30. Enter a description for the uploaded document

31. Click on next

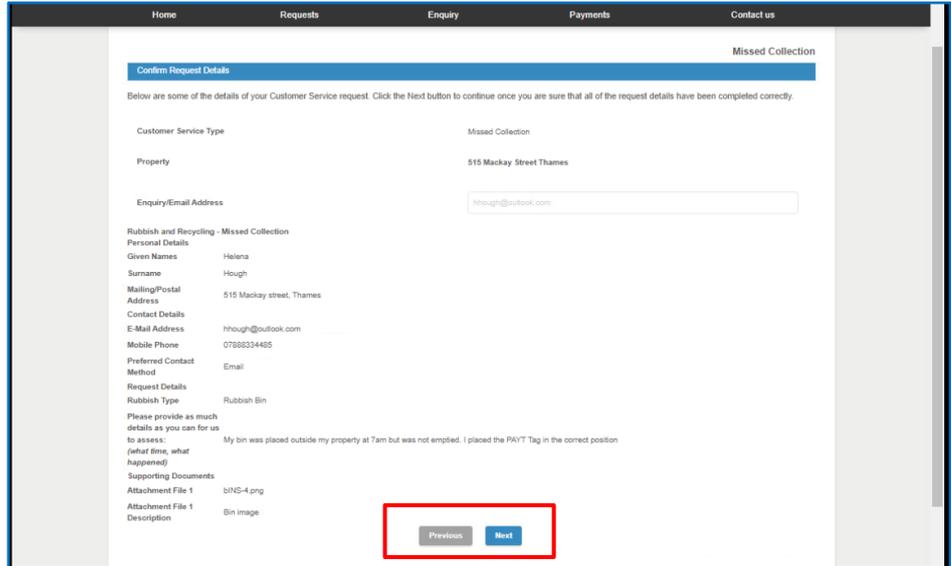
Review the request

- 32. Click on previous if you need to make a change

Once you made a change you must click on Next to proceed to this page.

Or

- 33. Click on next to finalise the request

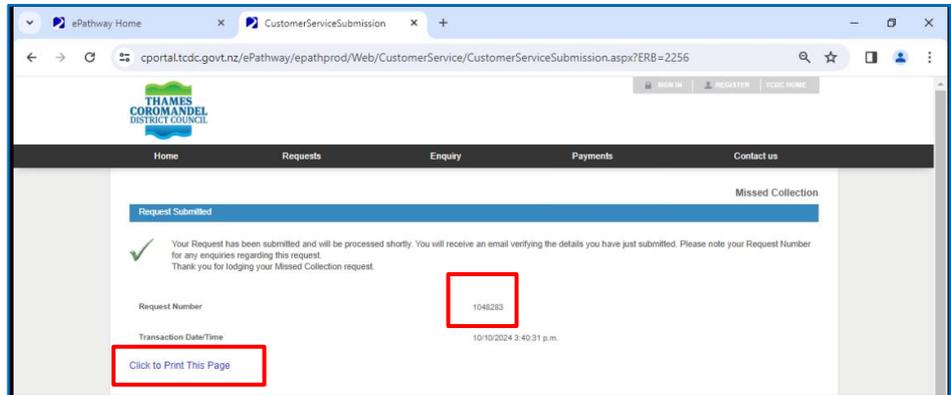


- 34. Note down the Request number

Or

Click on Print this page to keep a copy of the request number

You will be asked for this number when you have a query about your submitted Request for Service.



5. Frequently Asked Question's

Question	Answer
<p>What can I do on Customer Connect as a member of the public?</p>	<p>You can raise a request for service using the tabs or the Requests menu</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="480 293 783 638">  <p>Drinking Water</p> <p>Select one of the option below to lodge a Request for service relating Water Issues:</p> <ul style="list-style-type: none"> • Report a Steady leak - Water Moving or trickle of water • Report a Slow leak - Water Pooling, Wet Patch or no sign of movement • Report a Fast leak - Water gushing, burst or geyser </div> <div data-bbox="799 293 1102 638">  <p>Rubbish & Recycling</p> <p>Select one of the option below to lodge a Request for service relating Rubbish and Recycling:</p> <ul style="list-style-type: none"> • Report a Missed Collection • Order a New or Replacement Bins • Raise a General Enquiry </div> <div data-bbox="1118 293 1422 638">  <p>Planning & Building Enquiries</p> <p>Lodge a Request for service relating Planning Queries:</p> <ul style="list-style-type: none"> • Raise a Planning Duty Enquiry - Consenting • Raise a Building Duty Enquiry - Consenting </div> </div>
<p>What can a registered customer do on Customer Connect?</p>	<p>Register an account Raise a request for service Setup Direct Debit for rates payments Make payments Do rates enquiries</p>
<p>Where can I register?</p>	<p>You can click on “register” at the top of the screen</p> 
<p>What information can a registered customer see?</p>	<p>Name and address details Contact details Property details Previous requests raised Rates information <ul style="list-style-type: none"> • Direct debit schedule • Instalment summary • Payments made to the council Any Applications made to the council Dog registration details Licence details Debtors details</p>
<p>How do I know my request is being attended to?</p>	<p>You will receive a notification email</p>
<p>How will I be contacted?</p>	<p>Depending on your preferred contact method, you will be contacted by email or phone</p>
<p>What if I have an urgent request?</p>	<p>You can contact customer service at 07 868 0200</p>
<p>How soon will my request be attended to?</p>	<p>This depends on the type of request, the information received and the urgency.</p>
<p>I don't see the request type what I do?</p>	<p>You can follow this link to raise a Request for Service TCDC</p>
<p>Can I make payments if I am not registered?</p>	<p>Yes, you can make payments if you are not registered.</p>
<p>Can I update my details</p>	<p>Only if you are a registered customer. You can update your Postal Address, Name details, Contact Details and Record of Title through a request for service.</p>

