

ALL WARDS**8. CUSTOMER SERVICE CENTRE, SHOP 32A STUD PARK SHOPPING CENTRE, ROWVILLE****COUNCIL RESOLUTION**

MOVED: CR. PEARCE
SECONDED: CR. ORPEN

That Council

1. Cease to operate a Customer Service Centre at the Stud Park Shopping Centre effective from 1 July 2016.
2. Write to AMP Capital notifying them of the cessation of the lease between Knox City Council and National Mutual Life Nominees Limited and provide notice to terminate the current lease arrangements.
3. Undertake a communications and awareness program to support the closure of the service centre, which may include customer service staff visiting the surrounding Retirement Villages and offering interim customer service support at the Rowville Community Centre (for a limited time).
4. Agree to make this resolution public on 12 May 2016.

CARRIED