

12.4 DRAFT CUSTOMER EXPERIENCE CHARTER FOR ADOPTION**CO 25/091 Moved: Councillor Cowley****Seconded: Councillor Hollamby****That Council:**

- 1. Note that the consultation period for the consideration of the draft Customer Experience Charter ran from Thursday 20 March 2025 to Monday 14 April 2025 and has now closed; and that there were no submissions received from the consultation process;**
- 2. Having regard to the process undertaken, is satisfied the community consultation has met the requirements of Council's Public Consultation and Community Engagement Policy; and**
- 3. Adopt the "Customer Experience Charter" as presented as an attachment to this report (Doc64706).**

CARRIED**12.5 ASSIGNMENT OF LEASE – PORT LINCOLN CROQUET CLUB INC.****CO 25/092 Moved: Councillor Ritchie****Seconded: Councillor Poynter****That Council:**

- 1. Approves entering into an Improved Land Lease Agreement for portion of the land comprised in Certificate of Title 5787 Folio 373, being more commonly known as the Port Lincoln Croquet Club, between the City of Port Lincoln and Port Lincoln Croquet Club Inc. for an initial term of five (5) years with an option to renew for a further five (5) years, with the initial term commencing 16 September 2025;**
- 2. That approval as stated in Item 1 above is subject to the successful completion of the public consultation process in accordance with Section 202 of the Local Government Act and Council's Public Consultation & Community Engagement Policy, with successful completion determined by the Chief Executive Officer, who will refer the matter to Council if reasonable community concern is evidenced;**
- 3. That the lease fee be set at \$1.00 per annum (plus GST) if demanded (peppercorn); and**
- 4. Subject to the successful completion of Item 2 above, authorise the Chief Executive Officer to execute the lease agreement and associated documentation.**

CARRIED