2017 Resident Survey Results Report

Creating a better future with vibrant communities and thriving business.
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Waitomo District Council (WDC) conducted the 2017 Resident Survey over the period Tuesday 2 May to Wednesday 7 June 2017. Residents of the Waitomo District were provided with a survey delivered to their letterbox and were invited to provide their opinions on a wide range of services delivered by Council.

The survey was also available at the WDC Office, Waitomo District Library and Te Kuiti Visitor Information Centre i-SITE.

The main goal of the survey was to report against 14 specific performance measures determined by Council for Community Services, Regulatory Services, Solid Waste Management, Emergency Preparedness, Council Communications.

Further, Section 78 of the Local Government Act 2002 requires Council to give consideration to community views and preferences in relation to its decision making.

The questionnaire was prepared by WDC. A paper based method was used to conduct the survey, and this was supported by the option of completing the same survey online using Survey Monkey.

**Margin of Error (MOE)**

The final sample size for this survey is n=305, which gives a maximum MOE of +/- 6% at the 95% confidence interval. That is, if the observed result on the total sample of 305 respondents was 50 per cent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 44% and 56%. What this means for the 2017 results (contained in this document) is that if the satisfaction ratings vary between +/- 6% of last year’s results they could still be considered similar to the results of last year’s survey.

*It should be noted that smaller samples sizes incur a greater MOE. If the number of survey respondents decreases, it can have an effect on the percentage.*

**Rating Scale**

Residents were asked to provide their opinion on the level of satisfaction with the services provided by WDC, using a five point rating scale:

1= Very Dissatisfied, 2= Dissatisfied, 3= Somewhat Satisfied, 4= Satisfied, 5= Very Satisfied.

**Main reasons for dissatisfaction**

Respondents who provided a dissatisfied or very dissatisfied rating were asked to tell us why, and were given the option to provide more than one response. Space was provided for further comment.

**Summary of Results**

Of the 14 questions asked that relate directly to key performance indicators set by the Long Term Plan 2015-2025, all were achieved. This is an excellent result for WDC.

The balance of the questions were made up of Roads and Footpaths, Water Supply, Sewerage - Treatment and disposal and Council’s Overall Service Performance.

Council achieved very positive satisfaction rating in areas of financial management, efficiency, capability and competency, being approachable and interacting with the community; and for moving towards it vision for the Waitomo District.

*The full questionnaire forms Appendix A to this report.*
This section outlines the research approach taken, techniques used and processes followed for the resident survey.

A quantitative paper survey of Waitomo District residents was completed during May 2017. WDC estimated that it would take respondents 10 minutes to complete the survey. Surveys were distributed to letterboxes, postal boxes, rural delivery addresses and the remaining copies were made available at the Visitor Information Centre, Library, WDC Customer Services counter. Residents were given a two-week time frame to complete and submit their survey.

A total of **305 respondents** took part in the Resident Survey 2017 (2016:329).

The incentive prize draw was aimed at encouraging residents to contribute their opinions. A total of 280 Residents provided their contact details and went into the draw to win a $250 voucher. Following completion of the survey, five names were drawn by the Group Manager Corporate Services and the Chief Executive. The winners were Mr and Mrs Bromham, G and M Honnor, T Ormsby, and A Merewether.

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**Sample Composition**

This section outlines the final sample composition for those residents who responded.

**Mode of Completion**

247 residents completed the paper survey.

58 residents completed the survey online via the links made available on Council’s website and facebook page. 
*(2016: 254 paper, 75 online.)*

**Property Ownership**

Residents were asked whether or not they owned a property in the Waitomo District. Of the 296 people who answered the question, eighty-three per cent of the respondents (246) stated they own a property within the district while seventeen per cent (50) said they don’t. *(2016: 254 stated they own a property within the district while 52 said they don’t.)*

<table>
<thead>
<tr>
<th>Age of respondents</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18 years</td>
<td>1%</td>
<td>0.33%</td>
</tr>
<tr>
<td>18-39 years</td>
<td>16%</td>
<td>16.01%</td>
</tr>
<tr>
<td>40-59 years</td>
<td>28%</td>
<td>30.72%</td>
</tr>
<tr>
<td>60 and over</td>
<td>55%</td>
<td>52.94%</td>
</tr>
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</table>

**Employed vs. Unemployed:**

57% Yes 43% No
Sample Composition by Town/Area

A total of 292 residents answered this question. The map below compares the proportion of responses received from the towns/areas within the Waitomo District. Te Kuiti once again made up the largest sample size.

Rural North
Waitomo Caves Village, Te Waitere, Taharoa, Kinohaku, Te Anga, Marokopa, Oparure, Hangatiki
Number of respondents 23
Proportion of total 8%

Te Kuiti
Number of respondents 179
Proportion of total 61%

Rural Central
Piopio, Aria, Mahoenui, Waikawau, Mokuiti, Mairoa, Ngapaenga
Number of respondents 43
Proportion of total 15%

Rural South and East
Awakino, Mokau, Benneydale, Waipa Valley, Kopaki, Mapiu, Puketutu
Number of respondents 47
Proportion of total 16%
Residents were asked how satisfied they are with the **overall condition of the sealed roads** in the District. Of the 296 residents who provided a rating, eighty-four per cent (248) are satisfied and sixteen per cent (48) are dissatisfied.

The main reasons given for dissatisfaction with the overall condition of the sealed roads was that better maintenance and construction of roads is required.

**Summary of comments that relate to this service:**
- Need to control speed better; entry to town.
- Roads not wide enough.
- Potholes at Ward Street crossing.
- Roundabout needed at Te Kuiti Statue intersection.

Residents were asked how satisfied they are with the **overall condition of the unsealed roads** in the District. Of the 268 residents who provided a rating, seventy-five per cent (202) are satisfied and twenty-five per cent (66) are dissatisfied.

There is an increase in resident satisfaction with the condition of unsealed roads, compared to last year’s rating (72%). There is no performance target for this service.

The main reasons given for dissatisfaction with the overall condition of the unsealed roads was potholes/rough surfaces, roads are not properly repaired, and roads are not wide enough.

**Summary of comments that relate to this service:**
- Corrugation of road surface is a problem.
- Overhanging vegetation/poor visibility.
- More regular grading and metal is required.
- Dusty in Summer, during dry periods.
- Trucks using the road.

In the 2016 Resident Survey, the main reasons given for dissatisfaction with the overall condition of the unsealed roads was ‘overall condition of the unsealed roads was potholes/rough surfaces and not properly repaired.”
Section A: Roads and Footpaths

Residents were asked how satisfied they are that the **standard of the public footpaths are safe and accessible**. Of the 288 residents who provided a rating, seventy-seven per cent (223) are satisfied and twenty-three per cent (65) are dissatisfied.

![Graph showing resident satisfaction with public footpaths]

**Main reasons for dissatisfaction with public footpaths:**

- **Not enough footpaths - gaps in areas.**
- **Too narrow.**
- **Limestone path is slimy and unusable.**
- **On and off-ramps too high for easy access on mobility scooter.**
- **Loose and missing cobblestones in main street.**

Residents were asked how satisfied they are that the **road signs and markings are visible and assist road safety**. Of the 293 residents who provided a rating, ninety-two per cent (270) are satisfied and eight per cent (23) are dissatisfied.

![Graph showing resident satisfaction with road signs and markings]

**Main reasons for dissatisfaction with road signs and markings:**

- **Signs difficult to see.**
- **Signs missing.**
- **Road markings/lines not clearly painted.**

In the 2016 Resident Survey, the main reasons given for dissatisfaction with the road signs and markings was ‘that they are not clearly painted, that the signs are difficult to see and missing signs’.

- **No signs for Benneydale.**
- **Rora St. South destination sign is an eyesore.**
- **Southern intersection in Te Kuiti is confusing; who has right of way?**
- **Urgent need for 50km/hr signs, and direction signs.**

There is a decrease in resident satisfaction with the public footpaths. (2016, 78%).

There is no performance target for this service.

This result is equal to last year’s satisfaction rating (92%).

There is no performance target for this service.
Section B: Water Supply

Residents were asked if they had a private water supply (i.e. roof water, natural spring or bore supply) or if they are connected to a Council provided supply. Of the 303 residents who provided a response, sixty-six per cent (200) are on the town water supply and thirty-four per cent (103) are connected to a private water supply.

There is an increase in respondents who said they are connected to the town water supply (2016, 63%).

Residents were asked how satisfied they are with the Council’s provision of a Water Supply Service. Of the 197 residents who provided a rating, seventy-three per cent (144) are satisfied and twenty-seven per cent (53) are dissatisfied.

Main reasons for dissatisfaction with the provision of a Water Supply Service:

The main reasons given for dissatisfaction with the provision of a Water Supply Service was the taste of water, the quality of water, and appearance of the water.

Summary of other comments that relate to this service:

- Insufficient pressure.
- Chlorine taste in water is strong.
- Price of water rates is too high.
- Use of a filter on taps is needed to make water drinkable.
- Water often smells bad.

In the 2016 Resident Survey, the main reasons given for dissatisfaction with the water supply service was ‘the water supply service was poor quality water and the price of water’.
Section C: Sewerage - Treatment and Disposal

Residents were asked if they had a septic tank or if they were on a Council provided reticulation sewerage disposal system. Of the 303 residents who provided a response, fifty-six per cent (169) are on the town (Council) system and forty-four per cent (134) are connected to a septic tank.

There is a minor decrease in respondents who said they are connected to the town sewerage system (2016, 57%).

Residents were asked how satisfied they are with the Council's overall provision of an adequate Sewerage treatment and disposal service for the community in which they live. Of the 177 residents who provided a rating, ninety-four per cent (167) are satisfied and six per cent (10) are dissatisfied.

Main reasons for dissatisfaction with the provision of Sewerage service to the community:

The main reasons given for dissatisfaction with the provision of an adequate Sewerage service was overflows/blockages and odours/smells.

Summary of other comments that relate to this service:
- Response to Service Requests is poor.
- Anzac Street sewer needs upgrade.
- Waitete Road, Taupiri Street sewer pipe is too small.
- Truck effluent disposal needs to be moved.
- Disposal of septic waste is expensive.
- Sewerage rates are too high.

In the 2016 Resident Survey, the main reasons given for dissatisfaction with the provision of an adequate Sewerage treatment and disposal service was 'overflows/blockages and odours/smells'.
Section D: Refuse and Recycling

Residents were asked which Council provided refuse (rubbish) and recycling facilities they has used in the last 12 months. Of the 290 residents who provided a response, sixty per cent (175) have used the Kerbside Refuse Collection Service, followed by forty-six per cent (134) who had used the district waste transfer stations. Forty-three per cent (125) had used the green bins, forty-five per cent (131) had used the Landfill facility and six per cent (16) said they had not used any Council provided refuse and recycling facilities in the last 12 months. The following graph shows the comparison with previous years survey results.

Residents were asked how satisfied they are with the safety of the Council’s recycling facilities. Of the 269 residents who provided a rating, ninety-five per cent (255) are satisfied and five per cent (14) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of seventy-five per cent of resident satisfaction with the safety of Council’s recycling facilities, but is a decrease from the satisfaction rating given last year (97%).

Main reasons for dissatisfaction with the safety of the Council’s recycling facilities:
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 21 residents provided a response.

The following is a summary of the responses:

‘Broken glass around bins’, ‘Green Waste section is dangerous when emptying black bags if you are elderly with poor eyesight - needs a barrier’. ‘Safety ladder on bins so that you can get out if you fall in’, ‘If you fall into green waste bin how do you get out? - A long way down’.

‘Piopio has a problem with antisocial behaviour, misuse of the transfer station, smashing glass, tipping wheely bins etc.’ ‘Piopio Transfer Station should be open on Friday as farmers go to sale in Te Kuiti that day. Open time should be 8am for working people.’

Other comments relate to the cost of blue bags, and opening hours are inconsistent (Marokopa Transfer Station).

In the 2016 the main reasons given for dissatisfaction with the safety of recycling facilities was a need for more options for recycling i.e. wood, metal and other plastics, broken glass around the recycling bins, and the cost to dispose of rubbish at the Landfill.
Residents were asked how satisfied they are with the kerbside rubbish collection service. Of the 222 residents who provided a rating, eighty-five per cent (189) are satisfied and fifteen per cent (33) are dissatisfied. This question was not asked in the 2016 Resident Survey.

Main reasons for dissatisfaction with the kerbside rubbish collection service.
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 53 residents provided responses. The following is a summary of the responses:

'I live only 300 metres from 50km zone in Te Kuiti and do not get the kerbside collection service.' ‘We have no kerbside service whatsoever’. ‘We live only 4km of the Mokau bridge, right on the main road and do not get the kerbside collection service.’ ‘Households that live off SH4 and SH30 should get service.’

‘Would like to go back to the 6 monthly free bag system. We pay ridiculous rates for what?’ ‘The cost of blue bags is getting too much. Ratepayers should get one bag per week free.’

‘Far too expensive. No collection of large items e.g. annual non-organic collection.’

Residents were asked if they would use a Council 30 litre (half size) blue rubbish bag if it was provided as an option. Of the 189 residents who provided a rating, forty-one per cent (78) said yes, thirty-three per cent (62) said no, eight per cent (15) said no it would be too small, seven per cent (13) said yes if it was free or much cheaper than the cost of a standard blue bag, and eleven per cent (21) said they do not know - it would depend on the cost. This question was not asked in the 2016 Resident Survey.
### Section D: Refuse and Recycling

This result exceeds the 2016/17 performance target of **sixty per cent** of resident satisfaction with the provision of waste transfer stations, and is an increase from the satisfaction rating given last year (85%).

**Main reasons for dissatisfaction with the provision of waste transfer stations:**

64 residents provided a response. The main reasons given for dissatisfaction was that the official refuse bags are too expensive, user fees are expensive, and that the opening hours are not convenient.

Summary of other comments that relate to this service:

- Should be open Monday and on long weekends.
- No instructions on-site for first time users, and no-one to assist with using the facility.
- Needs to be fenced and secured properly.
- Town bins overflowing because it’s too far to travel to the transfer station. Not acceptable.

In the 2016 the main reasons given for dissatisfaction with the transfer stations was that the official refuse bags and user fees are expensive.

Residents were asked how satisfied they are with the **safety of the Rural Waste Transfer Stations**. Of the 199 residents who provided a rating, ninety-one per cent (182) are satisfied and nine per cent (17) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of **seventy per cent** of resident satisfaction with the safety of the Rural Waste Transfer Stations, but is a decrease from the satisfaction rating given last year (95%).

**Main reasons for dissatisfaction with the safety of waste transfer stations:**

29 residents provided a response. The main reasons given for dissatisfaction was dumped rubbish at site, rubbish everywhere and broken glass, and bins are always full.

Summary of other comments that relate to this service:

- Large bins are hard to reach.
- Opening hours are a problem. At least open for a whole day would be good.
- Hardly open.
- Price outrageous.
- There have been incidents of destruction of property, smashed glass, anti-social people.

In the 2016 the main reasons given for dissatisfaction with the safety of transfer stations was; bins are always full and dumped rubbish at site.
Residents were asked how satisfied they are with the safety of the Waitomo District Landfill facility. Of the 215 residents who provided a rating, ninety-six per cent (207) are satisfied and four per cent (8) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of seventy-five per cent of resident satisfaction with the safety of the Waitomo District Landfill facility, but is a decrease from the satisfaction rating given last year (98%).

Main reasons for dissatisfaction with the safety of the Landfill:

27 residents provided a response (includes 14 who said they have not been to the Landfill or used the facility).

The main reasons given for dissatisfaction rubbish and broken glass on ground, trip hazard, and high traffic area.

Summary of other comments that relate to this service:

- Too far away.
- Would like to see a bigger recycling input even if it cost more.
- Can fall into dump area easily.
- Very tidy.
- Falling hazard into bins.
- Wasps.

In the 2016 the main reasons for dissatisfaction with the safety of the Waitomo District Landfill was that the official refuse bags and user fees are too expensive.
Section E: Community Services

Residents were asked how satisfied they are with the **quality of the parks and reserves**. Of the 275 residents who provided a rating, eighty-four per cent (231) are satisfied and sixteen per cent (44) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of **greater than or equal to eighty per cent** of resident satisfaction with the quality of the parks and reserves, but is a **decrease** from the satisfaction rating given last year (87%).

Main reasons for dissatisfaction with the quality of the parks and reserves:

80 residents provided a response. The main reasons given for dissatisfaction was not enough rubbish bins, needs better seating or signs, and playgrounds need upgrading.

Summary of other comments that relate to this service:

- Better quality playgrounds and more of them around town.
- Grass needs to be mowed more often.
- Mokau needs a playground.
- Plant more fruit trees on public land.
- Appear ugly, graffiti and damage.

Residents were asked if there was any **other** comment they wished to make about parks and reserves.

65 residents provided a response. The following is a summary of the responses:

- ‘Going down to river or sea, the access is very poor. Easy to cause injuries to those using it.’ ‘Can’t get down to the beach, council just comes along and erects another fence to prevent getting to the beach.’ ‘Lack of signs re dogs not allowed at swimming areas. Same re motor bikes on Mokau river beach.’

- ‘No money spent in Benneydale compared to Te Kuiti.’ ‘Not an inviting environment for children. Not enough street parking in Benneydale.’

- ‘More places to let dog off lead.’ ‘Dogs in banned areas/noisy playground. Limited toilet hours/broken lock in 24 hour wheelchair access toilet.’ ‘Ward St dog exercise area needs more trees and fencing to stop vehicle access.’ ‘Dog exercise areas need dog dropping bins. Mangaokewa reserve needs a playground.’

- ‘Redwood Park often stinks at various times of cat urine.’ ‘Toilets by eating facilities. Fowl odour in Summer’. ‘The grass in middle of Eketone Street Park needs to be cut shorter, so that small children can play ball games on’. ‘Piopio Kara Park needs bins emptied more often especially during holidays often overflowing.’

- ‘The rubbish bins at the Mangaokewa Reserve are not checked often enough. Otherwise all good. Problem is serious.’ ‘The viaduct reserve is terrible, road is shocking, rubbish bins overflowing. Overall very grotty.’ ‘Free gas BBQs so we can make use of the parks and playgrounds. BBQ tables or seating at the Mangaokewa Reserve. Let’s utilise what we have and make full use of the area.’

- ‘I have visited the Mangaokewa scenic reserve. Free camping area and very pleased to see council toilets there. Very good to see locals and tourists using the area.’ ‘Doing a great job at Mangaokewa reserve especially preserving the night to camp there. Better that crowd rather than the hooligans!’ ‘The upgrades are fantastic. The parks have become such eyes openers.’ ‘They are well maintained.’ ‘They are very good and safe. The new one for bikes is excellent.’
Residents were asked how satisfied they are with the quality of the library facilities and service provided at the Waitomo District Library. Of the 242 residents who provided a rating, ninety-four per cent (227) are satisfied and six per cent (15) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to eighty-five per cent of resident satisfaction with the quality of the library facilities and service, and is an increase from the satisfaction rating given last year (93%).

Main reasons for dissatisfaction with the quality of the Library facilities and service:

44 residents provided a response. The main reasons given for dissatisfaction was inadequate selection of books, digital materials and devices. Fees are too expensive, and Library hours are not convenient.

Summary of other comments that relate to this service:

- Late morning open hours are not convenient.
- There should not be any charge.
- Imbalance between pop-fiction and non-fiction.
- Needs more free computers for locals.
- Seems to be just a place to gather with friends.
- Needs more technical/craft books, new releases.

Residents were asked if there were other services that they would like to see provided at the Library. 38 residents provided a response. The following is a summary of the responses:

- ‘Better assortment of books.’ ‘Regular J.P. session e.g. one hour a week.’ ‘Extra computer training service and publicize it.’
- ‘More discs for those with impaired vision.’ ‘More computers for public use like a separate area where this is housed.’
- ‘More communication with schools - so we can encourage children to use. We can promote actively when we have informed of new books etc.’ ‘Stop the smokers outside and have wriggle and rhyme back for babies and toddlers.’

- ‘No, the services and help by librarians and whole ambiance is excellent.’ ‘Great job.’
- ‘Are there more we can get. So far its excellent.’ ‘The library is great. It would be great if they could provide a bigger range of old classic writes and novels. There are very few.’ ‘Nice staff.’ ‘It’s brilliant.’
Residents were asked how satisfied they are that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents. Of the 188 residents who provided a rating, eighty-eight per cent (165) are satisfied and twelve per cent (23) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to seventy-five per cent resident satisfaction with the pool facility, and is equal to last year’s rating (88%).

Main reasons for dissatisfaction with the pool facility:

62 residents provided a response (includes 23 who said they don’t know or don’t use the facility). The main reasons given for dissatisfaction were fees are expensive, and opening hours are unsuitable.

Summary of other comments that relate to this service:

- Water quality of not good.
- Children should be free. Open longer hours.
- Poor quality floatation devices/pool toys.
- Could stay open for Winter for lane swimmers.
- Private functions means residents cannot use pool during advertised hours. Needs better cleaning.
- Changing rooms dirty/smelly. Spectator fee is a farce. Poor advertising of events.

Residents were asked if there was any other comment they wished to make about the pool swimming programmes or services. 54 residents provided a response. A summary of responses is categorized as follows:

- ‘Unreasonable costs for families (low income) the reason why they use the river. Togs are questionable with some.’ ‘Free for children under 12.’ ‘Pools are way to expensive for what they have to offer.’

- ‘The pool would be used more often if it had a roof over it to retain the heat.’ ‘Doesn’t run long enough. Lot travelling to oto and don’t return in summer.’ ‘An indoor pool would be good for winter sports/swimming lessons.’ ‘Needs to be closed in to be able to be used all year round and far more would use it.’ ‘We need an all year round swimming pool facility for health and rehab services. The toddler pool is now inadequate and in need of remodelling.’ ‘The pools are heated why are they closed in winter? Put a roof over it and then we will have access to the pools all year round.’

- ‘More notification in local paper of teaching learn to swim and carnivals etc.’ ‘I gave up going for a swim owing to school groups being there already. I wonder of there could be a dedicated time for public e.g. an hour or so each day? Same time each day?’ ‘The hours on the weekends are ridiculous, kids enjoy going to the pool in summer and opening at 1pm when half the day is gone is stupid! Should be longer hours during our warmer months.’

- ‘Good to see if there for locals to use (as there is no handy beach or lake about Te Kuiti).’ ‘The management service has improved the image of the pool and its facilities. Providing swim lessons is a must in our area - they are however expensive and unmanageable for some families.’ ‘Nice facility and great staff.’ ‘Excellent service and staff. Heating could be improved for all year use.’ ‘I think the pool and its programmes do an amazing job for our community. They cater for all interests and needs. Super for schools too.’ ‘The staff in there this year where once again awesome and we look forward to seeing them again next season.’ ‘Loved the season of swimming just wish it was open five days from 6am buy understand the reasons it isn’t. Swimming lessons were a great hit but pity schools had very limited time for swimming pool use.’
Residents were asked how satisfied they are with the quality of the Les Munro Centre (arts and culture facilities and services). Of the 237 residents who provided a rating, ninety-two per cent (218) are satisfied and eight per cent (19) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to seventy-nine per cent resident satisfaction with the quality of arts and culture facilities and service, but is a decrease from the satisfaction rating given last year (94%).

Main reasons for dissatisfaction with the quality of the Les Munro Centre:

57 residents provided a response (includes 16 who said they don’t know or don’t use the facility).

The main reasons given for dissatisfaction was that the hire fees and bond are too expensive, kitchen crockery and toilet facilities are poor.

Summary of other comments that relate to this service:

- Complaints are not followed up.
- Such a shame to change the name. Previous name so much better and long lasting.
- What’s with the sound system? It is unreliable/unable to make it work.
- Hire of crockery expensive. Not enough crockery.
- Upgrade table, take away broken ones.
- No disabled car parks - needs three.

In the 2016 the main reasons given for dissatisfaction with the Les Munro Centre was the hire fees and bond are too expensive.
Residents were asked how satisfied they are with the quality of public amenities (public toilets and cemeteries). Of the 271 residents who provided a rating, eighty-eight per cent (239) are satisfied and twelve per cent (32) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to eighty-two per cent resident satisfaction with the quality of public amenities, but is a minor decrease from the satisfaction rating given last year (89%).

Main reasons for dissatisfaction with the quality of public amenities:

61 residents provided a response. The main reasons given for dissatisfaction was that the public toilets are dirty and that the public amenities need upgrading.

Summary of other comments that relate to this service:

Toilets need to be cleaned more often. Contractor cleans them in less than 10 minutes.

Toilets are smelly and rubbish on floor.

‘Tin’ toilets are disgusting, can we have better quality?

Piopio toilets are a credit to the Council, well done.

Groundsman do a great job, would be nice if the neglected headstones were sprayed to remove moss.

Visitors love the condition of our cemetery.
Section F: Environmental Health and Building Consents

Residents were asked which Council provided services they had used in the last 12 months. Of the 282 residents who provided a response, 11 per cent (31) has used the Environmental Health Service (Alcohol Licensing/Food Premise Licensing), and ten per cent (29) who had used the Building consent/control service. Eighty-three per cent (234) had not used any of these services in the last 12 months. The following graph shows the comparison with previous years survey results. Note: A number of people who responded that they had not used any of these services in the last twelve months, went on to provide a satisfaction rating for that service.

Residents were asked how satisfied they are with the provision of an effective Environmental Health Service for the community. Of the 46 residents who provided a rating, ninety-one per cent (42) are satisfied and nine per cent (4) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than fifty per cent resident satisfaction with the provision of an effective Environmental Health Service, and is a minor increase from the satisfaction rating given last year (90%).

Main reasons for dissatisfaction with the Environmental Health Service:

11 residents provided a response. The main reasons given for dissatisfaction was food premises dirty/untidy, and problems with smoke/odours.

Summary of other comments that relate to this service:

<table>
<thead>
<tr>
<th>Problems with noise and noise control.</th>
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</thead>
<tbody>
<tr>
<td>Outside of shops need sweeping/water-blasting</td>
</tr>
<tr>
<td>Footpaths are dirty under tables and chairs outside of shops.</td>
</tr>
<tr>
<td>Dairy. Abandoned properties breeding cats and fire risk in summer.</td>
</tr>
<tr>
<td>Problems with vermin/rubbish.</td>
</tr>
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</table>

In the 2016 the main reasons given for dissatisfaction with the Environmental Health Service was problems with noise control, vermin and rubbish.
Section F: Environmental Health and Building Consents

Residents were asked how satisfied they are with the provision of an effective Building Control Service for the community. Of the 41 residents who provided a rating, eighty-eight per cent (36) are satisfied and twelve per cent (5) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than fifty per cent resident satisfaction with the provision of an effective Building Control Service, and is a significant increase from the satisfaction rating given last year (77%).

Main reasons for dissatisfaction with the Building Control Service:

10 residents provided a response. The main reasons given for dissatisfaction was that the process takes a long time, and the process is complicated.

Summary of other comments that relate to this service:
- Buildings with no permits.
- Haven’t engaged.
- My builder took care of the permit but the fees were very expensive.
- Apparent lack of expertise.

In the 2016 the main reasons given for dissatisfaction with the Building Control Service was that the process is too complicated, and that the process takes too long.

Section G: Animal Control Service

Residents were asked how satisfied they are with the provision of an effective Animal Control Service. Of the 260 residents who provided a rating, seventy-eight per cent (202) are satisfied and twenty-two per cent (58) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to fifty per cent resident satisfaction with the provision of an effective Animal Control Service, and is equal to the satisfaction rating given last year.
Main reasons for dissatisfaction with the Animal Control Service:

87 residents provided a response. The main reasons given for dissatisfaction was stray dogs roaming around, people that walk their dog off leash in town, followed by no action on dogs barking at night or during the day.

Summary of other comments that relate to this service:

- Often stray dogs and dangerous dogs in our area, little or no control seen happening.
- Outside 9-5 officer contact?
- Stray dogs roaming on beaches.
- Dog droppings not picked up.
- Farmers using SH30 as their stock race.
- Dogs permanently chained.
- Stray cats are a problem.

Residents were asked if there was any other comment they wished to make about the Animal Control Service.

61 residents provided a response. A summary of responses is categorized as follows:

- 'Don’t always feel safe walking my small dogs in town because people don’t have dogs secured, under control.' 'There are frequently unattended unchained dogs wandering the riverbank and our street and section.' 'Wandering horses, dogs and kids in the village area of Taharoa.' 'Barking and stray dogs have been a problem over the last 6 months.' 'The level of dog control particularly in summer is poor, with a large number of people walking with dogs of leash even in areas with signs saying no dogs permitted. Recently there has also been an increase in dogs off the leash around town not in summer.' 'Not strict enough with dogs barking and there are roaming dogs in East area.' 'Why is it acceptable to keep pig dogs in a supposed urban area? Walking dogs a problem with numerous unrestrained/ unfenced pig dogs about.' 'Had to remind people at Muster - no dogs on street.' "Tourists" "Lots of stray dogs in Piopio roaming." 'Lack of service on weekends.' 'Complaints not listened to.' 'Pity that just lately animal control has been less present in the communities and longer response time to service requests.'

- 'With the neighbouring dairy farm using the road as a cow crossing. Visiting tourists are not amused. It stinks.' 'Some homeowners have a problem with goats in their back yards. They have spoken to people who own them not listening not doing anything about them.'

- 'People should be able to walk dogs around town on a leash. But should pick up there dog droppings when walking their dogs.' 'Are dogs permitted in CBD if on a lead?' 'Can you please stop putting up the price of registration up when dogs are your main work horse it just gets to much?'

- 'What can be done about controlling stray cats, to ensure owners are responsible?' 'Many abandoned properties are homes for vermin and large number of feral cats.' 'It would be good to see even more stringent controls around stray cats - they are a pest.' 'Several times needed to visit to continuously lodge complaints, had to ask for 3-4 follow-ups. Cats are also everywhere in our neighbourhood and owners. Just let them mess neighbours properties.'

- 'Council should put an advert in the local news paper indicating what the responsibility of dog ownership is and then council should take action.' 'I know of 2 dogs not let off leash or exercised for at least 6 months. Where is dog control?'
Section H: Emergency Management

Residents were asked how long their household could survive unaided (without outside assistance) in the event of a natural disaster. Of the 277 residents who provided a rating ninety-two per cent understand the need to plan for the ability to survive on their own for three days if there was an emergency event. This comprises of twenty-six per cent (73) who feel they would be able to survive for at least three days, twenty-eight per cent for at least one week (78), and thirty-eight per cent for more than one week (105). Eight per cent of residents feel they could survive for less than three days. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of greater than or equal to forty-five per cent of residents understand the need to plan for the ability to survive on their own for 3 days if there was an emergency event. This is an increase in the satisfaction rating given last year (89%).

Residents were asked how prepared they think their household is for a natural disaster.

Of the 265 residents who provided a rating, eighty-eight per cent (233) said they are prepared, and twelve per cent (32) said they are not prepared.

This question was not asked in the 2016 Resident Survey.

Radio was once again the most expected method of receiving emergency messages with sixty-three per cent (180) of residents stating this is how they would expect to receive messages. Sixty per cent of residents expect to hear from their neighbours (169), fifty-four per cent via friends/family (152) and forty-nine per cent (140) expect to receive messages from the television.

Residents also said they expected to receive emergency messages from a siren or bell, Civil Defence, Community Response Team, Fire/Ambulance, facebook, and mobile phone.
Section I: Communicating with Residents and Ratepayers

Residents were asked which Council communications methods they had used or read. Of the 288 residents who provided a response, eighty-one per cent (232) read the notices and adverts published in the Waitomo News (2016:82%), seventy-two per cent (208) read the Waitomo Way (2016:69%) and fifty-six per cent (162) read the Rates Newsletter (2016:53%). The following graph shows the comparison with previous years survey results.

Residents were asked what was their preferred method of receiving Council information. Of the 156 residents who provided a response, forty-three per cent (68) prefer notices and adverts published in the Waitomo News, thirty-one per cent prefer the Waitomo Way (49), followed by the Rates Newsletter and Facebook. The following graph shows the comparison with last year’s survey results.

Fourteen residents said they prefer to receive Council communications in the post. Seven residents said they prefer email or would like the option of receiving Council communications via email.

Four residents said they prefer to receive printed/hard-copy Council communications.
Residents were asked how satisfied they are with the **usefulness and effectiveness of the Council communications**. Of the 274 residents who provided a rating, ninety-five per cent (261) are satisfied and five per cent (13) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

This result exceeds the 2016/17 performance target of **greater than or equal to sixty per cent** resident satisfaction with the usefulness and effectiveness of the Council communications, and is an **increase** from the satisfaction rating given last year (94%).

### Main reasons for dissatisfaction with Council Communications

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 15 residents provided a response to this question. A summary of the responses is provided below:

- ‘When told roads will be open, they aren’t. When told roads are closed, it is open.’
- ‘If we ring Council, service is excellent. Council has never checked on us during floods.’
- ‘They don’t communicate. Try regular meetings it works.’
- ‘Complaints about signs have been ignored.’
- ‘Regular updates about floods etc. would be appreciated.’
- ‘Way better communication needed for local businesses.’
- ‘Not told full story on finances in particular.’
- ‘Water restrictions need better advertising - perhaps roadside signs.’
- ‘Vacancies not published in the newspaper.’

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**Waitomo District Council**

- 2017 Resident Survey Results Report
Section J: Council’s Overall Service Performance

Residents were asked how satisfied they are with Council’s financial management. Of the 281 residents who provided a rating, eighty-four per cent (236) are satisfied and sixteen per cent (45) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

Main reasons for dissatisfaction with Council’s Financial Management

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 50 residents provided a response to this question. Comments ranged in topic from rates, public debt, allocation of funds, road maintenance, and a number of comments were made about non-council related activities. A summary of responses are provided below:

- ‘Rates too high in Mokau.’ ‘High rates for few services.’ ‘Rates continuing to increase especially for rural property owners.’ ‘Rates are high and not providing good access to beach and help with erosion.’ ‘I am new here, the rates are shocking, $3,000 compared to $1,750 in Hamilton.’
- ‘Pay off more debt.’ ‘Getting debt to a downward path.’ ‘Rates high, debt high and council keeps investing in things like the rail station project and a sports arena.’
- ‘Little resources allocated for Benneydale.’ ‘We pay for services which are not provided e.g. rubbish collection and footpaths.’ ‘Sealed Roads being resealed when they do not need to be whilst unsealed roads continue to be under maintained and a dust nuisance.’
- ‘Wasteful with public money. E.g., Brown sheep are not even noticeable. Would stand out more in bright colours.’ ‘Spent money on metal sheep rather than footpaths.’ ‘How many rate payers knew that they were paying for a sculpture at the town pools.’

Residents were asked how satisfied they are with Council’s efficiency - doing things well with the resource and funding available. Of the 275 residents who provided a rating, eighty-nine per cent (244) are satisfied and eleven per cent (31) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.
Residents were asked how satisfied they are that Council is capable and competent - doing things the right way and using sound judgement to make decisions. Of the 279 residents who provided a rating, eighty-seven per cent (243) are satisfied and thirteen per cent (36) are dissatisfied. The following graph shows the satisfaction trend with previous year’s survey results.

This is a decrease on the 2016 satisfaction result of 92%.
There is no performance target for this service.

Main reasons for dissatisfaction with Council’s Capability and Competency
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 34 residents provided further comment. Comments ranged in topic from infrastructure, decision making, and community consultation. A summary of the responses are provided below:

‘Mokau doesn’t get a good share of dollars spent.’ ‘Why have community meetings and then ignore feedback?’ ‘Too many decisions made with no public consultation.’

‘Repair of bridge (footpath) by park in Benneydale unsuitable for wheeled transport. No thought to disabled.’ ‘Need to look past the business sector and at the other side of town (our side).’ ‘Council sort out the extremely dangerous condemned houses in Tawa Street!’ ‘Council would priorities footpaths. Too many trips and falls.’ ‘Just say no to spending money on anything but essential infrastructure services in order to get rates and debt down. Governance isn’t particularly transparent and public consultation processes aren’t in keeping with best practice for the sector. I’m particularly worried about this proposed sports arena becoming a financial black hole.’

‘Think there is a long way to go - but start has been made.’ ‘Councillors/Mayor need to be sure of representing their ratepayers views when contributing to a community level or regional consultancy group.’ ‘Concerns that Maori are not represented.’ ‘Council communication with residents good.’
Section J: Council’s Overall Service Performance

Residents were asked how satisfied they are that Councillors (Elected Members) are approachable and interact with the community. Of the 269 residents who provided a rating, ninety-three per cent (249) are satisfied and seven per cent (20) are dissatisfied. The following graph shows the satisfaction trend with last year’s survey results.

[Graph showing satisfaction trend]

Main reasons for dissatisfaction with the interaction of the Elected Members
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 25 residents provided a response to this question. A summary of the responses are provided below:

A majority of comments suggest a general lack of awareness of who the Councillors are.

‘We have different needs to Piopio etc. yet despite feedback to Council requests ignored.’ ‘Who? I’ve never seen any interaction with the community.’

Residents were asked how satisfied they are that Council is assisting in the creation of ‘vibrant communities and thriving business’. Of the 270 residents who provided a rating, eighty-nine per cent (241) are satisfied and eleven per cent (29) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

[Graph showing satisfaction trend]

Main reasons for dissatisfaction with the creation of vibrant communities and thriving business
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 30 residents provided a response to this question. A summary of the responses are provided below:

‘Main street looks good. But no help for people trying to help themselves in small business.’ ‘Rating for businesses too high to be an incentive to open here.’ ‘Put up more playgrounds for our kids.’

‘Benneydale is a tourist hub yet very little funding from Council.’ ‘I believe Council could be involved in assisting businesses with recruiting people to the area. Lots of professional jobs available to be filled.’

‘Unaware of any business help. Urgently require SH3 signs about town.’ ‘Rates are too high.’ ‘More Te Kuiti promotion. Must be more consistent/constant, monthly promos NOT just during the Muster.’

‘Need to keep to core business.’ ‘Te Kuiti could be poised for exceptional growth. But there is nothing here. Nothing to do.’
Residents were asked if there was any other comment they wished to make about a Council service or facility. 94 residents who provided a response. Comments range in topic. A summary of the responses are provided below:

‘Empty sections/abandoned houses are eye sores and breeding ground for vermin and wild cats.’ ‘The lack of drainage and footpath outside the District Nurses cottage (Aria Terrace), has been like it for 40 yr or more.’ ‘Mobile and internet coverage at Kopaki.’ ‘Depressed with WiFi at Marokopa Camping Ground. For safety emergency reasons we need cell phone coverage.’ ‘Spending still needs cutting back. Everyone moans about rates. I hope that rate payers don’t have to contribute if the new stadium goes ahead. Elderly people are struggling with the rising cost of rates.’ ‘Noise control is completely ineffective and people just put up with bad music in the small hours of the morning.’

‘I do not think the council realize how many people use the rough and awful footpath along side the west side of the mill from and to town.’ ‘The walkway from Hinerangi St to Taupiri St is mostly a mess, not mowed often and grass clippings from one neighbour thrown over the fence. Looks awful.’ ‘I think the council gardens in John St Te Kuiti next to the Little Theatre an Stadium are an unnecessary expense that takes up needed car parking spaces.’ ‘Concerned about trees planted on kerbside not maintained by Council. Some homeowners do not look after or trim trees and they cause problems for pedestrians, elderly on scooters and children crossing roads.’ ‘How can a new business open without any designated car parks, when other businesses have to have excess car parks available?’

‘The dumping of roadside rubbish needs to be addressed. Not enough being done to discourage bottles, drink cans etc. being thrown out of vehicles. We need signs, fines. The roadside out of Benneydale to Pureora is disgusting. Not nice for our tourist trail.’ ‘Our main particular concern is cooking after the well use Mangaokewa Reserve. These people spend their money in our town, lets help with their rubbish disposal.’ ‘Overflowing bins at Awakino, Mokau & Piopio. Grass not always cut neatly at Awakino Memorial Hall or edges sprayed appropriately.’ ‘Companies to come and invest in Te Kuiti BUT drive up some streets and see the rubbish at some houses. Can’t something be done about this.’ ‘Have someone collect rubbish on roadsides, under bridges, footpath.’

‘Piopio Transfer Station opening hours - at least one week day where the centre opens at 8am to allow people on their way to work or doing school and day care runs to drop off then - preferably a Monday. Also I don’t see the point in two weekend days, one full weekend day would be fine - probably Sunday.’

‘Te Kuiti’s main Street - need a plan/strategy to lure more traffic off Carroll Street bypass. Appropriate signs/ more rest areas, tables, seating, toilet opposite op-shop.’

‘Could there be a booklet (large print) on services available to assist the elderly?’

‘Would like to see help with insulation in older houses. Was dissatisfied with the lack of follow up on pest destruction request made. Would like to see better follow up.’

‘Motor-home parks are brilliant assets.’ ‘Website is great for service requests and staff are great at contacting customer back.’ ‘Council Staff promote the area in a friendly way. ‘Waitomo should be proud!! I’m happy and proud to live here.’ ‘I think you do a good job with the money available, Thank You.’ ‘WDC quite effective. Has improved performance over the last 5 years.’ ‘Our Council staff have Te Kuiti looking a picture congratulations.’ ‘Over recent years have received excellent response to any service request I have made.’ ‘The council is good to work with.’ ‘For a while it felt like Te Kuiti was closing down. It feels now that it is again becoming the vibrant, enviable wee town that makes folk proud to be kiwi.’
1. How satisfied are you with the **overall condition of the sealed roads** in the district?

2. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Better maintenance required
   - Need better construction
   - Need for lower/variable speed zones in urban areas
   - Not appropriate for my travel needs
   - Other _________________

3. How satisfied are you with the **overall condition of unsealed roads** in the district?

4. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Not properly repaired
   - Roads not wide enough
   - Potholes/rough surfaces
   - Overhanging vegetation/poor line of sight
   - Other _________________

5. How satisfied are you that the standard of the **public footpaths are safe and accessible**?

6. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Better maintenance required
   - Too narrow
   - Cracked/damaged footpaths
   - Other _________________

7. How satisfied are you that the **road signs and markings are visible and assist road safety**?

8. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Signs difficult to see
   - Signs missing
   - Road markings/lines not clearly painted
   - Other _________________

9. Do you have a private water supply (i.e roof water, natural spring or bore supply) or are you connected to a Council provided supply?  
   - Town (Council) Supply
   - Private Supply *(Move onto section C: Sewerage)*

10. How satisfied are you with the Council’s provision of your **Water Supply Service**?

11. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Quality of water not good
   - Price of water
   - Taste of water
   - Appearance of water
   - Water leaks
   - Insufficient pressure
   - Other _________________

12. Do you have a septic tank or are you on a Council provided reticulation sewerage disposal system?  
   - Town (Council) System
   - Septic Tank *(Move onto section D: Refuse and Recycling)*

13. How satisfied are you with Council’s overall provision of an **adequate Sewerage - treatment and disposal service** for the community where you live?

14. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*
   - Odour/smell
   - Overflows/ blockages
   - Response to service requests is poor
   - Other _________________
15. Which of the following Council provided refuse (rubbish) and recycling facilities have you used in the last 12 months? (Tick the relevant box. You can have more than one response).

- Kerbside Refuse Collection Service - weekly collection of WDC blue rubbish bags from outside your home.
- District Waste Transfer Stations in Te Kuiti, Piopio, Marokopa, Kinohaku, Mokau/Awakino and Benneydale.
- Green bin - weekly collection of recyclables from outside your home.
- Landfill facility - refuse and recycling facilities provided at Waitomo District Landfill.
- I have not used any of the Council provided refuse and recycling facilities in the last 12 months (Move onto section E: Community Services).

16. How satisfied are you with the safety of the Council’s recycling facilities?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

17. If you ticked 1 or 2 for the question above, please tell us why (state your reason in a sentence).

18. How satisfied are you with the kerbside rubbish collection service?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

19. If you ticked 1 or 2 for the question above, please tell us why (state your reason in a sentence).

20. If Council provided a 30 litre (half size) blue rubbish bag as an option, would you use it? (state your reason in a sentence).

21. How satisfied are you with the provision of waste transfer stations to the community?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

22. If you ticked 1 or 2 for the question above, please tell us why (Tick the relevant box. You can have more than one response).

- Operating hours are not convenient
- Official refuse bags are expensive
- User fees expensive
- Other

23. How satisfied are you with the safety of rural waste transfer stations?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

24. If you ticked 1 or 2 for the question above, please tell us why. (Tick the relevant box. You can have more than one response).

- Large recycling bins are hard to reach
- Bins are always full
- Rubbish everywhere and broken glass
- Dumped rubbish at site
- High traffic area
- Not enough parking
- Other

25. How satisfied are you with the safety of the Waitomo District Landfill facility?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

26. If you ticked 1 or 2 for the question above, please tell us why. (Tick relevant box/you can have more than one response).

- Rubbish/broken glass on ground
- High-traffic area
- Dumped rubbish at site
- Difficult to manoeuvre vehicle around site
- Other
27. How satisfied are you with the quality of the parks and reserves?

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28. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- Playgrounds need upgrading
- Drainage issues in winter
- Frequency of grass mowing
- Other ____________________

29. Is there any other comment you wish to make about the parks and reserves?

30. How satisfied are you with the quality of the library facilities and service provided at the Waitomo District Library?

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31. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- Inadequate selection of books
- Inadequate selection of digital material/devices
- Fees are too expensive
- Other ____________________

32. Are there any other services that you would like to see provided at the Library?

33. How satisfied are you that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents?

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34. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- Opening hours are unsuitable
- Water quality is not good
- Fees are expensive
- Other ____________________

35. Is there any other comment you wish to make about the pool swimming programmes or services?

36. How satisfied are you with the quality of the Les Munro Centre (arts and culture facilities and services)?

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<td>Very Satisfied</td>
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37. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- Hire fees are expensive
- Bond is expensive
- Kitchen crockery
- Other ____________________

38. How satisfied are you with the quality of public amenities (public toilets and cemeteries)?

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39. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- Toilets broken/damaged
- Public toilets are dirty
- Amenities need upgrading
- Other ____________________
40. Which of the following Council services you have used in the last 12 months? *(Tick relevant box).*
- [ ] Environmental Health Service (Alcohol Licensing/Food Premise Licensing)
- [ ] Building consents/control
- [x] I have not used any of these services in the last 12 months *(Move onto section G: Animal Control)*

41. How satisfied are you with the provision of an **effective Environmental Health Service** for the community?

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42. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- [ ] Problems with vermin/rubbish issues
- [x] Food premises dirty/untidy
- [ ] Problems with noise/noise control
- [ ] Other

43. How satisfied are you with the provision of an **effective Building Control Service** for the community?

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44. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- [ ] Process is complicated
- [x] Process takes a long time
- [ ] Strict requirements
- [ ] Forms difficult to complete
- [ ] Other

45. How satisfied are you with Council’s provision of an **effective Animal Control Service**?

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<td>Satisfied</td>
<td>Very Satisfied</td>
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46. If you ticked 1 or 2 for the question above, please tell us why. *(Tick relevant box/ you can have more than one response).*

- [ ] People walk dogs off leash in town
- [x] Dogs barking at night or during the day/no action
- [ ] Stray dogs roaming around
- [ ] Problems with dangerous dogs
- [ ] Wandering stock on roads/public places
- [ ] Other

47. Is there any other comment you wish to make about the **Animal Control Service**?

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**EMERGENCY MANAGEMENT**

Council’s role in Emergency Management is to react to the immediate emergency and counteract the effect of any disaster that occurs like a flood or earthquake. The aim is to manage the short and long term recovery in the District so that residents can return to their normal lives as soon as possible after an emergency.

48. How long do you think your household could **survive unaided** (without outside assistance) in the event of a natural disaster?

- [ ] Less than 3 days
- [ ] For at least 3 days
- [ ] For at least one week
- [ ] More than one week

49. Using the following scale, how prepared do you think your **household is for a natural disaster** (i.e earthquake or flood)?

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<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Unprepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
<td>Very Prepared</td>
</tr>
</tbody>
</table>

50. If there was a major emergency, such as a flood or earthquake tonight, how would you expect to receive emergency messages? *(Tick relevant box/ you can have more than one response).*

- [ ] Radio
- [ ] Internet/ website
- [ ] Text Message
- [ ] Police
- [x] Television
- [ ] Friends/family
- [ ] Neighbours
- [ ] Other
COMMUNICATING WITH RESIDENTS AND RATEPAYERS

We use different methods to engage with the public including radio, adverts, flyers, posters, website and social media.

51. From the following list of communications methods, which do you use/ read? *(Tick relevant boxes).*

- The Waitomo Way (Newsletter)
- Notices and adverts published in Waitomo News
- Facebook pages (WDC, Animal Control Officer, Visitor Information, Mayor)
- Council Website
- Annual Plan/ Exceptions Annual Plan

52. Of the methods you ticked above, what is your preferred method of receiving Council information?

53. How satisfied are you with the usefulness and effectiveness of the Council communications?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

54. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

COUNCIL’S OVERALL SERVICE PERFORMANCE

55. How satisfied are you with Councils financial management?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

56. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

57. How satisfied are you with Councils efficiency – doing things well with the resource and funding available?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

58. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

59. How satisfied are you that Council is capable and competent – doing things the right way and using sound judgement to make decisions?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

60. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

61. How satisfied are you that Councillors (Elected Members) are approachable and interact with the community?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

62. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

63. How satisfied are you that Council is assisting in the creation of vibrant communities and thriving business?

1. Very Dissatisfied
2. Dissatisfied
3. Somewhat Satisfied
4. Satisfied
5. Very Satisfied

64. If you ticked 1 or 2 for the question above, please tell us why. *(state reason in a sentence).*

65. Is there any other comment you wish to make about a Council service or facility?

THANK YOU FOR HAVING YOUR SAY. PLEASE FOLD AND SEAL SURVEY FOR RETURN POST.