

Quality of council survey results high

MORE than 80% of residents who completed the 2014 Resident Satisfaction Survey are "satisfied" with the Waitomo District Council's level of service.

The survey results, which covered a wide range of council activities including water services, animal control, recreation facilities and overall performance, were released last week.

Communications officer Kelly Marriott says the council received a good response from the 3950 posted surveys with 470 surveys (11.8%) returned by the closing date on May 30.

"The quality of the survey responses was high," she says.

"Some of our best achieved results include the council's financial management, efficiency and capability and competency which all exceeded last year's result."

A total of 85% of respondents were satisfied with the council's overall level of service.

WATER & ANIMALS

However, some services dropped markedly since the last survey was done by phone in 2011.

These included the quality of drinking water down from 58% to 49% and animal control down from 71% to 46%.

In relation to drinking water, Mrs Marriott says planned upgrades of

the Te Kuiti Water Treatment Plant and the recent completion of the new Mokau dam should see an improvement in resident satisfaction levels while the council is also focussed on proactive enforcement and education programmes to improve animal control services.



SATISFIED: Communication officer Kelly Marriott says 85% of the residents who responded to a recent survey are happy with the Waitomo District Council's performance.

Other issues raised by residents include the stray cat colony at Redwood Park in Te Kuiti, the poor standard of the Mangaokewa Reserve and improving the service standards at the Te Kuiti swimming pool while they were generally satisfied with the rural roading network.

Mayor Brian Hanna says the feedback will be used to help the council improve its service delivery in the future.

"It is difficult to compare the results of this postal survey to past telephone surveys because a lot of different questions were asked but anything over 10 percent is considered a good response so we were very happy with that. However, the survey highlighted we can never rest on our laurels and by using the feedback it helps us focus our efforts into certain areas and guide us in the right direction moving forward."

"So the survey is a very valuable tool for the council as to where improvements can be made and the comments we received both negative and positive will be taken into account."

IN BRIEF

Lower petrol prices

PETROL pump prices fell four cents per litre during August, but there was no change in diesel prices.

Excluding sites discounting pump prices, the cost of petrol at most service stations

in the main centres ended the month on \$2.18 per litre, with diesel unchanged at \$1.48 per litre. According to AA Petrol-Watch, some retailers increased petrol and diesel pump prices by two cents per litre on September 1.

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