

# WDC's service on the up

SATISFACTION levels for Waitomo District Council's performance and service levels are on the rise.

The council's latest Resident Satisfaction Survey, from June 22–July 3, showed huge rises when compared to 2014 for animal control, environmental health and building consent services.

Safe recycling facilities, safe rural waste transfer stations, the safety of the Waitomo District Landfill and effectiveness of the council's communications all scored 95% or higher.

A total of 439 Waitomo district residents took part in the survey with the majority being 60+ years of age (46%) followed by the 40-59 age bracket (35%) and 18-39 years (18%).

The population of the Waitomo district is more than 9000, with 4000 surveys sent out by post and 100, completed online.

Overall, local residents were satisfied that the council is capable, competent, efficient and moving towards its vision of 'creating a better future with vibrant communities and thriving business'.

## MAYOR PLEASED

Mayor Brian Hanna says the survey findings are a "great result".

"Immediately after this report was tabled at council on August 25, I thanked our staff because it is they who are responsible for a majority of this great result.

"But we'll never rest on our laurels and there are always areas that we can improve on so this survey will serve as a guide to how we can perform better in the future."

During this year's survey, 226 residents also took the opportunity to advise council on what services they thought needed improving.

Sixty suggested road and footpath maintenance, 51 requested an improvement in community services (ie: library, pool and amenities) and 42 urged the council to better manage their finances such as reducing spending and rates.

## WATER ISSUES

And although water quality had increased from 49% satisfaction in 2014 to 57% this year the overall result fell well short of the council's 75% target due to a number of residents complaining about poor taste and dirty water.

Mr Hanna says the feedback will help the council best focus their efforts during the next 12 months.



**GREAT RESULT:** Waitomo district mayor Brian Hanna is pleased with the final outcome of a resident satisfaction survey and says responses will be used to help the council perform better in the future.

"With a report like this which shows where we sit with how council is performing, I read more into how we can improve our services," he says.

"For example one of the trends shows an issue around footpaths and as the number of mobility scooters and elderly people grows in our community we are going to have to start focusing on better footpaths and better quality road crossings.

"Other areas include water quality and youth so it is great to have our people's view on where they want us to be focusing our efforts in the future.

"That's the key for us."

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For more information contact us

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