

2023

# Waimate District Council Residents' Survey



**Waimate**  
District Council

Final Report | April 2023

  
**KEYRESEARCH**  
Unlocking Business Knowledge

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## Background, Objectives and Method

### Background

The Waimate District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community.

### Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery
- To establish perceptions of various services, infrastructure and facilities provided by Council
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance
- To provide benchmarking of performance of Waimate District Council compared to other similar authorities

### Method

- A mixed method of data collection is used consisting of a postal invitation to an online survey, with a hard copy survey back up. Sample selection is based on a random selection from the Electoral Roll since this conforms most closely with the ideal of each member within the population having an equal probability of selection, thereby minimising the opportunity for bias. The invite was sent to a random selection of 2,200 residents aged 18 years or older across the Waimate District. Paper survey questionnaires were made available on demand.
- Data collection was undertaken from 2 March 2023 to 11 Apr 2023. The sample achieved was n=542 residents. To avoid data being skewed towards any demographic, a sample of n=404 respondents has been selected to closely match with the Census 2018 distribution for the district.
- At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of  $\pm 4.23\%$ . The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.
- Post data collection the sample has been weighted so it is aligned with known population distributions for the Waimate District Council area, as per the Census 2018 results, based on age, gender, ward and ethnicity.

### Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.





# Executive summary



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## Key Findings

Results overall are very consistent with the previous reporting period 24 months ago (2021).

The only areas that showed a significant decline in satisfaction were *Water management* and *Water supply*. Based on verbatim comments from respondents, the main causes for dissatisfaction included issues with the quality of water. These may have remained unresolved for a period of time. In addition, a lack of communication (both on and off social media) of the 'boil water' notice and necessity for this contributed to dissatisfaction with *Water management* and *Water supply*.

The area that recorded the most improvement was *Waste management* and *Rubbish collection*. Since the new rubbish collection system was implemented (soon after the previous survey was conducted) residents are considerably more satisfied with the service that is now in place. Some further improvement opportunities in this area include improvement of experience for residents at the refuse centre (making sure that it is not overfilled, more recycling options), providing collection services to the whole district, including rural residents who are excluded at the moment, and looking at making the rubbish collection service more flexible (different size bins / more frequent collection).

Perceptions of Council's performance were impacted significantly by *Image and reputation*, with the driver model suggesting that 66% of a respondent's overall satisfaction was driven by *Image and reputation* factors including *preparedness for the future*, *trust* and *financial management*. Based on the driver analysis of the verbatim, we were able to determine several actionable opportunities for Council:

- ✓ *Council leadership team being more visible and more engaged with the community.*
- ✓ *Provide better transparency when it comes to financial decisions, especially those involving money collected from rates.*
- ✓ *Improve communication (including using more direct communication with residents regarding any water supply issues and changes to rubbish collection).*
- ✓ *Provide more opportunities for consultation.*

### Areas of best performance (% 7 to 10)



1. Satisfaction with sewerage system and service (91%)
2. Satisfaction with the building consent process (89%)
3. Quality of life is 'good' or 'excellent' (88%)
4. Satisfaction with regular rubbish collection services (85%)
5. Satisfaction with the resource consent process (84%)

### Areas of worst performance (% 1 to 4)



1. The level of influence you have over Council's decision-making process (38%)
2. Satisfaction with unsealed roads in the district (37%)
3. Satisfaction with sealed roads in the district (32%)
4. Satisfaction with footpaths (29%)
5. Annual property rates being fair and reasonable (27%)



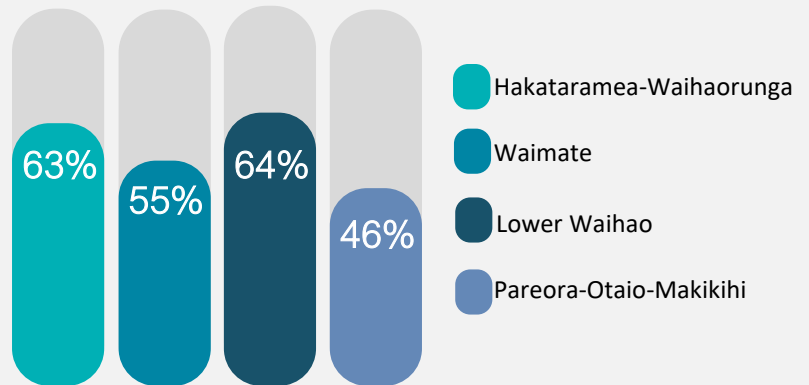
## Summary of key performance indicators

### OVERALL SATISFACTION

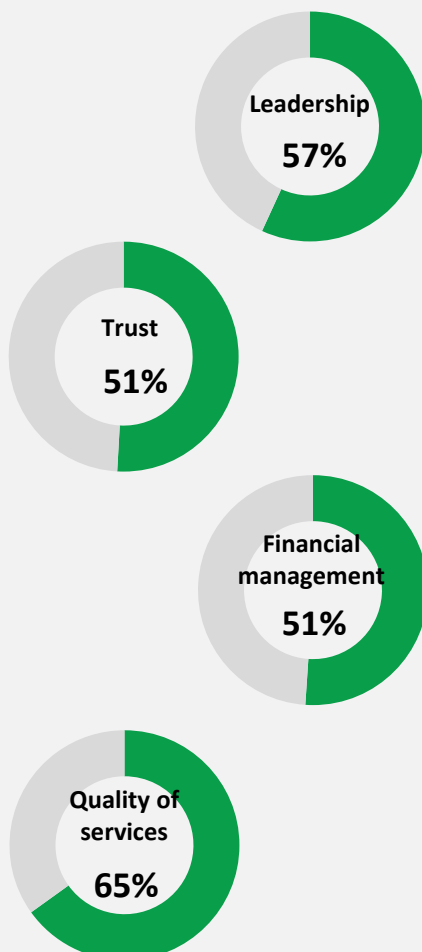
Scores % 7-10

55%

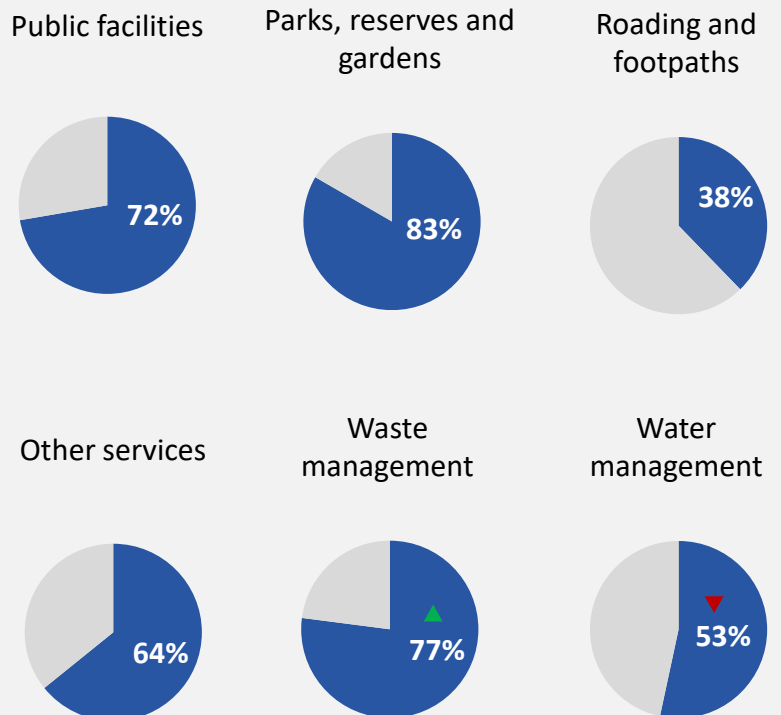
### OVERALL SATISFACTION BY WARD



### REPUTATION



### SERVICES AND FACILITIES



Year-on-year  
▲ Significantly higher  
▼ Significantly lower

## Overall measures (%7-10, excluding don't know)

		Change (2023-2021)	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied
			<b>2023</b>	<b>2021</b>
WM2_1	Waste management services - Regular rubbish collection services	+17%	85%	68%
WM2_2	Waste management services - Council's recycling services	+16%	80%	64%
WM4	Overall waste management	+15%	77%	62%
SF2_2	Public facilities - Public swimming pool	+11%	73%	62%
TW5	Stormwater service	+7%	78%	71%
REP3	Financial management	+6%	51%	45%
SF2_5	Public facilities - Camping facilities (i.e., Victoria Park, Knottingley Park, Waitaki Lakes)	+6%	82%	76%
SF2_6	Public facilities - Standard of public toilets	+5%	66%	61%
OS1_1	Building control	+3%	68%	65%
OS1_2	Dog and animal control	+3%	62%	59%
CC2	Overall service received	+2%	78%	76%
VAL3	Overall value for money	+2%	46%	44%
RF1_3	Unsealed roads	+2%	35%	33%
SF2_3	Public facilities – Cemeteries	+1%	83%	82%
OVSF3	Overall services and facilities	+1%	65%	64%
VAL2_2	Payment arrangements being fair and reasonable	+1%	73%	72%
OV2	Overall satisfaction	+1%	55%	54%
CON2	Satisfied with the building consent process	-	89%	0%
CON4	Council's response to service for a building-related matter	-	78%	0%
CON7	Satisfied with the resource consent process	-	84%	0%
CON9	Satisfied with the CONSENT services overall	-	83%	0%
VAL2_3	Invoicing is clear and correct	-	77%	0%
VAL2_4	Water rates are fair and reasonable	-	51%	0%
REP1	Leadership	-	57%	57%
REP4	Quality of services and facilities	-	65%	65%

### NOTES:

1. Sample: 2023 n=404; 2021 n=494 ; Excludes don't know responses.

## Overall measures (%7-10 excluding don't know)

		Change (2023-2021)	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied
			<b>2023</b>	<b>2021</b>
REP5	Being prepared for the future	-	51%	0%
OV3	Overall quality of your life	-	88%	0%
CC4	Satisfaction with Council staff's performance	-1%	75%	76%
CE3_1	Quality and level of community engagement in the Waimate District	-1%	36%	37%
SF2_1	Public facilities - District library	-1%	76%	77%
SF5	Parks, reserves and gardens	-1%	83%	84%
REP6	Overall reputation	-1%	61%	62%
RF1_2	Sealed roads	-2%	40%	42%
CE1_2	The level of influence you have over Council's decision-making process	-2%	19%	21%
IP3_1	Sufficiency of information supplied	-2%	50%	52%
SF2_4	Public facilities - Waimate Events Centre	-2%	76%	78%
SF4	Public facilities – Overall	-2%	72%	74%
TW8	Sewerage system and service	-2%	91%	93%
OS1_3	Emergency management	-2%	75%	77%
OVSF1	Range of services and facilities	-2%	70%	72%
REPR1	Overall performance of the Mayor and Councillors	-4%	55%	59%
CE1_1	The opportunities Council provides you to have your say	-4%	43%	47%
OS3	Other services – Overall	-4%	64%	68%
REPR3	Ease of access to an elected member of Council	-4%	59%	63%
RF3	Overall roading and footpaths	-5%	38%	43%
VAL2_1	Annual property rates being fair and reasonable	-5%	39%	44%
REP2	Trust	-6%	51%	57%
RF1_1	Footpaths	-6%	44%	50%
EM2	Council provides information in the event of an emergency	-8%	52%	60%
TW10	Overall water management	-10%	53%	63%
TW2	Water supply and service	-11%	66%	77%

### NOTES:

1. Sample: 2023 n=404; 2021 n=494 ; Excludes don't know responses.





# Overall Satisfaction with the Council

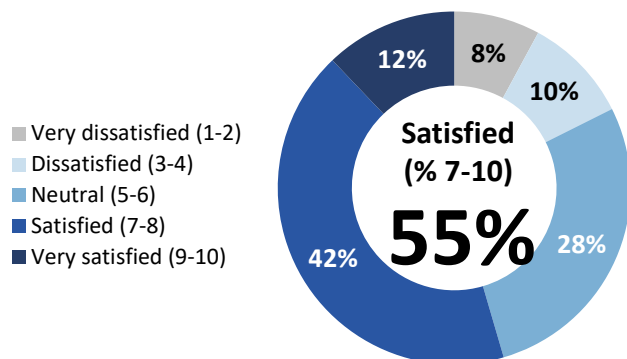


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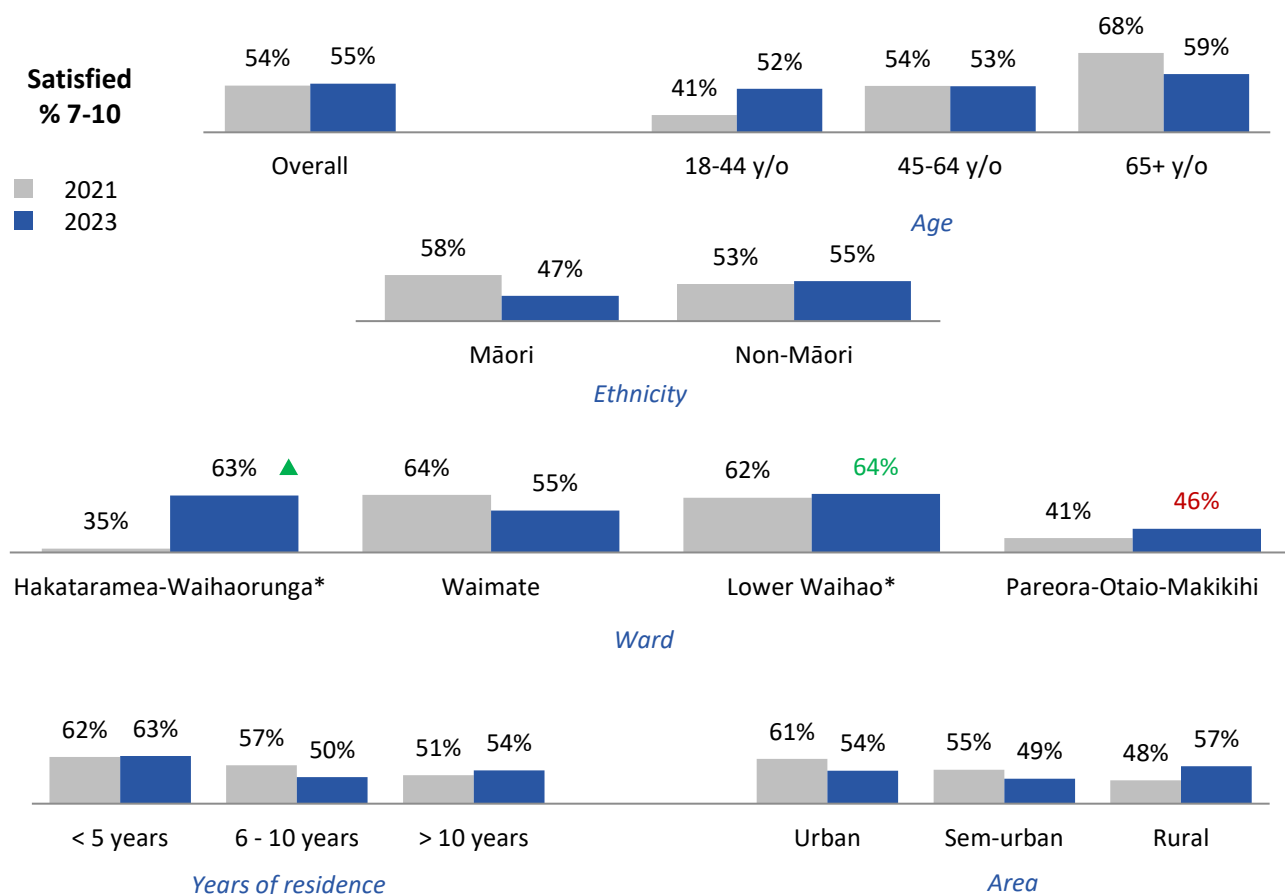
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## Overall performance



- The proportion of Waimate District residents satisfied with Council's overall performance remains consistent with 2021's results.
- Satisfaction is fairly consistent across different age groups, ethnicities and length of residence in the district.
- Respondents left additional comments at the conclusion of the survey which indicated that almost one in five respondents (18%) were dissatisfied with consultation and transparency in decision-making.



- Lower Waihao ward* residents are considerably more satisfied with the Council, especially when compared to those from *Pareora-Otaio-Makikihi ward*.
- There is a considerable improvement in perception of the Council since 2021 when it comes to residents from *Hakataramea-Waihaorunga ward* (63% in 2023 compared with 35% in 2021).

### NOTES:

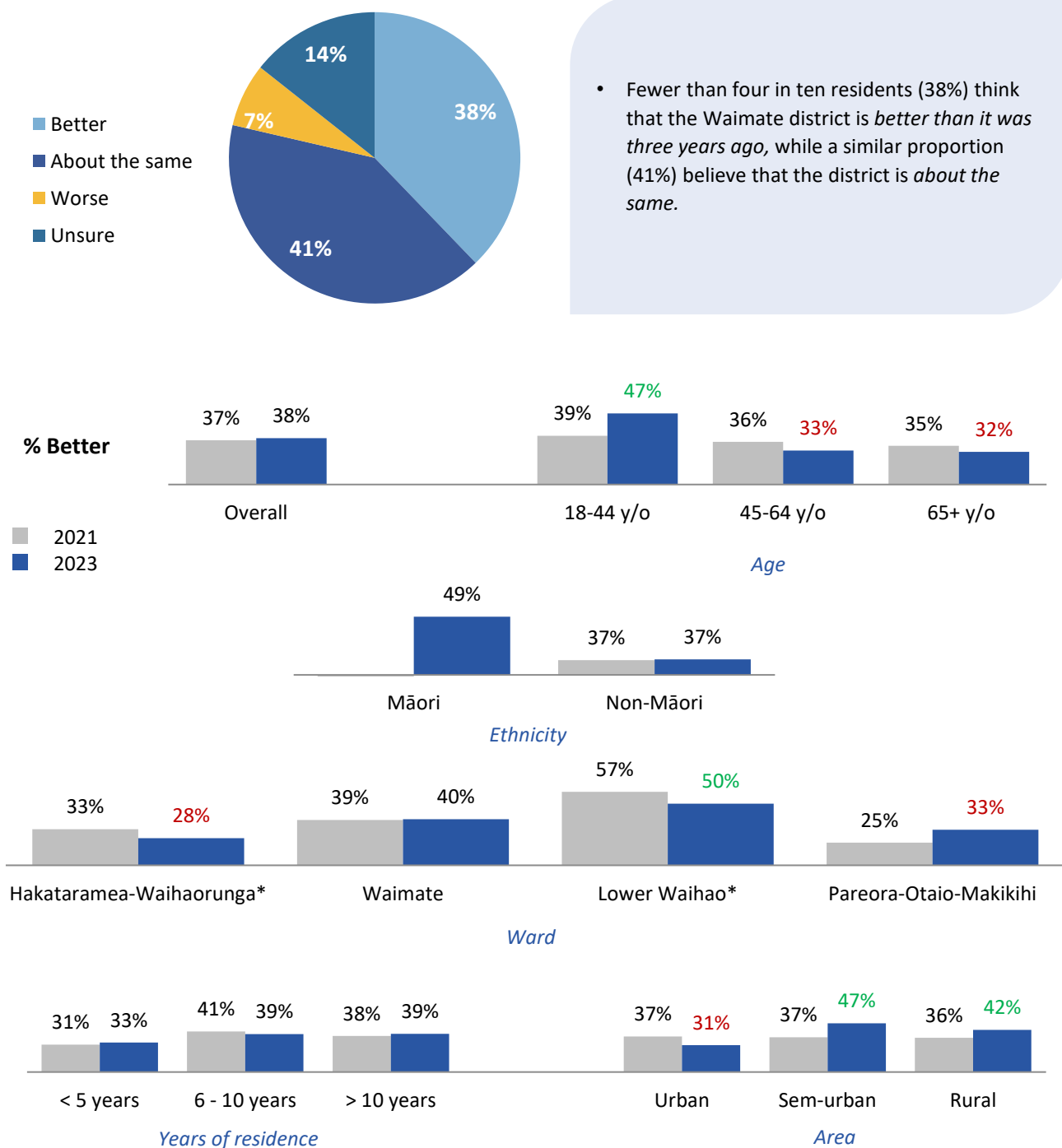
- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- OV2. When you think about the Council overall, its image and reputation, the services and facilities it provides and the rates and fees that you pay, how satisfied are you with the Waimate District Council? n=393
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower



## Perceptions of the district



- Fewer than four in ten residents (38%) think that the Waimate district is *better than it was three years ago*, while a similar proportion (41%) believe that the district is *about the same*.

- Younger residents (aged between 18 and 44), those from *Lower Waihao ward*, and those from non-urban areas have a considerably more positive outlook when it comes to thinking about the changes over the past three years.
- Results across demographics, and overall, are consistent with 2021.

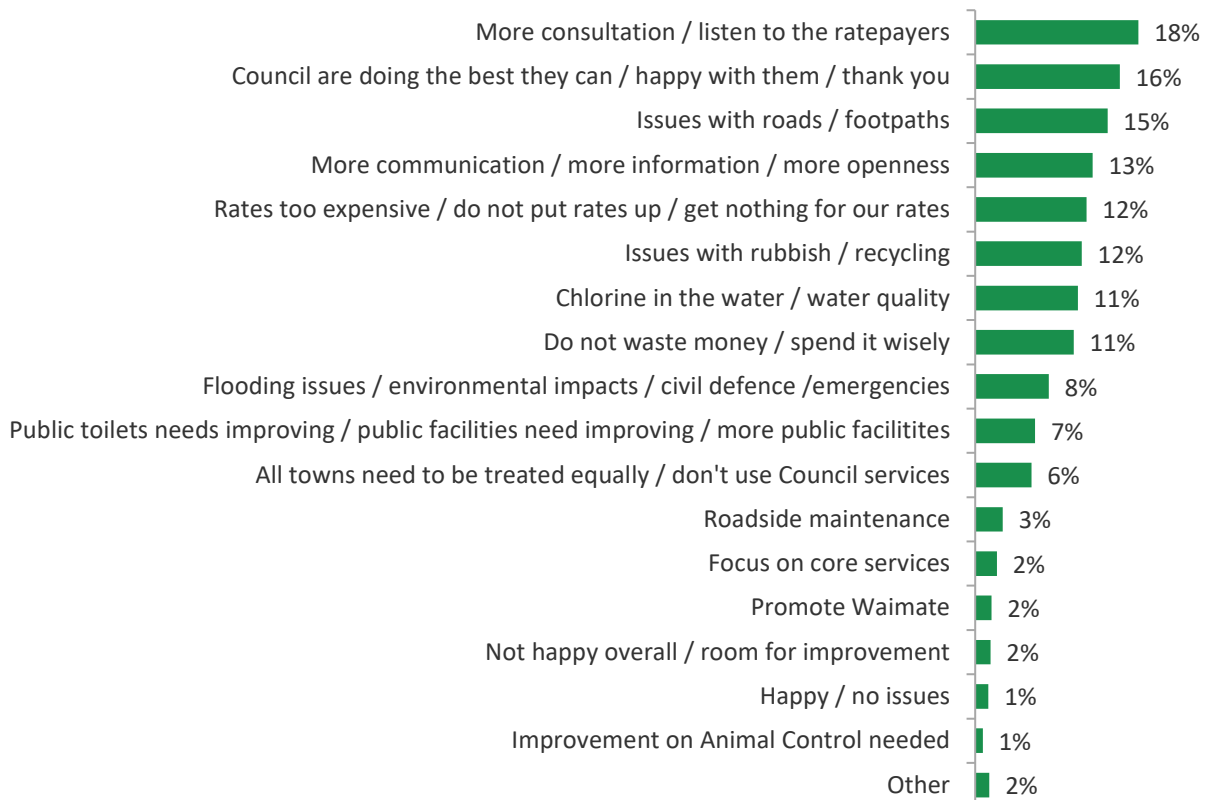
### NOTES:

1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. OV1. Thinking about the range and standard of amenities and activities which Council can influence, do you think Waimate District is better, about the same or worse as a place to live, than it was 3 years ago? n=403
3. \* Caution: small sample (<n=30)

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower

## General comments



- Regarding emergency management/flooding. In 2022, the Waimate creek burst its banks and we had flood water come through two neighbouring properties and damaged a shed, resulting in an insurance claim. There was no approach by council to check on damage or advice on the flooding remedy.
- Councillors and Mayor need to be engaging more face to face and visible in the community.
- Communication about e.g., boil water notices need to be improved - not everyone uses Facebook or looks at the council website regularly.
- I don't think there was enough public consultation about the energy plant that wants to be built in Glenavy. I honestly feel that this should have been put to the vote, so people in Waimate district can have a fair say. Especially people living in Glenavy.
- I would like to see a more extensive range of items that can be recycled in Waimate, like polystyrene and soft plastics.



- From my perspective, I can't think of anywhere in New Zealand that I would rather live than in Waimate.
- Always find the council staff friendly and helpful.
- I am happy with my local council. I voted for our future plans for the district, accept what is ongoing.
- Satisfied that Waimate is still a great place to live, and the council is trying to make Waimate a better place for everyone.
- Waimate may not be growing in population, but its growth is in expectation that things will be better or in a condition that would be expected if the town was growing. I believe the council is doing a good job overall.
- We are very happy with the WDC, in the past 12 months when we have called to request something it was actioned, and a very good job done too.

### NOTES:

- Sample: Total 2023 n=404; Excludes Don't know
- GEN. Are there any comment or feedback that you would like to make? n=164





# Contact with Council

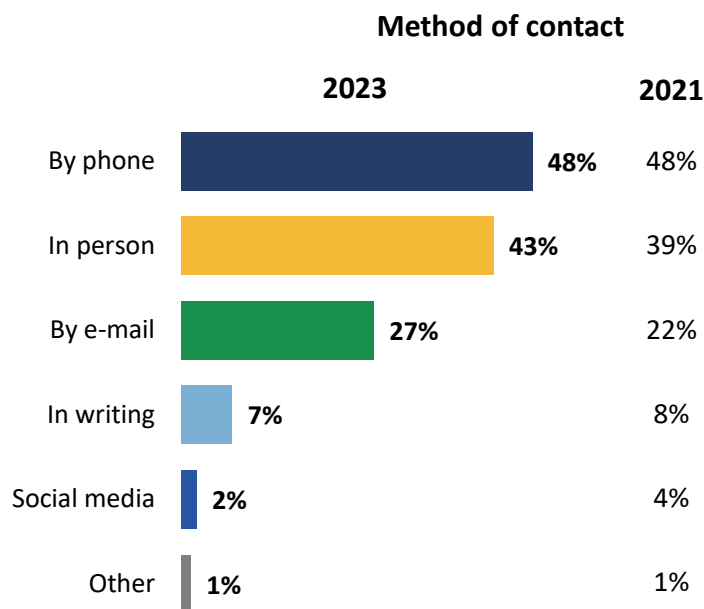


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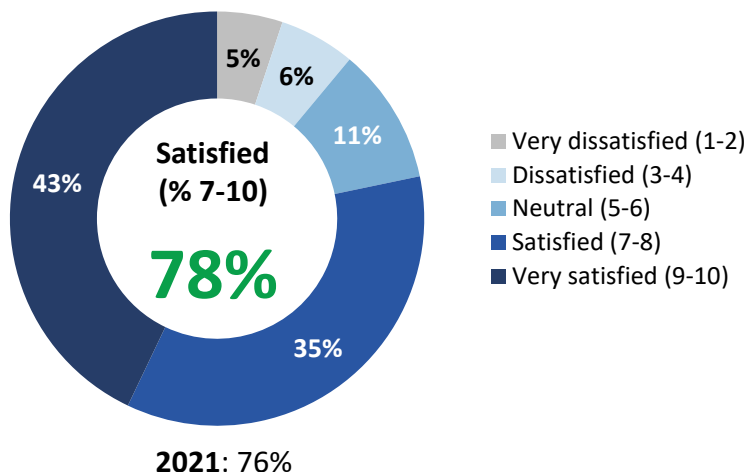


## Contact with Council - Interactions

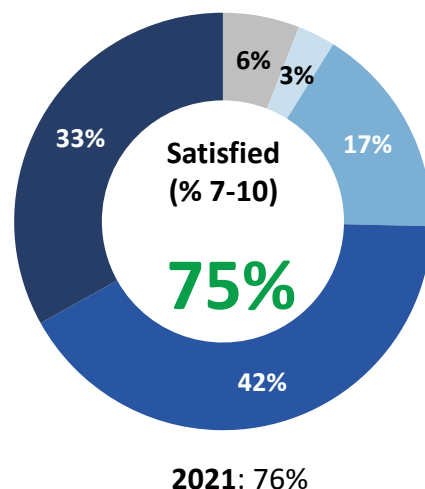


- *Phone* remains the most popular way to get in touch with the Council, with nearly half of respondents (48%) having had contact with the Waimate District Council by *Phone*.
- Just over four in ten (43%) have had an *in-person* interaction with the Council.
- The main way residents get in touch with the Council to make queries has not changed since 2021.

## Council staff's performance



## Overall service received



- Satisfaction with Council staff's performance over the past 12 months remains high, with close to eight in ten respondents (78%) satisfied.
- 75% of those who contacted the Council were satisfied with the service received, which is consistent with 76% recorded in 2021.

### NOTES:

1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. CC1. In the last 12 months, have you contacted the Council offices...? n=402
3. CC2. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the overall service you received when you contacted Council staff? n=274
4. CC4. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', thinking now about the Council staff, how would you rate the Council staff's performance overall in the last year? n=262



## Reasons for dissatisfaction with residents' interactions with the Council

- Out of 28 comments left in this section by respondents, 16 mentioned that the main reason for their dissatisfaction is that their issue has not been resolved, and that no action has been taken based on the enquiry / complaint.
- Below we have included some of the cases and stories that residents have shared.



- *The person at the front desk was cold and disinterested and quite unhelpful. We were asking about the senior's rates rebate, and since this would have been the first time we applied we were unsure of how to fill out the form or what documents we needed. We left and ended up not applying at all. We are reluctant to go in and apply for the current year and have not yet done so. This is not the first time we have been greeted with a cold and indifferent response to our inquiries - on previous occasions we have felt the response was impatient and dismissive and we try not to go into the office at all.*
- *Failed to listen to practical and logical explanations. No one physically came to discuss situations, I had to do all of the consulting. Driven by policy. Cost me dollars and would clearly cost and waste other ratepayers money.*
- *I have been in touch about flooding on our section coming from a neighbour's. Their storm water coming and flooding our section and garage. It wasn't until my husband went in person that we got action, very unsettling but still not resolved.*
- *I phoned them and left numerous messages over a week asking them to contact me and they never did. By chance, my call got finally answered in person and I explained to the person concerned my problem and thought it was sorted out only to find what we discussed hasn't been implemented. I now have to go through the entire process again.*
- *They never answered my question. I asked them at a council meeting they said they'd reply via email as an OIA. They didn't. I chased it up via email. They said they couldn't remember and had no record. I sent them my own video of the meeting. They continued to gaslight me and my very simple question. Contacting via email and phone in regard to rates has been complicated to understand payments. Rates PDFs do not include showing the individual payments that have been made. I was also emailed someone else's rates.*
- *I called about not being able to turn off my water toby on the street. Someone came round to loosen it off for me and I was laughed at by the man who obviously thought it was ridiculous that he had to come around just to do that. He told me it wasn't even tight, and he was quite rude.*
- *Have contacted council about the condition of Deep Creek Road on many occasions over several years now. [...] It is now a rough one-way track with long grass on each side over the height of snow posts so that it is impossible to see where culverts are, and most bends are now blind. It is only a matter of time before there is a serious accident. I have driven on several club ski field roads that are safer. The road is graded occasionally, but despite council mowers being in the area, and promises that it will be done, it has not been mowed for years.[...]*
- *Made a noise complaint about a builder compacting concrete after midnight in a residential area. The Compliance officer was not in the office, and I got a text message nearly a fortnight earlier, and it was just advising me that the builder was working late on the site. No resolution, despite it being metres away from a terminal cancer patient's house. And there having been several complaints made by various others in the area. Because the owner of the site is buddies with the CEO*

### NOTES:

1. Sample: Total 2023 n=404; Excludes Don't know
2. CC3: If you are dissatisfied with the overall service, you received when you contacted Council staff, i.e., rated them 1 to 4 out of 10 in the previous question, can you please tell us why you are not satisfied? (Please provide as much detail as possible)n=27

## Reasons for dissatisfaction with the Council staff's performance in the last year

- Out of 22 comments left in this section by respondents, 15 mentioned that the main reason for their dissatisfaction was lack of communication through the appropriate channels and consultation with public
- Below we have included some of the cases and stories that residents have shared.



- *I'm very dissatisfied with the water issues we have had, we are still boiling water almost a year on for a project they said would take 3 months. Not only are we not given good information, but I have also yet to receive a call back about the nature of the water issues[...]*
- *Don't care about ratepayers concerns especially about the lies and coverups about proposed incinerator. If council had done due diligence on the people behind this company, they would have saved a lot of time and money. When spoken to them about concerns they just pass the buck. Not the sort of council to be proud of.*
- *They are just generally unhelpful and seem impatient.*
- *Some staff are professional and do the best they can with the resources they have. Unfortunately, there are some exceptions, and the Official Meeting Act is highlighting some of the staff whose communications are biased and very unprofessional. Council staff are public servants and need to maintain their political neutrality, to ensure ongoing trust and confidence in the public service.*
- *[...]Staff appear to do their own thing. Planning terrible, no animal control, mud everywhere in winter, Queen street looks run down.*
- *When visiting the council office, the staff are disinterested in what I need to do there and the information I need to get from them.*
- *Poor communication. An attitude that they make the decisions and don't care what the community think. Even though they are meant to represent the community.*
- *Generally defensive. Boil water notices only published on social media, so many miss them. Then we only realise they have might have been lifted when we see the next one. Yet the council resists any central government efforts to address poor drinking water in the district. The main street is kept tidy, but there is always rubbish on the roadsides beyond that. Even the 'outer reaches' of the urban area are never kept tidy, luckily some residents make an effort to pick up general rubbish every day, or the town would be looking very poor. Some roading works are recently very obvious that the end of the financial year must be near, as they are 'fixing' areas that have nothing wrong, and yet driving past problems to get there.*
- *The maintenance of many district roads is very poor. Although the office staff are courteous, I am very aware that as a ratepayer I am not listened to nor is it considered necessary to respond in any way when I contact council.*
- *They don't listen, rates are ever increasing, am paying in my rates for things not to do with my property and having to pay, via my rates, their stuff up with their financial investments.*
- *As a person who does not have the Internet, I find it incredibly frustrating to be told to look for information online. I have been made aware when I have asked someone to access information for me that what is required is difficult to access.*

### NOTES:

1. Sample: Total 2023 n=404; Excludes Don't know
2. CC5: If you are dissatisfied with the Council staff's performance in the last year, i.e., rated them 1 to 4 out of 10 in the previous question, can you please tell us why you are not satisfied? (Please provide as much detail as possible) n=21

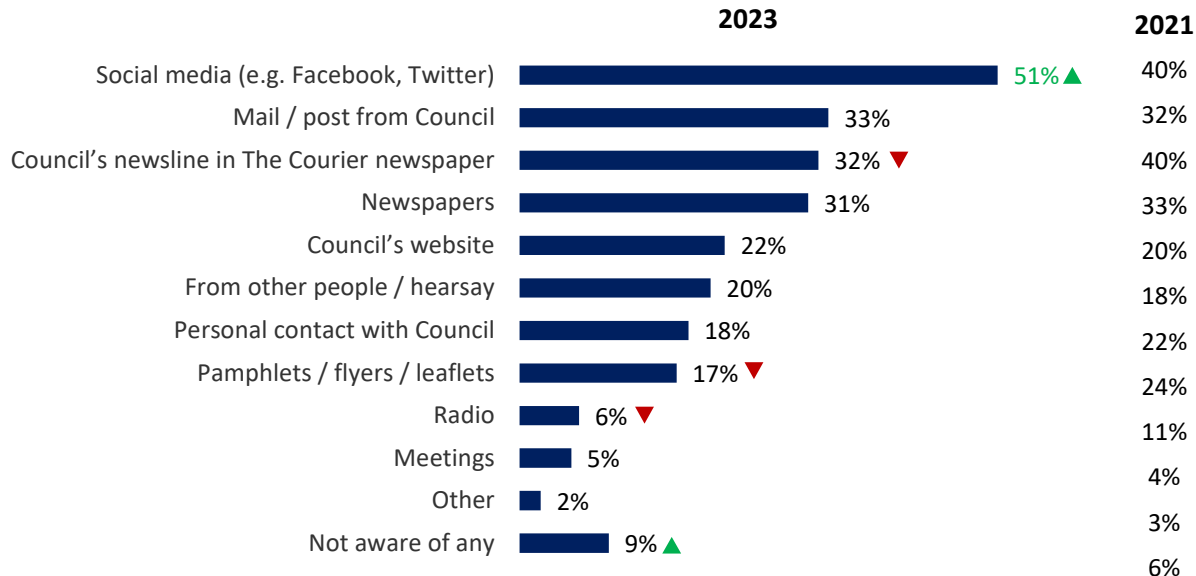




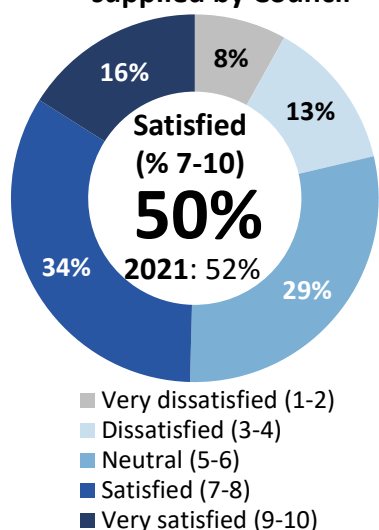
# Information and promotion

## Source of information about Council

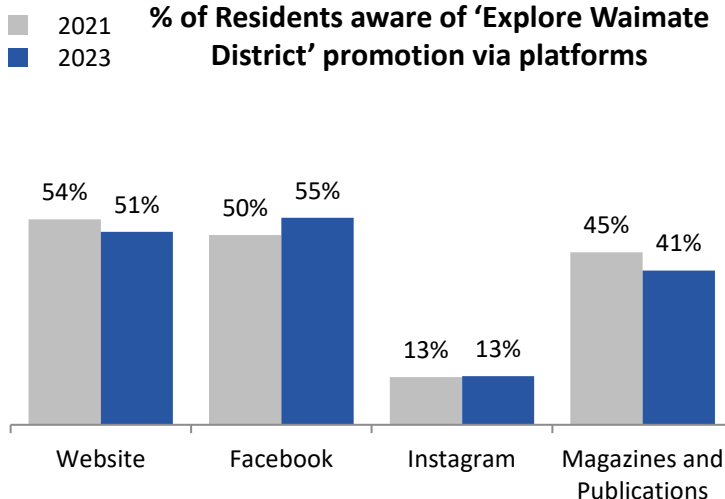
### Information seen in the last 3 months 2023



### Sufficiency of information supplied by Council



### % of Residents aware of 'Explore Waimate District' promotion via platforms



- *Social media* became the main source of Council information in the last 3 months for over half of residents (51%), with other sources of information being significantly lower than this. This is a significant shift when compared to 2021, when *Council's newsline in The Courier newspaper* was more popular.
- Half of residents (50%) are satisfied with the *Sufficiency of information* Council supplies to the community and are aware of the 'Explore Waimate District' campaign through the *Council's website* (51%) and *Facebook* page (55%).

#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- IP1. In the last 3 months, where or from whom do you see, read or hear information about Waimate District Council? n=404
- IP3. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', please rate your satisfaction with the sufficiency of information Council supplies to the community. n=380
- IP7. Are you aware that Council promotes the District to visitors and locals using the 'Explore Waimate District' brand via the following platforms? n=404

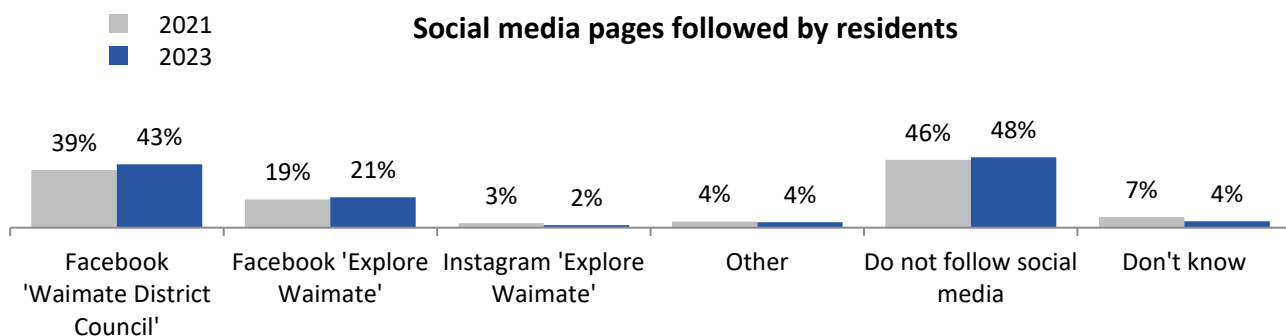
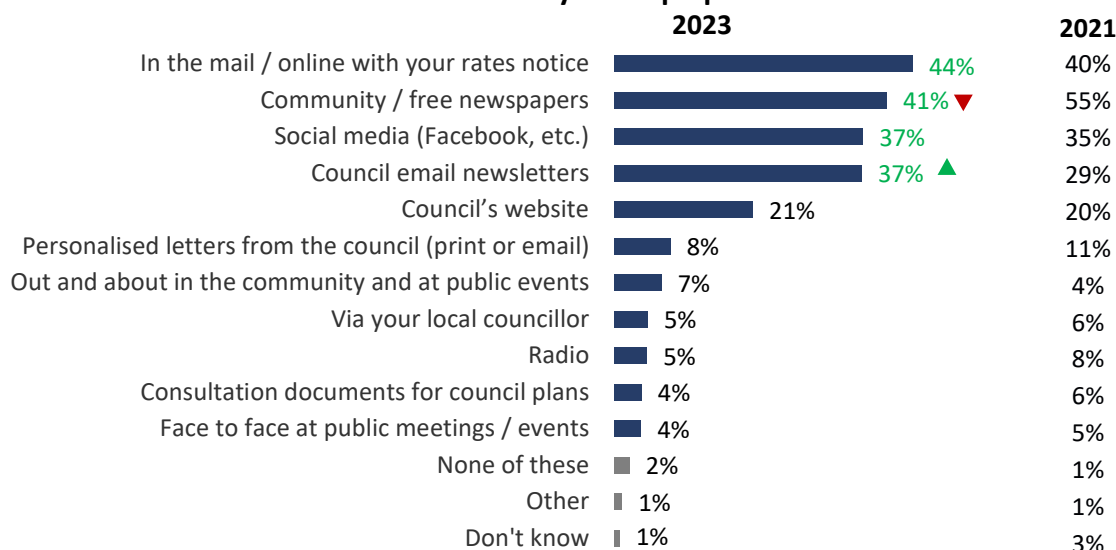
**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
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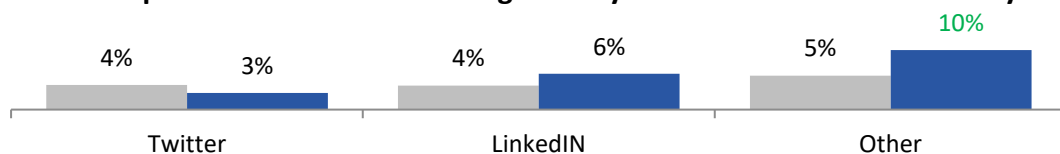


## Information and promotion

### Preferred way to keep up to date



### Other platforms or channels being used by residents but are not used by Council



- Almost half of all residents prefer keeping up to date with what Council is doing via *notice they receive in mail / online with rates* (44%). *Community / free newspapers* (41%), *social media* (37%) and *Council email newsletter* (37%) are also preferred methods for keeping up to date with Council activities.
- The *Facebook pages for Waimate District Council* and for *Explore Waimate* are the most common social media pages followed by residents.
- More than four in ten residents (48%) do not follow social media pages, which means these residents will seek other ways to learn about Council activities.

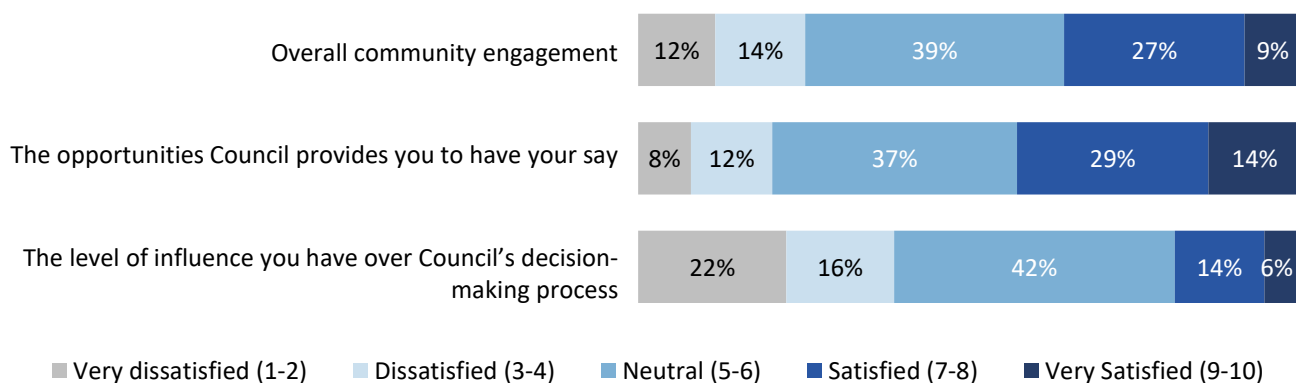
#### NOTES:

1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. IP2. What would be your preferred way to keep up-to-date with what Waimate District Council is doing? n=404
3. IP4. Which of the following Council social media pages do you follow? n=404
4. IP6. What platforms or channels are you using that are not being used by Council? n=404

Year-on-year  
▲ Significantly higher  
▼ Significantly lower

Between demographics  
▲ Significantly higher  
▼ Significantly lower

## Community engagement



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall community engagement	Opportunities Council provides to have your say	Level of influence over Council's decision-making processes
2023	36%	43%	19%
2021	37%	47%	21%

#### AGE

18-44 y/o	42%	43%	21%
45-64 y/o	33%	39%	16%
65+ y/o	32% ▼	47%	21%

#### WARDS

Hakataramea-Waihaorunga*	51%	60%	35% ▲
Waimate	38%	45%	20%
Lower Waihao*	22% ▼	29% ▼	10%
Pareora-Otaio-Makikihi	34%	41%	16%

- Younger residents (aged between 18 and 44) are slightly more likely to be satisfied with *Overall community engagement* than other residents.
- Satisfaction amongst residents in the *Hakataramea-Waihaorunga* ward is higher compared with the satisfaction amongst residents of the other wards across all measures related to community engagement.
- Overall perception of community engagement of those residing in Lower Waihao has declined since the last reporting period in 2021.

#### NOTES:

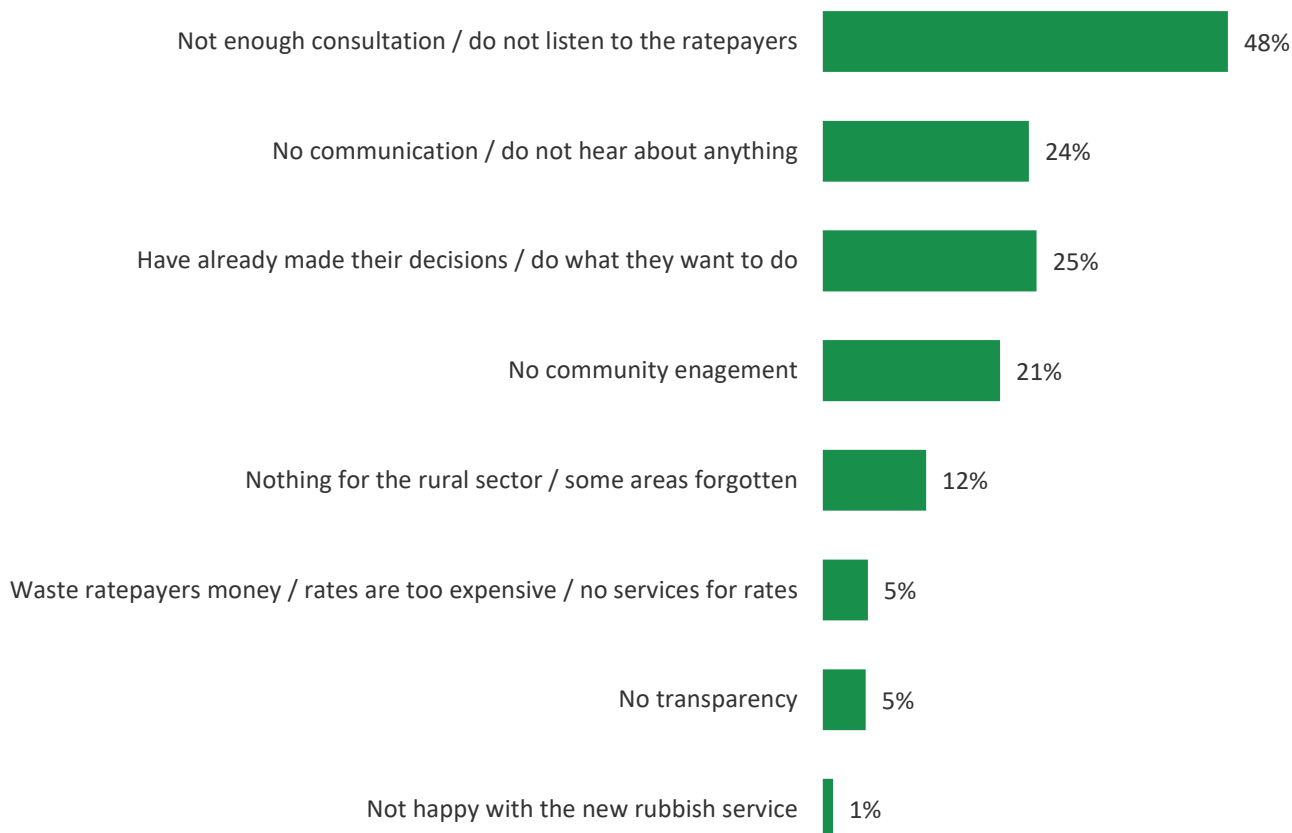
1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. CE1. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', please rate your satisfaction with the following: [Please select all that apply]
3. CE3. Overall, thinking about the level of opportunity provided by Council to have your say and the level of influence you have over its decision-making process, how satisfied are you with the quality and level of the community engagement in the Waimate District?
4. \* Caution: small sample (<n=30)

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 Significantly higher  
 Significantly lower



## Reasons for dissatisfaction with community engagement



- *We have no input in the council spending and were completely unaware of the mayors' dealings with SIRRL, shifting the information centre from the main street was silly, spending 60k of our money to pretty up a piece of land owned by Rooney, and our crazy high rates.*
- *Very little communication if someone is not Facebook or able to attend meetings during the work week.*
- *More public meetings to discuss plans face-to-face. Social media etc. is not reaching most people, especially older people in Waimate.*
- *Council does not usually ask people for their opinion in a personal way. The noisy rabble usually dominate at meetings, and it is hard for someone quieter to be heard. It would be better to ask everyone concerned to email/write their opinions.*
- *Dog control . Need action when a complaint is received. Not for us to monitor and report back. We ring as it's annoying now.*
- *We might get a say in who is elected but that's about it. Our choices are very limited. Eg. the rubbish bins, we were basically forced to have 3 bins because the choices were pushing us that way.*

### NOTES:

1. Sample: Total 2023 n=404
2. CE2. If you are dissatisfied with any aspect of community engagement, can you please tell us why you are not satisfied? n=116



# Satisfaction with services and infrastructure



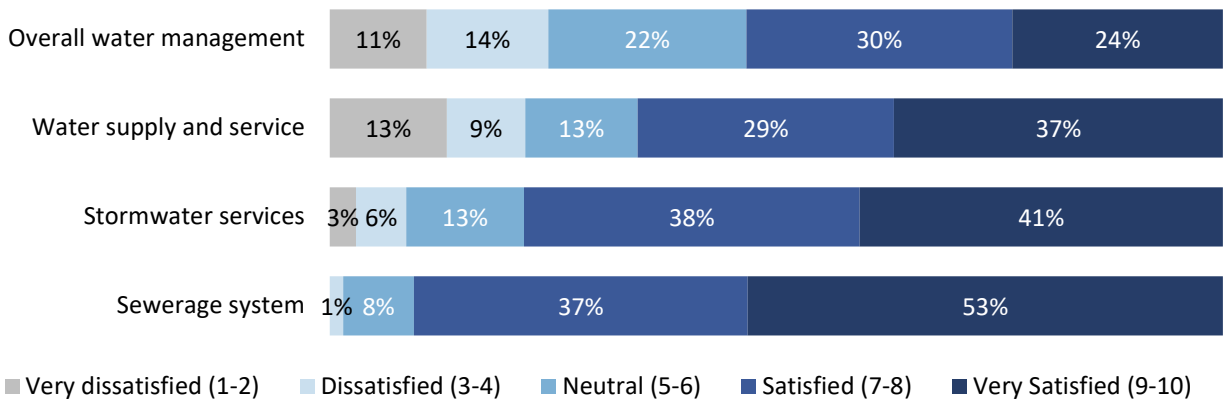
**Waimate**  
District Council

Report | April 2023





## Water management



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall water management	Water supply and service	Stormwater services	Sewerage system
2023	53% ▼	66% ▼	78%	91%
2021	63%	77%	71%	93%

#### AGE

	Overall water management	Water supply and service	Stormwater services	Sewerage system
18-44 y/o	58%	66%	83% ▲	90%
45-64 y/o	49%	65%	64%	90%
65+ y/o	53% ▼	65% ▼	87%	92%

#### WARDS

	Overall water management	Water supply and service	Stormwater services	Sewerage system
Hakataramea-Waihaorunga*	27%	19%	-	-
Waimate	70%	80%	80%	92%
Lower Waihao*	20% ▼	24% ▼	49%	-
Pareora-Otaio-Makikihi	50%	66%	72%	70%

- There is a considerable year-on-year decline in satisfaction with *water management* and *water supply*.
- Based on the scores across different age groups and wards, the decrease in satisfaction overall is most likely due to the worsening perceptions among residents from *Lower Waihao* and those aged over 65 years.
- At the same time, residents seem to be slightly more satisfied with stormwater systems when compared to results from 2021.

#### NOTES:

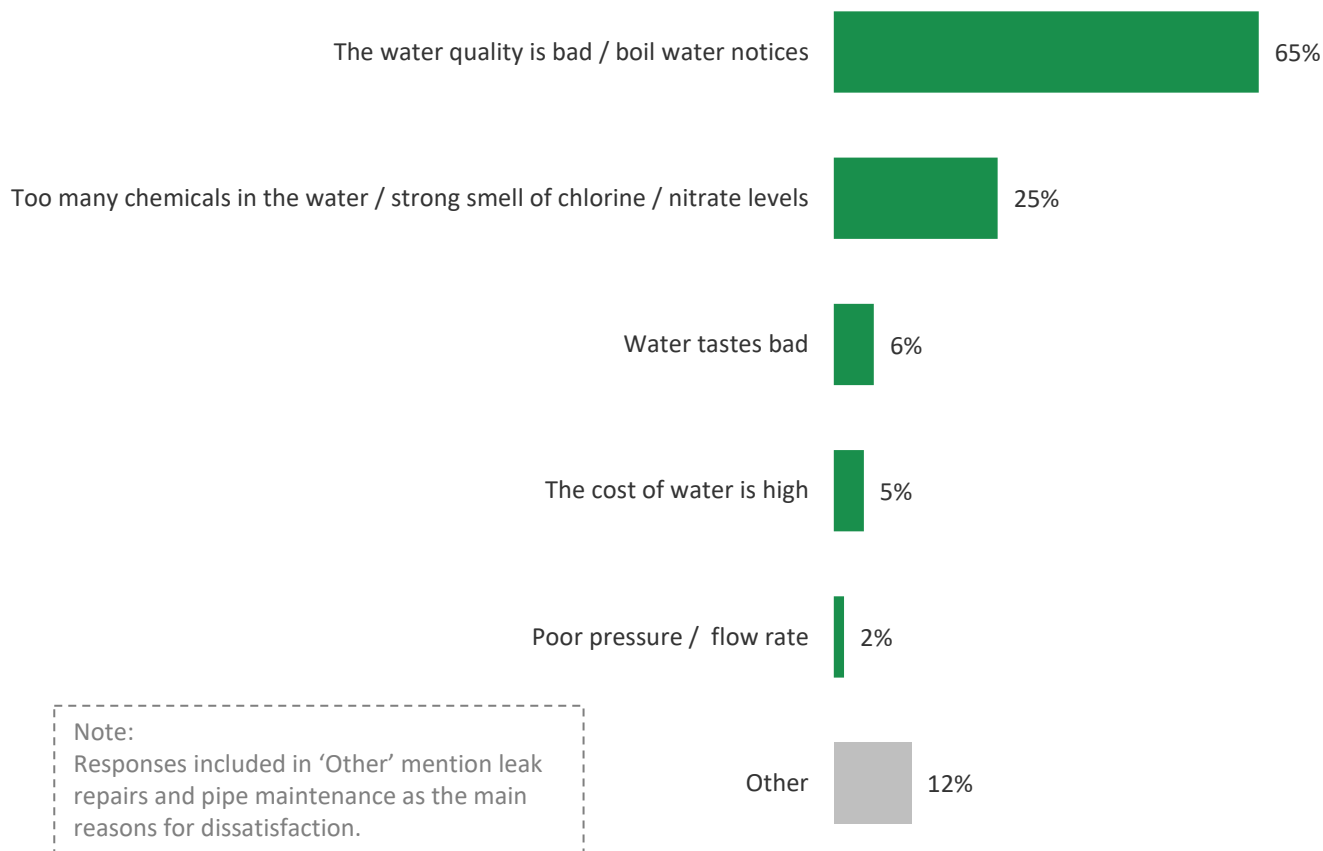
- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- TW2. How satisfied are you with Council's water supply and service? n=332
- TW5. How satisfied are you with Council's stormwater services? n=167
- TW8. How satisfied are you with Council's sewerage system and service? n=200
- TW10. And overall, when you think about the supply of water, stormwater services and the sewerage system, how would you rate your satisfaction with Council overall for its management of water in the district? n=323
- \* Caution: small sample (<n=30)

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower



## Reasons for dissatisfaction with water supply



- There are pollutants in the water (as reported on TV1 news) that do not appear to be acknowledged or attended to.
- The chemical odour of drinking water - I have to use a filtration system.
- Boil water notice for more than 12 months. Why the long delay to repair. How long will the actual repair take once work is started.
- The water smells like a swimming pool and I don't feel that it's safe to drink. We filter our water as a precaution. I don't believe we should have a water supply full of poisonous chemicals. I feel like I should not have to pay for the water supplied. It's terrible.
- I have informed the water team about leaks in the mains pipe. Took 4 days to get looked at after gushing litres of water a second out of it. Also informed again when leaking but only pooling not gushing and has never been followed.
- There seems to be a number of times during the year that different water supplies have contaminate issues, and I don't feel that these have improved in the last 20 years.

### NOTES:

- Sample: 2023 n=404; Excludes 'Don't know' responses.
- TW3. Can you tell us why you are dissatisfied with the water supply? Please provide as much detail as possible. n=48

## Reasons for dissatisfaction with stormwater collection



- *It always floods on our street when it rains.*
- *In very heavy downpour the gutter on other side street is very quickly overwhelmed and slow to drain when rain stops.*
- *The streets require debris picked up regularly so the stormwater drains do not get blocked and flood anyone's premises. The proposed three waters scheme with dual partnership with iwi and government support is a much better option than currently occurring within council areas.*
- *I often have to clear street gutters myself during heavy rain.*
- *The gutters not being cleaned. When it rains the grates to the underground pipes get blocked and the water backs up. The gutters in town look disgusting most of the time. The gutters in the main street area need cleaned way more often than they do. It's not a good look for the town, especially when it rains and they fill up with water and can't get away because the grime and litter get washed under culverts, or on into the grates causing the water to build up.*
- *Gutters are a mess. Only get cleaned when it rains and they flood. Debris is then left on the road until later to be collected, creating a hazard. As for the fishes, what a waste of ratepayer's money. Nobody cares if the fish says drain for rain, they are washing their car anyway. If the councillors were paying themselves, would we have fish? I think not.*
- *Storm water pipes/drains are often blocked with leaves, rubbish and gravel*
- *Storm water drains cannot cope with the amount of water going down the roads, so gardens are getting waterlogged.*
- *Last couple of times we have had big rains. Water coming through my property from the adjacent street. My driveway is a creek.*
- *The storm drains often cause flooding and the drainage curb itself is poorly maintained.*
- *Our streets stormwater is not cleared often and causes street flooding.*
- *You didn't get a resolution at all as to why you didn't order neighbours to unblock their easement so we don't have to put up with their drainage.*
- *When we get rain, the roads are flooding. Needs people to keep gutters clean to stop blockages.*
- *Kerbside drain is higher than the gutter, no draining.*

## Reasons for dissatisfaction with sewage system

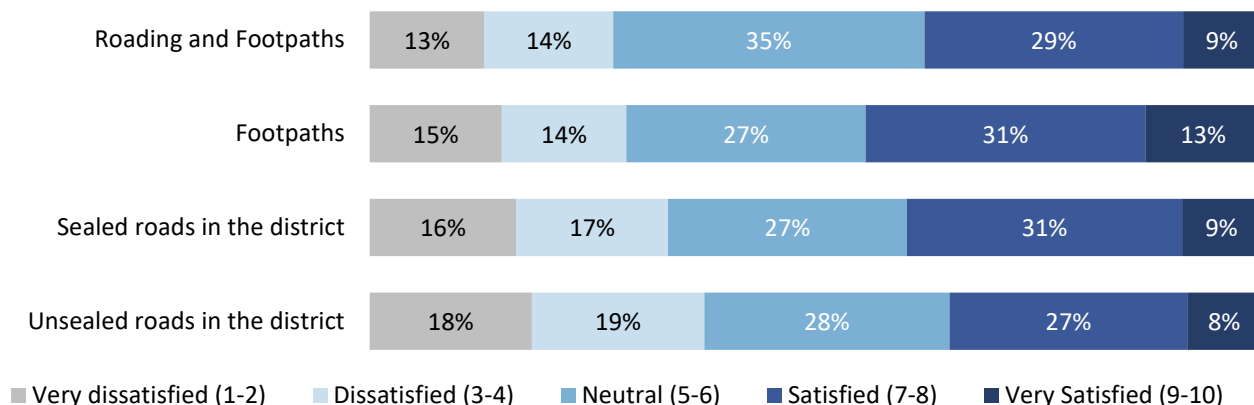


- *We live 50 metres from where we used to live. We had a septic tank prior to this home and the cost to connect to sewerage was huge.*
- *The actual service of the system is good where I live but the sewerage ponds at Knottingley were a stinking disgrace and were out of action for a long time*

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. TW6: If you are dissatisfied with the stormwater collection, i.e., rated the service 1 to 4 out of 10, can you tell us why you are not satisfied? (Please provide as much detail as possible) n=15
3. TW9: If you are dissatisfied with the sewerage system, i.e., rated the service 1 to 4 out of 10, can you tell us why you are not satisfied? (Please provide as much detail as possible) n=2

## Roading and footpaths



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall roading and footpaths	Footpaths	Sealed roads in the district	Unsealed roads in the district
2023	38%	44%	40%	35%
2021	43%	50%	42%	33%

#### AGE

	Overall roading and footpaths	Footpaths	Sealed roads in the district	Unsealed roads in the district
18-44 y/o	37%	53%	42%	42% ▲
45-64 y/o	39%	43%	35%	33%
65+ y/o	38%	34%	43%	28%

#### WARDS

	Overall roading and footpaths	Footpaths	Sealed roads in the district	Unsealed roads in the district
Hakataramea-Waihaorunga*	26%	53%	31%	29%
Waimate	41%	44%	44%	42%
Lower Waihao*	42%	48%	45%	36%
Pareora-Otaio-Makikihi	34%	40%	32%	25%

- There is a slight year-on-year decline in satisfaction across most of the measures related to *roading and footpaths*.
- While roading, and rural roads in particular, remain one of the most commented on issues in the district, there is a slight improvement when it comes to perception of *unsealed roads in the district*, in particular among those age between 18 and 44 years.

#### NOTES:

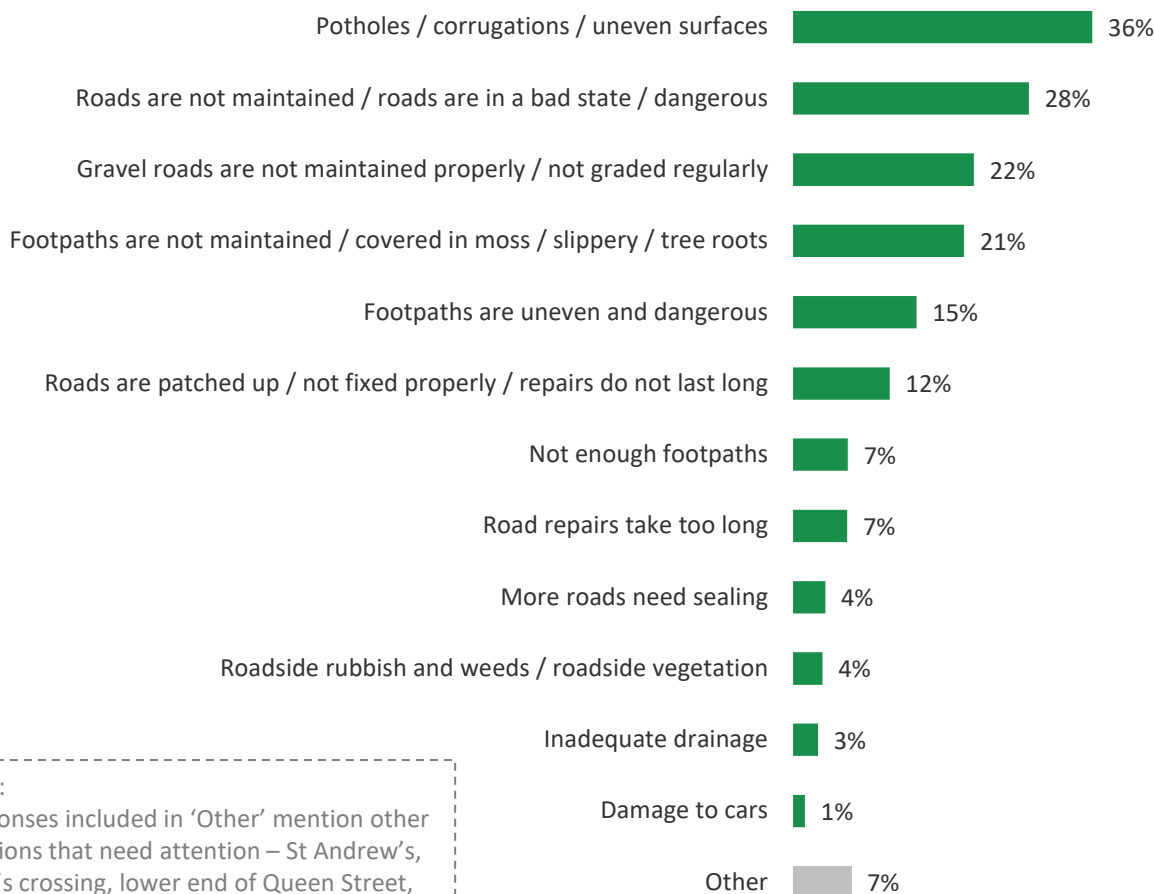
1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. RF1. Now thinking about footpaths and Council roads – excluding State Highways 1 and 82 which are not Council roads, how satisfied are you with the following? n=389
3. RF3. How satisfied are you with Waimate District Council for its overall performance regarding ROADING and FOOTPATHS? n=392
4. \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower



## Reasons for dissatisfaction with roading



### Note:

Responses included in 'Other' mention other locations that need attention – St Andrew's, Gray's crossing, lower end of Queen Street, Mill Road, Deep Creek Road.

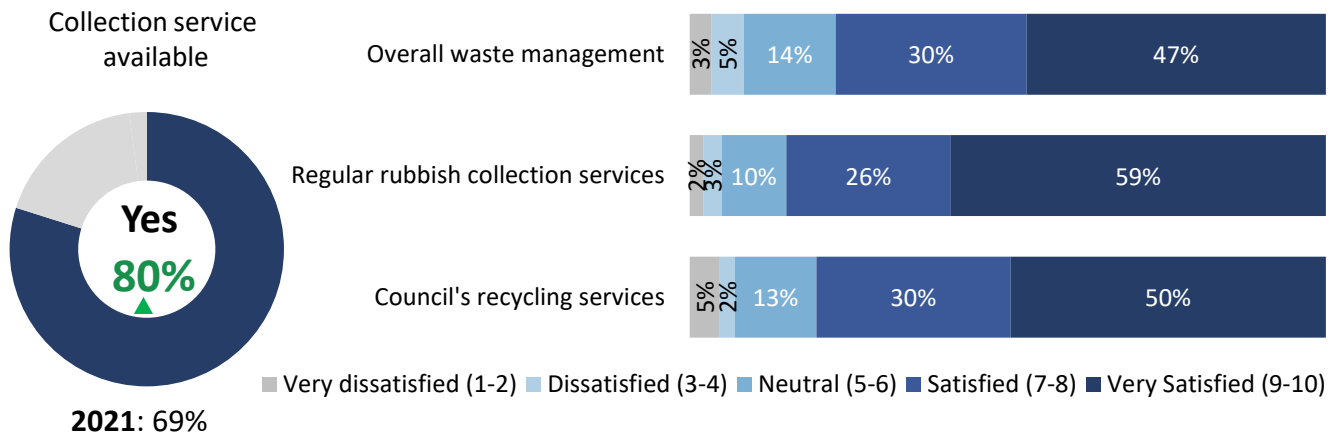


- The seal is broken and cracks in the foot path. Areas in the footpath not sealed after the contractors laid the fibre cables. The gutters are not clean and are full of stones.
- Roads around Maungati are shocking. We had a blocked culvert down our road, and it was running water across the road. It was like this for over 6 months, council just put a few cones out and a flooding sign. Was on a dangerous blind corner. Roads all around the area are full of potholes and are dangerous.
- Hodges road. When it rains, run off accumulates on the gravel road and our drive is washed away, more often than before. Twice this past year. Drainage is inadequate all along the gravel road.
- I would like to see more footpaths in the Waimate township, this particular infrastructure doesn't seem to be keeping up with the growth of the urban area as many streets do not have a paved footpath.
- Most storm water entrances blocked, or ridges formed in front of it due lack of maintenance from roading contractors not fulfilling their tasks properly. Boney road due to lack of metal. Storm drains not being utilized due to ridges not being taken away from side of roads, which creates pooling and deep-water ruts/channels after heavy rain. Englebrecht's road, Backing road, Daledew road.

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. RF2. If you are dissatisfied with any aspects regarding Council roads and footpaths, can you tell us why you are not satisfied? n=171

## Waste Management



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall waste management	Regular rubbish collection services	Recycling services
2023	77% ▲	85% ▲	80% ▲
2021	62%	68%	64%
AGE			
18-44 y/o	84% ▲	83% ▲	88% ▲
45-64 y/o	73% ▲	86% ▲	71% ▲
65+ y/o	74%	87%	82%
WARDS			
Hakataramea-Waihaorunga*	60%	88% ▲	69%
Waimate	85% ▲	87% ▲	85% ▲
Lower Waihao*	78%	97% ▲	85%
Pareora-Otaio-Makikihi	67% ▲	73% ▲	71% ▲

- Since the new rubbish collection system was implemented in 2021, there has been a significant increase in satisfaction with *waste management* among residents.
- Satisfaction with *regular rubbish collection services* has considerably increased across all wards with almost all residents 'satisfied'.

#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- WM1. Where you live, does the Council provide a regular rubbish collection service? Yes n=344
- WM2. How satisfied are you with the following waste management services provided by Council? n=366
- WM4. Thinking about the rubbish collection and recycling services in the district, how satisfied are you with the Waimate District Council for its OVERALL WASTE MANAGEMENT? n=368
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for dissatisfaction with waste management

Need more recycling facilities / not enough can be recycled



Bins are too small / need emptying more



Do not get the services where we live



Recycling centre is messy/ full / overflowing



Recycling centre shop to be reopened



### Note:

Responses marked as 'Other' made up 26% (n=7) and account for single mentions:

- climate change concern
- refund request
- inconvenience of lids on recycling bins
- issues with staff at the centre
- app issues



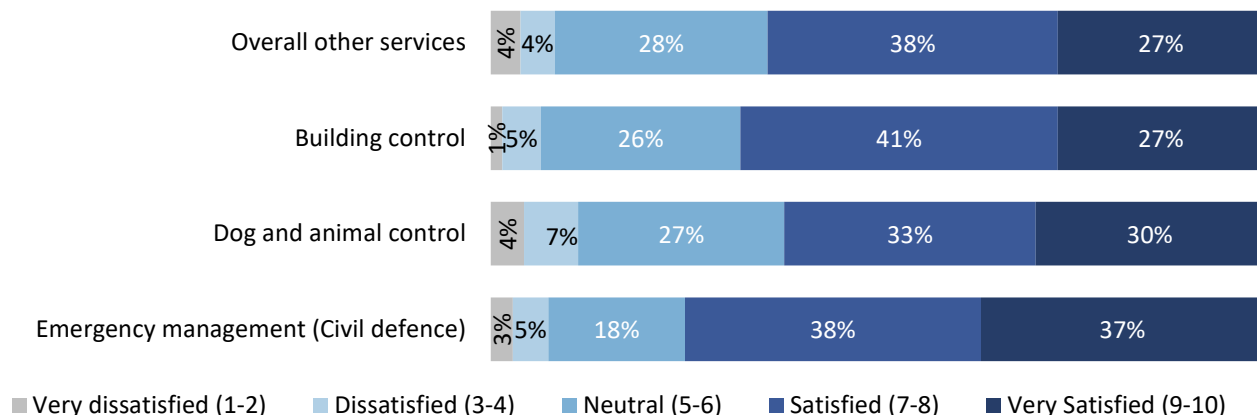
- Regular rubbish collection should be every week, or the red bins should be bigger.
- The recycling depot is always over full, and you have trouble putting things in the bins.
- As I said previously I think the rubbish bin needs to be collected weekly, especially in summer as it smells. Generally, the collection is prompt and reliable.
- Too infrequent and we all know recycling is a joke. 95% is all put in landfill anyway.
- There is no recycling of the green waste - this could be recycled back as compost to residents at no or very low cost.
- The old contractors had a better and more varied recycling system in place, including a place for goods to be recycled back into the community.
- We are not provided with either service. There is a recycling collection point near Hunter but often bins are full.

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. WM3. If you are dissatisfied with any aspects regarding Council's waste management services, can you tell us why you are not satisfied? n=33



## Other Services



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall other services	Building control	Dog and animal control	Emergency management
2023	64%	68%	62%	75%
2021	68%	65%	59%	77%

#### AGE

18-44 y/o	65%	75% ▲	61%	77%
45-64 y/o	67%	61%	63%	75%
65+ y/o	59% ▼	68%	64%	72%

#### WARDS

Hakataramea-Waihaorunga*	59%	80%	67%	69%
Waimate	76%	69%	71% ▲	85%
Lower Waihao*	75%	86%	82% ▲	86%
Pareora-Otaio-Makikihi	43% ▼	44%	38% ▼	57%

- *Emergency management* has the highest satisfaction level amongst the other services provided by Waimate District Council.
- Younger residents are more likely to be satisfied with *building control* and *emergency management* than those aged over 65 years.
- Satisfaction with *dog and animal control* within Waimate ward and Lower Waihao ward residents is significantly higher when compared to 2021.

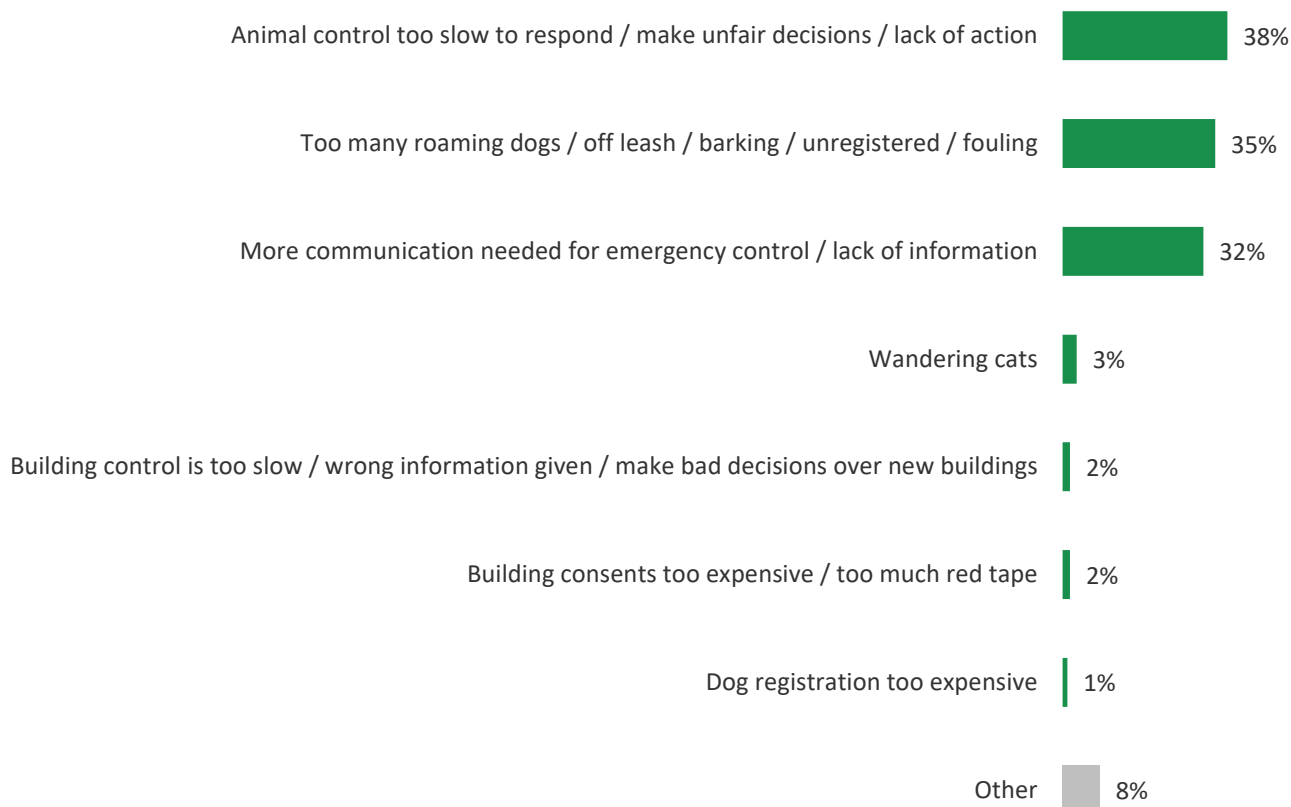
#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- OS1. How satisfied are you with the following services or facilities? Building control n=150, Dog and animal control n=252, Emergency management n=209
- OS3. Thinking about the OTHER services of the Waimate District Council considering building control, animal control, and emergency management, how satisfied are you with the Waimate District Council for these OTHER services overall? n=281
- \* Caution: small sample (<n=30)

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower

## Reasons for dissatisfaction with other services



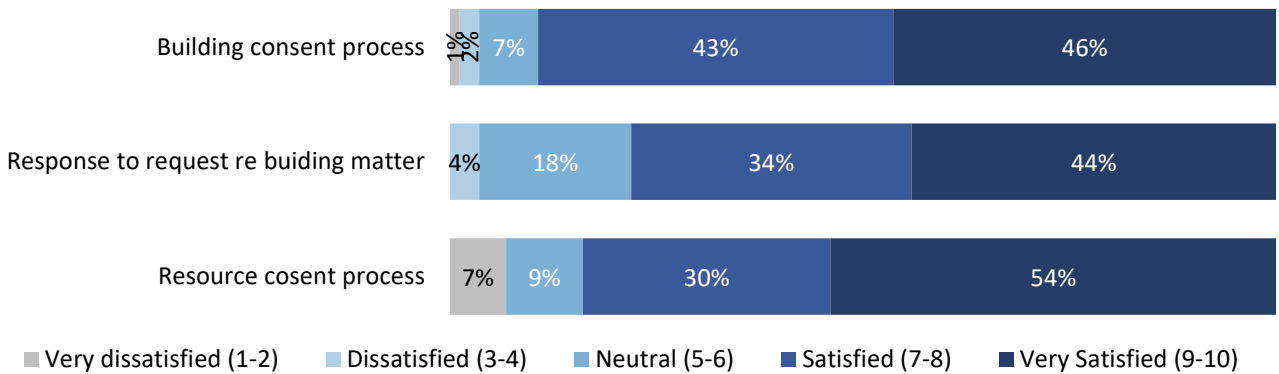
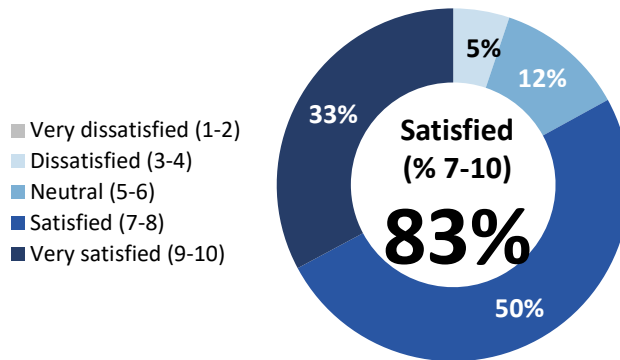
- *Our dog has been attacked 3 times, while leashed, walking. The other dog came out of his property. Owner was just fined.*
- *Civil defence is not taken seriously enough in the Waimate district. I would like to see it managed better and have regular involvement with other emergency services. Joint exercise annually and better community awareness about what they do and how the community can be prepared for the big transalpine quake.*
- *Dog reg is far too expensive for my 2 small dogs, \$100 each as they are not fixed. But they do not ever get out of the property they are looked after.*
- *No civil defence if you don't live in town. Can't even send us a text if a tsunami is coming.*
- *The condition and safety of the CBD buildings in Waimate main street area is very bad. They allowed building on flood and red zone land.*
- *Poor control of wandering animals in district and no apparent enforcement when there are issues.*
- *To many dangerous dogs wandering the streets with no owner present. Too much dog mess on footpaths.*

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. OS2. Can you tell us why you are dissatisfied with building control, animal control and emergency management? Please provide as much detail as possible. n=32

## Consents services

### Overall perception of consent services



### Satisfaction (% 7-10)

	Overall consent services	Building consent process	Response to request re building matters	Resource consent process
2023	83%	89%	78%	84%

- Over eight in ten respondents have a positive perception of consent services, which include management of both building and resource consents.

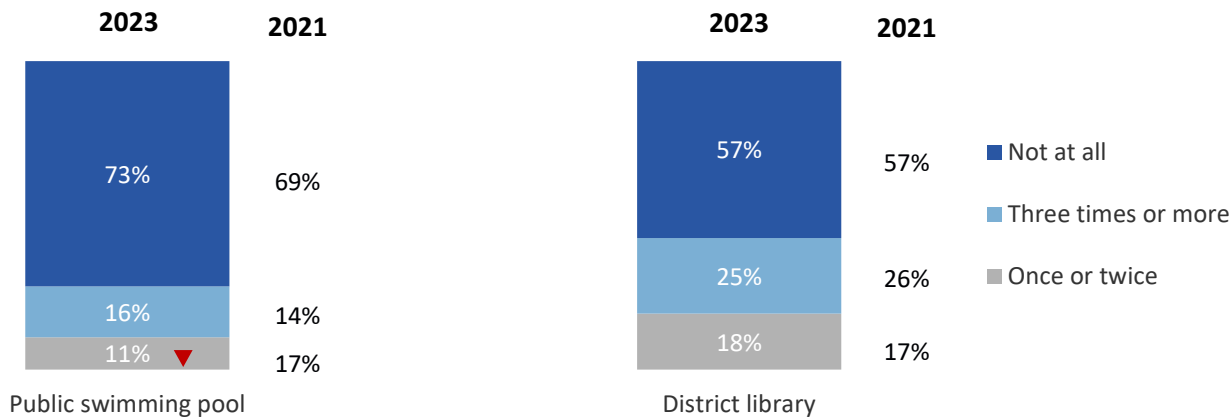
#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- CON9 Thinking about CONSENT services of the Waimate District Council taking into consideration both building and resource; how would you rate Waimate District Council for these CONSENT services overall? n=44
- CON2 How satisfied were you with the building consent process? n=44
- CON4 How would you rate the Council's response to your request for service for a building-related matter? Would you rate it? n=100
- CON7 How satisfied were you with the resource consent process? n=19
- \* Caution: small sample (<n=30)

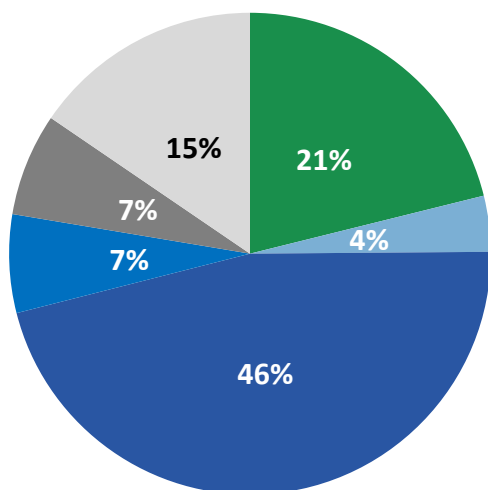


## Public facilities - visitation

### Frequency of use

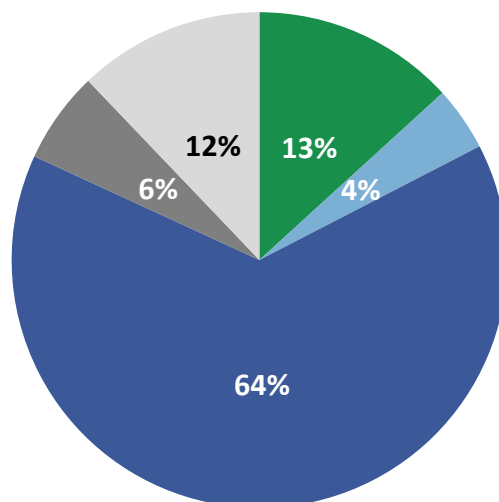


### Swimming pools residents mainly go to



■ Timaru  
■ Waimate  
■ Other  
■ Oamaru  
■ Local school pool  
■ Don't know

### Libraries residents mainly go to



■ Timaru  
■ Waimate  
■ Other  
■ Oamaru  
■ Don't know

'Other' includes: Kurow, Waihao Downs, St. Andrews

- Close to three in ten residents (27%) have used or visited the Public swimming pool at least once in the last year. One in four residents (25%) have used or visited the District library three times or more in the last 12 months.
- The Waimate facilities (both swimming pool and library) are the most used in the district, followed by Timaru.

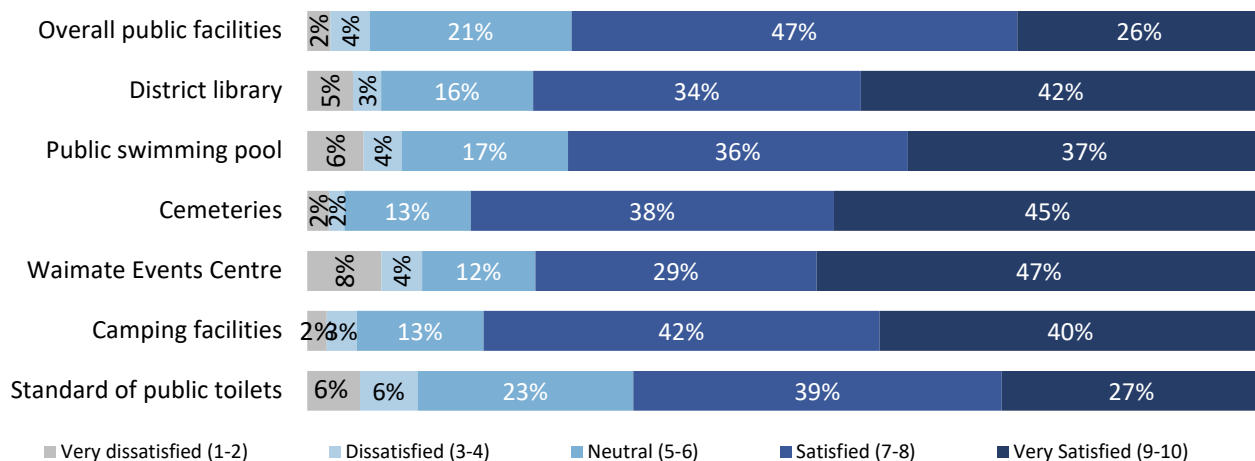
#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- SF1. In the last year, how frequently have you, or a member of your household, used or visited the following public facilities provided by the Waimate District Council? n=404
- SF1a. When you or a member of your household use or visit a public swimming pool, which one do you mainly go to? n=176
- SF1b. When you or a member of your household use or visit a District library, which one do you mainly go to? n=257

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Public Facilities



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall public facilities	District library	Public swimming pool	Cemeteries	Events Centre	Camping facilities	Standard of public toilets
2023	72%	76%	73% ▲	83%	76%	82%	66%
2021	74%	70%	62%	82%	78%	76%	61%

#### AGE

	Overall public facilities	District library	Public swimming pool	Cemeteries	Events Centre	Camping facilities	Standard of public toilets
18-44 y/o	75%	83% ▲	77% ▲	86%	81%	76%	66% ▲
45-64 y/o	71%	78%	68%	80%	73%	89% ▲	65%
65+ y/o	70%	66% ▼	70%	82%	73% ▼	80%	67%

#### WARDS

	Overall public facilities	District library	Public swimming pool	Cemeteries	Events Centre	Camping facilities	Standard of public toilets
Hakataramea-Waihaorunga*	88% ▲	83%	90%	100%	70% ▼	85%	69%
Waimate	77%	83%	72%	85%	77%	84%	63%
Lower Waihao*	71%	78%	84%	94%	83%	84%	80% ▲
Pareora-Otaio-Makikihi	57%	55%	59%	63%	70%	70%	61%

- Residents are most satisfied with the *Cemeteries* and *Camping facilities* amongst all *Public facilities*.
- Those aged between 18 and 44 years have more favourable perceptions of most *public facilities*, except *camping facilities* and *public toilets*.
- Lower Waihao ward* residents are significantly more likely to be satisfied with the *Standard of public toilets* than residents in the *Pareora-Otaio-Makikihi ward* and *Waimate ward*.

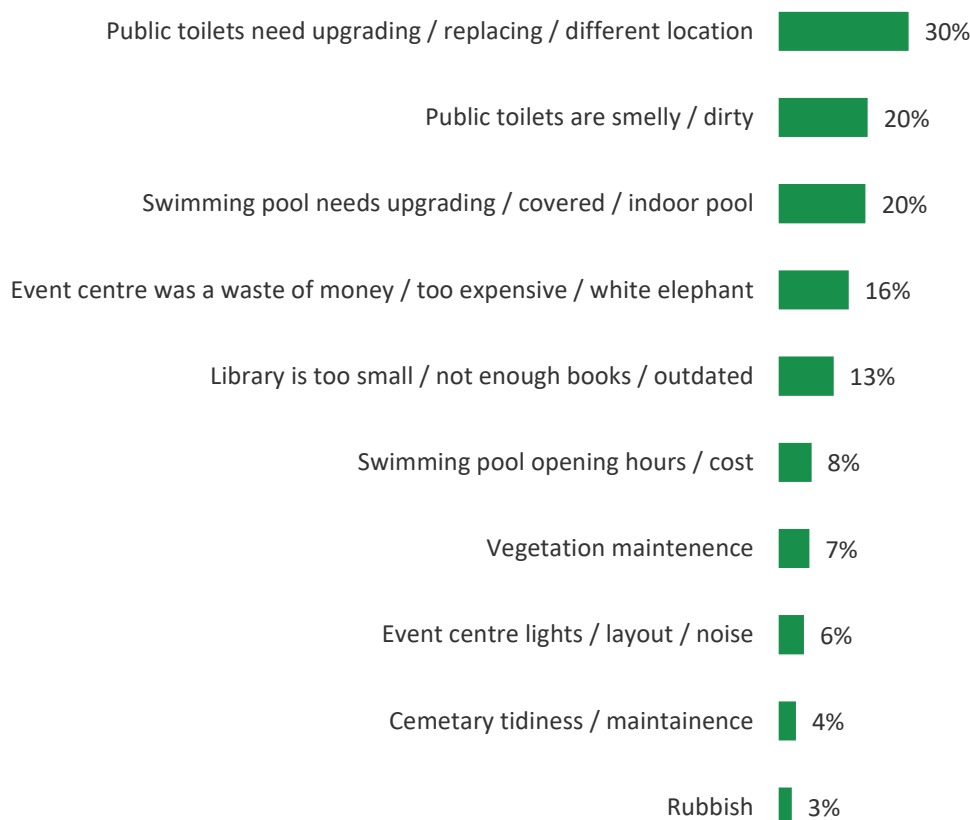
#### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- SF2. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with the public facilities provided by Council? n=290
- SF4. Thinking about the Council-maintained facilities, how satisfied are you overall with the Council for the PUBLIC FACILITIES it provides? n=339
- \* Caution: small sample (<n=30)

▲ Year-on-year  
Significantly higher  
 ▼ Year-on-year  
Significantly lower

▲ Between demographics  
Significantly higher  
 ▼ Between demographics  
Significantly lower

## Reasons for dissatisfaction with public facilities

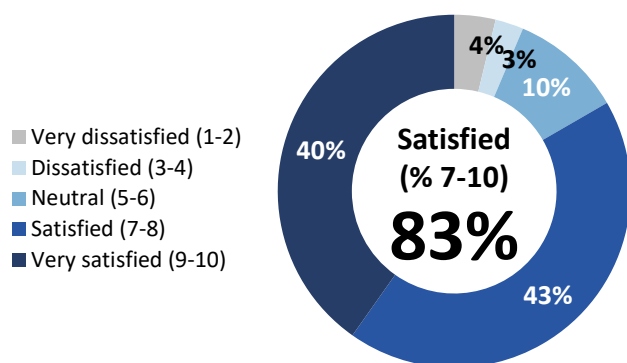


- *Public library too small, overcrowded and noisy. Staff great. Event centres need more privacy from gym users, and I won't play badminton because light is too bright from top window- don't like the overall layout. Knottingley park whose idea to put disc golf? Spoilt the whole peaceful ambience- won't go there now.*
- *Variety of books limited. Very unhappy about being locked out during covid 19. Oamaru library was welcoming at this time.*
- *Main street toilets by the clock tower are not much more than a glorified portaloo. Not an attraction for visitors passing through.*
- *Would like to see the swimming pool upgraded to an aquatic centre to be utilised more.*
- *Toilets are in outlying areas, in incorrect places. Very rarely in Waimate so no point going to library. Would like to see the library link in with the Timaru library.*
- *Event centre is a white elephant. Too expensive for schools and sports teams even though we pay towards to in our rates the additional hire costs are unrealistic.*
- *They do not appear to be clean, and often do not have toilet paper (the ones beside council)*

### NOTES:

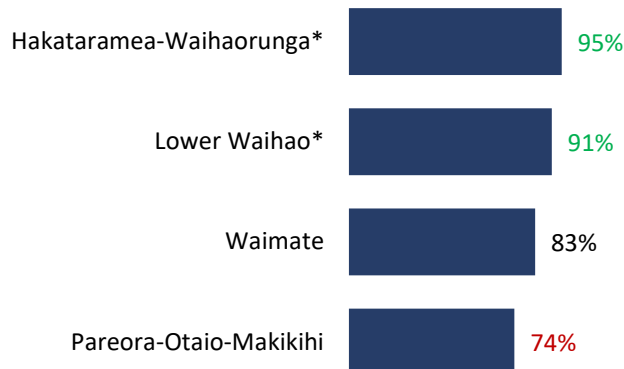
1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. SF3: if you are dissatisfied with any of the public facilities, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? (Please provide as much detail as possible) n=54

## Parks, Reserves and Gardens



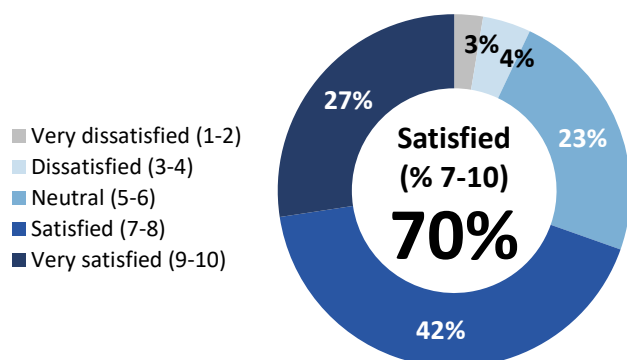
2021: 84%

### Satisfied % 7-10, by ward



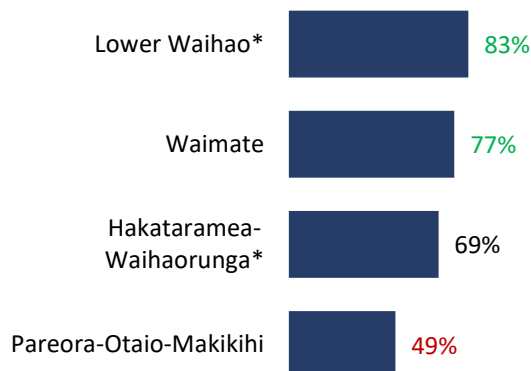
- Satisfaction with *Parks, reserves and gardens* remains high in 2023 with more than eight in ten residents (83%) satisfied.
- Pareora-Otaio-Makikihi ward* residents have provided a relatively lower satisfaction rating compared with other residents.

## Range of services and facilities available



2021: 72%

### Satisfied % 7-10, by ward



- In terms of *Range of services and facilities available*, satisfaction is on par with the previous reporting period.
- Seven in ten residents (70%) have given positive ratings.
- Residents in the *Lower Waihao ward* and *Waimate ward* are more likely to be satisfied than *Pareora-Otaio-Makikihi ward* residents.

### NOTES:

- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- SF5. How satisfied are you with PARKS, RESERVES AND GARDENS in the District? n=360
- OVSF1. The Waimate District Council is responsible for a number of services and facilities in the District. These range from the basic necessities ensuring good health and quality of life, through to recreational facilities for residents to use and other services that ensure the prosperity and wellbeing of the District. How satisfied are you with the range of services and facilities available? n=351
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower



## Reasons for dissatisfaction with the parks, reserves and gardens in the District

- Most common reasons for dissatisfaction with parks, reserves and gardens include lack of maintenance/upkeep, as well as a lack of native plants.
- Below we have included some comments to illustrate some of the concerns.



- *Knottingley park is a disgrace. Get rid of the sheep and mow everything down. There is sheep and sometimes horse poop all over the walking tracks*
- *[...]The main reason for dissatisfaction with parks is due to keeping wallabies, a nationally recognised pest in cages in the park - this is bizarre.*
- *The council reserves are devoid of native plant species. Too much copying every other gardens (bedding plants / roses / foreign species). There should be a council owned space that contains our glorious native species such as kahikatea (the original swamp tree) totara, matai and kowhai and all the other local tree, shrub and wetland species that were here long before humans arrived.*
- *Native plantings abandoned along walkways*
- *We live in St Andrew's, there's no rubbish tins etc outside shop picnic areas rubbish is just dropped. Gutters are full of rubbish, cabbage tree leaves etc. Footpaths aren't great and the speed limit signs on Blue Cliffs Rd are a joke.*
- *The care of Knottingley park has gone backwards over the last 6 years.*
- *St Andrews gardens are not maintained. What little we have. Seats and tables have been removed and not replaced by the beach.*
- *The council wouldn't support part of Knottingley for a dog park but would happily support Disc golf there. Then also letting specific dog breed use a permanent dog free zoned area.*
- *Poor maintenance of some areas and amount of faeces on tracks made some places unusable. Out of town visitors were disgusted, do not wish to recommend or visit again.*
- *Knottingley Park should not have the Disc Golf game. It is an arboretum. It is already in Victoria Park.*
- *The small towns such as Makikihi, Morven, Glenavy and St Andrew's have next to no reserves and gardens. They are untidy and unkempt giving the prices of the rates they pay there and when subdividing off their land.*
- *The head of parks and reserves should be replaced. They are clearly not up to the job. All the gardens in town are overgrown with weeds, and/or the plants are dying due to lack of care. The silly woman wanted to plant lupins at the white horse. Not to mention the attitude from the workers, when they finally sorted out complaints from shop owners about thistles on the main street that were over a metre tall.*
- *Last time I went to Knottingley Park it was a mess, grass long. Not maintained*
- *Knottingley park is one that I would like to see be maintained better i.e., grass length in main park area - sheep cannot keep it down enough it needs to be mowed.*

### NOTES:

1. Sample: Total 2023 n=404; Excludes Don't know
2. SF6: If you are dissatisfied with the parks, reserves and gardens in the District, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? (Please provide as much detail as possible) n=18

## Reasons for dissatisfaction with range of services and facilities provided

- The most common reason for dissatisfaction with the *range of services and facilities* is unavailability of said services and facilities in certain areas.
- Below we have included some comments to illustrate some of the concerns.

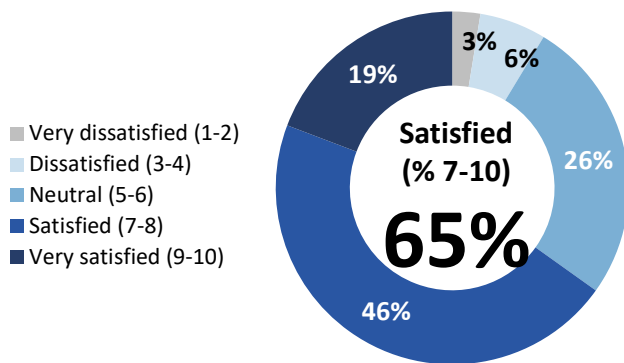


- *Living in St Andrews we rarely use any facilities in the Waimate District as all are located in Waimate where we hardly visit.*
- *WDC supplies no such services in the Haka Valley. Most people use such services in Oamaru which has a better range of stores and facilities. Waimate is too far away and unappealing.*
- *Should be more proactive in recycling. Where are the soft plastic drop-offs?*
- *A covered local pool would give year-round use to residents.*
- *The proposed Waste to Energy plant is definitely NOT ensuring good health and quality of life for Waimate residents, visitors and the environment. Some of the early support for this shown by some Council staff and councillors has been concerning. Very concerned about the nitrates in water making it undrinkable for some residents. Did not appreciate the Deputy Mayor say 'Oh it could be worse elsewhere' - not helpful to people who can't drink the water and a very short-sighted comment lacking any empathy. Swimming Pool is an excellent facility with so many benefits to young and old with a variety of good health and wellbeing needs and essential for learn to swim. Concerned that one councillor has mentioned we may have to choose between a library or a swimming pool? Don't base the value and importance of the pool on JUST visitor numbers more what they are using the pool for. Very concerned about Council possibly repairing the Courthouse building - just a very big money pit. If it is repaired, it still is NOT a suitable building to be used as a museum with poor environmental conditions - damp and cold. Not a nice place to visit - no air exchange and the exhibits don't seem to change. Don't personally use the Events Centre that much but I think it is an excellent facility serving a wide spectrum of the community.*
- *Do not use them or go to Waimate*
- *Maintenance of Knottingley park*
- *There is great potential to increase recreational facilities such as tracks. This potential has not been endorsed or encouraged by the council. The bulk of recreational tracks are pushed for and maintained by community groups with little to no support from the council*
- *Our water supply has ongoing issues with nitrates. The council seems to have put it in the 'Too Hard' basket and say the water is fine when it is still above the recommended levels*
- *Clean water and air and land.*
- *If we have no water supply, storm water, rubbish collection or use of facilities in town why are we expected to pay such high rates for zero services?*

### NOTES:

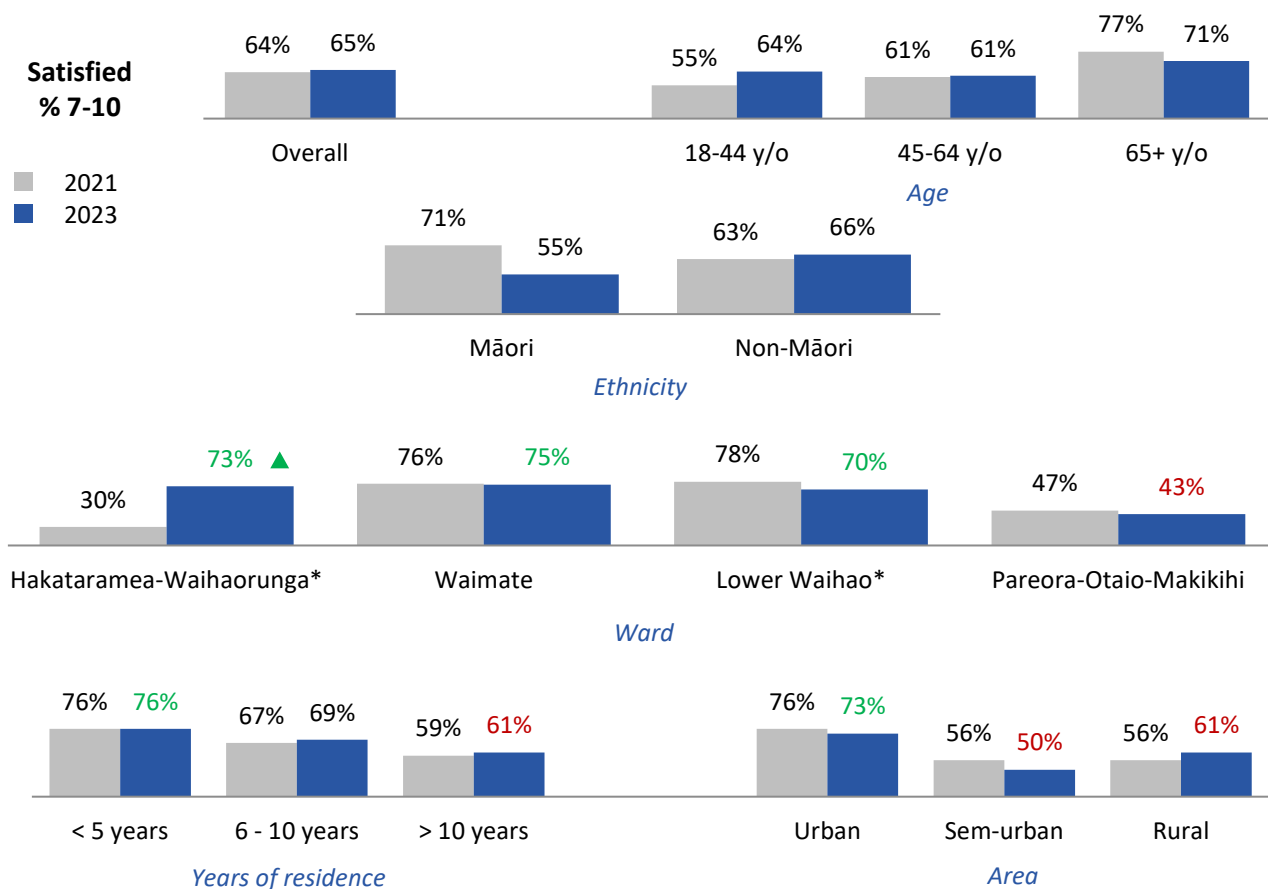
1. Sample: Total 2023 n=404; Excludes Don't know
2. OVSF2: If you are dissatisfied with the range of services and facilities, i.e., provided a rating of 1 to 4 out of 10 in the previous question, can you tell us why you are not satisfied? (Please provide as much detail as possible) n=15

## Overall core services



- Overall, over six in ten residents (65%) are satisfied with *Council's core services*.
- Satisfaction is similar across different age groups and is consistent with the proportion of satisfied respondents recorded in 2021

2021: 64%



- Satisfaction amongst *Pareora-Otaio-Makikihi* ward's residents is significantly lower when compared to other wards.
- Residents who have lived in the district for less than 5 years, and those residing in urban areas, have more positive perceptions of core services than other residents.

### NOTES:

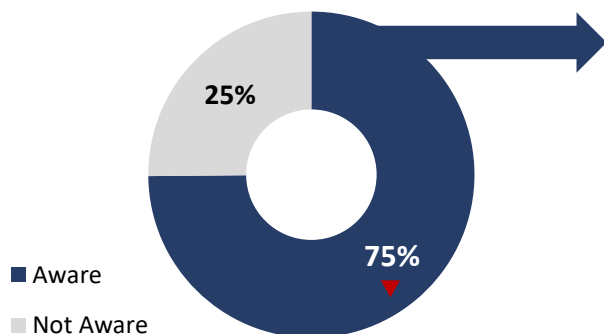
- Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
- OVSF3. Now, thinking about ALL THE SERVICES of the Waimate District Council considering public facilities, water management services, roading, waste management and other services, how would you rate Waimate District Council for its OVERALL CORE SERVICE DELIVERABLES? n=374
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

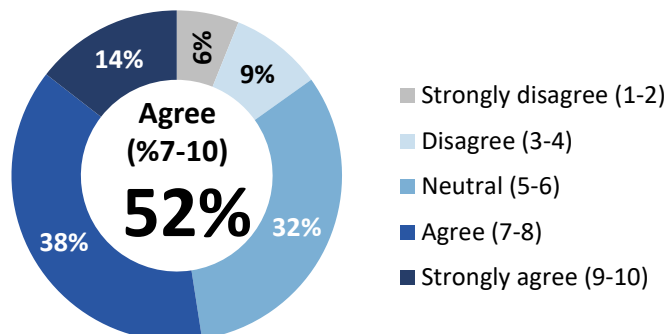
## Emergency management

### Aware that Council is responsible for coordinating Civil Defence



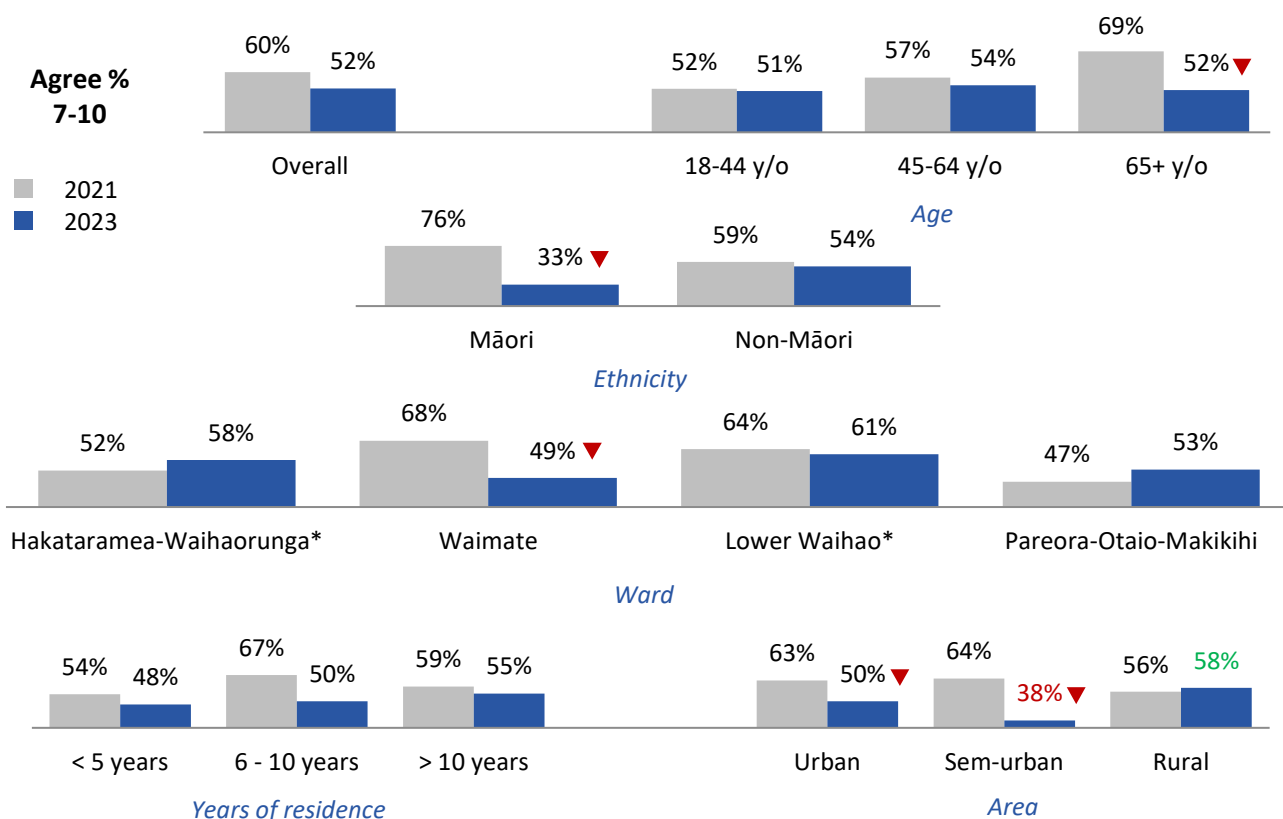
2021: 81%

### Sufficiency of information provided to cope in an emergency



2021: 60%

### Agree % 7-10



- The awareness that Council is responsible for coordinating Civil Defence is high (75%).
- Just over five in ten residents (52%) agree that Council provides enough information for households to cope in the event of an emergency, with older residents more likely to agree than younger residents.
- Waimate ward residents' perception in this area has declined significantly since 2021. Now residents from this ward are the least likely to agree that Council provides sufficient information to cope in case of an emergency.

#### NOTES:

1. Sample: 2023 n=404; 2021 n=494; Excludes 'Don't know' responses
2. EM1. Before now, were you aware that Council is the organisation responsible for co-ordinating Civil Defence in the District? n=403
3. EM2. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree that Council provides enough information for households to cope in the event of an emergency? n=279
4. \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

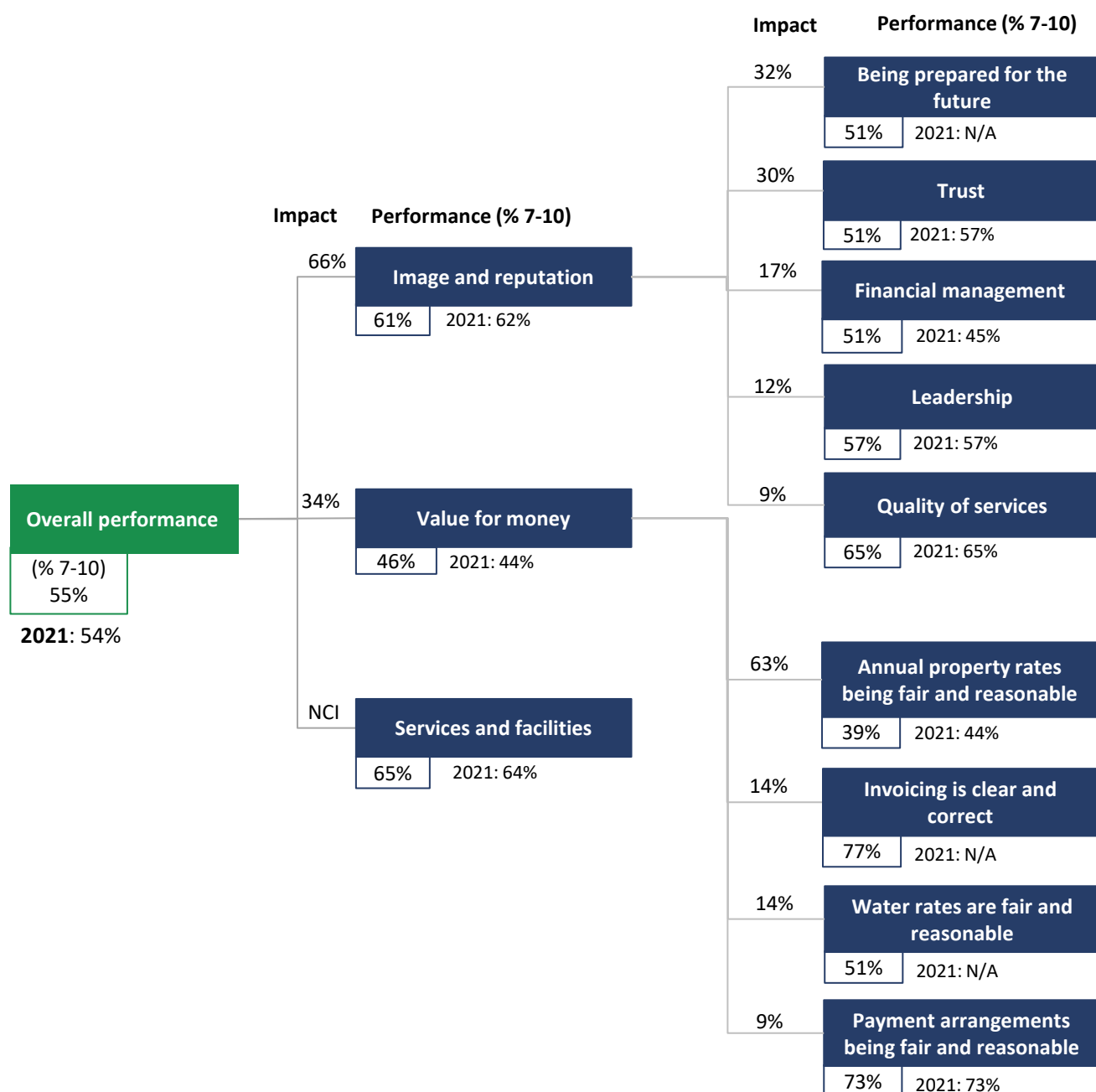
**Between demographics**  
▲ Significantly higher  
▼ Significantly lower





# Drivers of overall satisfaction

## Drivers of Perceptions of Waimate District Council's Performance



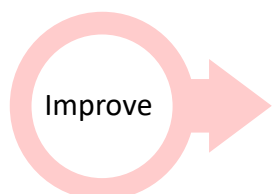
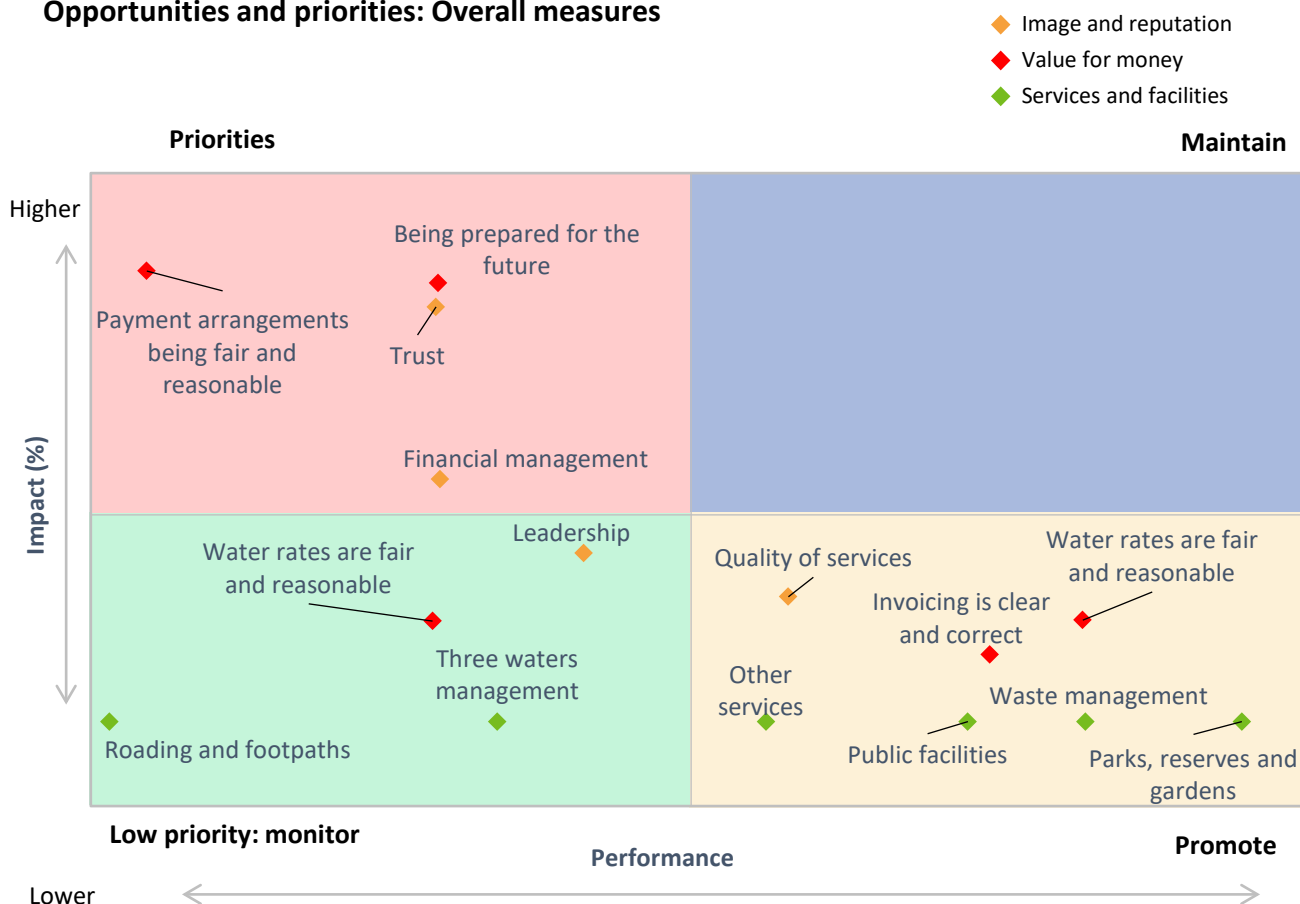
- The way residents perceive *Image and reputation* has the most influence on how satisfied they are with the Council overall.
- Residents' attention has shifted towards *financial management*, *value for money*, and *trust*.
- In 2023, perception of *services and facilities* overall show no impact on residents' satisfaction with Council's performance.

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses

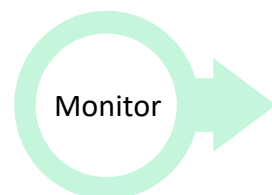


## Opportunities and priorities: Overall measures



The key opportunities for Waimate District Council are to improve its performance regarding *Being prepared for the future*, *Trust*, *Financial management* and *Annual property rates being fair and reasonable*. *Reputation* plays a key role in how residents perceive the Council. Verbatim comments point us towards several actionable opportunities to improve how locals view the Council:

- ✓ *Council leadership team being more visible and more engaged with the community.*
- ✓ *Provide better transparency when it comes to financial decisions, especially those involving money collected from rates.*
- ✓ *Improve communication (including using more direct communication with the residents regarding any water supply issues and changes to rubbish collection)*
- ✓ *Provide more opportunities for consultation*



Waimate District Council should monitor its performance in terms of *Roding and footpaths*, *water rates being fair and reasonable*, *three water management* and *leadership*



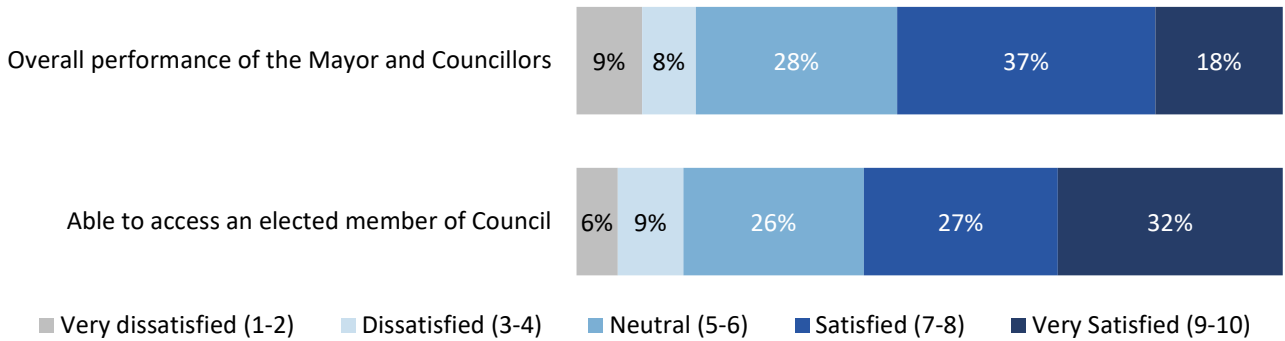
The underappreciated areas within Council's performance are *Quality of services*, *water rates being fair and reasonable*, *invoicing being clear and correct*, *waste management*, *public facilities*, *parks, reserves and gardens* and *other services*.



# Leadership and reputation



## Representation



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall performance of the Mayor and Councillors	Able to access an elected member of Council
2023	55%	59%
2021	59%	63%
AGE		
18-44 y/o	51%	54%
45-64 y/o	54%	59%
65+ y/o	59% ▼	66%
WARDS		
Hakataramea-Waihaorunga*	57%	76%
Waimate	52% ▼	55%
Lower Waihao*	65%	62%
Pareora-Otaio-Makikihi	53%	58%

- Over five in ten residents are satisfied with the *Overall performance of the Mayor and Councillors* (55%) which represents a slight decline when compared to 2021.
- The decline is most likely due to the decrease in satisfaction among those residing in *Waimate ward* and residents over 65 years.

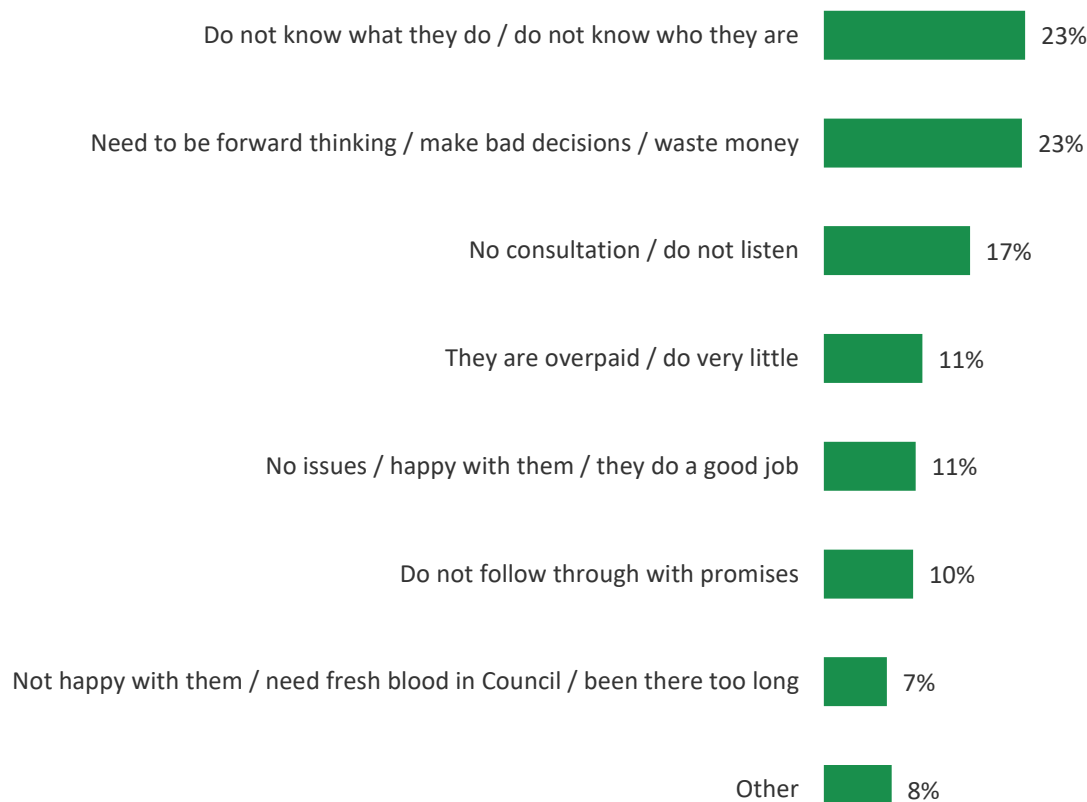
#### NOTES:

- Sample: 2023 n=404; Excludes 'Don't know' responses
- REPR 1. How satisfied are you with the overall performance of the Mayor and Councillors in the past year? n=328
- REPR 3. If a situation arose where you wanted to put a viewpoint, problem, or issue to an elected member of Council, how satisfied are you that you would be able to access them? n=335
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for dissatisfaction with the performance of Mayor and Councillors

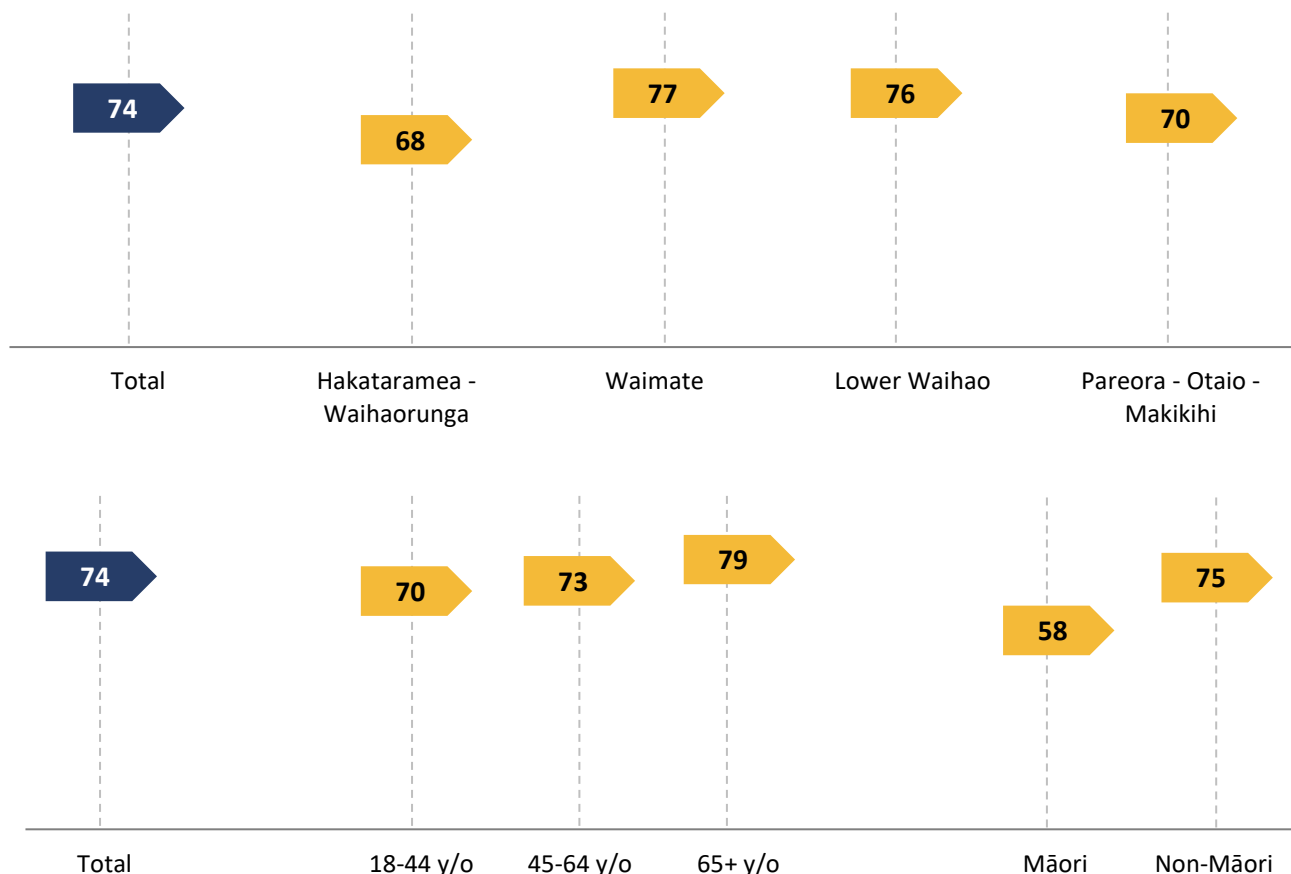


- *It would be nice to know who they were as don't see the majority of them.*
- *The mayor appears to be hand in hand with a local contractor who is buying up all properties he can get his hands on, and the town is not called Waimate anymore by the locals, it is called Rooney town.*
- *Never hear from them. Little chance to connect or meet them. Some don't even say hello when passing them in the street?*
- *I am yet to see mayor Rowley involved or at any community events unless he needs to be. I am highly impressed with deputy mayor Sharyn Cain, as she is always at every community event, supporting the community and find her approachable and a great representation of the Waimate district council. Cannot say the same about our mayor unfortunately.*
- *The mayor is invisible if it wasn't for the deputy mayor getting out in the district at nearly every event. So much of her own time given up, Sharyn deserves a medal.*
- *Never hear from them. Used to get regular updates from some councillors, but in the last year or two, they've been very quiet publicly. And some of the newer councillors don't seem to do much at all.*

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. REPR2. Can you tell us why you are dissatisfied with the performance of the Mayor and Councillors in the past year? Please provide as much detail as possible.? n=35

## Reputation Benchmarks



- Waimate District Council has an acceptable reputation benchmark score of 74, which is consistent with the benchmark of 76 recorded in 2021.
- Lower Waihao and Waimate ward residents, older residents, and those who identify as non-Māori residents, have more favourable perceptions of Council's reputation than the other residents.

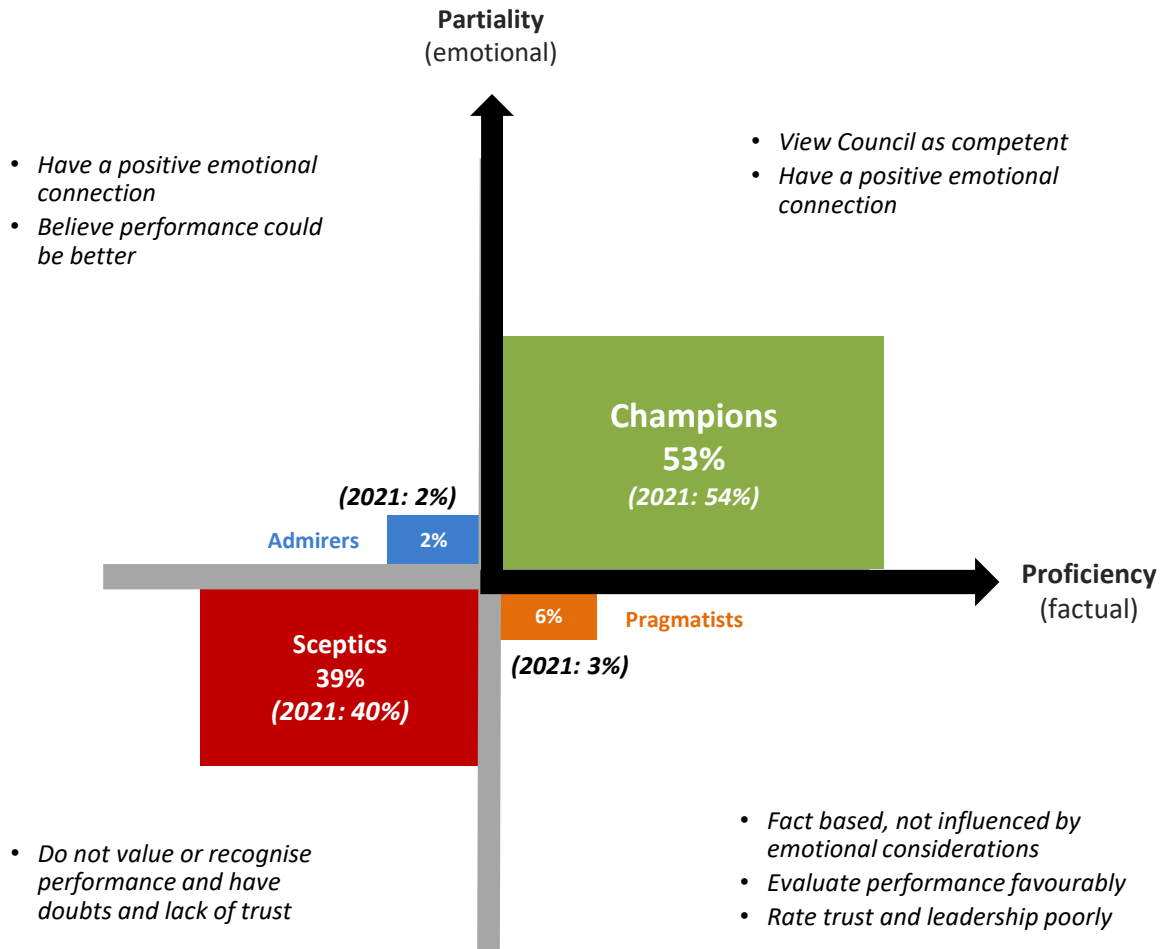
### NOTES:

- Sample: 2023 n=404; Excludes 'Don't know' responses
- REP5: So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the Waimate District Council for its overall reputation?
- The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

### Key:

>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

## Reputation Profile



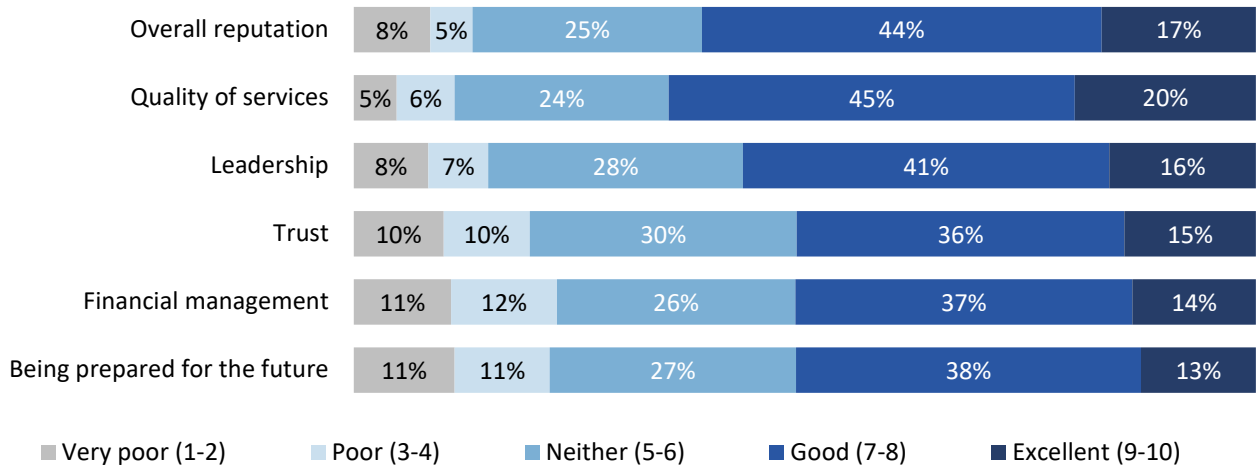
- The overall reputation profile of Waimate District Council illustrates a high proportion of 'Champions', with more than half of residents (53%) believing that the Council is doing a good job.
- Close to four in ten residents (39%) are 'Sceptics', or those who do not value or recognise Council's performance.

### NOTES:

- Sample: 2023 n=404; Excludes Don't know'
- Segments have been determined using the results from a set of five overall level questions
- REP1 Leadership, REP2 Trust, REP3 Financial management, REP4 Quality of deliverables, REP5 Overall reputation



## Image and reputation



### Satisfaction by reporting period, age and ward (% 7-10)

	Overall reputation	Quality of services	Leadership	Trust	Financial management	Being prepared for the future
2023	61%	65%	51%	51%	51%	51%
2021	62%	65%	57%	57%	45%	-

#### AGE

	Overall reputation	Quality of services	Leadership	Trust	Financial management	Being prepared for the future
18-44 y/o	58%	63%	55%	53%	47% ▲	48%
45-64 y/o	62%	65%	57%	46%	48%	48%
65+ y/o	64%	67%	59%	55%	59%	58%

#### WARDS

	Overall reputation	Quality of services	Leadership	Trust	Financial management	Being prepared for the future
Hakataramea-Waihaorunga*	71%	74% ▲	60%	66%	64% ▲	60%
Waimate	62%	68%	58%	49% ▼	50%	51%
Lower Waihao	65%	69%	63%	51% ▼	61%	66%
Pareora-Otaio-Makikihi*	56%	55%	50%	48%	43%	43%

- Satisfaction with all attributes of Council's reputation is consistent with the results from 2021.
- Younger residents (those aged between 18 and 44 years) and those residing in Hakataramea-Waihaorunga have a considerably higher perception of *financial management* when compared with the last reporting period in 2021

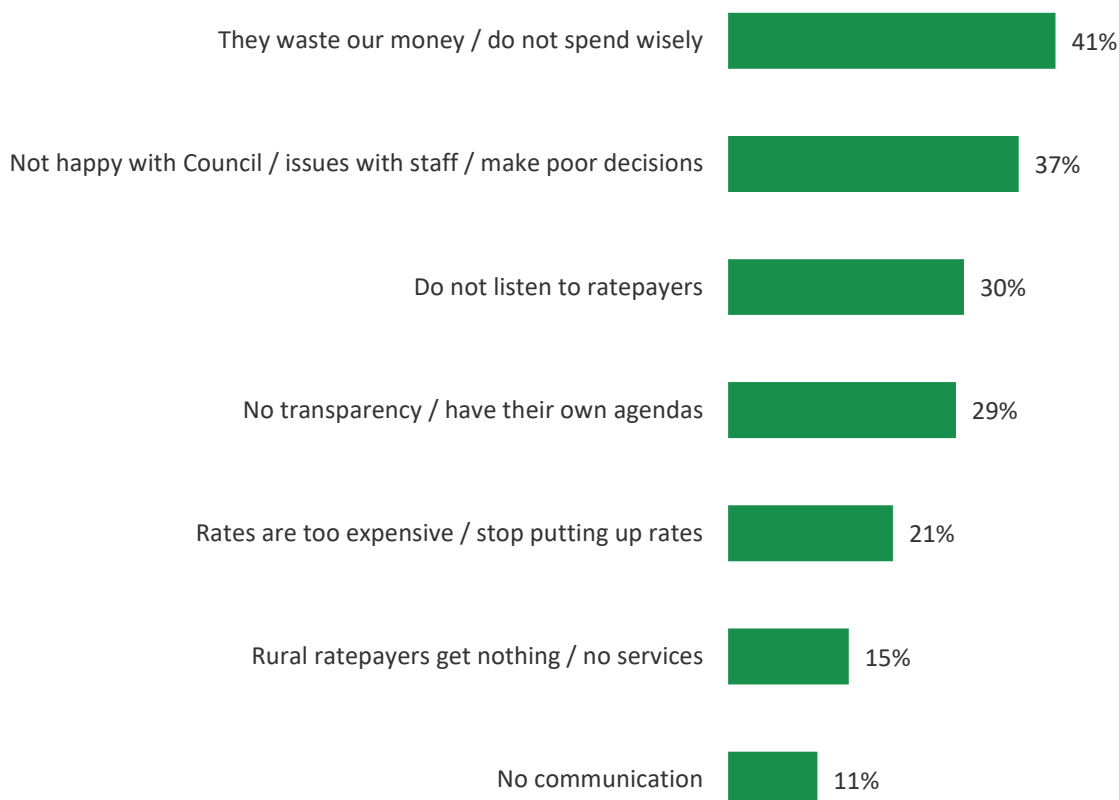
#### NOTES:

- Sample: 2023 n=404; 2021 n=494. Excludes 'Don't know' responses
- REP1 Leadership (n=367), REP2 Trust, (n=368) REP3 Financial management, (n=321) REP4 Quality of services (n=372), REP5 preparedness for the future (n=274);
- REP6. So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the Waimate District Council for its overall reputation? n=375
- \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower

## Reasons for dissatisfaction with reputation



- *Accountability and responsibility.*
- *Too many lazy people in offices, it's an environment that is very poor and aren't open to transparency if things get too hard, they just employ another person and another person and another person and get rid of the workers on the ground.*
- *Have found out the lies and coverups associated with company who want us to build incinerator. Waimate is a wonderful little town on the verge of becoming the rubbish town of NZ. We need a council with vision and love for our town. Not a pack of greedy pigs who only look at the dollars.*
- *Be more up front with the community about your spending.*
- *No communications with rate payers, no services in our area, while we are paying for other areas who have all the services.*
- *I would like to see a more approachable Mayor, a refocus to address rates increases, a slimmed down new District Council building/budget and a closed in swimming pool that can benefit Waimate all year round*
- *Lack of listening to community. Spending money on luxury items, like the library upgrade and increasing rates for it.*

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. REP6. Can you tell us why you are dissatisfied with the Waimate District Council's reputation?  
Please provide as much detail as possible. n=31





# Value for money

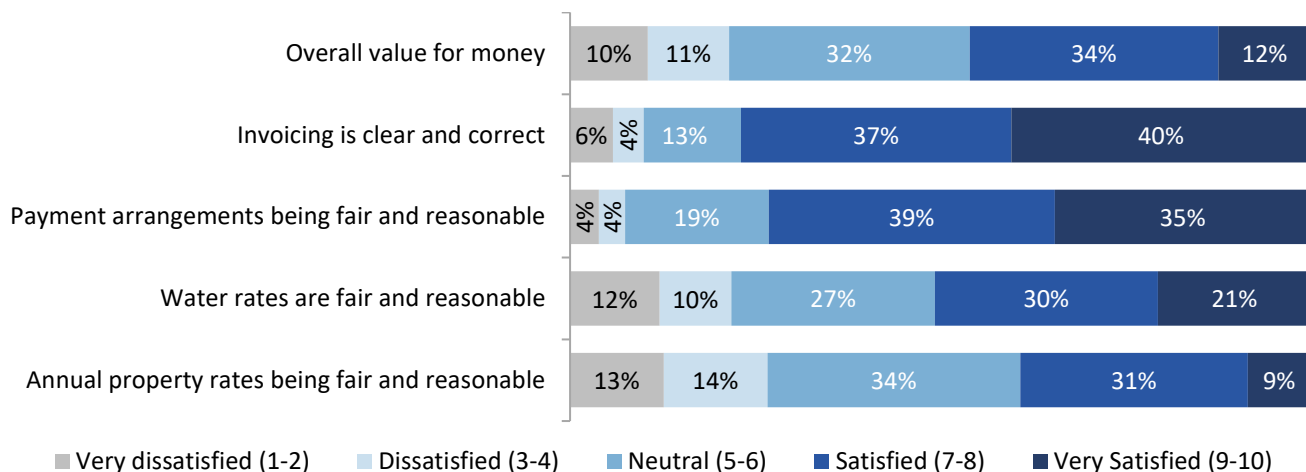


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District Council

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## Value for money





## Satisfaction by reporting period, age and ward (% 7-10)



	Overall value for money	Invoicing is clear and correct	Payment arrangements being fair and reasonable	Water rates are fair and reasonable	Annual property rates being fair and reasonable
2023	46%	77%	73%	51%	39%
2021	44%	-	72%	-	44%
AGE					
18-44 y/o	38%	71%	71%	45%	36%
45-64 y/o	48%	77%	74%	52%	44%
65+ y/o	55%	84%	75%	57%	38%
WARDS					
Hakataramea-Waihaorunga*	59%	96%	89%	60%	53%
Waimate	48%	74%	68%	50%	36%
Lower Waihao	47%	91%	83%	49%	55%
Pareora-Otaio-Makikihi*	38%	67%	71%	50%	33%

- 99% of the respondents in 2023 were ratepayers themselves or had a member of their household who pays rates on a property in the Waimate District Council area.
- Satisfaction with the attributes of *value for money* is consistent with the results from 2021.

### NOTES:

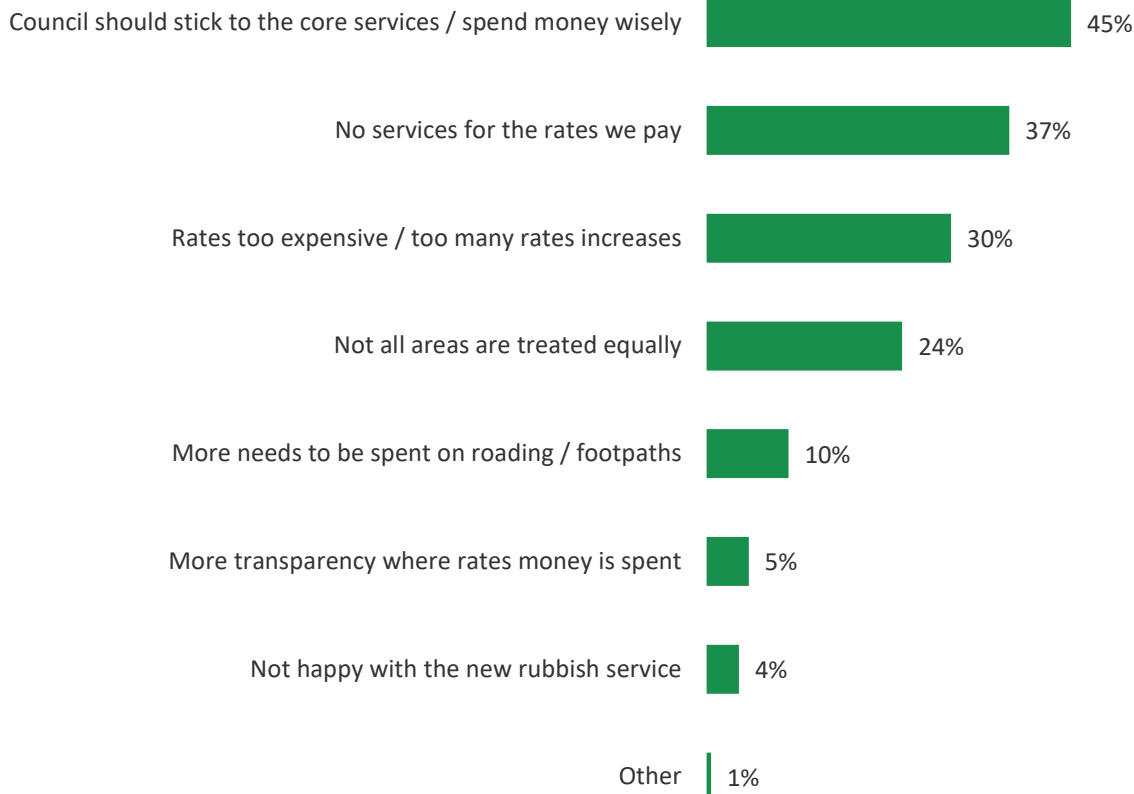
- Sample: 2023 n=404; Excludes 'Don't know' responses
- VAL1 Do you, or a member of your household, pay rates on a property in the Waimate District Council area? n=403
- VAL2. How satisfied are you with the following? n=400
- VAL3. Now thinking about everything Waimate District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=379
- \* Caution: small sample (<n=30)

**Year-on-year**  
 Significantly higher  
 Significantly lower

**Between demographics**  
 Significantly higher  
 Significantly lower



## Reasons for dissatisfaction with value for money

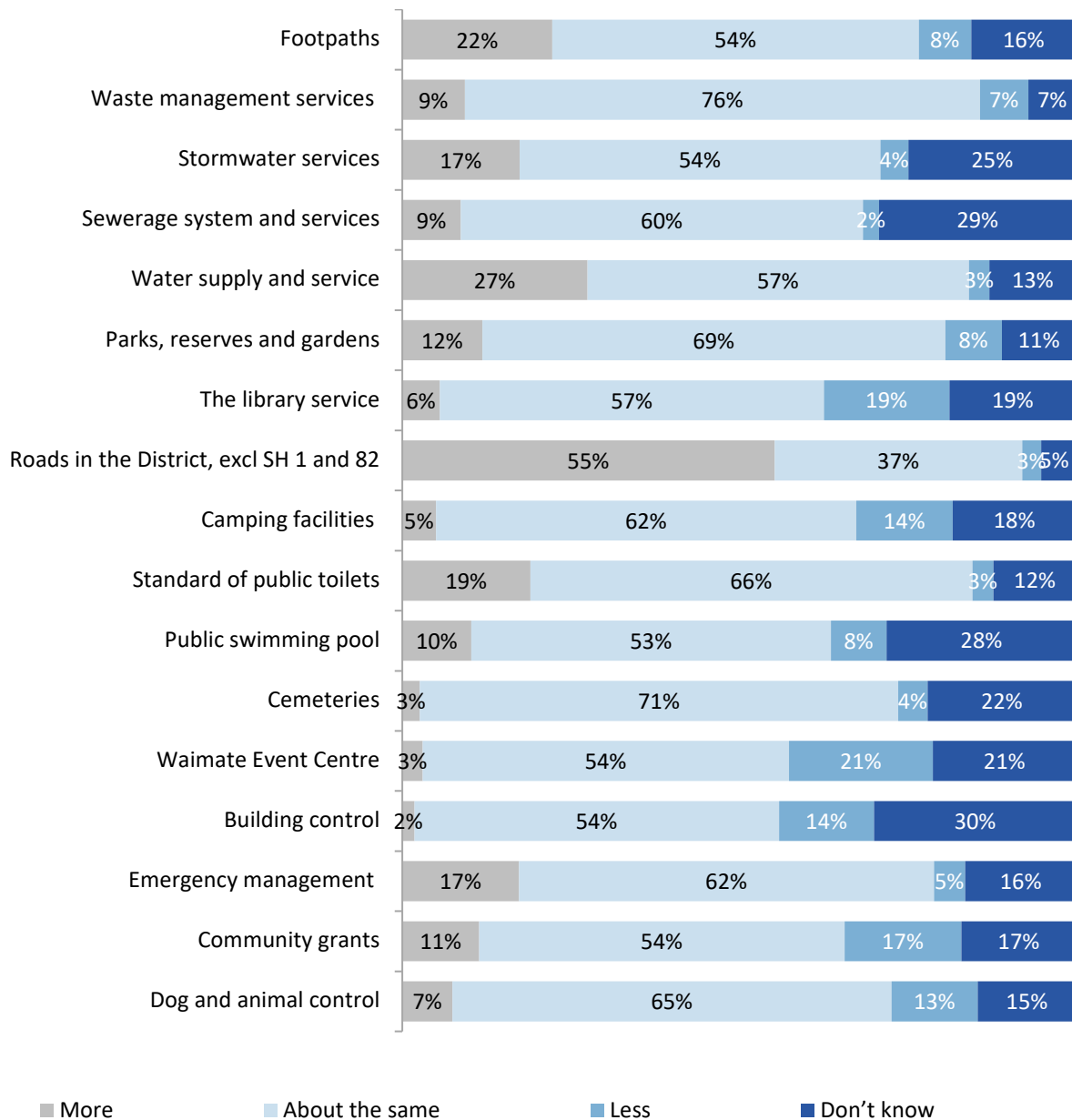


- *Rates are no longer 'fair and reasonable'. Instead, too much time is being spent on 'glamour' projects. Haka valley has a very expensive private water scheme. At \$500+/year it has become unaffordable.*
- *Maungati is the forgotten area. No rubbish collection, water or sewage facilities. We are closer to Timaru, only 20 minutes but can't use their library facilities for free. Councils need to work in together with this as we are not driving 40, minutes to use Waimate facilities. Roads are shocking. We never hear from councillors, lucky to get a flier in the mail before an election.*
- *Spending ratepayers' money on private individuals to tidy up the main street of Waimate. Taxpayers' money is not for that, very dissatisfied with this decision recently made.*
- *The town could be kept a bit neater i.e., the main street, and some rubbish bins would be handy. Stormwater guttering could be cleaned out more often.*
- *Not clear with rates bills we don't know what to pay but they are not good with our payments we don't want to pay direct debit, not pleased with the system.*

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. VAL4. Can you tell us why you are dissatisfied with the value for money offered? Please provide as much detail as possible. n=68

## Rates distribution across services



- Over half of respondents (55%) would like for Council to spend a larger proportion of rates on *roading*.
- Some of the most popular areas that residents believe the funding can be cut from include: Event Centre (21%), library services (19%) and community grants (17%).

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses.
2. VAL5\_15 Given that Council cannot spend more on every service or facility without increasing rates or user charges, would you like to see more, about the same or less spent on each of the following? n=403



# Quality of life



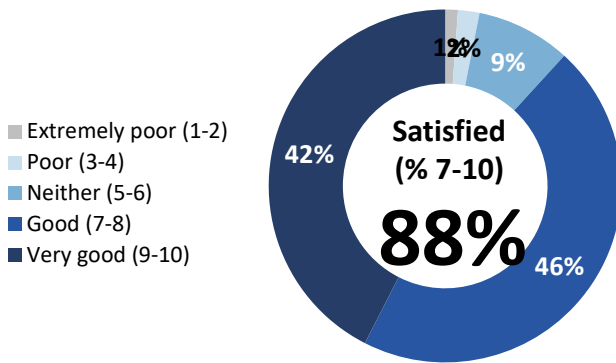
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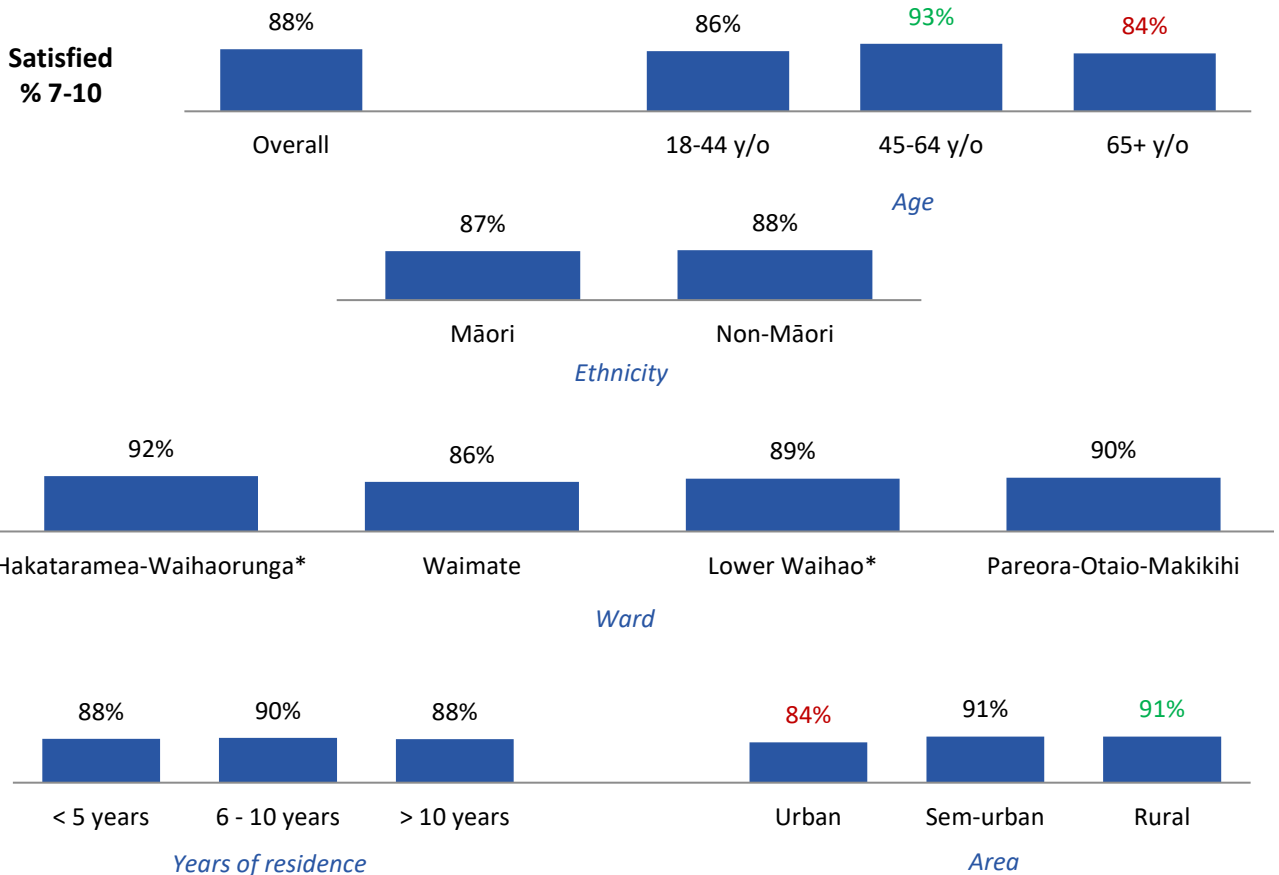




## Quality of life



- Close to nine in ten respondents (88%) have rated their quality of life as 'good' or 'very good'.
- At the same time just 3% consider their quality of life to be 'extremely poor' or 'poor'.
- Those aged between 45 and 64 years have the highest perception regarding their quality of life.



- While perception of quality of life is consistent across wards and ethnicities, those from rural areas have a considerably more favourable perception of quality of life when compared with those from urban areas.

### NOTES:

1. Sample: 2023 n=404; Excludes 'Don't know' responses
2. OV3 On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'extremely good', how would you rate the overall quality of your life? n=388
3. \* Caution: small sample (<n=30)

**Year-on-year**  
▲ Significantly higher  
▼ Significantly lower

**Between demographics**  
▲ Significantly higher  
▼ Significantly lower





# Sample profile



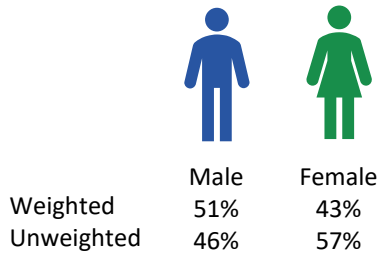
**Waimate**  
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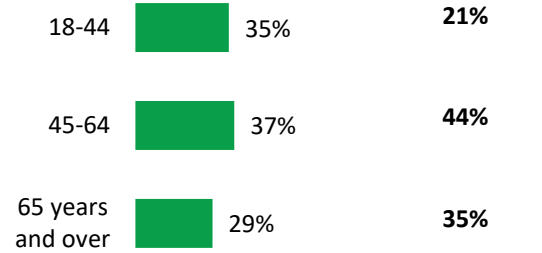


## Sample profile

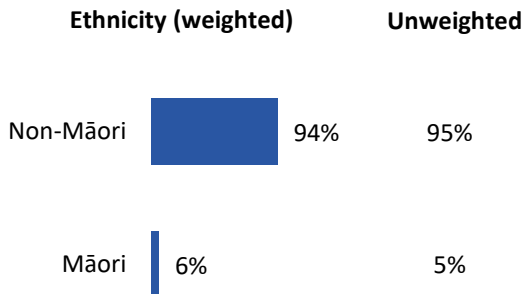
### Gender



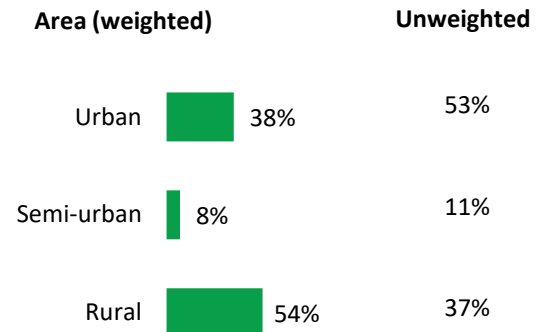
### Age (weighted)



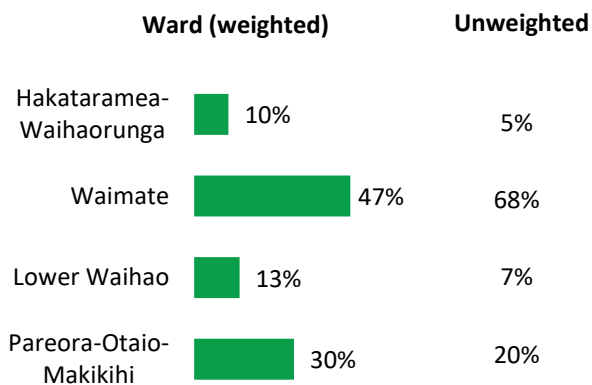
### Ethnicity (weighted)



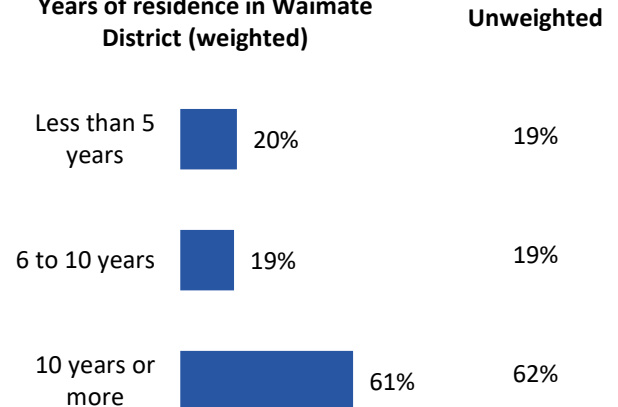
### Area (weighted)



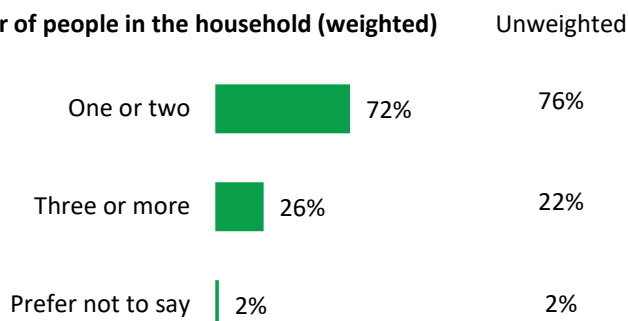
### Ward (weighted)



### Years of residence in Waimate District (weighted)



### Number of people in the household (weighted)







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**Waimate**  
District Council

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