

Hauraki District Council

ANNUAL RESIDENTS SURVEY

**2014
Report**

August 2014

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Hauraki District Council

Annual Residents Survey 2014

1. Executive Summary

1.1. Annual Performance Satisfaction Measures

- The Hauraki District Council's services and facilities that recorded the greatest proportion satisfied are *Libraries* (96%), *Wastewater* (95%), *Sports Fields and Reserves* (90%), *Swimming Pools* (87%), and *Solid Waste* (87%).
- The service that has the greatest increase in satisfaction since 2013 is *Land Drainage* (76% compared to 70% in 2013).
- Under one half (41%) of respondents are *Prepared for a Civil Defence emergency*.
- The services and facilities that recorded the least proportion satisfied are *Policy Development* (62%), and *Value for money of water supplied* (63%).

Table 1: Summary of Hauraki District Council Satisfaction Performance Measures

Services and Facilities	Performance Measure	2012 (%)	2013 (%)	2014 (%)	2014-2013
Libraries	The percentage of library users satisfied with library services.	93%	96%	96%	-
Wastewater	The percentage of users satisfied with the quality of wastewater services provided.	87%	98%	94%	-4
Sports Fields and Reserves	The percentage of users satisfied with services and facilities provided at District Parks and Reserves.	91%	94%	90%	-4
Swimming Pools	The percentage of pool users satisfied with the operation of Council swimming pools.	94%	87%	87%	-
Solid Waste	The percentage of users satisfied with the kerbside collection service.	87%	86%	87%	+1
Water Supply	The percentage of customers satisfied with the water quality from Hauraki District Council networks.	76%	79%	81%	+2
Building Services	The percentage of customers satisfied with the service they receive during the building consenting process	61%	78%	79%	+1
Land Drainage	The percentage of customers satisfied with the land drainage services.	73%	70%	76%	+6
Resource Management	The percentage of customers satisfied with the service they receive during the resource consenting process.	63%	71%	76%	+5
Stormwater	The percentage of customers satisfied with the stormwater services.	75%	83%	74%	-9
Democracy	The percentage of customers that have confidence in Council decision making by elected members.	73%	76%	72%	-4
Roading	The percentage of customers satisfied with the quality of roads in the District (excluding state highways).	72%	72%	72%	-
Water Supply	The percentage of customers satisfied with the value for money of water supplied to you by the Council	-	69%	63%	-6
Policy Development	The percentage of customers satisfied that they understand the Council's decision making processes.	59%	60%	62%	+2
Civil Defence	The percentage of the community who are prepared for a Civil Defence emergency (have an emergency plan, emergency kit and can survive for three days).	44%	44%	41%	-3

Note: The percentage satisfied refers to the percentage who rated 4-6 on a 6-point satisfaction item scale and the calculation excludes *don't know* responses

2. Introduction

The Hauraki District Council is responsible for the planning and provision of community services and facilities in the Paeroa, Plains, and Waihi wards that make up the Hauraki District.

The Hauraki District Council commissioned Key Research to conduct the *Annual Residents Survey* in 2014. The purpose of this survey is to measure satisfaction with core services as outlined in the 2012-22 Hauraki Long Term Plan (LTP) and to compare results with the *2013 Triennial Residents Survey* and the *2012 Annual Residents Survey*.

The research objectives of this survey are:

- To assess levels of satisfaction with services and facilities provided by Hauraki District Council and, in particular, assessing levels of satisfaction as perceived by users of the services and facilities.
- To compare levels of satisfaction with the levels recorded in the 2013 and 2012 surveys.

2.1. Research Method

This *2014 Annual Residents Survey* consisted of 400 interviews with residents in the Hauraki District.

- Quotas were enforced by age and gender. To account for slight variances in the quotas achieved, age and gender weightings have been applied to the final data set. This ensures that specific demographic groups were proportionately represented according to population estimates (2013 Census). Weighting factors were applied based upon an analytical sample size of 400 respondents (n=400) and this figure is reported as the sample in the presentation of results.
- To ensure a proportionately representative sample of the Hauraki District's population quotas were enforced by ward. Subsequent to weighting the data, the sample consisted of 132 responses from residents in the *Plains Ward*, 123 responses from residents in the *Paeroa Ward* and 145 responses from residents in the *Waihi Ward*.
- Quotas were also enforced according to area (urban or rural).
- The overall results (n=400) have a margin of error of +/- 4.9% at the 95% confidence level.
- Interviewing took place between 16th June and 10th July 2014.

The *2014 Annual Residents Survey* also consisted of 98 interviews with Building Consent applicants and 39 interviews with Resource Consent applicants.

- Hauraki District Council supplied databases of contacts for the past year from which respondents were randomly selected for interview.

The following steps were taken to ensure objectivity, validity and reliability of the study:

- The questionnaire was designed by executives from Key Research in partnership with the Hauraki District Council;

- Respondents for telephone interviews were selected from the Hauraki District using a random telephone number generation service;
- All interviews were conducted by trained and experienced Key Research interviewers.

2.2. Analysis

The questions where respondents rate their level of satisfaction were analysed at the total sample (or total user sample) level, with results also provided by the following sub-groups:

- Ward (Plains, Paeroa, Waihi);
- Age (18-29, 30-39, 40-49, 50-59, 60+);
- Gender (Male, Female);
- Ethnicity (Maori, Non-Maori) – for satisfaction ratings only;
- Location (Urban, Rural).

The percentages reported have been rounded to the nearest whole number. Where a percentage is less than 0.5% this is reported as '<1%'. The addition of percentages does not always equal 100% due to rounding.

3. Annual Performance Satisfaction Measures

4. Satisfaction with Hauraki District Council Decision Making

Key Findings:

- Satisfaction amongst respondents in 2014 (62% satisfied) in regard to understanding the Council's decision making processes has stayed relatively unchanged when compared with the 2013 survey (60% satisfied).
 - Respondents from Paeroa Ward (55%) are less satisfied with understanding the Council's decision making processes than respondents from Plains Ward (66%) or Waihi Ward (65%).
 - Respondents in the 60 years or older age group (70%) are more likely to be satisfied with understanding the Council's decision making processes than respondents in other age groups.
 - Male respondents (65%) are more likely than Female respondents (60%) to be satisfied with understanding the Council's decision making processes.
 - Non-Maori respondents (64%) are more likely than Maori respondents (45%) to be satisfied with understanding the Council's decision making processes.
- Of those respondents who are dissatisfied with understanding the Council's decision making processes, the top reason for dissatisfaction was *They don't inform the public enough / listen to the public* (36%).
- Satisfaction amongst respondents in 2014 (72% satisfied) in regard to confidence in the Council's decision making by elected members has decreased slightly compared with the 2013 survey (76% satisfied).
 - Respondents from Paeroa Ward (78%) and Plains Ward (76%) are more satisfied with confidence in the Council's decision making by elected members than respondents from Waihi Ward (64%).
 - Rural respondents (75%) are more likely than Urban respondents (70%) to be satisfied with confidence in the Council's decision making by elected members.
 - Respondents in the 18 to 29 year age group (63%) and 50 to 59 year age group (64%) are less likely to be satisfied with confidence in the Council's decision making by elected members than respondents in other age groups.
 - Non-Maori respondents (75%) are more likely than Maori respondents (54%) to be satisfied with confidence in the Council's decision making by elected members.
- Of those respondents who are dissatisfied with confidence in the Council's decision making by elected members, the top reason for dissatisfaction was *They don't inform the public enough / listen to the public* (27%).

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Table 2: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* - Total sample

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=400	5%	7%	20%	25%	20%	8%	14%	62%	3.9
2013 n=400	6%	13%	19%	32%	19%	4%	7%	60%	3.6
2012 n=400	6%	8%	21%	27%	16%	7%	15%	59%	3.7

Table 3: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=132	3%	6%	20%	27%	20%	11%	14%	66%	4.0
Waihi n=145	5%	10%	13%	28%	21%	6%	16%	65%	3.8
Paeroa n=123	6%	6%	27%	19%	20%	9%	13%	55%	3.8

Table 4: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=226	4%	8%	18%	21%	21%	8%	18%	62%	3.9
Rural n=174	5%	6%	22%	29%	18%	9%	10%	63%	3.9

Table 5: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=57	5%	8%	22%	20%	10%	10%	24%	53%	3.7
30 to 39 n=45	11%	9%	20%	9%	17%	13%	22%	49%	3.7
40 to 49 n=70	3%	9%	21%	27%	24%	4%	11%	62%	3.8
50 to 59 n=77	7%	7%	24%	34%	18%	1%	9%	59%	3.6
60 or older n=151	3%	7%	16%	25%	24%	13%	13%	70%	4.1

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Table 6: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=195	7%	6%	18%	26%	26%	6%	11%	65%	3.9
Female n=205	3%	9%	21%	24%	15%	11%	18%	60%	3.8

Table 7: Q5A How satisfied, or dissatisfied, are you with *Understanding the Council's decision making processes?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=48	9%	9%	19%	4%	13%	13%	34%	45%	3.6
Non-Maori n=352	4%	7%	20%	27%	21%	8%	12%	64%	3.9

Table 8: Q5Aa Reasons for dissatisfaction

They don't inform the public enough / listen to the public	36%
I don't understand / agree with the decision making process	28%
The rates keep going up / I am not happy with the rates / I don't know what the rates are being spent on	5%
Other	32%
I don't know / I don't know enough about it	19%

Base: 130 respondents, multiple responses allowed

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Table 9: Q5B How satisfied, or dissatisfied, are you with *Confidence in the Council's decision making by elected members?* - Total sample

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=400	3%	7%	15%	27%	30%	9%	11%	72%	4.1
2013 n=400	3%	7%	13%	34%	29%	6%	9%	76%	4.1
2012 n=400	4%	6%	12%	31%	25%	6%	16%	73%	4.0

Table 10: Q5B How satisfied, or dissatisfied, are you with *Confidence in the Council's decision making by elected members?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=132	2%	3%	16%	22%	33%	14%	11%	76%	4.4
Waihi n=145	5%	10%	18%	26%	27%	4%	11%	64%	3.8
Paeroa n=123	1%	7%	11%	33%	29%	8%	11%	78%	4.2

Table 11: Q5B How satisfied, or dissatisfied, are you with *Confidence in the Council's decision making by elected members?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=226	4%	7%	15%	28%	25%	7%	14%	70%	4.0
Rural n=174	2%	5%	16%	24%	36%	10%	7%	75%	4.3

Table 12: Q5B How satisfied, or dissatisfied, are you with *Confidence in the Council's decision making by elected members?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=57	-	9%	22%	21%	28%	5%	16%	63%	4.0
30 to 39 n=45	4%	2%	11%	24%	24%	13%	20%	78%	4.3
40 to 49 n=70	3%	7%	10%	39%	31%	1%	9%	78%	4.0
50 to 59 n=77	3%	12%	19%	24%	31%	5%	6%	64%	3.9
60 or older n=151	4%	4%	14%	24%	30%	13%	11%	76%	4.3

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Table 13: Q5B How satisfied, or dissatisfied, are you with Confidence in the Council's decision making by elected members? – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=195	5%	5%	17%	27%	30%	8%	8%	72%	4.1
Female n=205	1%	8%	14%	25%	29%	9%	14%	73%	4.2

Table 14: Q5B How satisfied, or dissatisfied, are you with Confidence in the Council's decision making by elected members? – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=48	-	8%	25%	25%	13%	4%	25%	54%	3.7
Non-Maori n=352	3%	6%	14%	26%	32%	9%	9%	75%	4.2

Table 15: Q5Ba Reasons for dissatisfaction

They don't inform the public enough / listen to the public	27%
Some decisions are good and some are bad	26%
The rates keep going up / I am not happy with the rates / I don't know what the rates are being spent on	9%
Other	34%
I don't know / I don't know enough about it	23%

Base: 98 respondents, multiple responses allowed

5. Satisfaction with Specific Council Services

5.1. Roothing

Key Findings:

- Satisfaction amongst respondents in 2014 (72% satisfied) in regard to the quality of the roads in Hauraki District, excluding state highways has stayed the same as in the 2013 and 2012 surveys (72% satisfied).
 - Respondents from Paeroa Ward (78%) are more satisfied with the quality of the roads in Hauraki District, excluding state highways than respondents from Plains Ward (69%) or Waihi Ward (69%).
 - Rural respondents (70%) are less likely to be satisfied with the quality of the roads in Hauraki District, excluding state highways than Urban respondents (74%).
 - Respondents in the 60 years or older age group (87%) are more likely to be satisfied with the quality of the roads in Hauraki District, excluding state highways than respondents in other age groups.
 - Female respondents (74%) are more likely than Male respondents (69%) to be satisfied with the quality of the roads in Hauraki District, excluding state highways.
- Of those respondents who are dissatisfied with the quality of the roads in Hauraki District, excluding state highways, the top reasons for dissatisfaction are *They are full of potholes / rough / uneven* (55%) and *They need repairs / maintenance* (37%).

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Table 16: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* - Total sample

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=400	4%	9%	15%	34%	31%	7%	<1%	72%	4.0
2013 n=400	3%	10%	15%	33%	33%	6%	1%	72%	4.0
2012 n=400	4%	7%	17%	27%	36%	9%	1%	72%	4.1

Table 17: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=132	5%	12%	15%	35%	29%	5%	-	69%	3.9
Waihi n=145	5%	10%	16%	35%	24%	8%	1%	69%	3.9
Paeroa n=123	2%	6%	15%	31%	40%	6%	-	78%	4.2

Table 18: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=226	4%	9%	14%	32%	31%	10%	1%	74%	4.1
Rural n=174	4%	10%	17%	36%	30%	3%	1%	70%	3.9

Table 19: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=57	9%	17%	14%	28%	29%	3%	-	61%	3.6
30 to 39 n=45	-	18%	16%	30%	30%	7%	-	64%	3.9
40 to 49 n=70	6%	9%	17%	33%	30%	3%	3%	68%	3.8
50 to 59 n=77	3%	11%	29%	33%	18%	7%	-	58%	3.7
60 or older n=151	3%	3%	7%	39%	38%	9%	1%	87%	4.4

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Table 20: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=195	3%	9%	18%	35%	29%	5%	1%	69%	3.9
Female n=205	4%	10%	12%	33%	33%	8%	-	74%	4.1

Table 21: Q6 How satisfied, or dissatisfied, are you with *The quality of the roads in Hauraki District, excluding state highways?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=48	2%	8%	8%	42%	29%	6%	4%	79%	4.1
Non-Maori n=352	4%	9%	16%	33%	31%	7%	<1%	71%	4.0

Table 22: Q6a Reasons for dissatisfaction

They are full of potholes / rough / uneven	55%
They need repairs / maintenance	37%
They are in poor condition	31%
The repairs are too slow	11%
The contractors do not do a satisfactory job / are continually doing repairs	7%
They are wasting money on bad repairs	7%
There are too many trucks/heavy vehicles using the roads	3%
Other	34%
Don't know	3%

Base: 112 respondents, multiple responses allowed

5.2. Water Supply

Key Findings:

- Of respondents who are on Council water supply (83%), satisfaction in 2014 (81% satisfied) in regard to the water quality from Hauraki District Council's networks has increased slightly since the 2013 survey (79% satisfied).
 - Urban respondents (86%) are more likely to be satisfied with the water quality from Hauraki District Council's networks than Rural respondents (71%).
 - Respondents in the 18 to 29 year age group (90%) are more likely to be satisfied with the water quality from Hauraki District Council's networks than respondents in other age groups.
- Of those respondents who are dissatisfied with the water quality from Hauraki District Council's networks, the main reasons for dissatisfaction are *The taste* (50%) and *The colour / cloudy* (43%).
- Over six out of ten respondents (63%) on Council water supply are satisfied with the value for money of water supplied by the Council, this has decreased since the 2013 survey (69% satisfied).
 - Respondents from Plains Ward (74%) are more likely to be satisfied with the value for money of water supplied by the Council than respondents from Waihi Ward (52%) and Paeroa Ward (66%).
 - Respondents in the 40 - 49 year age group (52%) are less likely to be satisfied with the value for money of water supplied by the Council than respondents in other age groups.
- Of those respondents who are dissatisfied with the value for money of water supplied by the Council, the main reasons for dissatisfaction are *It is expensive* (55%) and *The cost continues to increase* (18%).

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Table 23: Q7 Where does your household get its drinking water from? - Total sample

	Council supply (1)	Private bore / well (2)	Rain water (3)	River / stream (4)	Other (5)	DK (6)
2014 n=400	83%	3%	8%	3%	2%	1%
2013 n=400	87%	5%	6%	2%	1%	1%
2012 n=400	85%	5%	7%	2%	1%	1%

Table 24: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* - Respondents on Council Supply

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=332	4%	3%	13%	24%	27%	29%	1%	81%	4.6
2013 n=348	3%	5%	12%	22%	37%	20%	-	79%	4.5
2012 n=341	6%	7%	11%	19%	36%	20%	<1%	76%	4.4

Table 25: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=100	-	6%	15%	28%	25%	26%	1%	79%	4.5
Waihi n=124	6%	2%	8%	18%	28%	37%	1%	84%	4.7
Paeroa n=108	5%	1%	16%	28%	27%	24%	-	78%	4.4

Table 26: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=213	3%	1%	9%	25%	29%	31%	<1%	86%	4.7
Rural n=119	4%	6%	18%	23%	22%	26%	1%	71%	4.3

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Table 27: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=53	-	6%	6%	25%	6%	58%	-	90%	5.1
30 to 39 n=40	8%	5%	15%	28%	20%	25%	-	74%	4.3
40 to 49 n=54	7%	-	18%	31%	22%	22%	-	75%	4.3
50 to 59 n=64	3%	5%	14%	23%	33%	20%	2%	77%	4.4
60 or older n=121	3%	2%	11%	21%	36%	25%	1%	83%	4.6

Table 28: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=155	2%	5%	10%	24%	29%	30%	1%	83%	4.6
Female n=177	6%	2%	15%	25%	24%	29%	1%	79%	4.5

Table 29: Q8 How satisfied, or dissatisfied, are you with *The water quality from Hauraki District Council's networks?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=43	2%	2%	12%	42%	23%	19%	-	84%	4.4
Non-Maori n=289	4%	3%	13%	21%	27%	31%	1%	80%	4.6

Table 30: Q8a Reasons for dissatisfaction

Taste	50%
Colour / cloudy	43%
Smell	11%
Too many chemicals / fluoride / chlorine	11%
Sediment	11%
Needs boiling / filtering	7%
Inconsistent supply	7%
Breaks in supply	2%
Other	30%
Don't know	2%

Base: 64 respondents, multiple responses allowed

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Table 31: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* - Respondents on Council Supply

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=332	5%	12%	17%	21%	26%	10%	10%	63%	3.9
2013 n=348	5%	7%	15%	24%	30%	7%	12%	69%	4.0

Table 32: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=100	1%	11%	10%	23%	31%	10%	14%	74%	4.2
Waihi n=124	10%	16%	18%	18%	23%	7%	9%	52%	3.5
Paeroa n=108	3%	7%	22%	22%	25%	14%	6%	66%	4.1

Table 33: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=213	6%	11%	19%	22%	25%	10%	7%	62%	3.9
Rural n=119	3%	14%	14%	19%	27%	10%	14%	65%	4.0

Table 34: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=53	4%	9%	6%	15%	23%	13%	30%	72%	4.2
30 to 39 n=40	-	18%	23%	23%	23%	5%	8%	57%	3.8
40 to 49 n=54	7%	16%	22%	22%	17%	9%	7%	52%	3.6
50 to 59 n=64	5%	14%	25%	22%	25%	8%	2%	56%	3.7
60 or older n=121	6%	7%	13%	22%	33%	12%	7%	71%	4.1

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Table 35: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=155	3%	14%	19%	19%	27%	8%	10%	60%	3.8
Female n=177	6%	10%	16%	22%	25%	12%	9%	66%	4.0

Table 36: Q9 How satisfied, or dissatisfied, are you with *The value for money of water supplied to you by the Council?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=43	-	14%	19%	21%	26%	10%	10%	63%	4.0
Non-Maori n=289	6%	11%	17%	21%	26%	10%	9%	63%	3.9

Table 37: Q9a Reasons for dissatisfaction

It is expensive	55%
The cost continues to increase	18%
The quality of water does not justify the price	15%
I do not think we should pay for water	12%
I have an issue with the meter reading / the cost of the meter	9%
It should be included with our rates	4%
Other	24%
Don't know	1%

Base: 111 respondents, multiple responses allowed

5.3. Wastewater

Key Findings:

- Of respondents who are on Council piped sewerage system (59%), satisfaction in 2014 (94% satisfied) in regard to the quality of the wastewater services provided by the Council has decreased slightly since the 2013 survey (98% satisfied).
 - Respondents in the 40 to 49 year age group (88%) are less likely than those in other age groups to be satisfied with the quality of the wastewater services provided by the Council, although satisfaction is still high amongst this group.

- Of those respondents who are dissatisfied with the wastewater services provided by Council, the main reasons for dissatisfaction are *General problems* (34%) and *Environmentally poor* (24%).

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Table 38: Q10 How does your household dispose of its sewerage? - Total sample

	Council piped sewerage system (1)	Septic tank / soakage fields (2)	Other (4)	DK (3)
2014 n=400	59%	38%	2%	1%
2013 n=400	60%	39%	1%	<1%
2012 n=400	59%	39%	1%	1%

Table 39: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* - Respondents on Council Piped Sewerage System

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=238	<1%	1%	4%	17%	35%	38%	4%	94%	5.1
2013 n=242	<1%	<1%	2%	15%	45%	32%	5%	98%	5.1
2012 n=234	1%	<1%	2%	14%	44%	36%	4%	97%	5.1

Table 40: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=45	-	2%	4%	11%	36%	38%	9%	93%	5.1
Waihi n=99	-	1%	3%	18%	33%	41%	4%	96%	5.2
Paeroa n=94	1%	1%	4%	19%	37%	35%	2%	93%	5.2

Table 41: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=208	<1%	1%	4%	19%	34%	38%	3%	95%	5.1
Rural n=30	-	3%	-	7%	48%	34%	7%	96%	5.2

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Table 42: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=34	-	-	-	9%	29%	62%	-	100%	5.5
30 to 39 n=30	-	-	3%	29%	39%	29%	-	97%	4.9
40 to 49 n=28	4%	4%	7%	21%	32%	25%	7%	88%	4.7
50 to 59 n=346	-	-	9%	17%	39%	35%	-	91%	5.0
60 or older n=100	-	2%	3%	15%	35%	38%	8%	96%	5.1

Table 43: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=114	-	1%	3%	14%	39%	40%	3%	96%	5.2
Female n=124	1%	2%	4%	20%	32%	35%	6%	93%	5.0

Table 44: Q11 How satisfied, or dissatisfied, are you with *The quality of the wastewater services provided by the Council?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=38	-	-	5%	29%	34%	26%	5%	94%	4.8
Non-Maori n=200	1%	2%	3%	15%	36%	40%	4%	95%	5.1

Table 45: Q11a Reasons for dissatisfaction

General problems	34%
Environmentally poor	24%
Overflow / backwash	22%
Unreliable	12%
Smells	9%
Other	58%
Don't know	13%

Base: 12 respondents, multiple responses allowed

5.4. Stormwater

Key Findings:

- Of urban respondents, satisfaction in 2014 (74% satisfied) in regard to the stormwater services provided by Council has decreased compared with the 2013 survey (83% satisfied).
 - Respondents from Plains Ward (87%) and Paeroa Ward (84%) are more likely than those from Waihi Ward (61%) to be satisfied with the stormwater services provided by Council.
 - Respondents in the 60 years and older year age group (81%) are more likely than those in other age groups to be satisfied with the stormwater services provided by Council. Respondents in the 18 to 29 year age group (50%) are less likely to be satisfied than those in other age groups.
 - Maori respondents (88%) are more likely than Non-Maori respondents (71%) to be satisfied with the stormwater services provided by Council.

- Of those respondents who are dissatisfied with the stormwater services provided by Council, the main reasons for dissatisfaction are *The road floods* (37%) and *My property has been flooded* (36%).

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Table 46: Q12 How satisfied, or dissatisfied, are you with *The stormwater services provided by the Council?* - Urban Respondents

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=225	5%	8%	13%	24%	34%	13%	3%	74%	4.2
2013 n=230	4%	2%	9%	17%	44%	20%	4%	83%	4.6
2012 n=236	7%	7%	10%	20%	29%	23%	4%	75%	4.3

Table 47: Q12 How satisfied, or dissatisfied, are you with *The stormwater services provided by the Council?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=31	-	6%	6%	23%	35%	26%	3%	87%	4.7
Waihi n=105	9%	10%	20%	22%	25%	12%	3%	61%	3.8
Paeroa n=89	3%	6%	7%	28%	44%	10%	2%	84%	4.4

Table 48: Q12 How satisfied, or dissatisfied, are you with *The stormwater services provided by the Council?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=27	7%	7%	33%	11%	33%	7%	-	50%	3.8
30 to 39 n=28	11%	18%	4%	39%	29%	-	-	70%	3.6
40 to 49 n=26	11%	7%	11%	26%	30%	11%	4%	69%	3.9
50 to 59 n=44	4%	11%	9%	31%	20%	22%	2%	75%	4.2
60 or older n=100	3%	3%	13%	21%	41%	15%	5%	81%	4.5

Table 49: Q12 How satisfied, or dissatisfied, are you with *The stormwater services provided by the Council?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=104	2%	9%	15%	30%	30%	13%	2%	74%	4.2
Female n=121	8%	7%	11%	20%	37%	14%	3%	73%	4.2

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Table 50: Q12 How satisfied, or dissatisfied, are you with *The stormwater services provided by the Council?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=34	6%	-	6%	47%	32%	9%	-	88%	4.3
Non-Maori n=191	5%	9%	15%	20%	34%	14%	3%	71%	4.2

Table 51: Q12a Reasons for dissatisfaction

The road floods	39%
My property has been flooded	36%
Drains are not maintained	30%
Drains don't cope	20%
Water flows through my property	17%
My house has been flooded	14%
No drains	11%
Open drains are unsafe	7%
Open drains are unsightly	2%
Other	26%

Base: 58 respondents, multiple responses allowed

5.5. Land Drainage

Key Findings:

- Of rural respondents, satisfaction in 2014 (76% satisfied) in regard to the land drainage in the area has increased compared with the 2013 survey (70% satisfied).
 - Respondents in the 18 to 29 year age group (100%) are more likely than those in other age groups to be satisfied with the land drainage in their area. Respondents in the 50 to 59 year age group (64%) are less likely to be satisfied than those in other age groups.
- Of those respondents who are dissatisfied with land drainage in the area, the main reasons for dissatisfaction are *Drains are not maintained* (46%).

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Table 52: Q13 How satisfied, or dissatisfied, are you with *The land drainage services in your area?* - Rural Respondents

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=175	3%	10%	10%	17%	36%	16%	8%	76%	4.3
2013 n=170	7%	8%	14%	15%	36%	14%	5%	70%	4.2
2012 n=164	8%	7%	10%	29%	28%	10%	9%	73%	4.0

Table 53: Q13 How satisfied, or dissatisfied, are you with *The land drainage services in your area?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=102	2%	12%	11%	16%	38%	17%	6%	75%	4.4
Waihi n=40	5%	5%	10%	15%	30%	20%	15%	79%	4.4
Paeroa n=33	3%	9%	9%	24%	39%	9%	6%	77%	4.2

Table 54: Q13 How satisfied, or dissatisfied, are you with *The land drainage services in your area?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=29	-	-	-	17%	48%	28%	7%	100%	5.1
30 to 39 n=19	-	11%	16%	26%	26%	21%	-	78%	4.4
40 to 49 n=43	-	19%	12%	21%	35%	7%	7%	68%	4.0
50 to 59 n=32	3%	13%	19%	16%	34%	3%	13%	64%	4.0
60 or older n=52	8%	8%	6%	12%	37%	21%	10%	77%	4.4

Table 55: Q13 How satisfied, or dissatisfied, are you with *The land drainage services in your area?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=92	2%	10%	9%	12%	37%	20%	10%	77%	4.5
Female n=83	2%	10%	11%	24%	36%	12%	5%	75%	4.2

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**Table 56: Q13 How satisfied, or dissatisfied, are you with *The land drainage services in your area?* –
By ethnicity**

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=15	7%	7%	7%	13%	47%	20%	-	79%	4.4
Non-Maori n=160	2%	10%	10%	18%	36%	16%	9%	76%	4.3

Table 57: Q13a Reasons for dissatisfaction

Drains are not maintained	46%
Drains don't cope	25%
My property has been flooded	25%
Water flows through my property	14%
The road floods	8%
No drains	5%
Open drains are unsafe	4%
Open drains are unsightly	2%
Other	37%
Don't know	3%

Base: 38 respondents, multiple responses allowed

5.6. Solid Waste

Key Findings:

- Of those respondents who use Council's kerbside refuse collection service (66%), satisfaction (87% satisfied) has stayed consistent with the 2013 survey (86% satisfied) in regard to the kerbside collection service provided by Council.
 - Respondents from Paeroa Ward (89%) are more likely than those from Waihi Ward (84%) and Plains Ward (85%) to be satisfied with the kerbside collection service provided by Council.
 - Respondents in the 60 years and over age group (92%) are more likely than those in other age groups to be satisfied with the kerbside collection service provided by Council. Respondents in the 18-29 year age group (73%) are less likely to be satisfied than those in other age groups.
 - Non-Maori respondents (88%) are more likely than Maori respondents (80%) to be satisfied with the kerbside collection service provided by Council.
- Of those respondents who are dissatisfied with the kerbside collection service provided by Council, the main reason for dissatisfaction was that it was *Not frequent enough* (29%).

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Table 58: Q14 Do you use Council's kerbside refuse collection service?

	Yes	No
2014 n=400	66%	34%
2013 n=400	67%	33%
2012 n=400	65%	35%

Table 59: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* - Respondents who use Council's kerbside refuse collection service

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=263	1%	5%	8%	11%	38%	38%	1%	87%	4.9
2013 n=270	2%	5%	7%	13%	45%	27%	<1%	86%	4.8
2012 n=258	3%	3%	7%	15%	31%	41%	<1%	87%	5.0

Table 60: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=54	-	2%	13%	11%	28%	46%	-	85%	5.0
Waihi n=109	1%	5%	10%	15%	35%	35%	1%	84%	4.8
Paeroa n=100	2%	7%	2%	7%	45%	37%	2%	89%	5.0

Table 61: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=211	1%	5%	7%	11%	38%	38%	1%	87%	4.9
Rural n=52	2%	2%	10%	10%	38%	38%	2%	87%	5.0

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Table 62: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=35	-	14%	14%	14%	26%	31%	-	73%	4.5
30 to 39 n=34	-	6%	9%	12%	44%	29%	-	85%	4.8
40 to 49 n=34	3%	9%	6%	11%	49%	23%	3%	82%	4.6
50 to 59 n=52	2%	4%	6%	17%	40%	32%	2%	88%	4.9
60 or older n=54	1%	1%	6%	7%	34%	50%	1%	92%	5.2

Table 63: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=128	2%	5%	6%	14%	41%	32%	2%	87%	4.8
Female n=135	1%	4%	9%	8%	35%	43%	1%	86%	5.0

Table 64: Q15 How satisfied, or dissatisfied, are you with *The kerbside collection service provided by Council?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=42	2%	10%	7%	2%	38%	40%	2%	80%	4.9
Non-Maori n=221	1%	4%	8%	13%	38%	38%	1%	88%	4.9

Table 65: Q15a Reasons for dissatisfaction

Not frequent enough	29%
Inconvenient times	24%
Too expensive	20%
Restrictive to what they collect	16%
Contractors leave the area messy/leave split bags	15%
Other	36%
Don't know	9%

Base: 35 respondents, multiple responses allowed

5.7. Libraries

Key Findings:

- Of those respondents who have visited a library in the Hauraki District in the past 12 months (41%), satisfaction (96% satisfied) has stayed consistent with the 2013 survey (96% satisfied) in regard to the library services in the District.
 - The majority (98%) of respondents who have visited Ngatea Library (25% of library users have visited) are satisfied with the library services in the District.
 - The majority (96%) of respondents who have visited Paeroa Library (34% of library users have visited) are satisfied with the library services in the District.
 - The majority (94%) of respondents who have visited Waihi Library (40% of library have visited) are satisfied with the library services in the District.

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Table 66: Q16 In the past 12 months have you visited a library in the Hauraki District?

	Yes	No
2014 n=400	41%	59%
2013 n=400	44%	56%
2012 n=400	52%	48%

Table 67: Q17 Which Hauraki District library branch do you mainly visit? - Library Users

	Paeroa (1)	Waihi (2)	Ngatea (3)	Other (4)	Don't know (5)
2014 n=166	34%	40%	25%	1%	1%
2013 n=178	34%	44%	20%	2%	1%
2012 n=209	42%	42%	14%	2%	<1%

Table 68: Q18 How satisfied, or dissatisfied, are you with *The library services in the District?* - Library users

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=166	-	1%	3%	13%	35%	46%	2%	96%	5.3
2013 n=178	-	1%	4%	11%	34%	49%	1%	96%	5.3
2012 n=209	1%	<1%	6%	13%	30%	50%	1%	93%	5.2

Table 69: Q18 How satisfied, or dissatisfied, are you with *The library services in the District?* - By library

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Paeroa Library n=56	-	2%	2%	23%	25%	48%	-	96%	5.2
Waihi Library n=66	-	1%	4%	6%	31%	54%	3%	94%	5.4
Ngatea Library n=41	-		2%	10%	57%	31%	-	98%	5.2

Table 70: Q18a Reasons for dissatisfaction

The book collection is not great	46%
It needs upgrading	16%
Other	69%

Base: 7 respondents, multiple responses allowed

5.8. Swimming Pools

Key Findings:

- Of those respondents who have visited a Hauraki District Council public swimming pool in the past 12 months (22%), satisfaction (87% satisfied) has stayed consistent with the 2013 survey (87% satisfied) in regard to the operation of Council swimming pools in the District.
 - All (100%) respondents who have visited Ngatea Pool (40% of public swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.
 - Over eight out of ten (83%) respondents who have visited Paeroa Pool (43% of swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.
 - Six in ten (60%) respondents who have visited Waihi Pool (17% of public swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.

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Table 71: Q19 In the past 12 months have you visited a Hauraki District Council public swimming pool? This includes visiting a swimming pool to swim or to watch others swim.

	Yes	No
2014 n=400	22%	78%
2013 n=400	23%	77%
2012 n=400	23%	77%

Table 72: Q20 Which public swimming pool do you mainly visit? - Swimming Pool Users

	Paeroa (1)	Waihi (2)	Ngatea (3)	Don't know (5)
2014 n=87	43%	17%	40%	-
2013 n=93	27%	16%	57%	-
2012 n=93	34%	24%	41%	1%

Table 73: Q21 How satisfied, or dissatisfied, are you with *The operation of Council swimming pools in the District?* - Swimming Pool Users

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=87	-	2%	10%	7%	41%	38%	1%	87%	5.0
2013 n=93	-	2%	11%	5%	45%	37%	-	87%	5.0
2012 n=93	1%	1%	4%	13%	45%	36%	<1%	94%	5.1

Table 74: Q21 How satisfied, or dissatisfied, are you with *The operation of Council swimming pools in the District?* - By Swimming Pool

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Paeroa Pool users n=37	-	-	16%	3%	46%	32%	3%	83%	5.0
Waihi Pool users n=15	-	13%	27%	13%	13%	33%	-	60%	4.4
Ngatea Pools users n=35	-	-	-	8%	47%	44%	-	100%	5.4

Table 75: Q21a Reasons for dissatisfaction

It needs updating	26%
Inconvenient opening hours	20%
The facilities are poor / unclean	6%
Need an indoor pool	5%
Other	74%

Base: 11 respondents, multiple responses allowed

5.9. Sports Fields and Reserves

Key Findings:

- Three quarters (75%) of respondents have visited a sports field, park or reserve in the Hauraki District in the past 12 months.
- Satisfaction (90% satisfied) amongst all respondents has decreased slightly compared with the 2013 survey (94% satisfied) in regard the services and facilities provided at the District's parks and reserves.
 - Respondents from Plains Ward (94%) are more likely than those from Paeroa Ward (88%) and Waihi Ward (88%) to be satisfied with the services and facilities provided at the District's parks and reserves.
 - Respondents in the 60 years or older age group (96%) are more likely than those in other age groups to be satisfied with the services and facilities provided at the District's parks and reserves. Respondents in the 50 to 69 year age group (83%) are less likely to be satisfied than those in other age groups.

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Table 76: Q22 In the past 12 months have you visited a sports field, park or reserve in the Hauraki District?

	Yes	No
2014 n=400	75%	25%
2013 n=400	78%	22%
2012 n=400	65%	35%

Table 77: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* - Total sample

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=400	<1%	2%	7%	15%	40%	27%	9%	90%	4.9
2013 n=400	<1%	1%	3%	14%	34%	25%	22%	94%	5.0
2012 n=304 (Park users only)	1%	3%	6%	18%	40%	32%	<1%	91%	4.9

Table 78: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* - By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=132	-	2%	4%	14%	41%	33%	6%	94%	5.0
Waihi n=145	-	2%	8%	16%	40%	20%	13%	88%	4.8
Paeroa n=123	1%	2%	7%	13%	39%	30%	7%	88%	4.9

Table 79: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* - By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=226	<1%	3%	8%	16%	35%	28%	10%	88%	4.9
Rural n=174	-	2%	5%	13%	46%	26%	8%	93%	5.0

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Table 80: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* – By age

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
18 to 29 n=57	-	3%	9%	17%	19%	52%	-	88%	5.1
30 to 39 n=45	-	5%	9%	16%	34%	30%	7%	85%	4.8
40 to 49 n=70	1%	4%	6%	10%	54%	23%	3%	88%	4.9
50 to 59 n=77	-	-	14%	13%	47%	12%	14%	83%	4.7
60 or older n=151	-	1%	2%	16%	40%	27%	14%	96%	5.0

Table 81: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* – By gender

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Male n=195	-	3%	8%	12%	45%	23%	9%	89%	4.9
Female n=205	<1%	2%	6%	17%	35%	31%	9%	91%	5.0

Table 82: Q23 How satisfied, or dissatisfied, are you with *The services and facilities provided at the District's Parks and Reserves?* – By ethnicity

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Maori n=48	-	-	2%	15%	43%	34%	6%	98%	5.2
Non-Maori n=352	<1%	3%	7%	14%	39%	26%	10%	89%	4.9

Table 83: Q23a Reasons for dissatisfaction

They are not well maintained (unclean/need to be mown)	43%
The facilities need upgrading	25%
The grounds flood / are too boggy	14%
They are too rough	4%
They are not well equipped / need more equipment	2%
Other	71%
Don't know	5%

Base: 37 respondents, multiple responses allowed

6. Civil Defence

Key Findings:

- Over four out of ten (41%) respondents currently have an emergency preparedness kit ready to last their household for three days. There has been a slight decrease in emergency preparedness from the 2013 survey.
 - Respondents from Paeroa Ward (46%) and Plains Ward (42%) are more likely than those from Waihi Ward (34%) to have an emergency preparedness kit ready to last their household for three days.
 - Rural respondents (44%) are more likely than Urban respondents (38%) to have an emergency preparedness kit ready to last their household for three days.
 - Respondents in the 50 to 59 year age group (53%) are more likely than those in other age groups to have an emergency preparedness kit ready to last their household for three days. Respondents in the 18 - 29 year age group (14%) are less likely to have an emergency preparedness kit ready to last their household for three days than those in other age groups.
- Of those respondents who have an emergency preparedness kit ready to last their household for three days, the most mentioned items that they have in their emergency kit are *Food* (89%), *Water* (81%) and *Torch* (70%).

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Table 84: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? - Total sample

	Yes (1)	No (2)	Don't know (3)
2014 n=400	41%	58%	2%
2013 n=400	44%	56%	1%
2012 n=400	44%	55%	1%

Table 85: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? – By ward

	Yes (1)	No (2)	Don't know (3)
Plains n=132	42%	58%	-
Waihi n=145	34%	62%	3%
Paeroa n=123	46%	54%	-

Table 86: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? – By area

	Yes (1)	No (2)	Don't know (3)
Urban n=226	38%	59%	2%
Rural n=174	44%	56%	-

Table 87: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? – By age

	Yes (1)	No (2)	Don't know (3)
18 to 29 n=57	14%	78%	9%
30 to 39 n=45	47%	53%	-
40 to 49 n=70	43%	56%	1%
50 to 59 n=77	53%	45%	-
60 or older n=151	42%	58%	-

Table 88: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? – By gender

	Yes (1)	No (2)	Don't know (3)
Male n=195	41%	57%	3%
Female n=205	40%	59%	0%

Table 89: Q24 In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? – By ethnicity

	Yes (1)	No (2)	Don't know (3)
Maori n=48	40%	60%	-
Non-Maori n=352	41%	58%	1%

Table 90: Q25 What is in your emergency / civil defence kit?

Food	89%
Water	81%
Torch	70%
First aid kit / medicine	49%
Batteries	42%
Radio	41%
Matches / lighter	36%
BBQ / Cooking apparatus	35%
Blankets / sleeping bag	23%
Clothes	21%
Tent / shelter	8%
Pet food / supplies	5%
Face and dust masks	4%
Other	21%
Don't know	2%

Base: 162 respondents, multiple responses allowed

7. Building Services

Key Findings:

- Almost three quarters of respondents (72%) only sought building consent for one project during the last year.
- Eight in ten respondents (80%) sought their most recent building consent for a project on their own property.
- Almost three quarters of respondents (72%) are applying for themselves and almost one quarter of respondents (22%) are applying as a professional on behalf of someone else.
- Satisfaction amongst respondents has remained consistent in 2014 (79% satisfied) with the 2013 study (78% satisfied) and is still at a much higher level compared with the 2012 survey (61% satisfied) in regard to the service they received from the Hauraki District Council's Building Consent Department during the building consenting process.
 - Applicants for properties in the Paeroa Ward (86%) are more likely than those in the Plains Ward (75%) and Waihi Ward (78%) to be satisfied with the service they received from the Hauraki District Council's Building Consent Department during the building consenting process.
 - Respondents who applied for a project on someone else's property (90%) are more likely than respondents who applied for a project on their own property (75%) to be satisfied with the service they received from the Hauraki District Council's Building Consent Department during the building consenting process.
- Of the 21 respondents who are dissatisfied, the most mentioned reasons for dissatisfaction are *Red tape / bureaucratic issues* (52%) and *Delay in receiving consent* (43%).
- Of the 76 respondents who are satisfied, the most mentioned reasons for satisfaction are *The staff were friendly and helpful* (46%) and *The process was prompt and smooth* (46%).

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Table 91: Q2 Approximately how many different projects have you sought building consent for during the last year?

	One (1)	Two to Five (2)	More than Five (3)
2014 n=98	72%	21%	6%
2013 n=80	69%	21%	10%
2012 n=80	81%	19%	-

Table 92: Q2A Thinking now about your most recent application, was it for a:

	Building Consent (1)	Project Information Memorandum (2)
2014 n=98	100%	-
2013 n=80	100%	-
2012 n=80	99%	1%

Table 93: Q2B Thinking now about your most recent application, was it for a project...

	On your property (1)	On someone else's property (2)
2014 n=98	80%	20%
2013 n=80	73%	28%
2012 n=80	95%	5%

Table 94: Q2C Were you applying...

	As a professional, such as a builder, building contractor, surveyor, architect or engineer, on behalf of someone else (1)	On behalf of someone else, but not as a professional (2)	For yourself (3)	I did not make the application / a professional or someone else applied on my behalf (4)
2014 n=98	22%	5%	72%	-
2013 n=80	23%	6%	68%	4%
2012 n=80	10%	-	85%	5%

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Table 95: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Building Consents Department during the building consenting process?*

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=98	8%	2%	11%	17%	35%	26%	1%	79%	4.7
2013 n=80	3%	9%	11%	18%	29%	31%	-	78%	4.6
2012 n=80	11%	13%	14%	11%	30%	18%	3%	61%	3.9

Table 96: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Building Consents Department during the building consenting process?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=20	10%	5%	10%	10%	50%	15%	-	75%	4.3
Waihi n=35	9%	2%	11%	16%	33%	28%	2%	78%	4.5
Paeroa n=43	-	-	14%	36%	21%	29%	-	86%	4.6

Table 97: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Building Consents Department during the building consenting process?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=38	8%	3%	11%	18%	32%	29%	-	79%	4.5
Rural n=60	8%	2%	12%	17%	37%	23%	2%	78%	4.4

Table 98: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Building Consents Department during the building consenting process?* – By application

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
On your property n=78	10%	1%	13%	18%	36%	21%	1%	75%	4.3
On someone else's property n=20	-	5%	5%	15%	30%	45%	-	90%	5.1

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Table 99: Q6 Reasons for dissatisfaction

Red tape / bureaucratic issues	52%
Delay in receiving consent	43%
Lack of communication	29%
The process took too long	29%
They could liaise more with me	24%
The information provided was inaccurate	19%
There could be a clearer explanation of the building regulations and district plan requirements	19%
Should let me know about any delays	19%
They could follow up more promptly	19%
Given the run-around by the department / Council	14%
Excessive charges	14%
Charged extra without notification	14%
They could have just one person dealing with me	10%
I needed someone who understood my issues	10%
No one offered clear or practical advice	5%
The consent form is too big	5%
Other	5%
Don't know	10%

Base: 21 respondents, multiple responses allowed

Table 100: Q7 Reasons for satisfaction

The staff were friendly and helpful	46%
The process was prompt and smooth	46%
The staff were professional	20%
The staff were efficient	20%
The quality of the overall process	13%
The effectiveness of the consent conditions	13%
The accuracy of information given to you by Council staff	7%
The ease of 'getting to the right person'	7%
The staff were positive	5%
The speed in processing your application	4%
The information they provided about the application process	3%
The ease of using the application forms	3%
The quality of the report	3%
I liked the people	1%
Other	13%
Don't know	7%

Base: 76 respondents, multiple responses allowed

8. Resource Management

Key Findings:

- Over six out of ten respondents (64%) only sought resource consent for one project during the last year.
- Over three quarters of respondents (77%) sought their most recent resource consent for a project on their own property.
- Eight in ten (80%) respondents were applying for themselves and 15% were applying as a professional on behalf of someone else.
- One third (33%) of respondents' applications were processed as a non-notified application.
- Satisfaction amongst respondents has continued to increase in 2014 (76% satisfied) compared to 2013 (71% satisfied) and 2012 (63% satisfied) in regard to the service they received from the Hauraki District Council's Resource Consent Department during the resource consenting process.
 - Applicants for properties in Waihi Ward (83%) and Paeroa Ward (80%) were more likely than those for properties in Plains Ward (60%) to be satisfied with the service they received from the Hauraki District Council's Resource Consent Department during the resource consenting process.
 - Rural property applicants (82%) were more likely than Urban property applicants (69%) to be satisfied with the service they received from the Hauraki District Council's Resource Consent Department during the resource consenting process.
- Of the nine respondents who were dissatisfied, the most mentioned reasons for dissatisfaction was that *The process took too long* (56%) and *Red tape / bureaucratic issues* (56%).
- Of the 22 respondents who were satisfied, the most mentioned reasons for satisfaction was that *The staff were efficient* (69%) and *The staff were professional* (38%).

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Table 101: Q2 Approximately how many different projects have you sought resource consent for during the last year?

	One (1)	Two to Five (2)	More than Five (3)	Not sure (4)
2014 n=39	64%	21%	5%	10%
2013 n=31	58%	23%	19%	-
2012 n=57	60%	25%	14%	2%

Table 102: Q2A Thinking now about your most recent application, was it for a project...

	On your property (1)	On someone else's property (2)
2014 n=39	77%	23%
2013 n=31	55%	45%
2012 n=57	56%	44%

Table 103: Q2B Were you applying...

	As a professional, such as a surveyor, planner, architect or engineer, on behalf of someone else (1)	As a developer or property manager (2)	On behalf of someone else, but not as a professional (3)	For yourself (4)	I did not make the application / a professional or someone else applied on my behalf (5)	Other (6)
2014 n=39	15%	-	5%	80%	-	-
2013 n=31	36%	3%	16%	45%	-	-
2012 n=57	40%	-	-	56%	2%	2%

Table 104: Q2C And was this application processed as a...

	Notified application (1)	Non-notified application (2)	Limited notified application (3)	Other (5)	Don't know (4)
2014 n=39	31%	33%	5%	-	31%
2013 n=31	23%	58%	-	-	19%
2012 n=57	12%	60%	2%	9%	18%

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Table 105: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process?*

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
2014 n=39	5%	3%	15%	15%	36%	23%	3%	76%	4.5
2013 n=31	10%	6%	13%	10%	45%	16%	-	71%	4.2
2012 n=57	5%	9%	23%	12%	33%	18%	-	63%	4.1

Table 106: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process?* – By ward

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Plains n=11	10%	-	30%	20%	30%	10%	-	60%	3.9
Waihi n=5	4%	4%	9%	17%	39%	26%	-	83%	4.6
Paeroa n=23	-	-	17%	0%	33%	33%	17%	80%	5.0

Table 107: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process?* – By area

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
Urban n=16	13%	<1%	19%	13%	25%	31%	<1%	69%	4.4
Rural n=23	<1%	4%	13%	17%	43%	17%	4%	82%	4.7

Table 108: Q5 How satisfied, or dissatisfied, are you with *The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process?* – By application

	Very Dissatisfied (1)	Dissatisfied (2)	Somewhat Dissatisfied (3)	Somewhat Satisfied (4)	Satisfied (5)	Very Satisfied (6)	DK /NA	% Satisfied, excl. DK/NA (4-6)	Mean Score Max 6
On your property n=30	7%	3%	13%	17%	33%	23%	3%	76%	4.3
On someone else's property n=9	-	-	22%	11%	44%	22%	-	78%	4.6

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Table 109: Q6 Reasons for dissatisfaction

The process took too long	56%
Red tape / bureaucratic issues	56%
Lack of communication	44%
They could follow up more promptly	33%
They could liaise more with me	33%
Given the run-around by the department / Council	33%
Should let me know about delays	22%
Delay in receiving consent	22%
No one offered clear or practical advice	22%
There could be a clearer explanation of the Resource Management Act and district plan requirements	11%
Asked to provide something they already had	11%
I needed someone who understood my issues	11%
The information provided was inaccurate	11%
They could have just one person dealing with me	11%

Base: 9 respondents, multiple responses allowed

Table 110: Q7 Reasons for satisfaction

The staff were efficient	69%
The staff were professional	38%
The staff were friendly and helpful	35%
The staff were positive	21%
The speed in processing your application	21%
The process was prompt and smooth	21%
The quality of the overall process	14%
The ease of using the application forms	7%
I liked the people	7%
The accuracy of information given to you by Council staff	7%
The information they provided about the application process	3%
The quality of the report	3%
The ease of 'getting the right person'	3%
Other	14%
Don't know	3%

Base: 22 respondents, multiple responses allowed

9. Residents Survey Respondent Profile

Table 111: Gender

	Weighted % of respondents	Actual % of respondents
Male	49%	40%
Female	51%	60%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 112: Age

	Weighted % of respondents	Actual % of respondents
18 to 29	14%	5%
30 to 39	11%	8%
40 to 49	18%	22%
50 to 59	19%	24%
60 or older	38%	42%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 113: Ward

	Weighted % of respondents	Actual % of respondents
Plains	33%	33%
Waihi	36%	37%
Paeroa	31%	30%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 114: Area

	Weighted % of respondents	Actual % of respondents
Urban	56%	56%
Rural	44%	44%
<i>n=</i>	<i>400</i>	<i>400</i>

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Table 115: Ethnicity

	Weighted % of respondents	Actual % of respondents
Maori	12%	10%
Pacific Islander	<1%	<1%
Asian	1%	<1%
European / NZ Pakeha	67%	70%
Kiwi / New Zealander	17%	17%
Other	3%	4%
<i>n=</i>	<i>400</i>	<i>400</i>