

Hauraki District Council

TRIENNIAL RESIDENTS SURVEY

**2013
Report**

September 2013

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1. Executive Summary

1.1. Triennial Questions

1.1.1. Communication

- Almost three in ten (29%) respondents have visited the Hauraki District Council's website in the last 12 months.
- If Hauraki District Council developed a Facebook page, almost one quarter (23%) of all respondents stated that they would follow the Council via Facebook. Almost one half (45%) of respondents have a Facebook account.
- If Council were to set up email newsletters and updates, one half (50%) of respondents would be interested in signing up to receive this service from Council.

1.1.2. Range of Council Services

- Over one half (51%) of respondents think that Council should only be involved in core services.
- However, the majority of respondents (86%) think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy.
- Of those respondents who think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy, the top social activities that they stated Council should be involved in are *Youth activities* (28%) and *Elderly / Pensioner housing* (23%).
- Almost one fifth (19%) of respondents agree and 69% disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council.

1.1.3. Future Directions

- The most important matters that respondents stated that the new council should be addressing over the next three years are *Improvements to core infrastructure including roading network / water supply / stormwater / rubbish collection* (71%), *Resource and natural environment management / planning* (26%), and *Support businesses / more employment / economic growth* (24%).

1.1.4. Hauraki Rail Trail

- Almost four out of ten (39%) respondents have used the Hauraki Rail Trail since it opened.
- The majority of respondents (89%) believe that the Hauraki Rail Trail has had a positive impact on the District.

1.1.5. Economic Development

- The majority (85%) of respondents stated that they support the Council's involvement in economic development.
- Of respondents who support the Council's involvement in economic development, the top mentioned things that they believe the Council should be focusing its economic development resources on are *Support local businesses* (59%) and *Employment* (38%).

1.1.6. Fluoride

- Over four out of ten (42%) respondents stated that they do think that Council should consider the issue of adding fluoride to water while 45% do not think that they should.

1.2. Annual Performance Satisfaction Measures

- The Hauraki District Council's services and facilities that recorded the greatest proportion satisfied were *Wastewater* (98%), *Libraries* (96%), *Sports Fields and Reserves* (96%), *Swimming Pools* (87%), and *Solid Waste* (86%).
- The services and facilities that have had the greatest increase in satisfaction since 2012 are *Building Services* (78% compared to 61% in 2012), *Stormwater* (83% compared to 75% in 2012) and *Resource Management* (71% compared to 63% in 2012).
- Under one half (44%) of respondents were *Prepared for a Civil Defence emergency*.
- The services and facilities that recorded the least proportion satisfied were *Policy Development* (60%), *Value for money of water supplied* (69%) and *Land Drainage* (70%).

Table 1: Summary of Hauraki District Council Satisfaction Performance Measures

Services and Facilities	Performance Measure	2012 (%)	2013 (%)	
Wastewater	The percentage of users satisfied with the quality of wastewater services provided.	97%	98%	+1
Libraries	The percentage of library users satisfied with library services.	93%	96%	+3
Sports Fields and Reserves	The percentage of users satisfied with services and facilities provided at District Parks and Reserves.	91%	94%	+3
Swimming Pools	The percentage of pool users satisfied with the operation of Council swimming pools.	94%	87%	-7
Solid Waste	The percentage of users satisfied with the kerbside collection service.	87%	86%	-1
Stormwater	The percentage of customers satisfied with the stormwater services.	75%	83%	+8
Water Supply	The percentage of customers satisfied with the water quality from Hauraki District Council networks.	76%	79%	+3
Building Services	The percentage of customers satisfied with the service they receive during the building consenting process	61%	78%	+17
Democracy	The percentage of customers that have confidence in Council decision making by elected members.	73%	76%	+3
Roading	The percentage of customers satisfied with the quality of roads in the District (excluding state highways).	72%	72%	-
Resource Management	The percentage of customers satisfied with the service they receive during the resource consenting process.	63%	71%	+8
Land Drainage	The percentage of customers satisfied with the land drainage services.	73%	70%	-3
Water Supply	The percentage of customers satisfied with the value for money of water supplied to you by the Council*	-	69%	-
Policy Development	The percentage of customers satisfied that they understand the Council's decision making processes.	59%	60%	+1
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%	-

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

* Question wording changed in the 2013 survey

1.3. Civil Defence

- Over four out of ten (44%) respondents currently have an emergency preparedness kit ready to last their household for three days. There has been no change in emergency preparedness from the 2012 survey.
- 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* (86%) and *Torch* (70%).

1.4. Building Services

- Over two thirds of respondents (68%) were applying for themselves and almost one quarter of respondents (23%) were applying as a professional on behalf of someone else.
- Satisfaction amongst respondents has increased significantly in 2013 (78% satisfied) 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.

1.5. Resource Management

- Satisfaction amongst respondents has increased significantly in 2013 (71% satisfied) compared to 2012 (63% satisfied) in regard to the service they received from the Hauraki District Council's Resource Consent Department during the resource consenting process.

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 *Triennial Residents Survey* in 2013. 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 *2012 Annual Residents Survey*. The *Triennial Residents Survey* contained additional questions on specific topics required by the Elected Members to help in forming their priorities for the term ahead.

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 *2012 Annual Residents Survey*.
- To gauge residents' opinions on the following topics:
 - Council communications preferences.
 - Future directions of the Council.
 - Economic Development initiatives and priorities.
 - Hauraki Rail Trail usage and perceived benefits.
 - Perceptions towards having fluoride in the Council water supply.

2.1 Research Method

This *2013 Triennial Survey of Residents* 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 are proportionately represented according to population estimates (2006 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 130 responses from residents in the *Plains Ward*, 120 responses from residents in the *Paeroa Ward* and 150 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 Friday 9th August and Monday 30th August 2013.

The 2013 Triennial Residents Survey also consisted of 80 interviews with Building Consent applicants and 31 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.

** Note: Maori respondents consist of a sub-sample of 32 people and the results should be viewed as indicative rather than statistically robust.*

Triennial Questions

The Triennial Residents Survey included questions on specific topics required by the Elected Members to help in forming their priorities for the term ahead.

3. Communications

Key Findings:

- Almost three in ten (29%) respondents have visited the Hauraki District Council's website in the last 12 months.
 - Rural respondents (34%) were more likely than Urban respondents (25%) to have visited the Hauraki District Council's website in the last 12 months.
 - Respondents in the 40 - 49 year age group (45%) were more likely than those in other age groups to have visited the Hauraki District Council's website in the last 12 months.
- If the Council is seeking feedback about specific decisions that may affect respondents and the District, the preferred methods for receiving this information are *Letter in the mail* (59%) and *Email* (27%).
- If Hauraki District Council developed a Facebook page, almost one quarter (23%) of all respondents stated that they would follow the Council via Facebook. Almost one half (45%) of respondents have a Facebook account.
- Of those respondents who have a social media account, one quarter (25%) would be most interested in following *General information / Information about Council services* via social media.
- If Council were to set up email newsletters and updates, one half (50%) of respondents would be interested in signing up to receive this service from Council.

Hauraki District Council

Triennial Residents Survey 2013

Table 2: Q5 Which of the following internet connection do you currently have at home?

	Dial Up	Broadband	Other	Do not have an internet connection
Total Sample	4%	78%	3%	15%

Base: 400 respondents

Table 3: Q5 Which of the following internet connection do you currently have at home? – By ward

	Dial Up	Broadband	Other	Do not have an internet connection
Plains n=120	7%	82%	3%	8%
Waihi n=150	4%	77%	3%	16%
Paeroa n=130	2%	76%	1%	21%

Table 4: Q5 Which of the following internet connection do you currently have at home? – By area

	Dial Up	Broadband	Other	Do not have an internet connection
Urban n=230	4%	76%	-	20%
Rural n=170	5%	80%	6%	9%

Table 5: Q5 Which of the following internet connection do you currently have at home? – By age

	Dial Up	Broadband	Other	Do not have an internet connection
18 to 29 n=53	-	85%	4%	11%
30 to 39 n=80	-	95%	1%	4%
40 to 49 n=84	6%	86%	4%	5%
50 to 59 n=70	7%	80%	4%	9%
60 or older n=113	6%	55%	1%	38%

Table 6: Q5 Which of the following internet connection do you currently have at home? – By gender

	Dial Up	Broadband	Other	Do not have an internet connection
Male n=200	6%	78%	2%	14%
Female n=200	3%	78%	3%	17%

Hauraki District Council

Triennial Residents Survey 2013

Table 7: Q6 Have you visited the Hauraki District Council's website in the last 12 months?

	Yes	No	Don't know
Total Sample	29%	70%	2%

Base: 400 respondents

Table 8: Q6 Have you visited the Hauraki District Council's website in the last 12 months? – By ward

	Yes	No	Don't know
Plains n=120	29%	70%	1%
Waihi n=150	29%	69%	2%
Paeroa n=130	28%	70%	2%

Table 9: Q6 Have you visited the Hauraki District Council's website in the last 12 months? – By area

	Yes	No	Don't know
Urban n=230	25%	74%	1%
Rural n=170	34%	64%	2%

Table 10: Q6 Have you visited the Hauraki District Council's website in the last 12 months? – By age

	Yes	No	Don't know
18 to 29 n=53	17%	81%	2%
30 to 39 n=80	28%	73%	-
40 to 49 n=84	45%	52%	2%
50 to 59 n=70	36%	63%	1%
60 or older n=113	19%	80%	2%

Table 11: Q6 Have you visited the Hauraki District Council's website in the last 12 months? - By gender

	Yes	No	Don't know
Male n=200	31%	68%	1%
Female n=200	27%	72%	2%

Table 12: Q7 What did you visit the website for?

Information on Council services and facilities	42%
Rates information	19%
General District information (for example, maps, photos, history, statistics, news pages, events)	17%
Information on Council offices / staff, including contact information	8%
Publications, reports and plans	5%
Fees and charges	4%
Hauraki Rail Trail	4%
Information on Mayor and Councillors, including contact details	3%
Consultation / Making a submission	2%
Council agendas and meeting minutes	2%
Job vacancies / situations vacant	2%
Mining consent / mining matters	1%
Forms	1%
Public notices	1%
Minutes and agendas of Meetings	1%
Elections	1%
Other	11%
Don't know / not sure	2%

Base: 116 respondents, multiple responses allowed

Hauraki District Council

Triennial Residents Survey 2013

Table 13: Q8 If the Council is seeking feedback about specific decisions that may affect you and the District, what is your preferred method for receiving information from Council?

Letter in the mail	59%
Email	27%
Inserts into newspaper	9%
Hauraki District Council News in the Hauraki Herald	8%
Phone call	7%
Pamphlets / flyers	5%
Hauraki District Council website	1%
Radio advertising	1%
Public meetings	1%
Public notices	<1%
Social media such as Facebook	<1%
Text message	<1%
Other	5%
Don't know / not sure	1%

Base: 400 respondents, multiple responses allowed

Table 14: Q8 If the Council is seeking feedback about specific decisions that may affect you and the District, what is your preferred method for receiving information from Council? - by age

	18 to 29 n=53	30 to 39 n=80	40 to 49 n=84	50 to 59 n=70	60 or older n=113
Letter in the mail	55%	63%	54%	63%	58%
Email	26%	32%	40%	29%	14%
Inserts into newspaper	-	1%	11%	10%	15%
Hauraki District Council News in the Hauraki Herald	2%	7%	5%	8%	13%
Phone call	18%	1%	4%	3%	10%
Pamphlets / flyers	-	12%	2%	4%	4%
Hauraki District Council website	-	3%	2%	-	1%
Radio advertising	3%	-	2%	-	-
Public meetings	-	-	-	1%	2%
Public notices	-	-	-	-	1%
Social media such as Facebook	-	-	-	-	1%
Text message	-	-	-	-	1%
Other	7%	2%	1%	3%	10%
Don't know / not sure	-	-	-	-	2%

Multiple responses allowed

Hauraki District Council

Triennial Residents Survey 2013

Table 15: Q9 Which, if any, social media websites do you have an account with?

	Facebook	Twitter	Other	Do not have an account with any social media websites
Total Sample	45%	2%	1%	55%

Base: 400 respondents, multiple responses allowed

Table 16: Q9 Which, if any, social media websites do you have an account with? – By ward

	Facebook	Twitter	Other	Do not have an account with any social media websites
Plains n=120	47%	2%	-	53%
Waihi n=150	48%	3%	1%	52%
Paeroa n=130	40%	1%	1%	60%

Table 17: Q9 Which, if any, social media websites do you have an account with? – By area

	Facebook	Twitter	Other	Do not have an account with any social media websites
Urban n=230	40%	2%	-	60%
Rural n=170	52%	2%	2%	48%

Table 18: Q9 Which, if any, social media websites do you have an account with? – By age

	Facebook	Twitter	Other	Do not have an account with any social media websites
18 to 29 n=53	72%	2%	-	28%
30 to 39 n=80	68%	3%	-	32%
40 to 49 n=84	46%	2%	-	54%
50 to 59 n=70	41%	2%	4%	58%
60 or older n=113	18%	1%	-	82%

Table 19: Q9 Which, if any, social media websites do you have an account with? – By gender

	Facebook	Twitter	Other	Do not have an account with any social media websites
Male n=200	35%	1%	2%	65%
Female n=200	55%	3%	-	45%

Hauraki District Council

Triennial Residents Survey 2013

Table 20: Q10 If Hauraki District Council developed a Facebook page, would you follow the Council via Facebook?

	Yes	No	Don't know
Total Sample	50%	45%	5%

Base: 180 respondents

Table 21: Q10 If Hauraki District Council developed a Facebook page, would you follow the Council via Facebook? – By ward

	Yes	No	Don't know
Plains n=56	39%	54%	7%
Waihi n=72	50%	47%	3%
Paeroa n=52	62%	31%	8%

Table 22: Q10 If Hauraki District Council developed a Facebook page, would you follow the Council via Facebook? – By area

	Yes	No	Don't know
Urban n=92	62%	32%	7%
Rural n=89	37%	58%	4%

Table 23: Q10 If Hauraki District Council developed a Facebook page, would you follow the Council via Facebook? – By age

	Yes	No	Don't know
18 to 29 n=38	50%	32%	18%
30 to 39 n=54	52%	46%	2%
40 to 49 n=39	54%	44%	3%
50 to 59 n=29	48%	48%	3%
60 or older n=20	40%	60%	-

Table 24: Q10 If Hauraki District Council developed a Facebook page, would you follow the Council via Facebook? - By gender

	Yes	No	Don't know
Male n=71	52%	44%	4%
Female n=109	49%	46%	6%

Table 25: Q11 Would you consider subscribing to 'tweets' from the Hauraki District Council?

	Yes	No
Total Sample	57%	43%

Base: 8 respondents

Table 26: Q12 What Council services or topics would you be most interested in following via social media?

General Information / Information about Council services	25%
Events / Regional news / Council activities	14%
I wouldn't follow them	6%
Mining issues	6%
Economic development	3%
Elections	2%
Other	16%
Don't know / Nothing	39%

Base: 180 respondents, multiple responses allowed

Table 27: Q13 If Council were to set up email newsletters and updates, would you be interested in signing up to receive this service from Council?

	Yes	No	Don't know
Total Sample	50%	50%	<1%

Base: 400 respondents

Table 28: Q13 If Council were to set up email newsletters and updates, would you be interested in signing up to receive this service from Council? – By ward

	Yes	No	Don't know
Plains n=120	49%	51%	-
Waihi n=150	49%	50%	1%
Paeroa n=130	52%	47%	1%

Table 29: Q13 If Council were to set up email newsletters and updates, would you be interested in signing up to receive this service from Council? – By area

	Yes	No	Don't know
Urban n=230	53%	46%	<1%
Rural n=170	46%	54%	-

Table 30: Q13 If Council were to set up email newsletters and updates, would you be interested in signing up to receive this service from Council? – By age

	Yes	No	Don't know
18 to 29 n=53	49%	51%	-
30 to 39 n=80	59%	41%	-
40 to 49 n=84	56%	44%	-
50 to 59 n=70	57%	41%	1%
60 or older n=113	35%	64%	1%

Table 31: Q13 If Council were to set up email newsletters and updates, would you be interested in signing up to receive this service from Council? - By gender

	Yes	No	Don't know
Male n=200	55%	45%	-
Female n=200	45%	55%	1%

4. Range of Council Services

Key Findings:

- Over one half (51%) of respondents think that Council should only be involved in core services.
 - Plains Ward respondents (57%) were more likely than respondents from other areas to think that Council should only be involved in core services.
 - Respondents in the 18 - 29 year age group (36%) were less likely to think that Council should only be involved in core services than respondents in other age groups. Respondents in the 60 years or older age group were most likely to think that Council should only be involved in core services (59%).
 - Males (56%) were more likely than Females (47%) to think that Council should only be involved in core services.
- The majority of respondents (86%) think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy.
 - All (100%) respondents in the 18 - 29 year age group think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy.
- Of those respondents who think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy, the top social activities that they stated Council should be involved in are *Youth activities* (28%) and *Elderly / Pensioner housing* (23%).
- Almost one fifth (19%) of respondents agree and 69% disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council.
 - Respondents from Paeroa Ward (26%) were more likely to agree with the idea of amalgamation than respondents from Plains Ward (18%) or Waihi Ward (15%).
 - Respondents in the 18 - 29 year age group (43%) were much more likely than respondents in other age groups to agree with the idea of amalgamation than respondents in other age groups.
- Of those respondents who agreed with the idea of amalgamation, the top reasons for agreeing were *It will be good for the economy* (21%) and *It will cut costs / rates* (18%).
- Of those respondents who disagreed with the idea of amalgamation, the top reasons for disagreeing were *Smaller / local councils or areas may be overlooked* (29%) and *Each area is individual / has its own needs* (29%).

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Table 32: Q14 Do you think that Council should only be involved in core services?

	Yes	No	Don't know
Total Sample	51%	39%	10%

Base: 400 respondents

Table 33: Q14 Do you think that Council should only be involved in core services? – By ward

	Yes	No	Don't know
Plains n=120	57%	35%	8%
Waihi n=150	50%	39%	11%
Paeroa n=130	47%	43%	10%

Table 34: Q14 Do you think that Council should only be involved in core services? – By area

	Yes	No	Don't know
Urban n=230	50%	38%	11%
Rural n=170	52%	39%	9%

Table 35: Q14 Do you think that Council should only be involved in core services? – By age

	Yes	No	Don't know
18 to 29 n=53	36%	51%	13%
30 to 39 n=80	46%	48%	6%
40 to 49 n=84	50%	36%	14%
50 to 59 n=70	57%	36%	7%
60 or older n=113	59%	31%	11%

Table 36: Q14 Do you think that Council should only be involved in core services? - By gender

	Yes	No	Don't know
Male n=200	56%	39%	6%
Female n=200	47%	39%	15%

Table 37: Q15 Do you think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, disability strategy?

	Yes	No	Don't know
Total Sample	86%	11%	4%

Base: 400 respondents

Table 38: Q15 Do you think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, disability strategy? – By ward

	Yes	No	Don't know
Plains n=120	87%	11%	3%
Waihi n=150	81%	13%	6%
Paeroa n=130	89%	8%	2%

Table 39: Q15 Do you think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, disability strategy? – By area

	Yes	No	Don't know
Urban n=230	87%	10%	3%
Rural n=170	84%	12%	4%

Table 40: Q15 Do you think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, disability strategy? – By age

	Yes	No	Don't know
18 to 29 n=53	100%	-	-
30 to 39 n=80	89%	9%	3%
40 to 49 n=84	81%	14%	5%
50 to 59 n=70	89%	11%	-
60 or older n=113	78%	13%	9%

Table 41: Q15 Do you think that Council should continue to be involved in activities such as the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, disability strategy? - By gender

	Yes	No	Don't know
Male n=200	83%	14%	3%
Female n=200	88%	7%	5%

Table 42: Q16 What social activities do you think the Council should be involved in?

Youth activities	28%
Elderly / Pensioner housing	23%
Sport facilities	14%
What they are already doing	11%
Support for disabled people	4%
Other	36%
Don't know / Nothing	20%

Base: 343 respondents, multiple responses allowed

Hauraki District Council

Triennial Residents Survey 2013

Table 43: Q17 In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council?

	Agree	Disagree	Don't know / Undecided	It depends / Other
Total Sample	19%	69%	7%	5%

Base: 400 respondents

Table 44: Q17 In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council? – By ward

	Agree	Disagree	Don't know / Undecided	It depends / Other
Plains n=120	18%	71%	5%	6%
Waihi n=150	15%	72%	8%	5%
Paeroa n=130	26%	64%	8%	3%

Table 45: Q17 In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council? – By area

	Agree	Disagree	Don't know / Undecided	It depends / Other
Urban n=230	21%	67%	6%	6%
Rural n=170	17%	71%	9%	4%

Table 46: Q17 In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council? – By age

	Agree	Disagree	Don't know / Undecided	It depends / Other
18 to 29 n=53	43%	49%	8%	-
30 to 39 n=80	18%	69%	14%	-
40 to 49 n=84	17%	70%	5%	8%
50 to 59 n=70	19%	73%	1%	7%
60 or older n=113	12%	75%	7%	6%

Table 47: Q17 In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council? – By gender

	Agree	Disagree	Don't know / Undecided	It depends / Other
Male n=200	19%	69%	7%	6%
Female n=200	20%	70%	8%	3%

Table 48: Q17a What are your reasons for agreeing?

It will be good for the economy	21%
It will cut costs / rates	18%
The territory or area will be managed more efficiently	12%
It will spread resources over a wider area	11%
The territory or area will be managed more effectively	10%
There are positives and negatives	9%
I have some concerns	5%
I need more information / need to know more	2%
I don't think anything will change	1%
Some areas may get left out	1%
The Council will become too large	1%
Other	56%
Don't know / not sure	2%

Base: 78 respondents, multiple responses allowed

Table 49: Q17b What are your reasons for disagreeing?

Smaller / local councils or areas may be overlooked	29%
Each area is individual / has its own needs	29%
I like it how it is	25%
The Council will become too large	25%
Smaller / local councils are run better	20%
Smaller / local councils are more personal	11%
There will be too many problems	10%
Too expensive / Rates will go up / More debt	5%
Smaller / local councils keep more people happy	5%
No improvements / advantages will be gained	4%
There are positives and negatives	3%
I don't think anything will change	2%
I need more information / need to know more	1%
The Council doesn't do much as it is	1%
I want to see proof of benefits	<1%
Other	30%
Don't know / not sure	1%

Base: 276 respondents, multiple responses allowed

5. Future Directions

Key Findings:

- The most important matters that respondents stated that the new council should be addressing over the next three years are *Improvements to core infrastructure including roading network / water supply / stormwater / rubbish collection (71%), Resource and natural environment management / planning (26%), and Support businesses / more employment / economic growth (24%).*

Table 50: Q18 What do you consider to be the three most important matters the new Council should be addressing over the next three years? - First Mention

	First Mention	Second Mention	Third Mention	Overall
Improvements to core infrastructure including roading network / water supply / stormwater / rubbish collection	32%	32%	33%	71%
Resource and natural environment management / planning	11%	15%	9%	26%
Support businesses / more employment / economic growth	12%	7%	14%	24%
Council services / facilities / Schools	3%	12%	13%	18%
Minimise rates increases	12%	4%	5%	17%
Youth jobs / training / activities	7%	6%	4%	14%
Community support / involvement / Social issues	5%	5%	6%	12%
Mining issues	10%	1%	1%	11%
Housing	3%	3%	3%	7%
Health / aged care	1%	4%	3%	6%
Rail Trail improvements / promote tourism	1%	5%	1%	5%
Building / resource consents / permits	2%	3%	1%	4%
It is good now / No complaints	3%	1%	<1%	4%
Other	9%	5%	1%	24%
<i>Multiple responses allowed</i>	<i>n=309</i>	<i>n=222</i>	<i>n=145</i>	<i>n=309</i>

6. Hauraki Rail Trail

Key Findings:

- Almost four out of ten (39%) respondents have used the Hauraki Rail Trail since it opened.
 - Respondents from Paeroa Ward (45%) are more likely to have used the Hauraki Rail Trail since it opened than respondents from Waihi Ward (38%) or Plains Ward (33%).
 - Respondents in the 30 - 59 year age group were more likely than respondents from other age groups to have used the Hauraki Rail Trail since it opened.
- The majority of respondents (89%) believe that the Hauraki Rail Trail has had a positive impact on the District.
 - Respondents from Waihi Ward (81%) are less likely to believe that the Rail Trail has had a positive impact on the District than respondents from Paeroa Ward (95%) or Plains Ward (92%).
 - Respondents in the 18 - 29 year age group (94%) were more likely than respondents in other age groups to believe that the Rail Trail has had a positive impact on the District while respondents in the 30 - 39 year age group (81%) were much less likely.
- Of those respondents who believe that the Rail Trail has had a positive impact on district, the most mentioned impact that they have noticed was *More tourists / increased visitors* (58%) and *Increased business / busier cafes* (38%).

Table 51: Q19 Have you used the Hauraki Rail Trail since it opened?

	Yes	No
Total Sample	39%	61%

Base: 400 respondents

Table 52: Q19 Have you used the Hauraki Rail Trail since it opened? – By ward

	Yes	No
Plains n=120	33%	68%
Waihi n=150	38%	62%
Paeroa n=130	45%	55%

Table 53: Q19 Have you used the Hauraki Rail Trail since it opened? – By area

	Yes	No
Urban n=230	36%	64%
Rural n=170	42%	58%

Table 54: Q19 Have you used the Hauraki Rail Trail since it opened? – By age

	Yes	No
18 to 29 n=53	36%	64%
30 to 39 n=80	48%	53%
40 to 49 n=84	46%	54%
50 to 59 n=70	43%	57%
60 or older n=113	25%	75%

Table 55: Q19 Have you used the Hauraki Rail Trail since it opened? - By gender

	Yes	No
Male n=200	41%	60%
Female n=200	37%	63%

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Table 56: Q20 Do you believe that the Rail Trail has had a positive impact on the District?

	Yes	No	Don't know
Total Sample	89%	5%	7%

Base: 400 respondents

Table 57: Q20 Do you believe that the Rail Trail has had a positive impact on the District? – By ward

	Yes	No	Don't know
Plains n=120	92%	5%	3%
Waihi n=150	81%	6%	13%
Paeroa n=130	95%	2%	3%

Table 58: Q20 Do you believe that the Rail Trail has had a positive impact on the District? – By area

	Yes	No	Don't know
Urban n=230	86%	4%	10%
Rural n=170	92%	5%	4%

Table 59: Q20 Do you believe that the Rail Trail has had a positive impact on the District? – By age

	Yes	No	Don't know
18 to 29 n=53	94%	-	6%
30 to 39 n=80	81%	9%	10%
40 to 49 n=84	92%	6%	2%
50 to 59 n=70	91%	3%	6%
60 or older n=113	87%	4%	10%

Table 60: Q20 Do you believe that the Rail Trail has had a positive impact on the District? - By gender

	Yes	No	Don't know
Male n=200	89%	3%	8%
Female n=200	88%	6%	6%

Table 61: Q21 If yes, What impact have you noticed?

More tourists / increased visitors	58%
Increased business / busier cafes	38%
More people riding their bikes / exercising / family activity	29%
More people using the Rail Trail / well used	23%
General positive changes / comments	6%
Safety issues / litter	2%
Other	4%
Don't know / Nothing	2%

Base: 354 respondents, multiple responses allowed

7. Economic Development

Key Findings:

- The majority (85%) of respondents stated that they support the Council's involvement in economic development.
 - Respondents from Plains Ward (92%) are more likely to support the Council's involvement in economic development than respondents from Waihi Ward (82%) or Paeroa Ward (82%).
 - Rural respondents (89%) are more likely than Urban respondents (83%) to support the Council's involvement in economic development.
 - Respondents in the 18 - 29 year age group (92%) are more likely than respondents from other age groups to support the Council's involvement in economic development.
 - Male respondents (88%) are more likely than Female respondents (83%) to support the Council's involvement in economic development.
- Of respondents who support the Council's involvement in economic development, the top mentioned things that they believe the Council should be focusing its economic development resources on are *Support local businesses* (59%) and *Employment* (38%).

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Table 62: Q22 Do you support the Council's involvement in economic development?

	Yes	No	Other	Don't know
Total Sample	85%	7%	2%	6%

Base: 400 respondents

Table 63: Q22 Do you support the Council's involvement in economic development? – By ward

	Yes	No	Other	Don't know
Plains n=120	92%	3%	2%	3%
Waihi n=150	82%	6%	3%	9%
Paeroa n=130	82%	11%	1%	5%

Table 64: Q22 Do you support the Council's involvement in economic development? – By area

	Yes	No	Other	Don't know
Urban n=230	83%	6%	2%	9%
Rural n=170	89%	8%	1%	2%

Table 65: Q22 Do you support the Council's involvement in economic development? – By age

	Yes	No	Other	Don't know
18 to 29 n=53	92%	6%	-	2%
30 to 39 n=80	84%	9%	-	8%
40 to 49 n=84	90%	7%	-	2%
50 to 59 n=70	87%	7%	1%	4%
60 or older n=113	79%	6%	4%	11%

Table 66: Q22 Do you support the Council's involvement in economic development? – By gender

	Yes	No	Other	Don't know
Male n=200	88%	6%	2%	5%
Female n=200	83%	8%	2%	7%

Table 67: Q23 What are the top three things you think the Council should be focusing its economic development resources on?

	First Mention	Second Mention	Third Mention	Overall
Support local businesses	36%	30%	14%	59%
Employment	27%	14%	11%	38%
Tourism / Rail Trail / promotion and events	19%	12%	16%	31%
Infrastructure / Council services	7%	16%	23%	23%
Youth jobs / training / activities	7%	<1%	6%	9%
Building consents / housing	5%	-	12%	8%
Council facilities	1%	6%	2%	5%
Other	14%	26%	27%	37%
<i>Multiple responses allowed</i>	<i>n=257</i>	<i>n=165</i>	<i>n=72</i>	<i>n=257</i>

8. Fluoride

Key Findings:

- Over four out of ten (42%) respondents stated that they do think that Council should consider the issue of adding fluoride to water while 45% do not think that they should.
 - Respondents from Waihi Ward (34%) are less likely to think that Council should consider the issue of adding fluoride to water than respondents from Plains Ward (46%) or Paeroa Ward (46%).
 - Respondents in the 18 - 29 year age group (30%) are less likely than respondents from other age groups to think that Council should consider the issue of adding fluoride to water.
 - Respondents in the 30 - 39 year age group (53%) are more likely than others to think that Council should consider the issue of adding fluoride to water.
 - Female respondents (49%) are more likely than Male respondents (35%) to think that Council should consider the issue of adding fluoride to water.

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Table 68: Q24 Do you think that Council should consider the issue of adding fluoride to water?

	Yes	No	Other	Don't know
Total Sample	42%	45%	6%	9%

Base: 400 respondents

Table 69: Q24 Do you think that Council should consider the issue of adding fluoride to water? – By ward

	Yes	No	Other	Don't know
Plains n=120	46%	43%	6%	5%
Waihi n=150	34%	53%	8%	5%
Paeroa n=130	46%	36%	3%	16%

Table 70: Q24 Do you think that Council should consider the issue of adding fluoride to water? – By area

	Yes	No	Other	Don't know
Urban n=230	43%	43%	5%	10%
Rural n=170	40%	47%	6%	7%

Table 71: Q24 Do you think that Council should consider the issue of adding fluoride to water? – By age

	Yes	No	Other	Don't know
18 to 29 n=53	30%	40%	6%	25%
30 to 39 n=80	53%	36%	8%	4%
40 to 49 n=84	43%	43%	4%	11%
50 to 59 n=70	39%	57%	4%	-
60 or older n=113	40%	47%	6%	7%

Table 72: Q24 Do you think that Council should consider the issue of adding fluoride to water? – By gender

	Yes	No	Other	Don't know
Male n=200	35%	48%	7%	10%
Female n=200	49%	41%	4%	7%

Annual Performance Satisfaction Measures

9. Satisfaction with Hauraki District Council Decision Making

Key Findings:

- Satisfaction amongst respondents in 2013 (60% satisfied) in regard to understanding the Council's decision making processes has stayed relatively unchanged when compared with the 2012 survey (59% satisfied).
 - Respondents from Waihi Ward (56%) are less satisfied with understanding the Council's decision making processes than respondents from Plains Ward (64%) or Paeroa Ward (60%).
 - Respondents in the 60 years or older age group (78%) are significantly more likely to be satisfied with understanding the Council's decision making processes than respondents in other age groups.
 - Respondents in the 18 - 29 year age group (45%) are significantly less likely to be satisfied with understanding the Council's decision making processes than respondents in other age groups.
 - Female respondents (65%) are more likely than Male respondents (54%) to be satisfied with understanding the Council's decision making processes.
 - Non-Maori respondents (61%) are more likely than Maori respondents (41%) to be satisfied with understanding the Council's decision making processes.
- Of those respondents who were dissatisfied with understanding the Council's decision making processes, the top reason for dissatisfaction was *I don't understand / agree with the decision making process* (51%).
- Satisfaction amongst respondents in 2013 (76% satisfied) in regard to confidence in the Council's decision making by elected members has increased slightly compared with the 2012 survey (73% satisfied).
 - Respondents from Plains Ward (88%) are more satisfied with confidence in the Council's decision making by elected members than respondents from Waihi Ward (63%) or Paeroa Ward (77%).
 - Rural respondents (83%) are more likely than Urban respondents (70%) to be satisfied with confidence in the Council's decision making by elected members.
 - Respondents in the 60 years or older age group (81%) are significantly more likely to be satisfied with confidence in the Council's decision making by elected members than respondents in other age groups.
 - Female respondents (82%) are more likely than Male respondents (70%) to be satisfied with confidence in the Council's decision making by elected members.
 - Non-Maori respondents (79%) are more likely than Maori respondents (70%) to be satisfied with confidence in the Council's decision making by elected members.
- Of those respondents who were 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* (36%).

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Table 73: Q25A 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
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 74: Q25A 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=120	6%	10%	17%	33%	22%	4%	9%	64%	3.7
Waihi n=150	6%	19%	17%	34%	15%	3%	7%	56%	3.5
Paeroa n=130	6%	8%	24%	29%	22%	5%	6%	60%	3.7

Table 75: Q25A 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=230	5%	14%	21%	31%	20%	3%	6%	57%	3.6
Rural n=170	7%	11%	15%	34%	19%	4%	9%	63%	3.6

Table 76: Q25A 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=53	13%	12%	29%	29%	10%	6%	2%	45%	3.3
30 to 39 n=80	10%	19%	15%	30%	14%	1%	11%	50%	3.2
40 to 49 n=84	4%	14%	26%	30%	14%	4%	8%	51%	3.5
50 to 59 n=70	6%	14%	16%	36%	17%	4%	7%	60%	3.6
60 or older n=113	2%	7%	12%	35%	33%	5%	5%	78%	4.1

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Table 77: Q25A 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=200	8%	18%	18%	32%	19%	1%	6%	54%	3.4
Female n=200	5%	8%	20%	33%	20%	7%	9%	65%	3.8

Table 78: Q25A 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=32	9%	3%	45%	27%	12%	<1%	3%	41%	3.3
Non-Maori n=368	6%	14%	17%	33%	20%	4%	8%	61%	3.6

Table 79: Q25Aa Reasons for dissatisfaction

I don't understand / agree with the decision making process	51%
They don't inform the public enough / listen to the public	32%
The rates keep going up / I am not happy with the rates / I don't know what the rates are being spent on	1%
Other	12%
I don't know / I don't know enough about it	22%

Base: 150 respondents, multiple responses allowed

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Table 80: Q25B 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
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 81: Q25B 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=120		5%	5%	37%	38%	8%	8%	88%	4.4
Waihi n=150	6%	6%	21%	32%	21%	4%	11%	63%	3.8
Paeroa n=130	1%	8%	12%	33%	32%	8%	6%	77%	4.2

Table 82: Q25B 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=230	3%	9%	15%	33%	26%	7%	7%	70%	4.0
Rural n=170	2%	4%	11%	35%	33%	6%	10%	83%	4.3

Table 83: Q25B 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=53	6%	17%	8%	23%	30%	8%	9%	67%	3.9
30 to 39 n=80		1%	23%	24%	29%	8%	16%	72%	4.2
40 to 49 n=84	1%	7%	14%	42%	20%	7%	8%	75%	4.0
50 to 59 n=70		9%	13%	45%	28%	1%	4%	78%	4.0
60 or older n=113	4%	4%	9%	33%	37%	7%	5%	81%	4.2

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Table 84: Q25B 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=200	2%	11%	17%	37%	25%	5%	5%	70%	3.9
Female n=200	3%	3%	10%	31%	34%	8%	13%	82%	4.3

Table 85: Q25B 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=32	6%	33%	15%	6%	24%	6%	9%	40%	3.3
Non-Maori n=368	2%	4%	13%	36%	30%	7%	8%	79%	4.2

Table 86: Q25Ba Reasons for dissatisfaction

They don't inform the public enough / listen to the public	36%
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	4%
Other	40%
I don't know / I don't know enough about it	22%

Base: 90 respondents, multiple responses allowed

10. Satisfaction with Specific Council Services

10.1. Rooding

Key Findings:

- Satisfaction amongst respondents in 2013 (72% satisfied) in regard to the quality of the roads in Hauraki District, excluding state highways has stayed the same as in the 2012 survey (72% satisfied).
 - Respondents from Paeroa Ward (85%) are more satisfied with the quality of the roads in Hauraki District, excluding state highways than respondents from Plains Ward (60%) or Waihi Ward (70%).
 - Rural respondents (68%) are less likely to be satisfied with the quality of the roads in Hauraki District, excluding state highways than Urban respondents (75%).
 - Respondents in the 40 - 49 year age group (67%) are less likely to be satisfied with the quality of the roads in Hauraki District, excluding state highways than respondents in other age groups.
 - Female respondents (75%) 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 were dissatisfied with the quality of the roads in Hauraki District, excluding state highways, the top reasons for dissatisfaction were *They are full of potholes / rough / uneven* (56%) and *They need repairs / maintenance* (55%).

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Table 87: Q26 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
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 88: Q26 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=120	5%	15%	19%	31%	25%	3%	1%	60%	3.7
Waihi n=150	3%	9%	18%	35%	29%	6%	-	70%	4.0
Paeroa n=130	1%	5%	8%	32%	45%	8%	1%	85%	4.4

Table 89: Q26 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=230	1%	9%	15%	32%	36%	7%	-	75%	4.1
Rural n=170	5%	11%	16%	34%	29%	4%	1%	68%	3.8

Table 90: Q26 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=53	-	4%	24%	30%	35%	7%	-	74%	4.2
30 to 39 n=80	5%	14%	11%	34%	32%	3%	1%	68%	3.8
40 to 49 n=84	1%	14%	18%	30%	32%	4%	1%	67%	3.9
50 to 59 n=70	4%	10%	12%	39%	30%	4%	-	73%	3.9
60 or older n=113	2%	6%	15%	33%	34%	11%	-	77%	4.2

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Table 91: Q26 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=200	2%	12%	16%	34%	32%	3%	-	69%	3.9
Female n=200	3%	8%	15%	32%	34%	9%	1%	75%	4.1

Table 92: Q26 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=32	-	6%	21%	24%	45%	3%	-	75%	4.2
Non-Maori n=368	3%	10%	15%	34%	32%	6%	<1%	72%	4.0

Table 93: Q26a Reasons for dissatisfaction

They are full of potholes / rough / uneven	56%
They need repairs / maintenance	55%
They are in poor condition	34%
The contractors do not do a satisfactory job / are continually doing repairs	13%
There are too many trucks/heavy vehicles using the roads	6%
The repairs are too slow	6%
They are wasting money on bad repairs	5%
Other	36%
Don't know	1%

Base: 112 respondents, multiple responses allowed

10.2. Water Supply

Key Findings:

- Of respondents who are on Council water supply (87%), satisfaction in 2013 (79% satisfied) in regard to the water quality from Hauraki District Council's networks has stayed the same as in the 2012 survey (79% satisfied).
 - Urban respondents (84%) are more likely to be satisfied with the water quality from Hauraki District Council's networks than Rural respondents (71%).
 - Respondents in the 30 - 39 year age group (69%) are less likely to be satisfied with the water quality from Hauraki District Council's networks than respondents in other age groups.
 - Non-Maori respondents (80%) are more likely than Maori respondents (70%) to be satisfied with the water quality from Hauraki District Council's networks.
- Of those respondents who were dissatisfied with the water quality from Hauraki District Council's networks, the top reasons for dissatisfaction were *The colour / cloudy* (47%) and *The taste* (42%).
- Almost seven out of ten respondents (69%) on Council water supply are satisfied with the value for money of water supplied by the Council.
 - Respondents from Plains Ward (73%) are more likely to be satisfied with the value for money of water supplied by the Council than respondents from Waihi Ward (67%) and Paeroa Ward (66%).
 - Respondents in the 40 - 49 year age group (59%) are less likely to be satisfied with the value for money of water supplied by the Council than respondents in other age groups.
 - Non-Maori respondents (70%) are more likely than Maori respondents (50%) to be satisfied with the value for money of water supplied by the Council.
- Of those respondents who were dissatisfied with the value for money of water supplied by the Council, the main reasons for dissatisfaction were *It is expensive* (52%) and *The quality of water does not justify the price* (31%).

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Table 94: Q27 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)
2013 n=400	87%	5%	6%	2%	1%	1%
2012 n=400	85%	5%	7%	2%	1%	1%

Table 95: Q28 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
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 96: Q28 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=106	4%	5%	14%	25%	35%	16%	2%	76%	4.3
Waihi n=123	2%	2%	13%	22%	38%	21%	1%	81%	4.5
Paeroa n=119	3%	9%	8%	18%	37%	24%	1%	79%	4.5

Table 97: Q28 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=226	2%	5%	8%	23%	37%	23%	1%	84%	4.6
Rural n=123	5%	6%	18%	19%	37%	15%	1%	71%	4.2

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Table 98: Q28 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=46	7%	-	7%	24%	33%	30%	-	87%	4.7
30 to 39 n=74	-	11%	20%	20%	31%	18%	-	69%	4.3
40 to 49 n=73	3%	5%	15%	34%	32%	11%	-	76%	4.2
50 to 59 n=58	9%	5%	5%	16%	47%	19%	-	81%	4.4
60 or older n=97	1%	5%	8%	15%	40%	27%	3%	85%	4.8

Table 99: Q28 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=178	3%	3%	13%	22%	40%	18%	1%	81%	4.5
Female n=170	2%	9%	11%	20%	33%	23%	2%	78%	4.4

Table 100: Q28 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=29	3%	7%	17%	10%	21%	41%	-	70%	4.5
Non-Maori n=316	3%	5%	11%	23%	38%	19%	1%	80%	4.5

Table 101: Q28a Reasons for dissatisfaction

Colour / cloudy	47%
Taste	42%
Smell	21%
Too many chemicals / fluoride / chlorine	15%
Sediment	15%
Needs boiling / filtering	7%
Inconsistent supply	4%
Breaks in supply	1%
Other	17%

Base: 71 respondents, multiple responses allowed

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Table 102: Q29 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
2013 n=348	5%	7%	15%	24%	30%	7%	12%	69%	4.0

Table 103: Q29 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=106	5%	4%	15%	36%	23%	5%	13%	73%	3.9
Waihi n=123	5%	5%	20%	20%	33%	8%	8%	67%	4.1
Paeroa n=119	5%	13%	10%	16%	32%	8%	15%	66%	4.0

Table 104: Q29 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=226	5%	9%	13%	22%	30%	8%	13%	68%	4.0
Rural n=123	5%	4%	19%	26%	30%	6%	11%	70%	4.0

Table 105: Q29 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=46	7%	-	9%	7%	33%	9%	37%	76%	4.3
30 to 39 n=74	3%	9%	20%	24%	30%	1%	12%	63%	3.8
40 to 49 n=73	7%	10%	18%	29%	19%	4%	13%	59%	3.6
50 to 59 n=58	3%	9%	12%	24%	34%	9%	9%	73%	4.1
60 or older n=97	4%	6%	14%	28%	34%	12%	1%	74%	4.2

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Table 106: Q29 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=178	4%	6%	15%	28%	27%	4%	16%	71%	4.0
Female n=170	6%	9%	16%	19%	33%	9%	8%	67%	4.0

Table 107: Q29 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=30	7%	10%	13%	3%	23%	3%	40%	50%	3.7
Non-Maori n=318	5%	7%	15%	25%	31%	7%	9%	70%	4.0

Table 108: Q29a Reasons for dissatisfaction

It is expensive	52%
The quality of water does not justify the price	31%
I do not think we should pay for water	17%
The cost continues to increase	16%
I have an issue with the meter reading / the cost of the meter	10%
It should be included with our rates	4%
Other	15%

Base: 96 respondents, multiple responses allowed

10.3. Wastewater

Key Findings:

- Of respondents who are on Council piped sewerage system (60%), satisfaction in 2013 (98% satisfied) in regard to the quality of the wastewater services provided by the Council has stayed relatively similar compared with the 2012 survey (97% satisfied). Wastewater is the highest performing aspect of all the services and facilities measured in 2013.
 - Respondents in the 30 - 39 year age group (93%) were 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.
 - Non-Maori respondents (99%) were more likely than Maori respondents (90%) to be satisfied with the quality of the wastewater services provided by the Council.

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Table 109: Q30 How does your household dispose of its sewerage? - Total sample

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

Table 110: Q31 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
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 111: Q31 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=49	-	2%	2%	12%	55%	29%	-	98%	5.1
Waihi n=96	-	-	-	20%	44%	28%	8%	100%	5.1
Paeroa n=97	1%	-	4%	12%	41%	38%	3%	96%	5.2

Table 112: Q31 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=212	<1%	-	2%	13%	45%	34%	6%	98%	5.2
Rural n=31	-	3%	-	29%	45%	23%	-	97%	4.8

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Table 113: Q31 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=36	-	-	-	11%	42%	47%	-	100%	5.4
30 to 39 n=47	-	-	6%	21%	38%	23%	11%	93%	4.9
40 to 49 n=44	-	-	-	18%	43%	34%	5%	100%	5.2
50 to 59 n=33	-	-	-	6%	64%	21%	9%	100%	5.2
60 or older n=82	1%	1%	1%	16%	45%	34%	2%	96%	5.1

Table 114: Q31 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=126	-	-	2%	18%	38%	35%	6%	97%	5.1
Female n=116	1%	1%	1%	12%	53%	29%	3%	97%	5.1

Table 115: Q31 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=29	-	3%	7%	3%	41%	45%	-	90%	5.2
Non-Maori n=214	<1%	-	1%	17%	45%	31%	6%	99%	5.1

Table 116: Q31a Reasons for dissatisfaction

<i>It could be improved.</i>
<i>It floods the area.</i>
<i>The sewerage drains are old, and get blocked.</i>
<i>The water in the toilet bowl rises and falls. Sometimes it is back flowing when there's excessive rain or flooding.</i>

10.4. Stormwater

Key Findings:

- Of urban respondents, satisfaction in 2013 (83% satisfied) in regard to the stormwater services provided by Council has increased compared with the 2012 survey (75% satisfied).
 - Respondents from Plains Ward (89%) were more likely than those from Paeroa Ward (85%) and Waihi Ward (80%) to be satisfied with the stormwater services provided by Council.
 - Respondents in the 60 years and older year age group (93%) were more likely than those in other age groups to be satisfied with the stormwater services provided by Council. Respondents in the 50 - 59 year age group (76%) were less likely to be satisfied than those in other age groups.
- Of those respondents who were dissatisfied with the stormwater services provided by Council, the main reasons for dissatisfaction were *Drains don't cope* (42%) and *The road floods* (37%).

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Table 117: Q32 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
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 118: Q32 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=28	4%	-	4%	18%	43%	25%	7%	89%	4.8
Waihi n=102	7%	3%	8%	19%	44%	13%	7%	80%	4.4
Paeroa n=99	1%	2%	12%	15%	43%	25%	1%	85%	4.7

Table 119: Q32 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=30	7%	-	10%	13%	17%	43%	10%	81%	4.8
30 to 39 n=42	12%	-	12%	21%	40%	14%	-	78%	4.2
40 to 49 n=44	2%	5%	14%	11%	50%	16%	2%	79%	4.5
50 to 59 n=36	3%	6%	17%	8%	44%	17%	6%	76%	4.5
60 or older n=81	1%	1%	4%	22%	49%	16%	6%	93%	4.7

Table 120: Q32 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=118	7%	3%	8%	18%	40%	22%	3%	82%	4.5
Female n=112	2%	1%	12%	16%	47%	16%	6%	85%	4.6

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Table 121: Q32 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=26	-	4%	15%	8%	27%	42%	4%	83%	5.0
Non-Maori n=205	5%	2%	9%	18%	45%	17%	4%	84%	4.5

Table 122: Q32a Reasons for dissatisfaction

Drains don't cope	42%
The road floods	37%
Water flows through my property	31%
Open drains are unsafe	27%
My property has been flooded	26%
Drains are not maintained	25%
No drains	2%
Open drains are unsightly	2%
My house has been flooded	2%
Other	36%
Don't know	3%

Base: 38 respondents, multiple responses allowed

10.5. Land Drainage

Key Findings:

- Of rural respondents, satisfaction in 2013 (70% satisfied) in regard to the land drainage in the area has decreased slightly compared with the 2012 survey (73% satisfied).
 - Respondents from Plains Ward (66%) were less likely than those from Paeroa Ward (74%) and Waihi Ward (73%) to be satisfied with the land drainage in their area.
 - Respondents in the 50 - 59 year age group (76%) were more likely than those in other age groups to be satisfied with the land drainage in their area. Respondents in the 18 - 29 year age group (64%) were less likely to be satisfied than those in other age groups.
 - Non-Maori respondents (73%) were significantly more likely than Maori respondents (0%) to be satisfied with the land drainage in their area. Note that this is based on a very small sample size and results are indicative only (Maori n=7).
- Of those respondents who were dissatisfied with land drainage in the area, the main reasons for dissatisfaction were *Drains are not maintained* (61%) and *Drains don't cope* (51%).

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Table 123: Q33 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
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 124: Q33 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=92	9%	8%	16%	12%	42%	9%	4%	66%	4.0
Waihi n=48	8%	2%	15%	15%	29%	23%	8%	73%	4.4
Paeroa n=31	-	19%	6%	26%	29%	16%	3%	74%	4.2

Table 125: Q33 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=24	8%	-	29%	17%	29%	17%	-	64%	4.1
30 to 39 n=38	8%	-	21%	11%	53%	3%	5%	69%	4.1
40 to 49 n=41	7%	17%	7%	17%	24%	20%	7%	68%	4.1
50 to 59 n=35	6%	11%	6%	17%	43%	11%	6%	76%	4.2
60 or older n=31	6%	10%	13%	13%	32%	23%	3%	70%	4.3

Table 126: Q33 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=81	6%	7%	14%	14%	40%	15%	5%	71%	4.2
Female n=87	7%	9%	14%	17%	34%	14%	5%	69%	4.1

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Table 127: Q33 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=7	29%	14%	57%	-	-	-	-	<1%	2.3
Non-Maori n=162	6%	8%	12%	16%	38%	15%	5%	73%	4.2

Table 128: Q33a Reasons for dissatisfaction

Drains are not maintained	61%
Drains don't cope	51%
The road floods	26%
Water flows through my property	26%
My property has been flooded	10%
Open drains are unsafe	6%
No drains	4%
Open drains are unsightly	3%
Other	23%

Base: 49 respondents, multiple responses allowed

10.6. Solid Waste

Key Findings:

- Of those respondents who use Council's kerbside refuse collection service (67%), satisfaction (86% satisfied) has stayed relatively similar to the 2012 survey (87% satisfied) in regard to the kerbside collection service provided by Council.
 - Respondents from Paeroa Ward (93%) were significantly more likely than those from Waihi Ward (82%) and Plains Ward (81%) to be satisfied with the kerbside collection service provided by Council.
 - Respondents in the 50 - 59 year age group (98%) were more likely than those in other age groups to be satisfied with the kerbside collection service provided by Council. Respondents in the 30 - 39 year age group (76%) were less likely to be satisfied than those in other age groups.
 - Female respondents (89%) were more likely than Male respondents (83%) to be satisfied with the kerbside collection service provided by Council.
 - Non-Maori respondents (87%) were more likely than Maori respondents (79%) to be satisfied with the kerbside collection service provided by Council.
- Of those respondents who were dissatisfied with the kerbside collection service provided by Council, the main reason for dissatisfaction was *Contractors leave the area messy / leave split bags* (28%).

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Table 129: Q34 Do you use Council's kerbside refuse collection service?

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

Table 130: Q35 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
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 131: Q35 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%	9%	7%	17%	37%	28%	-	81%	4.6
Waihi n=109	4%	6%	8%	12%	47%	23%	-	82%	4.6
Paeroa n=107	1%	1%	6%	12%	48%	32%	1%	93%	5.0

Table 132: Q35 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=217	2%	5%	7%	13%	44%	29%	<1%	86%	4.8
Rural n=52	-	6%	8%	13%	50%	23%	-	87%	4.8

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Table 133: Q35 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=39	3%	3%	13%	5%	21%	56%	-	82%	5.0
30 to 39 n=50	4%	16%	4%	2%	60%	14%	-	76%	4.4
40 to 49 n=47	-	6%	11%	26%	38%	19%	-	83%	4.6
50 to 59 n=42	-	2%	2%	24%	52%	19%	-	98%	4.9
60 or older n=93	1%	1%	8%	12%	47%	30%	1%	90%	5.0

Table 134: Q35 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=137	1%	7%	9%	17%	42%	24%	-	83%	4.7
Female n=113	3%	2%	6%	10%	48%	31%	1%	89%	4.9

Table 135: Q35 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=29	3%	-	17%	10%	17%	52%	-	79%	4.9
Non-Maori n=242	2%	5%	6%	14%	48%	24%	<1%	87%	4.8

Table 136: Q35a Reasons for dissatisfaction

Contractors leave the area messy/leave split bags	28%
Not frequent enough	19%
Too expensive	14%
Inconvenient times	13%
Restrictive to what they collect	6%
Other	56%

Base: 37 respondents, multiple responses allowed

10.7. Libraries

Key Findings:

- Of those respondents who have visited a library in the Hauraki District in the past 12 months (44%), satisfaction (96% satisfied) has increased slightly compared with the 2012 survey (93% satisfied) in regard to the library services in the District.
 - All (100%) respondents who have visited Ngatea Library (20% 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 (93%) of respondents who have visited Waihi Library (44% of library have visited) are satisfied with the library services in the District.

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Table 137: Q36 In the past 12 months have you visited a library in the Hauraki District?

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

Table 138: Q37 Which Hauraki District library branch do you mainly visit? - Library Users

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

Table 139: Q38 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
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 140: Q38 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=61	-	-	4%	11%	43%	41%	-	96%	5.2
Waihi Library n=78	-	1%	6%	14%	28%	51%	1%	93%	5.2
Ngatea Library n=36	-	-	-	22%	48%	30%	-	100%	5.6

Table 141: Q38a Reasons for dissatisfaction

<i>It's overcrowded.</i>
<i>They don't have the books we wanted.</i>
<i>They never have the books I want. They do not have new nonfiction books.</i>
<i>We need a wider range for social work studies theory text book type things.</i>

10.8. Swimming Pools

Key Findings:

- Of those respondents who have visited a Hauraki District Council public swimming pool in the past 12 months (23%), satisfaction (87% satisfied) has decreased compared with the 2012 survey (94% satisfied) in regard to the operation of Council swimming pools in the District.
 - The majority (92%) of respondents who have visited Ngatea Pool (57% of public swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.
 - Over eight out of ten (85%) respondents who have visited Waihi Pool (16% of public swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.
 - Almost eight out of ten (79%) respondents who have visited Paeroa Pool (27% of swimming pool users have visited) are satisfied with the operation of Council swimming pools in the District.

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Table 142: Q39 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
2013 n=400	23%	77%
2012 n=400	23%	77%

Table 143: Q40 Which public swimming pool do you mainly visit? - Swimming Pool Users

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

Table 144: Q41 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
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 145: Q41 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=25	-	-	21%	5%	60%	13%	-	79%	4.7
Waihi Pool users n=15	-	5%	11%	14%	39%	32%	-	85%	4.8
Ngatea Pools users n=52	-	1%	6%	4%	39%	49%	-	92%	5.3

Table 146: Q41a Reasons for dissatisfaction

<i>Extend the swimming season and hours.</i>
<i>It needs a little paddling pool for kids.</i>
<i>It's not open long enough.</i>
<i>The lifeguards are a joke. They sit in the same place and talk. They should cover both ends of the pool.</i>
<i>The services are advertised incorrectly and the staff is rude.</i>
<i>The water temperature.</i>
<i>There is a lack of hot showers.</i>
<i>There needs to be easier access for older and disabled people.</i>
<i>They close the season too early.</i>
<i>They should be open for longer in the season and have longer hours in winter as they're heated.</i>

10.9. Sports Fields and Reserves

Key Findings:

- Over three quarters (78%) of respondents have visited a sports field, park or reserve in the Hauraki District in the past 12 months compared to 65% in the 2012 survey.
- Satisfaction (94% satisfied) amongst all respondents has increased slightly compared with the 2012 survey (91% satisfied) in regard the services and facilities provided at the District's parks and reserves.
 - Respondents from Plains Ward (97%) were significantly more likely than those from Paeroa Ward (94%) and Waihi Ward (91%) to be satisfied with the services and facilities provided at the District's parks and reserves.
 - Respondents in the 30 - 39 year age group (99%) were 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 18 - 29 year age group (87%) were less likely to be satisfied than those in other age groups.

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Table 147: Q42 In the past 12 months have you visited a sports field, park or reserve in the Hauraki District?

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

Table 148: Q43 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
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 149: Q43 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=120	-	-	2%	7%	39%	31%	20%	97%	5.3
Waihi n=150	1%	2%	3%	21%	28%	19%	25%	91%	4.7
Paeroa n=130	-	-	5%	12%	38%	25%	21%	94%	5.0

Table 150: Q43 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=230	-	1%	4%	16%	35%	22%	22%	93%	4.9
Rural n=170	1%	1%	2%	11%	34%	28%	23%	95%	5.1

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Table 151: Q43 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=53	-	4%	8%	6%	26%	45%	11%	87%	5.2
30 to 39 n=80	-	-	1%	30%	41%	20%	8%	99%	4.9
40 to 49 n=84	-	1%	5%	11%	45%	19%	19%	93%	4.9
50 to 59 n=70	-	-	4%	13%	34%	24%	24%	94%	5.0
60 or older n=113	2%	-	2%	9%	26%	23%	39%	94%	5.1

Table 152: Q43 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=200	1%	2%	2%	18%	34%	22%	22%	94%	4.9
Female n=200	-	-	5%	10%	36%	28%	22%	94%	5.1

Table 153: Q43 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=32	-	-	3%	9%	41%	31%	16%	96%	5.2
Non-Maori n=368	1%	1%	4%	14%	34%	24%	23%	94%	5.0

Table 154: Q43a Reasons for dissatisfaction

<i>I prefer the new complex they are talking about. The football ground doesn't have a grand stand.</i>
<i>Paeroa Domain.</i>
<i>The Paeroa netball court needs a bit of work. It floods as well.</i>
<i>The services are good but kids are destroying property.</i>
<i>The toilets are not great and not accessible.</i>
<i>The toilets are pretty poor, as they are often locked.</i>
<i>The toilets have been closed for ages.</i>
<i>There are no facilities. It's just a grassy park. I'm unsure what street it's on or the name of it.</i>
<i>There is broken glass on the fields and the seats and lighting are broken.</i>
<i>They could be better.</i>
<i>They need a fenced area to let dogs run loose.</i>
<i>They need to rework the whole field area because it is so wet. It needs decent drainage.</i>
<i>We need toilet facilities in places near the Rail Trail, and near the Gorge where the pipeline was.</i>

11. Civil Defence

Key Findings:

- Over four out of ten (44%) respondents currently have an emergency preparedness kit ready to last their household for three days. There has been no change in emergency preparedness from the 2012 survey.
 - Respondents from Plains Ward (50%) were significantly more likely than those from Paeroa Ward (39%) and Waihi Ward (43%) to have an emergency preparedness kit ready to last their household for three days.
 - Rural respondents (49%) were more likely than Urban respondents (40%) to have an emergency preparedness kit ready to last their household for three days.
 - Respondents in the 60 years and older year age group (53%) were 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 (25%) were less likely to have an emergency preparedness kit ready to last their household for three days than those in other age groups.
 - Male respondents (51%) were significantly more likely than Female respondents (37%) to have an emergency preparedness kit ready to last their household for three days.
 - Non-Maori respondents (46%) were significantly more likely than Maori respondents (22%) to have an emergency preparedness kit ready to last their household for three days.
- 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* (86%) and *Torch* (70%).

Table 155: Q44 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)
2013 n=400	44%	56%	1%
2012 n=400	44%	55%	1%

Table 156: Q44 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=120	50%	50%	-
Waihi n=150	43%	57%	-
Paeroa n=130	39%	59%	2%

Table 157: Q44 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=230	40%	59%	1%
Rural n=170	49%	51%	-

Table 158: Q44 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=53	25%	70%	6%
30 to 39 n=80	38%	63%	-
40 to 49 n=84	51%	49%	-
50 to 59 n=70	40%	60%	-
60 or older n=113	53%	47%	-

Table 159: Q44 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=200	51%	49%	-
Female n=200	37%	62%	2%

Table 160: Q44 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=32	22%	78%	-
Non-Maori n=368	46%	54%	1%

Table 161: Q45 What is in your emergency / civil defence kit?

Food	89%
Water	86%
Torch	70%
First aid kit / medicine	58%
Radio	49%
Batteries	47%
BBQ / Cooking apparatus	39%
Matches / lighter	33%
Blankets / sleeping bag	21%
Clothes	14%
Tent / shelter	7%
Pet food / supplies	5%
Face and dust masks	3%
Other	22%
Don't know	1%

Base: 178 respondents, multiple responses allowed

12. Building Services

Key Findings:

- Over two thirds of respondents (69%) only sought building consent for one project during the last year.
- Almost three quarters of respondents (73%) sought their most recent building consent for a project on their own property.
- Over two thirds of respondents (68%) were applying for themselves and almost one quarter of respondents (23%) were applying as a professional on behalf of someone else.
- Satisfaction amongst respondents has increased significantly in 2013 (78% satisfied) 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 (80%) were more likely than those in the Plains Ward (79%) and Waihi Ward (75%) to be satisfied with the service they received from the Hauraki District Council's Building Consent Department during the building consenting process.
 - Rural property applicants (81%) were more likely than Urban property applicants (73%) to be satisfied with the service they received from the Hauraki District Council's Building Consent Department during the building consenting process.
- Of those respondents who were dissatisfied, the most mentioned reasons for dissatisfaction were *The process took too long* (50%) and *Red tape / bureaucratic issues* (33%).
- Of those respondents who were satisfied, the most mentioned reasons for satisfaction were *The staff were friendly and helpful* (48%) and *The process was prompt and smooth* (40%).

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Table 162: 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)
2013 n=80	69%	21%	10%
2012 n=80	81%	19%	-

Table 163: Q2A Thinking now about your most recent application, was it for a:

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

Table 164: Q2B Thinking now about your most recent application, was it for a project...

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

Table 165: 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)
2013 n=80	23%	6%	68%	4%
2012 n=80	10%	-	85%	5%

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Table 166: 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
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 167: 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=24	4%	8%	8%	13%	29%	38%	-	79%	4.7
Waihi n=36	3%	6%	17%	19%	31%	25%	-	75%	4.4
Paeroa n=20	-	15%	5%	20%	25%	35%	-	80%	4.6

Table 168: 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=37	3%	8%	16%	19%	30%	24%	-	73%	4.4
Rural n=42	2%	10%	7%	17%	26%	38%	-	81%	4.7

Table 169: 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=58	2%	10%	10%	17%	28%	33%	-	78%	4.6
On someone else's property n=22	5%	5%	14%	18%	32%	27%	-	77%	4.5

Table 170: Q6 Reasons for dissatisfaction

The process took too long	50%
Red tape / bureaucratic issues	33%
No one offered clear or practical advice	22%
Delay in receiving consent	22%
I needed someone who understood my issues	17%
Excessive charges	17%
The information provided was inaccurate	17%
The consent form is too big	17%
Given the run-around by the department / Council	11%
There could be a clearer explanation of the building regulations and district plan requirements	6%
Should let me know about any delays	6%
Lack of communication	6%
They could have just one person dealing with me	6%
Other	50%

Base: 18 respondents, multiple responses allowed

Table 171: Q7 Reasons for satisfaction

The staff were friendly and helpful	48%
The process was prompt and smooth	40%
The staff were professional	23%
The information they provided about the application process	19%
The ease of using the application forms	19%
The staff were efficient	19%
The speed in processing your application	16%
The ease of 'getting to the right person'	11%
The quality of the overall process	10%
The accuracy of information given to you by Council staff	8%
I liked the people	3%
The staff were positive	3%
The quality of the report	2%
The effectiveness of the consent conditions	2%
Other	23%

Base: 62 respondents, multiple responses allowed

13.Resource Management

Key Findings:

- Almost six out of ten respondents (58%) only sought resource consent for one project during the last year.
- Over one half of respondents (55%) sought their most recent resource consent for a project on their own property.
- Over four out of five (45%) respondents were applying for themselves and over one third of respondents (36%) were applying as a professional on behalf of someone else.
- Almost six out of ten (68%) respondents' applications were processed as a non-notified application.
- Satisfaction amongst respondents has increased significantly in 2013 (71% satisfied) compared to 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 Paeroa Ward (80%) were more likely than those for properties in Plains Ward (67%) and Waihi Ward (71%) 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 (77%) were more likely than Urban property applicants (64%) to be satisfied with the service they received from the Hauraki District Council's Resource Consent Department during the resource consenting process.
- Of those respondents who were dissatisfied, the most mentioned reasons for dissatisfaction were *Excessive charges* (33%), *Lack of communication* (33%) and *The process took too long* (33%).
- Of those respondents who were satisfied, the most mentioned reasons for satisfaction were *The process was prompt and smooth* (68%) and *The staff were friendly and helpful* (41%).

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Table 172: 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)
2013 n=31	58%	23%	19%	-
2012 n=57	60%	25%	14%	2%

Table 173: Q2A Thinking now about your most recent application, was it for a project...

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

Table 174: 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)
2013 n=31	36%	3%	16%	45%	-	-
2012 n=57	40%	-	-	56%	2%	2%

Table 175: 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)
2013 n=31	23%	58%	-	-	19%
2012 n=57	12%	60%	2%	9%	18%

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Table 176: 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
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 177: 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=9	11%	11%	11%	11%	44%	11%	-	67%	4.0
Waihi n=17	6%	6%	18%	12%	47%	12%	-	71%	4.2
Paeroa n=5	20%	-	-	-	40%	40%	-	80%	4.6

Table 178: 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=14	14%	7%	14%	-	43%	21%	-	64%	4.1
Rural n=17	6%	6%	12%	18%	47%	12%	-	77%	4.3

Table 179: 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=17	18%	6%	24%	18%	24%	12%	-	53%	3.6
On someone else's property n=14	-	7%	-	-	71%	21%	-	93%	5.0

Table 180: Q6 Reasons for dissatisfaction

Excessive charges	33%
Lack of communication	33%
The process took too long	33%
They could liaise more with me	22%
There could be a clearer explanation of the Resource Management Act and district plan requirements	22%
They could follow up more promptly	22%
Delay in receiving consent	22%
Red tape / bureaucratic issues	22%
I needed someone who understood my issues	11%
No one offered clear or practical advice	11%
Having to pay for site visits	11%
The information provided was inaccurate	11%
They could have just one person dealing with me	11%
Given the run-around by the department / Council	11%
Other	44%

Base: 9 respondents, multiple responses allowed

Table 181: Q7 Reasons for satisfaction

The process was prompt and smooth	68%
The staff were friendly and helpful	41%
The staff were professional	32%
The ease of using the application forms	18%
The staff were efficient	18%
The accuracy of information given to you by Council staff	9%
The speed in processing your application	9%
The information they provided about the application process	5%
The staff were positive	5%
The quality of the report	5%
The quality of the overall process	5%
Other	23%

Base: 22 respondents, multiple responses allowed

14. Residents Survey Respondent Profile

Table 182: Gender

	Weighted % of respondents	Actual % of respondents
Male	50%	36%
Female	50%	65%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 183: Age

	Weighted % of respondents	Actual % of respondents
18 to 29	13%	7%
30 to 39	20%	12%
40 to 49	21%	24%
50 to 59	18%	20%
60 or older	28%	39%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 184: Ward

	Weighted % of respondents	Actual % of respondents
Plains	30%	30%
Waihi	38%	38%
Paeroa	33%	33%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 185: Area

	Weighted % of respondents	Actual % of respondents
Urban	58%	58%
Rural	43%	42%
<i>n=</i>	<i>400</i>	<i>400</i>

Table 186: Ethnicity

	Weighted % of respondents	Actual % of respondents
Maori	8%	5%
Pacific Islander	<1%	<1%
Asian	1%	1%
European / NZ Pakeha	75%	79%
Kiwi / New Zealander	11%	11%
Other	5%	4%
<i>n=</i>	<i>400</i>	<i>400</i>

15. Appendix

Note: coded verbatim appears under the first code given.

18.1 Residents Survey

Question 7 What did you visit the website for? *Other*

<i>Budget for work components.</i>
<i>Funding availability.</i>
<i>Funding information.</i>
<i>Home business regulations.</i>
<i>Information about pensioner flats.</i>
<i>Records.</i>
<i>Resources.</i>
<i>To see how it was set up.</i>
<i>Ultrafast broadband.</i>
<i>Work related.</i>

Question 8 If the Council is seeking feedback about specific decisions that may affect you and the District, what is your preferred method for receiving information from Council? *Other*

<i>Face to face.(3)</i>
<i>In person.(2)</i>
<i>Waihi Leader.(3)</i>
<i>From the local television station in the Hauraki District.</i>
<i>Go to the office.</i>
<i>Interactive website.</i>
<i>Internet.</i>
<i>Meetings with the Mayor and Grey Power.</i>
<i>Person to person.</i>
<i>Personal consultation.</i>
<i>Seeing them.</i>
<i>Visit me.</i>
<i>Visit them.</i>
<i>Visiting the Council offices in Ngatea.</i>
<i>Visiting the Council offices.</i>
<i>Visits.</i>

Question 9 Thinking about social media websites such as Facebook, Twitter and any others. Which, if any, social media websites do you have an account with? *Other*

<i>LinkedIn. (2)</i>

Question 12 What Council services or topics would you be most interested in following via social media?

General Information / Information about Council services

<i>General information. (12)</i>
<i>Current affairs and general information.</i>
<i>Developments and general information.</i>
<i>Everything. General information.</i>
<i>Future plans for tourist development. Increased services, and decreased spending.</i>
<i>General information on what they are doing.</i>
<i>General information relevant to the district and Waihi.</i>
<i>General information, and whatever they are doing.</i>

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<i>General knowledge in the area, like walking tracks and so on.</i>
<i>General news about the Council.</i>
<i>General news.</i>
<i>General topics and concerns.</i>
<i>Generally what they are up to.</i>
<i>Local liquor laws.</i>
<i>Rates and water rates.</i>
<i>Rates, animal control, recreation and all sorts.</i>
<i>Rates, general information, and what's happening.</i>
<i>Roading and rezoning.</i>
<i>Security, roads, and making them better for children.</i>
<i>Social and economic development and any decisions that have been made, for example, regarding liquor laws.</i>
<i>Sports centre information, and mining issues.</i>
<i>Swimming pool notices.</i>
<i>Water supply.</i>
<i>Weekly newsletter and general information.</i>
<i>When the dump is open at Christmas, the collection days for wheelie bins and reporting on the mine.</i>

Events / Regional news / Council activities

<i>Upcoming events. (3)</i>
<i>Activities around town.</i>
<i>Council meetings, and if councillors used Twitter, I would follow them. Recycling and sustainability.</i>
<i>Environmental issues, letters, entertainment and events.</i>
<i>Events and recreational developments.</i>
<i>General events.</i>
<i>Hauraki Rail Trail development.</i>
<i>I would like to know what we are paying for, for example, expenses. What they are doing about the mining and house sales.</i>
<i>It depends on the interest and if they are bringing more industry into area, then I would look it up.</i>
<i>Local happenings and sports.</i>
<i>Local Waihi information. Keeping up to date with what is happening about things for the district and keeping more informed.</i>
<i>New projects and general news.</i>
<i>The library and any major works and anything that's going on.</i>
<i>The news and updates. What's new in town and any changes there might be.</i>
<i>Things affecting the local area.</i>
<i>Updates and general works and how they fix the building consents.</i>
<i>What is happening in the local community, events, and plans for parks.</i>
<i>What the Council is doing for the town and any proposals to bring employment to the area.</i>
<i>What they are doing and around economic development. Also anything that is going on in the community like events.</i>
<i>Whatever is happening, I suppose.</i>
<i>Whatever might be happening in the local district.</i>
<i>What's coming up, new bylaw information, and what's happening in Waihi.</i>
<i>Youth information, events, changes that might be important, some reminders and feedback to the Council. Not political, but for the general public to find out what is on in the community. A voting system for awards. Specific changes that you could do online instead of paperwork, such as a public opinion option.</i>

Mining issues

<i>Any decisions they make regarding the mining.</i>
<i>Mining consent.</i>
<i>Mining information.</i>
<i>Mining.</i>

Economic Development

<i>Economic development.</i>
<i>The employment direction to attract people for work.</i>

Elections

<i>If elections are coming up.</i>
<i>Up and coming elections, and dog registrations.</i>

Other

<i>Any and all of the issues.</i>
<i>Any kids' activities.</i>
<i>Anything.</i>
<i>Bike trails, and Karangahake Hall updates.</i>
<i>Children's activities.</i>
<i>Drainage information.</i>
<i>Education information.</i>
<i>Environmental information.</i>
<i>Everything.</i>
<i>Farming information.</i>
<i>Future growth in the Hauraki District Council.</i>
<i>Leisure activities.</i>
<i>Library services.</i>
<i>Social needs, and how to build vibrant, healthy communities.</i>
<i>Subdivisions. It depends on what they're doing, for example, building, and if I'm wanting to know something.</i>
<i>Whatever they put on the website would be okay.</i>

Question 16 What social activities do you think the Council should be involved in?

Youth activities

<i>Activities for the elderly, and rugby for the young kids.</i>
<i>Activities for the young ones that will give them something to do.</i>
<i>Activities geared towards the youth of the town.</i>
<i>Addressing more issues to elderly and youths.</i>
<i>Aged care, youth development, and social housing.</i>
<i>All local sporting activities and things for young people to do.</i>
<i>An alcohol and family violence campaign. A youth, child sexual abuse campaign to raise public awareness.</i>
<i>Any youth activities or sports activities that involve family.</i>
<i>Anything that is needed by the community, for example clubs, sports or activities for the youth.</i>
<i>Children, youth and disabled, elderly, and family day outings.</i>
<i>Community funded things like those focussed around children.</i>
<i>Contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy. I think that the youth and elderly initiatives are most important.</i>

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<i>Continue with the contestable social fund, youth initiatives, positive ageing strategy, pensioner housing, and disability strategy.</i>
<i>Disability, care of the aged and welfare of younger people.</i>
<i>Doing more things for the youth and the elderly.</i>
<i>Elderly care and youth facilities.</i>
<i>Focus on the youth, get kids off the street and provide activities.</i>
<i>Galas, events, and youth programmes.</i>
<i>Help get the children off streets.</i>
<i>Housing, helping the aged, and schooling.</i>
<i>I think pensioner housing and youth recreation.</i>
<i>It's very wide. The unemployment rate, criminality, more activities for the elderly like a hot pool, and also more support for the younger generation, and their wellbeing and finding work.</i>
<i>Liquor outlets, public behaviour, for example, kids riding bikes on footpaths.</i>
<i>Mainly youth and the elderly.</i>
<i>More activities for the youth and elderly.</i>
<i>More events for the younger generation, like concerts, big carnivals and big events to cater for all ages.</i>
<i>More involvement in housing for the elderly, and activities for the youth.</i>
<i>More sports and youth related activities and community events.</i>
<i>More youth activities.</i>
<i>More youth related activities.</i>
<i>Pensioner housing and youth initiative activities.</i>
<i>Pensioner housing and youth services.</i>
<i>Pensioner housing, and youth activities.</i>
<i>Pensioner housing, elderly care, and youth matters.</i>
<i>Pensioner housing, youth activities.</i>
<i>Pensioner housing, youth initiatives, disabled access.</i>
<i>Positive ageing strategy, and youth initiatives.</i>
<i>Provide for youth and older people, for example employment and entertainment activities.</i>
<i>Provide help in finding homes for the old people and support groups.</i>
<i>Provide youth activities and more housing opportunities for the elderly.</i>
<i>Provide youth activities such sports events and outdoor recreation activities.</i>
<i>Providing more youth activities and indoor and outdoor sports activities.</i>
<i>Providing the facilitation to support families, the elderly, and the youth.</i>
<i>Safety and security, lighting, and having creative youth activities.</i>
<i>School social activities.</i>
<i>Services for young people.</i>
<i>Setting up youth groups for young kids.</i>
<i>Social activities for young children.</i>
<i>Sporting and youth.</i>
<i>Sports activities for the youth.</i>
<i>Sports activities for the youth.</i>
<i>Sports activities, indoor or outdoor youth activities.</i>
<i>Sports clubs. Our community halls are built on HDC property. Other activities, for example, contestable social fund, youth initiatives, pensioner housing and a disability strategy.</i>
<i>Sports education and recreation to help youth get on the right track and stay there. Work experience apprenticeships which offer initiatives to businesses. Skate parks and swimming pools.</i>
<i>Support for scouting and girl guides, a go cart rally on the streets, recreational fishing, better and safer access to waterways, support for local recreational fisherman. This brings tourists who spend money and it would benefit the Hauraki area.</i>
<i>Support of older people, parks, keeping kids off the streets, and sports venues.</i>

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<i>The community. It should continue to be involved in activities concerning pensioners, youth and the disabled.</i>
<i>The Council have to look at the younger generation. There is a direct problem in this town with young people.</i>
<i>The elderly, youth, recreational activities, and resources.</i>
<i>The sporting side of things for the youth.</i>
<i>The youth and elderly of the community to be looked after and services to be taken care of.</i>
<i>The youth and setting up things for youth and parks.</i>
<i>There needs to be more for teenagers in the town aside from the skateboard park.</i>
<i>They should be more involved with the community, get to know what the community wants, and have more youth activities.</i>
<i>We need more youth activities.</i>
<i>Youth activities, and pensioner housing.</i>
<i>Youth activities, encouraging work for the dole, assisting with rest homes and hospital maintenance.</i>
<i>Youth activities, making facilities available for youth, skate park sport facilities, physical activities, and elderly people's facilities.</i>
<i>Youth activities.</i>
<i>Youth and aged everything.</i>
<i>Youth and older people.</i>
<i>Youth and older persons.</i>
<i>Youth and positive aging.</i>
<i>Youth care, and aged help of individuals and not just groups.</i>
<i>Youth development and helping people.</i>
<i>Youth development and the existing activities, for example, housing, pensioners and social activities.</i>
<i>Youth facilities and pensioner housing.</i>
<i>Youth initiatives, and charitable work.</i>
<i>Youth involvement, more for the elderly and two bedroom units.</i>
<i>Youth issues.</i>
<i>Youth need direction, sport and recreation, and guidance.</i>
<i>Youth of today, and trying to keep crime down.</i>
<i>Youth services.</i>
<i>Youth, and elderly people.</i>
<i>Youth, and the elderly.</i>
<i>Youth, pensioner housing, supporting St John, and supporting those with disabilities.</i>
<i>Youth, the elderly and childcare facilities.</i>

Elderly / Pensioner housing

<i>Pensioner housing. (7)</i>
<i>A positive ageing disability strategy.</i>
<i>Activities like pensioner housing.</i>
<i>Aged conveniences.</i>
<i>Aged housing and services.</i>
<i>Aged housing.</i>
<i>All kinds of community involvement. More on providing activities for the people in the community such as good sports activities. Looking after the elderly and so on.</i>
<i>Care for the aged.</i>
<i>Community things for older people.</i>
<i>Delivery of core services such as roads and network infrastructure, community infrastructure, libraries, parks, reserves, and the elderly.</i>
<i>Delivery of firewood to the elderly instead of putting it into chips.</i>
<i>Disability and the aged.</i>
<i>Disability strategy. Aged housing.</i>

<i>Elderly activities.</i>
<i>Helping local residents, the elderly retirement village and community services.</i>
<i>Homes for the aged, and care for disabled.</i>
<i>Housing and building and an elderly strategy.</i>
<i>Housing for the elderly, and a positive ageing strategy.</i>
<i>Housing for the elderly, swimming pools and parks. Making things clear about the mines in Waihi.</i>
<i>Housing for the elderly.</i>
<i>Housing, and pensioner flats.</i>
<i>Local sports and attractions and looking after the parks. Issues with old age pensioners.</i>
<i>Meals on wheels for the elderly, and care for the elderly in their homes. There's a big gap in the support system.</i>
<i>More sports activities and more social activities for the elderly.</i>
<i>Older people need to be looked after.</i>
<i>Older people strategy, they need more input to have their needs met.</i>
<i>Organising more sports days. To be involved more with organising functions for the elderly.</i>
<i>Pension housing. All local services in the local town.</i>
<i>Pensioner housing, a disability strategy, and liquor laws.</i>
<i>Pensioner housing, and disability help.</i>
<i>Pensioner housing, for example, housing flats but the others should be run by different organisation.</i>
<i>Pensioner housing, sports and reserves.</i>
<i>Pensioner housing. Mining.</i>
<i>Pensioner issues.</i>
<i>Pensioners and disabilities.</i>
<i>Positive ageing.</i>
<i>Reaching out to be more involved socially with elderly and solo parents.</i>
<i>Services to help those in need. Make it easy for that service to exist, for example, a rebate on rates. They should have a view to making it easier for the community to be helped, for example, halfway houses, elderly services, and refuge houses.</i>
<i>The elderly.</i>
<i>They should be involved in elderly units or places to stay.</i>
<i>To maintain the involvement with the elderly.</i>

Sports facilities

<i>Sports activities. (5)</i>
<i>Any sports domains, and anything that is recreational for the general public.</i>
<i>Developing more fitness areas and playgrounds. Encouraging more family activities. Community link their own community needs, such as the lowering poverty in Waihi. There needs to be face to face communication, and creation of community gardens.</i>
<i>Domain and sports grounds.</i>
<i>I am not sure, maybe sporting opportunities.</i>
<i>I think it is up to the people of the town where there is a sports' committee.</i>
<i>In arts and sports.</i>
<i>Sport and health education.</i>
<i>Sports activities for the family.</i>
<i>Sports and recreation activities.</i>
<i>Sports and recreation and anything that involves the people.</i>
<i>Sports club, libraries, social clubs that involves the community.</i>
<i>Sports in schools.</i>
<i>Sports recreation. Making sure there are facilities around for the community to utilise.</i>
<i>Sports, social events and mining.</i>
<i>Sports.</i>
<i>The Council are involved already in sports.</i>

Support for disabled people

<i>Anything involving the needs and well being of the community, for example disability needs and security cameras.</i>
<i>Disability help.</i>
<i>Disabled accommodation.</i>
<i>Disabled people are very in need of help.</i>

Other

<i>Activities across all ages.</i>
<i>Alcohol licensing limits, having closer relations with police for night patrols that are actively involved in the community, and being proactive.</i>
<i>All activities district wide, so that people know what's going on.</i>
<i>All activities involving the schools and community.</i>
<i>All aspects including awareness and being supportive of them.</i>
<i>All social activities.</i>
<i>An area where dogs can be trained with shelter and supervised by the Council.</i>
<i>Any activities.</i>
<i>Anything for the good of the community.</i>
<i>Anything promoting sports, and things that are good for the health. Encourage the use of the facilities like parks and reserves.</i>
<i>Anything that affects the people in our area, whether they are young or old.</i>
<i>Anything that brings fun to the town and makes people happy living there.</i>
<i>Anything that helps the town grow.</i>
<i>Anything that people want to do.</i>
<i>Anything that will assist the community.</i>
<i>Anything to assist the community.</i>
<i>Anything to do with the town, like public promotions.</i>
<i>Be a part of all social community activities.</i>
<i>Be involved in anything that is going on in the town.</i>
<i>Being community focused.</i>
<i>Bringing the community together.</i>
<i>Community based services and social parity.</i>
<i>Community based things.</i>
<i>Community fund raising efforts or things that will benefit the community.</i>
<i>Community involvement, forums, and discussions. They have to have the opinion of people living in the community. Provide an opportunity to have more interaction and feedback.</i>
<i>Community services.</i>
<i>Crime prevention.</i>
<i>Everything that the community does, and they should encourage all these things.</i>
<i>Everything, and as much as possible.</i>
<i>Everything.</i>
<i>Fund raising in a social environment for a good cause.</i>
<i>Heritage activities.</i>
<i>Homeless people.</i>
<i>Housing and gyms.</i>
<i>I think anything that affects people that live in the area. Make sure people are looked after.</i>
<i>Leadership involvement in activities.</i>
<i>Library involvement during the school holidays.</i>
<i>Library.</i>
<i>Listen to the people more in terms of regulations.</i>
<i>Local celebrations.</i>

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<i>Mainly in transport.</i>
<i>Making sure that there are regular activities for the whole community now and then, for example sports or social.</i>
<i>More business development activities.</i>
<i>More economic business development.</i>
<i>Other agencies should be doing this.</i>
<i>Promoting the district more. We need more out of town people to come through our town. More people means more economic development.</i>
<i>Promoting things that involve getting families out and about.</i>
<i>Provide more family activities.</i>
<i>Provide more leisure activities for the family.</i>
<i>Public events happening in the district.</i>
<i>Social development.</i>
<i>Social service groups, housing and food banks.</i>
<i>SPCA. Caring for the animals.</i>
<i>The Council should have more to do with dog control.</i>
<i>The Hauraki Rail Trail.</i>
<i>The promotion of the town.</i>
<i>The rural school struggle could be supported more. They could implement a bus service for the rural school.</i>
<i>The walkways.</i>
<i>There are a lot of other organisations that do this. Our rates should not be going on these activities.</i>
<i>They have made a pathway for services to talk to each other, but they will advocate for a group.</i>
<i>Things have to be woven in to core services and linked.</i>
<i>They should advertise them more. There are things that go on in this town but we don't know about them.</i>
<i>They should be on Facebook.</i>
<i>They should have market days for the locals, and sports activities.</i>
<i>They should look into the shows that are on and build better parking for big events. They should be involved with everything and support everything that has merit.</i>
<i>They should stay out of it. This should be managed by clubs.</i>
<i>Things that promote the local areas.</i>
<i>Town development and business development in the area.</i>
<i>Whatever involves the community.</i>
<i>Whatever is going on in the community.</i>
<i>Whatever might be relevant to the Borough.</i>
<i>Whatever the people want if the Council has the funding.</i>

Question 17a In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council?
What are your reasons for agreeing? Other

<i>A better deal with services, for example, rubbish, reduce the number Councillors to a population ratio.</i>
<i>As long as there is no increase in rates and we're not with the city. Many heads are better.</i>
<i>Better resources for the community.</i>
<i>Broader options would be better.</i>
<i>Cut down on the number of Councillors.</i>
<i>Cut staff, and keep rates down.</i>
<i>Hauraki and Coromandel and Thames should amalgamate and cut out Hamilton.</i>
<i>I am not happy with decisions made by HDC. They need better people resources.</i>
<i>I would prefer to amalgamate with a smaller local body.</i>
<i>If it was Coromandel it would be okay, but not Hamilton as it is a different community.</i>
<i>It could have a positive impact on everyone.</i>
<i>It doesn't bother me either way.</i>

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<i>It is the same revenue coming in and a lot less going out, plus less people at the top being paid.</i>
<i>It will be a good idea.</i>
<i>It will benefit the community.</i>
<i>It will happen in the long term, and it will be forced on us by the central government. We will have no choice in the long run.</i>
<i>It would mean more money, resources and they would be more proactive.</i>
<i>Merge work together to complement each other.</i>
<i>More hands make light work, and the community will be better with more help.</i>
<i>More ideas from people.</i>
<i>More input, more ideas, and more people.</i>
<i>More involved and stronger.</i>
<i>More resources and opportunities.</i>
<i>Not the whole of the Waikato as one.</i>
<i>Personal conflict gets in the way so that's why I agree.</i>
<i>Sounds like a good idea.</i>
<i>The current local Council is too small.</i>
<i>There would be less management.</i>
<i>They need to pool resources and funds.</i>
<i>To act as one group.</i>
<i>To get things running smoother.</i>
<i>To keep the costs down.</i>
<i>Two brains are better than one. The more ideas they have, the stronger the team becomes.</i>
<i>With a farming Council such as Matamata-Piako only.</i>

Question 17b In principle, do you agree or disagree with the idea of amalgamating the Hauraki District Council with another local council or other local councils to create a larger, single council? What are your reasons for disagreeing? Other

<i>All politics are local. You can't say the community doesn't exist. They have to have their own say.</i>
<i>Big is not better and they could take over everything.</i>
<i>Big is not better.</i>
<i>Bigger doesn't necessarily mean better.</i>
<i>Bigger is not always better.</i>
<i>Closer to the area.</i>
<i>Community connections may be lost.</i>
<i>Councillors' pay packets went up considerably. It would mean more pen pushers and bureaucracy.</i>
<i>Everything becomes too personal and they would end up with problems. Big is always not necessarily beautiful.</i>
<i>Facilities would be less, and there would be more red tape when trying to get things done.</i>
<i>Hauraki District already covers a large area.</i>
<i>Hauraki District Council is run very well. The other councils aren't run well. We would be the poor cousins.</i>
<i>Hauraki is big enough. Waihi could combine with other boroughs if they can't handle what they are doing now.</i>
<i>Hauraki is rural.</i>
<i>I am experienced with borough amalgamation, and since this happened, Waihi became anonymous.</i>
<i>I don't think big is better.</i>
<i>I don't want a merger with TCDC.</i>
<i>I like the Hauraki as a Farming Council.</i>
<i>I prefer the way it is. We get more information about what's going on.</i>
<i>I think it would become impersonal if it was bigger.</i>
<i>I think things would be watered down, which would hamper Hauraki.</i>
<i>I've seen what happened in Auckland.</i>

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<i>I'd like to keep it separate and have its own identity.</i>
<i>If it becomes larger it would take longer for us to be listened to, as we would be at the bottom of the list.</i>
<i>If it's bigger, less will be achieved.</i>
<i>It can get too big and too hard to manage.</i>
<i>It doesn't work, like Auckland.</i>
<i>It got worse when they did it the first time.</i>
<i>It is more personal having a smaller council, and problems can be resolved quicker and faster in a more local council. A bigger council would be more anonymous.</i>
<i>It will be taken over by others. There are ideas that are relevant to our Council and us. Money could be lost if it was held in another Council.</i>
<i>It will be too big an area, and people might lose their jobs.</i>
<i>It will be too large and impersonal.</i>
<i>It would be a disaster.</i>
<i>It would be too complicated.</i>
<i>It would become confusing with different prices in different areas.</i>
<i>It would become unwieldy.</i>
<i>It would have another Council that doesn't know what is going on in the area.</i>
<i>It would lose the personal touch.</i>
<i>It would ruin Paeroa. It is not the way to go.</i>
<i>It would take the focus away from the small towns.</i>
<i>It's a unique plain and it needs to be run by people who know what it needs.</i>
<i>Joining councils is a liability.</i>
<i>Local councils know more about our needs. If they amalgamated, they wouldn't know what was going on here.</i>
<i>Making it bigger would be making it too spread out.</i>
<i>More heads will make a mess.</i>
<i>More local focus.</i>
<i>Other towns won't care. They have enough to do, trying to handle their own problems.</i>
<i>Our Council covers a wide enough area now and that's as far as they need to go, otherwise we will get big arguments.</i>
<i>Our council is diverse.</i>
<i>Our council works really well.</i>
<i>Our district is unique, and if we look at the wider area we lose our individual vote.</i>
<i>Our own is very good. I don't want to be pulled down by others.</i>
<i>People are more readily approachable on a smaller scale.</i>
<i>Resources would be stretched.</i>
<i>Small is adequate and they know the areas and how we function.</i>
<i>Smaller places lose their identity.</i>
<i>Thames Coromandel District Council is in turmoil. Let's not mix it.</i>
<i>The amount of money it would cost, and jobs would still not be done. We need to focus on our own area.</i>
<i>The economics and cost.</i>
<i>The money for this area would be spread around too much.</i>
<i>The resources would be stretched more.</i>
<i>The surrounding Councils don't do a very good job.</i>
<i>Their needs are different to ours. The other areas don't understand our needs.</i>
<i>There is a lack of local services.</i>
<i>There needs to be common interests with the councils that merge.</i>
<i>There would be a loss of personal contact.</i>
<i>There would be too much bureaucracy.</i>
<i>They could lose focus.</i>

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<i>They know what they're doing. We don't need to amalgamate, we have enough to do.</i>
<i>They should be stand-alone.</i>
<i>They took over Waihi Borough Council and it has gone from bad to worse and is financially unstable.</i>
<i>Too many people and executives earn a lot of money. We won't know who is doing what. Resource consents are shocking with a small Council.</i>
<i>Waihi is the poorest but there is a lot to offer, like the mining.</i>
<i>We are already amalgamated with others. It shouldn't go further. Waihi is separated from the others by hills.</i>
<i>We become a number and get lost. We are responsible for our community.</i>
<i>We don't want their debt.</i>
<i>We had our own council in Waihi. Since it got bigger, it got worse for the smaller areas.</i>
<i>We have trouble locating things now and it would be ten times worse when they become one.</i>
<i>We would lose our identity.</i>
<i>We would lose ownership.</i>
<i>We would lose the sense of being a community.</i>
<i>What money we have will be dispersed to too many people.</i>
<i>When Councils get too large we lose our identity and they don't know a lot about us.</i>
<i>When they get big they are difficult to deal with and they become faceless.</i>

Question 18 What do you consider to be the three most important matters the new Council should be addressing over the next three years?

Improvements to core infrastructure including roading network / water supply / stormwater / rubbish collection

<i>Roading. (26)</i>
<i>Roads. (5)</i>
<i>Infrastructure. (4)</i>
<i>Drainage. (2)</i>
<i>Flooding. (2)</i>
<i>Improve the roading. (2)</i>
<i>Look at water. (2)</i>
<i>Roading issues.(2)</i>
<i>Roading maintenance. (3)</i>
<i>Rubbish collection. (2)</i>
<i>Water. (2)</i>
<i>A better recycling service.</i>
<i>A lot of infrastructure like pavements and roading that could be improved.</i>
<i>A rubbish collection service in the countryside.</i>
<i>A rubbish facility could be provided in the rural area.</i>
<i>Accommodate the through traffic coming from Auckland to Tauranga. That applies to Ngatea, Paeroa and Waihi. A lot of traffic is going through the main streets. Bypasses are difficult to achieve. Maybe more bridging or a short tunnel.</i>
<i>All local infrastructure.</i>
<i>Always keeping up on things like the town water supply.</i>
<i>Amenities.</i>
<i>Better footpaths.</i>
<i>Better transport for rural people, for example provide a bus or train option for transport.</i>
<i>Building infrastructure. Make it more accessible to the community, to make it a smoother procedure.</i>
<i>Clean up the rubbish around the town.</i>
<i>Completing drainage projects.</i>
<i>Concentrate on water supply and sewerage and so on. Getting this organised for the future.</i>
<i>Continuing all the existing services and not cutting them back.</i>
<i>Core responsibilities.</i>

<i>Core services, roads, rubbish and rates.</i>
<i>Core services.</i>
<i>Create some footpaths.</i>
<i>Cycleways.</i>
<i>Decrease fees and services.</i>
<i>Drainage not coping.</i>
<i>Finances. It's always an issue. Spending wisely, for example, roading and zoning.</i>
<i>Fix the drains, as our section seems to be sinking.</i>
<i>Fix the roading once and fix it right. Remove poplar trees to prevent moisture loss and subsequent soil shrinkage which cause road surface problems. They should be well away from the road.</i>
<i>Flooding in the drains is a big thing.</i>
<i>Flooding issues.</i>
<i>Flooding, and keeping an eye on the rivers.</i>
<i>Footpath access for mobility scooters.</i>
<i>Footpaths need attention.</i>
<i>Footpaths.</i>
<i>General services. Make sure they are up to scratch, for example, rubbish along the roads and the grasses along the footpaths should be maintained regularly.</i>
<i>General town infrastructure.</i>
<i>Getting footpaths on the roadsides.</i>
<i>Giving us decent services without it costing an arm and a leg.</i>
<i>Handling the water supply in Waihi. Ensuring there is enough, and having a backup in place.</i>
<i>I think they should be looking at paths, as they need attention for the older people.</i>
<i>Improve the water supply and sewerage.</i>
<i>In some ways, core business bits, and looking after roading, water, and the like.</i>
<i>Infrastructure of what is needed, not wanted, in the area.</i>
<i>Infrastructure, for example, upgrade the toilets.</i>
<i>Insufficient footpaths.</i>
<i>Keep maintaining the roads and drainage.</i>
<i>Keep our drinking water clean and maintained regularly.</i>
<i>Keep our funding for the core issues.</i>
<i>Keep regularly maintaining the roads.</i>
<i>Keep the drainage system upgraded and maintained.</i>
<i>Keep the streets safe with footpaths and roading.</i>
<i>Keep updating the current services like sewerage and water.</i>
<i>Keep Waihi streets and footpaths tidy and maintained.</i>
<i>Keeping roads up to date.</i>
<i>Keeping the community tidy and clean.</i>
<i>Keeping the drains cleared. They need more staff on the ground.</i>
<i>Keeping up with the existing infrastructure.</i>
<i>Local town maintenance.</i>
<i>Local utilities like rubbish disposal and recycling.</i>
<i>Local water.</i>
<i>Look after people and treat them as they should be treated. Upgrading the water supply is needed.</i>
<i>Look at improving the roads.</i>
<i>Look at roading maintenance.</i>
<i>Look at the infrastructures.</i>
<i>Maintain stock banks.</i>
<i>Maintain the road services and so on.</i>
<i>Maintaining existing services.</i>
<i>Maintaining roads and footpaths.</i>
<i>Maintaining the roads and footpaths.</i>

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<i>Maintenance and extending walkways around Hauraki.</i>
<i>Maintenance of roads.</i>
<i>Maintenance of streets, and cleaning up rubbish around Paeroa in places such as Norwood Road and the main street.</i>
<i>Maintenance of the road through the gorge.</i>
<i>Maintenance of what they are doing.</i>
<i>Make rubbish charges less.</i>
<i>Make sure the services are up to standard.</i>
<i>Making sure that all ratepayers have rural rubbish picked up.</i>
<i>Making sure their infrastructure is upgraded when it should be, like the water service.</i>
<i>More attention to flood control in the rural areas is required. Roding work is not well done, for example, chips lifting soon after work is done.</i>
<i>More footpaths.</i>
<i>New water supply. Build a new dam for Waihi with a good watershed.</i>
<i>Numbering of housing and signage of roads.</i>
<i>Open drains.</i>
<i>Paparoa parking boat ramp is flooding at high tide.</i>
<i>Parking in Paeroa.</i>
<i>Parking.</i>
<i>People and businesses being responsible and not having rubbish on the streets. Put signs up to discourage dumping.</i>
<i>Poverty, the parks are not well placed, and lack of public transport.</i>
<i>Provide ratepayers with things that are needed.</i>
<i>Quality of water.</i>
<i>Recycling and rubbish collection in Turua and other rural areas needs to be looked at.</i>
<i>Recycling.</i>
<i>Refuse collection.</i>
<i>Refuse. A rubbish collection for people that live rurally would be great.</i>
<i>Road infrastructure.</i>
<i>Road maintenance such as footpaths in town.</i>
<i>Road maintenance.</i>
<i>Road works could be improved.</i>
<i>Roding and footpaths.</i>
<i>Roding and general upkeep of it.</i>
<i>Roding and leveling verges, closed in drains, and having better drainage.</i>
<i>Roding and park maintenance.</i>
<i>Roding and road safety.</i>
<i>Roding and stormwater.</i>
<i>Roding and the footpaths in Waihi. These need maintenance. We need more footpaths, kerbing and channeling.</i>
<i>Roding improvements.</i>
<i>Roding infrastructure in and out of Paeroa, plus the rural roding is bumpy.</i>
<i>Roding infrastructure.</i>
<i>Roding into rural areas.</i>
<i>Roding, mainly.</i>
<i>Roding networks.</i>
<i>Roding, for example upgrading the country roads.</i>
<i>Roding. In particular, rural roads need maintenance.</i>
<i>Roding. More footpaths.</i>
<i>Roads and drainage.</i>
<i>Roads and footpaths need a good look at in Waihi.</i>
<i>Rubbish collection services.</i>

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<i>Rubbish collection. The Council spends the money but doesn't look after us, from my out-of-town perspective.</i>
<i>Rural refuse collection.</i>
<i>Safety around the roads for young people.</i>
<i>Services like rubbish.</i>
<i>Services like water and rubbish.</i>
<i>Services looked at, specifically in Paeroa.</i>
<i>Services, and keeping rates to a minimum.</i>
<i>Services, for example rubbish.</i>
<i>Sewage system keeping up with growth.</i>
<i>Sewerage and stormwater drainage in Paeroa.</i>
<i>Sewerage.</i>
<i>Something has to be done to fix the bridge that leads out of Paeroa. There is no room for error and accidents constantly occur there. It has to be fixed properly.</i>
<i>Speed humps in Junction Road, Paeroa.</i>
<i>Stick to core business.</i>
<i>Stop increasing the cost of water.</i>
<i>Street lightings and footpaths.</i>
<i>Streetscaping in town continuing.</i>
<i>The basics of water, sewerage, stormwater, lighting, streets, roads and rubbish collection. Kerbing and channeling need to be improved in the central residential areas.</i>
<i>The buses could be better.</i>
<i>The cleanliness of the roads and rubbish.</i>
<i>The culverts and drains need to be maintained better.</i>
<i>The drainage in Waihi needs improving to stop roads flooding.</i>
<i>The drainage, flooding and surface water.</i>
<i>The footpaths are atrocious.</i>
<i>The footpaths are dodgy in Ngatea. The fifty kilometre per hour speed limit needs to be enforced through Ngatea.</i>
<i>The infrastructure, for example parks and gardens.</i>
<i>The infrastructure. Make sure all services, for example, water and rubbish, are in good working order.</i>
<i>The normal things they do, like water, roads, and footpaths, to keep the town going.</i>
<i>The population is growing so the area needs more development in sewerage and other services.</i>
<i>The roads are not up to scratch. They start something and don't finish it, it is patchy.</i>
<i>The services for rates paid, for example the refuse collection.</i>
<i>The sewerage service on the Hauraki Plains needs to be extended rather than people having septic tanks.</i>
<i>The state of the roads and the streets.</i>
<i>There needs to be a general improvement to other services.</i>
<i>There needs to be more attention to the smaller settlements that seem to be in decline as far as services are concerned, particularly with respect to lowland drainage.</i>
<i>They need to address the roading.</i>
<i>They should have given us rubbish bins instead of bins for recycling.</i>
<i>Things that keep us going, for example, the general running of the area.</i>
<i>Tidying up small towns, and fixing up roads and footpaths, and having more street lights.</i>
<i>To beautify the town more, for example, the roads need attention, and we need more trees.</i>
<i>To continue our own water system in the Waikino area, instead of bringing the water from Waihi.</i>
<i>To keep and maintain the drainage in the Hauraki area regularly.</i>
<i>Town maintenance and water supply.</i>
<i>Transport to hospitals or other cities. Bus or train services.</i>
<i>Trying to increase the services that the ratepayers used.</i>
<i>Upgrade footpaths.</i>

<i>Water quality could be improved in the rural area.</i>
<i>Water quality.</i>
<i>Water rates need to be looked at.</i>
<i>Water shortage in the summer. We need a better supply.</i>
<i>Water supply and summer shortages.</i>
<i>Water supply.</i>
<i>Water supply. Summertime shortages. The farming community use our water. We need more treated water and wastewater disposal.</i>
<i>Water. We need a new dam so that it does not run out in the summer time.</i>
<i>We keep our refuse programmes.</i>
<i>We need another street crossing near to the bank and further up the top end.</i>
<i>We need better roads and road maintenance.</i>
<i>We need recycling.</i>
<i>We need rubbish bins instead of bags. They keep the community cleaner.</i>

Resource and natural environment management / planning

<i>Environment. (3)</i>
<i>Check water levels as the canals are rising when there is storm.</i>
<i>Cleaning up the waterways which are full of rubbish around Paeroa. The river is polluted.</i>
<i>Cleanliness of the rivers.</i>
<i>Continue improving the outlook in the town.</i>
<i>Council plans, short term plan implementation. As more of the town area is freed up and more subdivision is allowed, housing can remain relatively affordable and attract people to the area.</i>
<i>Council trees overgrowth and maintenance.</i>
<i>Create a sustainable environment.</i>
<i>Development of our district. Encouraging new people into the district.</i>
<i>Environment. Keep it green, and clean.</i>
<i>Environmental aspects.</i>
<i>Environmental development.</i>
<i>Environmental issues, such as the rivers.</i>
<i>Environmental issues.</i>
<i>Having a decent long-term plan about where the community is moving to.</i>
<i>Look at environmental concerns.</i>
<i>Looking after the rivers, and making sure they are clean.</i>
<i>Looking after the state of the town.</i>
<i>Looking forward to future projects that benefit the community.</i>
<i>Maintain the Snapper and fishing quotas.</i>
<i>Make our town more pretty so others will come and live here.</i>
<i>Make sure they look to the future, as right now the Council is too set in their ways.</i>
<i>More trees to be planted for birds. Trees should be planted along the sides of the banks of the rivers.</i>
<i>River quality. Maintaining it regularly.</i>
<i>River schemes.</i>
<i>Rocket park needs upgrading.</i>
<i>Subdivisions, and the use of land.</i>
<i>Sustainability.</i>
<i>The environment.</i>
<i>The look of the towns and presentation.</i>
<i>The quality of the natural environment.</i>
<i>The Resource Management Act, and how it's interpreted.</i>
<i>The state of the rivers.</i>
<i>The waterways.</i>
<i>Tidy up the main street in Paeroa. It is an old look. Paint the buildings.</i>

<i>Trees need trimming.</i>
<i>Upgrade the town in general, for example, the domain, and welcome new business into town.</i>
<i>Upgrading parks, such as planting more trees, and beautifying the town area.</i>
<i>Upkeep of parks for young people to use.</i>
<i>Water quality of our streams. There are no fish.</i>
<i>Waterways eco development.</i>
<i>Waterways.</i>

Support businesses / more employment / economic growth

<i>Employment. (6)</i>
<i>Employment. Making more jobs available. (2)</i>
<i>Economic development. (2)</i>
<i>More employment. (2)</i>
<i>Anything that is going to stimulate growth and more work.</i>
<i>Attract new jobs into the area. This is our main concern.</i>
<i>Attracting new business to the area.</i>
<i>Bringing more businesses to town to increase job opportunities.</i>
<i>Business development in the area.</i>
<i>Business development, for example tourism, and keep the commercial fisheries out of the area.</i>
<i>Business growth.</i>
<i>Compliance is becoming too expensive for businesses to invest in smaller communities.</i>
<i>Council should be more involved in the community. Ensure business owners tidy up their shop frontages. The Council should help businesses do this, and focus on the colour theme of Positive Paeroa to better present Paeroa to everybody. The town needs tidying up a bit more. Council could share in financially supporting businesses.</i>
<i>Create employment and attract new industries to the area.</i>
<i>Create more employment.</i>
<i>Economic development to support the social structures.</i>
<i>Economic development, like jobs.</i>
<i>Economic growth development.</i>
<i>Economic growth in the area.</i>
<i>Economical social developments.</i>
<i>Employment. To seek more strategy in providing better employment in the area.</i>
<i>Employment. Creating conditions to encourage business into the provinces, such as fast tracking consents that will provide employment opportunities.</i>
<i>Encourage jobs for those who need them.</i>
<i>Encourage more business in the area and promote the area as a satellite area to Auckland.</i>
<i>Encourage more jobs.</i>
<i>Encourage new business into town.</i>
<i>Encouraging businesses to move into the area instead of Auckland.</i>
<i>Good economic management.</i>
<i>Having a business strategy to develop more business interest. Promoting the closeness to Auckland.</i>
<i>Having more community involvement.</i>
<i>Improve the growth.</i>
<i>Infrastructure, because it leads economic development.</i>
<i>Job initiatives.</i>
<i>Jobs.</i>
<i>Lack of enthusiasm for new development.</i>
<i>Make the land available for industry to create jobs which will give way to more houses and residential properties.</i>
<i>Making sure there's more employment in our area. Helping the local economy.</i>
<i>Managing and understanding the economic change in the area.</i>

<i>Marketing the area.</i>
<i>More industry or anything that provides employment for people.</i>
<i>New industry in the town.</i>
<i>Positive growth by helping with employment, and creating areas for rural towns.</i>
<i>Promote local assets, and have more visitors.</i>
<i>Promoting the specific regions for growth, and places to live and raise family and bring in an income as well.</i>
<i>Promoting Waihi businesses.</i>
<i>Providing work for people who live here.</i>
<i>Small block farms, and function as a business.</i>
<i>The amount of shops empty doesn't look good.</i>
<i>The unemployed.</i>
<i>To encourage new businesses in the area to create jobs.</i>
<i>To provide more jobs in the Paeroa area.</i>
<i>To support and promote local small businesses.</i>
<i>To support more of the people that need help instead of those people who have more opportunities.</i>
<i>Unemployment, and the creation of more jobs.</i>
<i>Unemployment.</i>
<i>Work and industry into the area.</i>

Council services / facilities / Schools

<i>Schooling. (2)</i>
<i>Parks and reserves. (2)</i>
<i>Parks. (2)</i>
<i>Recreational activities within the community.</i>
<i>A new library.</i>
<i>A new swimming pool complex with a heated pool would be great.</i>
<i>Better services provided for, such as the library having more access to better computer systems.</i>
<i>Community parks and reserves.</i>
<i>Community services for all, and made more accessible for the young and old.</i>
<i>Continue to support the local Waihi initiative for the combined sports centre.</i>
<i>Don't compete with locals in the book lending area. Keep the libraries for free educational purposes and leave the bookshops who hire books like 'Mills and Boon', and other novels.</i>
<i>Ensure there are more parks for kids like a covered skateboard area.</i>
<i>Everyday things and activities.</i>
<i>For Waihi, the sports centre they are proposing.</i>
<i>Get more involved locally with clubs and sports.</i>
<i>Good toilet facilities for the area for visitors.</i>
<i>Halls and social centres.</i>
<i>Improving the website.</i>
<i>Increase resources within the community, such as the Library and the internet.</i>
<i>Library.</i>
<i>Local facilities.</i>
<i>More facilities for sport.</i>
<i>More sports activities that involve the community.</i>
<i>Parks and recreation.</i>
<i>Parks and schools.</i>
<i>Providing a food bank or soup kitchen.</i>
<i>Public swimming pool.</i>
<i>Public toilets.</i>
<i>Sporting facilities.</i>
<i>Sports centre.</i>

<i>The libraries.</i>
<i>The museum in Waihi.</i>
<i>They should make parks safer by providing fences for the kids' safety.</i>
<i>Upkeep of community halls and pathways.</i>

Minimising rates increases

<i>Rates. (8)</i>
<i>Keep the rates down. (4)</i>
<i>A rates evaluation, and make sure the valuations are correct.</i>
<i>Cap the rates because of the economic climate.</i>
<i>Control of rates increases.</i>
<i>Do away with Waikato rates.</i>
<i>Halve rates.</i>
<i>I have a dog for protection as I am on my own in the country. I think the dog fees should be different in the country compared to town. The fees are too expensive.</i>
<i>Keep rates down.</i>
<i>Keep the costs down, for example the rates.</i>
<i>Keep the rates affordable.</i>
<i>Keep the rates down to a minimum.</i>
<i>Look at the rates again.</i>
<i>Look at the rates to keep them at a steady level.</i>
<i>Lower the rates.</i>
<i>Rate rises are getting too high.</i>
<i>Rates communication and devaluing homes.</i>
<i>Rates costs.</i>
<i>Rates cut.</i>
<i>Rates expenses.</i>
<i>Rates go up although housing values goes down. The rates shouldn't be going up.</i>
<i>Rates need to be set according to the ability of the rated property to gain an income (to sustain the increases), as opposed to the size of the property rated.</i>
<i>Rates needs addressing.</i>
<i>Rates not increasing more than inflation.</i>
<i>Rates rise.</i>
<i>Rates. From farmers to towns.</i>
<i>Rates. Go through the books and stop the wastage that's going on.</i>
<i>Rates could be addressed and made more reasonable.</i>
<i>Stabilise the rates.</i>
<i>The ability to meet the budget without increasing rates.</i>
<i>The amount of rates and how they are spent.</i>
<i>The cost of rates could be reviewed as it is getting out of hand.</i>
<i>The cost of rates.</i>
<i>The rates need to be reviewed.</i>
<i>The rates reduced.</i>
<i>The rates.</i>
<i>They need to look at the rates.</i>
<i>To hold the rates at their present level.</i>
<i>Try to control the increase of rates.</i>

Youth jobs / training / activities

Youth. (5)
A public meeting place for youth and others.
Community youth infrastructure.
Create jobs for the youth.
Crime in the area needs to be addressed, like occupying the youth of the town.
Crime rates in a lot of areas are increasing. This needs to be looked at. Provide activities for the youth.
Encourage business work opportunities. We need more families. The population is aging.
Encouraging tourism and industries.
Facilities, and more activities for youths.
Focus on youth and social things.
Getting more programmes like Breakaways for younger people.
Having a support for at risk kids campaign.
Juvenile crime in Paeroa.
More activities for the children.
More focus on youths by providing more activities.
Our youth, and the things affecting them.
Provide jobs for the young people.
Provide more for young people aged five to fifteen, for example BMX tracks.
Provide more youth activities.
Providing things for the teenagers in the area.
Reduce youth troubles by helping to co-ordinate work. In Otorohanga, they have a pro-active role where they follow young people through the system.
Social issues.
Social, elderly and youth.
Something has to be done about the younger generation.
The supply of jobs in smaller towns for school children and the middle aged.
There is not quite enough to occupy and keep youth off the streets, and there is a need for this because there is more crime in Paeroa than there should be.
To develop an activity that involves and supports the youths.
To keep the library involvement with the community during school holidays. To encourage more children to be involved with it, like promoting it more.
Truancy. Kids should be in school.
Working with people, so teenagers get the best. They are our future.
Youth activities.
Youth development programme.
Youth involvement.
Youth issues.
Youth needs to be taken care of. For instance, provide more activities, or involve them more within the community projects.
Youth services.
Youth strategies.
Youth. Maybe provide an intervention programme.

Community support / involvement / Social issues

Social development. (2)
Council being more user friendly when working with the community, as we pay rates to employ them.
Communication is what they need to get right.
Communication within so we have the correct information, and be more unified.
Community development.
Community issues.
Community support. Encourage the public's spirit to develop and grow.

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<i>Empowering the community, and having communications with them. Engage community support for its benefit.</i>
<i>General community.</i>
<i>Hearing the community voice.</i>
<i>Helping those living in poverty, perhaps with a community garden.</i>
<i>Involvement with the community activities.</i>
<i>Letting us know what they are doing.</i>
<i>Listen more to the residents not the businesses, for example, the library being built in the wrong location.</i>
<i>Listen to the community.</i>
<i>Making things that are going to benefit the whole community, and making sure we are safe.</i>
<i>Open communication regarding bigger issues.</i>
<i>Pensioner activities and assistance.</i>
<i>Services to the community.</i>
<i>Social issues such as alcohol, which is the biggest. Also, drug issues and high social costs.</i>
<i>Stop spending on parks when there are a lot of children in the area who need food.</i>
<i>The community groups around town.</i>
<i>The local community needs.</i>
<i>They need to better serve the community. I don't think they are looking after the best interests of the people who vote for them. They are more interested in money-making companies than the community.</i>
<i>Think about people who are helping. There has to be changes to people's problems.</i>
<i>What works for the people, and getting more input from the people about things that they do before they do them.</i>
<i>Whatever is important for the town they should be involved in to keep the people in town.</i>

Mining issues

<i>Mining. (5)</i>
<i>Get rid of the mine out of Waihi. It is affecting my home which has devalued because of the mine. This was caused by the Council.</i>
<i>I'm not a good one to ask as I am settled, but some Waihi people are going to lose their houses because of the mine. There should be more communication between the residents that are affected and the mine.</i>
<i>Keep an eye on mining in Waihi.</i>
<i>Looking after the mining in Waihi. It's the main thing.</i>
<i>Mine activities and accountability. Generally letting people know about living in the area.</i>
<i>Mining and the impact on services.</i>
<i>Mining community perceptions. The Council are leaning towards the mines because of funding.</i>
<i>Mining consents.</i>
<i>Mining impact on the town.</i>
<i>Mining in town.</i>
<i>Mining is a positive thing for the Waihi area, and it should supported by the Council.</i>
<i>Mining issues in Waihi.</i>
<i>Mining should consult with the community first before taking any other steps.</i>
<i>Mining under residential. Supporting the community more rather than corporations.</i>
<i>Mining. Houses are being affected by the new type of mining.</i>
<i>Mining. To be more proactive and to think about the people concerned around it.</i>
<i>Mining. Being more supportive of the homeowners that are in nearby mining areas.</i>
<i>Taking care of east end Waihi better, and the conditions for people living in the area of the mine.</i>
<i>The adverse effects on mining in Waihi.</i>

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The continuing of the underground mining of the local gold mine especially mining under residential properties.

The mine and its activity.

The mine in Waihi.

The mine. Where is it going with a ten year plan? Telling us what to expect.

They need to pay attention about the feelings of the community towards the opening of new mining in the east side of the Waihi.

Waihi is a mining town where too many people have disadvantages and there is no help.

With regard to Waihi, keeping people updated with what's happening with the mine.

Housing

Housing.(5)

Be more involved in the mining/housing issue.

Elderly pensioner flats and housing, and a rest home.

Help with Waihi house valuations.

Housing for the elderly.

Housing for the older people.

Housing for the poor.

Housing. Because of the Council and mining company, people are so distraught they can't sell their houses.

Housing. Encourage the building industry by providing realistic planning regulations. The Council has out-of-date precepts.

Housing. Insulation provided for damp and cold homes.

Pensioner housing for the district, because there is quite a shortage of it.

Social issues, such as supporting the homeless, and housing for the elderly and the homeless.

Supplying housing for the needy.

We have houses that are falling down and they are refusing to pull them down and refusing to do anything with them.

Health / aged care

Aged care.

Aged concern issues. More local help with healthy housing and preventing elderly abuse.

Ageing population.

An afterhours and emergency medical centre is needed, with ambulances.

Give the hospital more money.

Health services.

Health.

Keep using our little hospital and maternity home going. Continue this service.

Look at entertainment in aged care.

Look at health issues.

Medical centre.

Needs of the elderly, like housing.

Older people need more accommodation.

Pensioner flats could be improved by offering more flats to the community.

Provide more opportunity for the elderly in terms of housing flats.

The aged.

To provide transportation for elderly people who can't drive themselves or don't have a vehicle of their own from their homes to town or vice versa, or to say, Ngatea or surrounding towns or districts, to do groceries or pay bills.

Units for the elderly. Build on the ground available.

Rail Trail improvements / promote tourism

Tourism. (3)
Continue what they are doing with the Rail Trail.
Continue with the rail trail and have it completed as soon as possible.
Continued growth with the rail.
Developing the rail trail.
Encourage Rail Trail development, and helping businesses get established.
Expansion of the tourist economy.
Hauraki rail trail should be accessible to horses and carriages as well. People can be responsible.
Hauraki Rail Trail. Tourism.
Introducing a bike trail from Kaiaua to Thames.
Making the bike track wider through the gorge.
More support for tourism, for example, accommodation, and parking, as the Rail Trail is getting bigger.
Promote tourism.
Rail Trail infrastructure parking, toilet facilities in the gorge, and a toilet at Kaihere Hill rest area as it's very busy there.
Rail Trail.
Tourism as one of the main industries.
Tourism. The rail trail is looking great at the moment and it would be even better when they finish the last stage.

Building / resource consents / permits

Building compliances, and how they are interpreted.
Building consents, and the expense of trying to build a new house.
Councillors should have more say. The managers are overpaid and there is bureaucracy with consent issues.
For entrepreneurs, the building consent process is too restricting.
Resource and building consents need to be reviewed.
Speed up the building procedure.
Speeding up the processes for developments, for example, permits. Why are there delays? Reduce the costs of developments.
The building consent process needs to be simpler and quicker.
The building permit policy needs to be sped up. The consents process lacks information and communication.
The time it's taking to process all the paper work for resource consents is too long and it's not as easy as it used to be. The cost of getting permits or resource consents is very expensive.
There needs to be more emphasis on planning the future of the Waihi area, and building consents.
Up-skill the personnel internally.

Other

Sustainability. (2)
Liquor licensing. (2)
Crime. (2)
Keeping costs down. (2)
Alcohol issues.
Allocation of funding.
Alternative fuels and power sources.
Animal control.
Assuming people have internet access is not the good way to go for communication. Not everyone has access to electronic communication.
Being a united Council. Being an informed council. Communication between the Council and employees in both directions.

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<i>Being an innovative Council.</i>
<i>Combine with the police.</i>
<i>Community campaigns raising awareness.</i>
<i>Consultation in property.</i>
<i>Containing the budget.</i>
<i>Continue on positive ageing strategies.</i>
<i>Control traffic better. Control the bridge into town. It is a bad intersection by McDonalds. Direct heavy traffic away.</i>
<i>Costs.</i>
<i>Crime. More prevention of it or more police.</i>
<i>Cut sister city relationships.</i>
<i>Do the jobs at hand more efficiently.</i>
<i>Domestic and other violence.</i>
<i>Earthquake issues.</i>
<i>Education for adults, like a polytechnic.</i>
<i>Focus on the heritage.</i>
<i>Focusing on being a satellite support for Auckland.</i>
<i>Gangs, we have several.</i>
<i>Golden Cross needs an intersection.</i>
<i>Having a good governance to enable people to live. Making it easier, not harder.</i>
<i>Having an anti violence campaign.</i>
<i>I wouldn't like to do their job, so I can't complain.</i>
<i>It is up to the Council.</i>
<i>Keep costs down, especially with subdivision costs.</i>
<i>Leadership.</i>
<i>Licensing for alcohol. We don't need three outlets. Have no extended hours.</i>
<i>Look at residential security.</i>
<i>More approachable Council workers would be good.</i>
<i>More bylaws to stop people wandering the streets at night.</i>
<i>More money for education.</i>
<i>More police.</i>
<i>No more alcohol outlets. There are too many now.</i>
<i>People with initiatives are being driven away by the process which is stifling them. They should have a dynamic person who will be leading the community into the future with all the ideas behind them.</i>
<i>Primary schools, and encouraging teacher education for the older ones.</i>
<i>Provide a 'burn out' place, instead of the roads being used.</i>
<i>Raising Paeroa's reputation as a safe place to live.</i>
<i>Reduce crime locally.</i>
<i>Reducing debt.</i>
<i>Re-investigate the liquor laws. Personally I think we have too many liquor outlets in Paeroa.</i>
<i>Represent the ratepayer with decisions made with big businesses. Look after the ratepayers not having jobs at the moment.</i>
<i>Rural areas need to be looked at in the same way they treat urban areas.</i>
<i>Smaller areas should get their share and be kept up to date.</i>
<i>Spend the money wisely, instead of spending some money in the wrong direction.</i>
<i>Streamline Council processes.</i>
<i>Technological growth, for example, broadband.</i>
<i>The centralisation of Council contractor equipment needs to be reconsidered. It is no use if a worker from Waihi has to go to Paeroa to get his 'tools'.</i>
<i>The control of expenses. Get the best deals.</i>
<i>The Council should run the business and not the CEO.</i>
<i>The Council should work better with police regarding drugs and so on.</i>

<i>The sale of liquor.</i>
<i>The social, drink problem. Sustain their efforts.</i>
<i>They have to get away from using these office consultants because it's costing us rate payers. Some of these consultants are not taking responsibility for their mistakes and it's not fair.</i>
<i>To improve broadband facilities to ultrafast broadband.</i>
<i>Town safety.</i>
<i>Trim finances.</i>
<i>Trucks out of the main streets.</i>
<i>Upgrade television cable.</i>
<i>Watching spending.</i>
<i>We need a bit more clarification on dog registration and dog control.</i>

Question 21 Do you believe that the Rail Trail has had a positive impact on the District? If yes, what impact have you noticed?

More tourists / increased visitors

<i>More people are coming into the area. (3)</i>
<i>A lot more out of town people are using it.</i>
<i>A lot more people are using it, and there are a lot more people in town.</i>
<i>A lot more people from out of town are using it now.</i>
<i>A lot more tourists in the area for the local businesses. Families are doing more positive activities together.</i>
<i>A lot more tourists.</i>
<i>A lot of people are using it and coming into the area to use it.</i>
<i>A lot of people are using their bikes and it must be out of town people as well.</i>
<i>A number of out-of-town visitors coming into the area more often. It is also encouraging families to be healthy and fit. Cafes are busier than they used to be.</i>
<i>Absolutely, it brings a lot of tourists into the area and the locals are out and about with their families. It is good for health and fitness and for the community spirit.</i>
<i>Absolutely. There are more cyclists around and on weekends more activities in the area.</i>
<i>An increased enjoyment for people using the Trail and it is good for tourism.</i>
<i>Basically what I've read. The Trail has brought people into the community, and there is a flow on effect to businesses which is good. They are friendly to motor homes, and provide services, which is a good boon to the community.</i>
<i>Brought more people into the area who are from out of town.</i>
<i>Business has increased. Town is busier. There is also increased traffic in Waihi, and increased spending.</i>
<i>Cafes are opening and more people are coming into the district and more money.</i>
<i>Extra people are in town, and there are camper vans parked up. It's good for businesses.</i>
<i>Friends and family have visited, and there's many new people to the area.</i>
<i>Friends on push bikes are doing it when before they didn't. People are out and about. It's bringing people to area and it has increased spending in the area.</i>
<i>I have cycled in Europe, and they have a very developed cycle trail that you can go on for one hundred kilometres, which is bigger than what we have here. If the Rail Trail will be developed more, we can get a lot of Europeans as well. It has its potential, and what we have is just the beginning. It has a long way to go.</i>
<i>I have noticed that particularly in the weekend there are more bikes and cars and local cafes are busier.</i>
<i>I have seen some walkers, and some bikers.</i>
<i>I have talked to people from Auckland and the bigger it gets the better. One or two are being focused on business around the Trail.</i>
<i>I know that the businesses are doing okay. It's a great success. You see lots of bike riders who have come from all areas.</i>

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<i>I noticed a lot more people getting out on bikes and walking. It brings out the family together and a lot of tourists are coming as well.</i>
<i>I see people go past. Town is busier. It would be good to promote walks, and encourage them to stay and enjoy other walks.</i>
<i>I think a lot more people are coming into the area, which is good for the businesses.</i>
<i>I think it has been fantastic, encouraging families to exercise and be together. It helps the small businesses and encourages tourists.</i>
<i>I think it's brought business to the local businesses, and visitors to the town.</i>
<i>I think it's good to see people getting exercise. It's also good for the community, and brings more people in which is a great spin off.</i>
<i>I think they've had two thousand bikes coming in a month. We are on the Rail Trail. There is a lot of history which will bring tourists from all over.</i>
<i>I work in the information centre and we get lots of positive feedback there. It brings people to the area and benefits Paeroa and Waihi.</i>
<i>Increased awareness in the district, and more holiday makers.</i>
<i>It brings a lot of people here.</i>
<i>It brings a lot of people to the area.</i>
<i>It brings more people into the area.</i>
<i>It brings more people to the community. It is another activity and a good attraction.</i>
<i>It brings more people to town.</i>
<i>It brings more tourists in.</i>
<i>It brings more tourists to the area.</i>
<i>It brings people into the town and helps the town because they spend money.</i>
<i>It brings services through and affects the economy.</i>
<i>It creates more opportunity with more people coming to the area.</i>
<i>It encourages more people to come to Waihi and the surrounding areas and they in turn use the services available.</i>
<i>It encourages outdoor activity, and gives a focus for people out of the area to come in for.</i>
<i>It gets people out and about. There's business for the local bike shop and more people in the district.</i>
<i>It has brought more business to the town and surrounding districts. The little store at Hikutaia called Convenient Cow has had more business. It is getting kids back on bikes, and not relying on cars.</i>
<i>It has brought more cyclists and more visitors to the area.</i>
<i>It has brought more people into the area and helps the local businesses.</i>
<i>It has brought more people into the area, and a lot of tourists.</i>
<i>It has brought more people into the area. Cafes are busier than they used to be.</i>
<i>It has brought more visitors to the area, and more money is being spent in the town.</i>
<i>It has brought people into town. Bikers are using the footpaths, and not giving way to pedestrians.</i>
<i>It has brought people to our area, and our area is now on the map, which is great for the locals.</i>
<i>It has brought people to the area.</i>
<i>It has encouraged tourism and given the locals an added exercise venue.</i>
<i>It has possibly had an impact for tourism but I don't think it has brought much income in the area as we are lead to believe. For a lot of people it makes cycling a lot easier instead of using the road.</i>
<i>It is a good thing and there are loads more people around.</i>
<i>It is good for locals to use and definitely a draw card for visitors.</i>
<i>It is good for tourism.</i>
<i>It is not finished to Waihi yet. It has made a difference in Waikino. The trains are busy and there are more cyclists around spending more.</i>
<i>It is something for people to do and the shops are getting a lot of work when people stop there for lunch or coffee.</i>
<i>It makes it more interesting for tourists. More are using it, as it is safe cycling.</i>

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<i>It seems to be a hive of activity in the weekends when it's fine, mainly young families on bikes. Our son has a section and a house on the Rail Trail and it's a lot noisier during the weekends and getting out of his driveway is a bit tricky. There's not enough space to see clearly. I do notice down at Rotokahu, Golf Course Road, bikers use the road rather than the Rail Trail.</i>
<i>It should be fenced off from farmland and there should be planting to stop the bank collapsing and to stop cattle crossing at Waikino and Waihi. We seem to have more people in town when there's something on.</i>
<i>It will have had an impact. There are more people around and some businesses have improved. Hauraki ratepayers will finish paying for it and the maintenance should be user pays.</i>
<i>It will over the years coming, with more tourists and more people coming in.</i>
<i>It's a family activity, where people can enjoy the views, and rural life.</i>
<i>It's a great idea. I hear of people having a good experience going through, with people stopping in to smaller areas. The local body should fund it more rather than penalising local business, using it should be encouraged.</i>
<i>It's another thing for the tourists. The mine is a big draw card.</i>
<i>It's awesome, and is used all the time. There has been an upsurge in local business, and it has brought more tourism to the area.</i>
<i>It's bringing more people in from outside, a lot of people providing accommodation have found it of benefit.</i>
<i>It's bringing more people into the area, and is good for the younger ones.</i>
<i>It's bringing more people into the areas to the different towns. I didn't know it was specific for bikes.</i>
<i>It's bringing people into the area. The small towns along the trail are benefiting from it.</i>
<i>It's good for business in the area. There's been more interest in the district which brings more people into the district.</i>
<i>It's good for tourism, and is bringing people to the area. It's also good for locals to get active.</i>
<i>It's huge. Groups are coming in from other places and tourists, even in winter. The food and shops are booming together with the accommodation.</i>
<i>It's more of a tourist attraction.</i>
<i>It's very good for all people and it impacts on other work. It has helped businesses, for example, catering. There's opportunities to exploit to advantage the area.</i>
<i>It's very popular. Parking is always full when we pass, with walkers and cyclists.</i>
<i>It's well used, and have brought people to the area.</i>
<i>I've been to the Waikino Cafe and there are more people around and the spending has increased.</i>
<i>Lots more people coming into the town, and that's going to bring lots more money.</i>
<i>Many more people are using facilities which is an advantage for retail businesses. More people are coming to live in the area. There's more activities for families.</i>
<i>Many people take holidays in the area and the cafes are busy.</i>
<i>Many people visit and use it.</i>
<i>More people are around on the weekend. It's great to see a lot of families together using it. There is a lot of positive feedback from out of town.</i>
<i>More people are being active. It makes the roads safer and brings more people into the area.</i>
<i>More people are being seen around town.</i>
<i>More people are biking and there are more tourists.</i>
<i>More people are coming into the area and retail shops are busier.</i>
<i>More people are coming into the area which has had a good, positive impact in the region, including other areas like Matamata.</i>
<i>More people are coming into the area, and more visitors are using the facility.</i>
<i>More people are coming into the region.</i>
<i>More people are coming through town.</i>
<i>More people are coming through, with the spin off being people coming into Thames. It has put the area on the map.</i>
<i>More people are coming to the town.</i>

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<i>More people are coming to town and using it. They park their bikes and shop, so they must be doing well out of it.</i>
<i>More people are coming to town, and it is always busy, with great opportunities for businesses.</i>
<i>More people are in the area, and cafes are busier.</i>
<i>More people are in town, shops are busier, and cafes are more popular.</i>
<i>More people are into it, and more people are coming into town. Shops are becoming busier.</i>
<i>More people are out and about, and it is safer than walking on the roads. There are a lot of tourists.</i>
<i>More people are spending time outdoors, and there are more people from out of town.</i>
<i>More people are using it already and it's good for tourist attraction.</i>
<i>More people are using it, and more people are coming to the district to use it.</i>
<i>More people are using the trains at Waihi, and more people are using local businesses/facilities.</i>
<i>More people are visiting the local areas and money is coming into town, shops and services.</i>
<i>More people are visiting the town.</i>
<i>More people coming into town and spending money.</i>
<i>More people coming through town, which means more support for the local businesses. There are more people exercising and people are coming from other towns also.</i>
<i>More people from out of town are coming into the area.</i>
<i>More people coming into the area are staying over and using services.</i>
<i>More people. They need to develop it more to enhance it and capture what we have. It provides use of it for all ages, and provides exercise and goodness of being out in the open. They need to make it unique as a tourist thing.</i>
<i>More tourists and families using it.</i>
<i>More tourists and people getting out and about.</i>
<i>More tourists are using it, bringing more money into the area. And locals are using it for recreation.</i>
<i>More traffic passing through.</i>
<i>More visitors into the area and better scenery to visit. It's also more accessible.</i>
<i>Motels are full with people with bikes, and more people are using local shops.</i>
<i>People are riding and walking past my place.</i>
<i>People are stopping in the area to use it and if they continue to Miranda it will be great.</i>
<i>The amount of people using the track on a daily basis has increased, and there is more tourist activity.</i>
<i>The amount of people who come to use it in the area has created more work with people using cafes and buying at local businesses. There are also more tourists using accommodation.</i>
<i>The amount of tourism it creates, and bike races is great. We live nearby.</i>
<i>The amount of tourists coming through and impacting the local businesses in town.</i>
<i>The amount of tourists is more than it used to be. A lot of people are saying positive things about it.</i>
<i>The Council could have more money out of it than they will do, and more community involvement. It is bringing a lot of people into the district, but it is sending a lot of money to the South Island.</i>
<i>The town is busier on the weekend. There are more people around and the accommodation business has picked up.</i>
<i>The town is busier, especially in the weekends.</i>
<i>The train cafe has more business. There are more people around.</i>
<i>There are a lot less cyclists on the roads. It is a safer experience for all travelers. It promotes a healthier vibe around the area and attracts a healthier group of people.</i>
<i>There are a lot more people coming into the district and also using the rail more than before .</i>
<i>There are a lot more people riding their bikes and coming into the area.</i>
<i>There are a lot more people using it and more people in town which is good for the economy in Hauraki.</i>
<i>There are a lot more people, and loads of families enjoying the outdoors. New faces in town. It's bringing the outsiders in.</i>
<i>There are a lot more people.</i>
<i>There are a lot more visitors coming to the area. There are a lot more people involved in exercise and health.</i>

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<i>There are a lot of good articles in the paper about it. It is great for attracting out of town people to the area and it is also good for the tourism business.</i>
<i>There are a lot of people and it has encouraged business for a lot people. The rubbish needs to be cleaned up. It's not in keeping with the green image.</i>
<i>There are a lot of tourists using it, as well as local people.</i>
<i>There are a lot of travelers who are not just passing through, but are now staying.</i>
<i>There are just more people.</i>
<i>There are lots more people around.</i>
<i>There are lots more people coming through and the area is being used.</i>
<i>There are lots more people in the area.</i>
<i>There are lots more people in the town.</i>
<i>There are lots of people using it and more people in town.</i>
<i>There are lots of people using it, including families. It brings other people into the town as well.</i>
<i>There are lots of tours and tourists congregating in the area which is good for us all.</i>
<i>There are many more people in the local area.</i>
<i>There are more people and bikes in town.</i>
<i>There are more people and tourists in the region.</i>
<i>There are more people coming into the area. Cafes are more popular these days.</i>
<i>There are more people in and around the area during the weekends.</i>
<i>There are more people around on the weekends.</i>
<i>There are more people coming in.</i>
<i>There are more people coming into our town and more people using it too.</i>
<i>There are more people coming to town and using the facility.</i>
<i>There are more people in Paeroa, and more interest about the District.</i>
<i>There are more people in the area and using local businesses.</i>
<i>There are more people in the cafes especially during the weekends, bringing a lot of money to Waihi.</i>
<i>There are more people in town and more money circulating in expenditure for businesses, but there's safety issues where it comes into town near the Caltex because it's in the wrong place with a blind corner.</i>
<i>There are more people in town.</i>
<i>There are more people in town. Food outlets have become busier.</i>
<i>There are more people on bikes at cafes and in town in summer months.</i>
<i>There are more people riding their bikes and exercising and having a look at the place.</i>
<i>There are more people using the facility and it's good for tourism.</i>
<i>There are more people, and it helps to support local businesses.</i>
<i>There are more social activities on the weekends. A lot more people are using this facility.</i>
<i>There are more tourists in town and more people on the weekend in the cafes.</i>
<i>There are more visitors helping to put Paeroa on the map, and more economic growth.</i>
<i>There are more visitors to the area and shops are busier. People love the rail trail and I have heard very positive comments from those who have used it.</i>
<i>There are more visitors to the area. There's a lot of positive support in the area. It has opened up for business development in the area.</i>
<i>There are more visitors to the town.</i>
<i>There are more visitors, and it has helped local businesses.</i>
<i>There are plenty of people using it and more people visiting the town.</i>
<i>There are tourists visiting the area.</i>
<i>There has been a positive change, like a busier main street and a better awareness of our area. More people are here, and there are more affluent retail customers.</i>
<i>There is an increase in visitors, and a greater awareness of what Hauraki has to offer.</i>
<i>There is more income to some areas of the district with an influx of users. However, there is some controversy about access on farming land.</i>
<i>There is more tourism. People are enjoying the countryside that we are lucky enough to be part of. More people in town spending money is good for the economy.</i>

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<i>There's a lot more people in town using restaurants and tea houses.</i>
<i>There's a definite increase in visitors. It has increased the positive outlook in the local community and part of the wider community.</i>
<i>There's a lot more people around in the area.</i>
<i>There's a lot more people coming in the area. It's a tourist attraction.</i>
<i>There's a lot more people in town coming from different places.</i>
<i>There's a lot more people using it, and more visitors are coming to town.</i>
<i>There's a lot of interest. An increase in tourists has helped business.</i>
<i>There's an increase in the number of people who use it. There's physical activity and recreational activity and tourism.</i>
<i>There's been a lot more people in town, and it has improved business for local people.</i>
<i>There's heaps of people that use it, and they come from out of town which brings money in to the town.</i>
<i>There's lots of cyclists which must be bringing businesses alive again.</i>
<i>There's more people and money coming into our town. I am looking forward to it being from Waihi to Waikino. It is a good outdoor activity to bring people to our area.</i>
<i>There's more people coming in and they spend money in the local facilities.</i>
<i>There's more people coming in to town, which boosts the economy.</i>
<i>There's more visitors and more people around the area.</i>
<i>There's more visitors which has helped businesses. It's provided another leisure activity for locals and visitors.</i>
<i>Tourism has been boosted and will continue to be so with the additional Thames to Kaiaua route. There is the added benefit of local use too.</i>
<i>Tourism has increased, which has to be better for the district.</i>
<i>Tourists and businesses are benefiting.</i>
<i>Visitors have increased and businesses are happy. It is good for the locals to have the influx of tourists and income.</i>
<i>We are getting a lot more youth using the trail for exercise. It brings people in recreationally.</i>
<i>We are getting more people using this facility.</i>
<i>We are getting quite a few tourists checking it out.</i>
<i>We get more tourists and we get a lot of people going on the Trail.</i>
<i>Whenever I go out in the car and go for a drive, I always see people using it more and more. More people are using the cafes as well.</i>

Increased business / busier cafes

<i>A lot more people are riding bikes and spending money in town.</i>
<i>A lot of people are using it and local businesses are getting business from it.</i>
<i>Absolutely. The cafe and accommodation businesses have gained due to the rail trail.</i>
<i>Absolutely. Little cafes along the Rail Trail have increased their profit margins.</i>
<i>From an economic perspective it has a positive impact but not for a runner, as there are too many bikes on it.</i>
<i>From what I've heard, it's a good track, and it has helped local business.</i>
<i>I live close to the trail. It has had an economic impact and it brings money to the area. It is environmentally friendly as well.</i>
<i>I own a cafe and people are out and about more. It's all progress.</i>
<i>I read the press reports on the numbers using it. There are more people using the cafes.</i>
<i>I think it is good for the cafes and it gets people out for exercising.</i>
<i>I'm sure it's good if it makes money for a few people like businesses, but it doesn't for all. It cost the Council some money.</i>
<i>It has helped to bring spending into the community.</i>
<i>It has increased people's knowledge. There's more revenue for businesses. I see families riding the trail.</i>
<i>It is really good. I often see people on bikes in town, buying lunch and in the shop.</i>

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<i>It makes my work nice and busy.</i>
<i>It's hearsay but the hotel in Paeroa has more patronage.</i>
<i>It's huge. More people are using it, and the cafes are busier.</i>
<i>Just from what I have read, there is more money coming in.</i>
<i>Local businesses have increased clientele.</i>
<i>Local sports and cycle places have increased business, and local cafes have also increased business. It has improved people's health for those that take up cycling.</i>
<i>Lots of people are using it and spending money in the towns.</i>
<i>More people are coming into the district spending money.</i>
<i>More people are getting out biking, so local businesses will improve. Especially when it reaches Waihi.</i>
<i>New businesses are coming through, and more people are using the facility. More people are in the cafes. A lot of positive comments are coming from the people that are using it.</i>
<i>Paeroa business is booming and it would help Waihi if it got that far.</i>
<i>People are saying that small cafes are doing well because of it.</i>
<i>People are using it a lot more and people are bringing in money to the community.</i>
<i>People are using it and businesses are busy.</i>
<i>Shops are busier. More people are using the facility.</i>
<i>Smaller businesses are busier.</i>
<i>The businesses along the trail are happy with more people using it, and they are enjoying it.</i>
<i>The cafe I work in has been very busy.</i>
<i>The cafes are having increased service from customers.</i>
<i>The impact has been for small businesses, accommodation, coffee bars, and restaurants.</i>
<i>The ones from Thames to Paeroa and Waihi have opened up opportunities where people can set up new businesses where people can have a drink or something to eat. It is a healthy thing, and families can get out together, whether young or old.</i>
<i>The place seems to be tidier, and more shops are open. I see bikes more often.</i>
<i>The reports show that seven thousand people used it and restaurants in the area.</i>
<i>The tea rooms are busier.</i>
<i>The town and shops are doing better. The trail has improved business in the area.</i>
<i>The turnover in restaurants is more for people between Waihi and Paeroa.</i>
<i>The usage has generated more business and it's been socially good for families.</i>
<i>There are a greater number of people riding bikes. The food places are fuller which is a good spin off for them.</i>
<i>There are a lot more people on bikes around and new businesses are opening up as well.</i>
<i>There are a lot more people using it. It is quite busy and it has brought in more business, and it is good for health.</i>
<i>There are lots more people on bikes. The local cafe and businesses have increased turnover and motels have increased occupancy.</i>
<i>There are lots of bikes and the cafes in the area are busy.</i>
<i>There are lots of comments around saying it's good, and more businesses are making money.</i>
<i>There are many people using the Rail Trail so I suppose they must be spending money somewhere. Part of the Rail Trail runs along Rotokohu Road. Frequently now, people ride on the road and I also see quite a number riding on the Rail Trail with no helmets, including middle aged people. Also, it's not a good look for Paeroa to have litter around the Rail Trail.</i>
<i>There are more people cycling through the car park, it is fuller and school children are learning history. Business has improved.</i>
<i>There are more people using it which is helping businesses.</i>
<i>There are more push bikes around the place. There are a lot more people using the track than were previously, when it was a walking track. The Waikino café at the railway station is a lot busier.</i>
<i>There are more shops that seem to work well, and businesses and motels and restaurants. More people are doing sports.</i>
<i>We took a trip on the train and a whole carriage was full of bicycles. It is all a spin off to the local economy.</i>

More people riding their bikes / exercising / family activity

<i>A lot of people bike in Waihi.</i>
<i>A lot of young families are using it. It has positive health benefits.</i>
<i>Families of all ages are getting fit. It's safe exercise, and keeps bikes off roads. It also de-stresses people.</i>
<i>Friends have taken kids for bike rides.</i>
<i>I heard a lot of people are going out on bicycles and that it was quite good.</i>
<i>I think it has a good idea. It's good for the young people.</i>
<i>I think it's so lovely and great for the young ones. It is the best thing the council have ever done.</i>
<i>It encourages young ones to walk.</i>
<i>It has a good impact, my family are going out on bikes often on Saturdays.</i>
<i>It has catered to a specific area, such as cyclists, walkers, and the middle aged.</i>
<i>It has encouraged biking.</i>
<i>It makes more interesting options for people to go to.</i>
<i>It provides somewhere to go.</i>
<i>It's good for the health, with more young people using the track, and even the older ones too.</i>
<i>It's good for the people in the district, they can get out and socialise.</i>
<i>It's great for the wellbeing of people, and families are using it. It is just over our back fence.</i>
<i>It's mainly lots of families out using it.</i>
<i>It's nice exercise to keep fit. People are riding or walking, and it's safer than riding on the road. It's good for families.</i>
<i>Kids going for rides is a good thing.</i>
<i>Lots more people being active, with groups who walk, and people on bikes.</i>
<i>Lots of people are going biking and running.</i>
<i>More people are biking.</i>
<i>More people are cycling.</i>
<i>More people are exercising.</i>
<i>More people on push bikes.</i>
<i>More people out walking and biking. It is used for community groups as well.</i>
<i>More people within the area are using it.</i>
<i>Most definitely. It opened up extra activity not just for young people but for everyone enjoying it and it is good for their health.</i>
<i>People are enjoying biking and it's not dangerous and the safety has increased.</i>
<i>The recreational side of things. The Trail has given people something healthy to do.</i>
<i>There are a fair few people on bikes.</i>
<i>There are a lot of bike riders.</i>
<i>There are a lot of cyclists; however the cyclists need to be kept off the Karangahake Gorge. Seal the cycleway and they will cycle on it.</i>
<i>There are more bikes around the area. The children just love it and are more active now we have it.</i>
<i>There are more bikes around, families use it, and it is safer.</i>
<i>There are more people biking, and it's so family orientated. It is a very good thing.</i>
<i>There are more people cycling.</i>
<i>There are more people on bikes and is a family activity.</i>
<i>There are more people out cycling.</i>

More people using the Rail Trail / well used

<i>More people are using it. (4)</i>
<i>A lot more people are using it and the feedback coming into town is very positive.</i>
<i>A lot of people are using it which is good for the district.</i>
<i>A lot of people are using it, and meeting others.</i>
<i>A lot of people are using it.</i>

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A lot of people ride it and walk it to another place. It's good and it's keeping people healthy and families use it.

I know a lot of my young friends say a lot of good things about it. A lot more people are using it now than before.

I think it is very good, and it has been used a lot. It seems very popular.

It has got people out and about using it. It's really good getting people out of the house.

It is well used and great use for families.

It keeps bikes off the road.

More of the young people getting out and about. More people are using it.

People are able to access rural areas, and join up in other areas. It's a wonderful, recreational asset.

People are out using it.

People are using it all the time and more people are going through it every day.

People are using it regularly.

The amount of people that use it is amazing.

There are a number of people that use it. There are always people on it.

There are lots of people using it.

There are many people using it. There's a wide range of age groups using it.

There are more people using that instead of the roads. It is encouraging people to get out and exercise more.

There are more people using the Rail Trail.

There are more people using this facility.

There's more usage than before.

We hear from other people around that a lot of people had come through.

When we drive into town, we see quite a few people using it.

General positive changes / comments

Everyone seems to be enjoying it.

I agree with the idea. In the future it will need repair work so it needs an honesty box for users.

I have heard of others using it, and they say it is very good.

I have spoken to a few who said it has a positive impact. I don't go out a lot.

If you have transport to get there it is positive, but it isn't completed.

It is excellent, what they are doing is good.

The updates in the news have been favourable.

There is no bother, it is all positive.

Safety issues / litter

I see adults riding bikes down the main streets of Paeroa on the footpath. There are big signs saying no to these activities. They should know better.

Some trail crosses by the Caltex Station are unsafe. There have been near-accidents. Cyclists are not giving way to walkers.

Other

I'm guessing it will be beneficial from what I've heard, but I haven't taken much notice. There is an impact.

It is going to be beneficial for Waihi. I do not approve of the money going to the new rail trail. They should use the train and bring the train to Waihi. A lot of people would use it and come to Waihi.

It keeps the bikes off the main road which is a good thing.

It needs money and people to support it.

I've just noticed the sites on the trail.

Only think it is positive from chatting to other people.

There is a lot less dirtiness, and no rubbish lying around. The towns are now clean and tidy.

They have done away with the disabled parking for make room bikes. Where do we park now?

Question 22 Do you support the Council's involvement in economic development?

Other

Economic development needs more exploring, needs input from retired business people

I support part-involvement to help local business but not to be fully involved.

It is more up to the businesses to do that, like the local business association.

Providing it will not have huge impact on rates

They should be more involved in roading and drainage.

To a limited degree.

To a point.

To certain extent.

Yes if it is for the people in the Council's area but not for the people outside the Council.

Question 23 What are the top three things you think the Council should be focusing its economic development resources on?

Support local businesses

Achieving jobs for people. They need to make it easy for companies to come here. Create employment.

Allow rural and farming development and business growth without so much red tape.

Attract jobs to town and don't have so much retail.

Attract more business.

Attract more industry to the area.

Attract more industry to the area.

Attract more industry.

Attract small enterprise industry.

Attracting businesses with long term projects in to the district like manufacturing, which create jobs on a longer time scale.

Attracting factories that employ many people.

Attracting more new business.

Become more attractive for retailers to set up businesses by providing incentives.

Bigger businesses.

Bring business to the area.

Bring companies into the area to create jobs.

Bring large employers into the area.

Bring new businesses into town, and a variety of businesses.

Bring new industries to the area and utilise the skills of the middle aged.

Bring outside investment to the area.

Bringing business into our area for employment.

Bringing in, and encouraging, business.

Bringing more business into the area, and creating more jobs.

Bringing new businesses to the community.

Business encouragement.

Business mentoring programmes.

Businesses in the town.

Businesses relocating from Auckland.

Cheaper water for the farmers because all the farmers are putting bores down and it will bring in salt water and ruin the land. The reason they are doing this is because of the expense of the water and I'd like the cost lowered in some way for the farmers.

Council contracts should go to local people where possible.

Create employment by attracting industry into the town.

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<i>Create incentives for businesses to attract them to come to Waihi.</i>
<i>Creating business and jobs.</i>
<i>Creating jobs through more businesses.</i>
<i>Decent areas for commercial growth.</i>
<i>Develop more support for businesses. Extending neighbourhood watches, and informing people how to do it.</i>
<i>Development that will create jobs.</i>
<i>Eco businesses.</i>
<i>Employment and helping firms to come to Waihi, for example, reduced rates for businesses.</i>
<i>Encourage bigger business in Waihi.</i>
<i>Encourage businesses that will benefit the area.</i>
<i>Encourage businesses to cater for their local clients, to keep their support, by small price reductions.</i>
<i>Encourage development in Waihi.</i>
<i>Encourage investment into the area by a large to medium manufacturer.</i>
<i>Encourage more business both in the centers and also in the rural areas.</i>
<i>Encourage more business to come here and start up.</i>
<i>Encourage more industry and business into the towns.</i>
<i>Encourage new business in town and create employment.</i>
<i>Encourage new businesses into the area.</i>
<i>Encourage new businesses.</i>
<i>Encourage small businesses to set up in rural areas.</i>
<i>Encouraging businesses to relocate to the area.</i>
<i>Encouraging more businesses in the area. Businesses should open longer hours especially on the weekends.</i>
<i>Encouraging new industries to come in.</i>
<i>Encouraging small businesses.</i>
<i>Focussing on more business in the area.</i>
<i>Fund someone that is not an existing industry.</i>
<i>Get medium size businesses in Auckland to move to Waihi for more employment.</i>
<i>Get more industry in the area to create employment.</i>
<i>Getting businesses to relocate.</i>
<i>Getting the main streets looking good and more retail space.</i>
<i>Giving incentives for small industrial businesses to come to town.</i>
<i>Help encourage new ventures.</i>
<i>Help people to start up businesses.</i>
<i>Help small businesses.</i>
<i>Help to keep businesses going and do not increase the fees for a business.</i>
<i>Helping locals set businesses up.</i>
<i>Helping struggling businesses.</i>
<i>Industry needs addressing.</i>
<i>Industry improvements.</i>
<i>Industry. Encouraging businesses into the area.</i>
<i>Introduce reasonable rates for new businesses.</i>
<i>Invite new businesses in, as Paeroa and Ngatea are pretty dead, and Waihi just has the mine. Other than the farming, which is up and down like a yoyo, we need another industry.</i>
<i>Keep the mine open.</i>
<i>Look at the mining.</i>
<i>Look for medium sized business outside the area now.</i>
<i>Look for new businesses coming to the area.</i>
<i>Look into new industry.</i>
<i>Maintain businesses that are struggling.</i>

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<i>Make it easier for business development. Encourage local businesses. Market the area to attract businesses.</i>
<i>Make it easier for people to open shops.</i>
<i>Make it more attractive for new businesses to start a business here.</i>
<i>Making it affordable to develop business with Council rates, resource consents, permits, discounted water. Sharpen the pencil and help business to succeed to employ people in the community.</i>
<i>Making it easier for a business to be set up.</i>
<i>Making it easier for businesses to establish.</i>
<i>More business development.</i>
<i>More business encouragement.</i>
<i>More business in the district.</i>
<i>More businesses for employment, and support for small businesses.</i>
<i>More businesses.</i>
<i>More industry.</i>
<i>More shops in the township and area so we don't have to travel so far.</i>
<i>Offering small businesses incentives to stay in Paeroa, and helping them when they are struggling.</i>
<i>Open up new initiatives, and clear land for business.</i>
<i>Promote more businesses. Reduce rentals in the mall.</i>
<i>Promoting more infrastructure, such as motels and businesses.</i>
<i>Promoting small businesses.</i>
<i>Providing jobs by giving the companies opportunities.</i>
<i>Providing land so people can build and provide jobs to the community.</i>
<i>Providing support and guidance to small businesses.</i>
<i>Provision of industrial areas.</i>
<i>Reduce the rent for business to encourage small businesses. There are empty shops.</i>
<i>Should help smaller businesses.</i>
<i>Small business development, more networking with businesses, and advice.</i>
<i>Small businesses and those getting into business.</i>
<i>Small businesses starting up. Introducing a business course.</i>
<i>Small businesses.</i>
<i>Small time industry, employment and farming related industries.</i>
<i>Some laws need to be relaxed to encourage business.</i>
<i>Support the local mining.</i>
<i>Support local business and promote employment.</i>
<i>Support local businesses.</i>
<i>Support small businesses with market research. Create a variety of businesses.</i>
<i>Support small businesses.</i>
<i>Support the small businesses and encourage big companies to come into the area.</i>
<i>Support the various businesses that are around.</i>
<i>Supporting local business.</i>
<i>Supporting small businesses in the area.</i>
<i>Supporting small businesses.</i>
<i>Supporting the farmers.</i>
<i>The area is doing well now but more businesses would be good.</i>
<i>They need to support and promote small businesses.</i>
<i>They need to support small businesses in the area. In this way, it will help provide jobs for the community.</i>
<i>They should be putting money into the business in the area, either mining or agriculture, not the Rail Trail.</i>
<i>Think outside the business square, it's not just farming.</i>
<i>To assist businesses with ideas to get them off the ground.</i>
<i>Try and encourage and support new business to create more jobs.</i>

<i>Try to develop small business.</i>
<i>Try to promote new businesses.</i>
<i>Trying to encourage light industry into town.</i>
<i>We are within a one hundred kilometre radius of Auckland, Tauranga and Hamilton. We are in a central position for people to meet and communicate, for instance, for business.</i>
<i>We need competition in stores as there are too many junk stores, and we need to attract business and people to town. We need something to keep our young people in town as well.</i>

Employment

<i>Employment. (9)</i>
<i>Increase jobs. (7)</i>
<i>More jobs. (6)</i>
<i>Employment opportunities. (2)</i>
<i>Create employment. (2)</i>
<i>Anything that could create jobs for people.</i>
<i>Anything that is going to stimulate work and income.</i>
<i>Create jobs for people who live locally.</i>
<i>Create more jobs.</i>
<i>Create more positions for lower educated people.</i>
<i>Create more work.</i>
<i>Create new jobs and industries.</i>
<i>Creating jobs.</i>
<i>Creating more jobs.</i>
<i>Creating opportunities for families to be in the area.</i>
<i>Economic growth in our town.</i>
<i>Employment in Waihi.</i>
<i>Employment needs addressing, to create more jobs in the area.</i>
<i>Encourage more jobs.</i>
<i>Get youth involved in pre-employment or employment.</i>
<i>Getting jobs.</i>
<i>Increase employment opportunities.</i>
<i>Increase jobs in the area.</i>
<i>Jobs for people.</i>
<i>Jobs will grow the area.</i>
<i>Jobs. Encourage business to move down here rather than trucking to the port.</i>
<i>Keeping jobs going for people.</i>
<i>Keeping the rates at a level that will allow them to maintain the economic development, and to a level affordable to the community.</i>
<i>Making land available for industry.</i>
<i>Mining and employment.</i>
<i>More employment.</i>
<i>More jobs being available.</i>
<i>More jobs to be made available.</i>
<i>More training.</i>
<i>Open up a factory, giving employment opportunities.</i>
<i>Open up land for industry but no dairy factory and no car factory. We need big industry in the district. Young people are moving away.</i>
<i>Provide more jobs in the area.</i>
<i>The area needs bigger diversity of job opportunities so that people stay. They need higher skilled jobs.</i>
<i>They need to be involved in any work that's around, providing jobs.</i>
<i>They need to provide more jobs in the area.</i>
<i>To create more employment.</i>

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To provide or to create more jobs in the area, or even an opportunity for those unemployed people.

Try to grow the towns.

Unemployment is a major issue.

Without the mine there is no money in town and not a lot of employment in Waihi.

Tourism / Rail Trail / promotion and events

Tourism. (13)

Further development of the Rail Trail. (2)

Advertising, and promoting the area.

Agriculture, horticulture, and more developments like the Rail Trail.

Attract tourists.

Attracting people to our area by the rail trail for example. Making the area more appealing.

Become more involved in encouraging more people to enjoy the area.

Bring more people into the local area.

Businesses associated with tourism, such as accommodation, cafes, restaurants, and activities.

Coastal walk tracks should be supported to benefit tourism and recreational opportunities.

Continue the Trail work and extend the walks.

Continued involvement of the Hauraki Rail Trail and extending it.

Create an identity.

Developing the rail trail.

Development of businesses around the Rail Trail, Karangahake Gorge, and Kaiawa Miranda as a destination.

Development of the tourist sector.

Encourage more tourism.

Encourage new businesses and more events to attract visitors.

Encouraging outsiders to visit, including motor homes.

Encouraging people to live here.

Encouraging people to move to Paeroa to set up businesses and create jobs for our youth, so they don't have to go elsewhere or move out of town.

Encouraging public events.

Focus on more accommodation for tourists.

Getting people into the town for tourism.

Go ahead with the next stage of the Rail Trail.

Help develop the Gold Museum facility and tidy up the central area.

If they make it a better place to live they will keep the people here.

Keep promoting the Rail Trail. It might keep people in the area to stay.

Keeping the town alive so people want to live and work here.

Leisure activities.

Make provision for finishing the Rail Trail.

Make the area more presentable to outsiders and fill the shops to encourage business.

Market the town as a gateway to areas, as it is close to three major cities.

Marketing Paeroa as a central location.

More advertising to bring people in to town, which would create employment.

More community events.

More tourist developments.

More upkeep of gardens. Beautifying areas to encourage tourists.

Paeroa needs more support to be promoted and they should allow some changes that could benefit this town.

Promote areas as places to live, work and have businesses.

Promote the area for people to come to as tourists. Develop it more as a tourism area.

Promote the Rail Trail.

Promoting the local area.

<i>Promotion of the Hauraki District as a great place to live.</i>
<i>Rail Trail.</i>
<i>Revamp Paeroa to promote it for more tourism.</i>
<i>Support the Rail Trail.</i>
<i>Supporting business people, and town promotion.</i>
<i>Sustain tourism development.</i>
<i>The Rail Trail.</i>
<i>Support tourism, and encourage businesses in town because a few businesses have closed lately.</i>
<i>The town of Ngatea, as it is a main road for tourists, needs a good boost to make it more attractive.</i>
<i>Encouraging big businesses to pick it up.</i>
<i>They meet people and say hello, but they don't actually do anything, or make suggestions to make things better. At least, there is no evidence seen as yet.</i>
<i>To develop Waihi and Hauraki as a place to stay rather than a gateway to Coromandel. Pay more attention to the services like hotels and motels. Attract more tourism.</i>
<i>To promote the area to all the nearby cities.</i>
<i>To put more trees in the trail area for more shade in the summer.</i>
<i>Tourism and events.</i>
<i>Tourism and hospitality like the Rail Trail.</i>
<i>Tourism, and the Rail Trail.</i>
<i>Tourism, it is a heritage area.</i>
<i>Tourism, promoting the area.</i>
<i>Tourism. It's at the middle of everything.</i>
<i>Tourist-type things, to bring more people into the area and create income and jobs.</i>
<i>Towns need to attract people, jobs and visitors.</i>
<i>We need to have some more advertising to let people know what a good place it is to live.</i>
<i>We need to increase our environmental tourism rather than focusing on mining.</i>
<i>What they are doing at the moment is good, the Hauraki Trail is proof.</i>

Infrastructure / Council services

<i>Roading. (4)</i>
<i>Local infrastructure. (3)</i>
<i>Footpaths. (2)</i>
<i>Housing. (2)</i>
<i>Adequate infrastructure.</i>
<i>Better infrastructure.</i>
<i>Create more and better housing.</i>
<i>Drainage and water supply.</i>
<i>Ensure the roading structure is kept up.</i>
<i>Flood protection.</i>
<i>Focus on the upkeep of flood control.</i>
<i>Footpaths need attention.</i>
<i>Get really good resource plans and keep an eye on the areas.</i>
<i>Have medical services that are up with the best offered around New Zealand.</i>
<i>Homes for older people, and resthomes.</i>
<i>Housing. Particularly for the elderly.</i>
<i>Improve the infrastructure.</i>
<i>Improved infrastructure for housing.</i>
<i>Infrastructure as a whole.</i>
<i>Infrastructure.</i>
<i>Look at the refuse rubbish collection and provide a collection in the rural area.</i>
<i>Maintain the roads regularly.</i>
<i>Maintain the roads.</i>

<i>Maintain the roads.</i>
<i>Maintain what services and facilities it's got, and the water supply.</i>
<i>Maintenance of our buildings in town. Keep our town alive.</i>
<i>Make it easier to get around Thames and Paeroa. They are very spread out for those without transport. Public transport is required, or I need to hire a bike. We need transport in Te Aroha, Paeroa, and Thames that is interchangeable.</i>
<i>Make sure that we have a safe road by maintaining it regularly.</i>
<i>More work on the infrastructure of roading, and the cyclists issue on the Gorge.</i>
<i>Promoting more buildings, and creating more infrastructure.</i>
<i>Providing quality infrastructure, like a toilet in the main street.</i>
<i>Recycling and rubbish collection for the rural sector.</i>
<i>Recycling in rural areas.</i>
<i>Reduce costs of services, for example the Waihi refuse station.</i>
<i>Road maintenance.</i>
<i>Roading and infrastructure.</i>
<i>Roading, and footpaths.</i>
<i>Roads.</i>
<i>Safe environments, like roading infrastructure.</i>
<i>Spend on infrastructure.</i>
<i>They need to start building more infrastructure.</i>
<i>To spend the money on fixing engineering problems such as stormwater, sewerage lines, and so on. Correct it the first time to avoid future problems.</i>
<i>Water quality. They need to use a better filter system. Water has an odour.</i>
<i>Water to increase supply.</i>
<i>Water.</i>
<i>We need better infrastructure in the older parts of town.</i>

Youth jobs / training / activities

<i>A project for the youth in the area.</i>
<i>Arena for children for sports.</i>
<i>Education, and supporting schools a little bit more, for example, provide an internship that involves the students.</i>
<i>Encourage employment by creating more opportunity in the area and create volunteer work experience.</i>
<i>Focus on the youth, something more to do.</i>
<i>Jobs for young people to keep them off the streets. Provide some sort of training scheme for them.</i>
<i>Keep the parks for the children.</i>
<i>Keeping up sports grounds for people and for health benefits.</i>
<i>Look at what's done in Otorohanga, with a training scheme for kids that teaches them skills and keeps them occupied if they haven't got a job. Reduce youth crime.</i>
<i>Mining is here to stay. The Council should encourage bigger job opportunities so the youth does not have to leave the town.</i>
<i>More community events that involve all age groups.</i>
<i>More for the youth in Paeroa. More work, employment and training in Paeroa.</i>
<i>Promoting Paeroa as a central location. Encouraging businesses to use our people, and see possibilities to utilise them.</i>
<i>Skateboard parks.</i>
<i>Sports.</i>
<i>The district's youth. Getting them off the streets, with things like social events, and getting them employed. More consultation with the people they are doing things for.</i>
<i>To engage and support the youth by providing more activities.</i>
<i>Trying to bring in apprenticeships and training young ones, and motivating the kids to stay at school. Doing practical workshops.</i>

<i>Upskilling people to get into the work force.</i>
<i>Youth activities.</i>
<i>Youth development.</i>
<i>Youth entertainment.</i>
<i>Youth jobs.</i>

Building consents / housing

<i>More housing and affordable sections.</i>
<i>A retirement village for the elderly.</i>
<i>Accommodation facilities.</i>
<i>Affordable housing.</i>
<i>Facilitating building consents.</i>
<i>Financial issues and better types of housing.</i>
<i>Granting of consents for building.</i>
<i>Housing and accommodation.</i>
<i>Housing facilities.</i>
<i>Housing.</i>
<i>I think they are doing okay, but want them to be firm on consents that are granted.</i>
<i>Make housing more affordable.</i>
<i>Make more land available for subdivisions and housing development.</i>
<i>Make sure any building consents and changes to living conditions in homes are dealt with quicker, easier and with less cost.</i>
<i>Making things easier because it's too hard to get things done with all the resource management stuff.</i>
<i>There are too many rules and regulations.</i>
<i>More housing and bringing people to the place to keep it going.</i>
<i>Pushing ahead the new subdivision in Ngatea faster, by marketing it more to encourage growth and development.</i>
<i>Regulations speeded up regarding building, and not have so much red tape.</i>
<i>Speed up building permits.</i>
<i>Upgrading some of the buildings, especially in the main street.</i>
<i>More housing and affordable sections.</i>

Council facilities

<i>Libraries. (3)</i>
<i>A public swimming pool is needed.</i>
<i>Create a community project.</i>
<i>Create event centres.</i>
<i>Health services.</i>
<i>Hospital. There are few specialists coming to Thames.</i>
<i>Local swimming pools.</i>
<i>Parks and toilets.</i>
<i>Parks.</i>
<i>Preschool facilities.</i>
<i>Provide more swimming pool facilities or any outdoor facility for families.</i>
<i>Recreation.</i>
<i>The Museum in Waihi.</i>
<i>To provide more toilets at the domain area.</i>

Other

<i>A community meeting place to suit all ages.</i>
<i>A work-together collaboration.</i>
<i>Accommodation for buses bringing tourists into Waihi.</i>
<i>Better communication with the public about developments, by public meetings and not just a letter.</i>
<i>Broadband is very important.</i>
<i>Buy land for an industrial area.</i>
<i>Careful expenditure of its own resources.</i>
<i>Clean up the drug problem.</i>
<i>Clean up the overflow from farms into the Kaihere River. It's untidy looking.</i>
<i>Community development.</i>
<i>Conservation.</i>
<i>Create affordable public transport between Waihi to Paeroa, Waihi to Waihi Beach and Waihi to Katikati.</i>
<i>Create innovative projects to benefit Waihi and Paeroa.</i>
<i>Do away with red tape.</i>
<i>Don't forget the agriculture and horticulture part of the district.</i>
<i>Easy access to shops. Encourage an increase in population. Bring more people into the area.</i>
<i>Encourage more entertainment.</i>
<i>Environmental issues. Replant the trees and have a reserve in Paeroa to attract birds in the area, as a lot of land has been drained and trees have been cut away. Put back what has been taken by farmers.</i>
<i>Environmental study and fishery.</i>
<i>Farmers.</i>
<i>Focus on conservation.</i>
<i>Focussing on the lifestyle advantages of the area.</i>
<i>Get rid of gorse and broom, particularly at the top end of Seddon Street in Waihi.</i>
<i>Getting a proper plan in place.</i>
<i>Give us the mine lake. Put it there.</i>
<i>Greenery in the main street.</i>
<i>Hauraki is strategically placed between Auckland and Tauranga which is an advantage, as land is cheaper to create a warehousing district where containers can be unpacked and distributed. Paeroa should become a distribution centre.</i>
<i>Have a finger on the pulse of what's happening in town.</i>
<i>Have a tidy town.</i>
<i>Health care.</i>
<i>Health.</i>
<i>Help farmers.</i>
<i>Help fund projects to keep the town alive.</i>
<i>Help with the high poverty rate in Waihi. Assist the community to be sustainable, with things such as the introduction of community gardens.</i>
<i>Improved internet speed and services.</i>
<i>It's important for the people in Waihi that the Council should provide some sort of compensation for the people that got affected by the mining.</i>
<i>Just keep doing what you are doing.</i>
<i>Keep people interested to stay in the area.</i>
<i>Keep the costs down. We can't afford to be paying huge salaries to any more folk than we are now.</i>
<i>Learn to start to create businesses education.</i>
<i>Look at oil opportunities.</i>
<i>Look at where we are losing money locally.</i>
<i>Lower rates.</i>
<i>Maintain what we already have.</i>
<i>Making it known that living in the Waihi or Hauraki areas are cheaper than big cities.</i>

<i>Making the rivers clean.</i>
<i>Making Waihi safer. Policing.</i>
<i>More education for young people.</i>
<i>More on-street parking.</i>
<i>More policing and safety issues.</i>
<i>More policing.</i>
<i>More support for homeowners that are nearby to the mining area.</i>
<i>More support of police in the local area.</i>
<i>Not on planting trees with drought conditions.</i>
<i>Open up freedom camping.</i>
<i>Opportunities for economic sustainability.</i>
<i>Possible computer engineering facilities such as WINTEC.</i>
<i>Provide more activities for the youth to encourage them to be involved in the community.</i>
<i>Rates. They should be reviewed, and not increased.</i>
<i>Recycling in the rural area.</i>
<i>River levels.</i>
<i>River quality.</i>
<i>Small block viability.</i>
<i>Sports events for the community.</i>
<i>Street maintenance in Waihi.</i>
<i>Support property development.</i>
<i>Sustainability, including recycling.</i>
<i>Tertiary education in the area.</i>
<i>The appearance of the main street in town. It needs a facelift to make it more appealing to people.</i>
<i>The fisheries.</i>
<i>The future planning in all aspects.</i>
<i>The right balance should be implemented for the right ratio for residential and commercial.</i>
<i>The uniqueness of who we are, and what we are doing. The environment.</i>
<i>They should be looking after the ratepayers.</i>
<i>They should support the public more on any decisions, such as mining.</i>
<i>Thinking outside the square. Looking at possibilities that are other than what we have .</i>
<i>Tidy up the general CBD.</i>
<i>Try and encourage bright people to stay in the area, who will benefit the community and businesses.</i>
<i>Trying to keep costs down for ratepayers.</i>
<i>Use more of the land they have been developing.</i>
<i>Value for money with our rates.</i>
<i>Vegetation in parks.</i>
<i>We don't need more housing.</i>
<i>We need another retirement village.</i>

Question 24 Do you think that Council should consider the issue of adding fluoride to water? Other

<i>Find out from the wider community and debate it.</i>
<i>Give everyone information, so they can vote.</i>
<i>I am open minded.</i>
<i>I have no concern because I have false teeth.</i>
<i>I need experts to speak and advise the public.</i>
<i>I need to look into it more.</i>
<i>I think whatever needs to be done to help, if it helps.</i>
<i>I would leave it up to Council to decide.</i>
<i>If it has the necessary benefit.</i>
<i>It doesn't affect me but will help children's teeth. I need to look at it more.</i>
<i>It doesn't concern me.</i>

<i>It doesn't affect me.</i>
<i>It is a benefit, but it doesn't affect us.</i>
<i>It is a personal thing that people should take responsibility for themselves.</i>
<i>It's no better for cleaning teeth than other toothpastes. I'm not sure if I want it in the water, although it has its benefits. There are a lot of people who don't want it in the water.</i>
<i>No comment.</i>
<i>Research can be done but don't put it into action.</i>
<i>Scientifically, it doesn't do anything. So I don't mind.</i>
<i>Some say there are positive, and negative, benefits.</i>
<i>The Health Board or other experts should deal with this.</i>
<i>There should be a referendum and people using it should decide, as water is also used by cows, which might affect the milk.</i>
<i>They should look at it.</i>

Question Q25Aa How satisfied, or dissatisfied, are you with understanding the Council's decision making processes? If dissatisfied, why is that? Other

<i>Funds are not spent in the right direction. They should be spent wisely.</i>
<i>I am not aware of public conflicts on what is going on.</i>
<i>I didn't know they were involved with the closing and opening times of pools.</i>
<i>I don't know how to get involved and I hear via word of mouth. They need a noticeboard out of hours and publish notices in the windows.</i>
<i>I have had issues with the Council and the dog rangers, which were very unfair.</i>
<i>I need to be well informed before being asked to vote.</i>
<i>It takes too long.</i>
<i>I've been on both sides and certain people have an agenda, and they have nothing to do with what the majority wants.</i>
<i>Some of the things they do are alright and some of them are no good.</i>
<i>Some things are fine, and some aren't.</i>
<i>The communication is not right.</i>
<i>The decisions are made before we are told.</i>
<i>Their decision making is slow.</i>
<i>They allowed mines to mine under houses.</i>
<i>They are not as proactive as I'd like, but they are doing an okay job.</i>
<i>They make the decisions, and we have to put up with them.</i>
<i>They need to be more open minded and thoughtful of what they do.</i>
<i>They should send out flyers to every mailbox.</i>
<i>They're slow on building consents. Some rules apply and not others.</i>
<i>Where do you go to find information?</i>

Question Q25Ba How satisfied, or dissatisfied, are you with confidence in the Council's decision making by elected members? If dissatisfied, why is that? Other

<i>I am anti, as they don't make the right decisions.</i>
<i>I am not involved.</i>
<i>I can only gauge things by what I read in the paper.</i>
<i>I don't see evidence of what is going on. It is not published.</i>
<i>I don't think it is clear enough.</i>
<i>I haven't got time to read about it.</i>
<i>I haven't met them.</i>
<i>In our area we know the Council personally which affects our judgment of this.</i>
<i>In Waihi we never hear from the elected members.</i>
<i>It is all about the money supporting businesses, not the people who live in town.</i>
<i>I'm not sure how I feel.</i>

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<i>It undersells itself. They should be willing to do more.</i>
<i>Mainly mining issues.</i>
<i>Many people do not know what they are doing. They have no experience.</i>
<i>People didn't want a new library. It's ultra modern and next to an old historic building. We're advertised as a gold town and it's not in keeping with that. Times are tough.</i>
<i>Re start Council from scratch.</i>
<i>Some of their decisions are quite contentious.</i>
<i>The Criterion Hotel shouldn't have been knocked down. It was a landmark.</i>
<i>The planning department have their own agendas and have a lack of experience to think outside the square. They don't support projects with community backing, and make it difficult for developers.</i>
<i>There is a lack of consultation.</i>
<i>There's a lot of talk and no action.</i>
<i>They are influenced by companies and organisations, rather than listening to the people who vote for them.</i>
<i>They are involved in things that I don't agree with, like economic development.</i>
<i>They concentrate on Paeroa and don't care about Waihi.</i>
<i>They don't follow up the discussions.</i>
<i>They don't take responsibility for anything they do.</i>
<i>They have a prior agenda and they do what they want.</i>
<i>They have already decided things without consultation.</i>
<i>They need to focus more on the Kerepehi area as the Council probably doesn't know where it is.</i>
<i>They say they want to do things and they say what they want to do, but they don't get it done.</i>
<i>Vandalism. The inability to see to building permits.</i>
<i>We only see the Councillors during elections, and our Mayor is weak.</i>

Question Q26 How satisfied, or dissatisfied, are you with the quality of the roads in Hauraki District, excluding state highways? If dissatisfied, why is that? Other

<i>Bad footpaths.</i>
<i>Buses on Gilmore Street cause houses to rattle and shake.</i>
<i>Footpaths are dangerous, and there is a lack of parking. The white tiles around Waihi are dangerous when wet and slippery.</i>
<i>They are left until the end of the financial year, and the repairs don't last.</i>
<i>I feel that throughout New Zealand, it is easy to have a cycling path not with the road, and to ride safely on that path.</i>
<i>Improved pavements and markings are needed on residential roads.</i>
<i>In some places there are no footpaths, or they are rough and old.</i>
<i>Instead of fixing it they erect a sign saying to go with caution.</i>
<i>It needs footpaths.</i>
<i>It needs widening.</i>
<i>It's patchy by the College.</i>
<i>Kerbing and footpaths are unsafe, for example, on Kenny Street.</i>
<i>Need footpaths.</i>
<i>Need more kerbing and footpaths.</i>
<i>Our road was scheduled to be ripped up and widened two years ago, and it has never been done.</i>
<i>Repairs are not done as well as they could be done.</i>
<i>Rural roads are rough.</i>
<i>Some places are too narrow.</i>
<i>The Council doesn't set aside enough money for repairs.</i>
<i>The dry summer has made roads subside and we need more underpasses.</i>
<i>The metal roads.</i>
<i>The roads crack in dry areas.</i>

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<i>The trucks should be detoured to the back streets, and they speed too much. There should be a compulsory stop sign instead of a give way, and there should be more speed bumps.</i>
<i>There are a lot of narrow roads that could be improved.</i>
<i>There are cracks and gaps in the road.</i>
<i>There are danger spots and bumps on passing lanes. They need fixing properly.</i>
<i>There is a lack of money.</i>
<i>There is always more room for improvement.</i>
<i>There is insufficient funding allocated to carry out the work required.</i>
<i>There is loose chip left on the roads.</i>
<i>There is room for improvement.</i>
<i>There are substandard country roads.</i>
<i>They are slippery, and dangerous when stock cross the roads.</i>
<i>They need to improve the footpaths. They are bumpy and hard to use as I have a mobility scooter.</i>
<i>They need to make deeper footpaths.</i>
<i>Widening is needed.</i>

Question Q27 Where does your household get its drinking water from? Other

<i>A private tank.</i>
<i>From the hill.</i>
<i>I buy my water.</i>
<i>Spring.</i>
<i>Tank water.</i>
<i>The Kerepehi Area.</i>

Question Q28 How satisfied, or dissatisfied, are you with the water quality from Hauraki District Council's networks? If dissatisfied, why is that? Other

<i>I am using bottled water for drinking.</i>
<i>I believe they tamper with the water, it's so awful. They seem to think they can justify the change.</i>
<i>I have never tested it. I don't know what's in it.</i>
<i>It is not good quality at times.</i>
<i>Let us know if there is a problem and don't charge us too much.</i>
<i>Low pressure.</i>
<i>Sometimes it's terrible in summer, and has low pressure.</i>
<i>Sometimes the water quality is not good.</i>
<i>The washing becomes brown due to the water. There is inconsistent quality.</i>
<i>There is inconsistent water quality.</i>
<i>We have to buy bottled water.</i>

Question Q29 How satisfied, or dissatisfied, are you with the quality of the value for money of water supplied to you by the Council? If dissatisfied, why is that? Other

<i>Council has not informed residents about increasing the costs.</i>
<i>I don't have anywhere to compare it with.</i>
<i>If it goes up any further, we will be looking at other suppliers.</i>
<i>Insufficient supply.</i>
<i>It's expensive, but there have been no changes in the supply.</i>
<i>Lack of volume, quality and quantity.</i>
<i>My meter hasn't been checked for accuracy or integrity for twenty years.</i>
<i>The booking fee is very unfair.</i>
<i>The meters are ten years old and we are still paying for them.</i>
<i>The pumps are off sometimes and there's no notification of loss of water pressure.</i>

<i>The water flow fluctuates, and pipes are constantly broken.</i>
<i>The water should be free and shouldn't be charged for.</i>
<i>The water should only be half the price they charge because of the quality.</i>
<i>There has been more than a one hundred per cent increase in charges since they started charging, with no explanation why.</i>
<i>Water pressure pipes haven't been replaced, and the water pressure is not at all good.</i>

Question Q30 How does your household dispose of its sewerage? Other

<i>Own sewerage pipes.</i>

Question Q31 How satisfied, or dissatisfied, are you with the quality of the quality of the wastewater services provided by the Council? If dissatisfied, why is that? Other

<i>It could be improved.</i>
<i>It floods the area.</i>
<i>The sewerage drains are old, and get blocked.</i>
<i>The water in the toilet bowl rises and falls. Sometimes it is back flowing when there's excessive rain or flooding.</i>

Question Q32 How satisfied, or dissatisfied, are you with the stormwater services provided by the Council? If dissatisfied, why is that? Other

<i>As far as the quality of the stormwater is concerned, I am not sure that the destination is well treated.</i>
<i>Culverts are put in without permits, which cause flooding. This is not followed up, particularly on the corner of Sherwood Lane and Grey Street.</i>
<i>I am not convinced that the stormwater system in my property works.</i>
<i>My husband is a fireman, and whenever there is a storm he is called out to clear drains.</i>
<i>Russell Street, Waihi.</i>
<i>The repairs and updates create blockages which show when it rains.</i>
<i>The very large drain in Barry Road, which goes under the conveyer belt by the mine, needs a grill as children play around this area.</i>
<i>There is no stormwater service.</i>
<i>We need sumps to cope with it. Council doesn't do anything about it.</i>

Question Q33 How satisfied, or dissatisfied, are you with the land drainage services in your area? If dissatisfied, why is that? Other

<i>It interferes with the septic tank drainage at Top Road, Patetonga.</i>
<i>The Council drains at the boundary of my property are not good enough.</i>
<i>The culvert has been renewed but it is too small.</i>
<i>The land drainage is with Environment Waikato.</i>
<i>The neighbour has to sort the water running across his driveway and the Council doesn't want to do anything about it.</i>
<i>The road run-off runs into the farm, the canal that runs around the farm blocks up, and the Council won't do anything about it.</i>
<i>There are better ways to clean up the flood gates.</i>
<i>There's stagnant water in the drains near where children are playing.</i>
<i>They are late cleaning out the flood gates.</i>
<i>They could do better.</i>
<i>Water comes off the State Highway.</i>
<i>We pay drain rates but we do not have drains in our local area.</i>
<i>We tend to be neglected.</i>

Question Q35 How satisfied, or dissatisfied, are you with the kerbside collection service provided by Council? If dissatisfied, why is that? Other

<i>Bigger recycling bins are needed.</i>
<i>Do an inorganic collection at least every six months.</i>
<i>Green waste is very expensive and the dump is not safe as they have rails up, so I have to stand on the ute to reach over.</i>
<i>Have an inorganic collection. We need to have a collection time at least every six months.</i>
<i>I don't know when they are coming. Their time frame is shoddy.</i>
<i>Increase recycling in the summer. The bin is too small.</i>
<i>It is left to be collected the next day.</i>
<i>It is left to the next day.</i>
<i>It should be included in the rates, and they should provide bins.</i>
<i>The wind affects the recycling.</i>
<i>There is a monopoly of private rubbish collection by one company.</i>
<i>There should be more opportunities for recycling and days when you can leave things kerbside for people to pick up.</i>
<i>We need a recycling container for glass.</i>
<i>We shouldn't have to pay for bags. There probably wouldn't be rubbish dumped around if we didn't have to buy them.</i>
<i>We use a landfill sometimes. We are aware of things that should have been recycled, but if they don't have use for it they put it to rubbish.</i>
<i>Where are our wheelie bins? We need two, one for rubbish, and the other for recycling.</i>

Question Q37 Which Hauraki District library branch do you mainly visit? Other

<i>Turua. (2)</i>
<i>Thames.</i>
<i>Whiritoa.</i>

Question Q38 How satisfied, or dissatisfied, are you with the library services in the District? If dissatisfied, why is that? Other

<i>It's overcrowded.</i>
<i>They don't have the books we wanted.</i>
<i>They never have the books I want. They do not have new nonfiction books.</i>
<i>We need a wider range for social work studies - theory text book type things.</i>

Question Q41 How satisfied, or dissatisfied, are you with the operation of Council swimming pools in the District? If dissatisfied, why is that? Other

<i>Extend the swimming season and hours.</i>
<i>It needs a little paddling pool for kids.</i>
<i>It's not open long enough.</i>
<i>The lifeguards are a joke. They sit in the same place and talk. They should cover both ends of the pool.</i>
<i>The services are advertised incorrectly and the staff are rude.</i>
<i>The water temperature.</i>
<i>There is a lack of hot showers.</i>
<i>There needs to be easier access for older and disabled people.</i>
<i>They close the season too early.</i>
<i>They should be open for longer in the season, and have longer hours in winter as they're heated.</i>

Question Q43 How satisfied, or dissatisfied, are you with the services and facilities provided at the District's Parks and Reserves? If dissatisfied, why is that? Other

<i>I prefer the new complex they are talking about. The football ground doesn't have a grandstand.</i>
<i>Paeroa Domain needs attention.</i>
<i>The Paeroa netball court needs a bit of work. It floods as well.</i>
<i>The services are good but kids are destroying property.</i>
<i>The toilets are not great and not accessible.</i>
<i>The toilets are pretty poor, as they are often locked.</i>
<i>The toilets have been closed for ages.</i>
<i>There are no facilities. It's just a grassy park. I'm unsure what street it's on or the name of it.</i>
<i>There is broken glass on the fields and the seats and lighting are broken.</i>
<i>They could be better.</i>
<i>They need a fenced area to let dogs run loose.</i>
<i>They need to rework the whole field area because it is so wet. It needs decent drainage.</i>
<i>We need toilet facilities in places like near the Rail Trail, and near the Gorge where the pipeline was.</i>

Question Q45 What is in your emergency / civil defence kit? Other

<i>Candles. (10)</i>
<i>Toilet paper. (3)</i>
<i>Toiletries. (3)</i>
<i>A picnic hamper.</i>
<i>Bucket and plastic bag.</i>
<i>Bucket.</i>
<i>Bunsen burner.</i>
<i>Campervan with everything in it.</i>
<i>Camping stuff.</i>
<i>Can opener.</i>
<i>Candles and a can opener.</i>
<i>Candles and generator.</i>
<i>Caravan.</i>
<i>Cell phone.</i>
<i>Communication tools.</i>
<i>Cooking facilities.</i>
<i>Dishwashing liquid.</i>
<i>Emergency supplies.</i>
<i>Gas stove, gas lamp, toilet rolls and toiletries.</i>
<i>Generator and candles.</i>
<i>Generator.</i>
<i>Gloves, rope, toiletries, plastic bag, paper, pens, plates, cutlery and toilet paper.</i>
<i>Manual charger for cell phone.</i>
<i>Masks, toilet paper and plastic bags.</i>
<i>Motor home.</i>
<i>My walk in pantry. It's all in the house.</i>
<i>Papers kept together.</i>
<i>Rifles.</i>
<i>Rope.</i>

<i>Spade.</i>
<i>Toilet paper and toothpaste.</i>
<i>Toiletries, shoes and toilet paper.</i>