



Hauraki District Council Building and Resource Consents

Prepared by: Versus Research

August 2020

Summary

Background

Hauraki District Council (Council) commissioned Versus Research (Versus) to conduct a survey amongst residents who have lodged building or resource consents within the 12 month period from July to December, 2019 (Wave 1), and January to June, 2020 (Wave 2). The survey is designed to determine perceived perceptions and satisfaction with both the building and resource consent processes.

Method and Sample

Two separate surveys were run for this project, with the first focused on generating responses from people who had lodged a building consent within the Hauraki district, while the second focused on those who had lodged a resource consent. In both instances, Computer-Aided Telephone Interviewing (CATI) was used to generate responses. The questionnaires used for the interviews are included in the appendices at the end of this report.

Changes have been made to the interviewing structure for this project, whereby interviewing is done twice a year (firstly, in February, then again in August). The interviewing completed and results reported below includes the findings from both waves of responses.

Samples for both surveys were supplied to Versus by Council, and a total of n=154 interviews were achieved in Wave 1; n=97 responses for building consents, and n=57 for resource consents. For Wave 2; n=129 responses were achieved for building consents, and n=30 for resource consents. Interviewing for this work was completed between February 6th and March 6th, 2020, and then again between August 13th and 26th, 2020. Both building consents, and resource consents surveys were approximately five minutes in duration.

Reporting

The first part of the report combines both Wave 1 and 2 results, and includes commentary, as well as charted results from previous years to indicate year-on-year comparisons.

In accordance with previous years, a total satisfied rating has been included next to the full results for satisfaction of service as well as the process and application measures. This rating shows the combined result of 'somewhat satisfied', 'satisfied', and 'very satisfied' ratings and has been re-proportioned to exclude 'don't know' responses.

The labels on charts for extremely small proportions (2% or less) are not shown as they can overlap the area allocated to them, making the labels unreadable.

It should also be noted that not all percentages shown add up to 100%. This is due to rounding and/ or occurs where questions allow multiple responses (rather than a single response).

For results by each wave, tabulated results have been separated into two sections. The first section focuses on the analysed results from the building consent survey, while the second section focuses on findings drawn from the resource consent survey.

Questionnaires

The questionnaires were designed by Hauraki District Council in conjunction with Versus Research. A copy of each questionnaire is included at the end of the report.



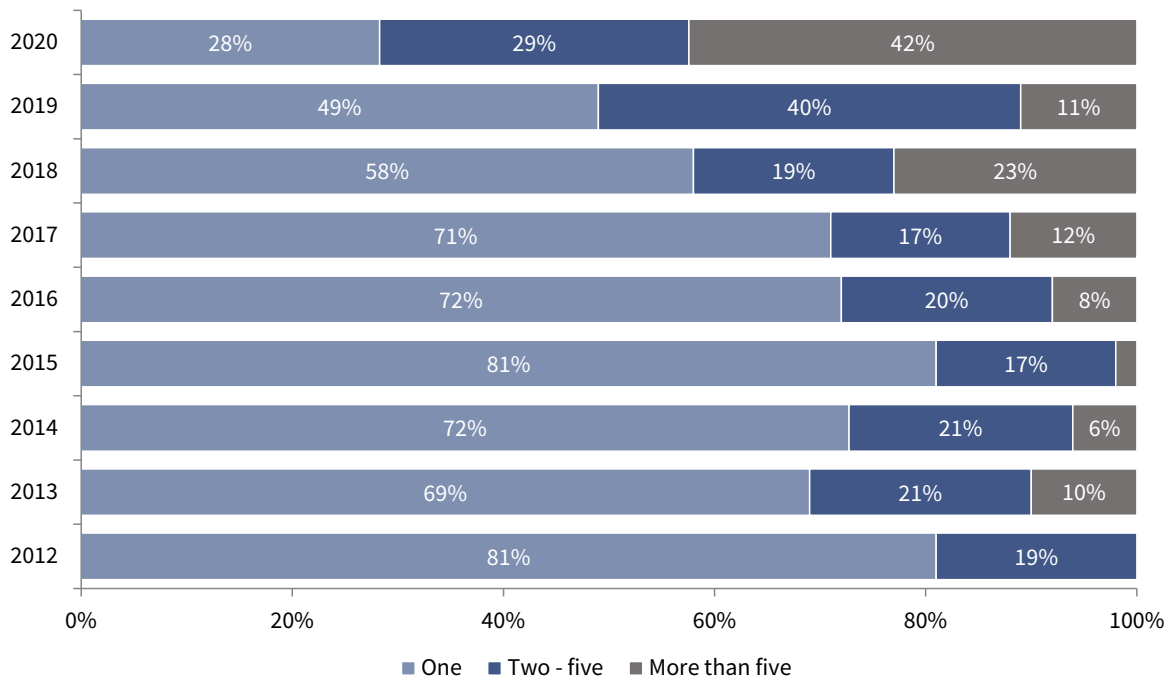
Building Consents

Building Consents

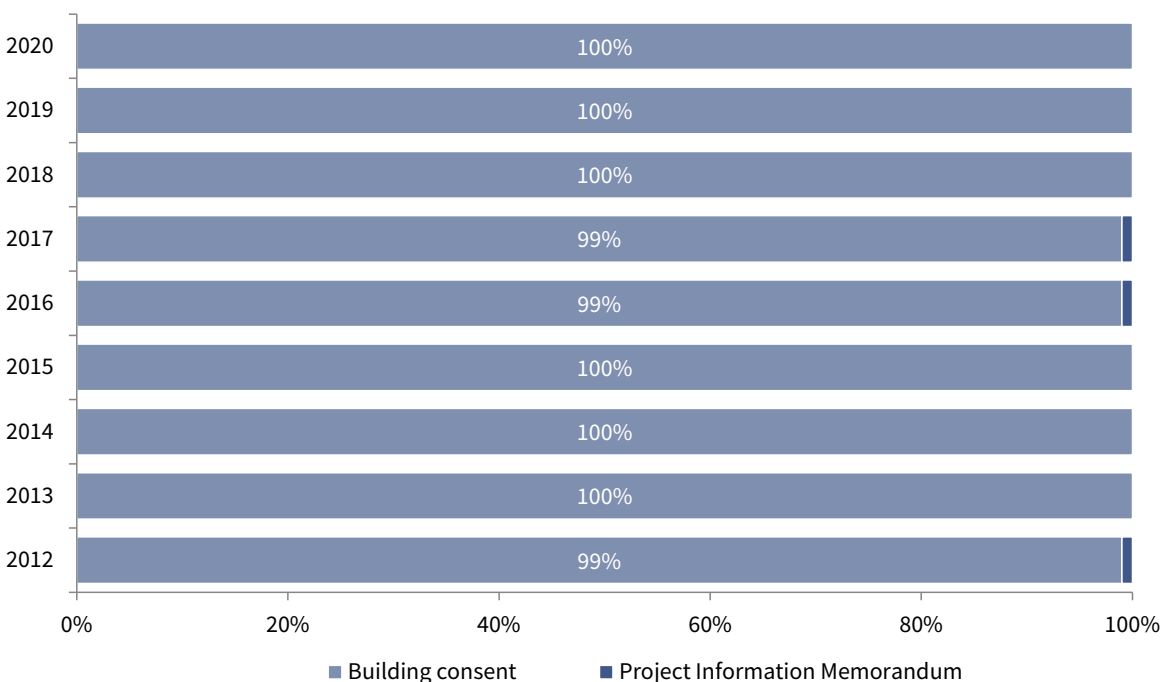
In 2020, 28% of respondents lodged one building consent, 29% lodged between two and five consents, and 42% of respondents lodged more than five consents. All respondents lodged a building consent (100%) as opposed to a Project Information Memorandum.



Number of Consents



Application Type

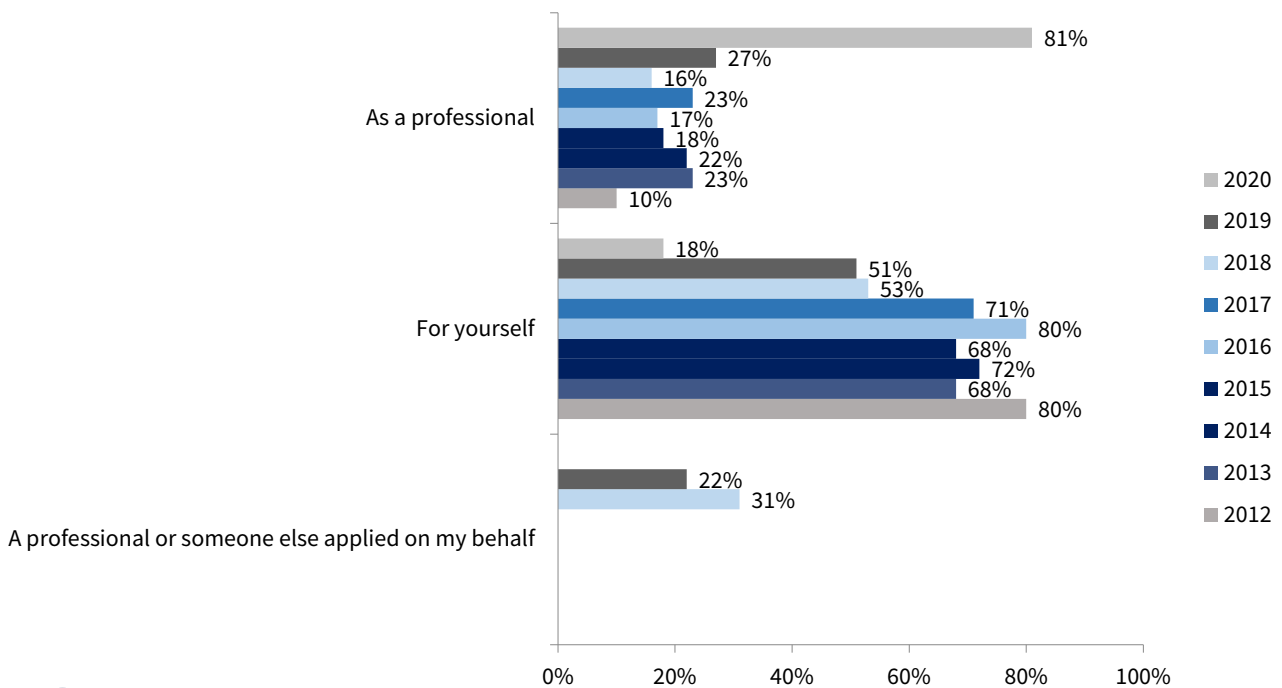


Building Consents

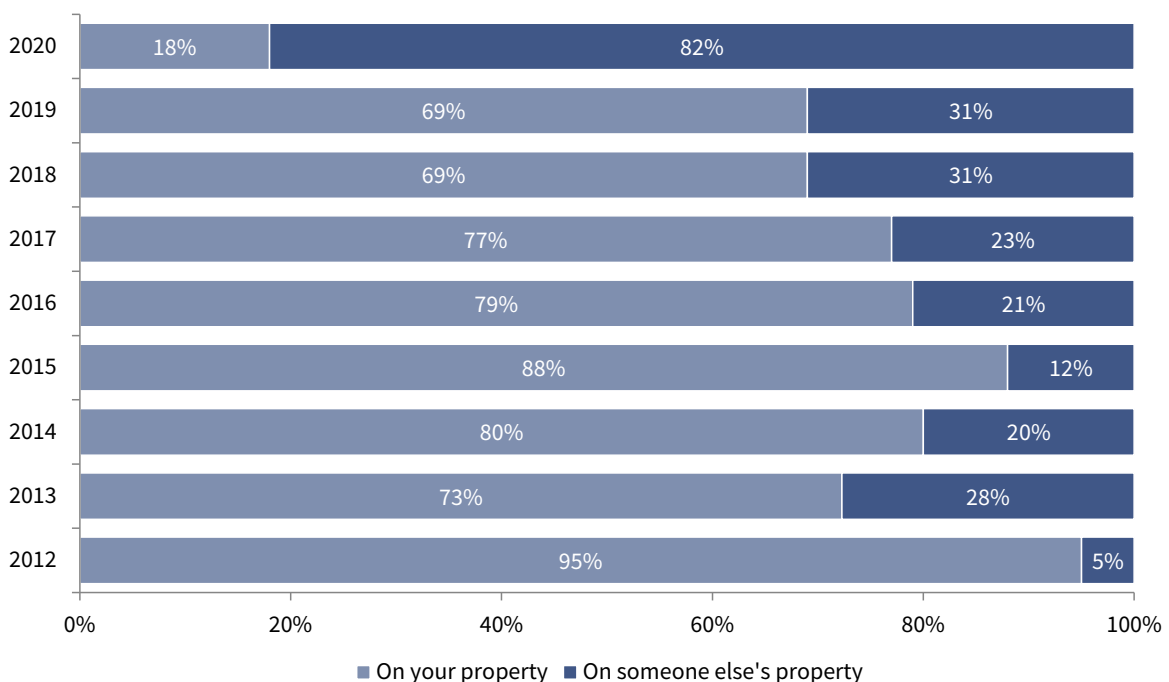
Eighty-one per cent of respondents lodged a building consent as a professional, while 18% lodged it for themselves. A further 82% of respondents lodged the consent on someone else's property, while 18% lodged it on their own property.



Application



Location of Project

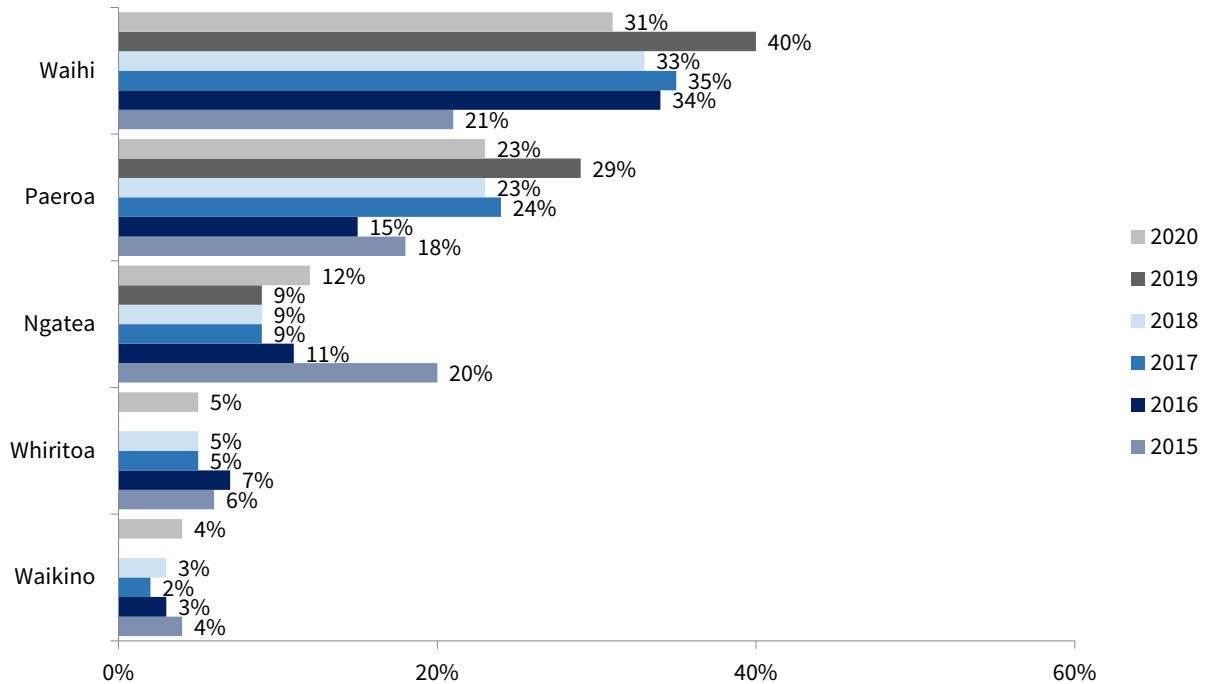


Building Consents

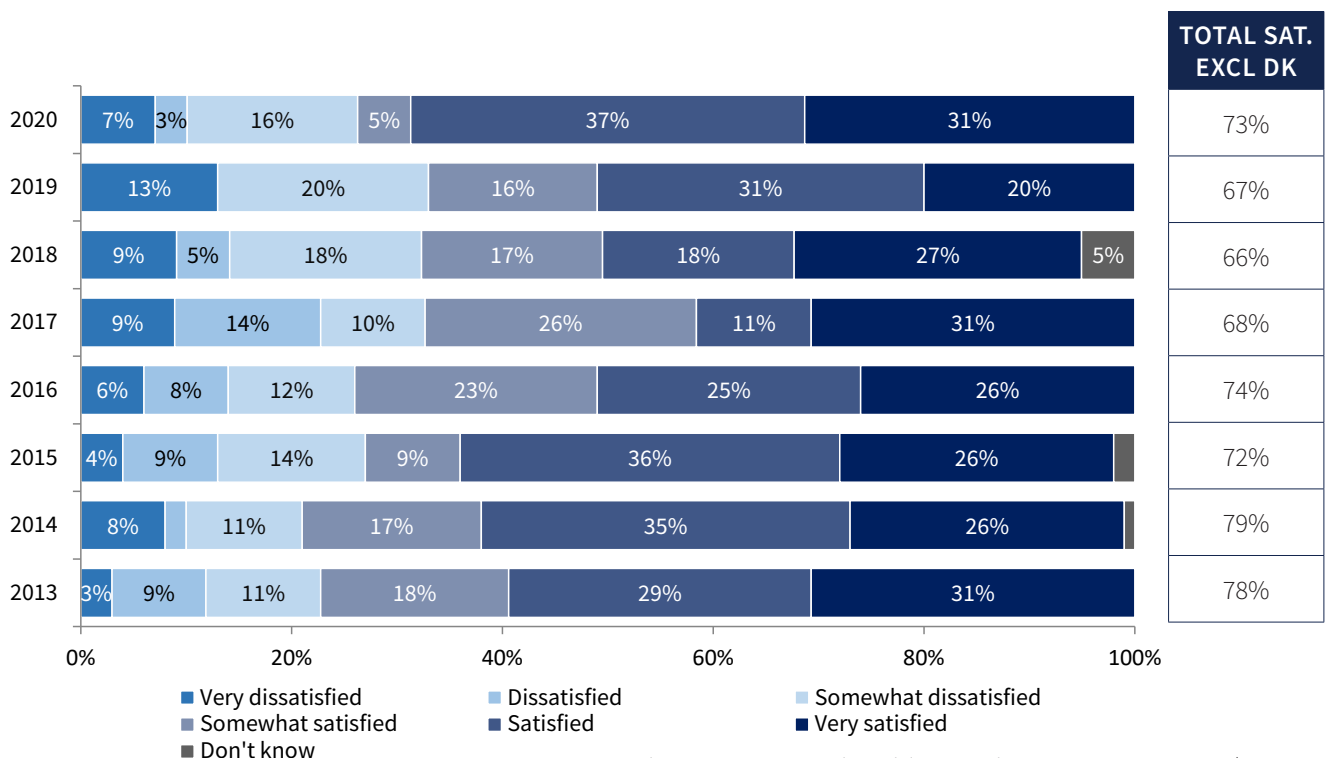
Thirty-one per cent of building consents were lodged in Waihi. A further 23% of consents were lodged in Paeroa, and 12% in Ngatea. Close to three-quarters of respondents indicated an overall sense of satisfaction with the service received during the building consent process (73%).



Location of Application



Satisfaction of Service

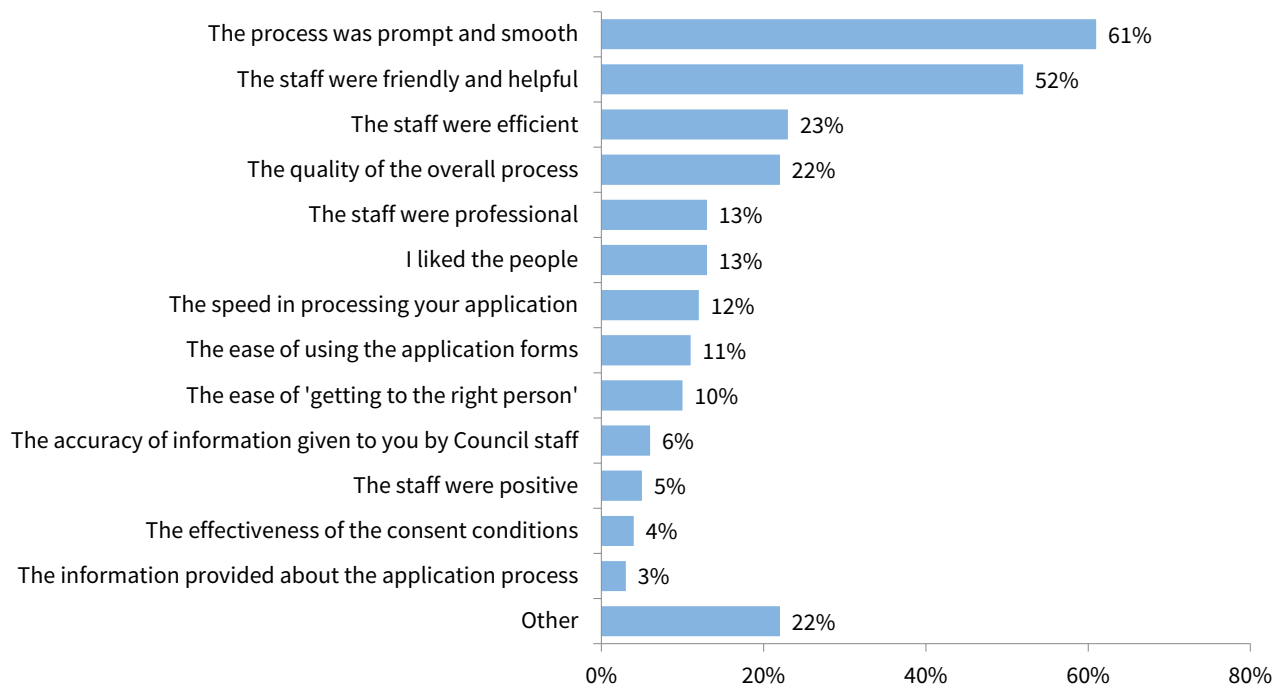


Building Consents

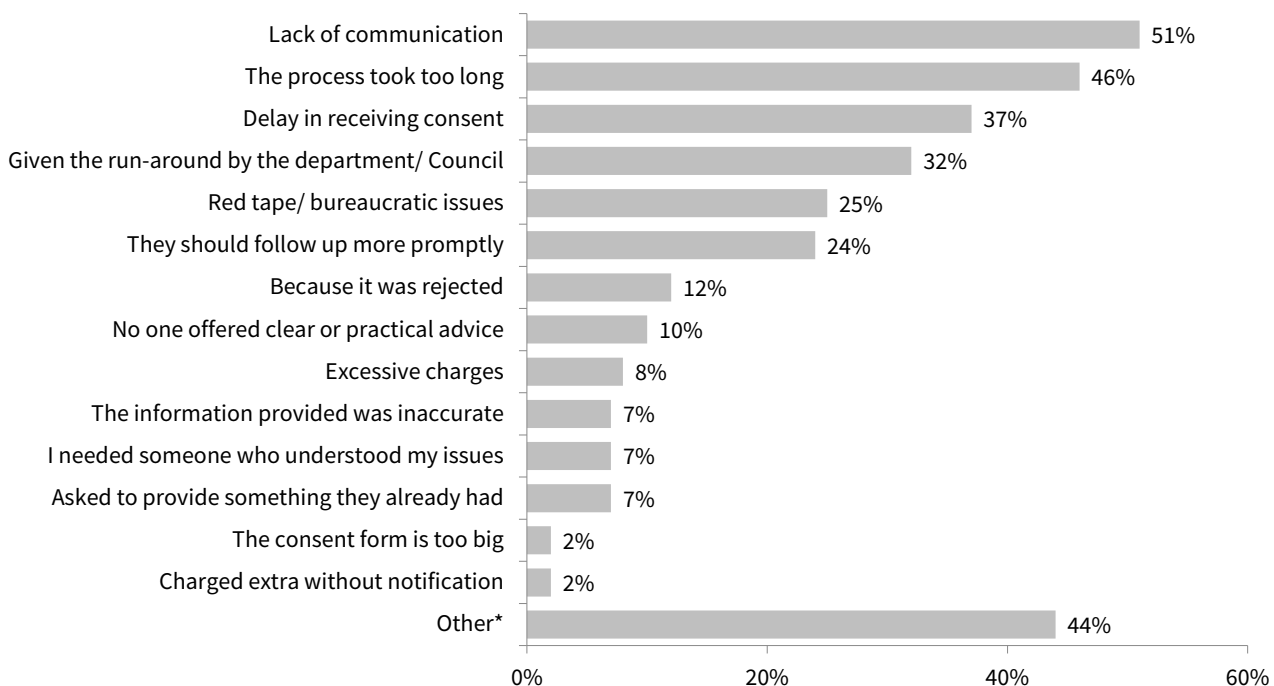
The leading reasons for satisfaction is that the process was prompt and smooth (61%), and that staff were friendly and helpful (52%). Reasons for dissatisfaction include a lack of communication (51%), and that the process took too long (46%).



Reasons for Satisfaction



Reasons for Dissatisfaction



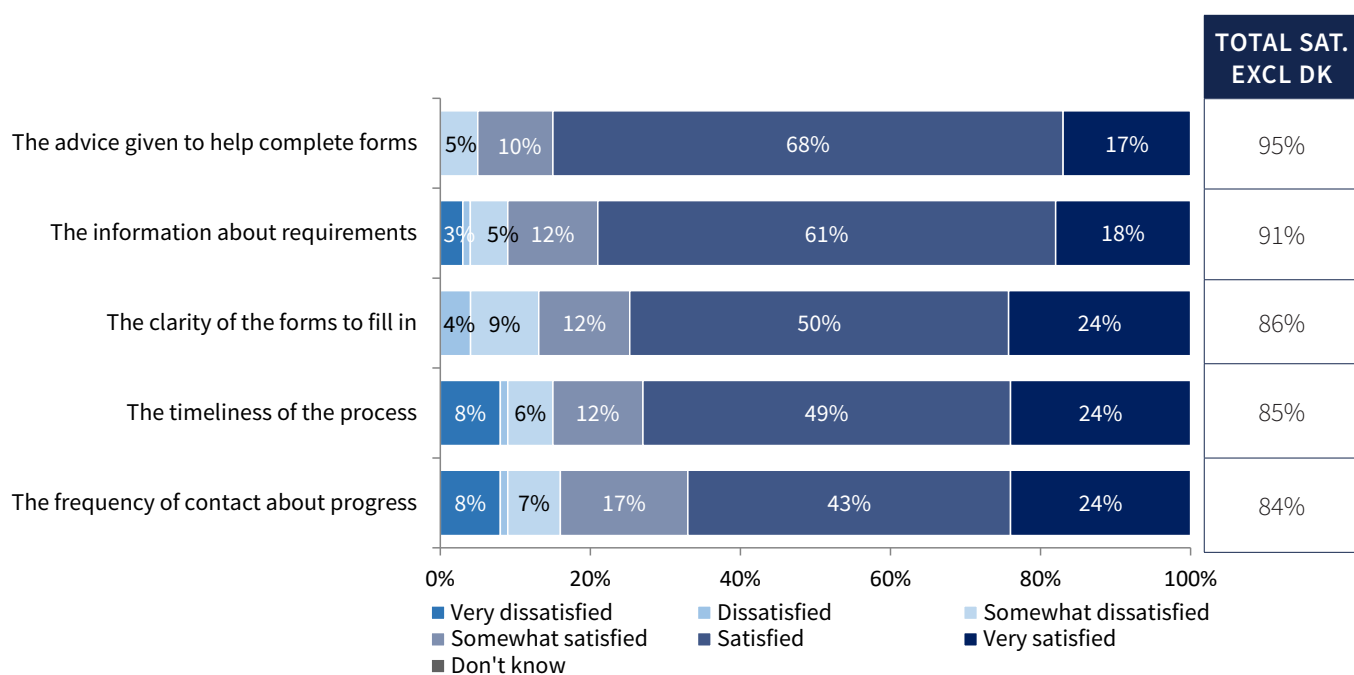
*Please note due to a small sample size, 'other' category appears larger.

Building Consents

Excluding 'don't know' responses, total satisfaction is highest for the advice given to help complete the forms (95%). Following this, is satisfaction with the information given initially about the requirements (91%), the clarity of forms to fill in (86%), the timeliness of the process (85%), and the frequency of contact about progress (84%).



Process and Application





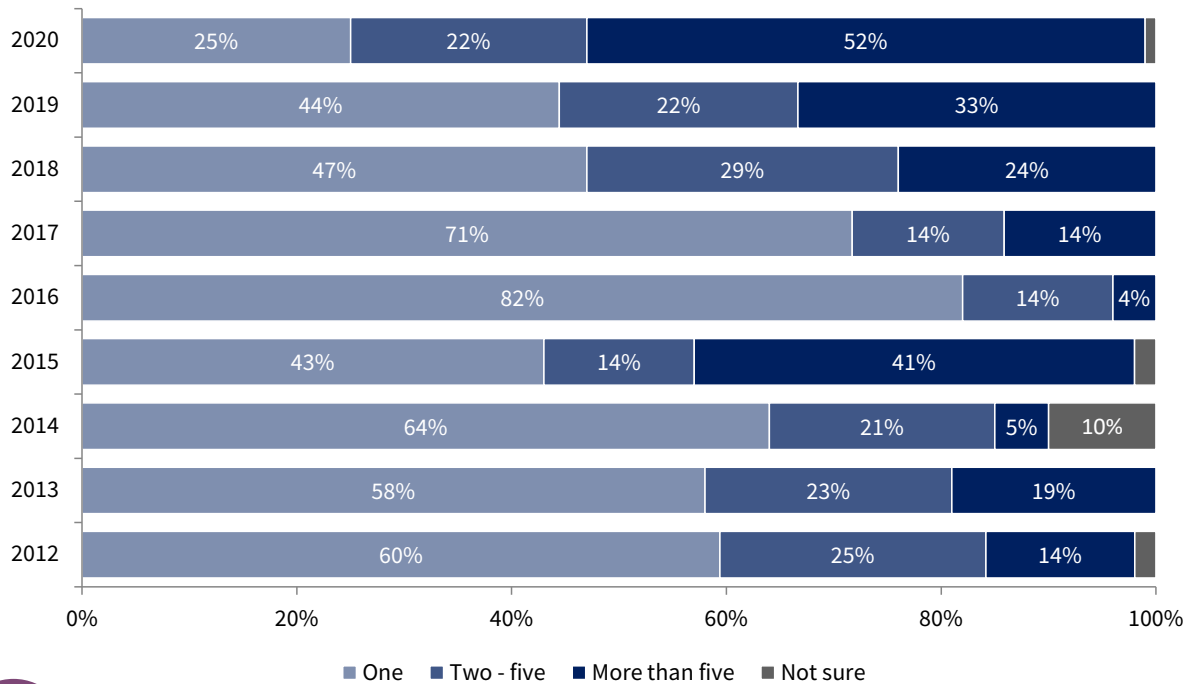
Resource Consents

Resource Consents

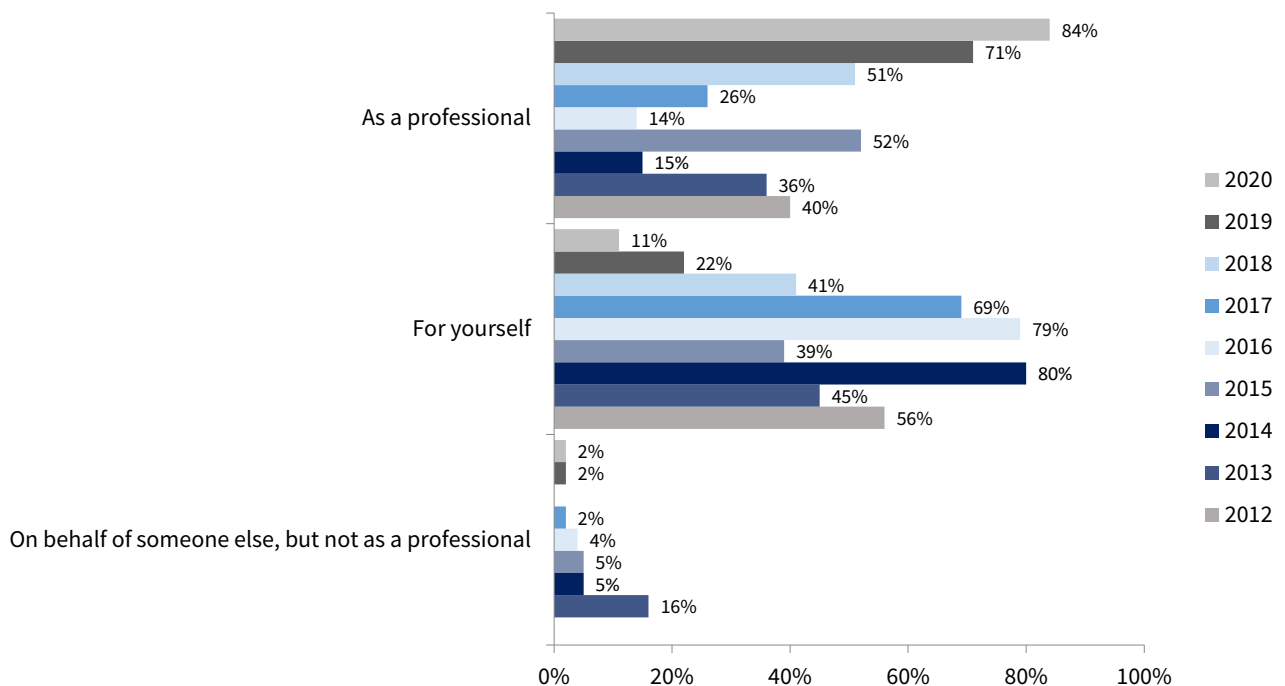
In 2020, 25% of respondents lodged one resource consent, 22% lodged between two and five consents, and 52% of respondents lodged more than five consents. Eighty-four per cent of respondents lodged a resource consent as a professional, while 11% lodged it for themselves, and 2% lodged it on behalf of someone else.



Number of Consents



Application Type

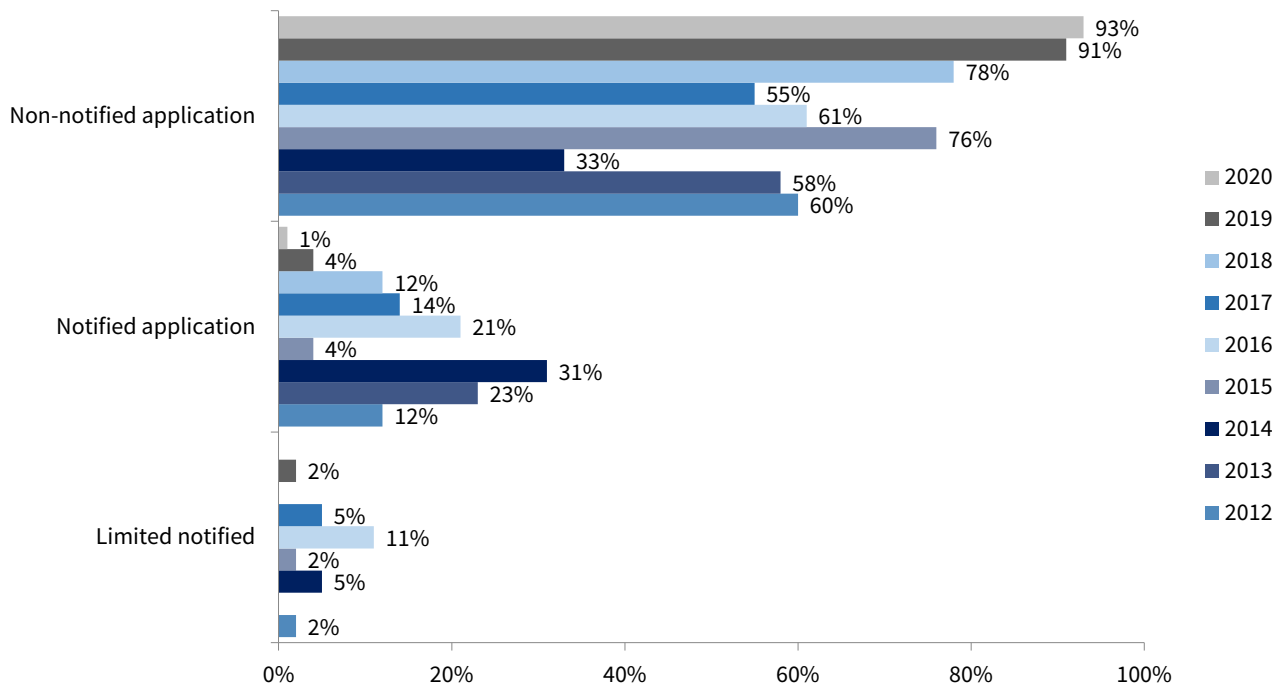


Resource Consents

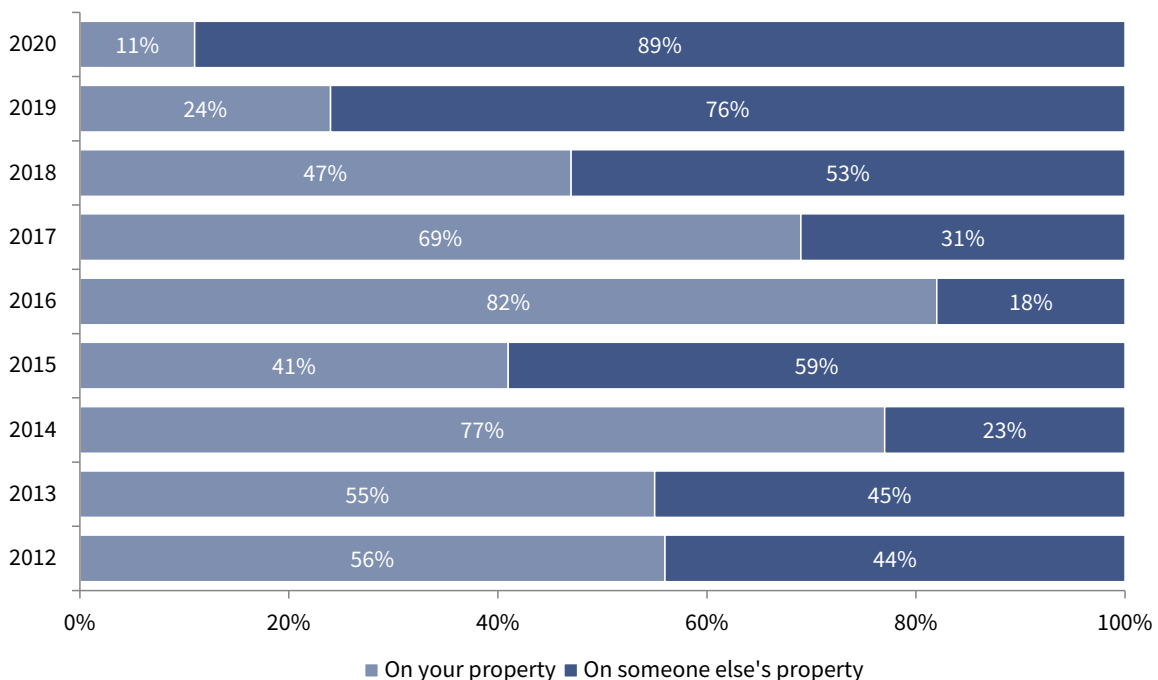
The majority of resource consents were lodged as a non-notified application (93%). One per cent of resource consents were a notified application, and 6% were unsure. Eighty-nine per cent of respondents lodged the consent on someone else's property, while 11% lodged it on their own property.



Application



Location of Project

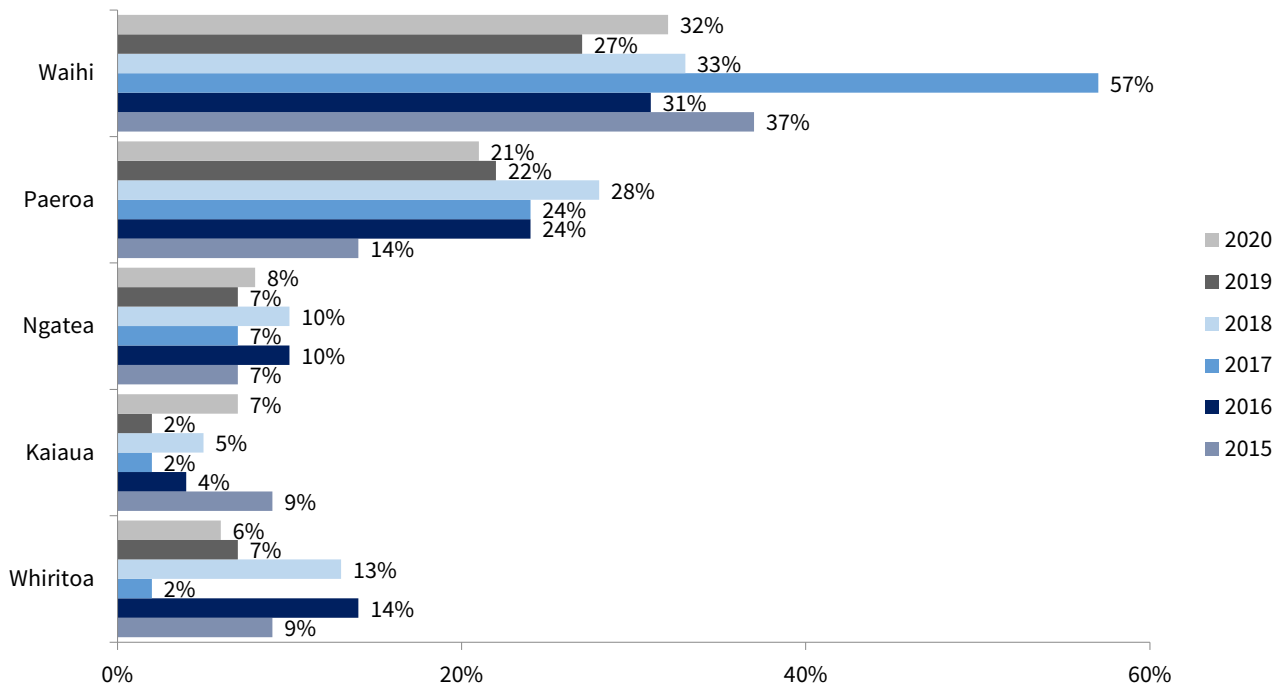


Resource Consents

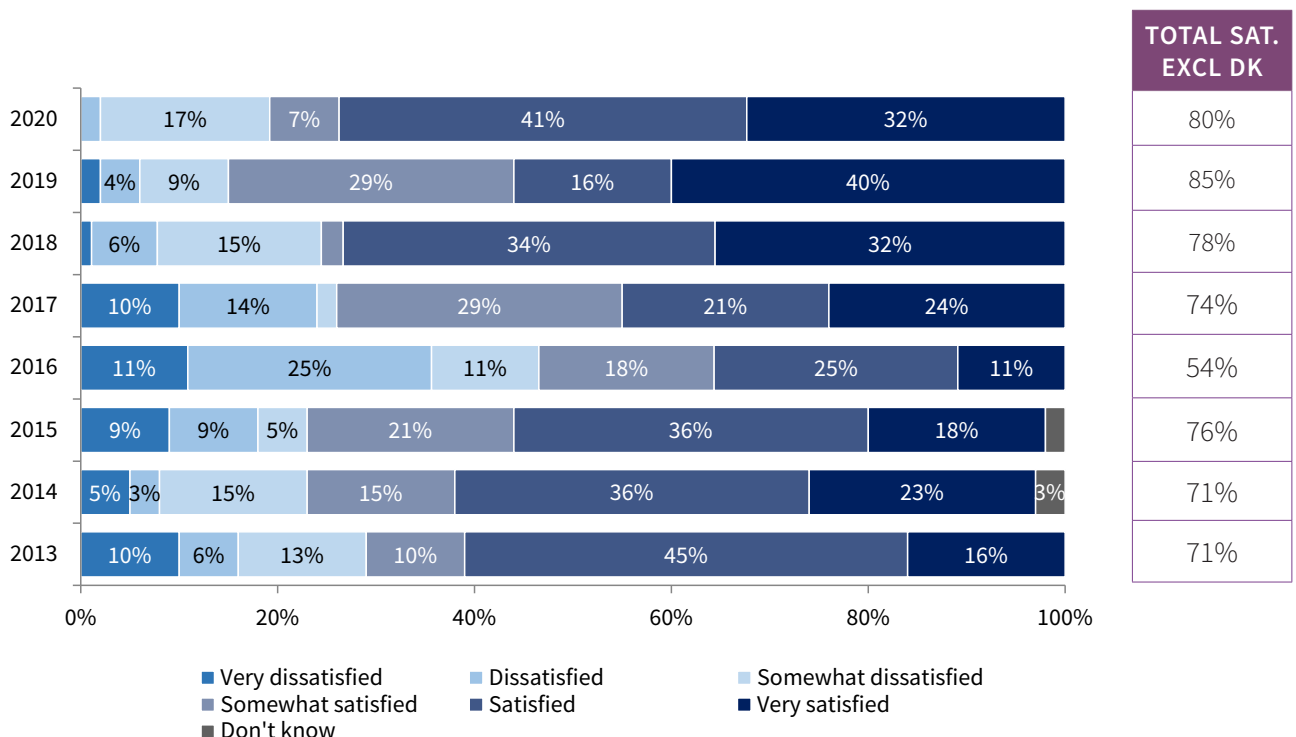
Thirty-two per cent of resource consents were lodged in Waihi. A further 21% of consents were lodged in Paeroa, and 8% in Ngatea. Eighty per cent of respondents indicated an overall sense of satisfaction with the service received with the resource consent process.



Location of Application



Satisfaction of Service

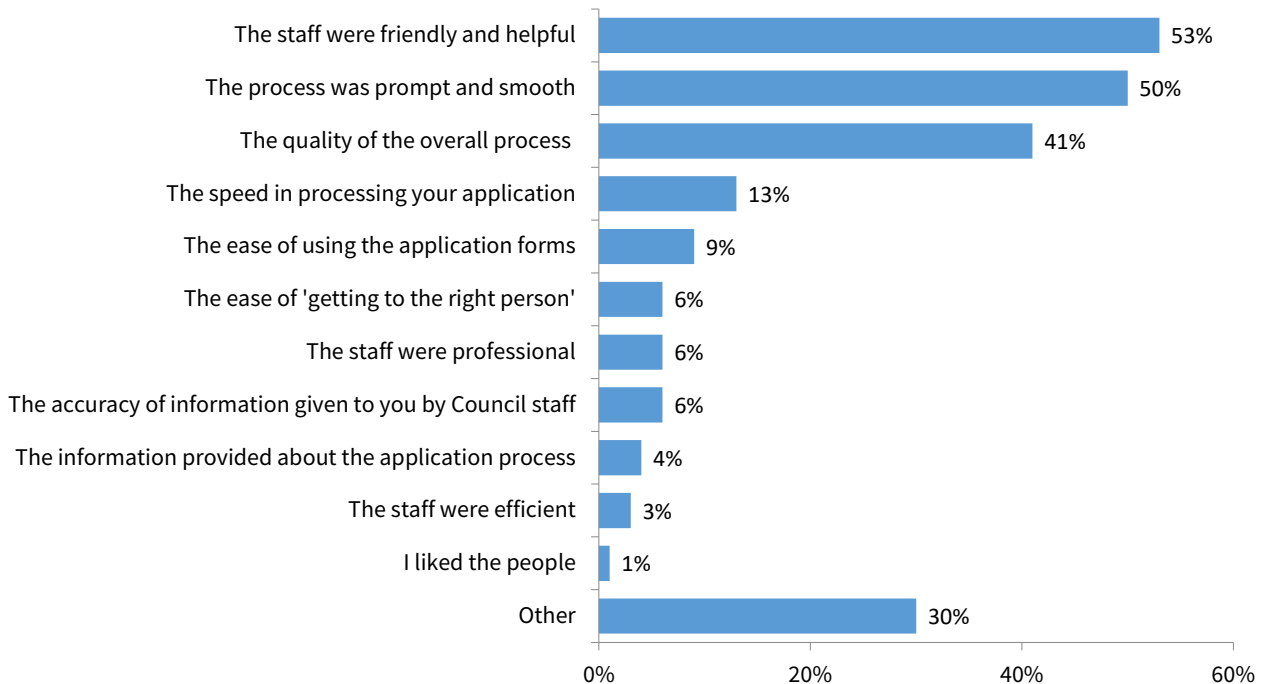


Resource Consents

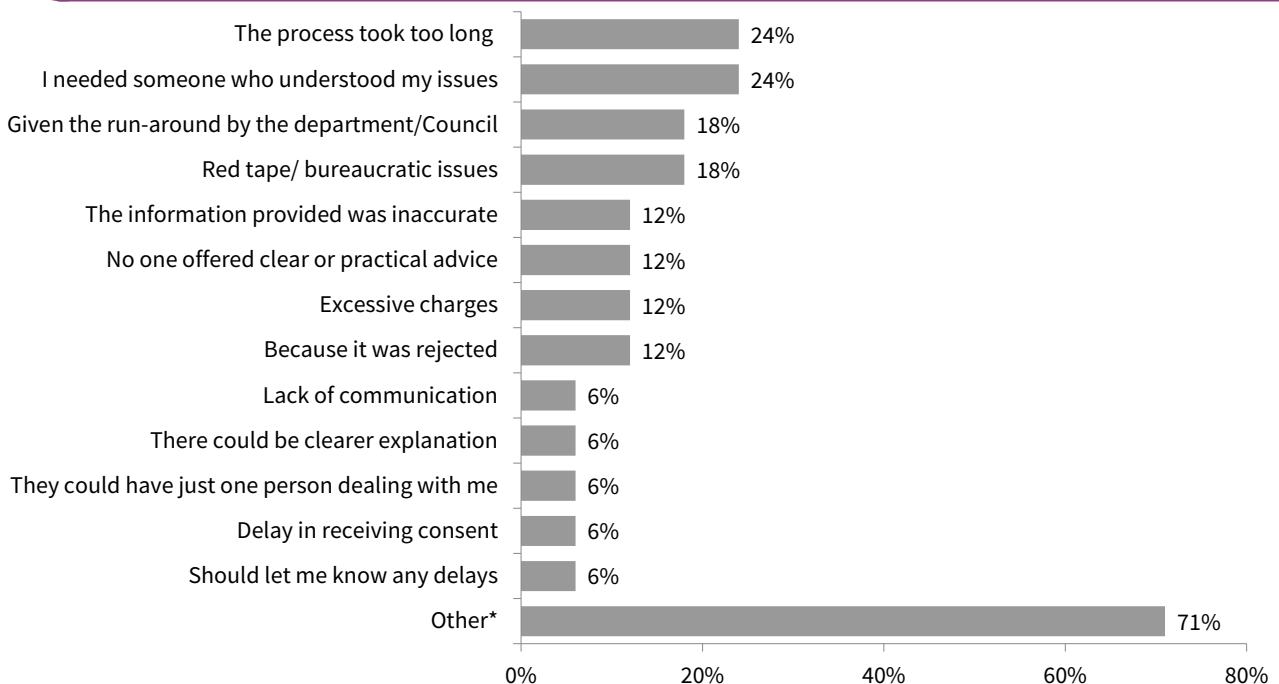
The leading reasons for satisfaction are that the staff were friendly and helpful (53%), and that the process was prompt and smooth (50%). Reasons for dissatisfaction include the process taking too long, or that respondents needed someone who understood their issues (both 24%).



Reasons for Satisfaction



Reasons for Dissatisfaction



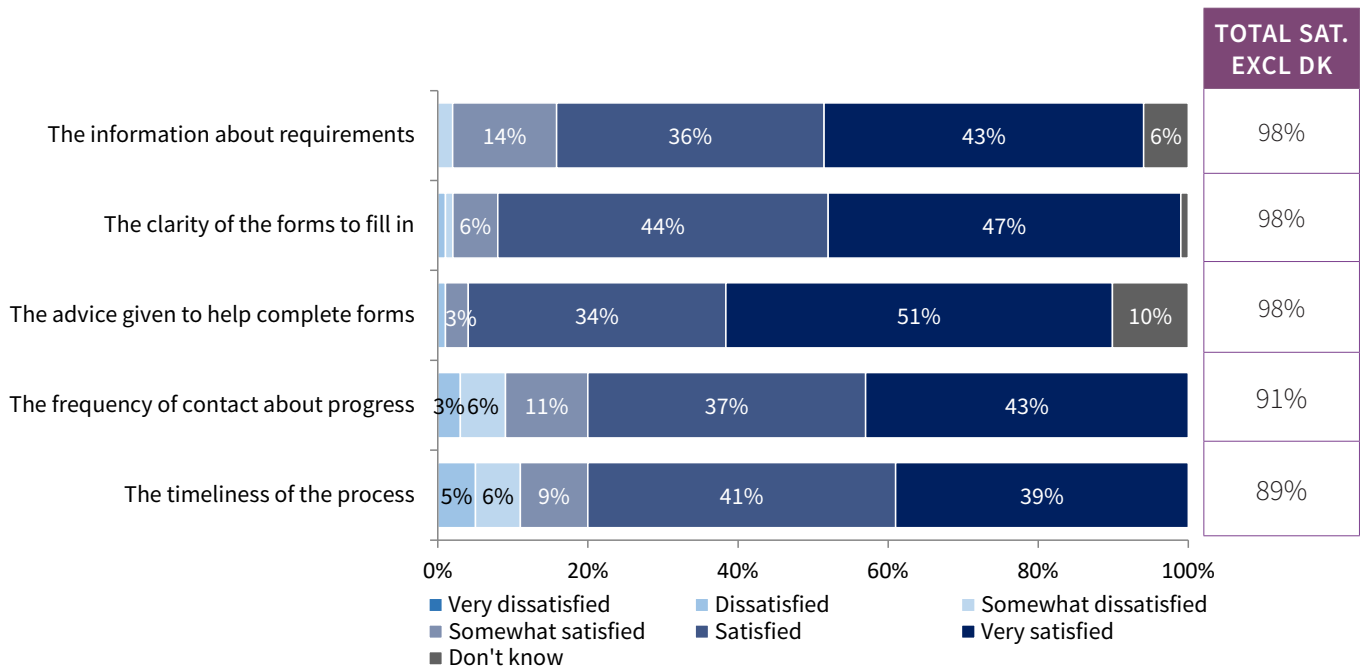
*Please note due to a small sample size, 'other' category appears larger.

Resource Consents

Excluding 'don't know' responses, overall satisfaction is highest for the information given initially about the requirements to meet, the clarity of forms to fill in, and the advice given to help complete the forms (all 98%). Following this, is satisfaction with the frequency of contact about progress (91%), and the timeliness of the process (89%).



Process and Application





Consents by Wave

Building Consents by Wave



Number of Consents

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
One	24%	31%
Two to five	18%	38%
More than five	58%	30%
Not sure	1%	1%



Application Type

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Building consent	100%	100%
Project Information Memorandum	0%	0%



Application

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
For yourself	20%	17%
As a professional	80%	82%
A professional or someone else applied on my behalf	0%	1%
On behalf of someone else, but not as a professional	0%	0%



Location of Project

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
On your property	20%	17%
On someone else's property	80%	83%

Building Consents by Wave



Location of Application

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Waihi	32%	30%
Paeroa	23%	24%
Ngatea	11%	13%
Waikino	6%	3%
Whiritoa	5%	5%
Kerepehi	4%	2%
Turua	4%	2%
Waitakaruru	3%	2%
Karangahake	3%	3%
Kaihere	2%	1%
Kaiaua	0%	3%
Patetonga	0%	1%
Other	6%	12%



Satisfaction of Service

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Very dissatisfied	7%	7%
Dissatisfied	3%	3%
Somewhat dissatisfied	12%	19%
Somewhat satisfied	5%	5%
Satisfied	48%	28%
Very satisfied	24%	37%
Don't know	0%	1%

Building Consents by Wave



Reasons for Satisfaction

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
The staff were friendly and helpful	72%	36%
The process was prompt and smooth	41%	77%
The staff were efficient	31%	16%
The quality of the overall process	28%	18%
The ease of 'getting to the right person'	19%	3%
The ease of using the application forms	17%	7%
The staff were professional	17%	10%
I liked the people	15%	11%
The accuracy of information given to you by Council staff	11%	2%
The speed in processing your application	11%	13%
The information provided about the application process	5%	1%
The effectiveness of the consent conditions	5%	2%
The staff were positive	1%	8%
Other	23%	21%

Building Consents by Wave



Reasons for Dissatisfaction

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Lack of communication	68%	41%
The process took too long	64%	35%
Delay in receiving consent	64%	22%
Red tape/ bureaucratic issues	41%	16%
Given the run-around by the department/ Council	36%	30%
Because it was rejected	32%	0%
They should follow up more promptly	27%	22%
No one offered clear or practical advice	18%	5%
The information provided was inaccurate	9%	5%
Excessive charges	5%	11%
Asked to provide something they already had	5%	8%
The consent form is too big	5%	0%
I needed someone who understood my issues	0%	11%
Charged extra without notification	0%	3%
Other	18%	59%

Building Consents by Wave



Process and Application by Wave 1

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	1%	1%	8%
Dissatisfied	1%	3%	2%
Somewhat dissatisfied	1%	7%	6%
Somewhat satisfied	15%	9%	16%
Satisfied	56%	59%	45%
Very satisfied	26%	20%	22%



Process and Application (cont.) by Wave 1

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	0%	8%
Dissatisfied	1%	3%
Somewhat dissatisfied	3%	8%
Somewhat satisfied	18%	22%
Satisfied	59%	39%
Very satisfied	20%	20%

Building Consents by Wave



Process and Application by Wave 2

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	0%	0%	7%
Dissatisfied	0%	5%	1%
Somewhat dissatisfied	8%	11%	5%
Somewhat satisfied	5%	14%	9%
Satisfied	77%	43%	52%
Very satisfied	10%	27%	25%



Process and Application (cont.) by Wave 2

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	5%	7%
Dissatisfied	2%	0%
Somewhat dissatisfied	6%	6%
Somewhat satisfied	8%	13%
Satisfied	62%	46%
Very satisfied	17%	28%

Resource Consents by Wave



Number of Consents

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
One	21%	33%
Two to five	19%	27%
More than five	60%	37%
Not sure	0%	3%



Application Type

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
As a professional	86%	80%
For yourself	12%	10%
On behalf of someone else, but not as a professional	2%	3%
Other	0%	7%



Application

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Non-notified application	98%	83%
Notified application	2%	0%
Don't know	0%	17%



Location of Project

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
On your property	12%	10%
On someone else's property	88%	90%

Resource Consents by Wave



Location of Application

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Waihi	39%	20%
Paeroa	16%	30%
Kaiaua	7%	7%
Kerepehi	5%	3%
Ngatea	5%	13%
Waikino	4%	7%
Whiritoa	4%	10%
Kaihere	2%	0%
Patetonga	2%	0%
Waitakaruru	2%	3%
Turua	0%	7%
Other	16%	0%



Satisfaction of Service

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
Very dissatisfied	0%	0%
Dissatisfied	2%	3%
Somewhat dissatisfied	25%	3%
Somewhat satisfied	5%	10%
Satisfied	25%	73%
Very satisfied	44%	10%

Resource Consents by Wave



Reasons for Satisfaction

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
The process was prompt and smooth	69%	21%
The staff were friendly and helpful	64%	36%
The quality of the overall process	60%	14%
The speed in processing your application	17%	7%
The ease of using the application forms	12%	4%
The ease of 'getting to the right person'	10%	0%
The accuracy of information given to you by Council staff	10%	0%
The information provided about the application process	7%	0%
The staff were professional	7%	4%
The staff were efficient	5%	0%
I liked the people	2%	0%
Other	24%	39%

Resource Consents by Wave



Reasons for Dissatisfaction

	WAVE 1 (FEBRUARY)	WAVE 2 (AUGUST)
The process took too long	27%	0%
I needed someone who understood my issues	20%	50%
Red tape/ bureaucratic issues	20%	0%
Given the run-around by the department/ Council	20%	0%
No one offered clear or practical advice	13%	0%
The information provided was inaccurate	13%	0%
Because it was rejected	13%	0%
There could be clearer explanation of the Resource Management Act and district plan requirements	7%	0%
Excessive charges	7%	50%
Should let me know any delays	7%	0%
Lack of communication	7%	0%
They could have just one person dealing with me	7%	0%
Delay in receiving consent	7%	0%
Other	80%	0%

Resource Consents by Wave



Process and Application by Wave 1

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	0%	0%	0%
Dissatisfied	0%	0%	4%
Somewhat dissatisfied	0%	2%	7%
Somewhat satisfied	2%	4%	9%
Satisfied	40%	40%	30%
Very satisfied	58%	54%	51%



Process and Application (cont.) by Wave 1

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	0%	0%
Dissatisfied	0%	5%
Somewhat dissatisfied	2%	4%
Somewhat satisfied	11%	7%
Satisfied	32%	33%
Very satisfied	56%	51%

Resource Consents by Wave



Process and Application by Wave 2

	THE ADVICE GIVEN TO YOU TO HELP COMPLETE FORMS	THE CLARITY OF THE FORMS YOU HAD TO FILL IN	THE TIMELINESS OF THE PROCESS
Very dissatisfied	0%	0%	0%
Dissatisfied	3%	3%	7%
Somewhat dissatisfied	0%	0%	3%
Somewhat satisfied	7%	10%	10%
Satisfied	23%	50%	63%
Very satisfied	37%	33%	17%
Don't know	30%	3%	0%



Process and Application (cont.) by Wave 2

	THE INFORMATION GIVEN TO YOU INITIALLY ABOUT ALL THE REQUIREMENTS YOU WOULD NEED TO MEET	THE FREQUENCY OF CONTACT TO INFORM YOU ABOUT PROGRESS WITH THE APPLICATION
Very dissatisfied	0%	0%
Dissatisfied	0%	0%
Somewhat dissatisfied	3%	10%
Somewhat satisfied	20%	20%
Satisfied	43%	43%
Very satisfied	17%	27%
Don't know	17%	0%

Appendices

Appendix 1: Building Consents Questionnaire

Hauraki District Council
BUILDING Consents Survey
FINAL 05/02/20

INTRODUCTION

Hi, its {NAME} calling from Versus Research. Could I please speak with {NAME} please?
Re-introduce if necessary.

We are doing a brief survey for the Hauraki District Council to assess customer satisfaction with the service received from the building consents department. Would you be prepared to answer a few quick questions about a recent application you would have made? The interview will only take about 5 minutes, and all answers will be kept confidential.

We understand that you have applied for a building consent within the past 12 months, did you have any contact with the Hauraki District Council's Building Consents Department?

- *If YES:, Continue with survey:*
- *If NO: Did someone do it for you?*
- *If YES: Could I please ask who did this for you? Am I able to contact them? Request contact details and record on sample sheet.*

Before we begin, can I please check if you, or anyone in your household work at the Hauraki District Council?

- *If YES: Thank and close.*
- *If NO: Continue with survey.*

1) Approximately how many different projects have you sought building consent for during the last year?

DO NOT READ OUT. CODE CLOSEST.

- One
- Two to five
- More than five
- Not sure

2) Thinking now about your most recent application, was it for a:

READ OUT.

- Building consent
- Project Information Memorandum

3) Still thinking about your most recent application. Was it for a project...

READ OUT.

- On your property
- On someone else's property

Appendix 1: Building Consents Questionnaire

4) Were you applying....

- For yourself
- As a professional, such as a builder, building contractor, surveyor, architect or engineer, on behalf of someone else
- On behalf of someone else, but not as a professional
- I did not make the application/ a professional or someone else applied on my behalf
- Other, please specify: _____

5) In your most recent application, what township or settlement was the property in, or closest to?

PROMPT IF NECESSARY

- Kaiaua
- Kaihere
- Kerepehi
- Ngatea
- Patetonga
- Turua
- Waitakaruru
- Waihi
- Waikino
- Whiritoa
- Waihi Beach (THANK AND CLOSE)
- Paeroa
- Mackaytown
- Karangahake
- Other, please specify: _____

6) Thinking about your most recent application, using a scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, I would like you to tell me how satisfied, or dissatisfied you are with:

The service you received from the Hauraki District Council's Building Consents Department during the building consenting process.

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know (DO NOT READ OUT)

Appendix 1: Building Consents Questionnaire

Ask Q7 if "Very dissatisfied", "Dissatisfied", "Somewhat dissatisfied" in Q6.

7) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED.

- I needed someone who understood my issues
- They could liaise more with me
- There could be clearer explanation of the building regulations.
- There could be clearer explanation of the district plan requirements.
- The information provided was inaccurate
- No one offered clear or practical advice
- Excessive charges
- Having to pay for site visits
- Asked to provide something they already had
- Charged extra without any notification
- Should let me know any delays
- Lack of communication
- They should follow up more promptly
- They could have just one person dealing with me
- Because it was rejected
- The process took too long
- Delay in receiving consent
- Red tape/ bureaucratic issues
- Given the run-around by the department/ Council
- The consent form is too big
- Other, please specify: _____
- Don't know

Ask Q8 if "Somewhat satisfied", "Satisfied", "Very satisfied" in Q6.

8) Why is that?

- The ease of 'getting to the right person'
- The accuracy of information given to you by Council staff
- The information provided about the application process
- The speed in processing your application
- The ease of using the application forms
- I liked the people
- The staff were professional
- The staff were efficient
- The process was prompt and smooth
- The staff were positive
- The quality of the report
- The quality of the overall process
- The staff were friendly and helpful
- The effectiveness of the consent conditions
- Other, please specify: _____
- Don't know

Appendix 1: Building Consents Questionnaire

9) Using the same scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, thinking about the service you received during the building consent process, please rate the following:

	1 – Very dissatisfied	2 - Dissatisfied	3 - Somewhat dissatisfied	4 - Somewhat satisfied	5 - Satisfied	6 – Very satisfied	Don't know
The advice given to you to help complete forms							
The clarity of the forms you had to fill in							
The information given to you initially about all the requirements you would need to meet							
The frequency of contact to inform you about progress with the application							
The timeliness of the process							

10) What other comments could you make that would help the Hauraki District Council to improve the service it provides to people who make a building consent application/s?

PROBE FOR AS MUCH DETAIL AS POSSIBLE.

11) May I please have your first name? It is so my supervisor can do a quality control check if necessary.

Thank you very much for your time. Once again, my name is {NAME} from Versus Research. if you have any questions or feedback on this interview you can call our office on 0800 837 787.

Appendix 2: Resource Consents Questionnaire

Hauraki District Council
RESOURCE Consents Survey
FINAL 05/02/20

INTRODUCTION

Hi, its {NAME} calling from Versus Research. Could I please speak with {NAME} please?
Re-introduce if necessary.

We are doing a brief survey for the Hauraki District Council to assess customer satisfaction with the service received from the resource consents department. Would you be prepared to answer a few quick questions about a recent application you would have made? The interview will only take about 5 minutes, and all answers will be kept confidential.

We understand that you have applied for a resource consent within the past 12 months, did you have any contact with the Hauraki District Council's Resource Consents Department?

- *If YES:, Continue with survey.*
- *If NO: Did someone do it for you?*
- *If YES: Could I please ask who did this for you? Am I able to contact them? Request contact details and record on sample sheet.*

Before we begin, can I please check if you, or anyone in your household work at the Hauraki District Council?

- *If YES: Thank and close.*
- *If NO: Continue with survey.*

QUESTIONNAIRE

1) Approximately how many different projects have you sought resource consent for during the last year?

DO NOT READ OUT. CODE CLOSEST.

- One
- Two to five
- More than five
- Not sure

2) Thinking now about your most recent application. Was it for a project...

READ OUT.

- On your property
- On someone else's property

3) Were you applying...

READ OUT.

- For yourself
- As a professional, such as a surveyor, planner, architect or engineer, on behalf of someone else
- As a developer or property manager
- On behalf of someone else but not as a professional
- I did not make the application/ a professional or someone else applied on my behalf
- Other, please specify: _____

Appendix 2: Resource Consents Questionnaire

4) And was this application processed as a...

READ OUT. SINGLE RESPONSE

- Notified application
- Non-notified application
- Limited notified
- Don't know (DO NOT READ OUT)
- Other, please specify: _____

5) In your most recent application, what township or settlement was the property in, or closest to?

PROMPT IF NECESSARY

- Kaiaua
- Kaihere
- Kerepehi
- Ngatea
- Patetonga
- Turua
- Waitakaruru
- Waihi
- Waikino
- Whiritoa
- Waihi Beach (THANK AND CLOSE)
- Paeroa
- Mackaytown
- Karangahake
- Other, please specify: _____

6) Thinking about your most recent application, using a scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, I would like you to tell me how satisfied, or dissatisfied you are with:

The service you received from the Hauraki District Council's Resource Consents Department during the resource consenting process.

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 – Somewhat dissatisfied
- 4 – Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know (DO NOT READ OUT)

Appendix 2: Resource Consents Questionnaire

Ask Q7 if "1 - Very dissatisfied", "2 - Dissatisfied", "3 – Somewhat dissatisfied" in Q6.

7) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED.

- I needed someone who understood my issues
- They could liaise more with me
- There could be clearer explanation of the Resource Management Act and district plan requirements
- No one offered clear or practical advice
- Excessive charges
- Having to pay for site visits
- Asked to provide something they already had
- The information provided was inaccurate
- Charged extra without any notification
- Should let me know any delays
- Lack of communication
- They should follow up more promptly
- They could have just one person dealing with me
- Because it was rejected
- The process took too long
- Delay in receiving consent
- Red tape/ bureaucratic issues
- Given the run-around by the department/ Council
- The consent form is too big
- Other, please specify: _____
- Don't know

Ask Q8 if "4 – Somewhat satisfied", "5 - Satisfied", "6 - Very satisfied" in Q6.

8) Why is that?

DO NOT READ OUT. MULTIPLE RESPONSES ALLOWED

- The ease of 'getting to the right person'
- The accuracy of information given to you by Council staff
- The information provided about the application process
- The speed in processing your application
- The ease of using the application forms
- I liked the people
- The staff were professional
- The staff were efficient
- The process was prompt and smooth
- The staff were positive
- The quality of the report
- The quality of the overall process
- The staff were friendly and helpful
- The effectiveness of the consent conditions
- Other, please specify: _____
- Don't know

Appendix 2: Resource Consents Questionnaire

9) Using the same scale of 1 to 6 where 1 is very dissatisfied and 6 is very satisfied, thinking about the service you received during the resource consent process, please rate the following:

	1 – Very dissatisfied	2 - Dissatisfied	3 - Somewhat dissatisfied	4 - Somewhat satisfied	5 - Satisfied	6 – Very satisfied	Don't know
The advice given to you to help complete forms							
The clarity of the forms you had to fill in							
The information given to you initially about all the requirements you would need to meet							
The frequency of contact to inform you about progress with the application							
The timeliness of the process							

10) What other comments could you make that would help the Hauraki District Council to improve the service it provides to people who make a resource consent application/s?

PROBE FOR AS MUCH DETAIL AS POSSIBLE.

11) May I have your first name? It is so my supervisor can do a quality control check if necessary.

Thank you very much for your time. Once again, my name is {NAME} from Versus Research. if you have any questions or feedback on this interview you can call our office on 0800 837 787.



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