



Versus  
RESEARCH

# Hauraki District Council Residents Survey

Prepared by: Versus Research

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# Executive Summary

Hauraki District Council (Council) has commissioned Versus Research to conduct its annual Residents Survey for 2020. This survey identifies and measures perceptions which residents of the Hauraki district have towards Council, and the services and facilities Council provides.

The final sample size (total number of residents interviewed) is n=550. The sample frame was designed to be proportionate to each ward, i.e., to ensure the sample is representative of the Hauraki district overall.

Age and gender weights have been applied to the final dataset to ensure specific demographic groups are not under or over represented.

Results are presented in full scale within the report with total satisfaction, excluding 'don't know' responses, reported alongside each chart.

The summary below talks to the total satisfaction results ('somewhat satisfied', 'satisfied', and 'very satisfied' ratings excluding 'don't know' responses), with year on year comparisons included where relevant.

## Council Measures

In 2020, 70% of residents are satisfied that Council makes decisions in the best interests of its customers, this is a significant increase of 15% compared with last year (cf\*. 2019, 55%).

A further 67% of residents are satisfied with the level of consultation and engagement from Council regarding its major policies and strategies. This is a significant increase of 10% compared with last year's result (cf. 2019, 57%).

Close to three-quarters of residents are satisfied with Council's approach to economic development (74%). While not statistically significant, this is a 4% increase compared with last year (cf. 2019, 70%).

## Road Quality

Fifty per cent of residents are satisfied with the quality of the roads in the district, a 1% increase compared with last year, while 61% of residents are satisfied with the quality of the footpaths, a 3% increase compared with 2019.

## Water Utilities

In 2020, 80% of residents source their household drinking water from a Council supply. This is similar to last year's result (cf. 2019, 78%).

Seventy-seven per cent of these residents are satisfied with the quality of water, a 4% increase compared with last year (cf. 2019, 73%). A further 69% of residents are satisfied with the cost of water; this is a 3% increase compared with last year (cf. 2019, 66%).

## Council Services

Sixty per cent of residents use a Council piped sewerage system for household disposal of sewerage; this is a 5% decrease compared with last year (cf. 2019, 65%).

Ninety-five per cent of residents are satisfied with the quality of wastewater services, this remains similar to last year's result (cf. 2019, 96%).

Sixty-nine per cent of residents use Council's kerbside refuse collection service. This is a 3% decrease compared with last year (cf. 2019, 72%).

Seventy-nine per cent of residents are satisfied with this service, a significant decrease compared with last year's result (cf. 2019, 89%).

Eighty per cent of urban residents are satisfied with the stormwater services provided by the Council. This is a significant increase of 12% compared with last year (cf. 2019, 68%).

*\*cf. is an abbreviation for compare in Latin. It is used within the text of the report when 2020's results are significantly different from 2019's results.*

# Executive Summary

Seventy-two per cent of rural residents are satisfied with the land drainage services. This is a significant increase of 16% compared with last year (cf. 2019, 56%).

## Community Facilities

Forty-four per cent of residents have visited a district library in the past 12 months. This is a 3% decrease compared with last year (cf. 2019, 47%).

A further 44% of residents mainly visit the Waihi Library, a significant increase compared with last year (cf. 2019, 35%). Thirty-five per cent of residents mainly visit the Paeroa Library, and 19% of residents mainly visit the Ngatea Library.

Ninety-six per cent of library visitors are satisfied with the library services in the district, this is similar to last year's result (cf. 2019, 97%).

Twenty-three per cent of residents have visited a Council swimming pool in the past 12 months, this remains similar to last year's result (cf. 2019, 22%).

Forty-eight per cent of residents mainly visit the Ngatea pools, while 35% of residents mainly visit the Paeroa pools, and 16% mainly visit the Waihi pools.

Eighty-eight per cent of pool users are satisfied with the operation of the pools in the district, a slight decrease compared to last year (cf. 2019, 93%).

Sixty-eight per cent of residents have visited a district sports field, park or reserve in the past 12 months. This is a significant decrease compared with last year's result (cf. 2019, 75%).

Ninety per cent of visitors are satisfied with the services and facilities provided at sports fields, parks or reserves, this remains on par with last year's result (cf. 2019, 90%).

# Year on Year Comparison

The table below indicates overall satisfaction results (ratings 4-6) of all measures with a satisfied rating scale. Please note that 'don't know' responses are excluded from these results and have been re-proportioned accordingly. The table lists measures from those with the highest satisfaction rating to the lowest for 2020.

	2016	2017	2018	2019	2020	DIFFERENCE
Library services	92%	95%	90%	97%	<b>96%</b>	-1%
Wastewater services	95%	97%	91%	96%	<b>95%</b>	-1%
Sports fields, parks, and reserves	91%	92%	76%	90%	<b>90%</b>	0%
Swimming pools	90%	90%	80%	93%	<b>88%</b>	-5%
Stormwater services	75%	80%	57%	68%	<b>80%</b>	+12%
Kerbside services	88%	91%	80%	89%	<b>79%</b>	-10%
Water quality	76%	74%	75%	73%	<b>77%</b>	+4%
Council's approach to economic development	73%	74%	70%	70%	<b>74%</b>	+4%
Land drainage and flood protection	64%	61%	45%	56%	<b>72%</b>	+16%
Council makes decisions in the best interest of its customers	69%	74%	71%	55%	<b>70%</b>	+15%
Cost of water	61%	67%	51%	66%	<b>69%</b>	+3%
Consultation and engagement from Council regarding its major strategies	69%	66%	73%	57%	<b>67%</b>	+10%
Footpath quality	-	-	-	58%	<b>61%</b>	+3%
Road quality (excluding highways)	62%	64%	46%	49%	<b>50%</b>	+1%

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# Background and Objectives

Hauraki District Council (Council) is the local authority responsible for the Paeroa, Plains, and Waihi wards that make up the Hauraki district. In this capacity, Council oversees the planning and provision of community services and facilities. The Council is interested in residents' perceptions of the services and facilities they provide. To measure these perceptions, Council conducts a satisfaction survey. This survey is conducted annually with results presented in Council's annual report. The research objective of the survey is to measure residents' satisfaction with the services and facilities Council are responsible for, and to compare these year on year.

Participants were surveyed using telephone or online methods. To this, a total of n=400 interviews were completed via Computer-Aided Telephone Interviewing (CATI), and n=150 were completed through the online method. A summary of the achieved sample is included in Appendix 1.

## Margin of Error (MoE)

Margin of Error (MoE) is a statistic used to indicate the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of the data as a smaller sample size incurs a greater MoE. The final sample size for this study is n=550, with n=400 achieved via CATI, and n=150 achieved online. A sample size of n=550 has a maximum margin of error of +/- 4.17% at the 95% confidence interval. This means, that if an observed result is 50% (point of maximum margin of error), then there is a 95% chance that the true answer falls between 45.83% and 54.17%.

## Weighting

Age and gender weights were applied to the final dataset. Doing so ensures there is a proportionate representation of each demographic group relative to the population make up in the final results. Weighting ensures no demographic group is over or under represented and that the data is not skewed by a group. This provides greater confidence that the results are a true representation of the Hauraki population overall. The table below indicates how the

final dataset has been weighted. These proportions have been taken from the 2018 Census (Statistics NZ).

AGE	MALE	FEMALE	TOTAL
16-39	14%	14%	28%
40-49	7%	8%	15%
50-59	9%	9%	18%
60+	19%	20%	39%

## Questionnaire

The questionnaire was designed by Hauraki District Council in conjunction with Versus Research. A copy of the questionnaire is included in Appendix 2.

# Reporting of Results

Results within this report are shown at the total level for all measures. Where applicable, previous years' results are also shown in the chart. Base sizes for each question are shown beneath the chart.

In accordance with previous years, a total satisfied rating has been included next to the full results as seen in the image to the right. 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.

Significance testing is also presented at the total level on all satisfied results. A result with a **green** box indicates that the observed result is significantly higher than the previous year's result, while a result with a **yellow** box indicates that the observed result is significantly lower than the previous year's result.

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).

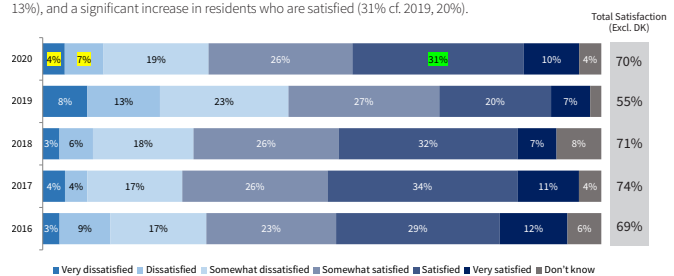
Icons are used to display the different subgroups, these icons are kept consistent through the report, and are shown in the image to the right.

Statistically significant differences are also displayed by ward, rural/ urban location, age group, and gender. **Green** text indicates that an observed result is significantly higher than the total level, while **yellow** text indicates that the observed result is significantly lower than the total level.

## Council Decisions

### Satisfaction that Council makes decisions in the best interest of its customers

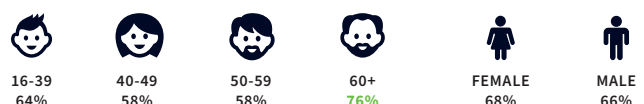
In 2020, more than two-thirds of residents (67%) are somewhat satisfied (26%), satisfied (31%) or very satisfied (10%) that Council makes decisions in the best interest of its customers. A further 27% of residents are somewhat dissatisfied (19%), dissatisfied (7%) or very dissatisfied (4%), while 4% are unsure. This year, there is a significant decrease in residents who are very dissatisfied (4% cf. 2019, 8%), as well as dissatisfied (7% cf. 2019, 13%), and a significant increase in residents who are satisfied (31% cf. 2019, 20%).



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



Using a scale of 1 to 6, where 1 is very dissatisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied how satisfied or dissatisfied are you, that Council makes decisions in the best interests of its customers? Base n=550.



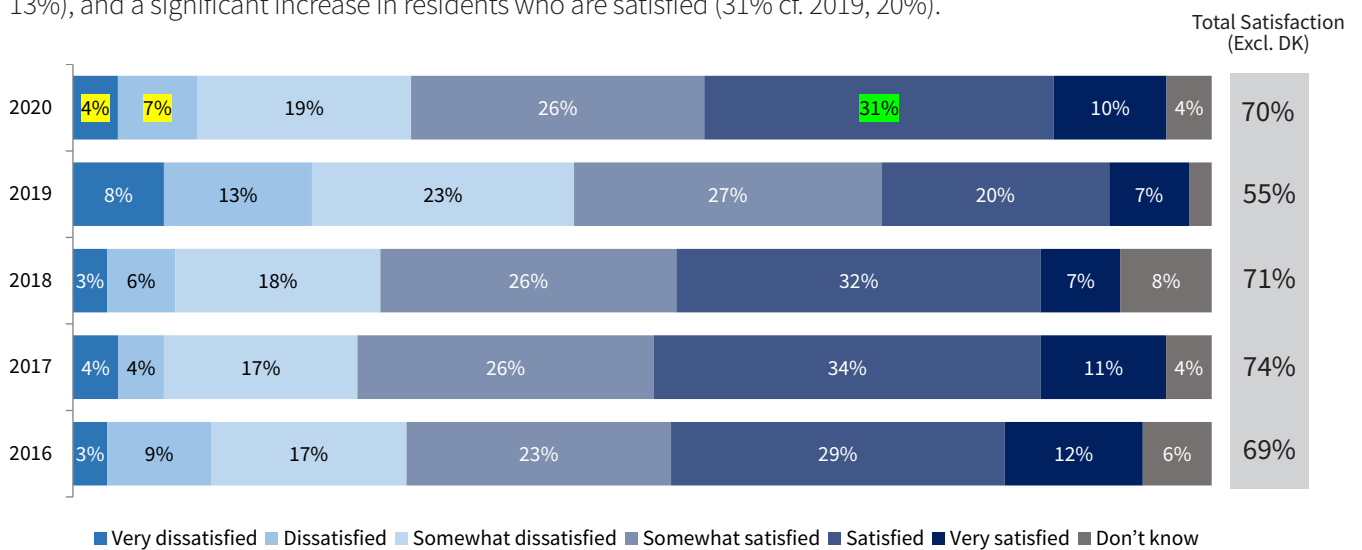
# Council Measures



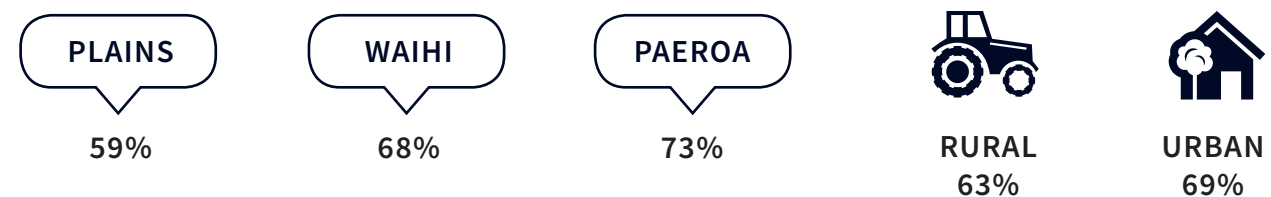
# Council Decisions

## Satisfaction that Council makes decisions in the best interests of its customers

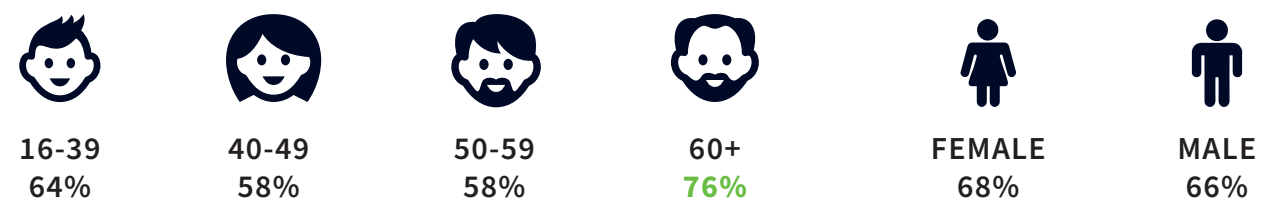
In 2020, more than two-thirds of residents (67%) are somewhat satisfied (26%), satisfied (31%) or very satisfied (10%) that Council makes decisions in the best interests of its customers. A further 30% of residents are somewhat dissatisfied (19%), dissatisfied (7%) or very dissatisfied (4%), while 4% are unsure. This year, there is a significant decrease in residents who are very dissatisfied (4% cf. 2019, 8%), as well as dissatisfied (7% cf. 2019, 13%), and a significant increase in residents who are satisfied (31% cf. 2019, 20%).



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



Using a scale of 1 to 6, where 1 is very dissatisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied how satisfied or dissatisfied are you, that Council makes decisions in the best interests of its customers? Base n=550.

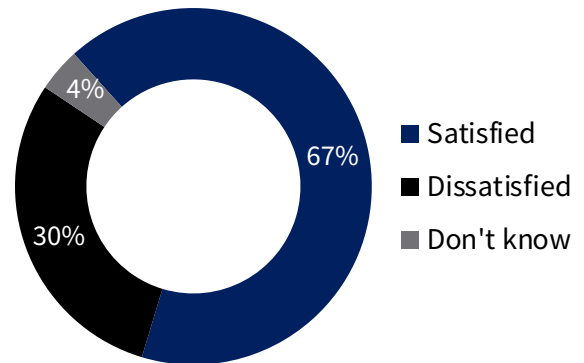
# Council Decisions

## Satisfaction that Council makes decisions in the best interest of its customers

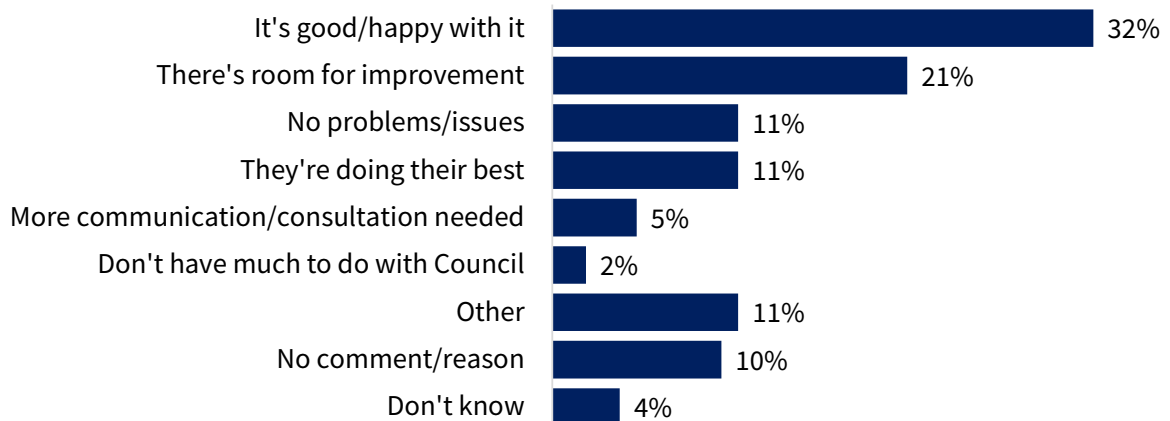
Sixty-seven per cent of residents are satisfied that Council makes decisions in the best interests of its customers. Following this, 30% of residents are dissatisfied, while 4% are unsure.

The primary reason for satisfaction is that Council's approach is good (32%).

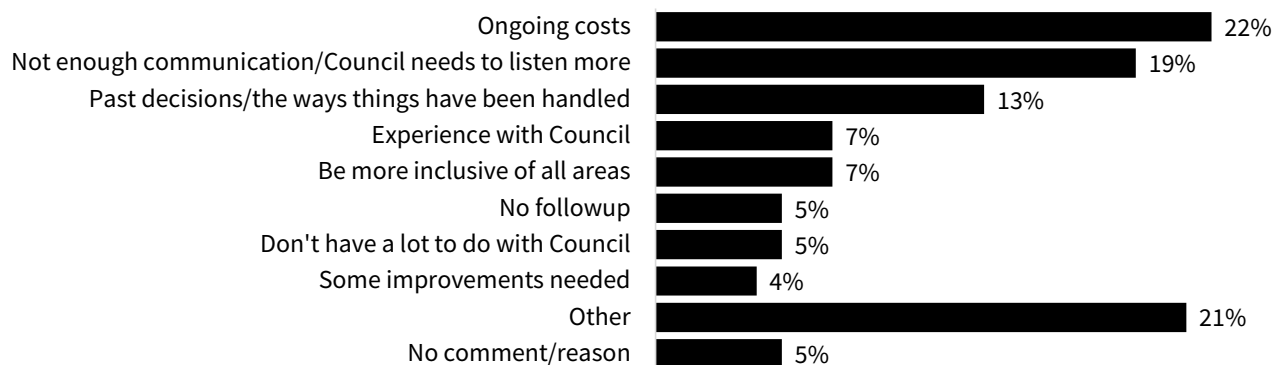
The main reason for dissatisfaction is that there are ongoing costs which affect ratepayers (22%).



### Satisfied



### Dissatisfied



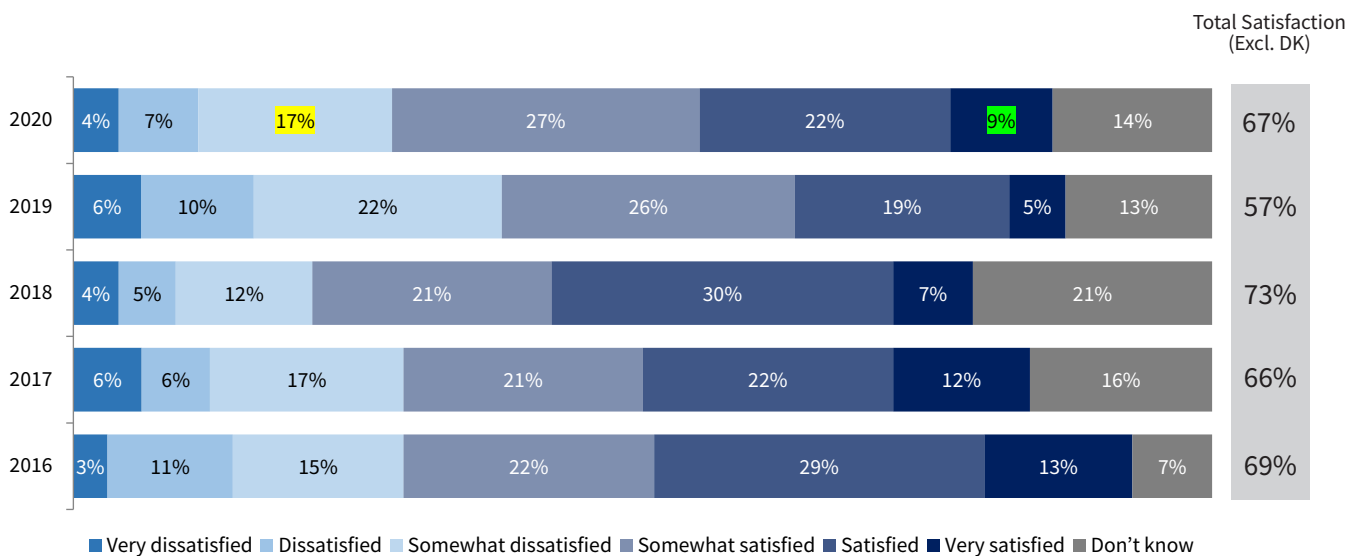
Why do you say that? (Satisfied) Base n=390.

Why do you say that? (Dissatisfied) Base n=137.

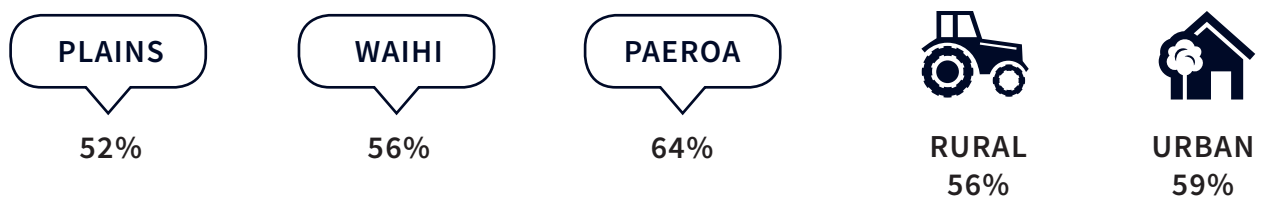
# Consultation and Engagement

## Satisfaction with the level of consultation and engagement from Council

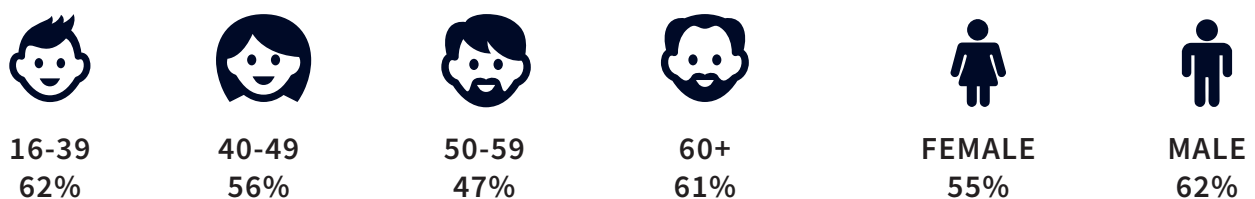
Fifty-eight per cent of residents are somewhat satisfied (27%), satisfied (22%) or very satisfied (9%) with the level of consultation and engagement from Council regarding its major policies and strategies. A further 28% of residents are somewhat dissatisfied (17%), dissatisfied (7%) or very dissatisfied (4%), while 14% are unsure. There is a significant decrease in residents who are somewhat dissatisfied (17% cf. 2019, 22%), and a significant increase in residents who are very satisfied (9% cf. 2019, 5%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies? Base n=550.

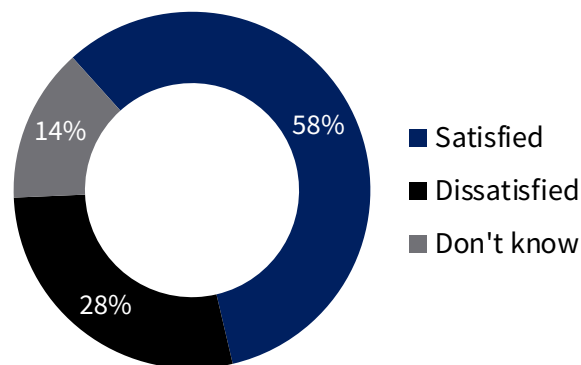
# Consultation and Engagement

## Satisfaction with the level of consultation and engagement from Council

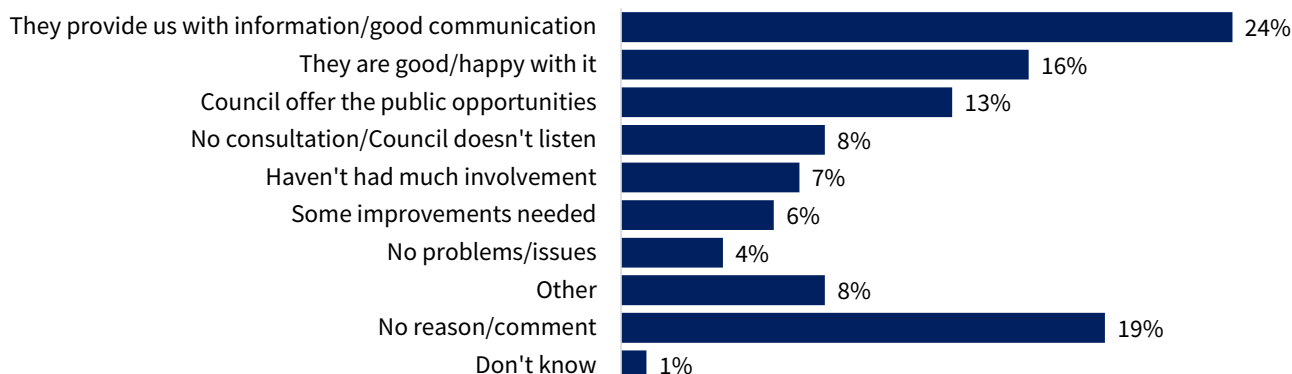
More than half of residents are satisfied with the level of consultation and engagement from Council (58%). Following this, 28% of residents are dissatisfied, while 14% are unsure.

The leading reason for satisfaction is that Council provides residents with information or there are good communication channels (24%).

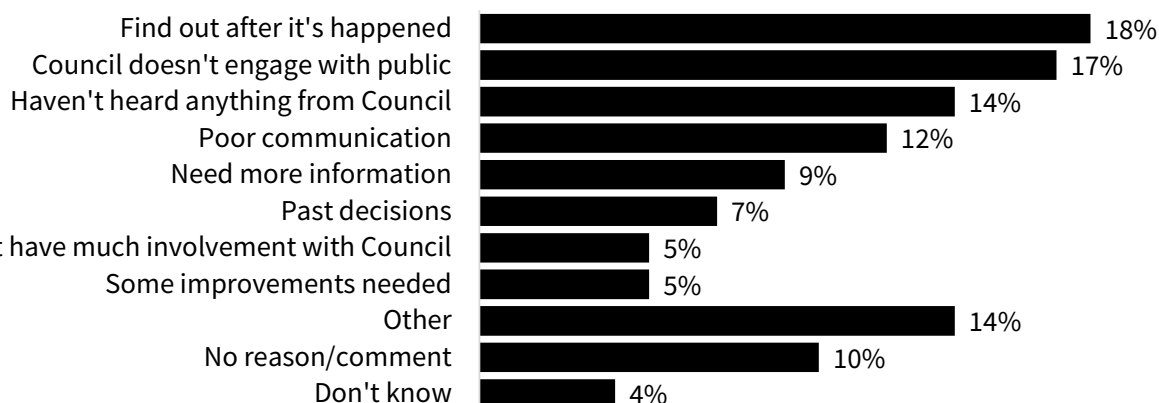
The main reasons for dissatisfaction are that residents find out about things after they have happened (18%) or that Council doesn't engage with the public (17%).



### Satisfied



### Dissatisfied



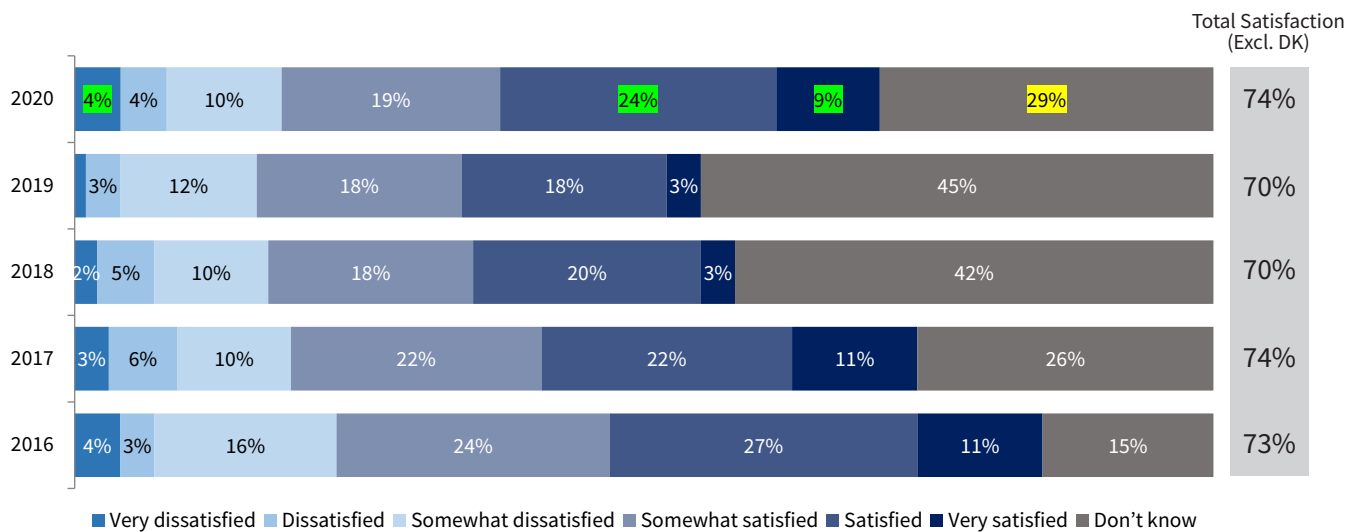
Why do you say that? (Satisfied) Base n=317.

Why do you say that? (Dissatisfied) Base n=151.

# Economic Development

## Satisfaction with Council’s approach to economic development

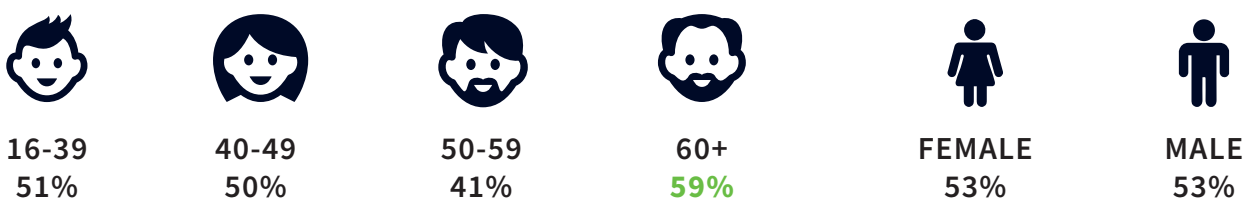
More than half of residents (52%) are somewhat satisfied (19%), satisfied (24%) or very satisfied (9%) with Council’s approach to economic development. A further 18% of residents are somewhat dissatisfied (10%), dissatisfied (4%) or very dissatisfied (4%), while 29% are unsure. There is a significant increase in residents who are very dissatisfied (4% cf. 2019, 1%), satisfied (24% cf. 2019, 18%), and very satisfied (9% cf. 2019, 3%). Concurrently, there is a significant decrease in residents who are unsure this year (29% cf. 2019, 45%).



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council’s approach to economic development? Base n=550.

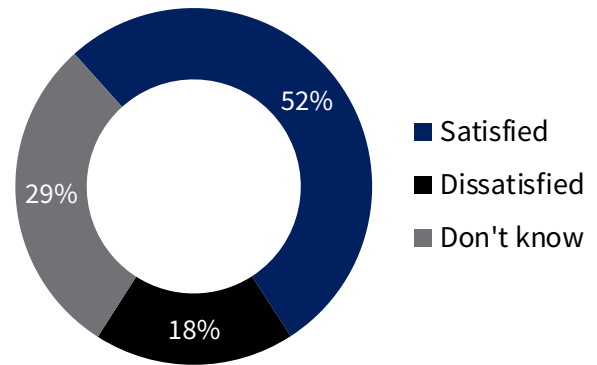
# Economic Development

## Satisfaction with Council’s approach to economic development

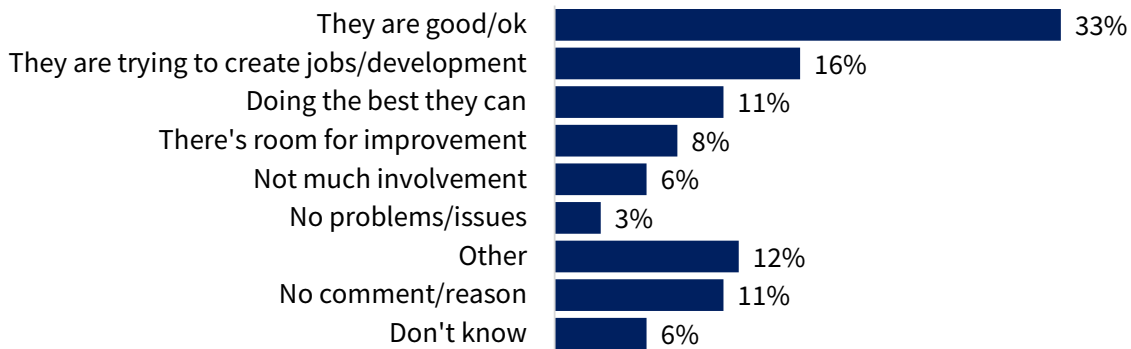
Fifty-two per cent of residents are satisfied with Council’s approach to economic development. Following this, 18% of residents are dissatisfied, while 29% are unsure.

The primary reason for satisfaction is that Council’s approach is good (33%).

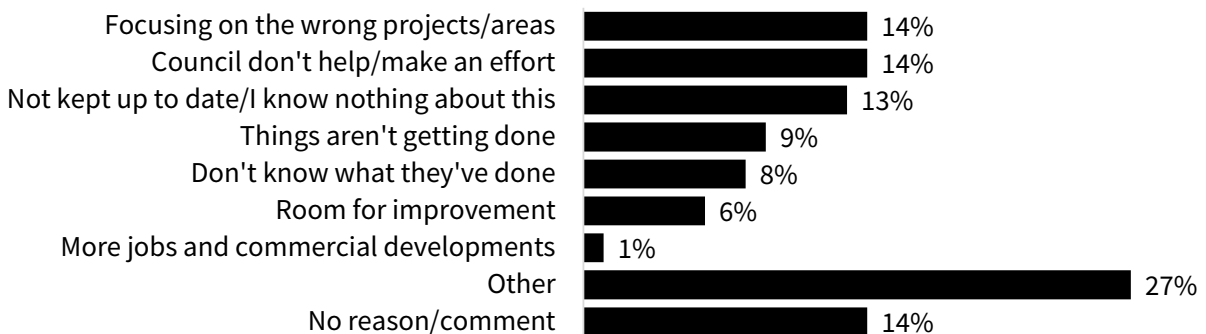
The main reasons for dissatisfaction are that Council is focussing on the wrong projects or areas, and that Council don’t help or make an effort (both 14%).



### Satisfied



### Dissatisfied



Why do you say that? (Satisfied) Base n=305.  
 Why do you say that? (Dissatisfied) Base n=92.



# Road Quality

# Road Quality

## Satisfaction with the quality of roads

Close to half of residents (49%) are somewhat satisfied (21%), satisfied (22%) or very satisfied (6%) with the quality of the roads in the district. A further 49% of residents are somewhat dissatisfied (19%), dissatisfied (16%) or very dissatisfied (14%), while 2% are unsure. There is a significant increase in residents who are very dissatisfied (14% cf. 2019, 10%), and very satisfied (6% cf. 2019, 2%). Concurrently, there is a significant decrease in residents who are somewhat dissatisfied (19% cf. 2019, 26%) or somewhat satisfied (21% cf. 2019, 26%).



## Area Differences (Total Satisfied)

**PLAINS**  
20%

**WAIHI**  
60%

**PAEROA**  
64%

**RURAL**  
44%

**URBAN**  
51%

## Demographic Differences (Total Satisfied)

**16-39**  
41%

**40-49**  
43%

**50-59**  
37%

**60+**  
62%

**FEMALE**  
47%

**MALE**  
49%

Now using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the roads in the Hauraki District, excluding state highways? Base n=550.



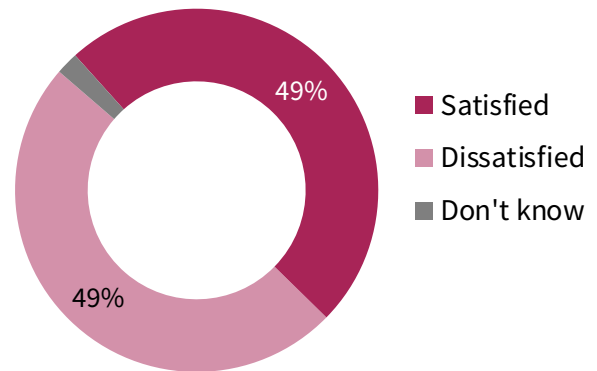
# Road Quality

## Satisfaction with the quality of roads

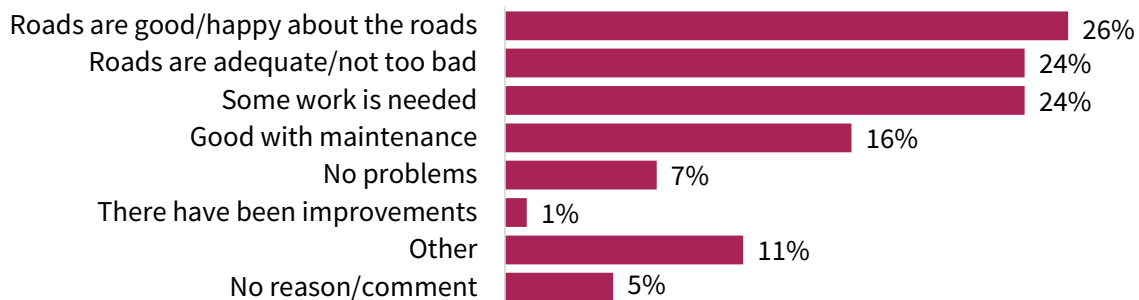
Forty-nine per cent of residents are satisfied with the quality of the roads in the district. A further 49% are dissatisfied, while 2% are unsure.

The primary reason for satisfaction is that the roads are generally good or that residents are happy with them (26%).

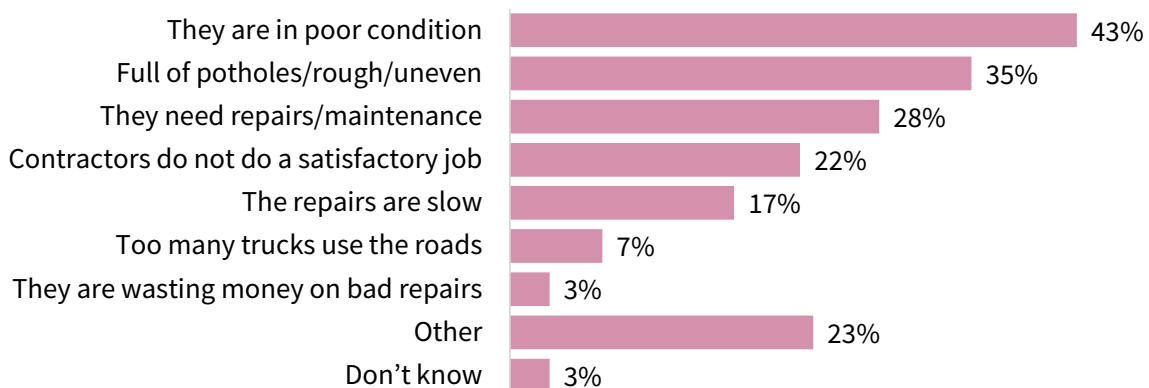
Reasons for dissatisfaction include the roads being in poor condition (43%) or being full of potholes, rough, or uneven (35%).



### Satisfied



### Dissatisfied



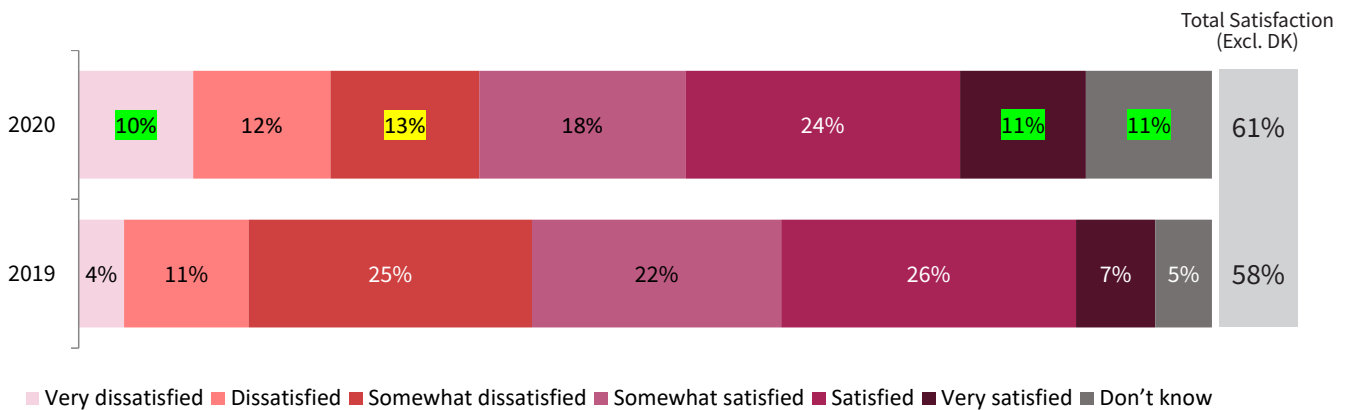
Why is that? (Satisfied) Base n=294.

Why is that? (Dissatisfied) Base n=246.

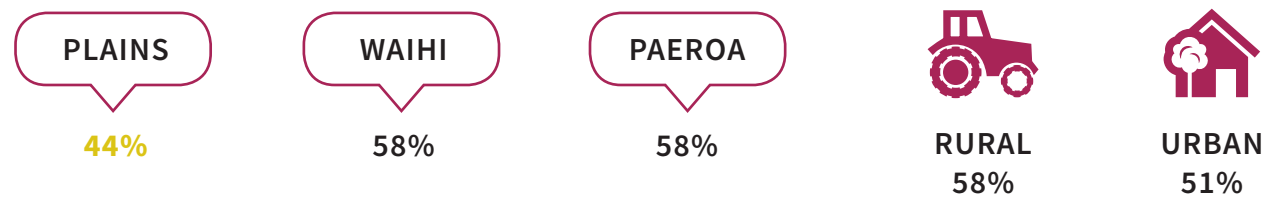
# Footpath Quality

## Satisfaction with the quality of footpaths

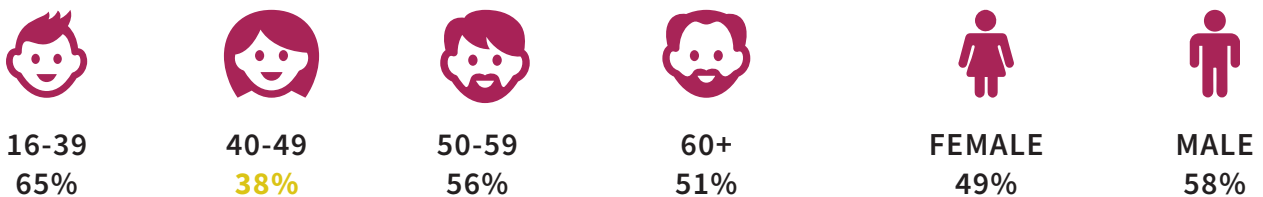
Fifty-three per cent of residents are somewhat satisfied (18%), satisfied (24%) or very satisfied (11%) with the quality of the footpaths in the district. A further 35% of residents are somewhat dissatisfied (13%), dissatisfied (12%) or very dissatisfied (10%), while 11% are unsure. There is a significant increase in residents who are very dissatisfied (10% cf. 2019, 4%), very satisfied (11% cf. 2019, 7%) or unsure (11% cf. 2019, 5%), and a significant decrease in residents who are somewhat dissatisfied (13% cf. 2019, 25%).



## Area Differences (Total satisfied)



## Demographic Differences (Total satisfied)



Again using a scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the footpaths in the Hauraki District? Base n=550.

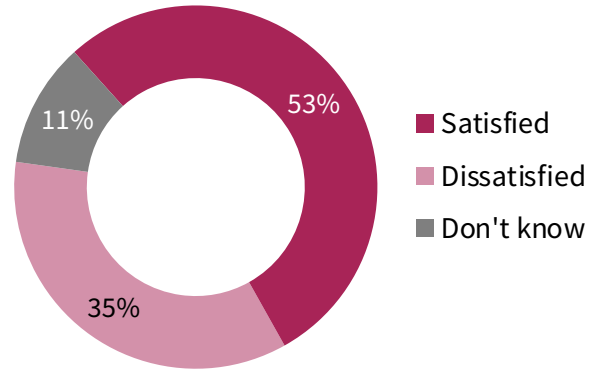
# Footpath Quality

## Satisfaction with the quality of footpaths

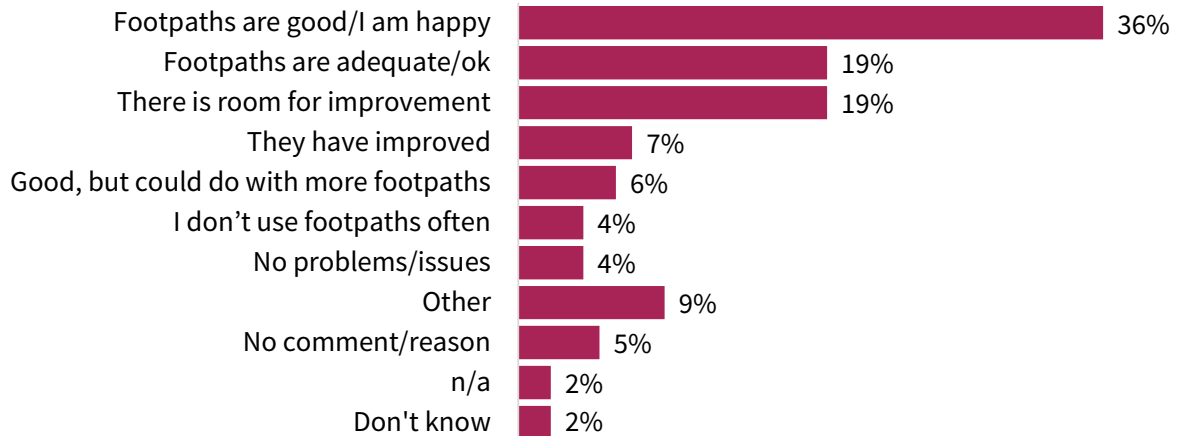
More than half of residents are satisfied with the quality of the footpaths in the district (53%). Following this, 35% are dissatisfied, while 11% are unsure.

The primary reason for satisfaction is that the footpaths are generally good or that residents are happy with them (36%).

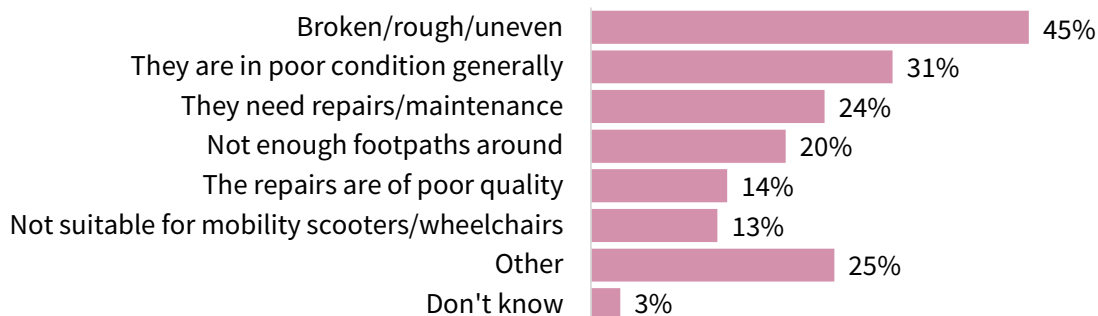
Reasons for dissatisfaction include the footpaths being broken, rough, or uneven (45%).



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=278.

Why is that? (Dissatisfied) Base n=206.

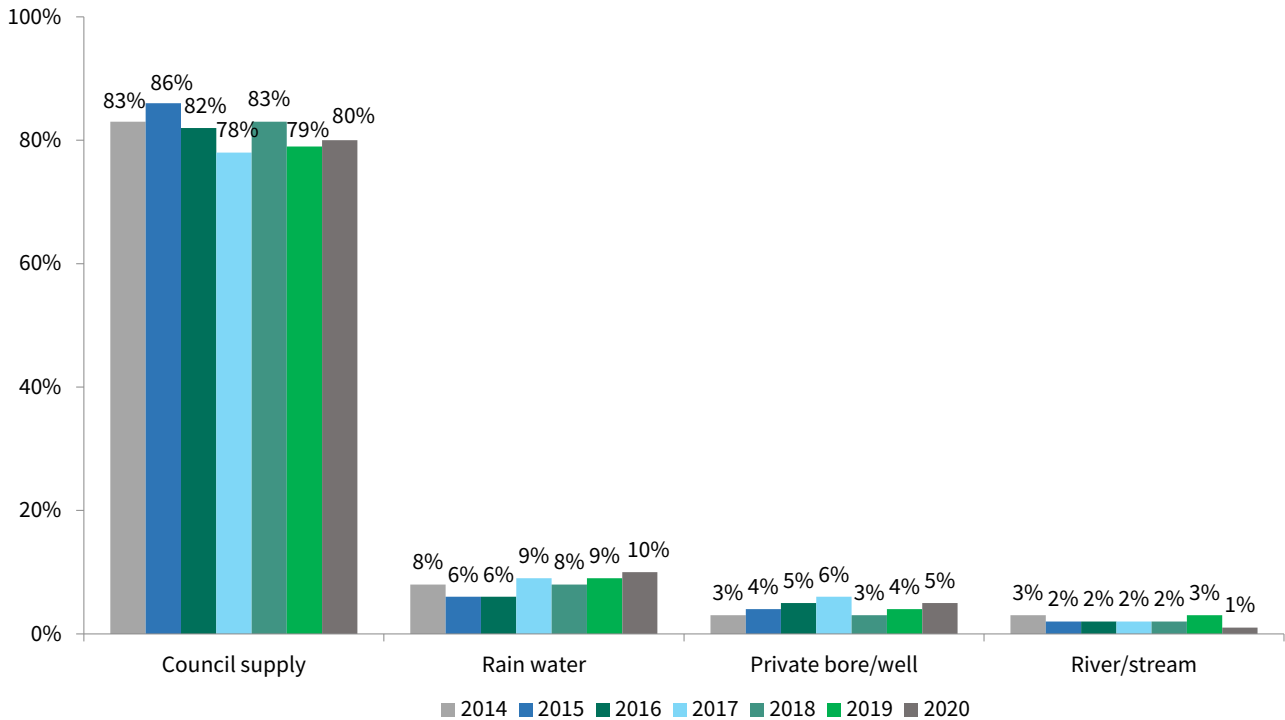


# Water Utilities

# Water Utilities

## Source of household drinking water

The majority of residents source their household drinking water from Council's supply (80%). At a lower level, 10% of residents source rain water, 5% of residents source water from a private bore or well, and 1% of residents source household drinking water from a river or stream. While there has been some movement, these measures remain similar year on year.



### Area Differences (Council Supply)

PLAINS

79%

WAIHI

74%

PAEROA

87%



RURAL  
59%



URBAN  
94%



### Demographic Differences (Council Supply)



16-39  
78%



40-49  
77%



50-59  
84%



60+  
81%



FEMALE  
83%



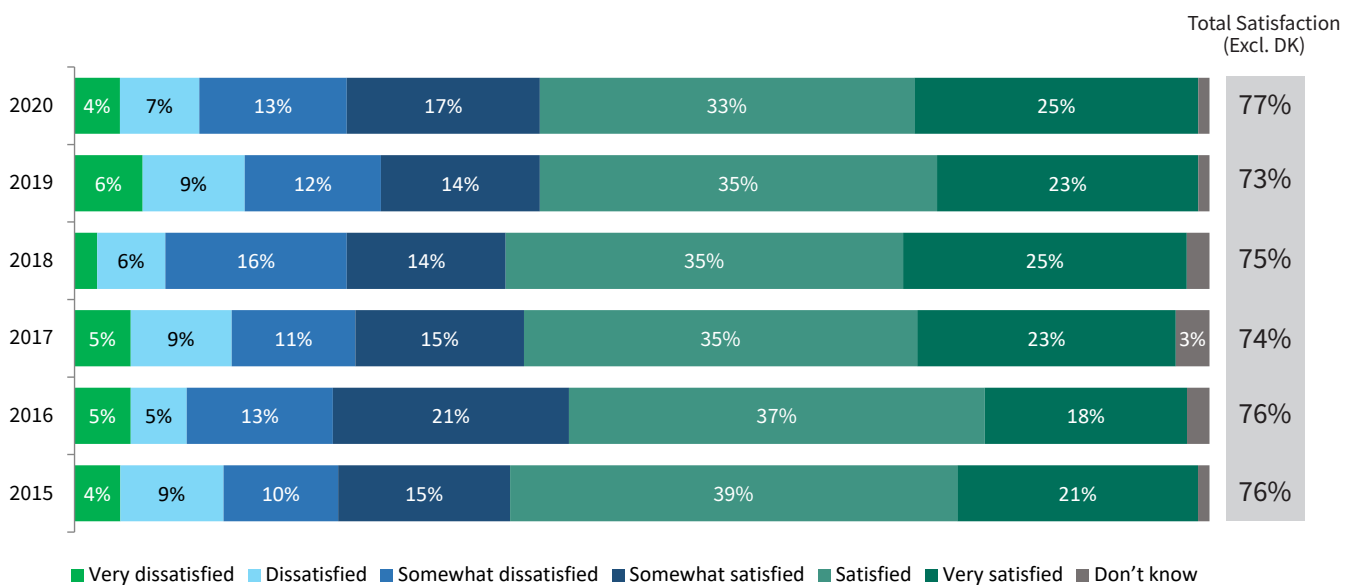
MALE  
77%

Where does your household get its drinking water from? Base n=550.

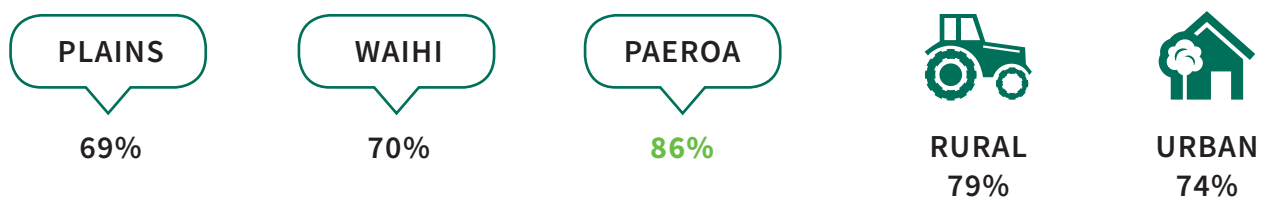
# Water Utilities

## Satisfaction with the water quality

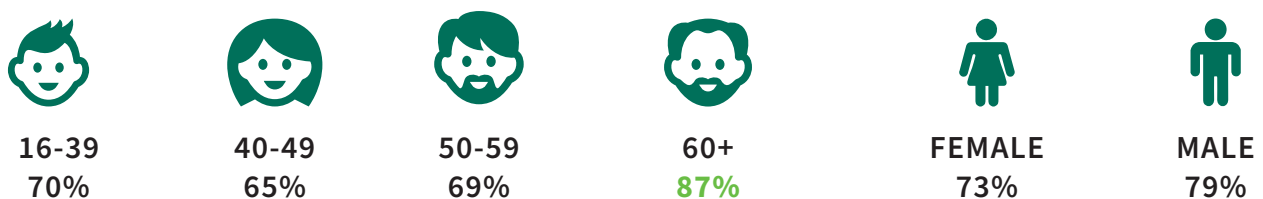
Of those residents who source their household drinking water from a Council supply, 75% are somewhat satisfied (17%), satisfied (33%) or very satisfied (25%) with the water quality. A further 24% are somewhat dissatisfied (13%), dissatisfied (7%) or very dissatisfied (4%), while 1% of residents are unsure. While not statistically significant, there is an increase in those who are somewhat satisfied (17% cf. 2019, 14%) and very satisfied (25% cf. 2019, 23%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied are you with the water quality from Hauraki District Council? Base n=448.

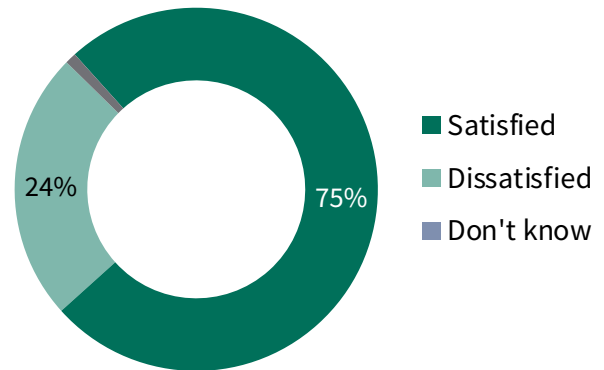
# Water Utilities

## Satisfaction with the water quality

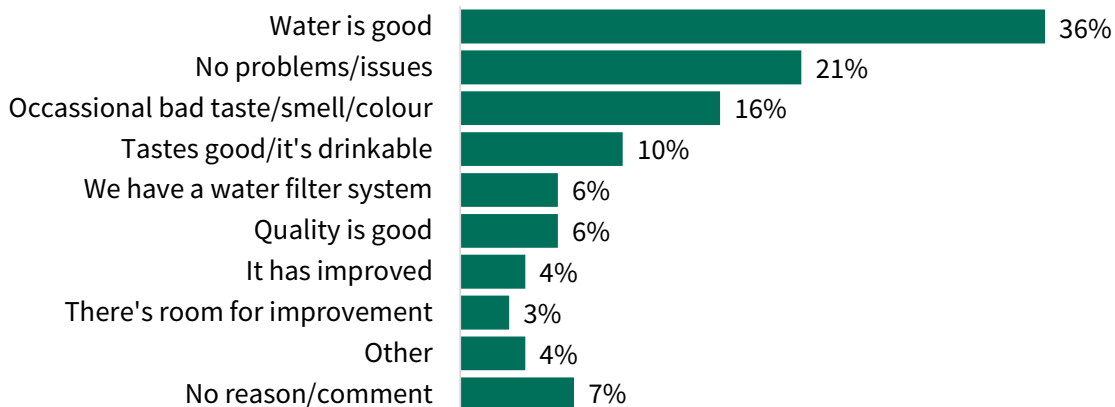
Three-quarters of residents are satisfied with the water quality from Council (75%). Following this, 24% of residents are dissatisfied, while 1% are unsure.

The primary reasons for satisfaction with the quality of water is that the water is good (36%), or that there are no problems or issues with the water (21%).

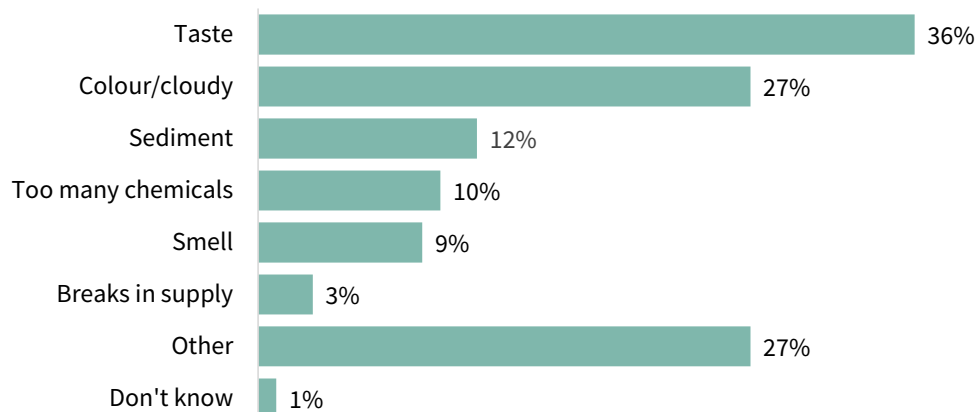
The main reason for dissatisfaction is the taste of the water (36%).



### Satisfied



### Dissatisfied



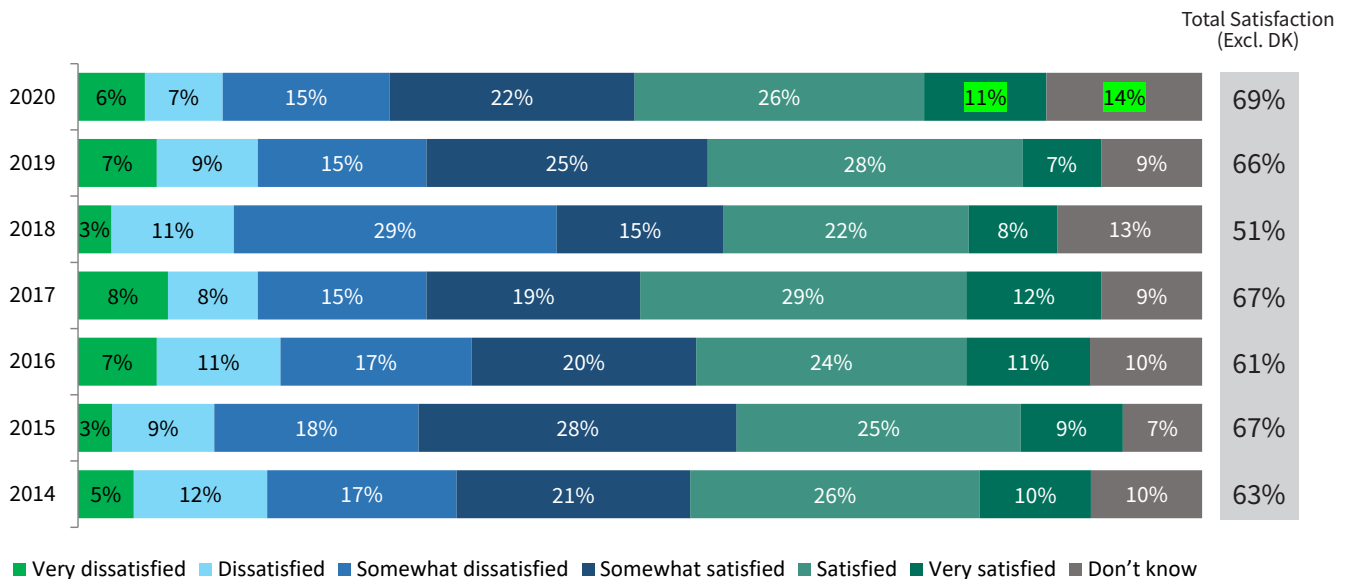
Why is that? (Satisfied) Base n=356.

Why is that? (Dissatisfied) Base n=87.

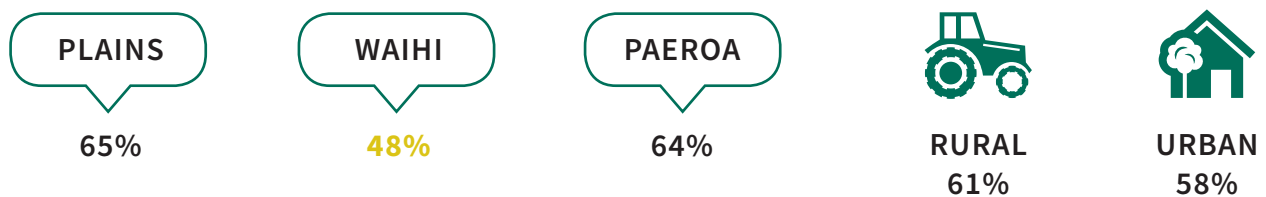
# Water Utilities

## Satisfaction with the cost of water

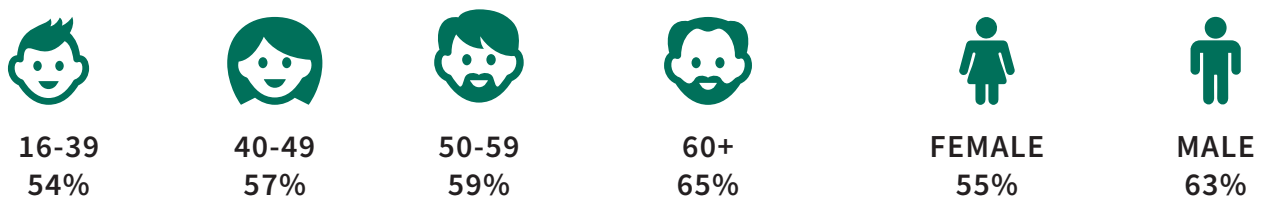
Fifty-nine per cent of residents are somewhat satisfied (22%), satisfied (26%) or very satisfied (11%) with the cost of water supplied by Council. A further 28% are somewhat dissatisfied (15%), dissatisfied (7%) or very dissatisfied (6%), while 14% are unsure. There is a significant increase in those who are very satisfied (11% cf. 2019, 7%) or unsure (14% cf. 2019, 9%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



And, using the same scale of 1 to 6, how satisfied are you with the cost of water supplied to you by Council? Base n=448.



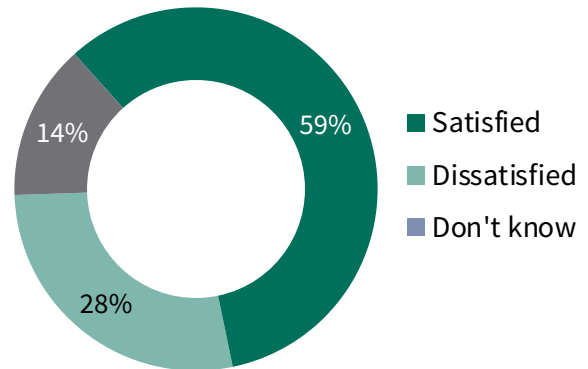
# Water Utilities

## Satisfaction with the cost of water

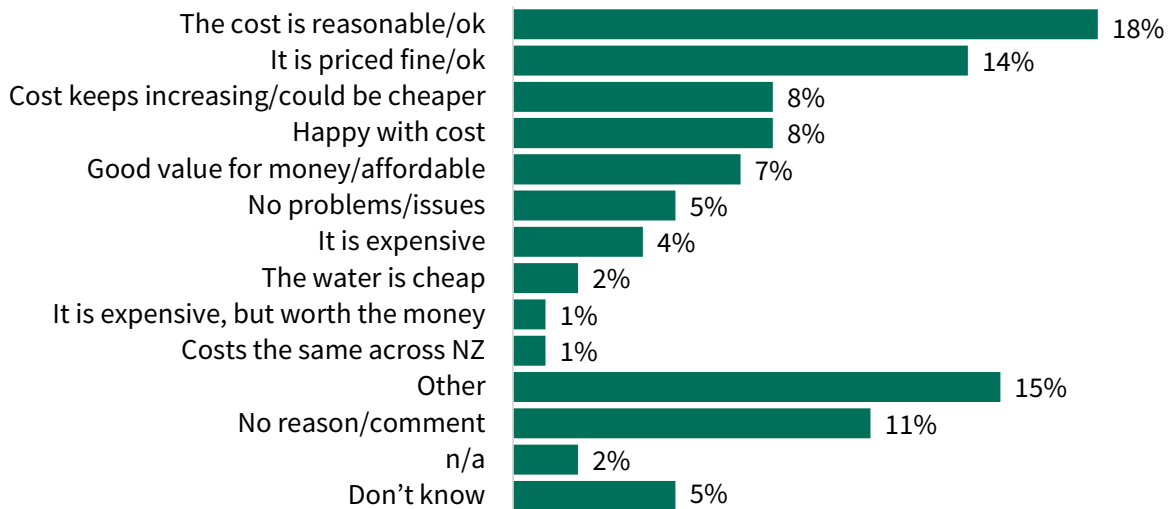
Fifty-nine per cent of residents are satisfied with the cost of water supplied from Council. Following this, 28% of residents are dissatisfied, while 14% are unsure.

The leading reasons for satisfaction with the cost of water is that the cost is reasonable (18%), or that it is priced fine (14%).

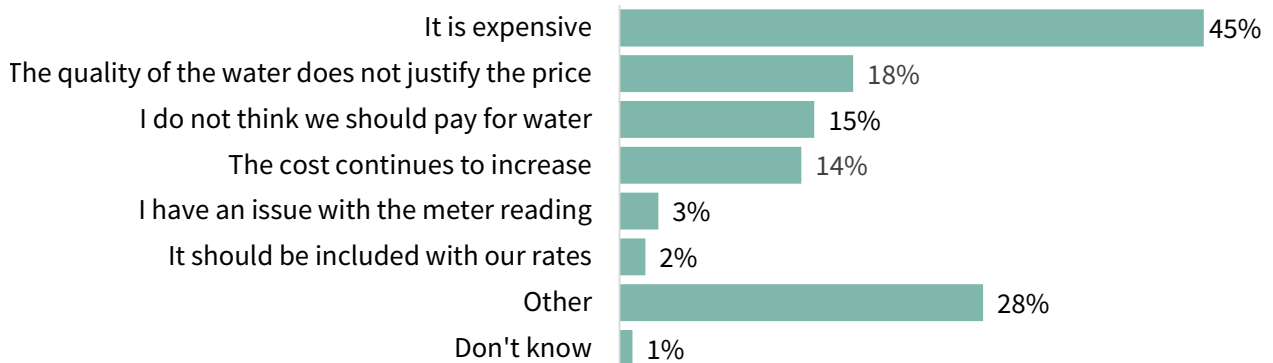
Regarding dissatisfaction, 45% of residents mention the cost of water being expensive.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=274.

Why is that? (Dissatisfied) Base n=120.

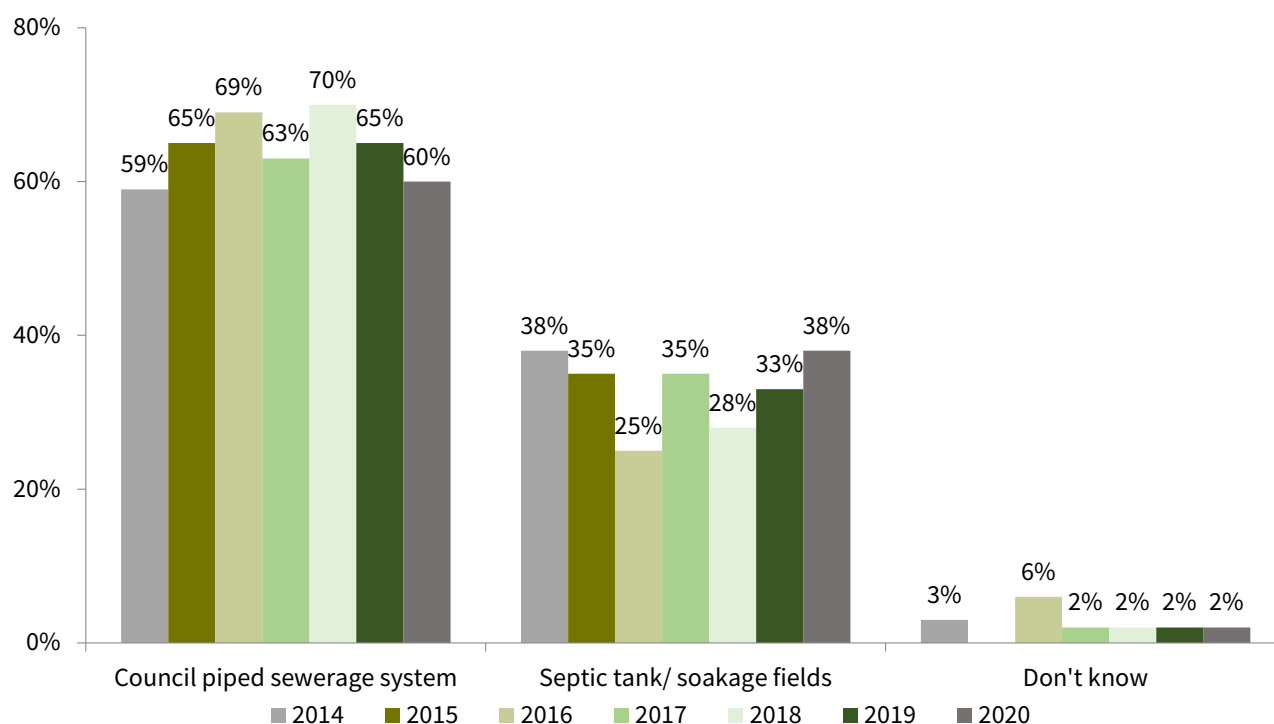


# Council Services

# Wastewater Services

## Household disposal of sewage

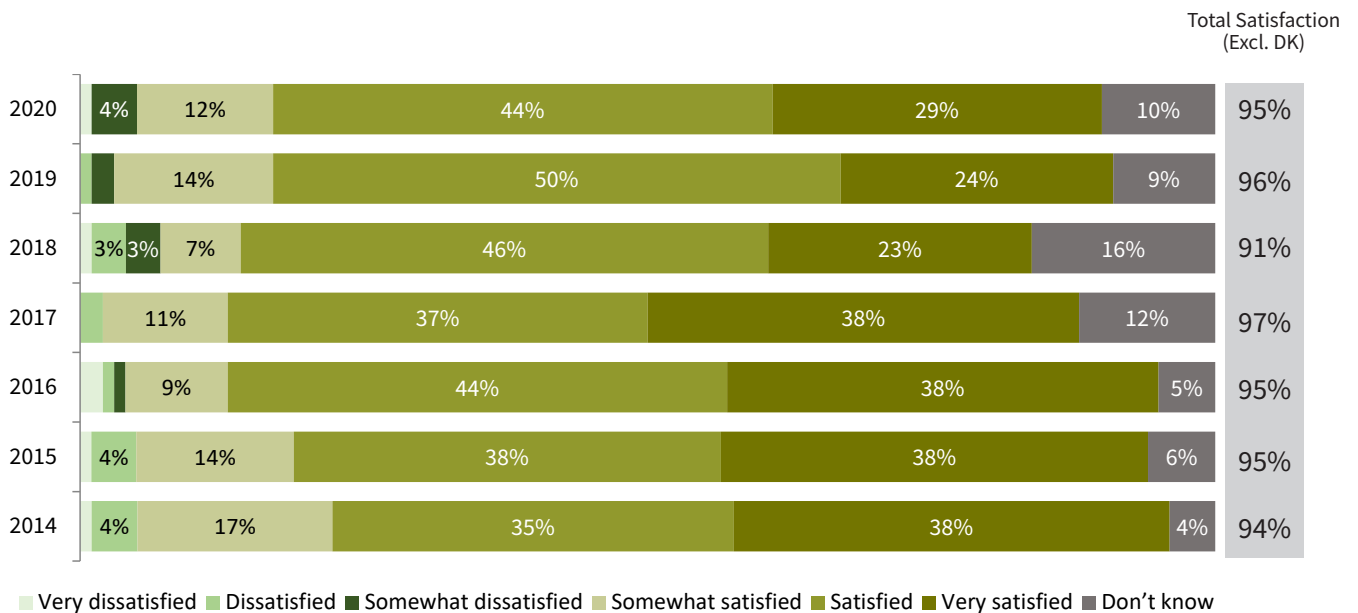
Sixty per cent of residents use a Council piped sewerage system for household disposal of sewerage while 38% use a septic tank or soakage fields, and 2% are unsure. While not statistically significant, there is a 5% decrease in residents using a Council piped sewerage system and a 5% increase in residents using a septic tank or soakage fields compared to last year.



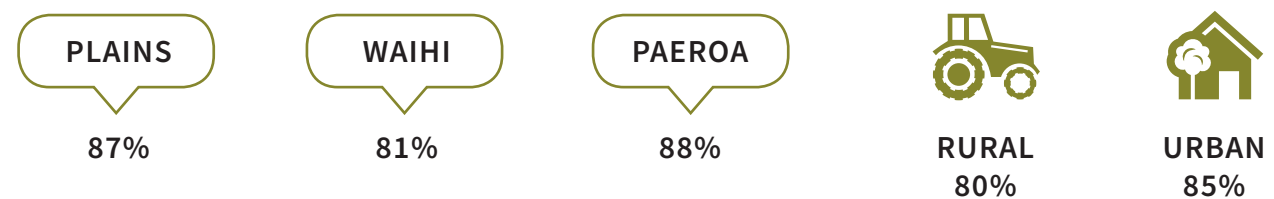
# Wastewater Services

## Satisfaction with quality of wastewater services

Eighty-five per cent of residents are somewhat satisfied (12%), satisfied (44%) or very satisfied (29%) with the quality of wastewater services, while 5% are somewhat dissatisfied (4%) or very dissatisfied (1%), and 10% are unsure. While not statistically significant, there is a 5% increase in residents who are very satisfied with the quality of the services this year (29% cf. 2019, 24%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the wastewater services by Council?  
Base n=358.

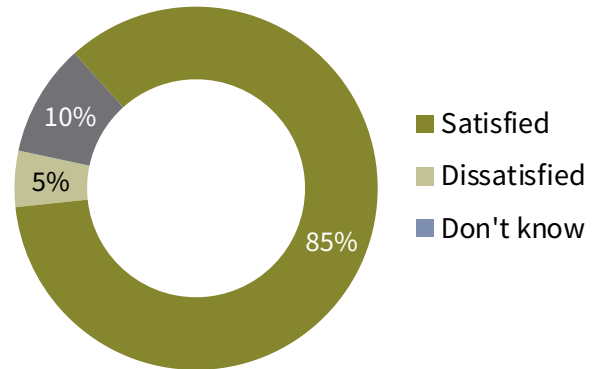
# Wastewater Services

## Satisfaction with quality of wastewater services

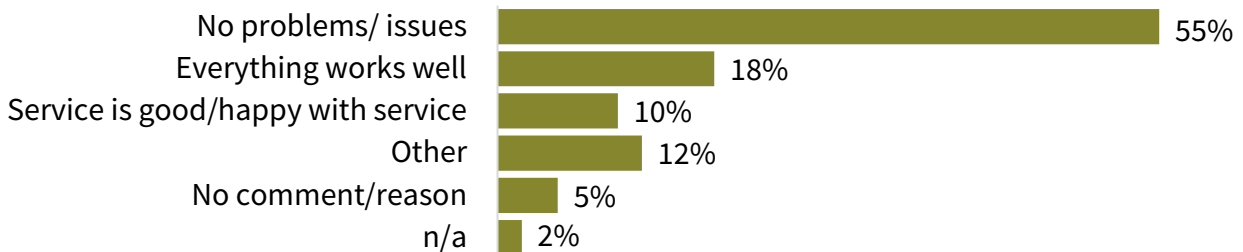
The majority of residents are satisfied with the quality of wastewater services (85%). A further 5% are dissatisfied, while 10% are unsure.

The primary reasons for satisfaction with the wastewater services is that there are no problems or issues (55%), and that everything works well (18%).

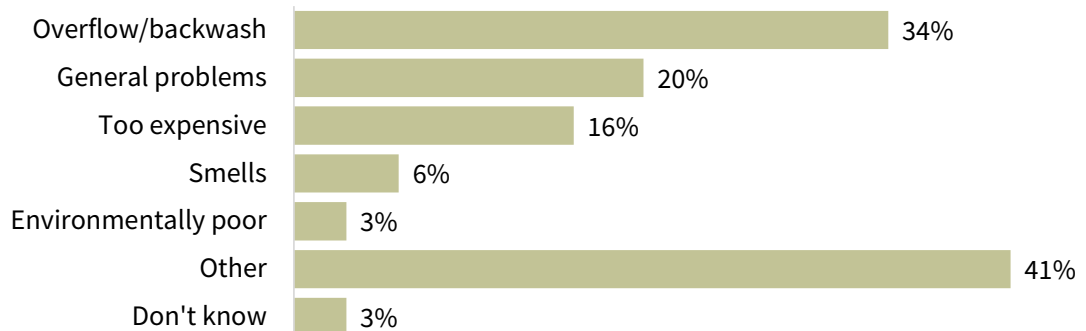
Regarding dissatisfaction, 34% of residents mention overflow or backwash.



### Satisfied



### Dissatisfied



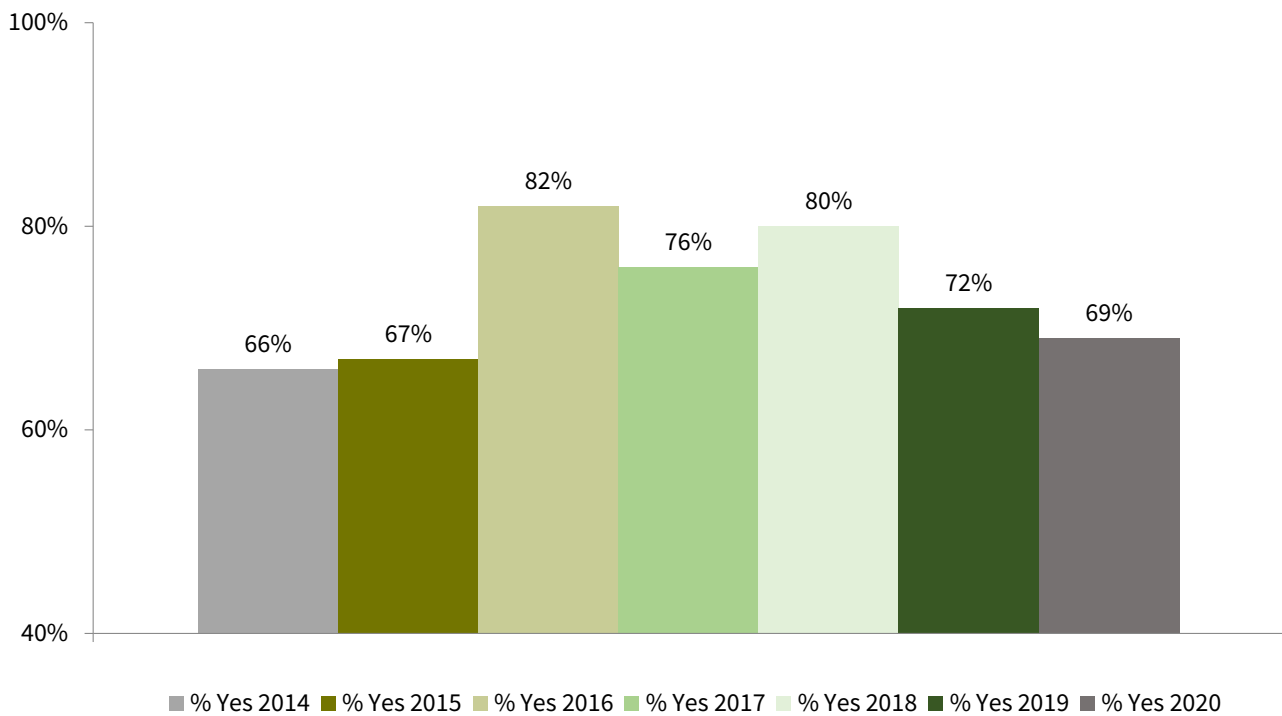
Why is that? (Satisfied) Base n=307.

Why is that? (Dissatisfied) Base n=17.

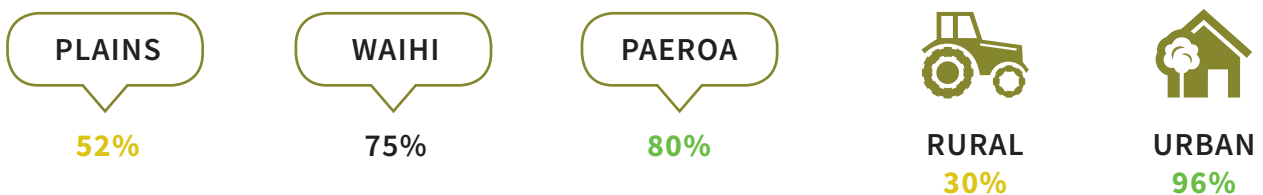
# Kerbside Collection

## Use of Council's kerbside refuse collection service

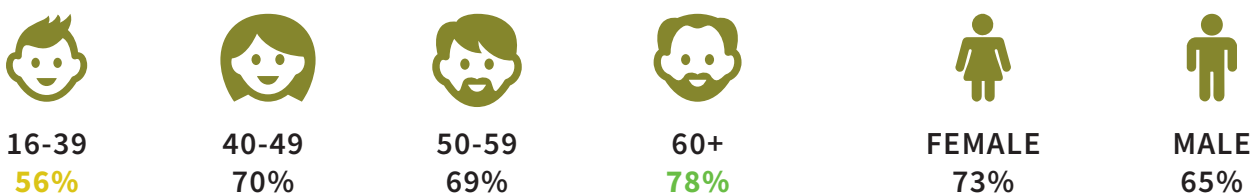
More than two-thirds of residents use Council's kerbside refuse collection service (69%). This is a 3% decrease compared with last year, and continues a downward trend seen since 2017.



### Area Differences (User)



### Demographic Differences (User)

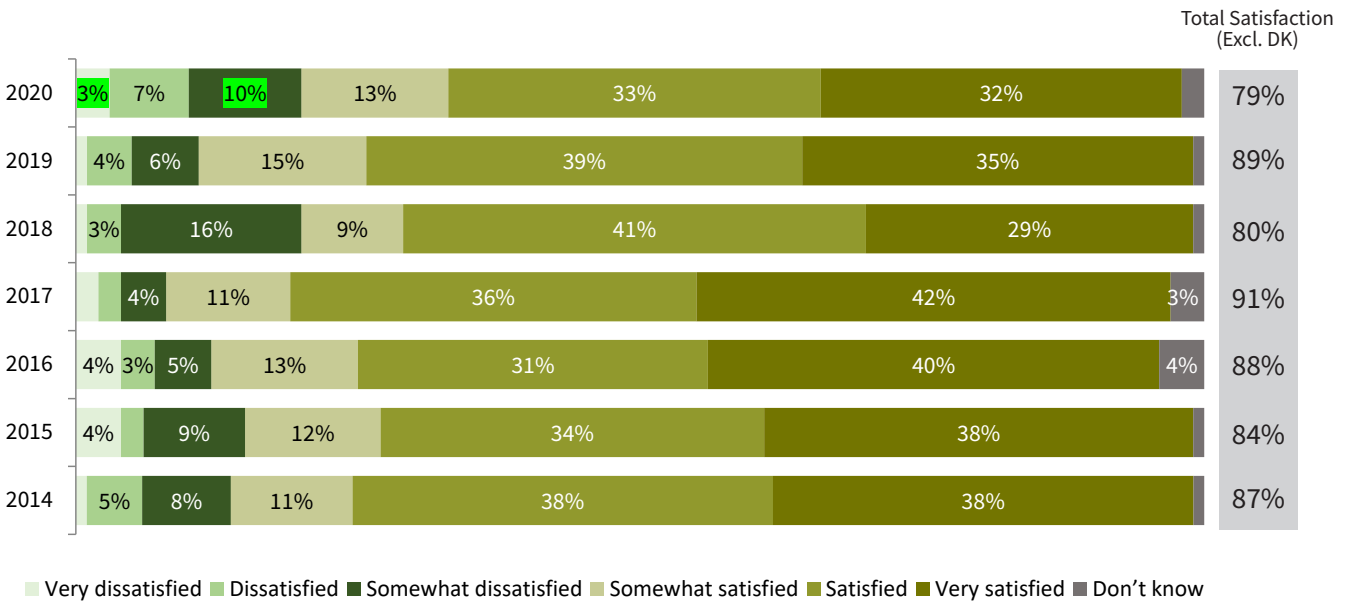


Do you use Council's kerbside refuse collection service? Base n=550.

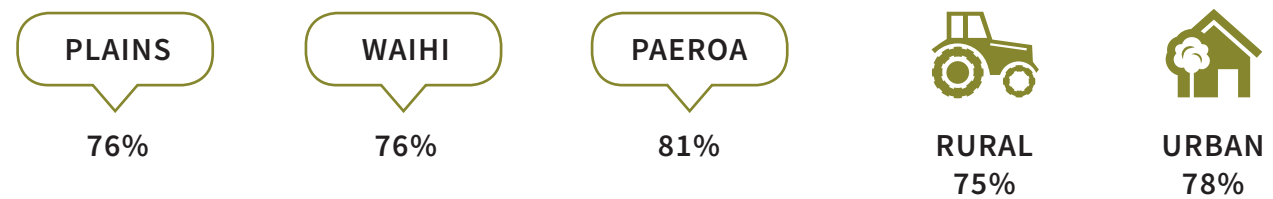
# Kerbside Collection

## Satisfaction with Council’s kerbside refuse collection service

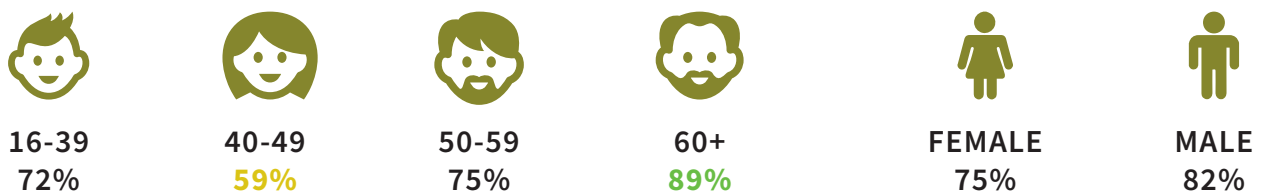
Seventy-eight per cent of residents are somewhat satisfied (13%), satisfied (33%) or very satisfied (32%) with Council’s kerbside refuse collection service. A further 20% are somewhat dissatisfied (10%), dissatisfied (7%) or very dissatisfied (3%), while 2% are unsure. This year there is a significant increase in residents who are very dissatisfied (3% cf. 2019, 1%), or somewhat dissatisfied (10% cf. 2019, 6%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council’s kerbside refuse collection service? Base n=410.

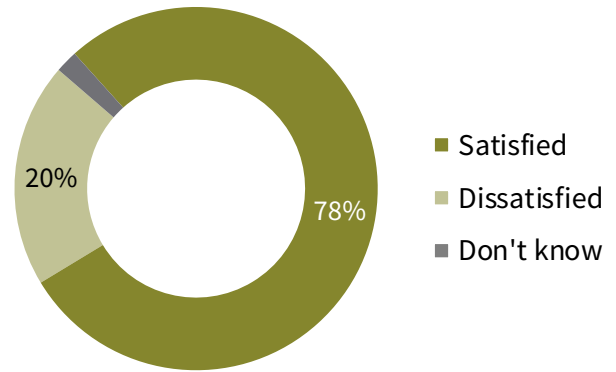
# Kerbside Collection

## Satisfaction with Council’s kerbside refuse collection service

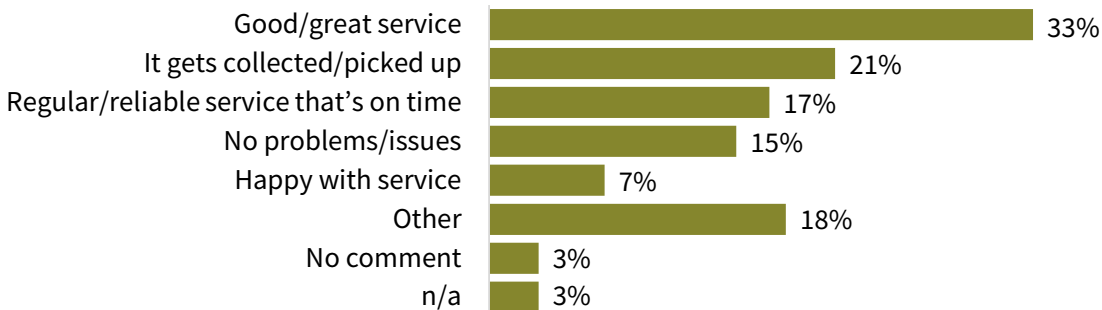
More than three-quarters of residents are satisfied with Council’s kerbside refuse collection service (78%). Following this, 20% of residents are dissatisfied, while 2% are unsure.

The leading reason for satisfaction with the refuse collection service is that it is a good or great service (33%).

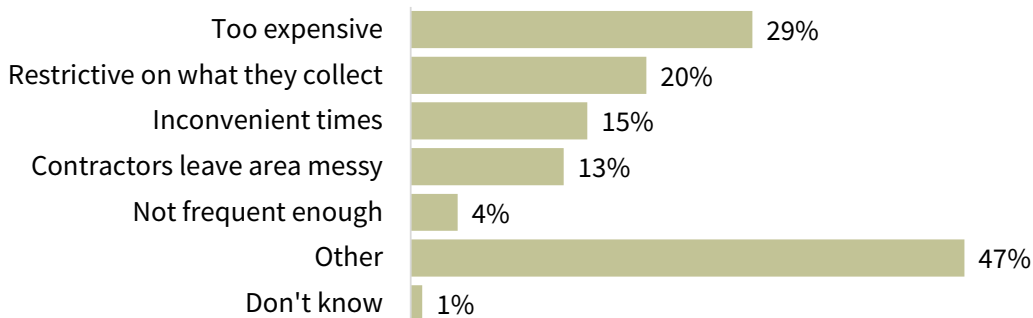
Reasons for dissatisfaction include the service being too expensive (29%).



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=338.

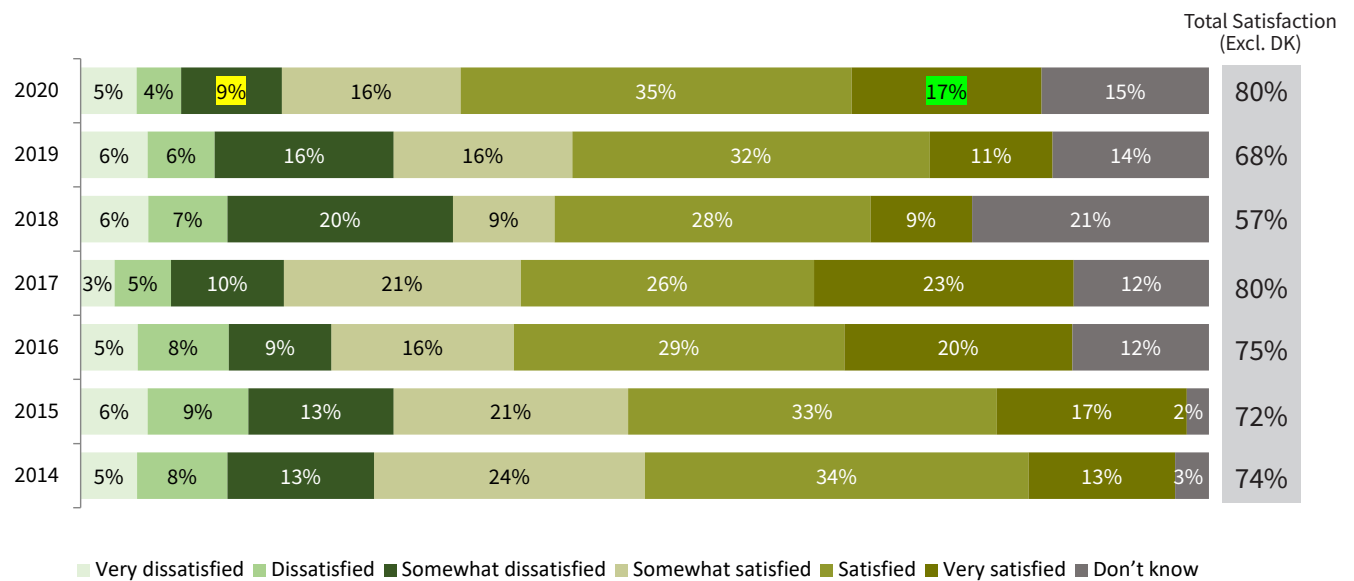
Why is that? (Dissatisfied) Base n=66.



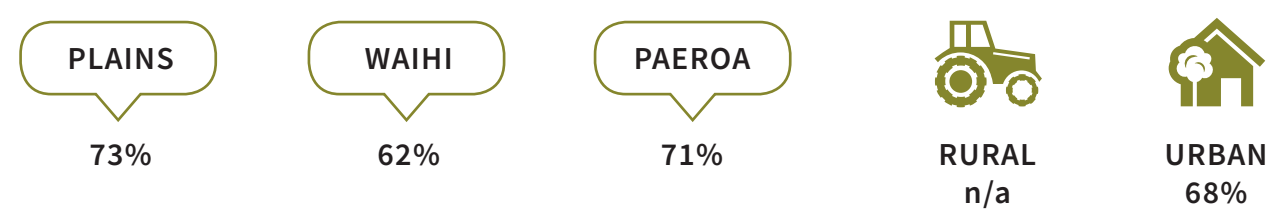
# Stormwater Services

## Satisfaction with stormwater services

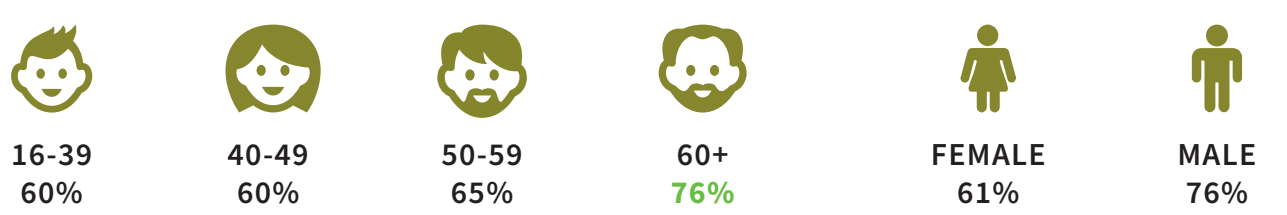
More than two-thirds of urban residents (68%) are somewhat satisfied (16%), satisfied (35%) or very satisfied (17%) with the stormwater services provided by Council. A further 18% are somewhat dissatisfied (9%), dissatisfied (4%), or very dissatisfied (5%), and 15% are unsure. There is a significant decrease in urban residents who are somewhat dissatisfied (9% cf. 2019, 16%), and a significant increase in those who are very satisfied (17% cf. 2019, 11%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



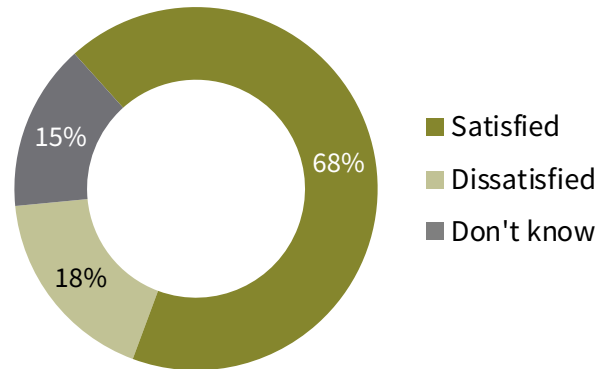
# Stormwater Services

## Satisfaction with stormwater services

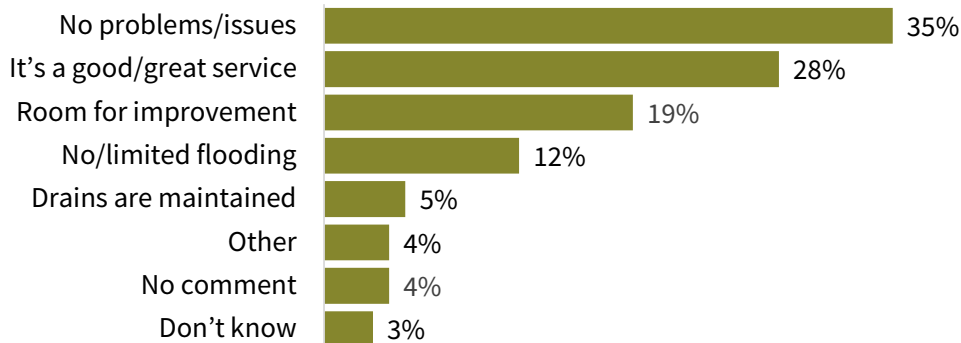
Sixty-eight per cent of urban residents are satisfied with the stormwater services provided by Council. Following this, 18% of residents are dissatisfied, while 15% are unsure.

The primary reasons for satisfaction with the stormwater services are that there are no problems or issues (35%), and that it is a good or great service (28%).

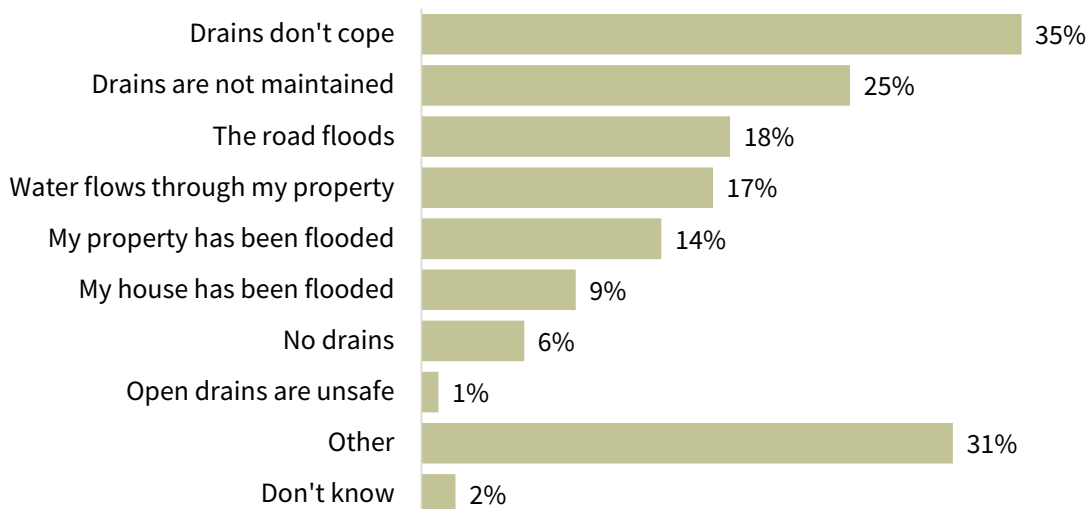
Regarding dissatisfaction, 35% of residents mention the drains don't cope.



### Satisfied



### Dissatisfied



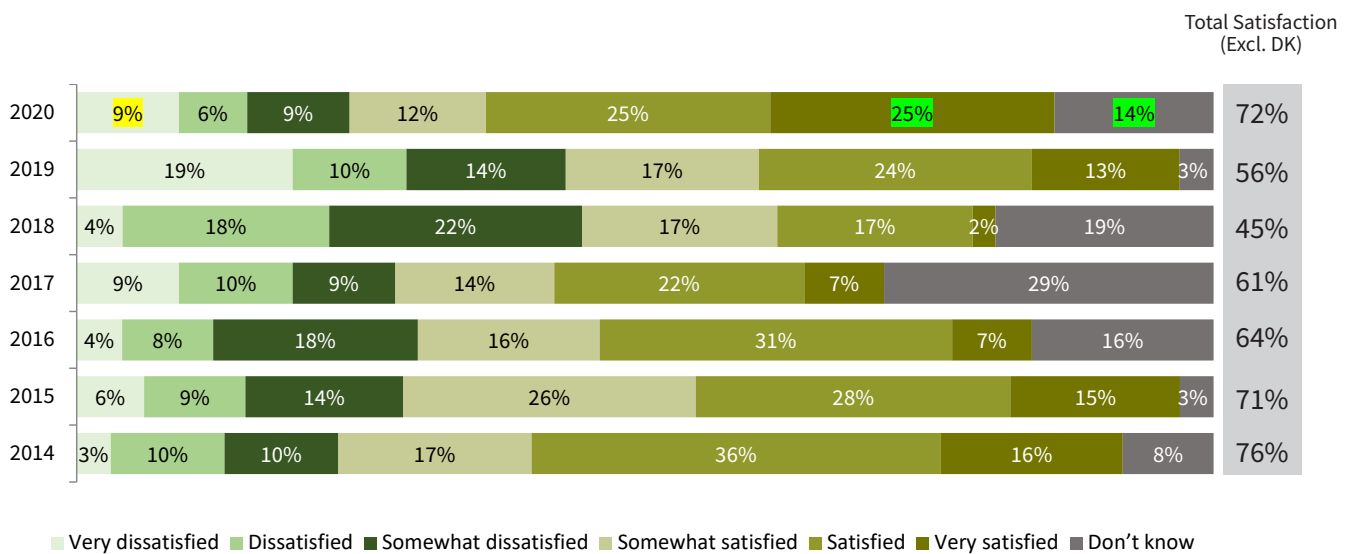
Why is that? (Satisfied) Base n=235.

Why is that? (Dissatisfied) Base n=58.

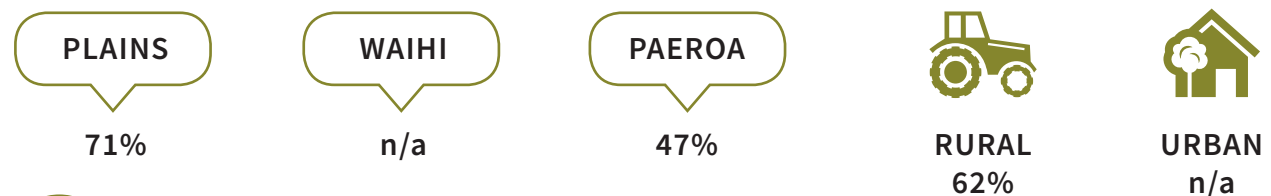
# Land Drainage & Flood Protection

## Satisfaction with land drainage and flood protection services

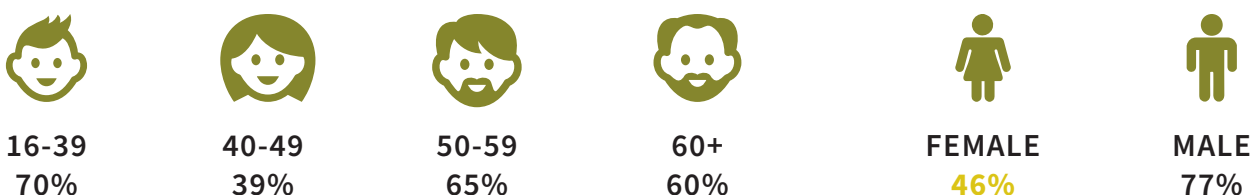
Sixty-two per cent of those who receive land drainage services are somewhat satisfied (12%), satisfied (25%) or very satisfied (25%) with these services. A further 24% of residents are somewhat dissatisfied (9%), dissatisfied (6%) or very dissatisfied (9%), while 14% are unsure. There is a significant decrease in residents who are very dissatisfied (9% cf. 2019, 19%), and a significant increase in those who are very satisfied (25% cf. 2019, 13%) or unsure (14% cf. 2019, 3%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the land drainage services in your area? Base n=132.

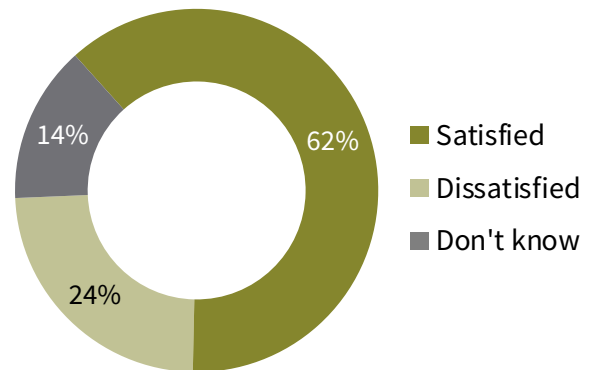
# Land Drainage & Flood Protection

## Satisfaction with land drainage and flood protection services

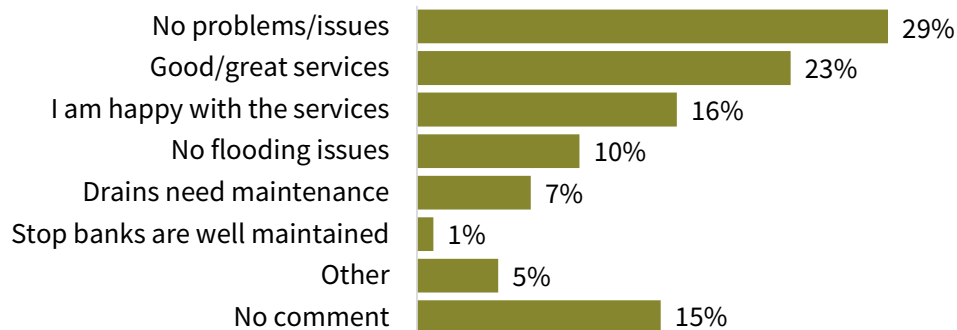
Sixty-two per cent of rural residents are satisfied with the land drainage services. Following this, 24% of residents are dissatisfied, while 14% are unsure.

The primary reason for satisfaction with these services is that there are no problems or issues (29%).

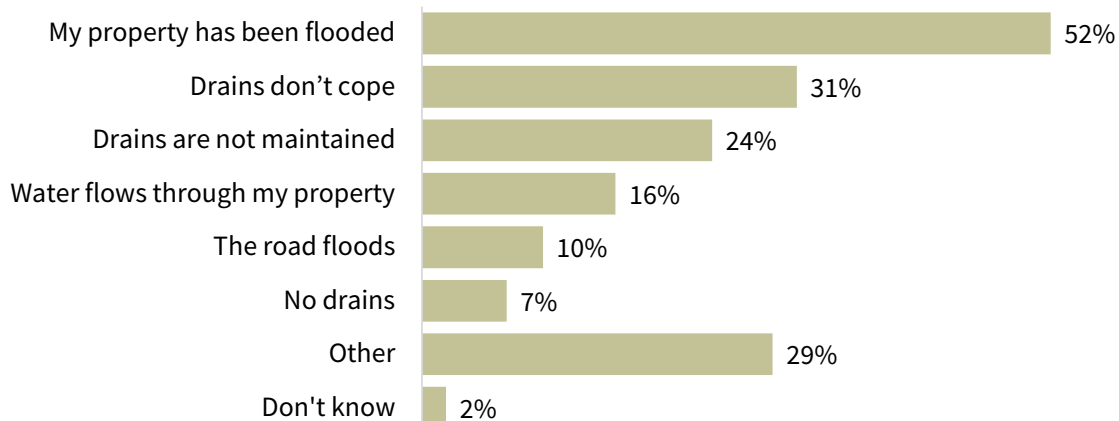
Of those who gave a dissatisfied rating, more than half mention that their property has been flooded (52%).



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=76.

Why is that? (Dissatisfied) Base n=38.

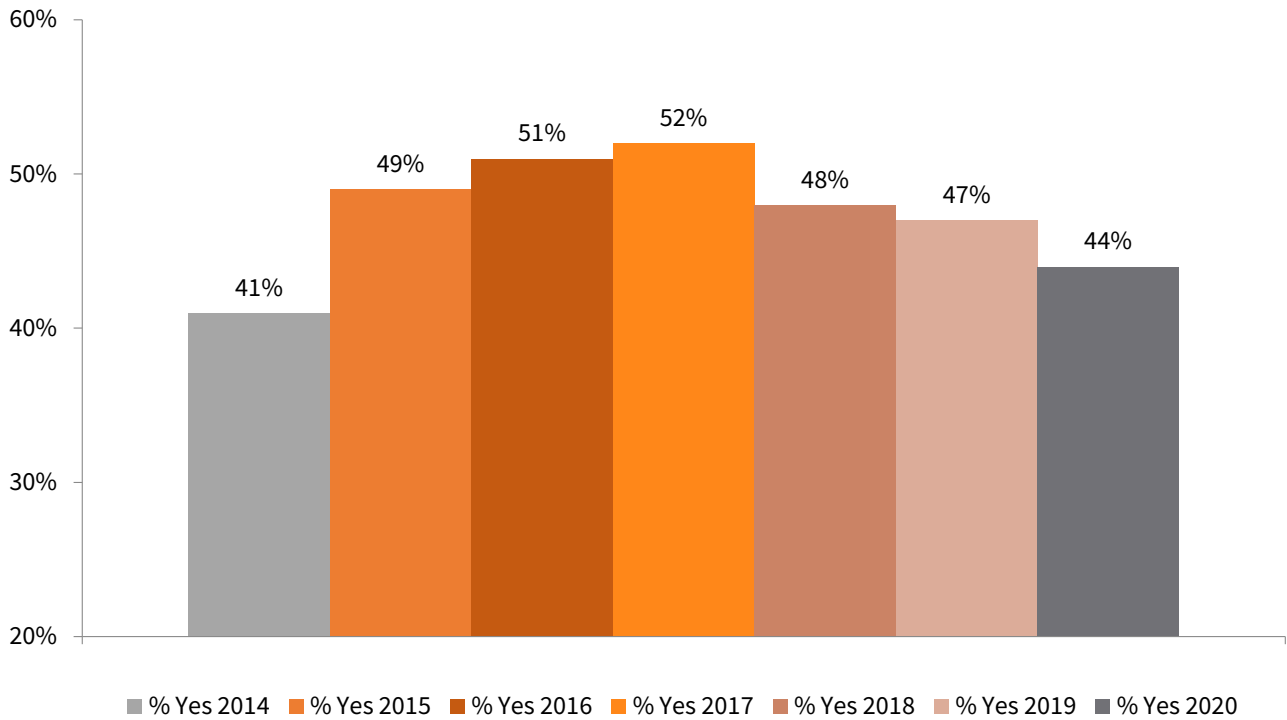


# Community Facilities

# District Libraries

## Visitation of a district library

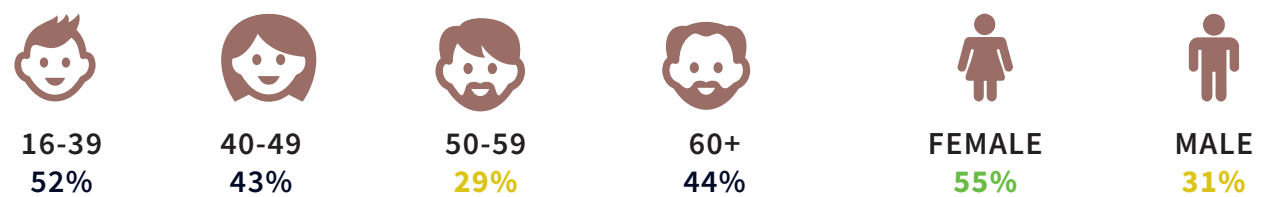
Forty-four per cent of residents have visited a district library in the past 12 months. This is a 3% decrease compared with last year (cf. 2019, 47%), and continues a downward trend of visitation seen since 2017.



## Area Differences (Visitor)



## Demographic Differences (Visitor)

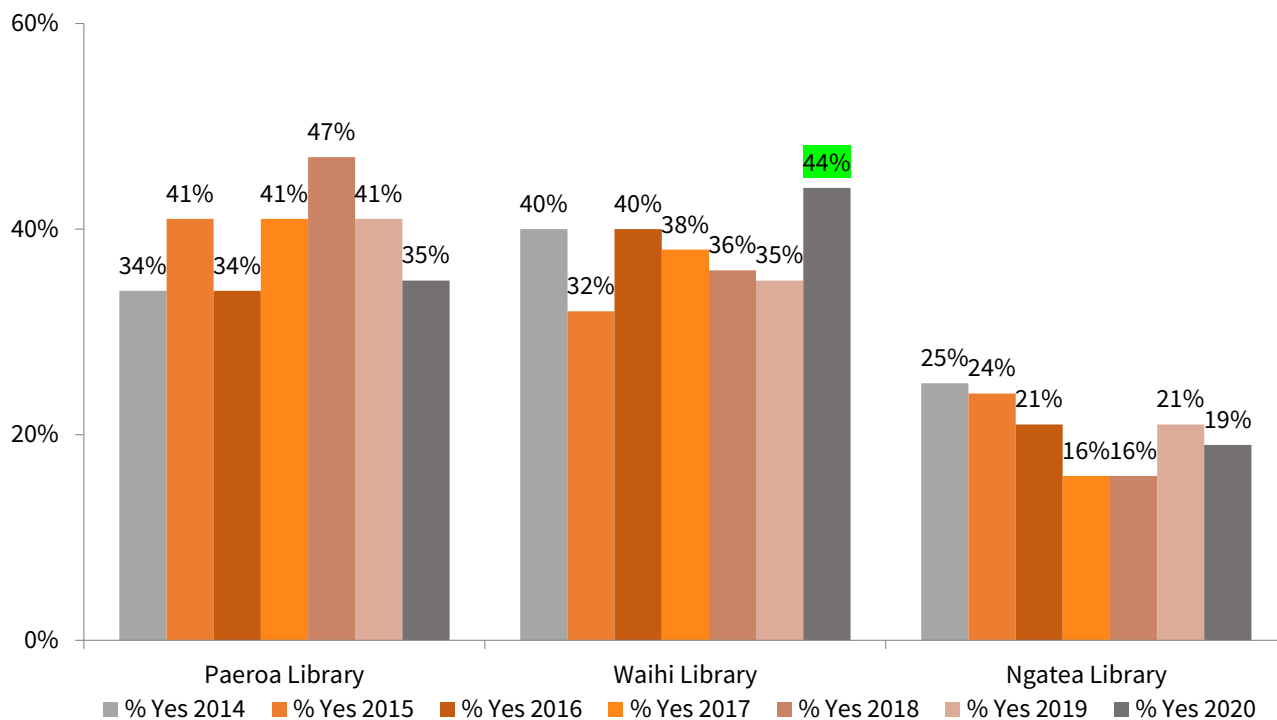


In the past 12 months, have you visited a library in the Hauraki district? Base n=550.

# District Libraries

## Libraries mainly visited

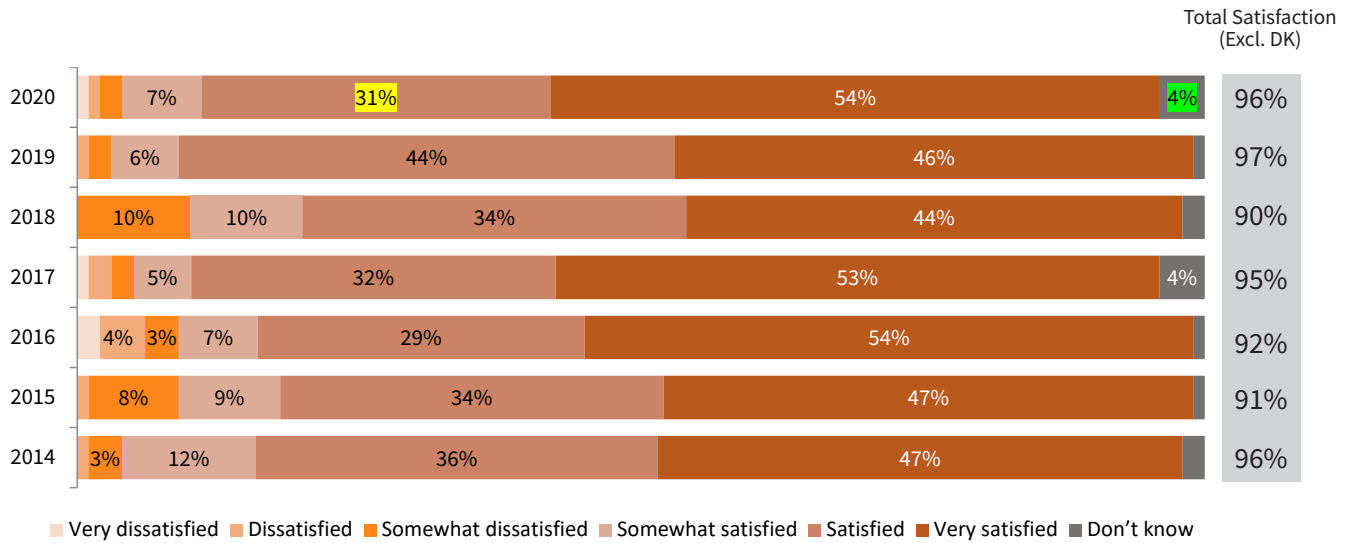
Forty-four per cent of library visitors indicate that they mainly visit the Waihi Library, a significant increase compared with last year (cf. 2019, 35%). Following this, 35% of library visitors mainly visit the Paeroa Library, and 19% of library visitors mainly visit the Ngatea Library.



# District Libraries

## Satisfaction with library services

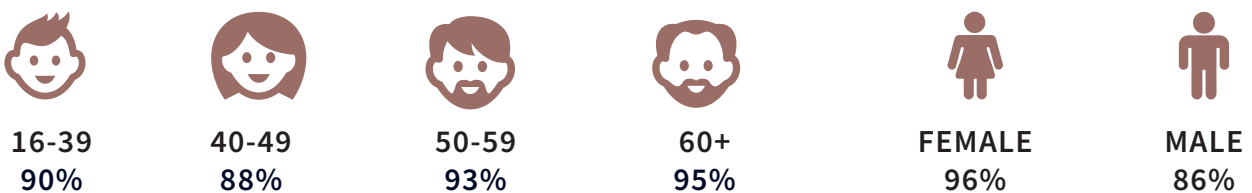
Ninety-two per cent of residents who visited a library are somewhat satisfied (7%), satisfied (31%) or very satisfied (54%) with the library services in the district. Four per cent of residents are somewhat dissatisfied (2%), dissatisfied (1%) or very dissatisfied (1%), while a further 4% are unsure. This year there is a significant decrease in residents who are satisfied (31% cf. 2019, 44%), and a significant increase in residents who are unsure (4% cf. 2019, 1%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the library services in the district? Base n=249.



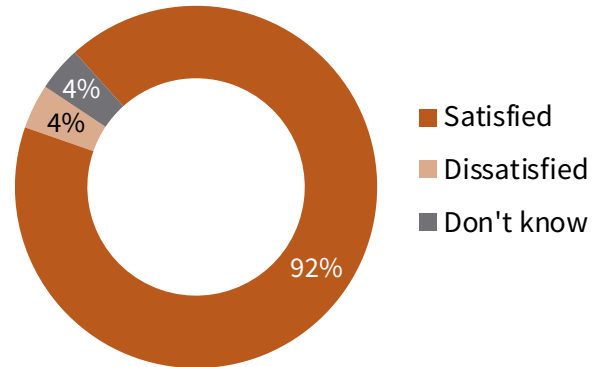
# District Libraries

## Satisfaction with library services

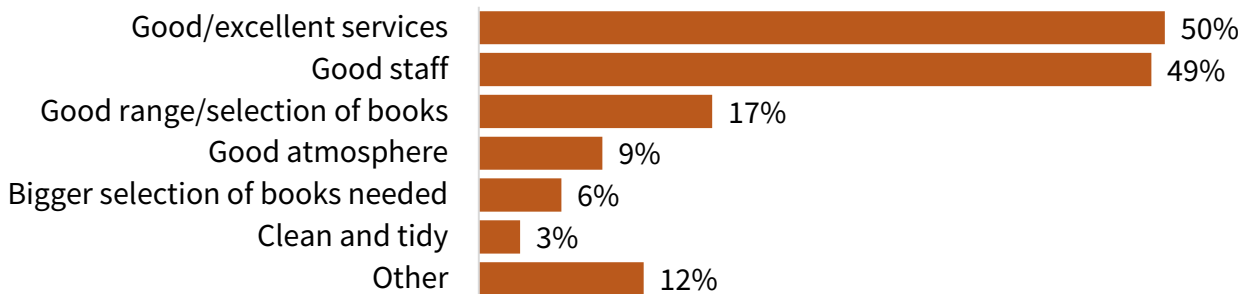
The majority of library visitors are satisfied with the library services in the district (92%). At a lower level, 4% of residents are dissatisfied, and 4% are unsure.

The primary reasons for satisfaction with the libraries are that they have good or excellent services (50%), or that they have good staff (49%).

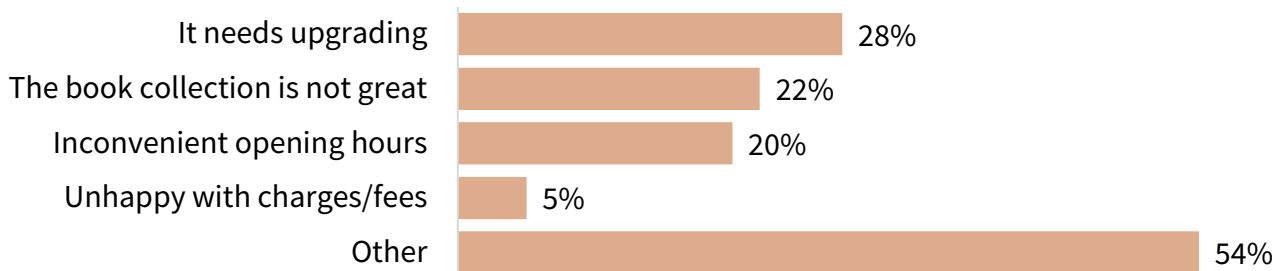
Reasons for dissatisfaction include the facilities needing upgrading (28%).



### Satisfied



### Dissatisfied



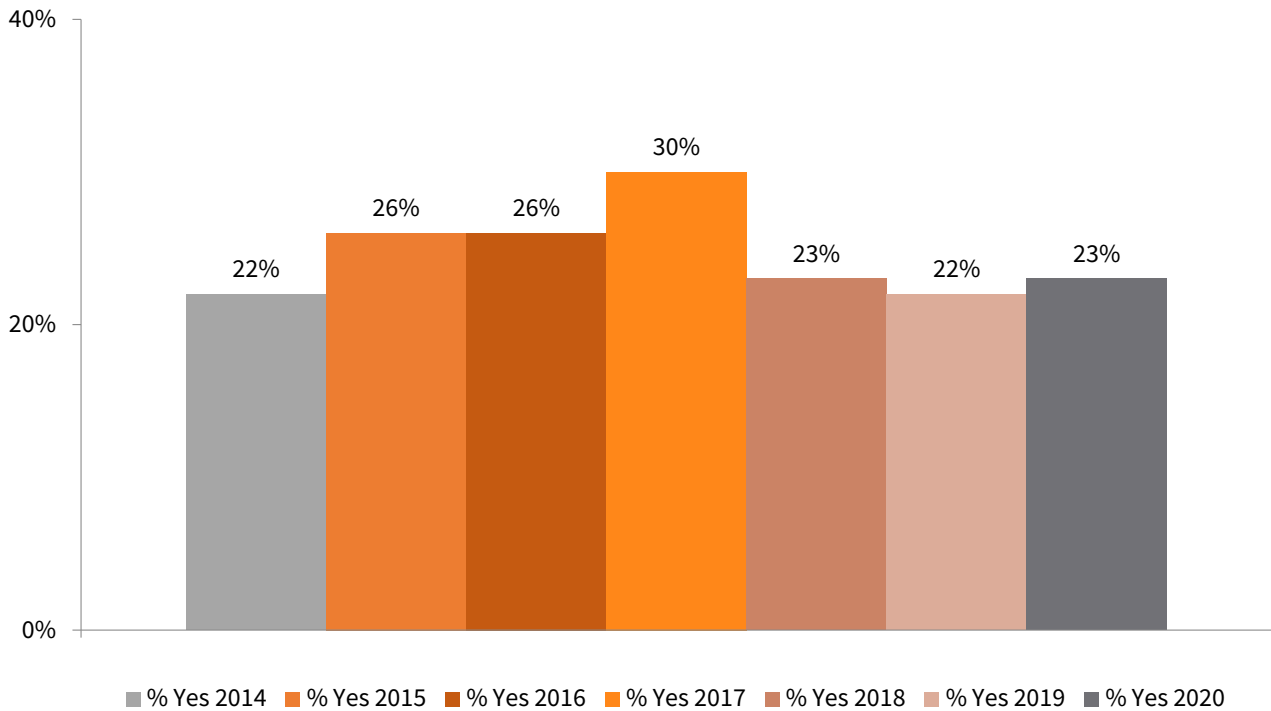
Why is that? (Satisfied) Base n=236.

Why is that? (Dissatisfied) Base n=11.

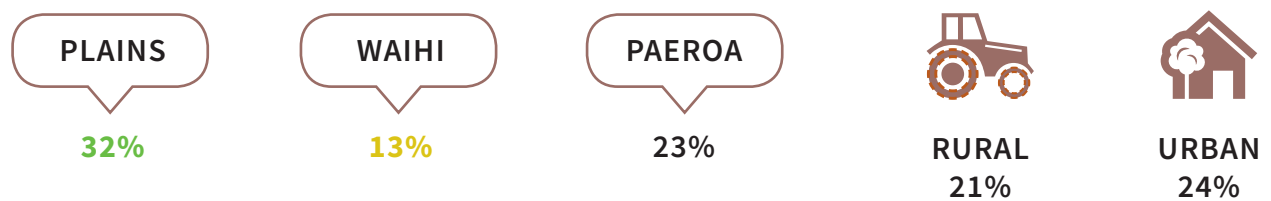
# Council Swimming Pools

## Visitation of Council swimming pools

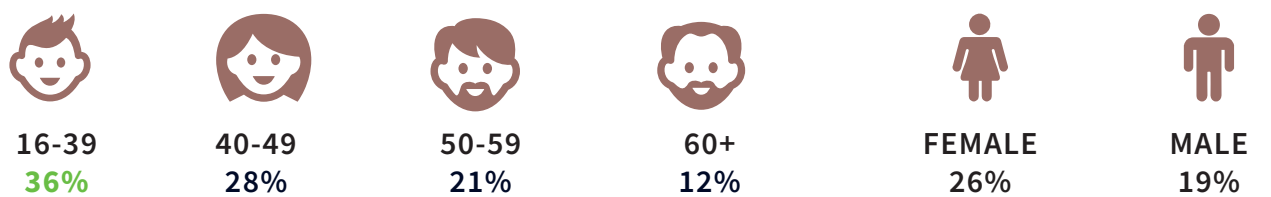
Twenty-three per cent of residents have visited a Council swimming pool in the past 12 months, this remains similar to last year's result (cf. 2019, 22%).



## Area Differences (Visitor)



## Demographic Differences (Visitor)

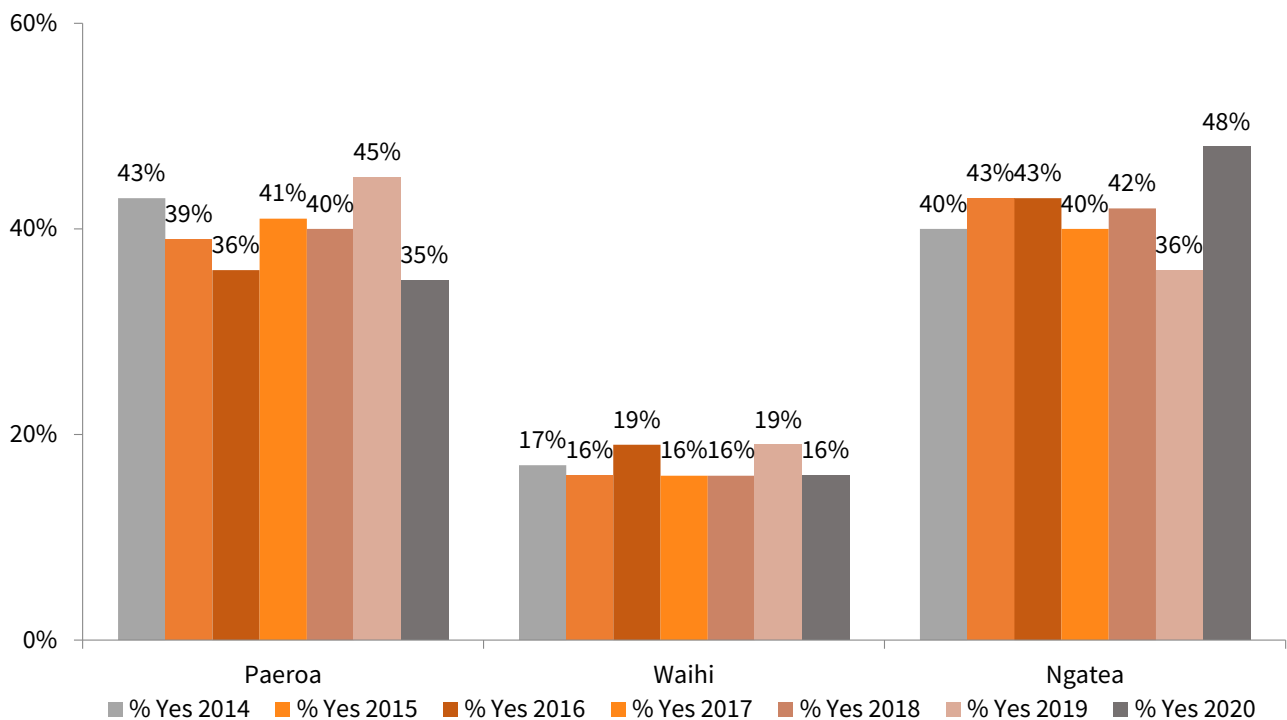


In the past 12 months, have you visited a Hauraki District Council swimming pool? This includes visiting a swimming pool to swim or to watch others swim. Base n=550.

# Council Swimming Pools

## Pools mainly visited

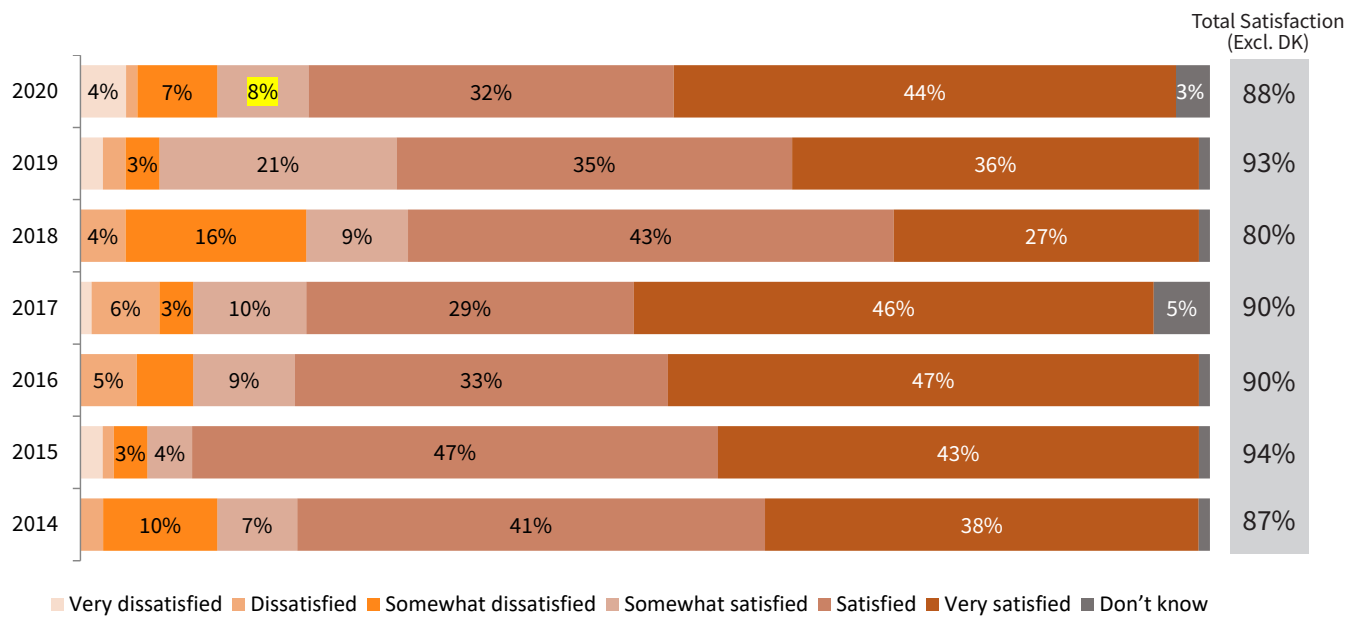
Close to half of residents who visited a Council swimming pool in the past 12 months mainly visit the Ngatea pools (48%). A further 35% of residents mainly visit the pools in Paeroa, and 16% mainly visit the Waihi pools. While not statistically significant there is an increase of visitors to the Ngatea pools (48% cf. 2019, 36%). Concurrently, there have been slight decreases in visitation to the Paeroa pools (35% cf. 2019, 45%), and the Waihi pools (16% cf. 2019, 19%).



# Council Swimming Pools

## Satisfaction with Council swimming pools

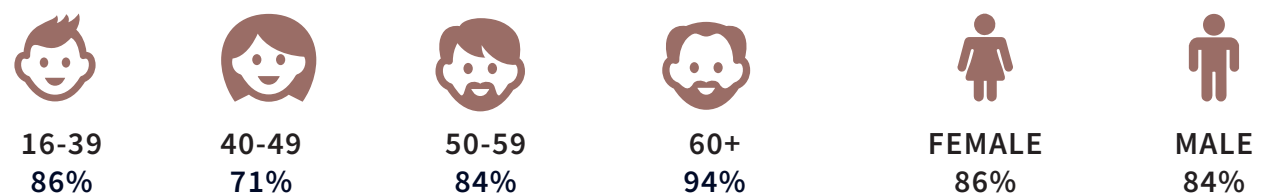
Eighty-four per cent of residents who visited a Council swimming pool are somewhat satisfied (8%), satisfied (32%) or very satisfied (44%) with the operation of the pools in the district. A further 12% of residents are somewhat dissatisfied (7%), dissatisfied (1%) or very dissatisfied (4%), while 3% are unsure. This year, there is a significant decrease in residents who are somewhat satisfied (8% cf. 2019, 21%). While not statistically significant, there is an 8% increase in residents who are very satisfied (44% cf. 2019, 36%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the operation of Council swimming pools in the district?  
Base n=99.

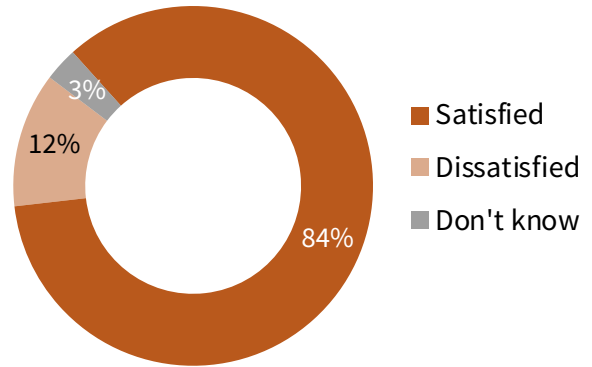
# Council Swimming Pools

## Satisfaction with Council swimming pools

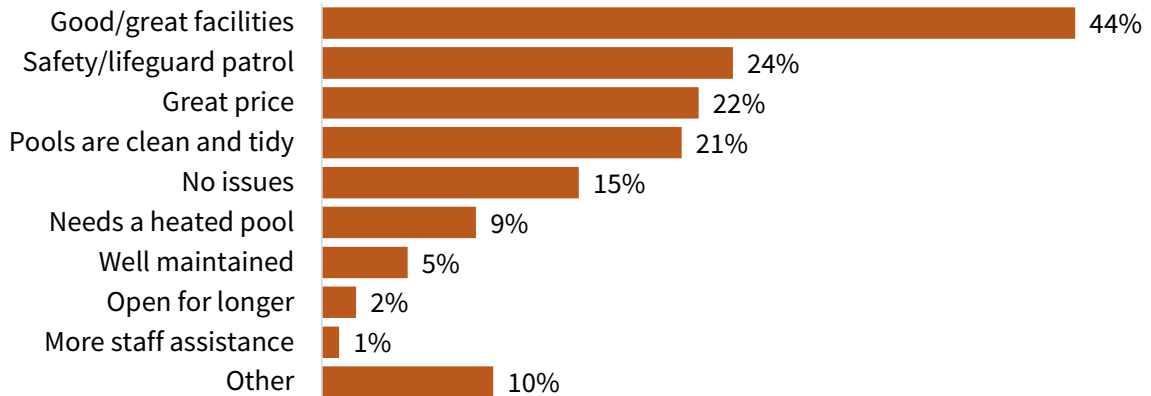
Eighty-four per cent of pool users are satisfied with the operation of the pools in the district. Following this, 12% are dissatisfied, and 3% are unsure.

The leading reason for satisfaction with the pools is that they are generally good or great facilities (44%). This is followed by mentions of safety aspects or the lifeguards (24%), great pricing (22%), and that the pools are clean and tidy (21%).

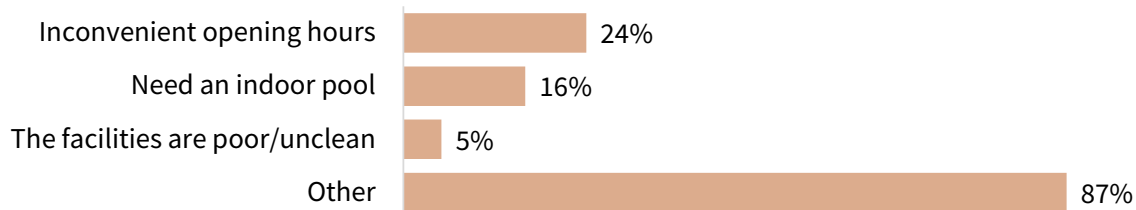
Reasons for dissatisfaction include inconvenient opening hours (24%).



### Satisfied



### Dissatisfied



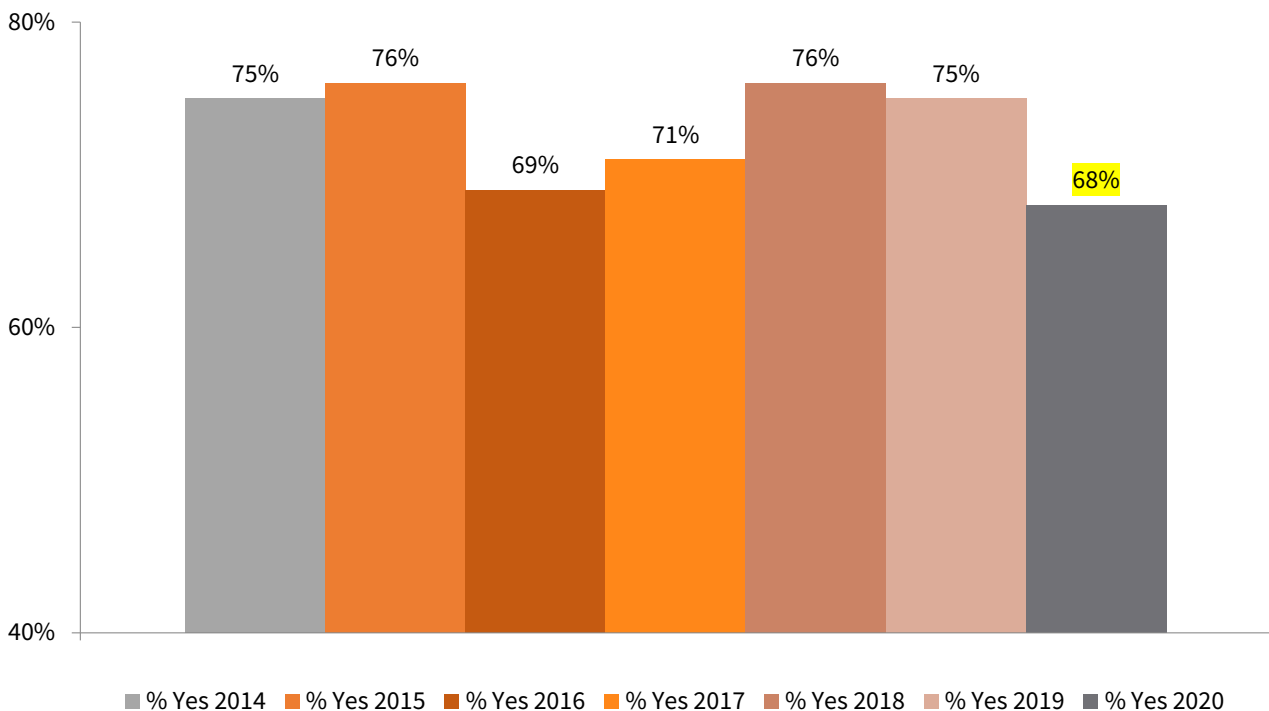
Why is that? (Satisfied) Base n=86.

Why is that? (Dissatisfied) Base n=10.

# Sports Fields, Parks and Reserves

## Visitation of sports fields, parks or reserves

Sixty-eight per cent of residents have visited a district sports field, park or reserve in the past 12 months. This is a significant decrease compared with last year's result (cf. 2019, 75%).



### Area Differences (Visitor)

PLAINS

72%

WAIHI

57%

PAEROA

75%



RURAL  
67%



URBAN  
69%



### Demographic Differences (Visitor)



16-39  
80%



40-49  
75%



50-59  
64%



60+  
58%



FEMALE  
69%



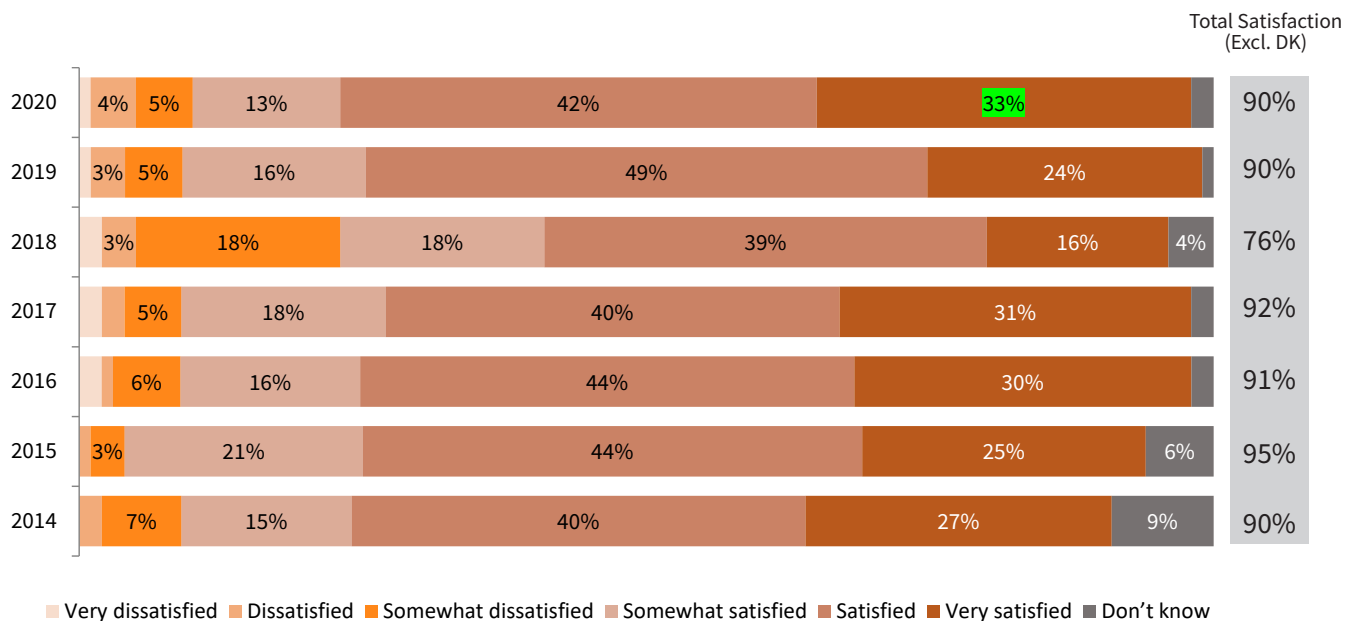
MALE  
66%

In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District? Base n=550.

# Sports Fields, Parks and Reserves

## Satisfaction with sports fields, parks or reserves

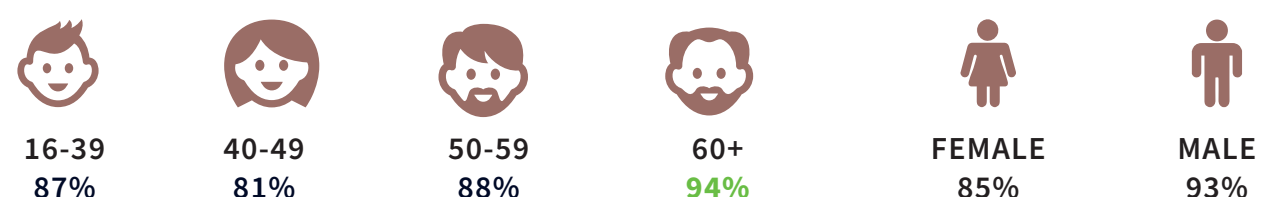
Eighty-eight per cent of residents who have visited a district sports field, park or reserve in the past 12 months are somewhat satisfied (13%), satisfied (42%) or very satisfied (33%) with the services and facilities provided. A further 10% of residents are somewhat dissatisfied (5%), dissatisfied (4%) or very dissatisfied (1%), and 2% are unsure. This year there is a significant increase in residents who are very satisfied with the services and facilities provided (33% cf. 2019, 24%).



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the services and facilities provided at the district's parks and reserves? Base n=347.

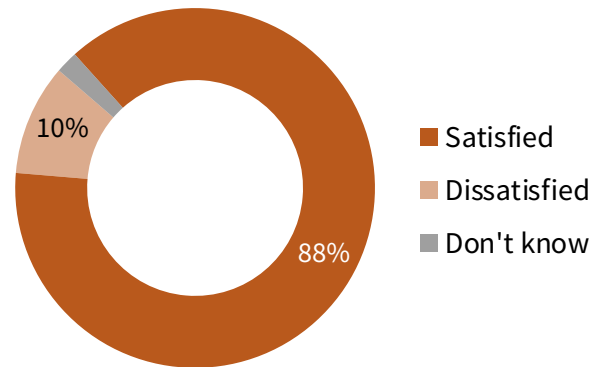
# Sports Fields, Parks and Reserves

## Satisfaction with sports fields, parks or reserves

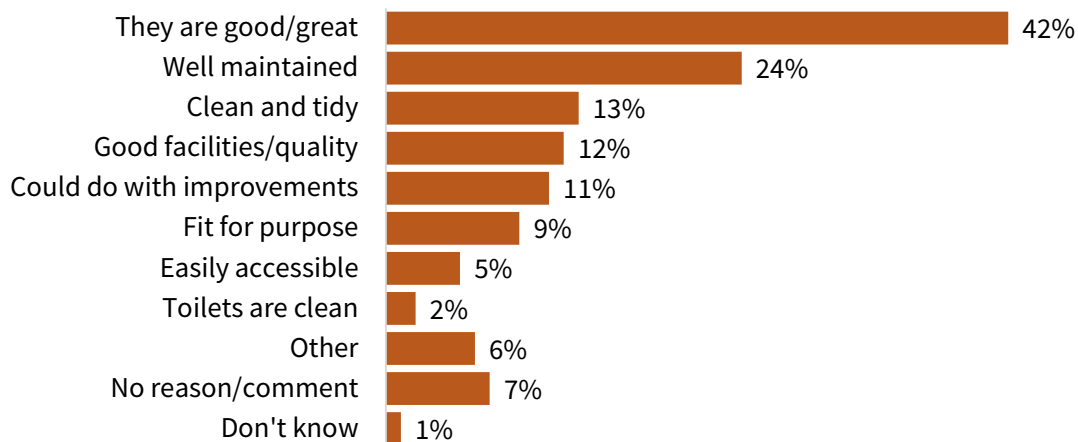
Eighty-eight per cent of visitors are satisfied with the services and facilities provided at the district's parks and reserves. Following this, 10% of residents are dissatisfied, and 2% are unsure.

The primary reason for satisfaction is that they are generally good or great (42%). This is followed by the parks or reserves being well maintained (24%).

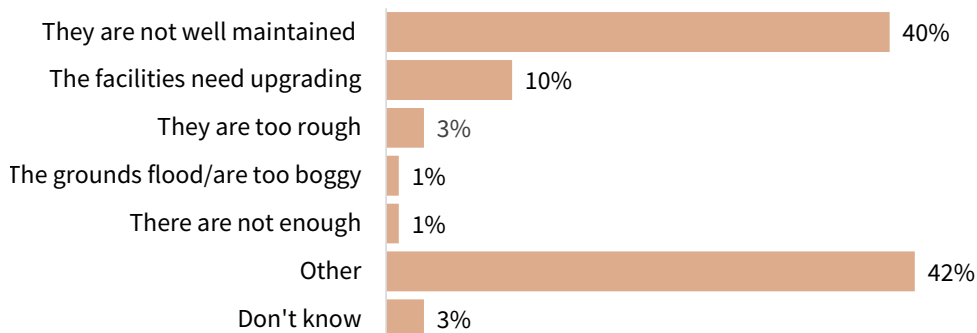
Reasons for dissatisfaction include the parks or reserves not being well maintained (40%).



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=313.

Why is that? (Dissatisfied) Base n=28.



The background of the page is a stack of books, with the spines of the books visible on the left side. The books are arranged in a slightly curved, receding perspective. A solid purple gradient is overlaid on the entire image, starting from a darker shade at the top and becoming lighter towards the bottom. The word "Appendices" is centered in the upper half of the page in a white, sans-serif font.

# Appendices

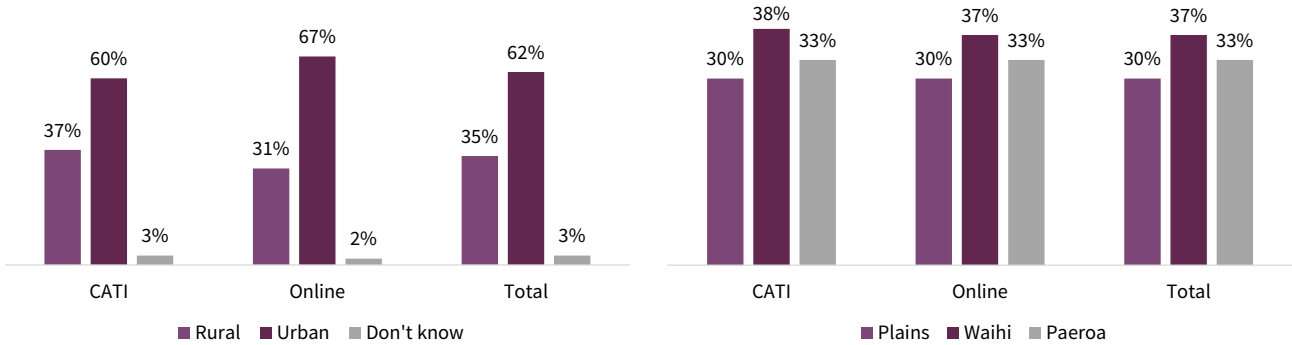
# Appendix 1 - Sample Profile

The following charts outline the unweighted sample composition of residents surveyed.



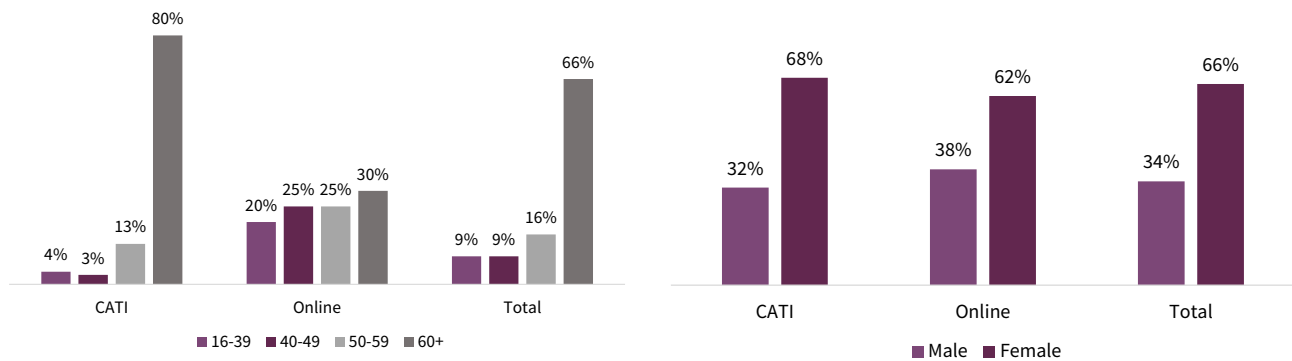
## Rural/ Urban

## Ward

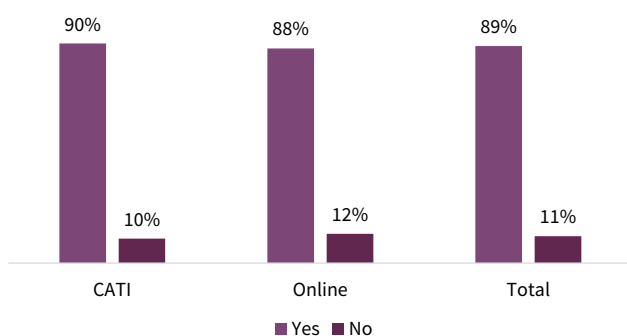


## Age Group

## Gender



## Ratepayer Status



# Appendix 2 - Questionnaire

Hauraki District Council  
Residents Survey 2020  
Questionnaire FINAL 19/06/20

**Screener 1: Please can I confirm you live in or near:**

*READ OUT TOWNSHIP FROM SAMPLE, CHANGE CODE IF INCORRECT*

- Kaiaua
- Kaihere
- Kerepehi
- Komata
- Ngatea
- Patetonga
- Turua
- Waitakaruru
- Waihi
- Waikino
- Paeroa
- Mackaytown
- Karangahake
- Waihi Beach - *THANK AND CLOSE*
- Whiritoa

**Screener 2: And do you live in a rural or urban area?**

- Rural
- Urban
- Don't know

**Screener 3: Are you currently a ratepayer in the Hauraki District?**

- Yes
- No

COUNCIL PERCEPTIONS AND CONTACT

**Question 1: Using a scale of 1 to 6, where 1 is very dissatisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied, how satisfied or dissatisfied are you, that Council makes decisions in the best interests of its customers?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – *SKIP TO Q2*

*Ask dissatisfied (1-3)*

**Question 1a: Why do you say that?**

*RECORD VERBATIM*

# Appendix 2 - Questionnaire

Ask satisfied (4-6)

**Question 1b: Why do you say that?**

**RECORD VERBATIM**

**Question 2: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q3**

Ask dissatisfied (1-3)

**Question 2a: Why do you say that?**

**RECORD VERBATIM**

Ask satisfied (4-6)

**Question 2b: Why do you say that?**

**RECORD VERBATIM**

**Question 3: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council's approach to economic development?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q4**

Ask dissatisfied (1-3)

**Question 3a: Why do you say that?**

**RECORD VERBATIM**

Ask satisfied (4-6)

**Question 3b: Why do you say that?**

**RECORD VERBATIM**



# Appendix 2 - Questionnaire

Ask satisfied (4-6)

**Question 5b: Why is that?**

*RECORD VERBATIM*

## WATER UTILITIES

**Question 6: Where does your household get its drinking water from?**

*PROMPT IF NECESSARY. SINGLE RESPONSE.*

- Council Supply
- Private bore/well – *SKIP TO Q9*
- Rain water – *SKIP TO Q9*
- River/stream – *SKIP TO Q9*
- Other, please specify: [    ] – *SKIP TO Q9*
- Don't know – *SKIP TO Q9*

Ask all who answered Council supply in Question 6

**Question 7: Using the same scale of 1 to 6, how satisfied are you with the water quality from Hauraki District Council?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know *SKIP TO Q8*

Ask dissatisfied (1-3)

**Question 7a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- Breaks in supply
- Colour/cloudy
- Giardia
- Inconsistent supply
- Needs boiling
- Sediment
- Smell
- Taste
- Too many chemicals/fluoride/chlorine
- Other, please specify: [    ]
- Don't know

Ask satisfied (4-6)

**Question 7b: Why is that?**

*RECORD VERBATIM*

# Appendix 2 - Questionnaire

**Question 8: And, using the same scale of 1 to 6, how satisfied are you with the cost of water supplied to you by the Council?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q9**

Ask dissatisfied (1-3)

**Question 8a: Why is that?**

**DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.**

- It is expensive
- The cost continues to increase
- I do not think we should pay for water
- I have an issue with the meter reading/the cost of the meter
- The quality of the water does not justify the price
- It should be included with our rates
- Other, please specify: [    ]
- Don't know

Ask satisfied (4-6)

**Question 8b: Why is that?**

**RECORD VERBATIM**

## COUNCIL SERVICES: WASTEWATER SERVICES

**Question 9: How does your household dispose of its sewage?**

**PROMPT IF NECESSARY**

- Council piped sewerage system
- Septic tank/soakage fields – **SKIP TO Q11**
- Don't know – **SKIP TO Q11**

Ask all who answered Council piped sewerage system in Question 9

**Question 10: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the wastewater services by the Council?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q11**

# Appendix 2 - Questionnaire

Ask dissatisfied (1-3)

**Question 10a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- Environmentally poor
- General problems
- Overflow/backwash
- Smells
- Too expensive
- Unreliable
- Other, please specify: [                      ]
- Don't know

Ask satisfied (4-6)

**Question 10b: Why is that?**

*RECORD VERBATIM*

## COUNCIL SERVICES: KERBSIDE COLLECTION

**Question 11: Do you use Council's kerbside collection service?**

- Yes
- No – **SKIP TO Q13**

**Question 12: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the Council kerbside collection service?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q13**

Ask dissatisfied (1-3)

**Question 12a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- Inconvenient times
- Not frequent enough
- Too expensive
- Restrictive on what they collect
- Contractors leave area messy/leave split bags
- Other, please specify: [                      ]
- Don't know

Ask satisfied (4-6)

**Question 12b: Why is that?**

*RECORD VERBATIM*



# Appendix 2 - Questionnaire

## COUNCIL SERVICES: STORMWATER SERVICES/ LAND DRAINAGE & FLOOD PROTECTION

Ask all urban residents at Screener 2. If answered rural or don't know in S2, skip to Q14.

**Question 13: And, using the same scale, how satisfied or dissatisfied are you with the stormwater services provided by the Council?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q14**

Ask dissatisfied (1-3)

**Question 13a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- My house has been flooded
- My property has been flooded
- Water flows through my property
- The road floods
- Open drains are unsafe
- Open drains are unsightly
- Drains are not maintained
- No drains
- Drains don't cope
- Other, please specify: [                      ]
- Don't know

Ask satisfied (4-6)

**Question 13b: Why is that?**

*RECORD VERBATIM*

Ask all rural residents at Screener 2. If answered urban or don't know in S2, skip to Q15.

**Question 14: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the land drainage services in your area?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q15**

# Appendix 2 - Questionnaire

Ask dissatisfied (1-3)

**Question 14a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- My property has been flooded
- Water flows through my property
- The road floods
- Open drains are unsafe
- Open drains are unsightly
- Drains are not maintained
- No drains
- Drains don't cope
- Other, please specify: [                      ]
- Don't know

Ask satisfied (4-6)

**Question 14b: Why is that?**

*RECORD VERBATIM*

## COMMUNITY FACILITIES: DISTRICT LIBRARIES

**Question 15: In the past 12 months, have you visited a library in the Hauraki District?**

- Yes
- No – **SKIP TO Q18**

**Question 16: Which Hauraki District Library do you mainly visit?**

*SINGLE RESPONSE*

- Paeroa
- Waihi
- Ngatea
- Other, please specify: [                      ]
- Don't know (**DO NOT READ OUT**)

**Question 17: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the library services in the district?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q18**

# Appendix 2 - Questionnaire

Ask dissatisfied (1-3)

**Question 17a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- Inconvenient opening hours
- It needs upgrading
- The book collection is not great
- Unhappy with charges/fees
- Other, please specify: [   ]
- Don't know

Ask satisfied (4-6)

**Question 17b: Why is that?**

*RECORD VERBATIM*

## COMMUNITY FACILITIES: COUNCIL SWIMMING POOLS

**Question 18: In the past 12 months, have you visited Hauraki District Council swimming pool? This includes visiting a swimming pool to swim or to watch others swim.**

- Yes
- No – **SKIP TO Q21**

**Question 19: Which public swimming pool do you mainly visit?**

*SINGLE RESPONSE*

- Paeroa
- Waihi
- Ngatea
- Don't know (**DO NOT READ OUT**)

**Question 20: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the operation of Council swimming pools in the district?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q21**

Ask dissatisfied (1-3)

**Question 20a: Why is that?**

*DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.*

- It needs updating
- The facilities are poor/unclean
- Too expensive
- Inconvenient opening hours
- Need an indoor pool
- The pool is too far away
- Other, please specify: [   ]
- Don't know







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