



# Hauraki District Council Residents Survey

Prepared by: Versus Research

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# Executive Summary

Hauraki District Council (Council) is the local government authority responsible for the Paeroa, Waihi, and Plains wards in Waikato Region. As part of their ongoing improvement and monitoring programme Council completes a survey of residents from across the district each year. This survey focuses on residents' satisfaction with the services and facilities that Council provides to those living in the district.

This year a survey of n=591 residents was completed, n=400 responses were collected via a telephone interview and n=191 responses were collected via an online interview. The total sample was weighted to reflect the district's demographic population. A summary of the results for 2021 are provided below.

## Council Measures

In 2021, 65% of residents were satisfied that Council makes decisions in the best interests of its community, with older residents significantly more satisfied than other groups. Thirty-one percent of residents were dissatisfied with Council's decision making. The primary reasons for dissatisfaction stemmed from issues with past decisions, roading in the district, and the lack of communication.

Sixty percent of residents were satisfied with the consultation and engagement that Council undertook with satisfaction driven by the amount of information provided and the consultation opportunities provided. Twenty-five percent of residents were dissatisfied with Council's consultation and engagement while 14% of residents were unsure how to rate this measure.

Fifty-one percent of residents were satisfied with Council's approach to economic development in the district, while 17% of residents were dissatisfied and 32% of residents were unsure how to rate this measure. Residents in Paeroa were particularly satisfied with Council's approach to economic development when compared residents from to other areas.

## Roading

Fifty percent of residents were satisfied with the quality of the roads in Hauraki District, while a similar number of residents were dissatisfied (48%). Residents

in the Plains ward and those who lived in rural areas were more likely to be dissatisfied than those in other areas. The main reasons for dissatisfaction related to poor conditions, potholes and uneven surfaces, and the need for maintenance.

Sixty-one percent of residents were satisfied with the quality of the footpaths in the district while 28% were dissatisfied. Older residents appeared to be more dissatisfied than other residents, with the main concerns about the footpaths related to uneven surfaces, poor condition, and the need for maintenance.

## Water Utilities

Amongst those connected to Council's water supply (78%), 77% were satisfied with the water quality stating there were no problems and the water was good overall. Twenty-two percent of those connected to the Council's supply were dissatisfied and cited taste, colour, and chemicals as issues of concern. When asked about the cost of the water, 64% of those connected to Council's water supply were satisfied with the cost. Twenty-four percent were dissatisfied and predominantly mentioned that the cost of water was too expensive.

## Council Services

Amongst those residents who were connected to Council's piped sewerage system (63%), 85% were satisfied with the service and only 4% were dissatisfied.

Seventy percent of residents utilised Council's kerbside collection service and amongst these residents 88% were satisfied with the service, with the majority stating it was a regular, reliable, service that has caused no issues. Only 12% of residents who used the service were dissatisfied, and stated the main issue was that they felt the service was too expensive and that contractors can leave a mess.

Sixty-four percent of those connected to the stormwater services were satisfied, with most stating they have had no issues with the services. Those who were dissatisfied with the services (19%) stated that they felt the drains were not maintained, there were issues with the roads flooding, and that the drains did not cope well with the volume of water.

# Executive Summary

Amongst rural residents, 60% were satisfied with the land drainage and flooding services that Council provide, while 21% were dissatisfied, and 19% were unsure how to respond. Similar to stormwater service responses, residents who were satisfied with the land drainage and flooding services mentioned that they have experienced no flooding and generally had no issues with the services. In comparison, those who were dissatisfied identified that the drains were not well maintained and were unable to cope with the volume of water that comes with flooding.

## Community Facilities

Use of the district's libraries declined slightly this year with only 42% of residents indicating they had visited a library in the past 12 months, with users predominantly being female residents from urban areas. Amongst those residents who had used the library, 94% percent were satisfied with the library services, stating that the services were excellent, the staff were good, and there was a good range of books available. Only 5% of library users were dissatisfied with the services.

Twenty-three percent of residents had visited one of the district's swimming pools in the past 12 months, with users more likely to be from Plains Ward, aged 40-49 years, and/or female. Ninety-one percent of swimming pool users were satisfied with the swimming pool facilities, with many stating the complexes were great facilities, the pools were clean and tidy, and the areas were well maintained. Only 7% of swimming pool users were dissatisfied with the swimming pools, with the main issue cited as inconvenient opening hours.

Similar to 2020, 67% of residents had visited a sports field, park, or reserve in the past year. Users were more likely to be female residents and those aged 40-49 years, with 46% of users visiting the facilities at least once a week. The majority of visitors (85%) were satisfied with the facilities, stating that the facilities were good, well maintained, and clean and tidy. Only 13% of visitors were dissatisfied with these areas, stating that they were not well maintained and needed upgrading.

# 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 2021.

	2016	2017	2018	2019	2020	2021	YOY DIFFERENCE
Wastewater services	95%	97%	91%	96%	95%	95%	-
Library services	92%	95%	90%	97%	96%	95%	-1%
Swimming pools	90%	90%	80%	93%	88%	93%	+5%
Kerbside services	88%	91%	80%	89%	79%	88%	+9%
Sports fields, parks, and reserves	91%	92%	76%	90%	90%	87%	-3%
Water quality	77%	74%	75%	73%	77%	78%	+1%
Stormwater services	75%	80%	57%	68%	80%	77%	-3%
Council's approach to economic development	73%	74%	70%	70%	74%	75%	+1%
Land drainage and flood protection	64%	61%	45%	56%	72%	74%	+2%
Cost of water	61%	67%	51%	66%	69%	73%	+4%
Consultation and engagement from Council regarding its major strategies	69%	66%	73%	57%	67%	70%	+3%
Council makes decisions in the best interest of its customers	69%	74%	71%	55%	70%	68%	-2%
Footpath quality	-	-	-	58%	61%	68%	+7%
Road quality (excluding highways)	62%	64%	46%	49%	50%	51%	+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 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=191 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=591, with n=400 achieved via CATI, and n=191 achieved online. A sample size of n=591 has a maximum margin of error of +/- 4.03% 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 45.97% and 54.03%.

## Weighting

Age 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 to the right indicates how the final dataset has been weighted. These proportions have been taken

AGE	TOTAL
16-39	28%
40-49	15%
50-59	18%
60+	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.

Two total satisfied ratings have been included next to the full results as seen in the image to the right. These ratings display the combined result of 'somewhat satisfied', 'satisfied', and 'very satisfied' ratings. The column marked 'Excl. DK' 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).

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 **red** text indicates that the observed result is significantly lower than the total level.

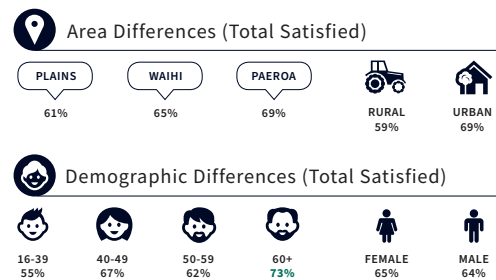
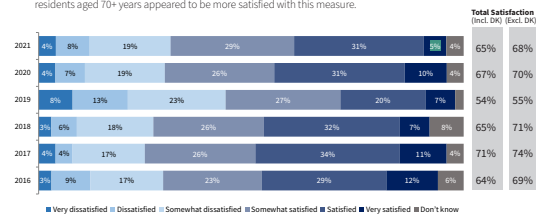
Significance testing is also presented at the total level on all satisfied results. A result with a **green** box indicates that the observed result is significantly higher than the previous year's result, while a result with a **red** box indicates that the observed result is significantly lower than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

When writing about comparative years, the text will often include the term 'c.f.' which is a Latin abbreviation for 'compare to'.

## Council Decisions

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

This year, 65% of residents were satisfied that Council makes decisions in the best interests of its community. Thirty-one percent of residents were dissatisfied and 4% were unsure. This result was similar to the result seen in 2020 (67%), however there has been a significant decrease in the proportion of residents who reported that they were very satisfied (5%, c.f. 10% in 2020). Satisfaction results were similar across demographic groups, however residents aged 70+ years appeared to be more satisfied with this measure.





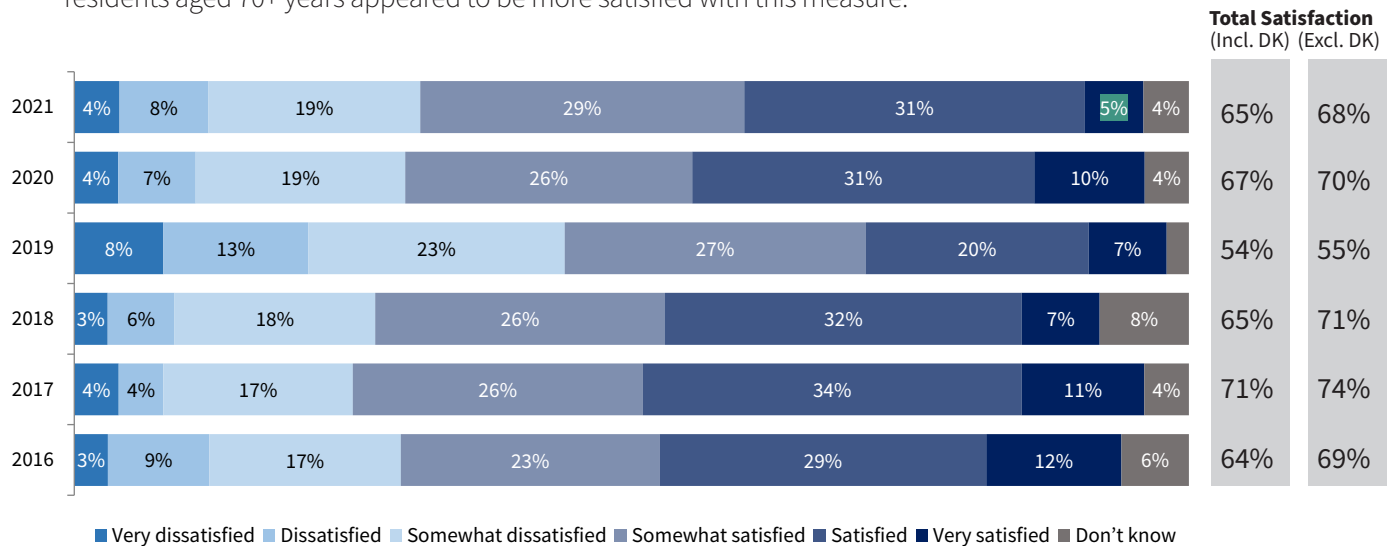
# Council Measures



# Council Decisions

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

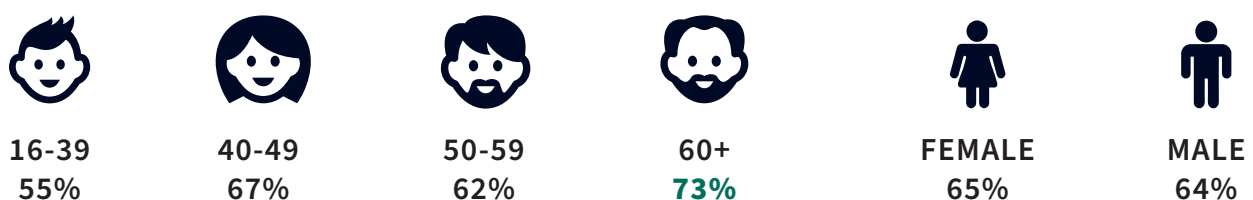
This year, 65% of residents were satisfied that Council makes decisions in the best interests of its community. Thirty-one percent of residents were dissatisfied and 4% were unsure. This result was similar to the result seen in 2020 (67%), however there has been a significant decrease in the proportion of residents who reported that they were very satisfied (5%, c.f. 10% in 2020). Satisfaction results were similar across demographic groups, however residents aged 70+ years appeared to be more satisfied with this measure.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



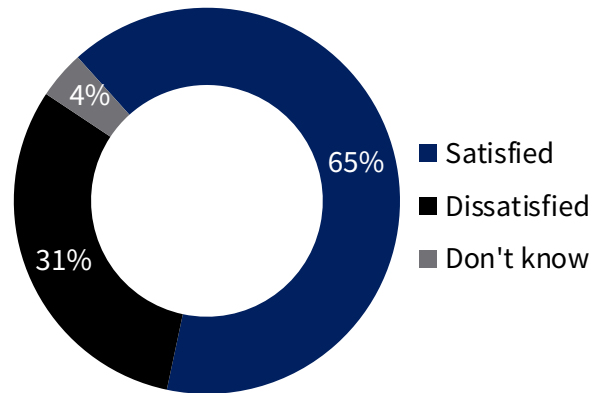
Using a scale of 1 to 6, where 1 is very dissatisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied how satisfied or dissatisfied are you, that Council makes decisions in the best interests of its customers? Base n=591.

# Council Decisions

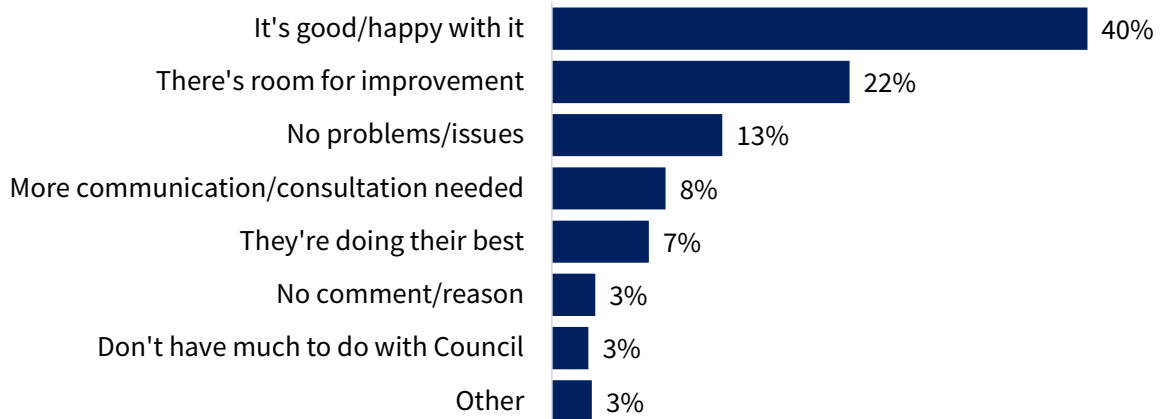
## Satisfaction that Council makes decisions in the best interests of its customers

Overall, 65% of residents were satisfied that Council makes decisions in the best interests of its customers. The main reasons for satisfaction were that residents were happy with the decisions, and that there were no problems, although 22% noted there was room for improvement.

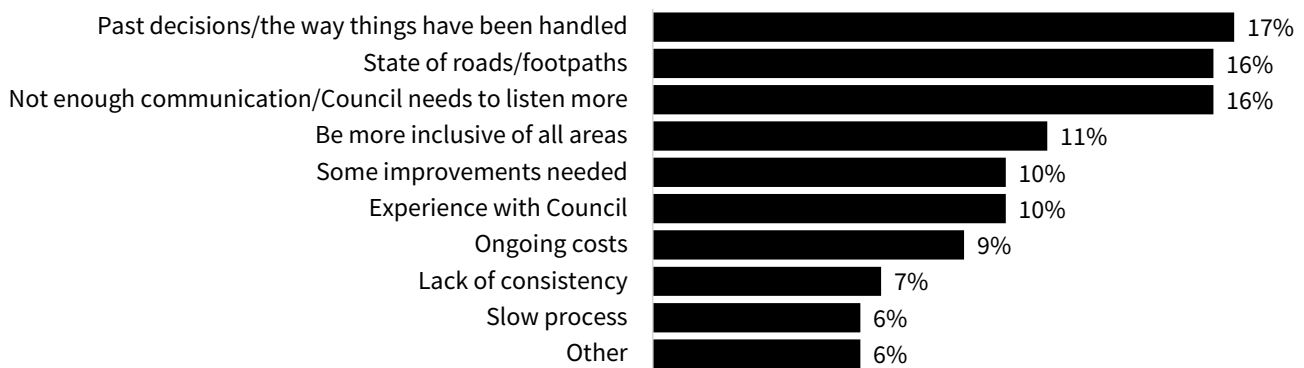
Thirty-one percent of residents were dissatisfied with the decision making, with the main reasons for dissatisfaction relating to past decisions, the state of the roads/footpaths, and the lack of communication.



### Satisfied



### Dissatisfied



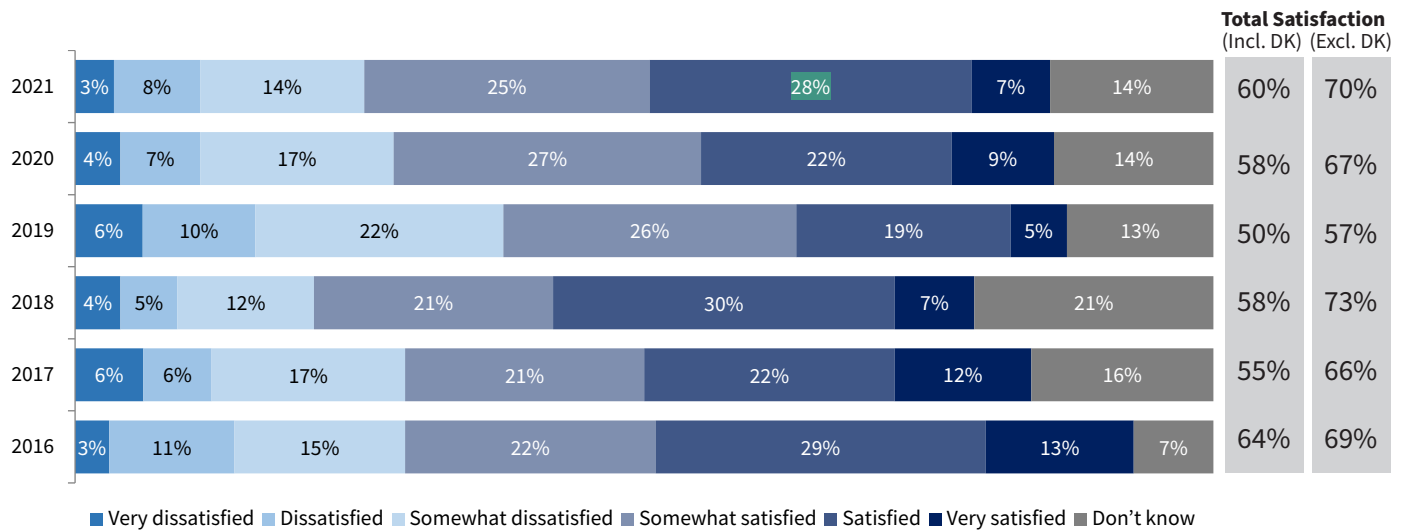
Why do you say that? (Satisfied) Base n=404.

Why do you say that? (Dissatisfied) Base n=169.

# Consultation and Engagement

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

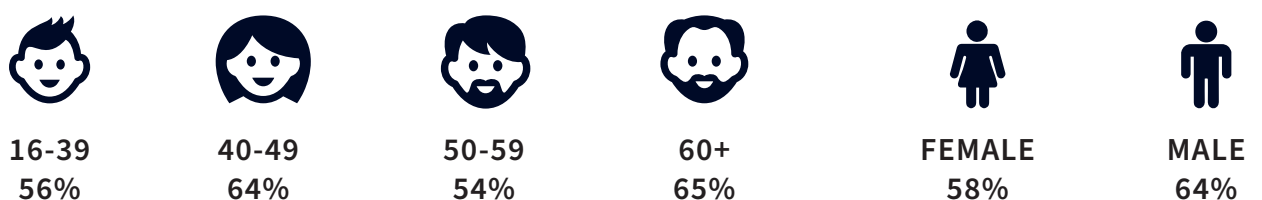
Sixty percent of residents were satisfied with the level of consultation and engagement that Council undertook regarding its major policies and strategies. Twenty-five percent of respondents were dissatisfied and 14% were unsure. This year there has been an increase in the proportion of residents who were satisfied (28%, c.f. 22% in 2020). The results across the different demographic groups were very similar with no significant differences between groups.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



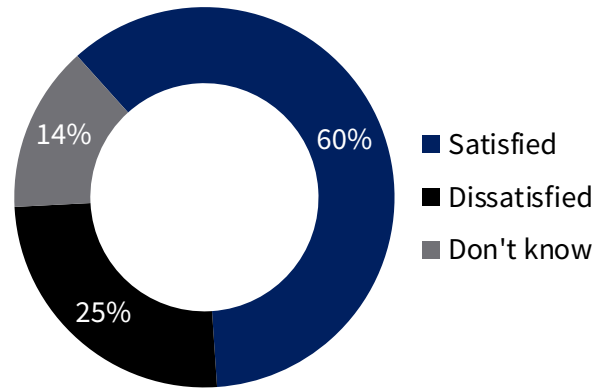
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies? Base n=591.

# Consultation and Engagement

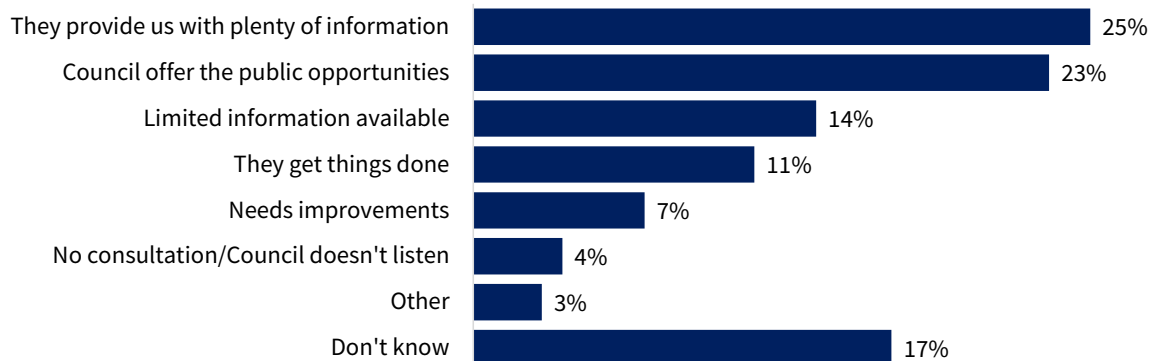
## Satisfaction with the level of consultation and engagement from Council

Sixty percent of residents were satisfied with the level of consultation and engagement from Council. The main reasons for satisfaction were the amount of information and the consultation opportunities.

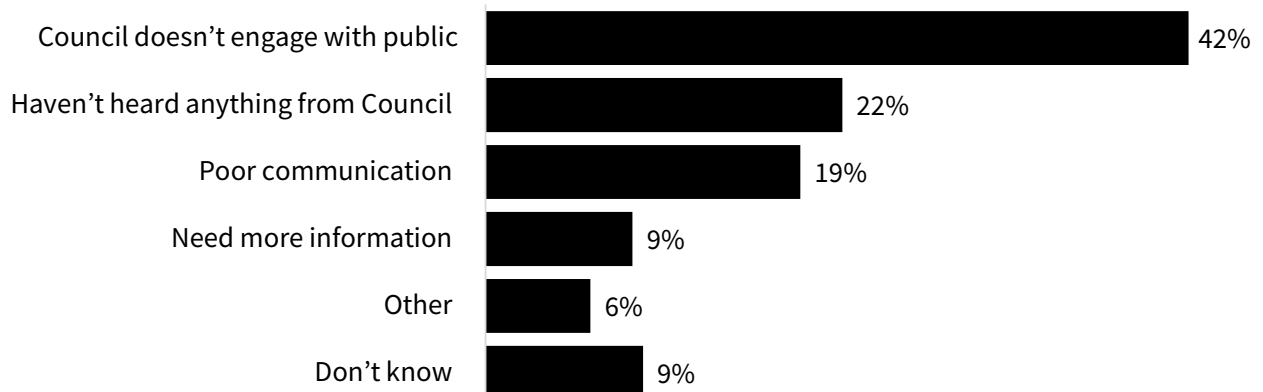
Twenty-five percent of residents were dissatisfied with the level of consultation and engagement from Council. The primary reasons for dissatisfaction related to a lack of public engagement and limited information and communication from Council.



### Satisfied



### Dissatisfied



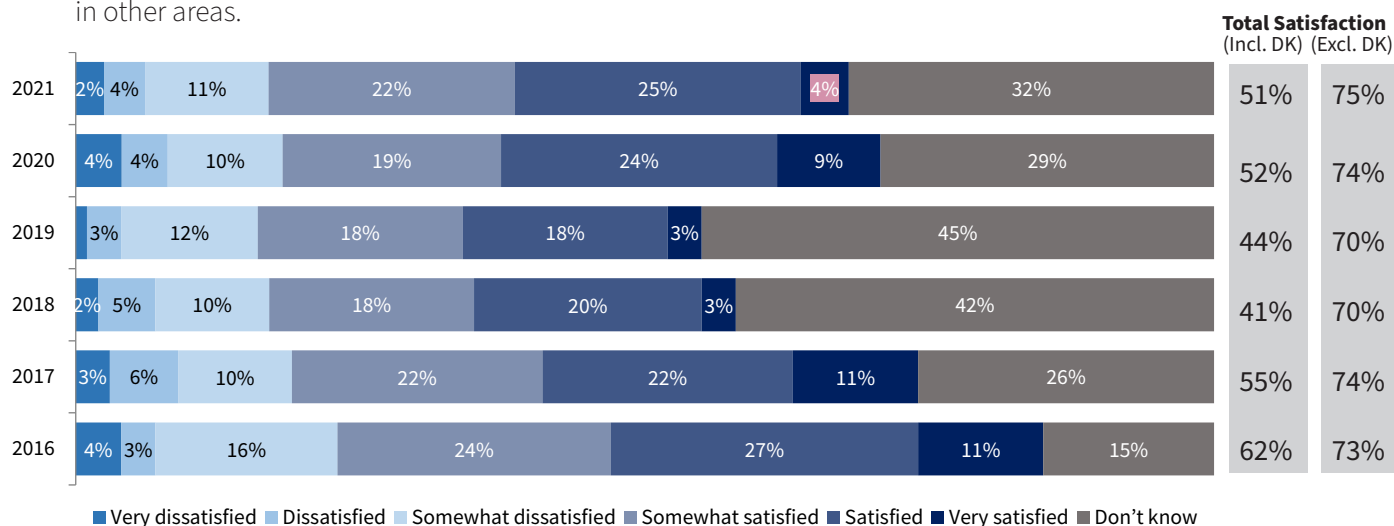
Why do you say that? (Satisfied) Base n=363.

Why do you say that? (Dissatisfied) Base n=158.

# Economic Development

## Satisfaction with Council’s approach to economic development

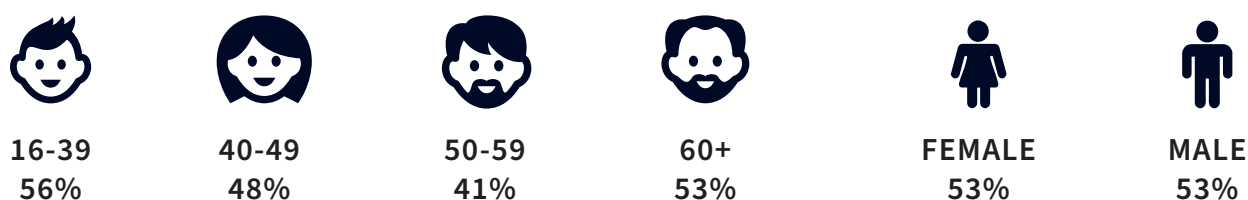
Fifty-one percent of residents were satisfied with Council’s approach to economic development. Seventeen percent were dissatisfied with Council’s approach to economic development, however 32% of residents were unsure of how to rate this measure. Largely the results were similar to 2020, however there has been a decrease in the proportion of residents who were very satisfied (4%, c.f. 9% in 2020). Paeroa residents appeared to be significantly more satisfied with Council’s approach to economic development than residents in other areas.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



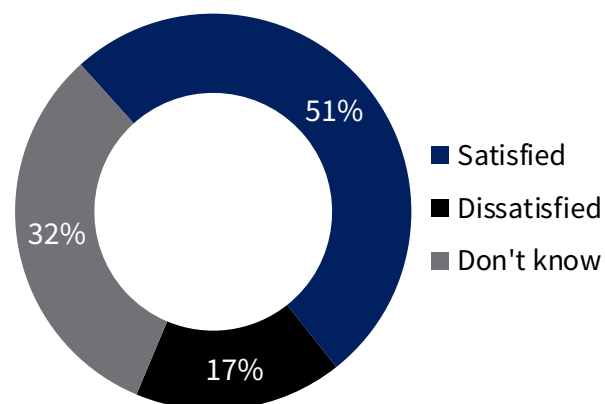
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council’s approach to economic development? Base n=591.

# Economic Development

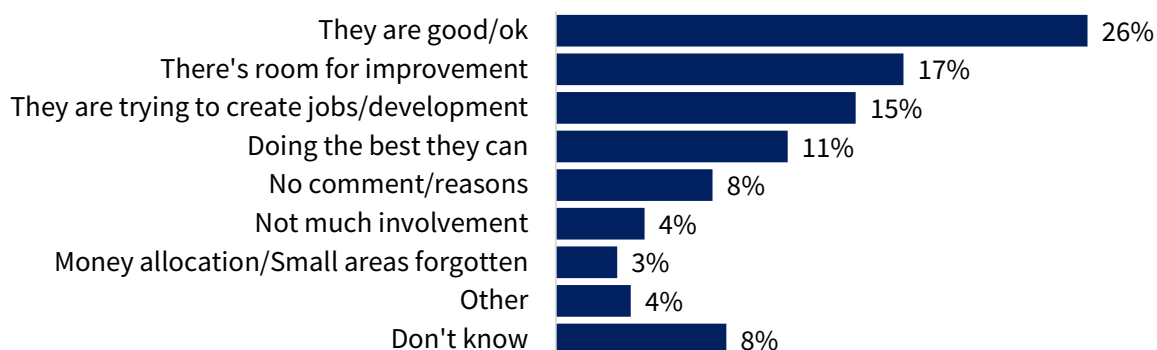
## Satisfaction with Council’s approach to economic development

Fifty-one percent of residents were satisfied with Council’s approach to economic development. The main reasons for satisfaction related to perceptions that Council was doing well in this area and were trying to create jobs. Fifteen percent noted there was room for improvement.

Only 17% of residents were dissatisfied with Council’s approach to economic development. The main reasons for the dissatisfied ratings were the perceptions that Council do not make an effort, there is room for improvement, and that Council is focusing on the wrong areas.



### Satisfied



### Dissatisfied



Why do you say that? (Satisfied) Base n=300.  
 Why do you say that? (Dissatisfied) Base n=108.

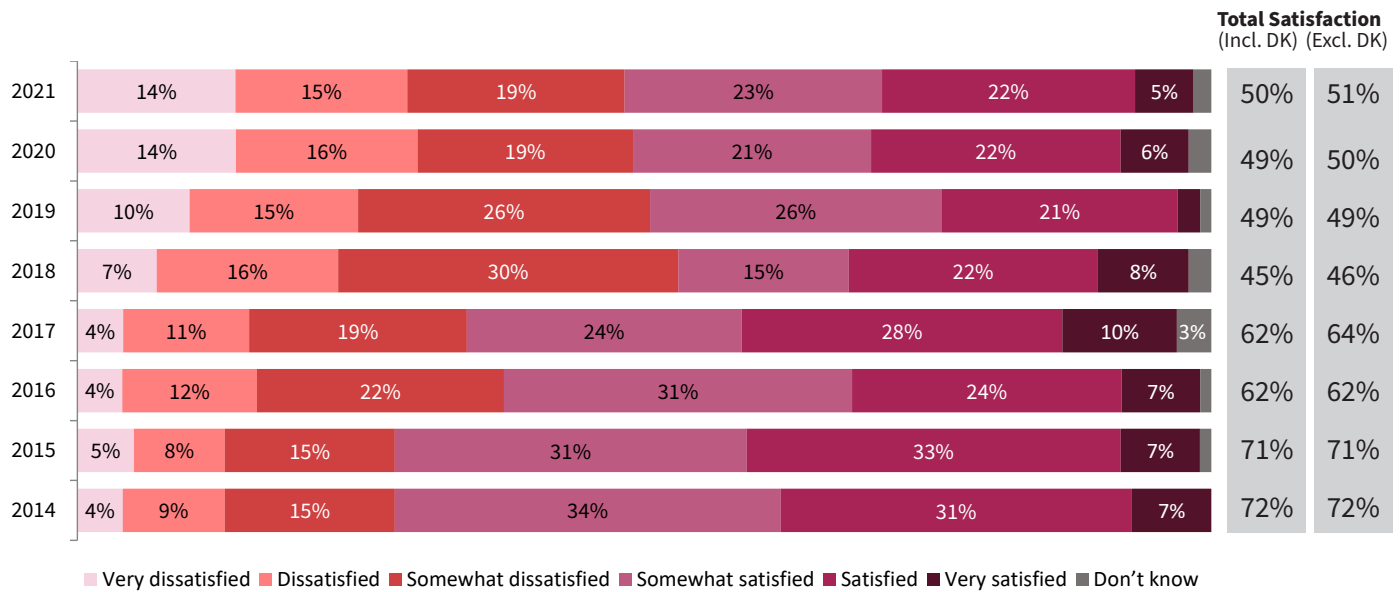


# Road Quality

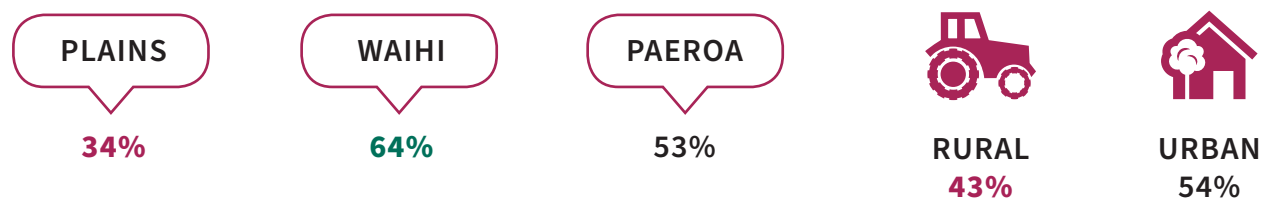
# Road Quality

## Satisfaction with the quality of roads

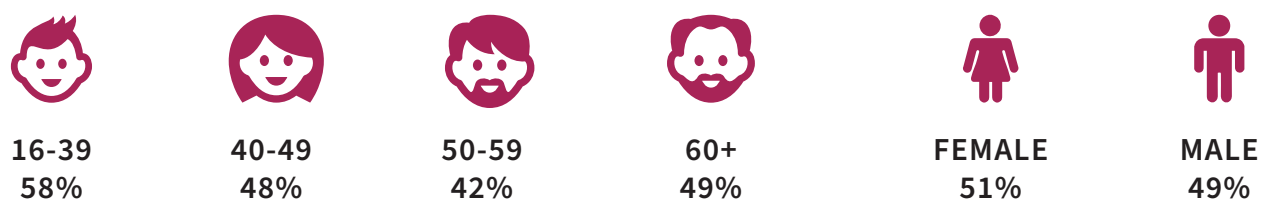
Fifty percent of residents were satisfied with the quality of the roads in Hauraki District, however 48% of residents were dissatisfied with this. These results are similar to those seen in 2020. Rural residents and residents who live in the Plains ward were more likely to be dissatisfied with the quality of the roads in the district, while residents in the Waihi ward were more likely to be satisfied with the quality of the roads.



## Area Differences (Total Satisfied)



## Demographic Differences (Total Satisfied)



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=591.

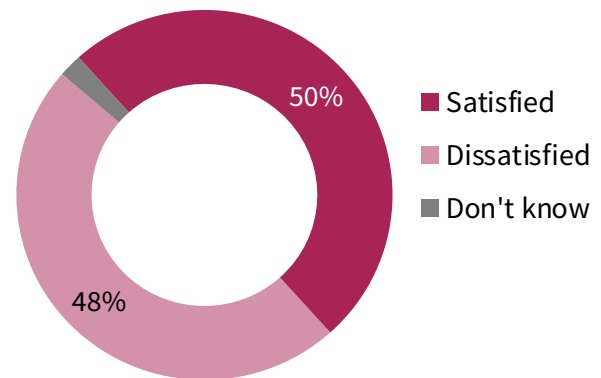


# Road Quality

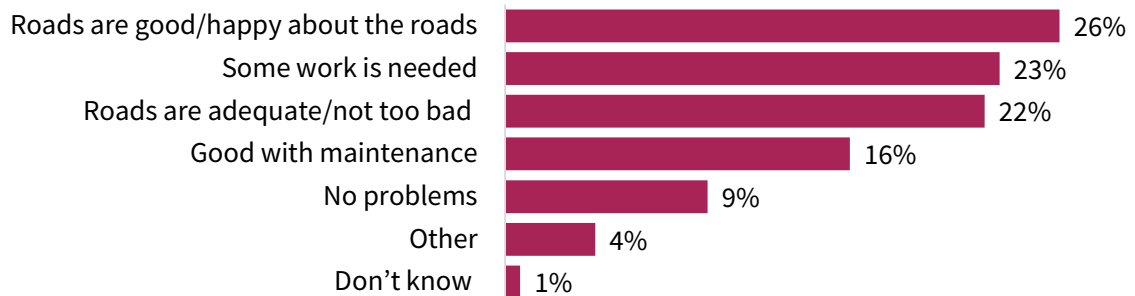
## Satisfaction with the quality of roads

Half of residents were satisfied with the quality of the roads in the district. The main reasons for satisfaction with the roads were that there were no problems with the roads and that they were perceived as adequate.

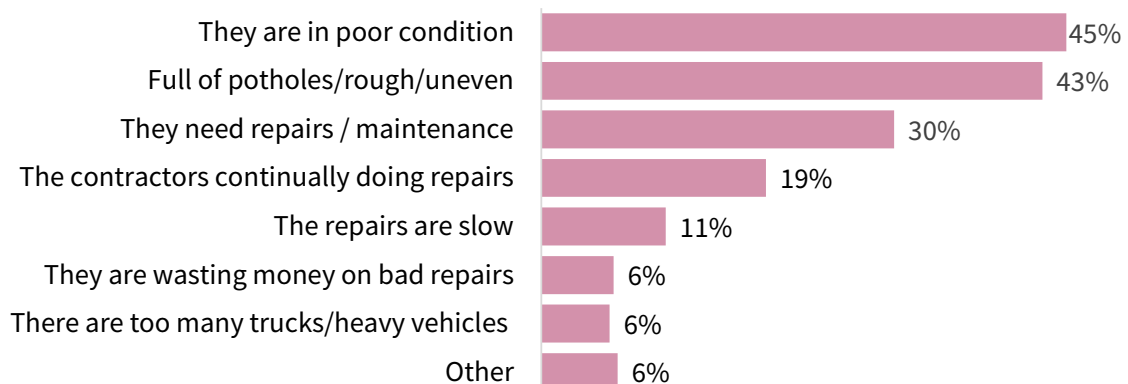
Just under half of residents were dissatisfied with the quality of the roads in the district. The main reasons for dissatisfaction with the roads were that roads were in poor condition, there were potholes and uneven surfaces, and the roads needed repairs.



### Satisfied



### Dissatisfied



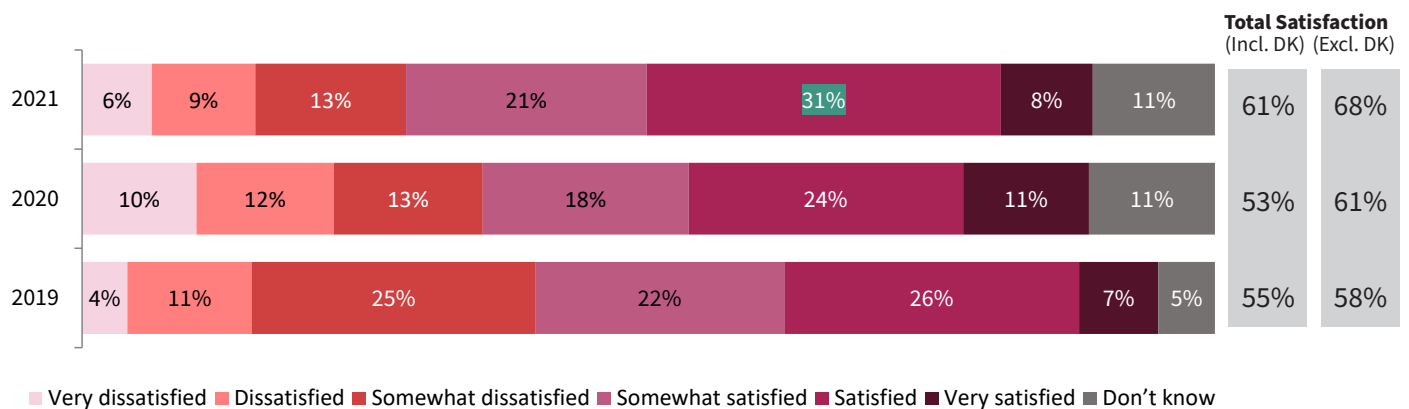
Why is that? (Satisfied) Base n=289.

Why is that? (Dissatisfied) Base n=293.

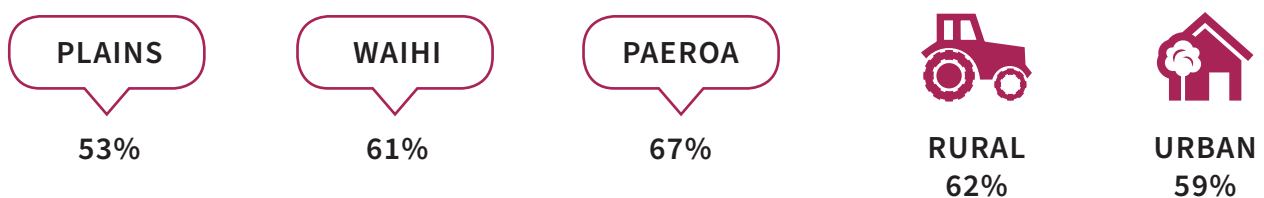
# Footpath Quality

## Satisfaction with the quality of footpaths

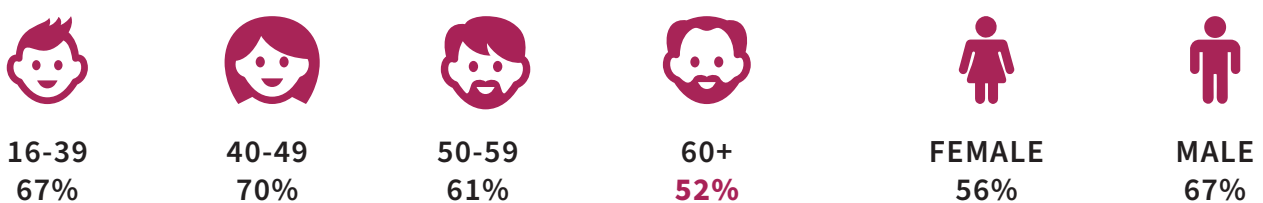
Sixty-one percent of residents were satisfied with the quality of the footpaths in the district while 28% of residents were dissatisfied with the quality of the footpaths. Overall satisfaction with the quality of the footpaths has increased this year (61%, c.f. 53% in 2020) and this was largely driven by an increase in the proportion of residents who stated they were satisfied. Older residents appeared to be less satisfied with the quality of the footpaths than other residents.



## Area Differences (Total satisfied)



## Demographic Differences (Total satisfied)



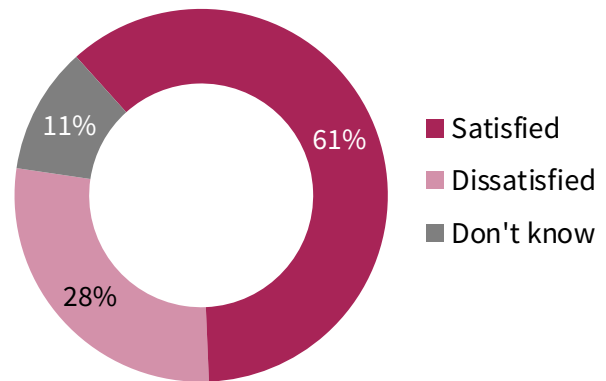
Again using a scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the footpaths in the Hauraki District? Base n=591.

# Footpath Quality

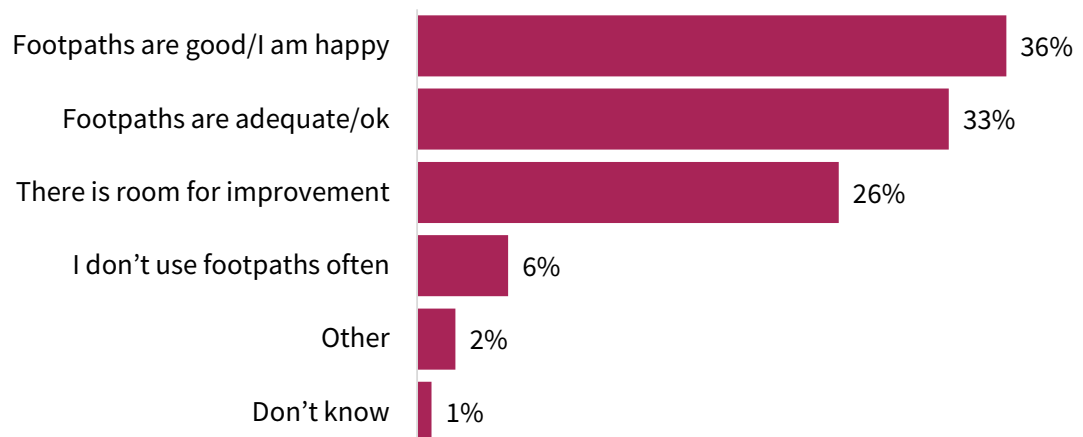
## Satisfaction with the quality of footpaths

Sixty-one percent of residents were satisfied with the quality of the footpaths in the district. The main reasons for satisfaction related to the footpaths being good or adequate, however 26% of satisfied residents still identified some room for improvement.

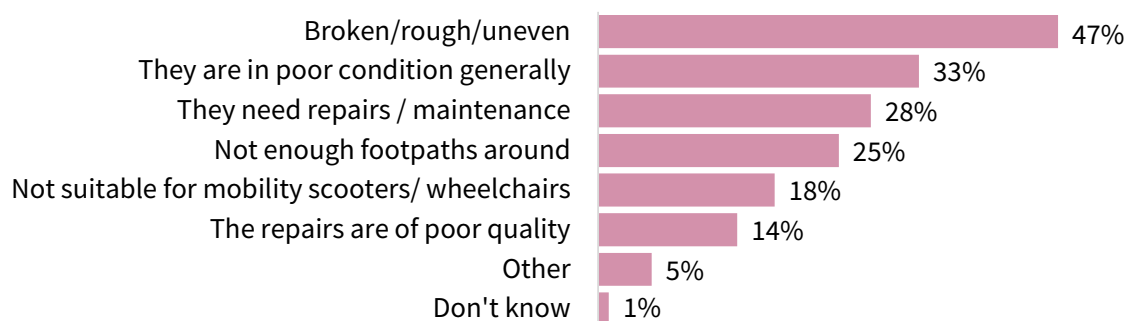
Twenty-eight percent of residents were dissatisfied with the quality of the district's footpaths. The main reasons for dissatisfaction were that the footpaths were broken or uneven, in poor condition, and needed repairing. Twenty-five percent of dissatisfied users identified that there needs to be more footpaths in the district.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=339.

Why is that? (Dissatisfied) Base n=182.

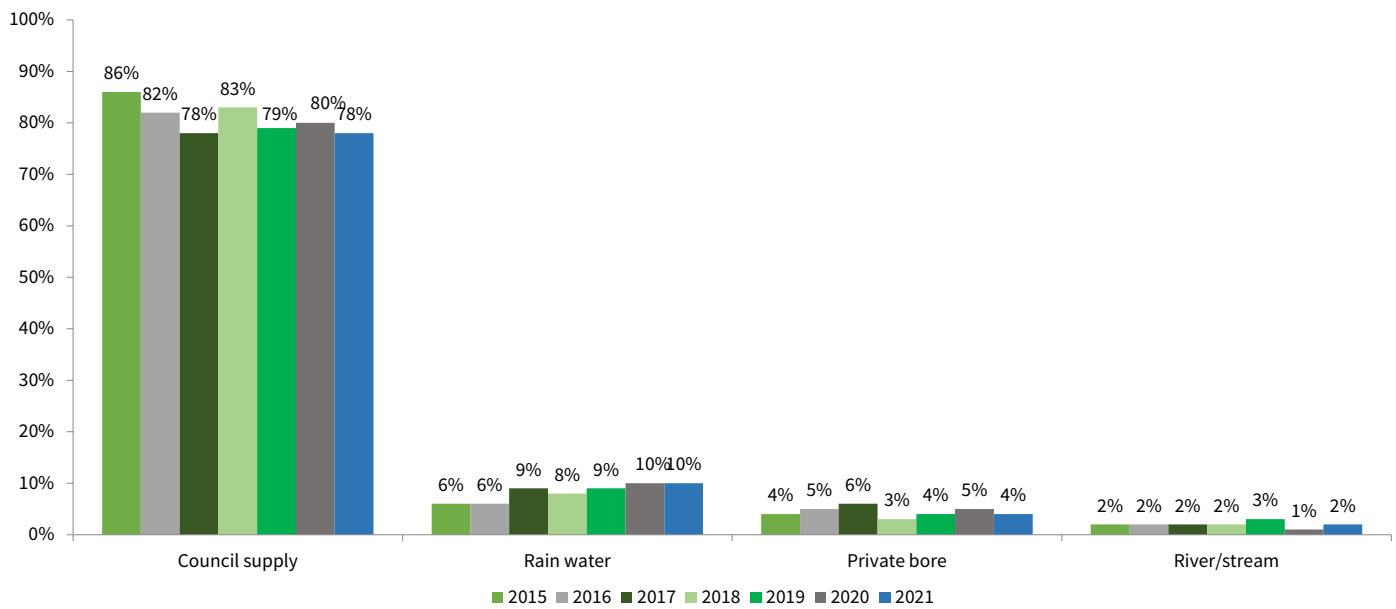


# Water Utilities

# Water Utilities

## Source of household drinking water

Seventy-eight percent of residents received their household drinking water via Council’s water supply. Ten percent of residents utilised rain water for their drinking water supply, 4% had a private bore, and 2% used a river or stream. Residents in Paeroa and urban areas were more likely to use Council’s supply for their household drinking water, while residents in Waihi and those in rural areas were less likely to use Council’s water supply.



## Area Differences (Council Supply)



PLAINS

76%



WAIHI

69%



PAEROA

89%



RURAL

58%



URBAN

91%



## Demographic Differences (Council Supply)



16-39  
77%



40-49  
89%



50-59  
69%



60+  
79%



FEMALE  
80%



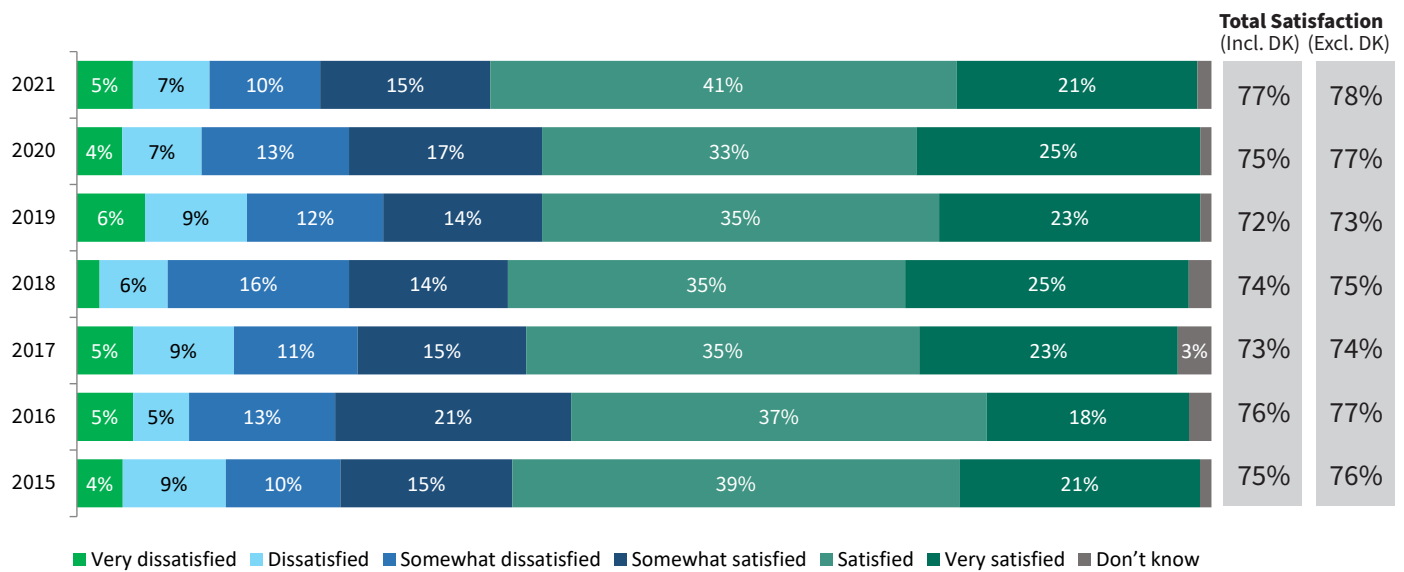
MALE  
76%

Where does your household get its drinking water from? Base n=591.

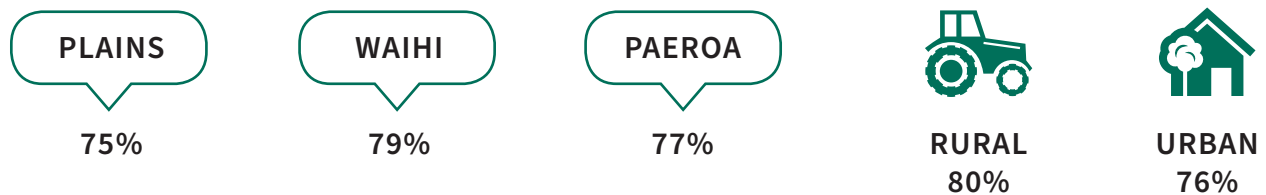
# Water Utilities

## Satisfaction with the water quality

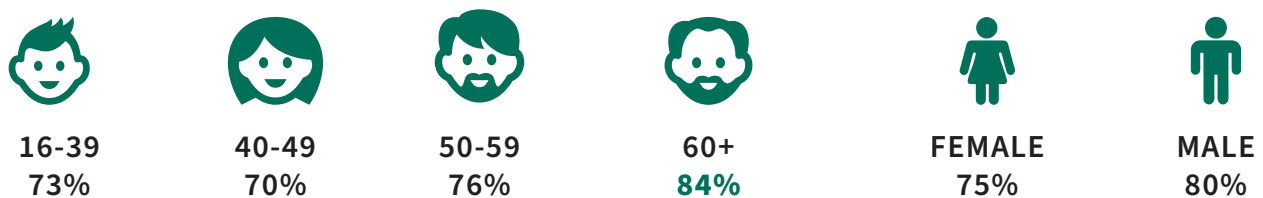
Seventy-seven percent of residents who accessed Council’s water supply were satisfied with the quality of the water, while 22% were dissatisfied with the quality of the water. These results were similar to those seen in 2020. Older residents appeared to be more satisfied with the quality of the water than other residents.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



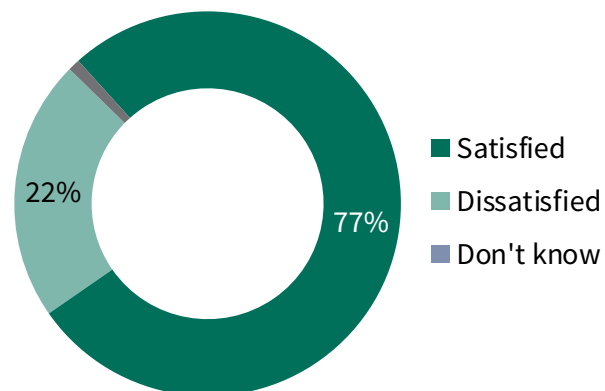
Using the same scale of 1 to 6, how satisfied are you with the water quality from Hauraki District Council? Base n=461.

# Water Utilities

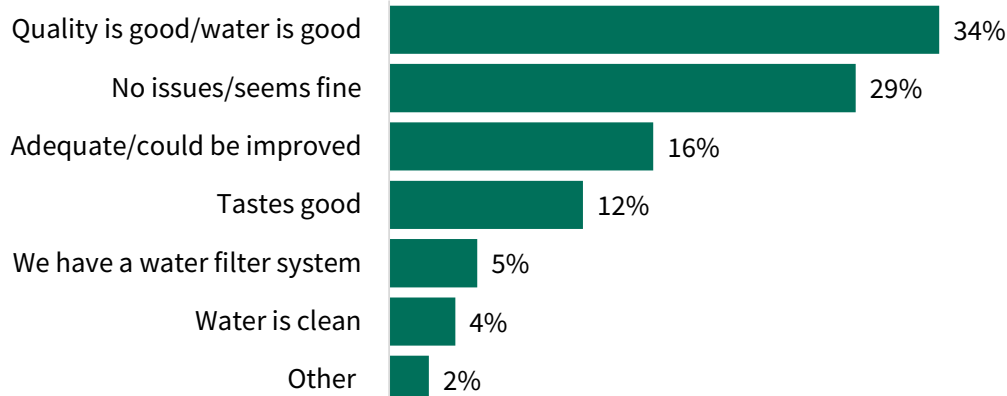
## Satisfaction with the water quality

Seventy-seven percent of residents on Council’s water supply were satisfied with the quality of the water. The main reasons for satisfaction were that there were no issues with the water and that it was generally fine.

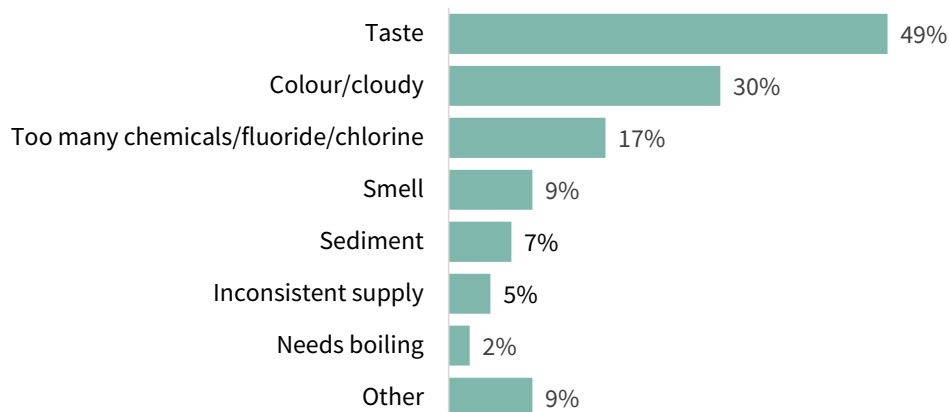
Twenty-two percent of residents on Council’s water supply were dissatisfied with the quality of the water. The primary reason for dissatisfaction was the taste of the water. This was followed by the colour and the perception that the water contained too many chemicals.



### Satisfied



### Dissatisfied



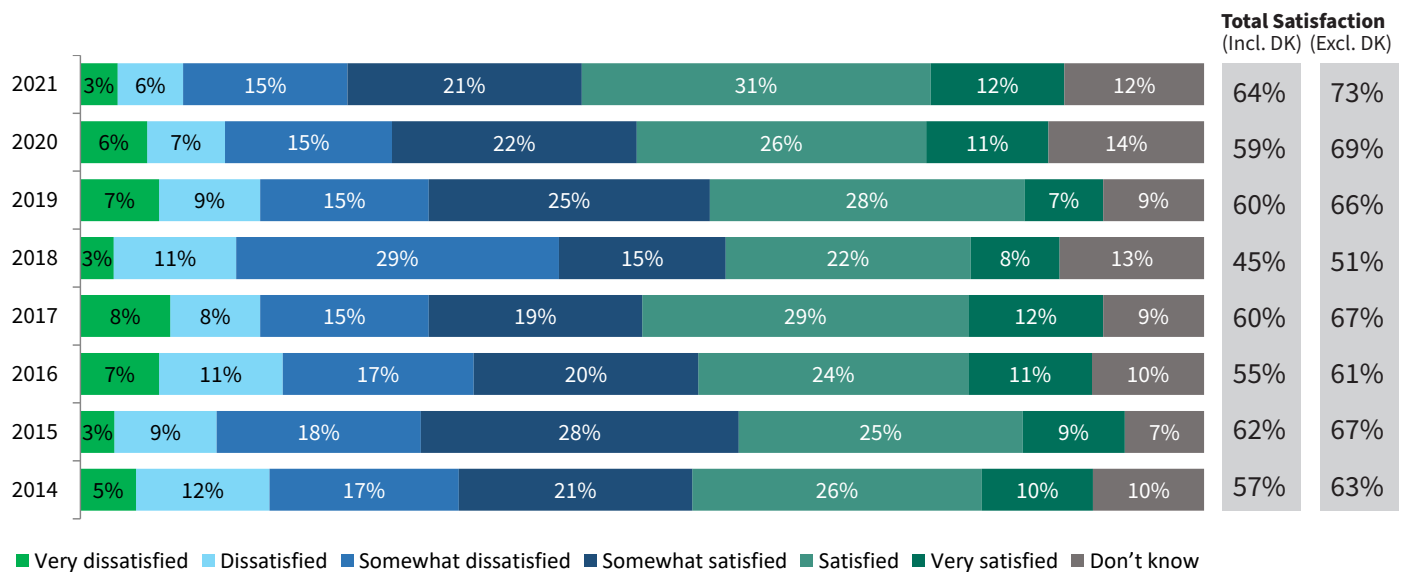
Why is that? (Satisfied) Base n=369.

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

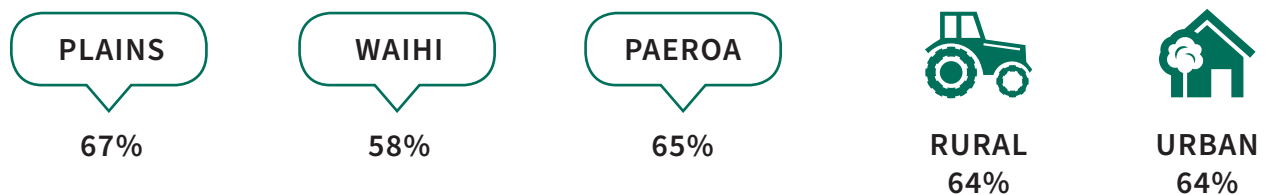
# Water Utilities

## Satisfaction with the cost of water

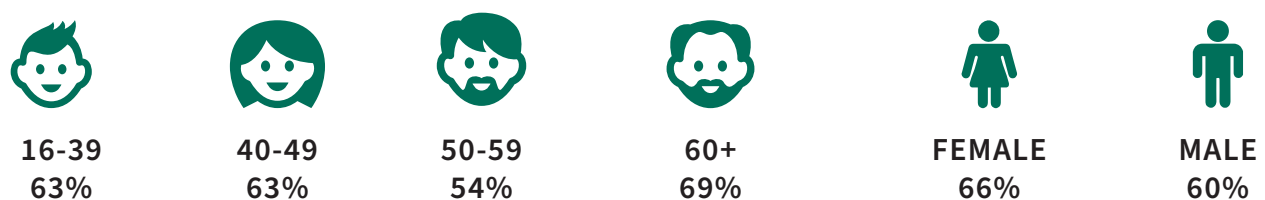
Sixty-four percent of the residents who accessed Council’s water supply were satisfied with the cost of the water. Twenty-four percent of residents were dissatisfied with the cost of the water, while 12% were unsure how to respond. There has been an increase of 5% in overall satisfaction since last year (64%, c.f. 59% in 2020). The satisfaction results were similar across the different demographic groups.



### 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=461.

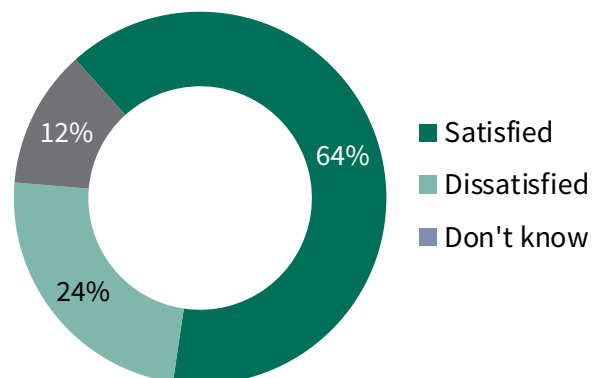


# Water Utilities

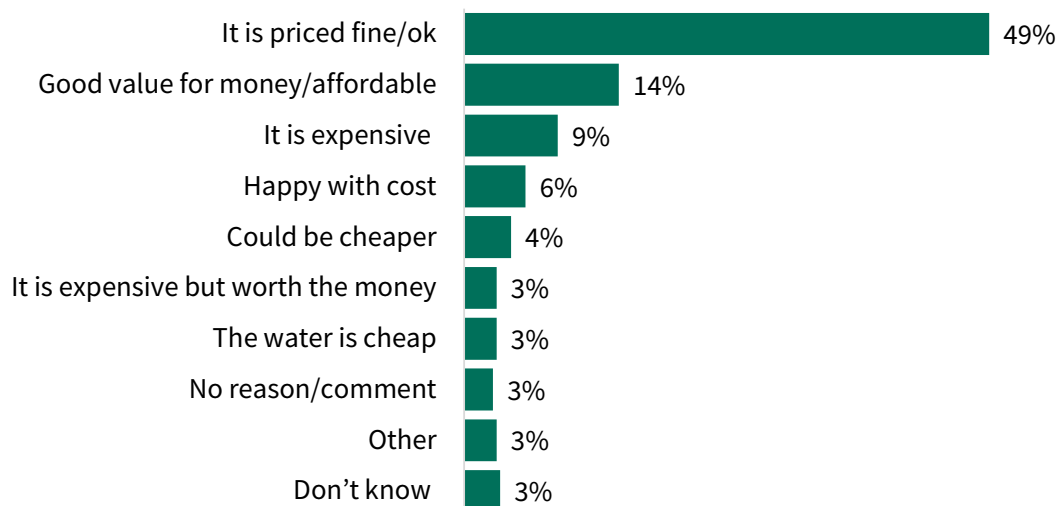
## Satisfaction with the cost of water

Just under two-thirds of residents on Council’s water supply were satisfied with the cost of the water. The main reasons for satisfaction were that there were no issues with the price and that it is considered affordable.

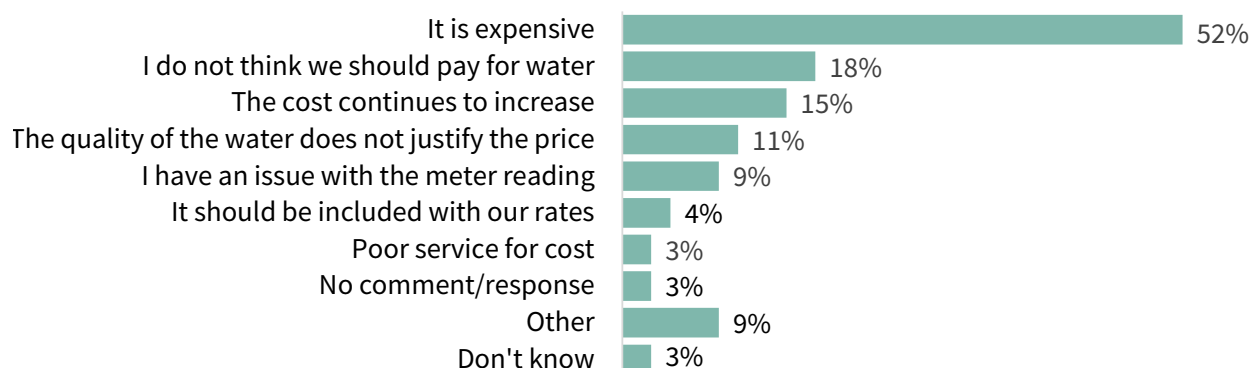
Twenty-four percent of residents on Council’s water supply were dissatisfied with the cost of the water. The primary reason for dissatisfaction with the water cost was that it was considered expensive. However, 18% of dissatisfied residents also felt that they should not have to pay for water supply.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=301.

Why is that? (Dissatisfied) Base n=112.

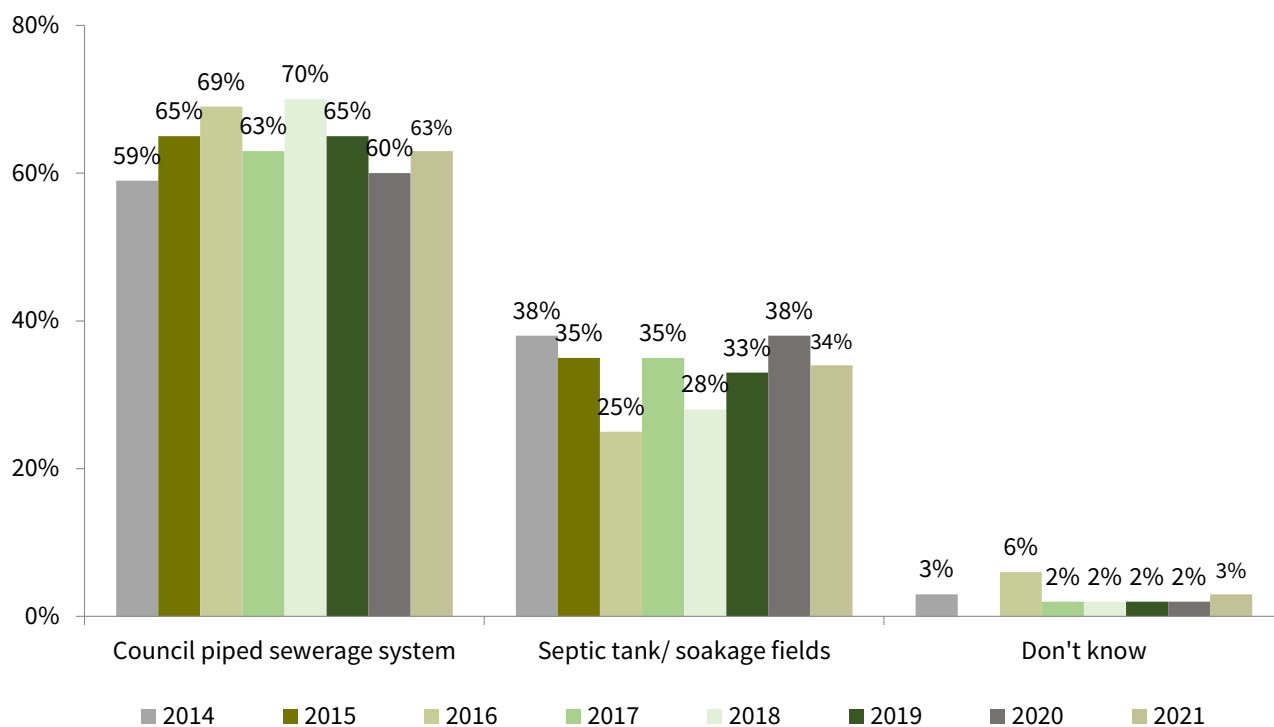


# Council Services

# Wastewater Services

## Household disposal of sewage

Sixty-three percent of residents used Council's piped sewerage system, 34% used a septic tank or soakage fields. Three percent were unsure which system they used.

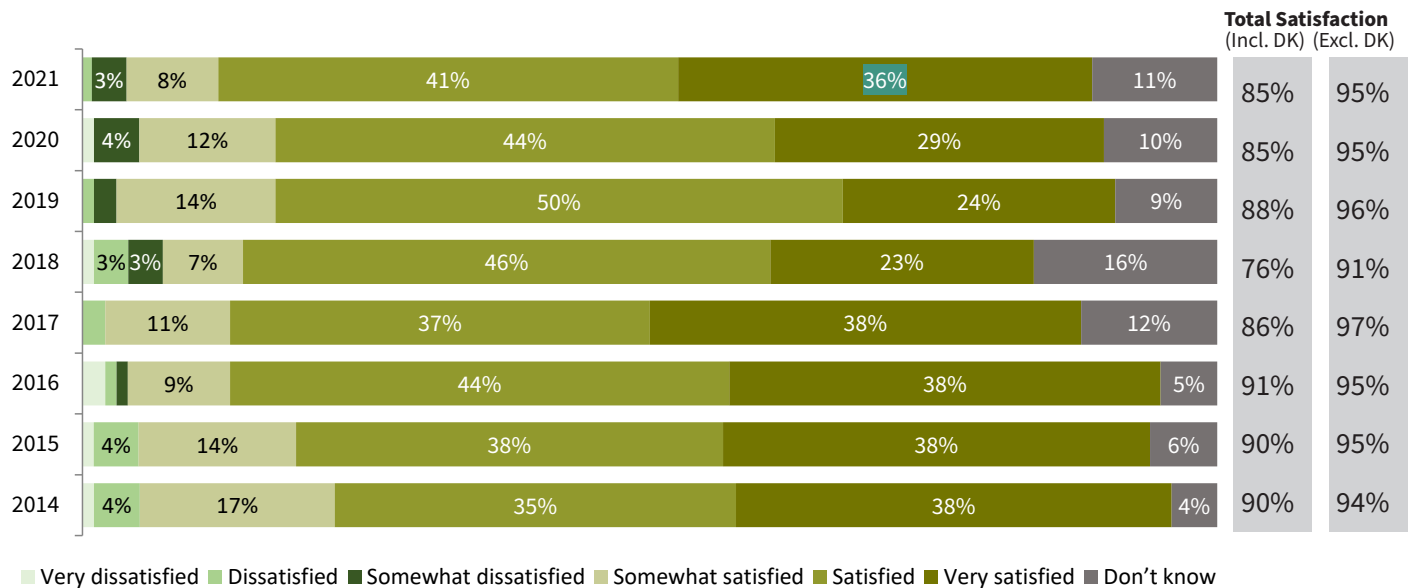


How does your household dispose of its sewage? Base n=591.

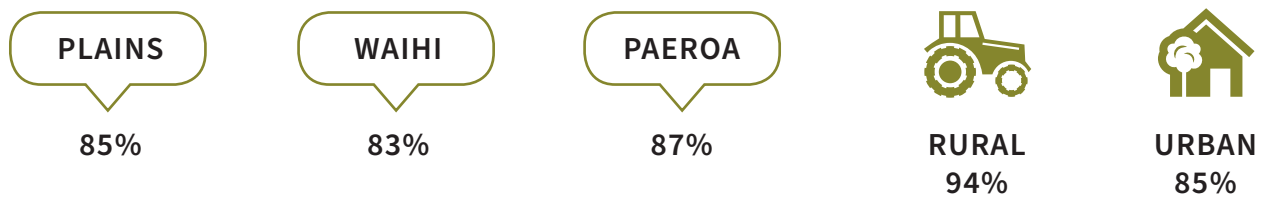
# Wastewater Services

## Satisfaction with quality of wastewater services

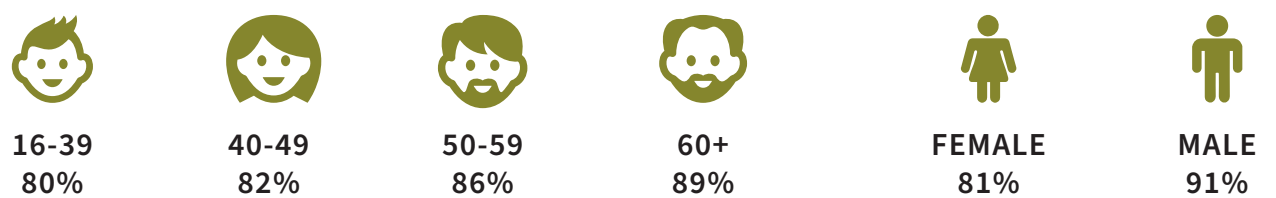
Eighty-five percent of residents who used Council’s system were satisfied with the wastewater services and only 4% were dissatisfied. Eleven percent were unsure how to respond. This year there has been an increase in the proportion of residents who were very satisfied with the quality of the wastewater services (36%, c.f. 29% in 2020). The satisfaction levels were consistent across different demographic groups.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



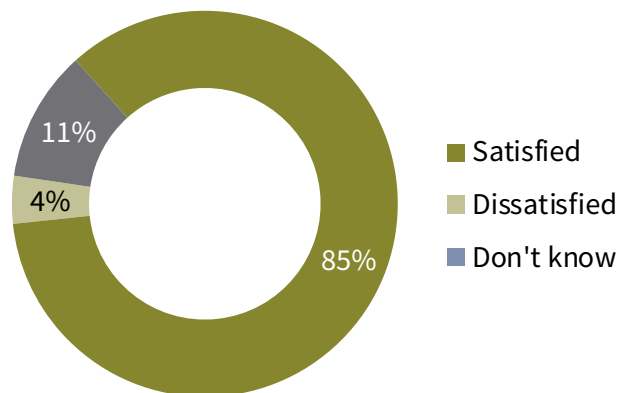
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the wastewater services by Council?  
Base n=375.

# Wastewater Services

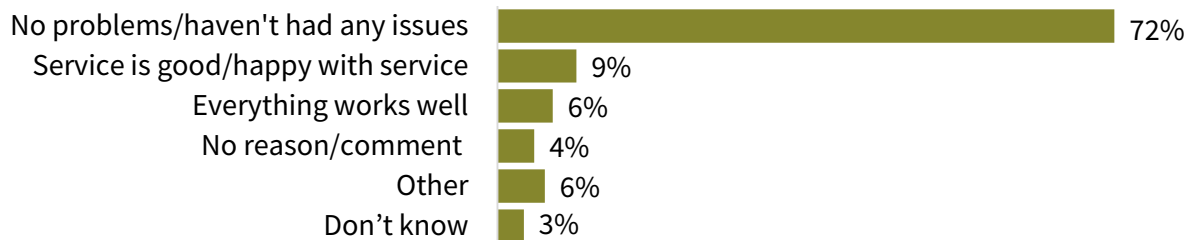
## Satisfaction with quality of wastewater services

Eighty-five percent of residents who used Council's wastewater services were satisfied with the service, with the primary reason for satisfaction being that they have no problems with the service.

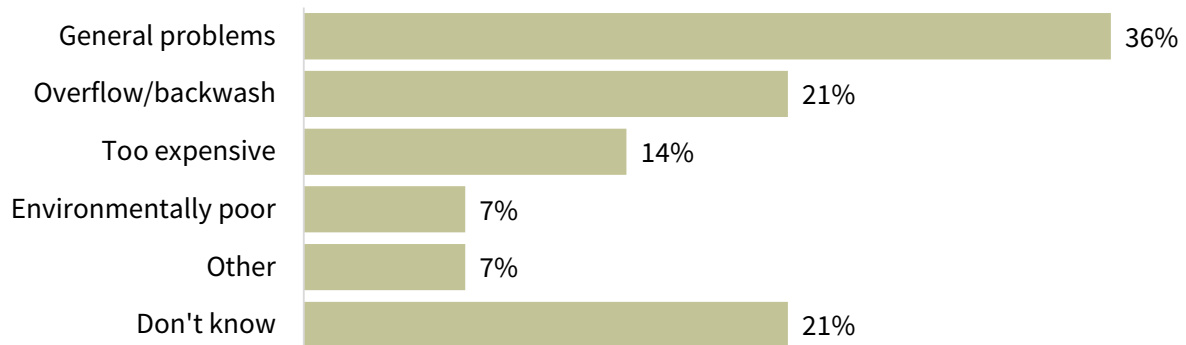
Only 4% of residents who used Council's wastewater services were dissatisfied with the service. The main reasons for dissatisfaction related to having general problems with the services, overflow or backwash, or that the service was considered too expensive.



### Satisfied



### Dissatisfied

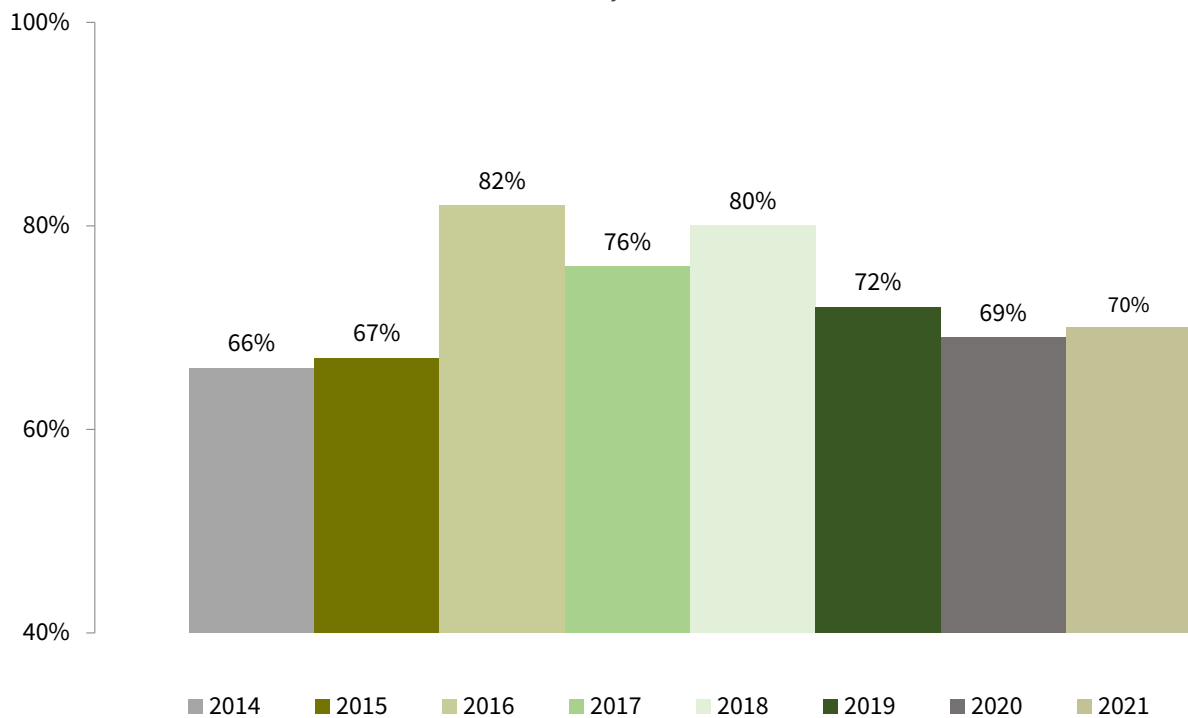


Why is that? (Satisfied) Base n=326.  
Why is that? (Dissatisfied) Base n=14.

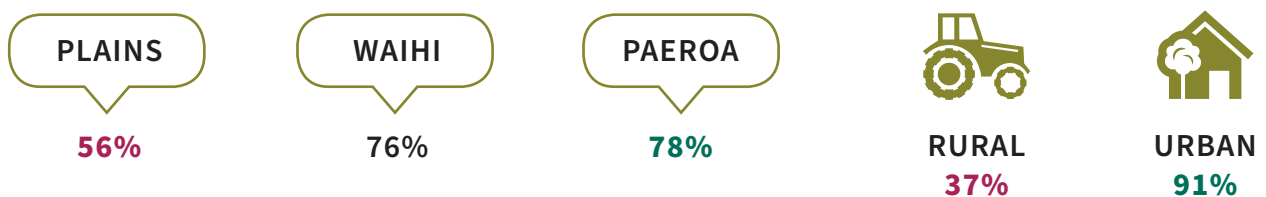
# Kerbside Collection

## Use of Council’s kerbside refuse collection service

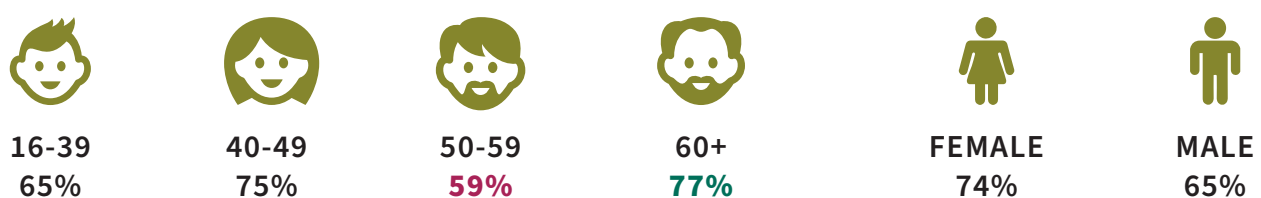
Seventy percent of residents used Council’s kerbside refuse collection service. Residents who lived in the Paeroa ward or in urban areas were more likely to use Council’s kerbside refuse collection service, while residents who lived in the Plains ward or in rural areas were less likely to use this service.



### Area Differences (User)



### Demographic Differences (User)

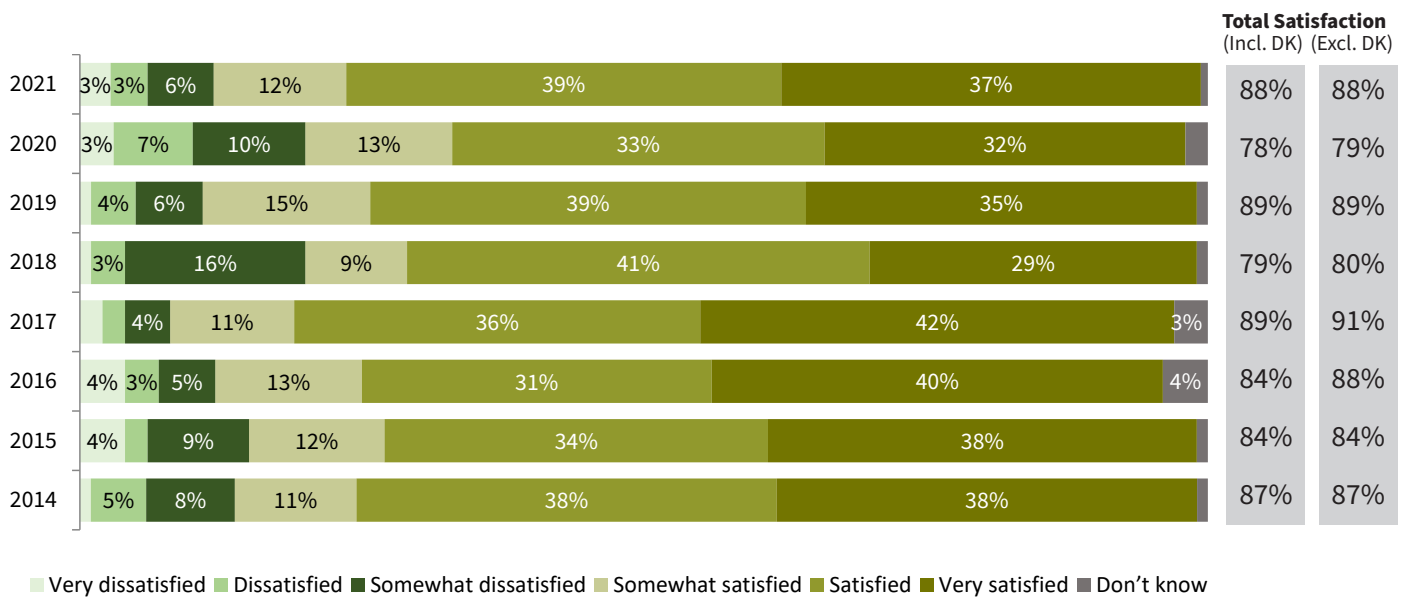


Do you use Council’s kerbside refuse collection service? Base n=591.

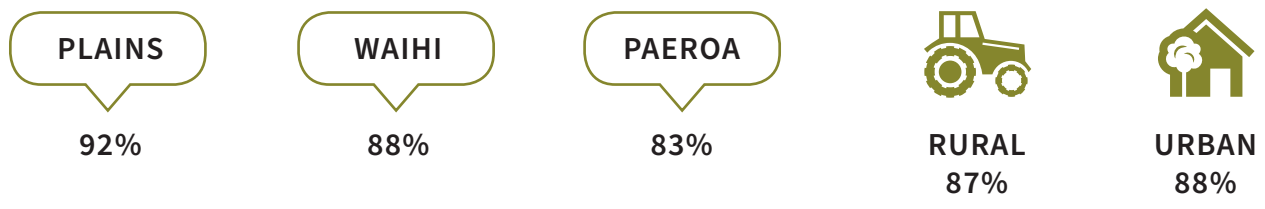
# Kerbside Collection

## Satisfaction with Council’s kerbside refuse collection service

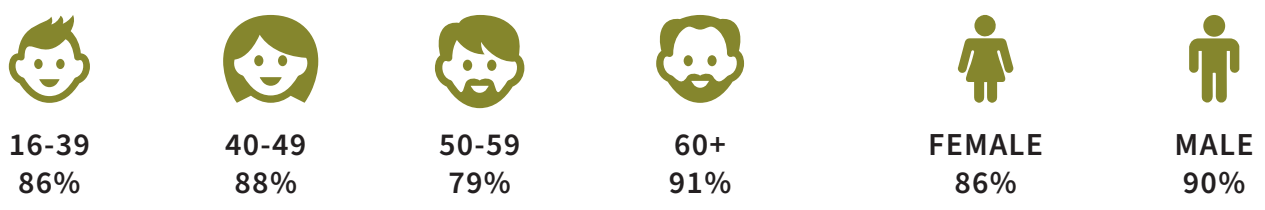
Eighty-eight percent of residents were satisfied with the kerbside refuse collection service, while only 12% were dissatisfied with the service. Total satisfaction results have increased 10% since last year (88%, c.f. 78% in 2020). Overall satisfaction is similar across the different demographic groups.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



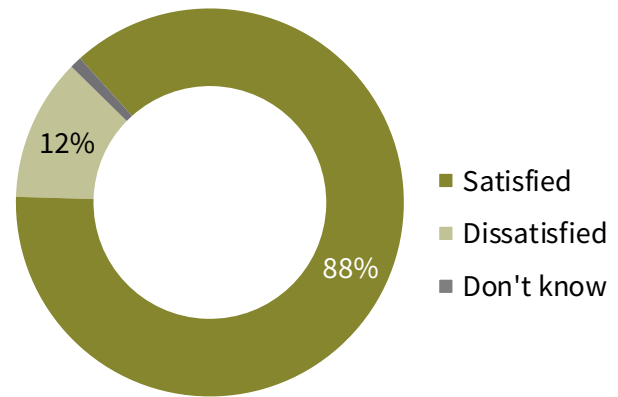
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council’s kerbside refuse collection service? Base n=427.

# Kerbside Collection

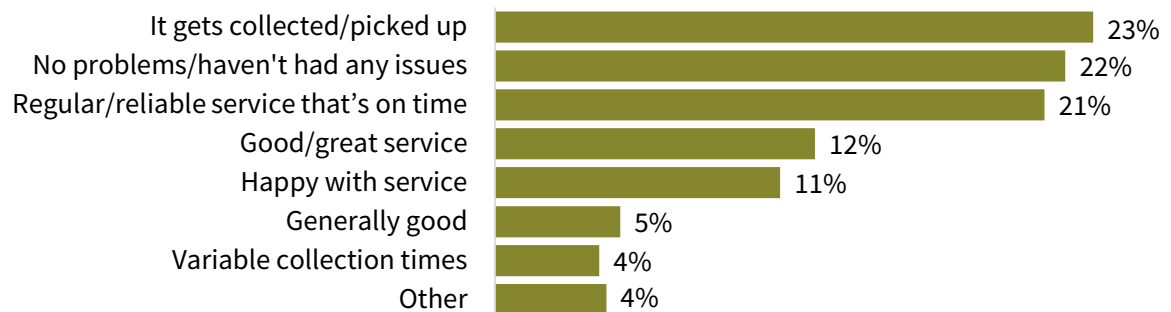
## Satisfaction with Council’s kerbside refuse collection service

Eighty-eight percent of residents who used Council’s kerbside refuse services were satisfied with this service. The main reasons for satisfaction were that the refuse was collected regularly, it was reliable, and there were no issues with the service.

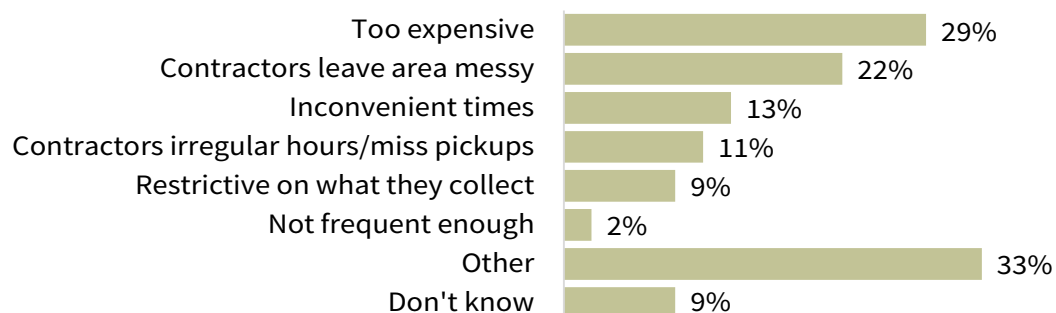
Twelve percent of residents who used Council’s kerbside refuse service were dissatisfied with the service. The primary reasons for dissatisfaction related to the price and concerns about the mess that was left by the contractors.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=379.

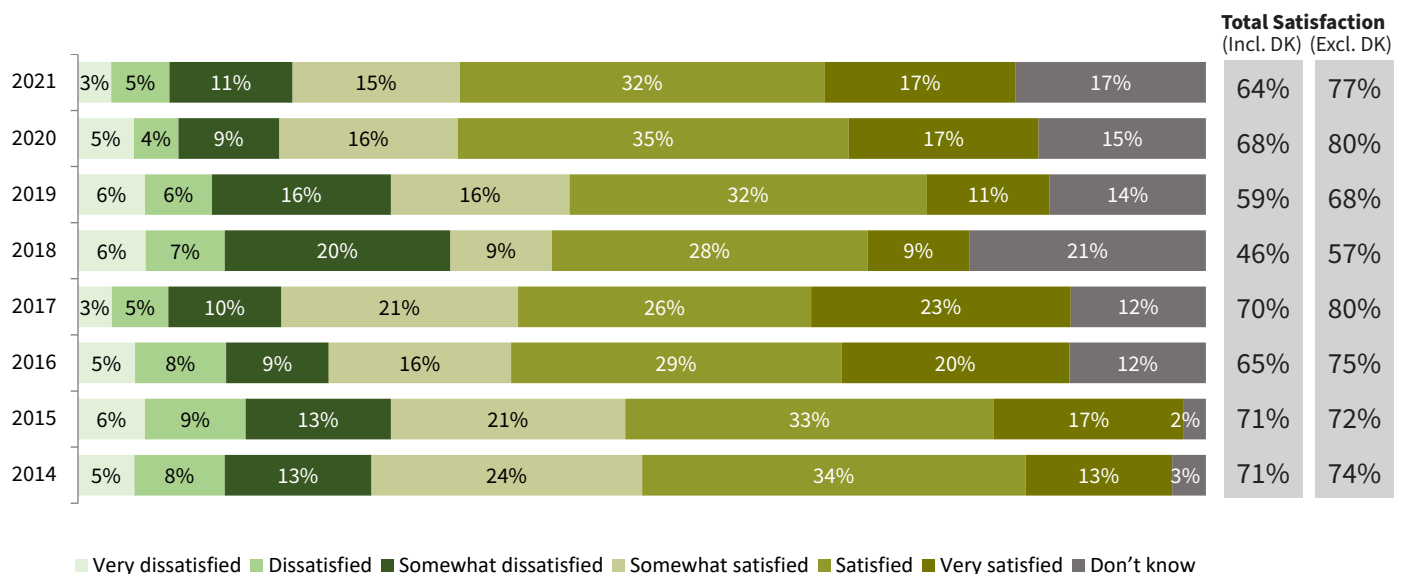
Why is that? (Dissatisfied) Base n=45.



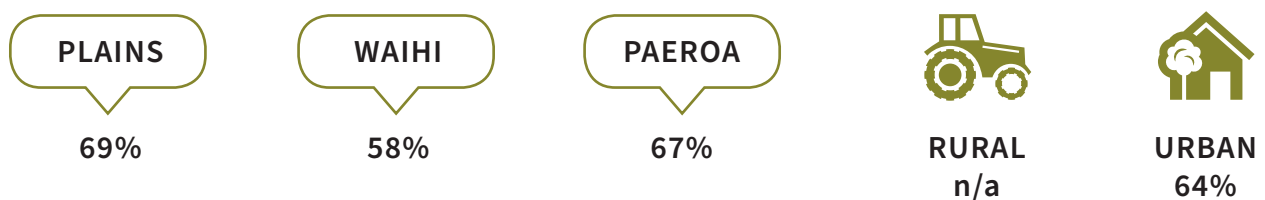
# Stormwater Services

## Satisfaction with stormwater services

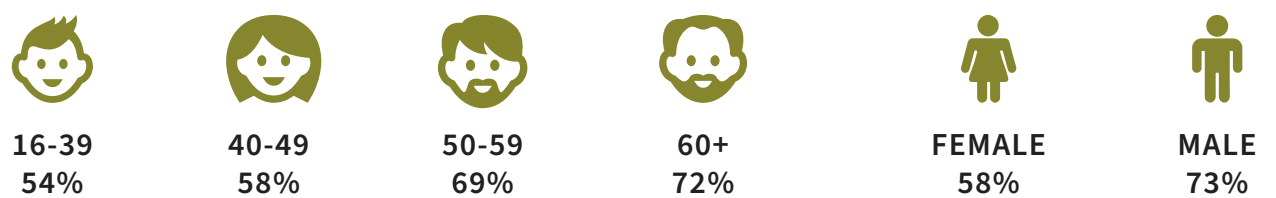
Sixty-four percent of urban residents were satisfied with the stormwater services while 19% were dissatisfied with the stormwater services. Seventeen percent of residents were unsure how to respond to this question. The total satisfaction results are similar to 2020 (64%, c.f. 68% in 2020). Total satisfaction appeared to be similar across the different demographic groups.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



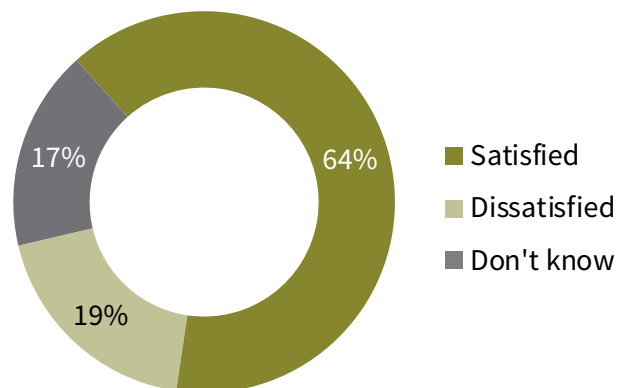
And, using the same scale, how satisfied or dissatisfied are you with the stormwater services provided by the Council? Base n=355.

# Stormwater Services

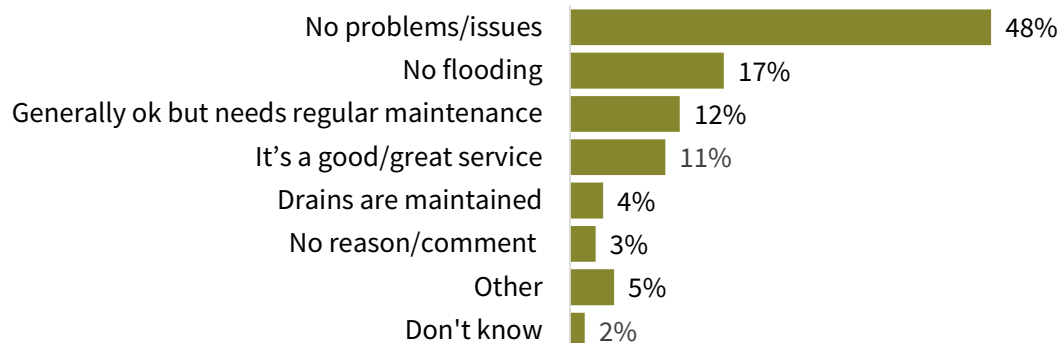
## Satisfaction with stormwater services

Sixty-four percent of residents who used Council's stormwater services were satisfied with the service with the main reason cited that there were no issues with the service.

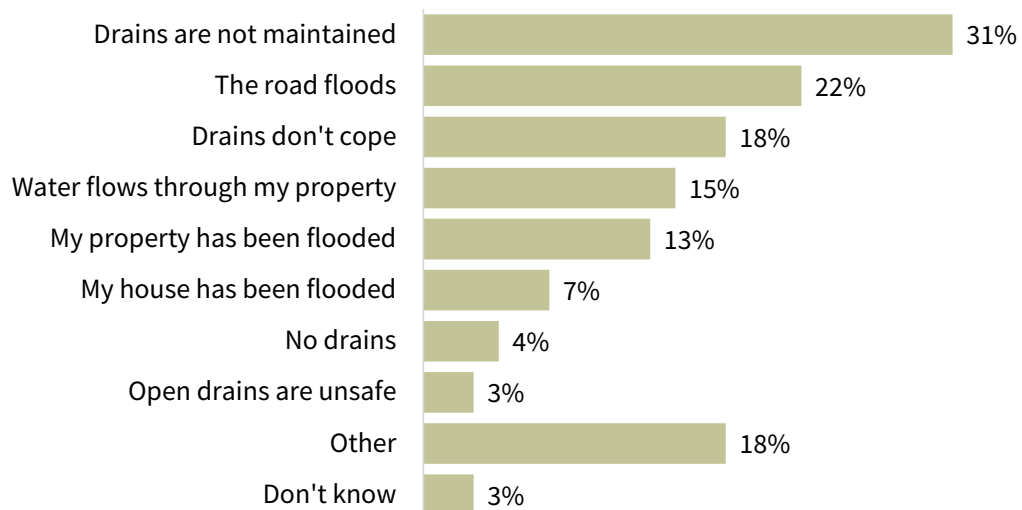
Nineteen percent of residents who used Council's stormwater services were dissatisfied with the service. The main reasons for dissatisfaction related to issues with drain maintenance, flooding, and drain capacity.



### Satisfied



### Dissatisfied



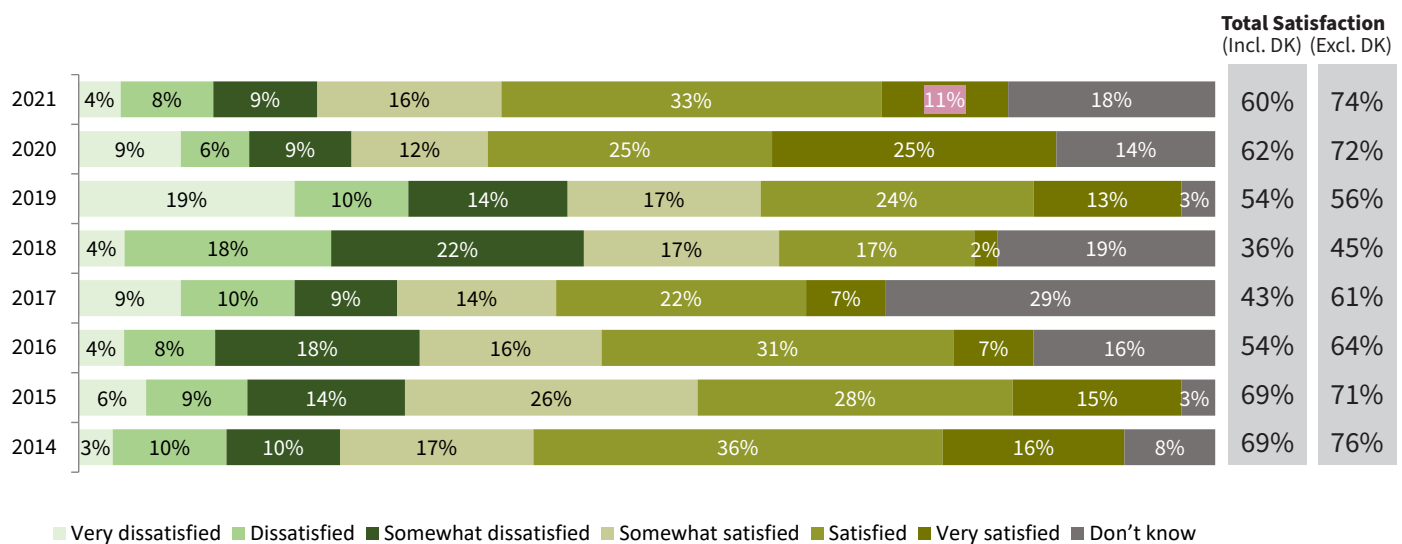
Why is that? (Satisfied) Base n=241.

Why is that? (Dissatisfied) Base n=68.

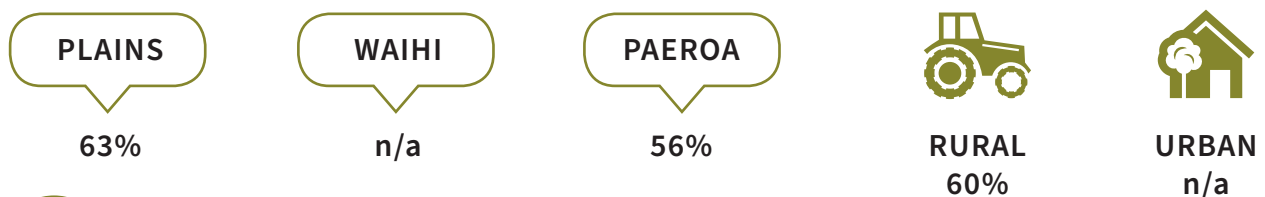
# Land Drainage & Flood Protection

## Satisfaction with land drainage and flood protection services

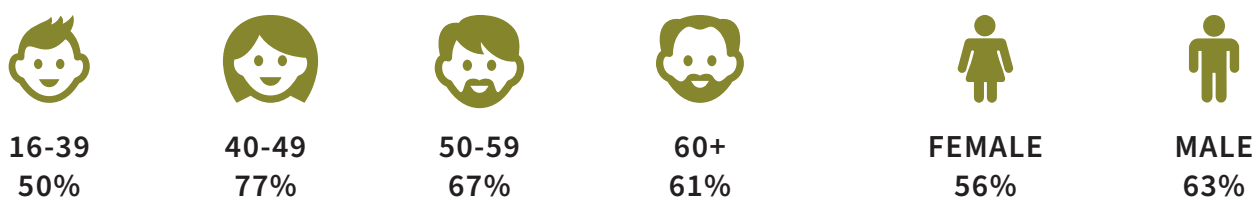
Sixty percent of rural residents were satisfied with the land drainage and flood protection services provided by Council while 21% were dissatisfied. Eighteen percent were unsure how to answer this question. The total satisfaction result was similar to 2020 (60%, c.f. 62% in 2020), however this year there has been a significant decrease in the proportion of residents who were very satisfied with these services. The results were consistent across the different demographic groups.



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)



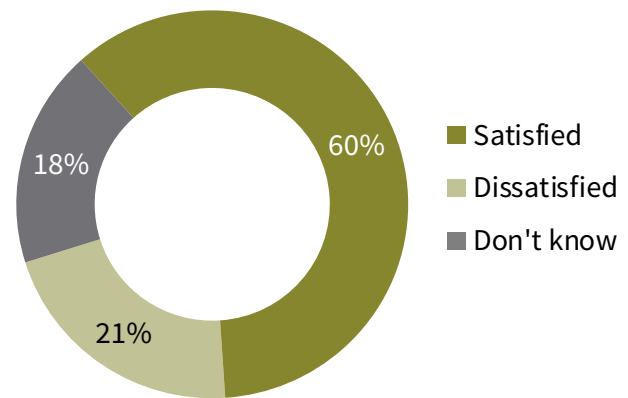
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the land drainage services in your area? Base n=155.

# Land Drainage & Flood Protection

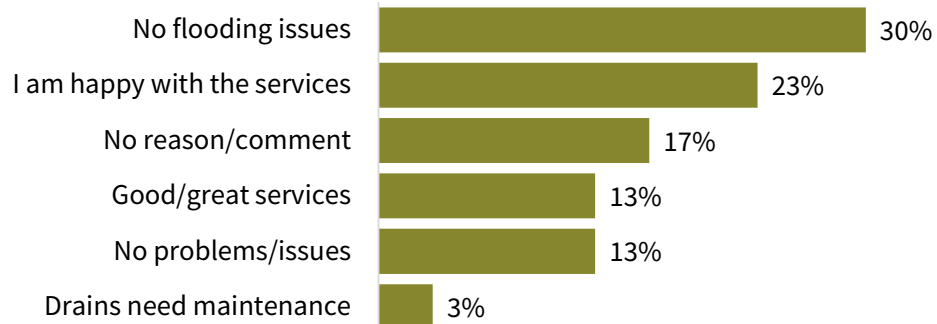
## Satisfaction with land drainage and flood protection services

Sixty percent of residents who used Council’s land drainage and flood protection services were satisfied with these services. The main reasons for satisfaction were that there was no flooding and that they were happy with the service.

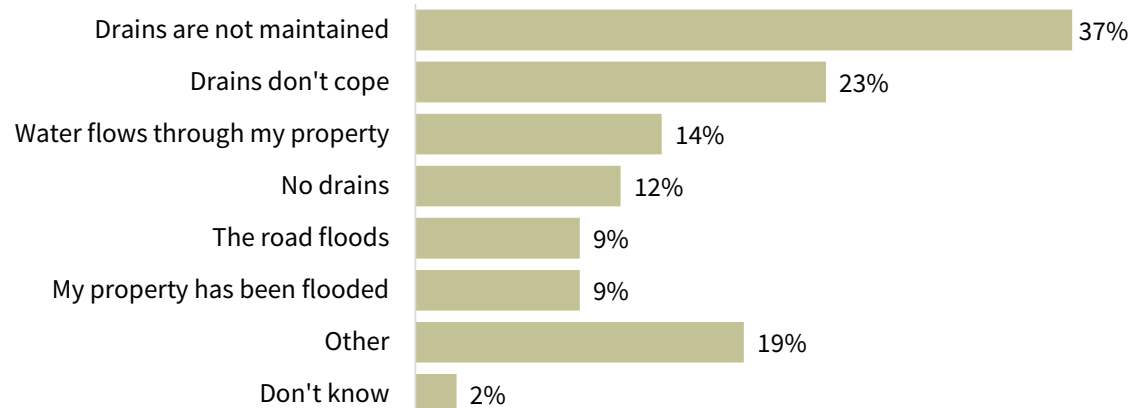
Twenty-one percent of residents who used Council’s land drainage and flood protection services were dissatisfied with these services. The main reasons for dissatisfaction were perceptions that the drains were not well maintained and were not able to cope with the volume of water. Fourteen percent of dissatisfied residents noted that they have water flowing through their property.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=107.  
 Why is that? (Dissatisfied) Base n=43.

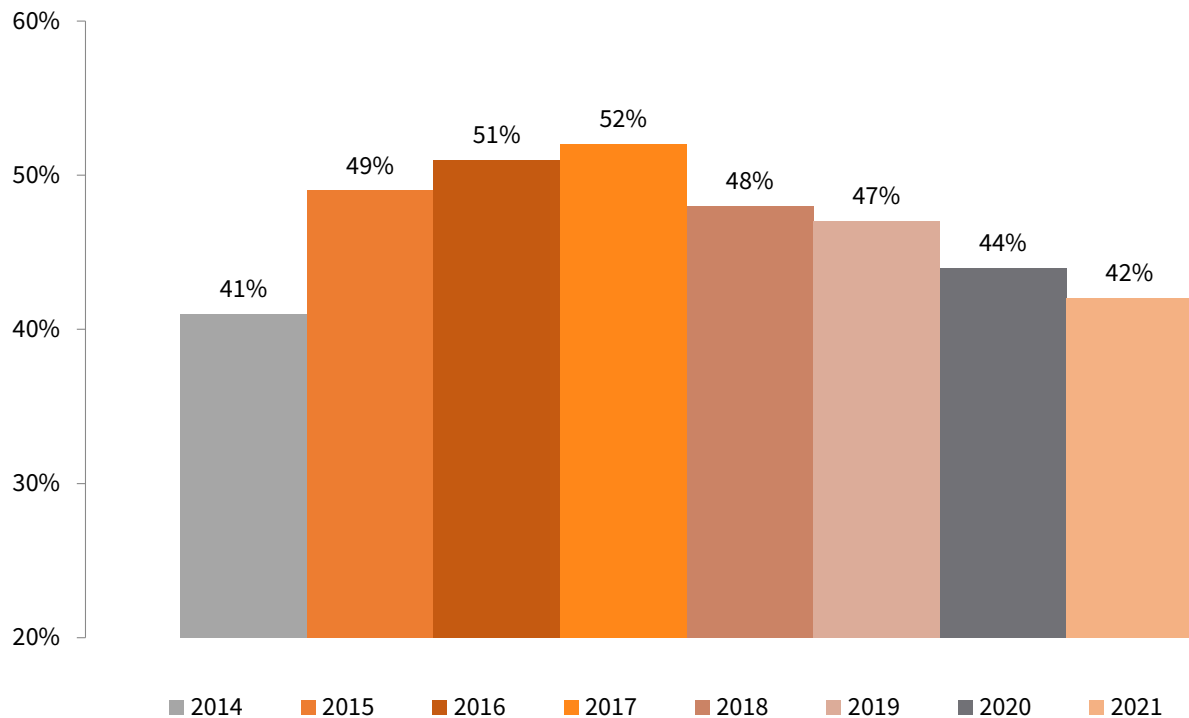


# Community Facilities

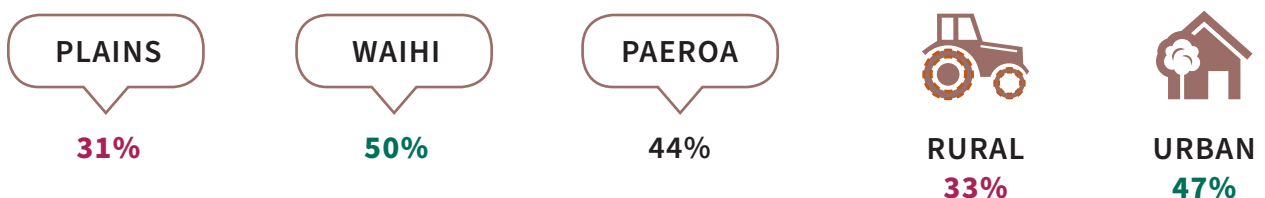
# District Libraries

## Visitation of a district library

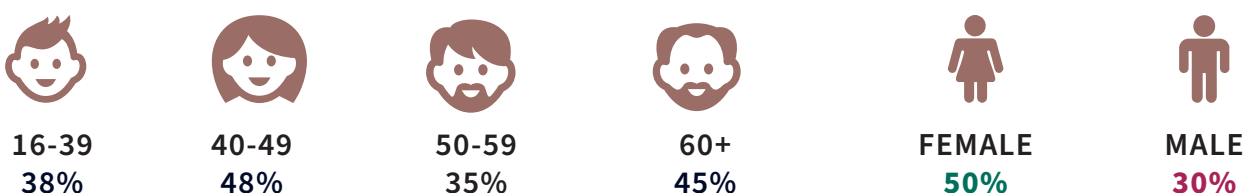
Forty-two percent of residents had visited a district library this year. This result was a small decrease since last year (44%), and was a 10% decrease since 2017. Residents from the Waihi ward, female residents, or residents who lived in urban areas were more likely to have visited a library.



## Area Differences (Visitor)



## Demographic Differences (Visitor)

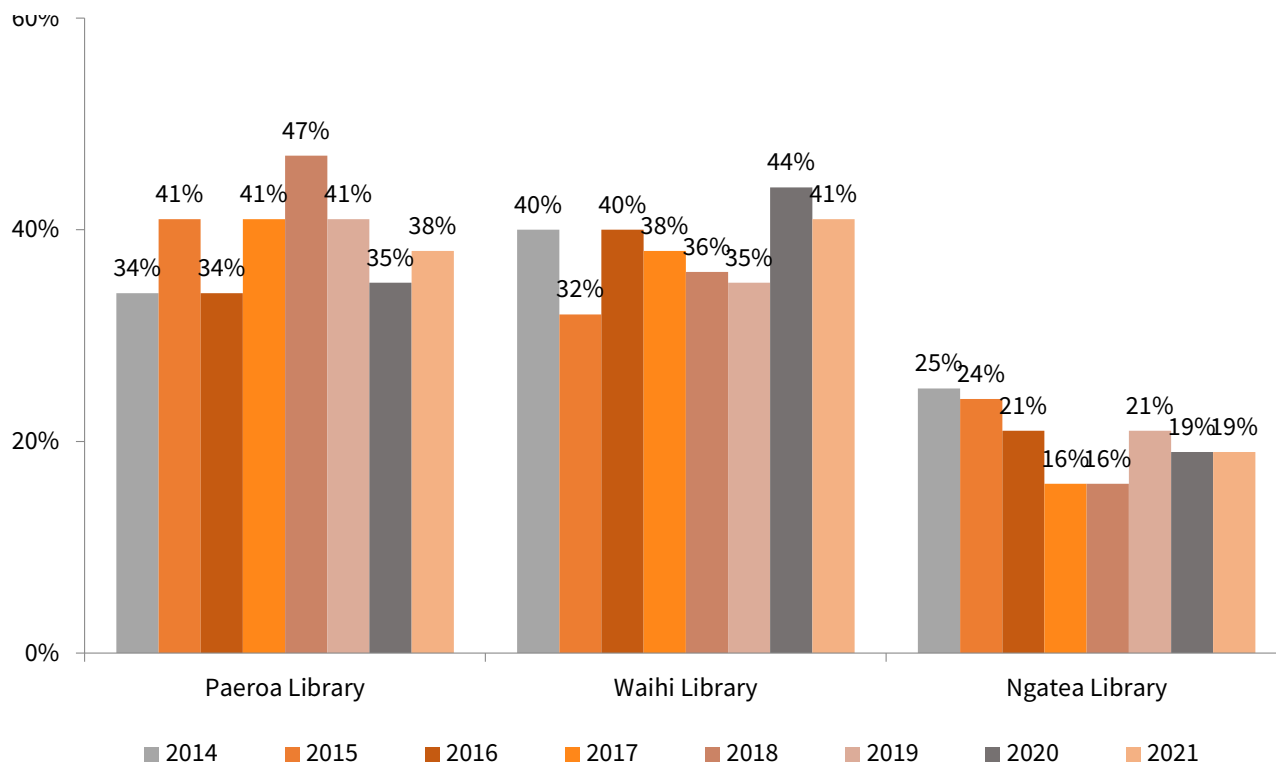


In the past 12 months, have you visited a library in the Hauraki district? Base n=591.

# District Libraries

## Libraries mainly visited

The main library that residents had used was the Waihi library (41%). This was followed by the Paeroa library (38%) and the Ngatea library (19%). These results are similar to 2020.

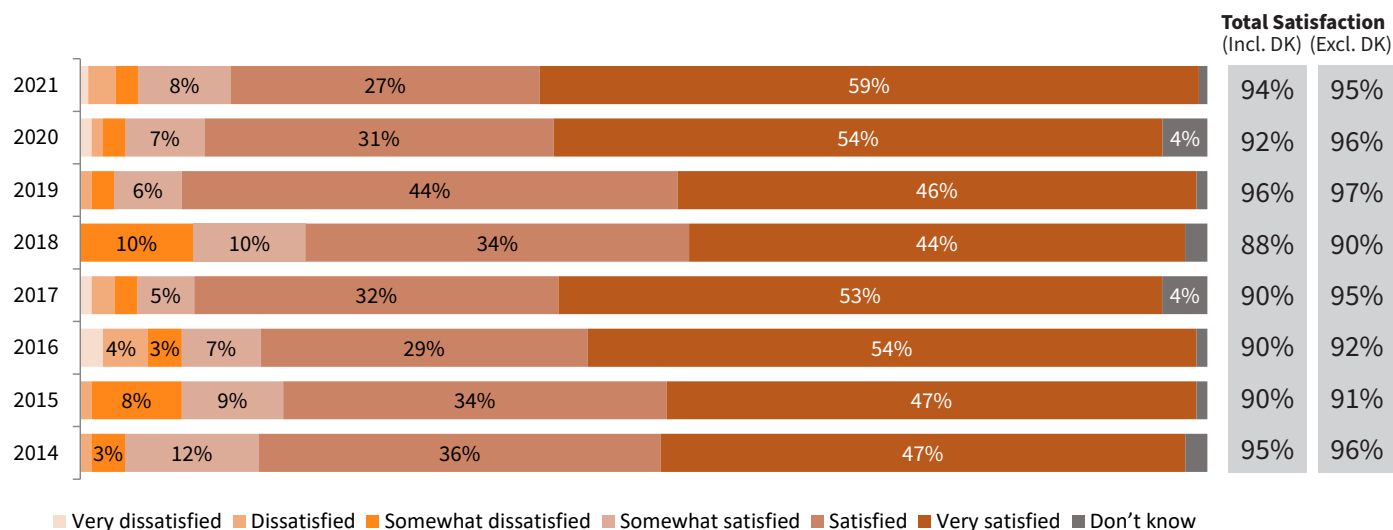


Which Hauraki District Library do you mainly visit? Base n=252.

# District Libraries

## Satisfaction with library services

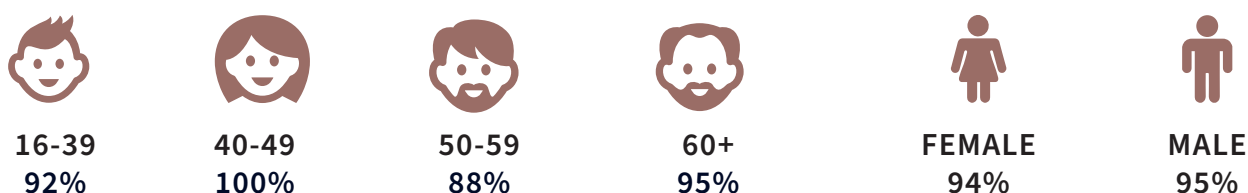
Ninety-four percent of library users were satisfied with the library services while only 5% of users were dissatisfied. This result was similar to the 2020 result (94%, c.f. 92% in 2020). The satisfaction results were similar across the different demographic groups.



### 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=252.

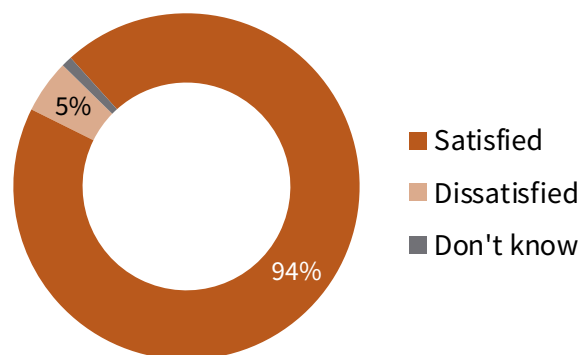


# District Libraries

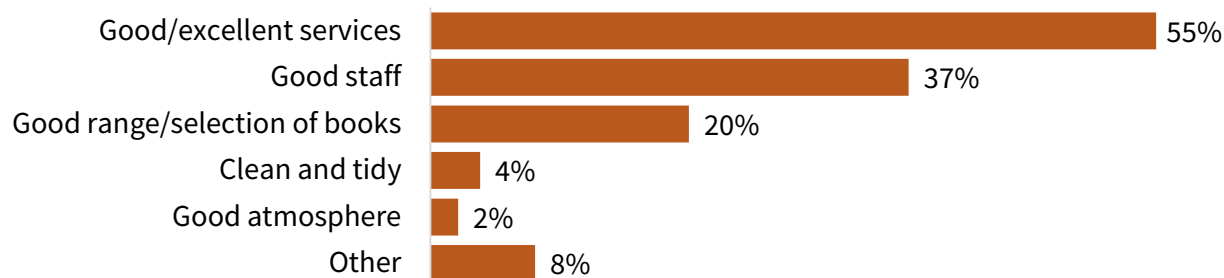
## Satisfaction with library services

The majority of library users (94%) were satisfied with the library services. The main reasons for satisfaction related to the library providing excellent services, good staff, and a good range or selection of books.

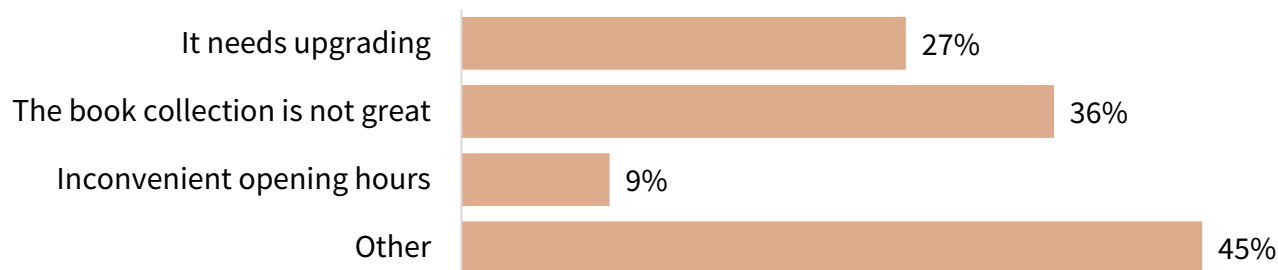
Only 5% of library users were dissatisfied with the library services. The main reasons for dissatisfaction related to the libraries needing an upgrade and that the book collection was not satisfactory.



### Satisfied



### Dissatisfied



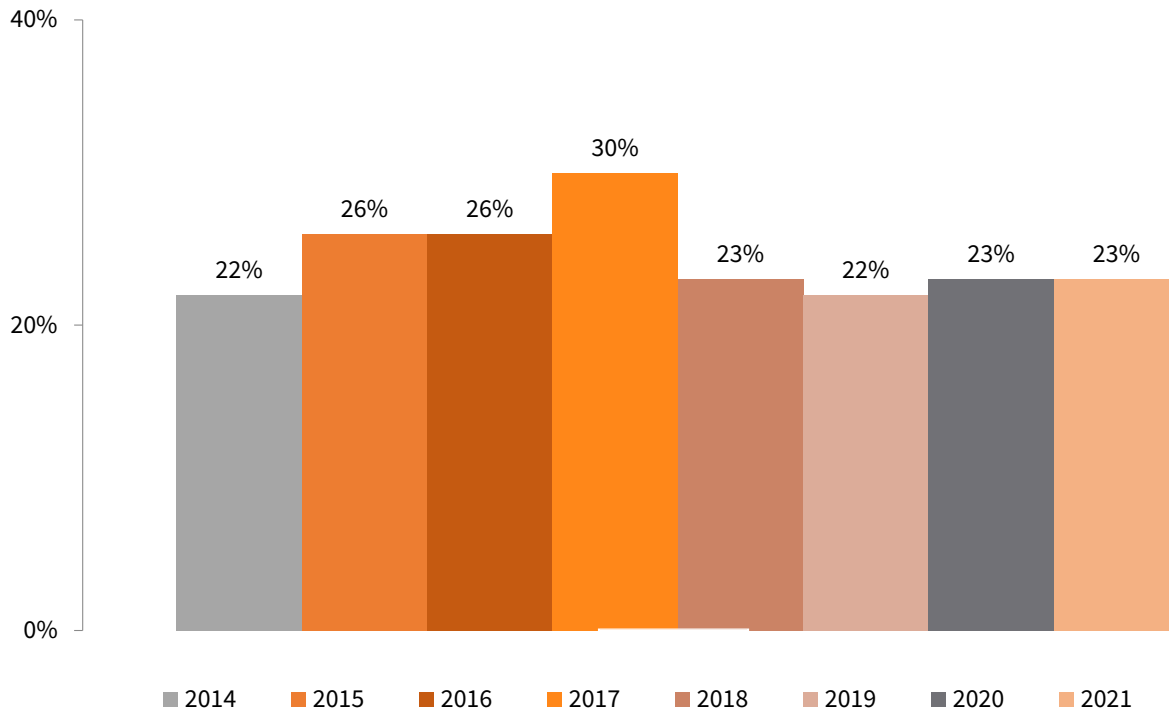
Why is that? (Satisfied) Base n=238.

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

# Council Swimming Pools

## Visitation of Council swimming pools

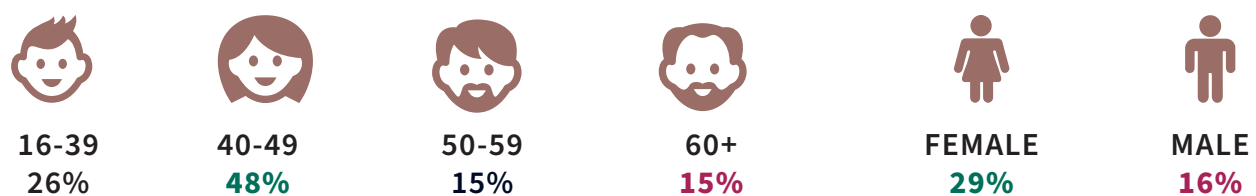
Twenty-three percent of residents had visited one of the district's swimming pools in the past year. Residents who lived in the Plains ward, who were aged 40-49, or who were female were more likely to have visited a swimming pool.



### Area Differences (Visitor)



### Demographic Differences (Visitor)

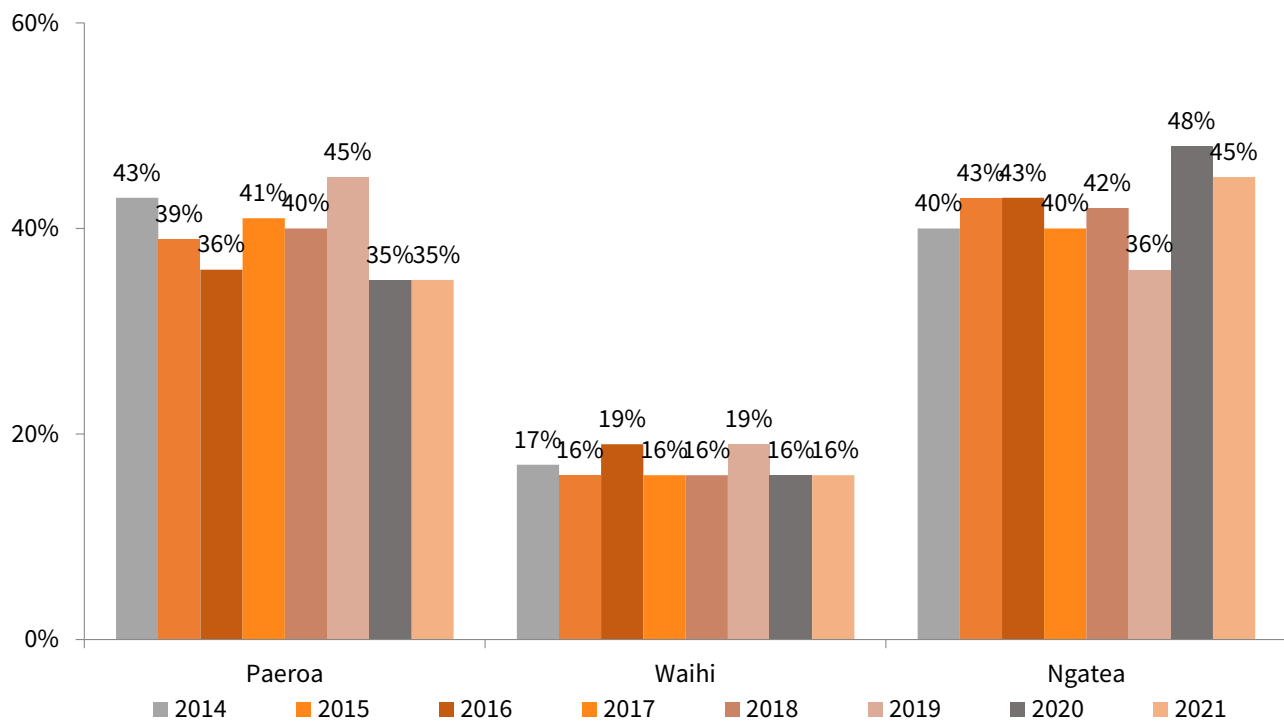


*In the past 12 months, have you visited a Hauraki District Council swimming pool? This includes visiting a swimming pool to swim or to watch others swim. Base n=591.*

# Council Swimming Pools

## Pools mainly visited

The main swimming pool that residents had used was the Ngatea pool (45%). This was followed by the Paeroa pool (35%) and the Waihi pool (16%). These results were similar to 2020.

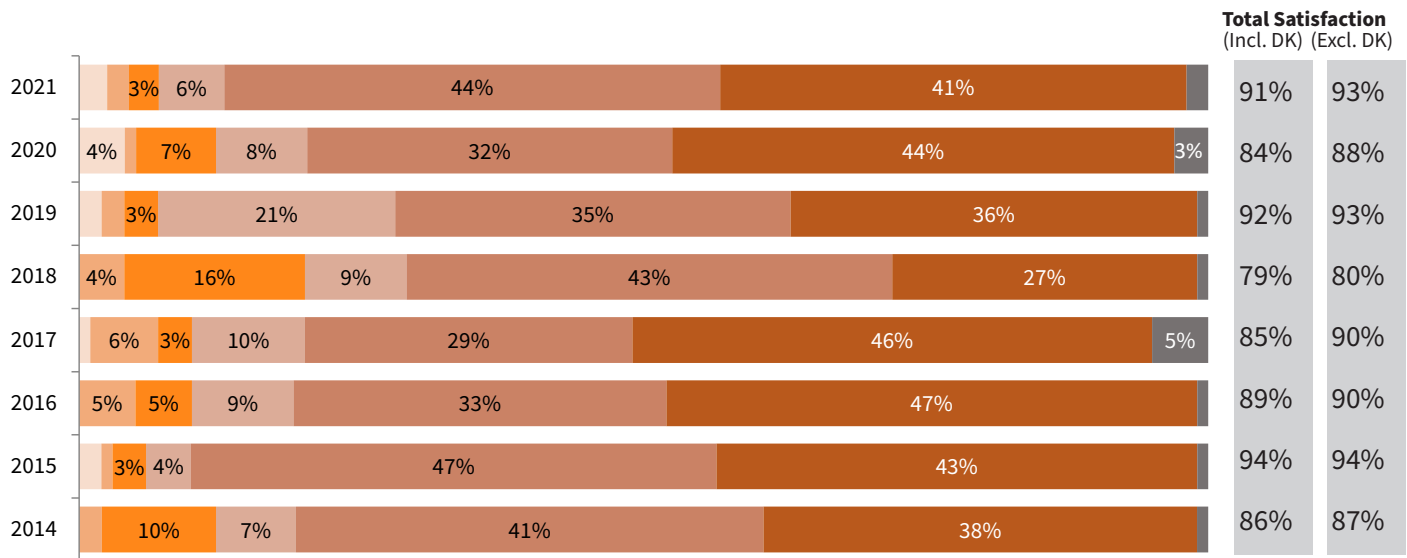


Which public swimming pool do you mainly visit? Base n=118.

# Council Swimming Pools

## Satisfaction with Council swimming pools

Ninety-one percent of residents who had used Council’s swimming pools in the past 12 months were satisfied with the pools. Only 7% of residents were dissatisfied with the swimming pools. This result was an increase on last year’s total satisfaction result (91%, c.f. 84% in 2020). The total satisfaction results were similar across the different demographic groups.



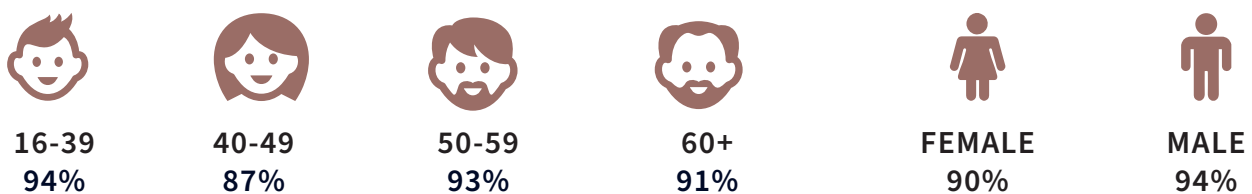
Very dissatisfied Dissatisfied Somewhat dissatisfied Somewhat satisfied Satisfied Very satisfied Don't know



### Area Differences (Total Satisfied)



### Demographic Differences (Total Satisfied)

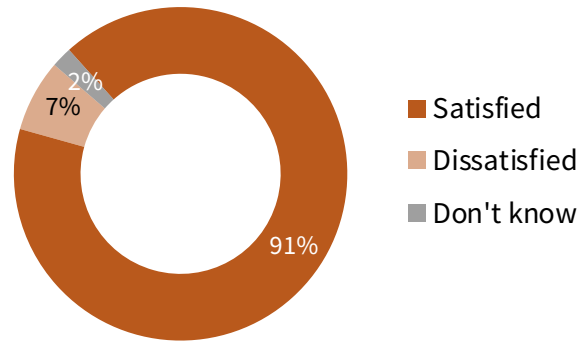


Using the same scale of 1 to 6, how satisfied of dissatisfied are you with the operation of Council swimming pools in the district?  
Base n=118.

# Council Swimming Pools

## Satisfaction with Council swimming pools

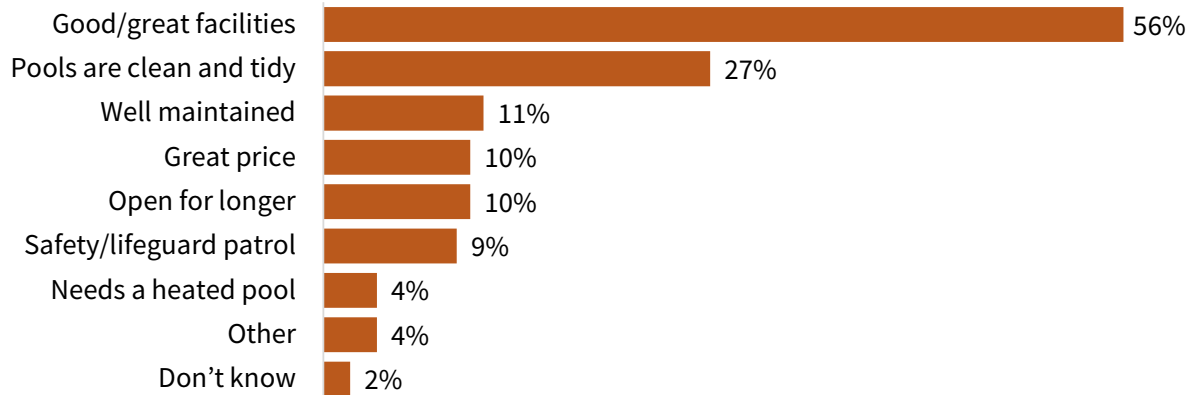
The majority of residents who used the swimming pools were satisfied (91%) with the pools. Over half of satisfied pool users stated that the pools provided great facilities. Other reasons for satisfaction related to the pools being clean and tidy, good maintenance, good pricing, and safety features.



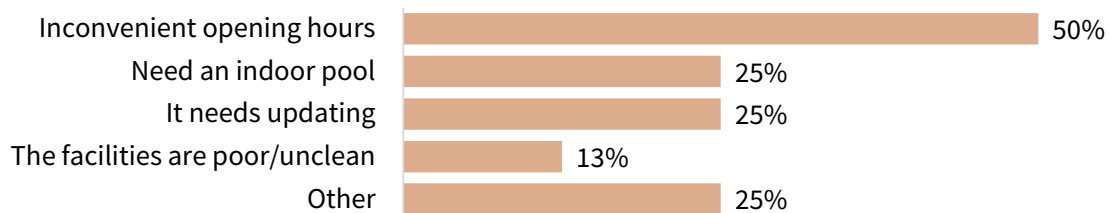
Only 7% of pool users were dissatisfied with the pools in the district. The main reasons for dissatisfaction related to inconvenient open hours, the need for an update of the pools, and the preference for an indoor pool.



### Satisfied



### Dissatisfied

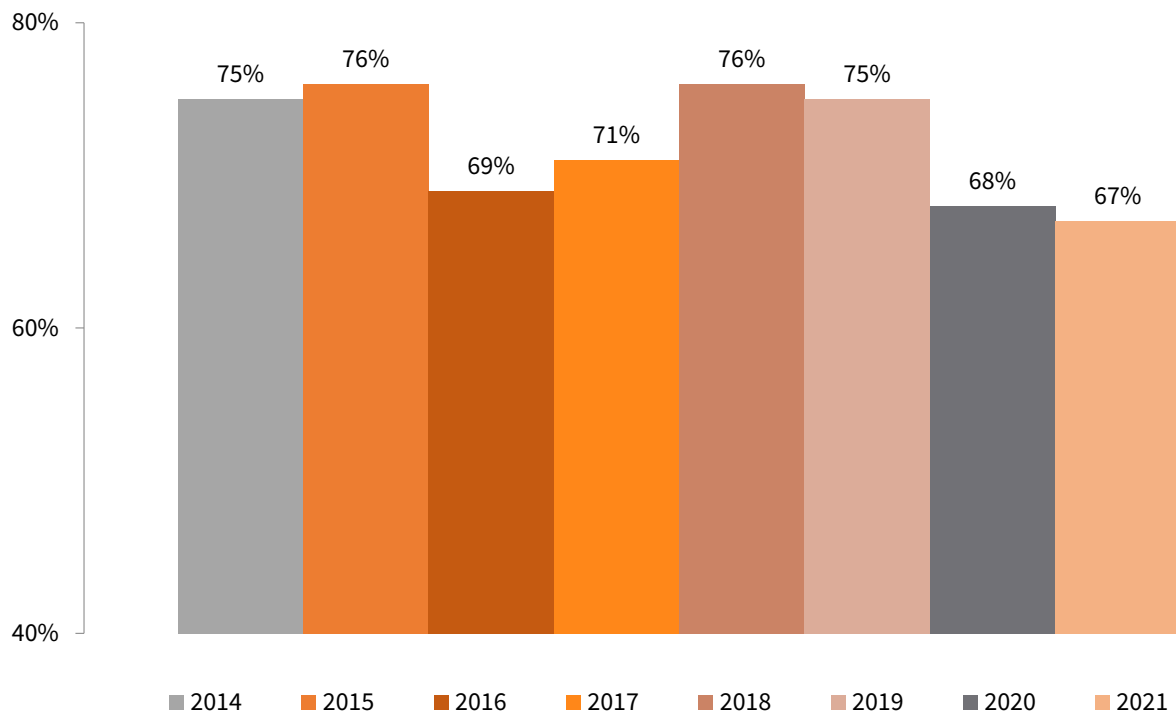


Why is that? (Satisfied) Base n=107.  
Why is that? (Dissatisfied) Base n=8.

# Sports Fields, Parks, or Reserves

## Visitation of sports fields, parks, or reserves

Sixty-seven percent of residents had visited a district sports field, park, or reserve in the past 12 months. This result was similar to that of 2020. Older residents and male residents were less likely than others to have visited a sports field, park, or reserve.



### Area Differences (Visitor)



PLAINS

64%



WAIHI

64%



PAEROA

73%



RURAL

66%



URBAN

68%



### Demographic Differences (Visitor)



16-39  
74%



40-49  
84%



50-59  
64%



60+  
57%



FEMALE  
72%



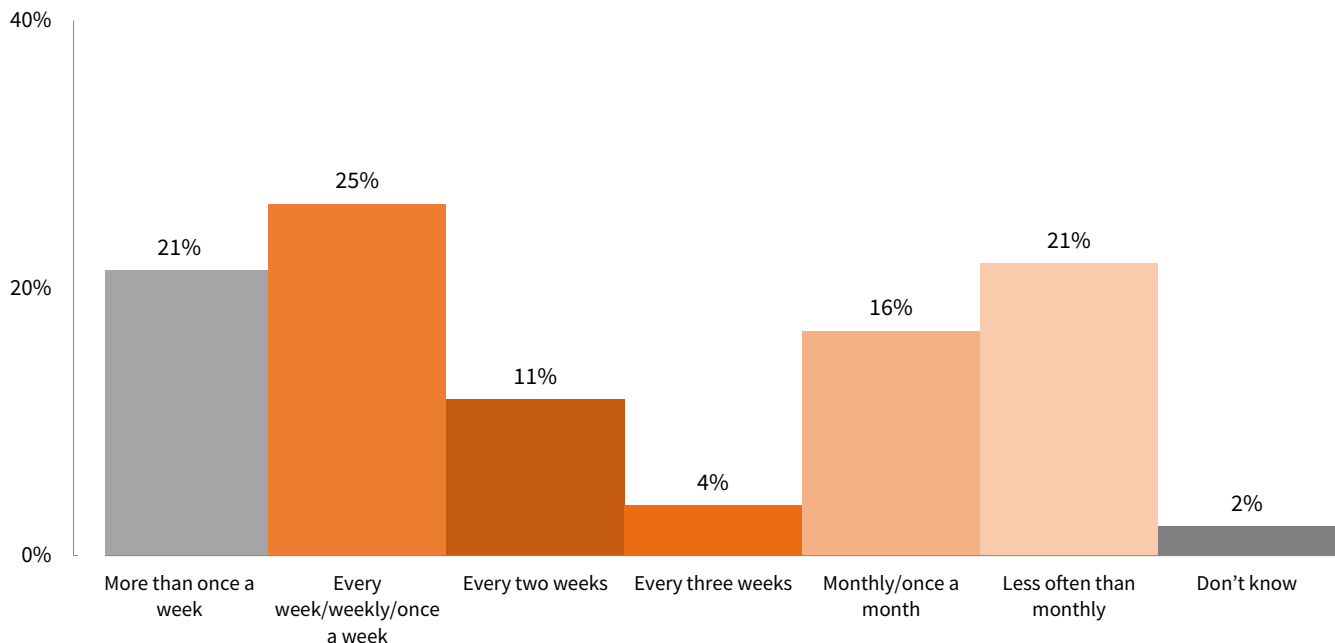
MALE  
62%

In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District? Base n=591.

# Sports Fields, Parks, or Reserves

## Frequency of visitation of sports fields, parks, or reserves

Forty-six percent of park visitors have frequented a district sports field, park, or reserve at least once a week, 11% visited every two weeks, while 4% visited every three weeks. Thirty-seven percent of visitors frequented these facilities monthly or less often.



### Area Differences (At least weekly)



PLAINS

50%



WAIHI

41%



PAEROA

47%



RURAL

36%



URBAN

52%



### Demographic Differences (At least weekly)



16-39  
57%



40-49  
50%



50-59  
35%



60+  
38%



FEMALE  
47%



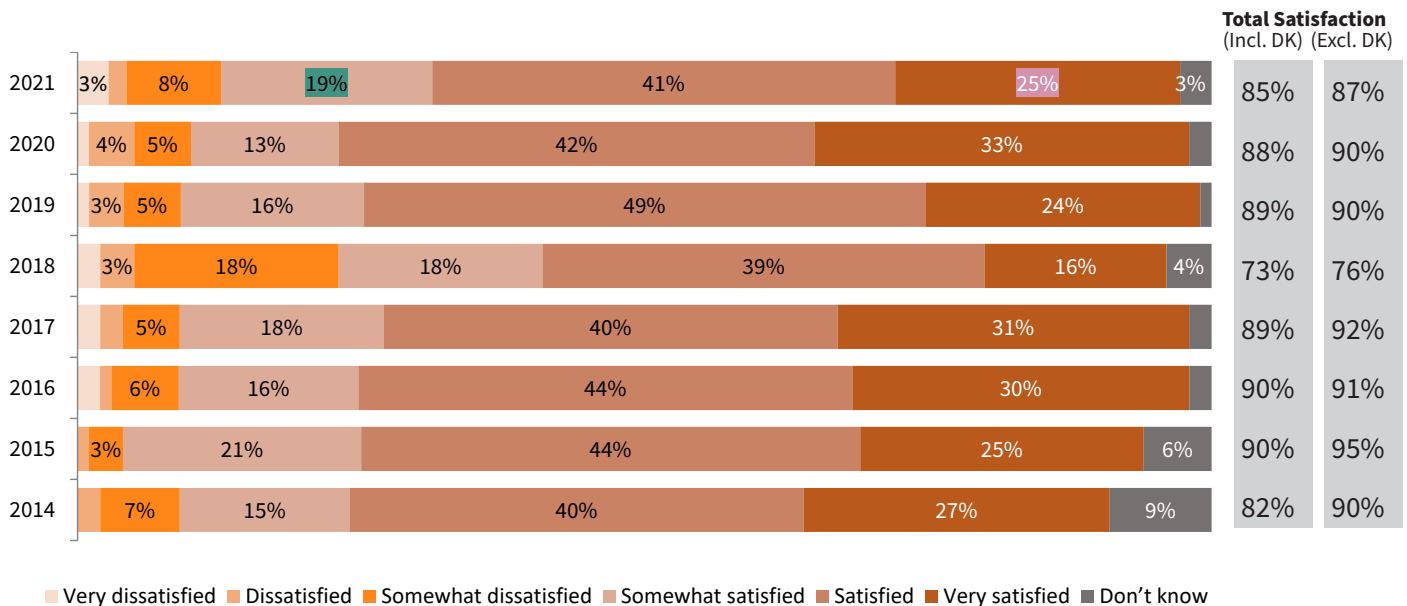
MALE  
44%

In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District? Base n=374.

# Sports Fields, Parks, or Reserves

## Satisfaction with sports fields, parks, or reserves

Eighty-five percent of residents who had used a sports field, park, or reserve in the past 12 months were satisfied with these facilities, while 13% were dissatisfied. This year there has been a significant increase in the proportion of residents who were somewhat satisfied with these facilities and a decrease in the proportion of residents who were very satisfied. Older residents were more likely to be satisfied with the sports fields, parks, or reserves while those aged 40-49 years were less likely to be satisfied.



### Area Differences (Total Satisfied)



PLAINS

80%



WAIHI

84%



PAEROA

90%



RURAL

82%



URBAN

86%



### Demographic Differences (Total Satisfied)



16-39  
86%



40-49  
70%



50-59  
84%



60+  
92%



FEMALE  
84%



MALE  
95%

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=374.

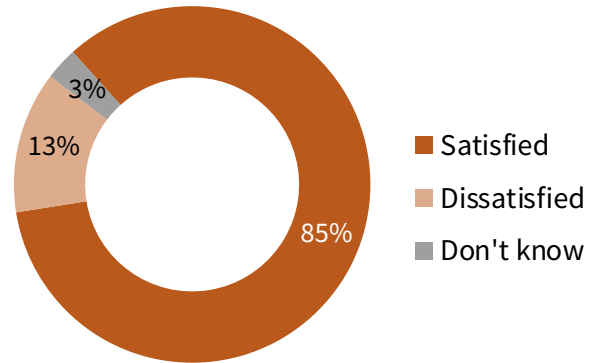


# Sports Fields, Parks and Reserves

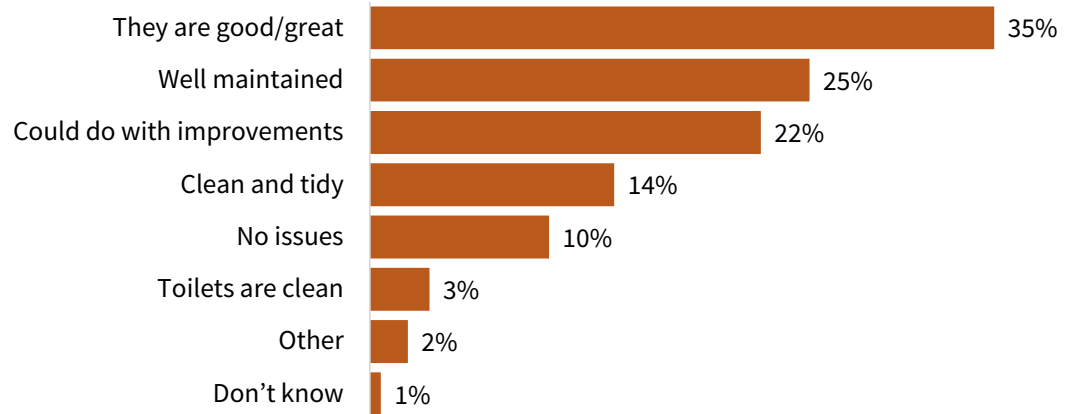
## Satisfaction with sports fields, parks or reserves

Eighty-five percent of residents who used sports fields, parks or reserves were satisfied with these facilities. The main reasons for their satisfaction related to the areas being good, well maintained, and clean and tidy.

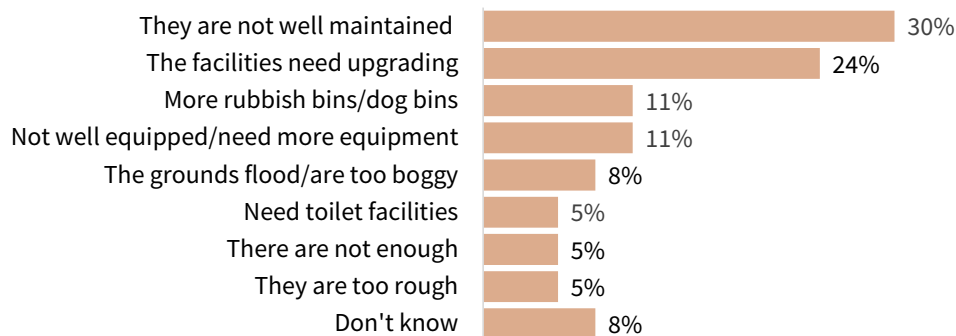
Thirteen percent of residents who used sports fields, parks, and reserves were dissatisfied with these facilities. The main reasons for their dissatisfaction were that these areas were not well maintained and needed upgrading.



### Satisfied



### Dissatisfied



Why is that? (Satisfied) Base n=324.

Why is that? (Dissatisfied) Base n=37.



# Appendices

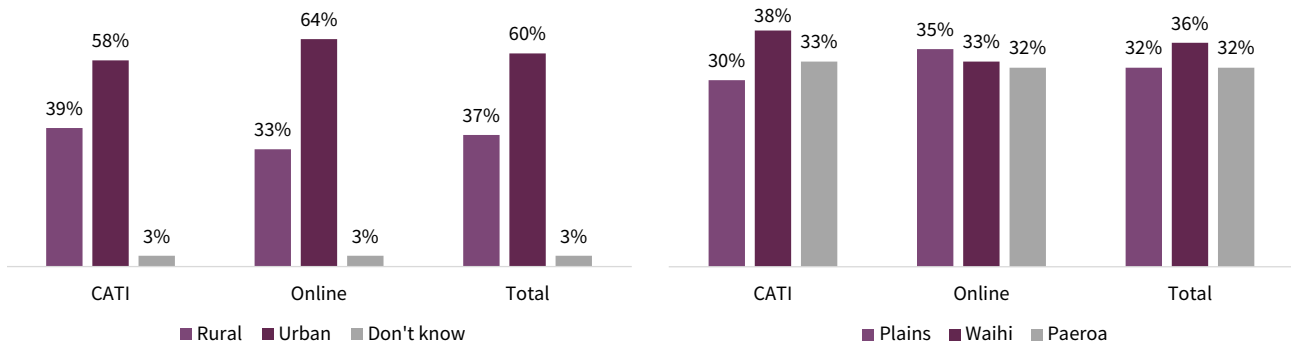
# Appendix 1 - Sample Profile

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



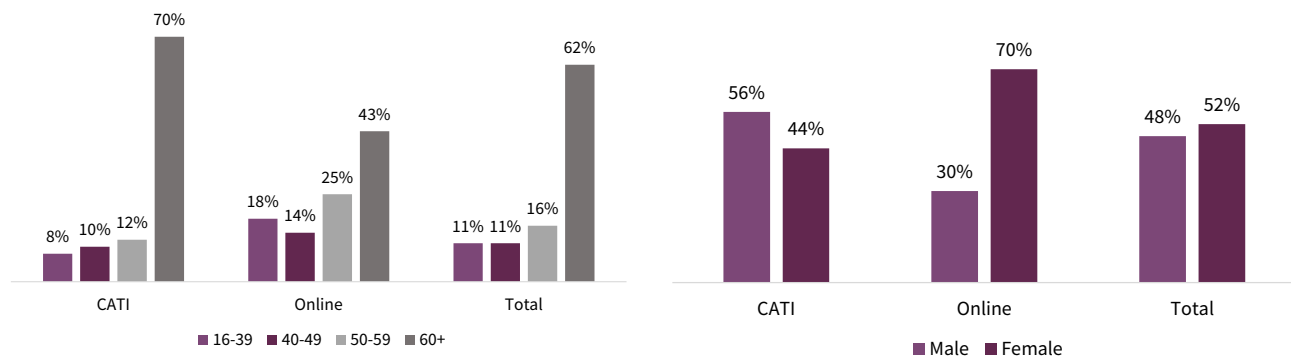
## Rural/ Urban

## Ward

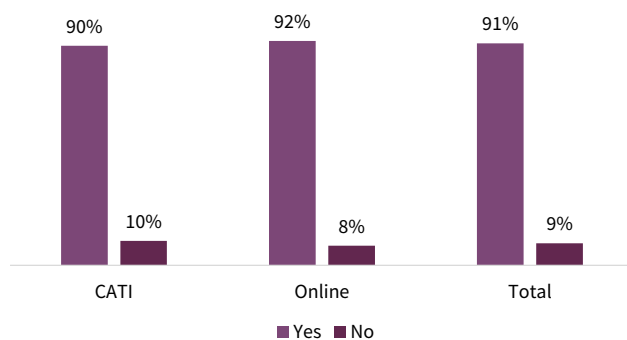


## Age Group

## Gender



## Ratepayer Status



# Appendix 2 - Questionnaire

Hauraki District Council  
Residents Survey 2021  
Questionnaire FINAL

**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

## ROAD QUALITY

**Question 4: 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?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q5**

Ask dissatisfied (1-3)

**Question 4a: Why is that?**

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

- Full of potholes/rough/uneven
- The contractors do not do a satisfactory job/are continually doing repairs
- They need repairs / maintenance
- The repairs are slow
- They are wasting money on bad repairs
- They are in poor condition
- There are too many trucks/heavy vehicles using the roads
- Other, please specify: [                                      ]
- Don't know

Ask satisfied (4-6)

**Question 4b: Why is that?**

**RECORD VERBATIM**

**Question 5: Again using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the footpaths in the Hauraki District?**

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO Q6**

Ask dissatisfied (1-3)

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

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

- Broken/rough/uneven
- They need repairs / maintenance
- The repairs are of poor quality
- Not enough footpaths around
- They are in poor condition generally
- Not suitable for mobility scooters/ wheelchairs
- Other, please specify: [                                      ]
- Don't know

# 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

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

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

Ask satisfied (4-6)

# Appendix 2 - Questionnaire

## Question 20b: Why is that?

*RECORD VERBATIM*

## COMMUNITY FACILITIES: SPORTS FIELDS, PARKS AND RESERVES

### Question 21: In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District?

- Yes
- No – **SKIP TO D1**

### Question 21a: Which sports fields, parks or reserves do you visit most often?

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

- Kaiaua playground reserve
- Kaiaua Boat Ramp (also known as Tauwhare Koiora)
- Kaiaua esplanade (opposite GAS station), Kaiaua
- Hugh Hayward Domain, Ngatea
- Paeroa Domain, Paeroa
- Centennial Park, Paeroa
- Railway Reserve, Paeroa
- Morgan Park, Waihi
- Gilmour Lake Reserve, Waihi
- Victoria Park, Waihi
- Whiritoa Beach esplanade area
- Ramarama esplanade area (lagoon area)
- Whiritoa sports and recreation reserve,
- Other (please state)

### Question 21B: How often do you visit a sports field, park or reserve in the Hauraki District?

*DO NOT READ OUT. CODE CLOSEST. SINGLE RESPONSE.*

- More than once a week
- Every week/weekly/once a week
- Every two weeks
- Every three weeks
- Monthly/once a month
- Less often than monthly
- Don't know

### Question 22: 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?

- 1 - Very dissatisfied
- 2 - Dissatisfied
- 3 - Somewhat dissatisfied
- 4 - Somewhat satisfied
- 5 - Satisfied
- 6 - Very satisfied
- Don't know – **SKIP TO D1**

Ask dissatisfied (1-3)

# Appendix 2 - Questionnaire

## Question 22a: Why is that?

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

- The grounds flood/are too boggy
- The facilities need upgrading
- They are not well equipped/need more equipment
- They are not well maintained (unclean/need to be mown)
- They are too rough
- There are not enough
- Other, please specify: [                                 ]
- Don't know

Ask satisfied (4-6)

## Question 22b: Why is that?

***RECORD VERBATIM***

## DEMOGRAPHICS

**D1: Finally, just some demographic questions, to ensure we get a good cross section of respondents. Firstly, which of the following age brackets do you fall within?**

- 18 to 29
- 30 to 39
- 40 to 49
- 50 to 59
- 60 or older
- Refused

**D2: Would you like to go into the draw to win one of five \$100 supermarket vouchers of your choice?**

- Yes – **ASK D2a**
- No – **SKIP TO END**

**D2a: Could I please ask you to confirm the best number to call you on, and your name?**

***IF NEEDED: These details will not be connected to your survey results and will only be used for the prize draw.***

First Name:         [                                 ]

Phone Number: [                                 ]

That's the end of our survey, thank you so much for your time. In case you missed it, my name is (NAME) and I'm calling from Symphony on behalf of the Hauraki District Council.

**D3: Interviewer record: Gender**

- Male
- Female

**D4: Interview record: Ward from sample**

- Plains
- Waihi
- Paeroa



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