



# Hauraki District Council 2022 Triennial Survey

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## Background, Objectives and Method

### Background

Hauraki District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community.

### Research Objectives

- To provide a robust measure of satisfaction with Hauraki District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for Hauraki District Council compared to other similar authorities.

### Method

- The methodology involved a postal to online survey with participants randomly selected from the Electoral roll, as well as email invitations sent directly to ratepayers. A postal invitation with an URL and QR code was sent to a selection of residents to the physical address from the Electoral roll. To maximise the response a batch of email invitations was also sent to those with email addresses from the ratepayer database. Contact lists were deduped to ensure that all those invited received either an email or a letter.
- The questionnaire was created in consultation with staff of the Hauraki District Council. It was structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, as well as to provide a wider perspective of performance. This includes assessment of reputation, the willingness of residents to become involved with Council's decision making and to measure satisfaction across a range of lifestyle related matters, as well as social wellbeing.
- A total sample size of 638 people was achieved with data collected between 18 July and 21 August.
- Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 3.82%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.
- Due to rounding, percentages may add to just over or under (+/- 1%) totals.

### Significance testing

The margin of error for a sample of 638 indicates that 95 chances out of a 100 will fall within 3.82% of a given result in any binomial distribution.

Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.

Significant differences were tested across the following groups - age, gender, ward, ethnicity.

Significant differences between wards, age groups and ethnicities were marked where relevant. Colour is used to mark statistical significance for the same reporting period between different demographics.



## Executive summary



## Key Findings

2022 has been a challenging year for most territorial authorities. For Hauraki District Council there are several points that need to be taken into consideration when viewing the results:

- The omicron outbreak has impacted Council’s services across the region. Staff shortages that affected both Council staff and contractors, and affected areas that include (but are not limited to): response to requests (e.g. enquiries, animal control and others), roading and rubbish collection.

2022’s report creates a good baseline for future reporting. *Overall satisfaction* came in with 65% of respondents rating their satisfaction 6-10 on the 10-point scale. This leaves room for improvement, but certainly isn’t on the lower end of results that we have seen amongst territorial authorities this year.

Perceptions of Council’s performance were impacted greatly by *Image and reputation* with the driver model suggesting that 68% of a respondent’s overall satisfaction was driven by *Image and reputation* factors including *trust and financial management*. *Leadership* was the highest scoring amongst these metrics but at 66% satisfaction there is opportunity to improve these metrics and as a result the perception of Council’s *overall performance*.

*Value for money* also strongly affects *overall performance*. This metric is primarily driven by ratepayers’ perceptions on whether they receive value for money given the rates spent. 56% of ratepayers were satisfied that this was the case. Amongst those dissatisfied the verbatim comments suggest that unequal spending across wards (paying for the services they do not receive) is the main driver of this dissatisfaction.

In core service deliverables respondents were generally satisfied with *Community facilities* and *Waste disposal* (75% and 80% satisfied respectively). *Water management* at 68%, *Footpaths* (49%) and *Roading* at 37% leaves room for improvement. Challenges are understandable in these metrics with a large proportion of residents living rurally. *Roading* also has been the measure with the lowest satisfaction across the survey.

In other metrics *quality of life in the District* reported 82% of respondents rating it as *somewhat good, good or excellent*.

### Areas of best performance (% 6 to 10)



1. Wastewater services (88%)
2. District libraries (83%)
3. Sports fields, parks and reserves (83%)
4. Regular kerbside collection service (80%)
5. Refuse transfer stations (78%)

\*These are the areas with the largest proportion of satisfied customers.

### Areas of worst performance (% 1 to 4)



1. Quality of local roads (excluding State highways) (51%)
2. Annual property rates are fair and reasonable (37%)
3. Understands the needs of residents (35%)
4. Closest town centre or village to you is vibrant and creative (33%)
5. Quality of footpaths (33%)

\*These are the areas with the largest proportion of dissatisfied customers.

**Overall measures (showing proportion of respondents scoring %6-10)**

		2022 (results % 6-10)
OV2	Overall quality of life	82%
CF4	Overall facilities	80%
OVCRS	Overall core service deliverables	76%
WM3	Overall waste management	75%
TW7	Overall water management	68%
REP5	Overall reputation	66%
OV1	Overall satisfaction	65%
VM3	Overall value for money	56%

**Overall measures (showing proportion of respondents scoring %6-10)**

		2022 (results % 6-10)
TW6	Satisfied with the wastewater services	88%
CW10_1	Safety - During the day	87%
CF2_1	District libraries	83%
CF2_3	Sports fields, parks and reserves	83%
WM2_1	Regular kerbside collection service	80%
WM2_2	Refuse transfer stations	78%
VM2_4	Payment arrangements are fair and reasonable	78%
CW7	I feel a sense of pride in where I live	77%
VM2_3	Invoicing is clear and correct	77%
CF2_2	Swimming pools	75%
WM2_3	Council's recycling services	74%
CW10_2	Safety - After dark	66%
REP1	Overall leadership	66%
TW2_2	Overall District's water supply	66%
CW17	Impacts of climate change	66%
TW2_1	The quality of the water	66%
REP4	Overall quality of the services and facilities	65%
TW4	Satisfaction with the stormwater	63%
REP2	Overall faith and trust	61%
TW3	Satisfaction with the land drainage and flood protection	58%
CW12	Availability of arts, culture and heritage offerings	57%
VM2_5	Fees and charges for other council provided services and facilities are fair and reasonable	57%
REP3	Overall financial management	56%
CE1_2	The elected members do a good job	53%
CE1_4	Council provides enough opportunities to have your say about Council matters	53%
CE1_5	Council does a good job of informing you about their decisions	52%

**Overall measures (showing proportion of respondents scoring %6-10)**

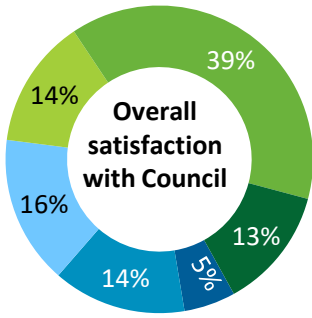
		2022 (results % 6-10)
VM2_2	Water rates are fair and reasonable	50%
CW8	Closest town centre or village to you is vibrant and creative	49%
RF1_2	Quality of footpaths	49%
CE2	Satisfied with the level of consultation and engagement	49%
CE1_1	Council makes decisions in the best interest of its residents	48%
CE1_3	Council listens to the concerns of its residents	45%
VM2_1	Annual property rates are fair and reasonable	44%
CE1_6	Understands the needs of residents	44%
RF1_1	Quality of local roads (excluding State highways)	37%



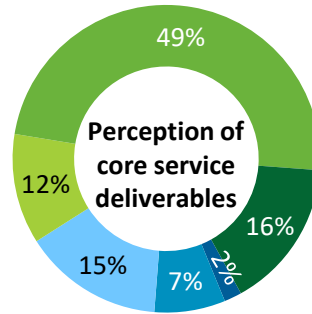


# Summary performance indicators

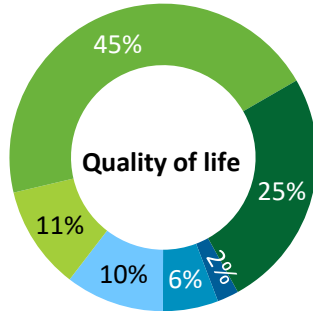
### Key performance indicators



- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)



- Very poor (1-2)
- Poor (3-4)
- Somewhat poor (5)
- Somewhat good (6)
- Good (7-8)
- Excellent (9-10)



- Very poor (1-2)
- Poor (3-4)
- Somewhat poor (5)
- Somewhat good (6)
- Good (7-8)
- Excellent (9-10)

Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall Satisfaction with Council	65%	61%	66%	64%	65%	66%
Satisfaction with core service deliverables	76%	70%	77%	67%	80%	79%
Quality of life	82%	74%	83%	85%	75%	84%

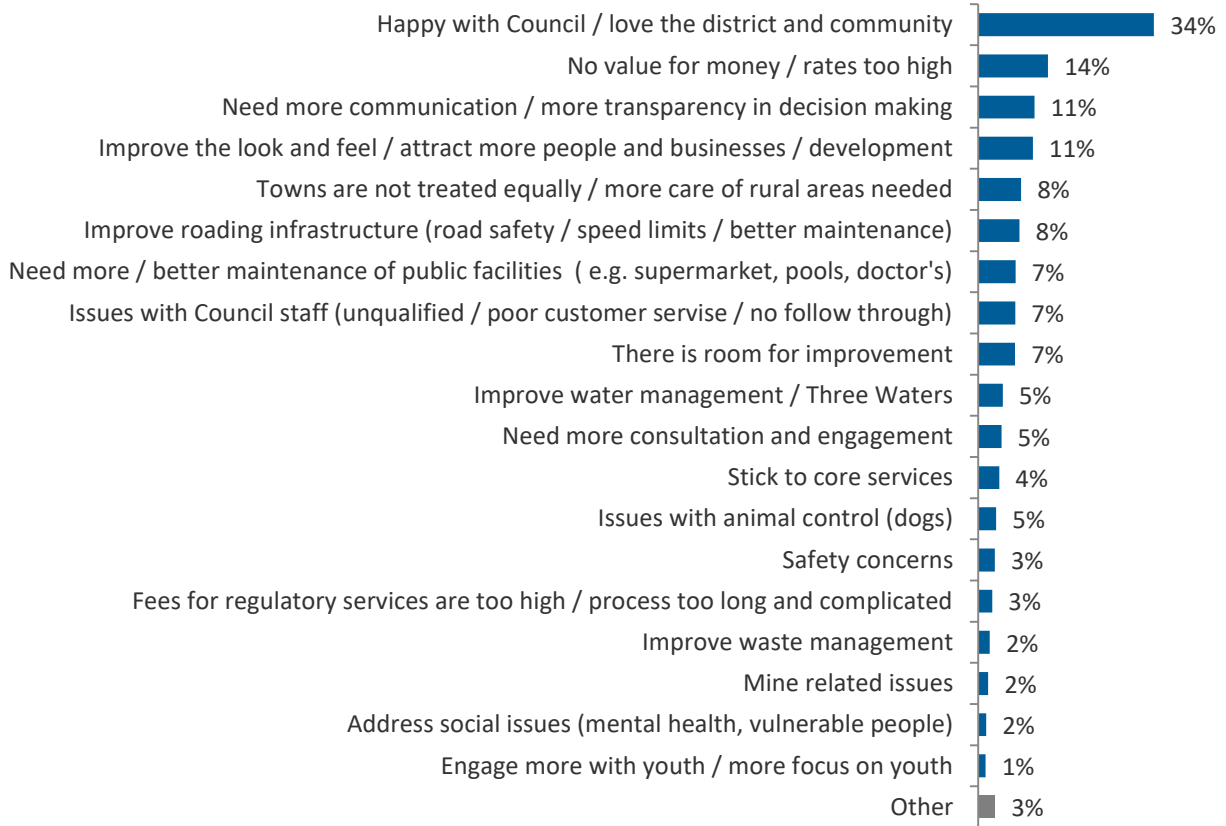
Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Overall Satisfaction with Council	66%	60%	54%	63%	77%
Satisfaction with core service deliverables	77%	70%	68%	75%	85%
Quality of life	72%	74%	75%	82%	90%

Scores 6-10	Male	Female	Urban	Rural
Overall Satisfaction with Council	64%	65%	66%	63%
Satisfaction with core service deliverables	76%	75%	80%	68%
Quality of life	80%	83%	80%	84%

- Close to two-thirds of the residents (65%) rated their satisfaction with the Council’s performance overall 6-10. The satisfaction is especially high among those aged over 65 years and is consistent across wards.
- Over eight in ten respondents (82%) consider their quality of life high (rated 6-10). Those residing in Plains ward (85%), Waihi ward (84%) and those over 65 years (90%) consider their quality of life the highest.

Between demographics  
*Significantly higher*  
*Significantly lower*

## General comments

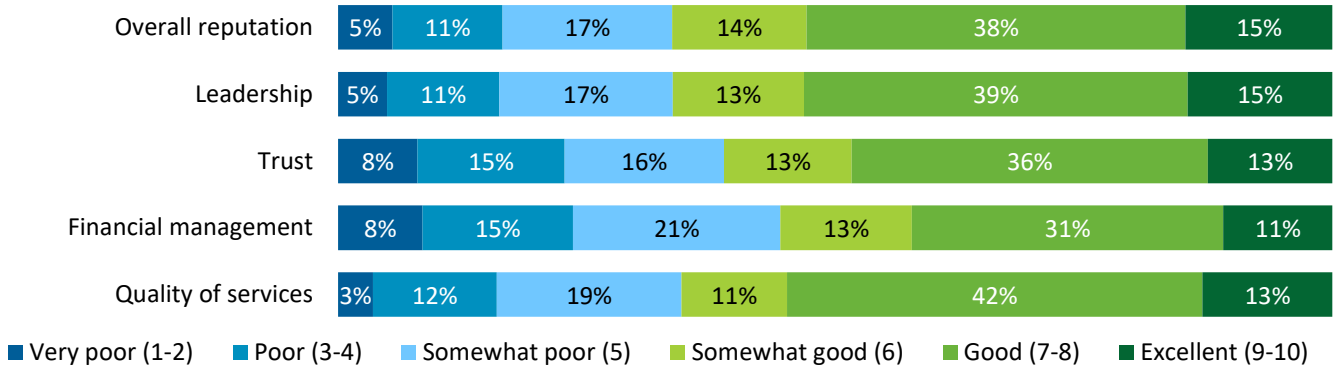






# Reputation profile

## Image and reputation



Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall reputation	66%	59%	68%	66%	65%	68%
Leadership	66%	58%	68%	67%	65%	67%
Trust	61%	52%	63%	63%	62%	58%
Financial management	56%	50%	57%	50%	59%	57%
Quality of services	65%	57%	67%	60%	67%	69%

Scores 6-10	16-18 years	19-24 years	30-49 years	50-64 years	Over 65 years
Overall reputation	58%	57%	56%	69%	78%
Leadership	69%	58%	59%	64%	77%
Trust	58%	49%	51%	60%	75%
Financial management	52%	38%	40%	57%	72%
Quality of services	67%	58%	54%	63%	78%

Between demographics  
*Significantly higher*  
*Significantly lower*

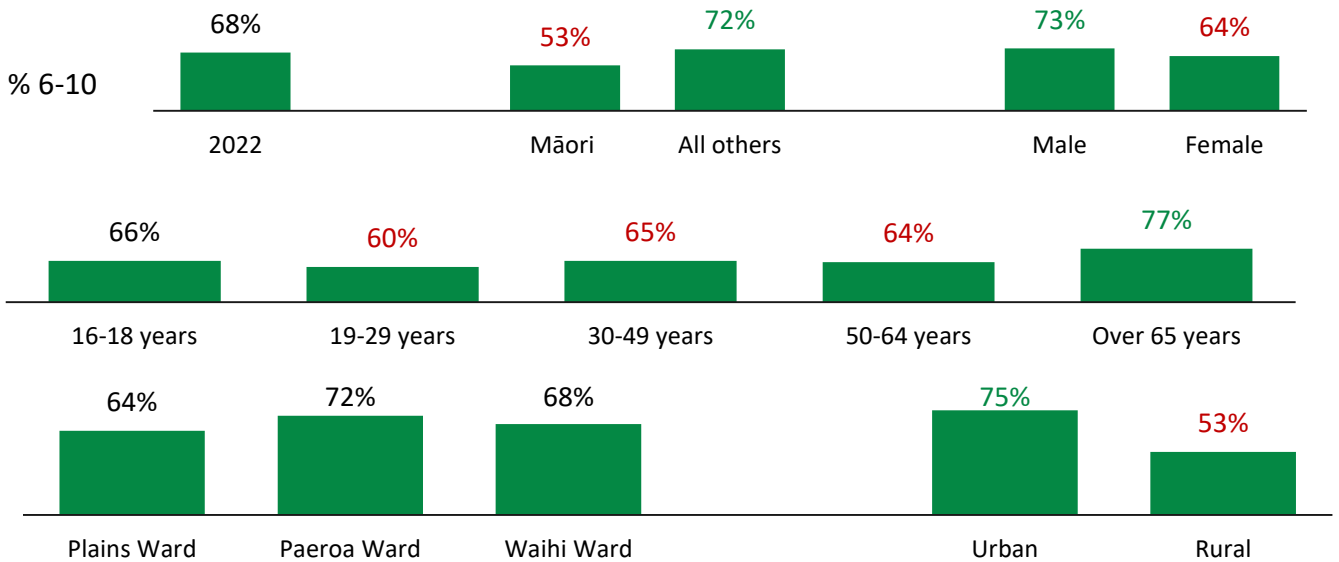
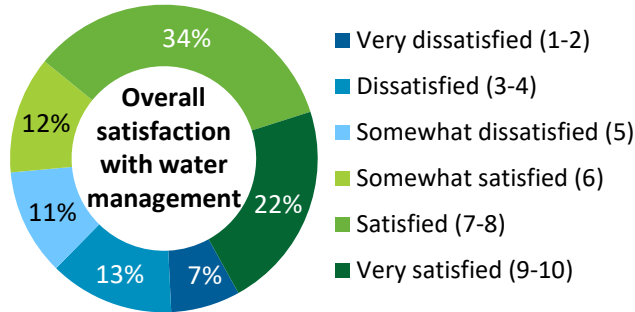




# Water management

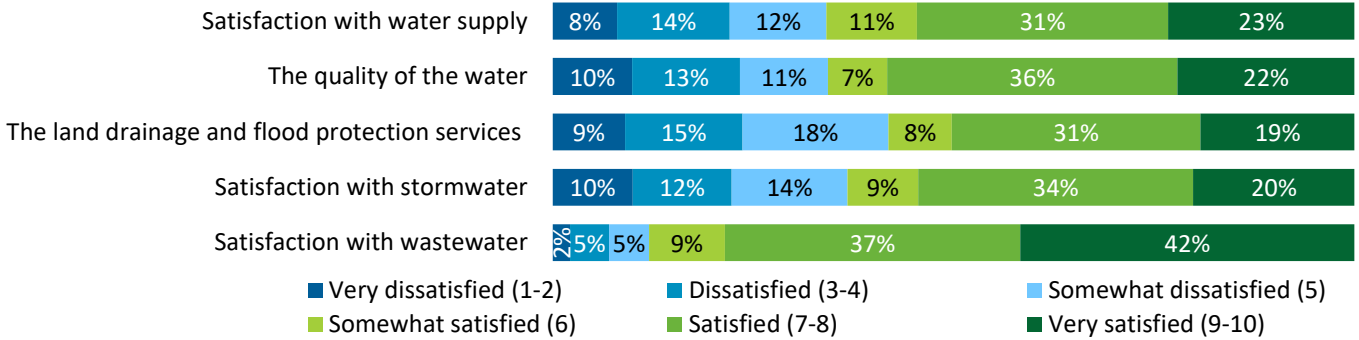
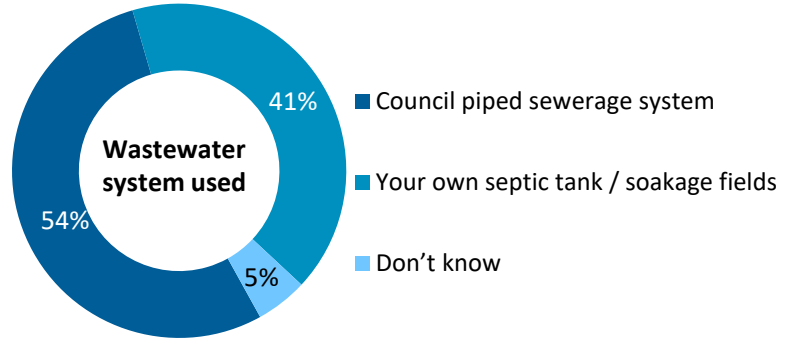
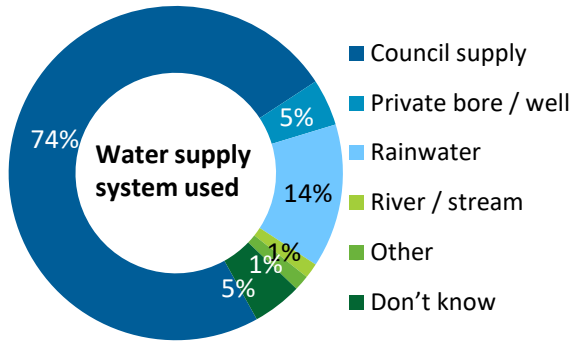


### Overall water management



- Close to seven in ten respondents (68%) have rated their satisfaction with the overall water management 6-10 on the 10-point scale, which includes water supply, wastewater management and stormwater management.
- Satisfaction is especially low among those who identify as Māori (53%) and those who live rurally (53%).
- Some of the improvement opportunities included:
  - ✓ Water supply – Improve water quality / taste / smell / better pressure / fluoride/ less chlorine (54%)
  - ✓ Stormwater – Better management / keep drains and grates clear / repair drains and pipes / maintenance (54%)
  - ✓ Wastewater – Update infrastructure / extend system to more households / maintenance / plan for future growth (27%)

### Water management



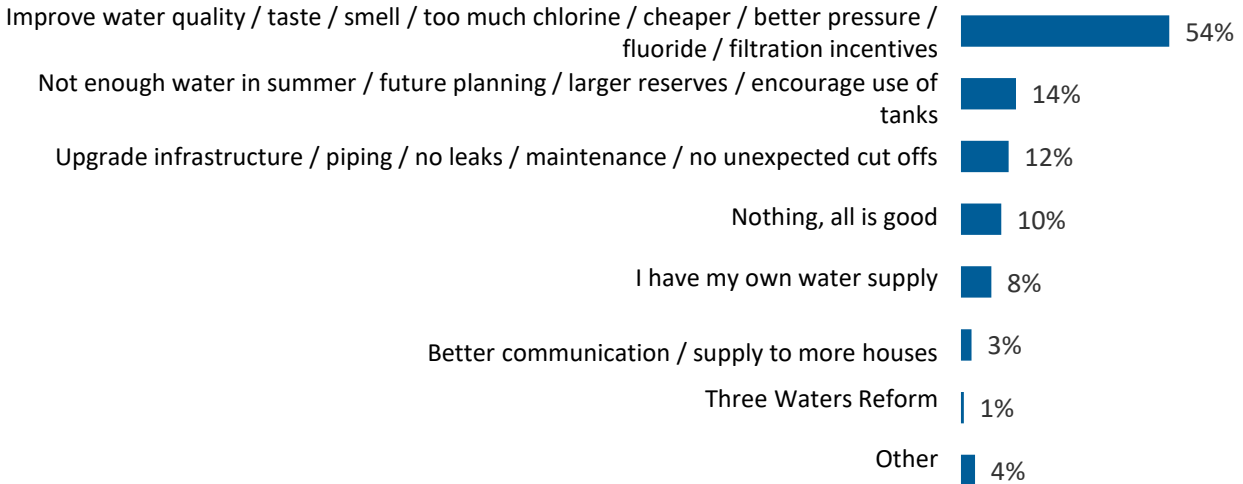
Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Satisfaction with water supply	66%	56%	68%	61%	66%	70%
The quality of the water	66%	56%	67%	57%	67%	72%
The land drainage and flood protection services	58%	46%	61%	59%	55%	60%
Satisfaction with stormwater	63%	53%	65%	61%	65%	63%
Satisfaction with wastewater	88%	79%	90%	82%	90%	90%

Scores 6-10	16-18 years	19-24 years	30-49 years	50-64 years	Over 65 years
Satisfaction with water supply	69%	56%	60%	63%	75%
The quality of the water	62%	57%	58%	63%	77%
The land drainage and flood protection services	55%	41%	53%	58%	70%
Satisfaction with stormwater	62%	58%	54%	59%	75%
Satisfaction with wastewater	80%	80%	84%	88%	94%

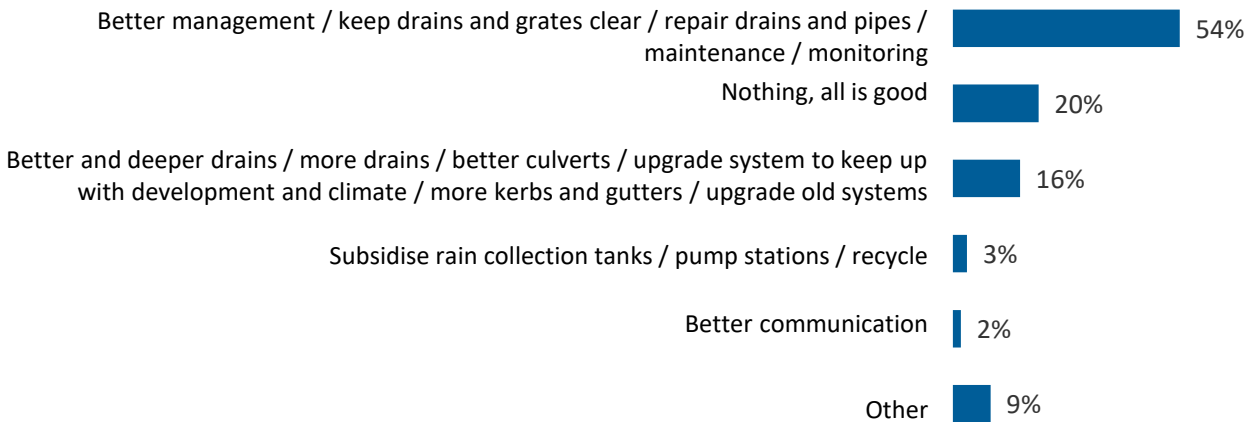
Scores 6-10	Male	Female	Urban	Rural
Satisfaction with water supply	68%	64%	67%	60%
The quality of the water	67%	64%	67%	61%
The land drainage and flood protection services	62%	54%	57%	59%
Satisfaction with stormwater	68%	58%	65%	60%
Satisfaction with wastewater	90%	85%	88%	84%

## Improvement opportunities

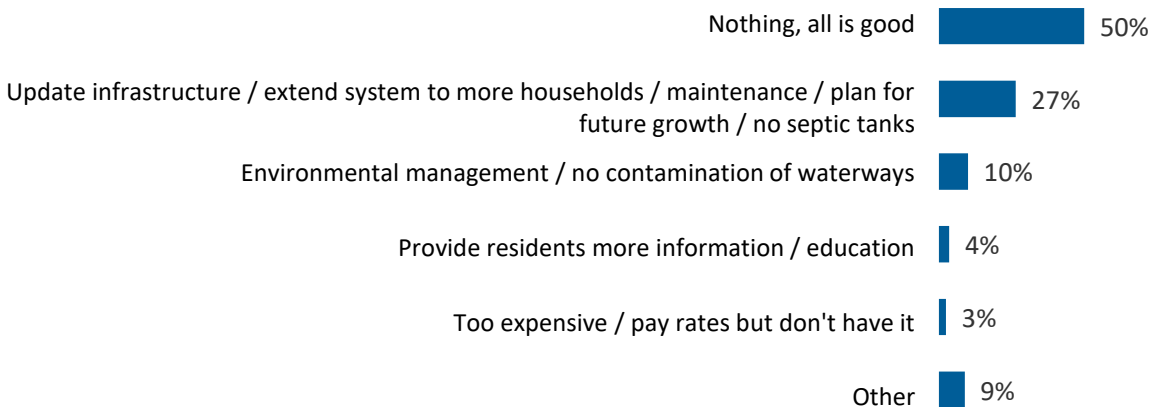
### Water supply



### Stormwater



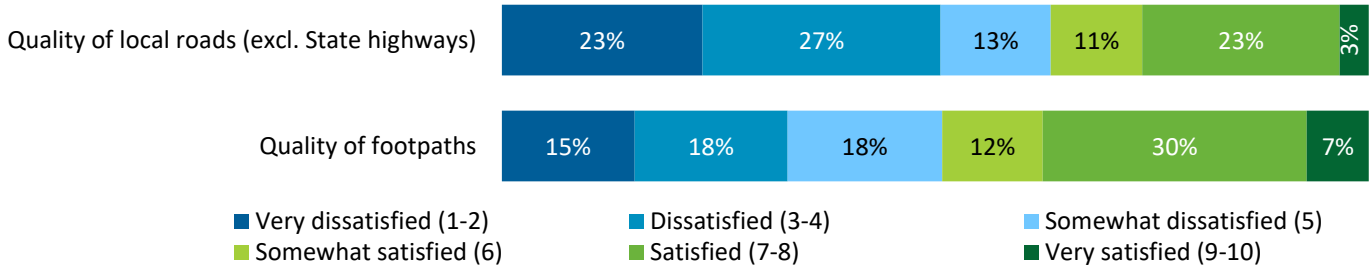
### Wastewater





# Roads and footpaths

## Satisfaction with roads and footpaths



Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Quality of local roads (excl. State highways)	37%	35%	37%	25%	46%	38%
Quality of footpaths	49%	41%	51%	48%	51%	49%

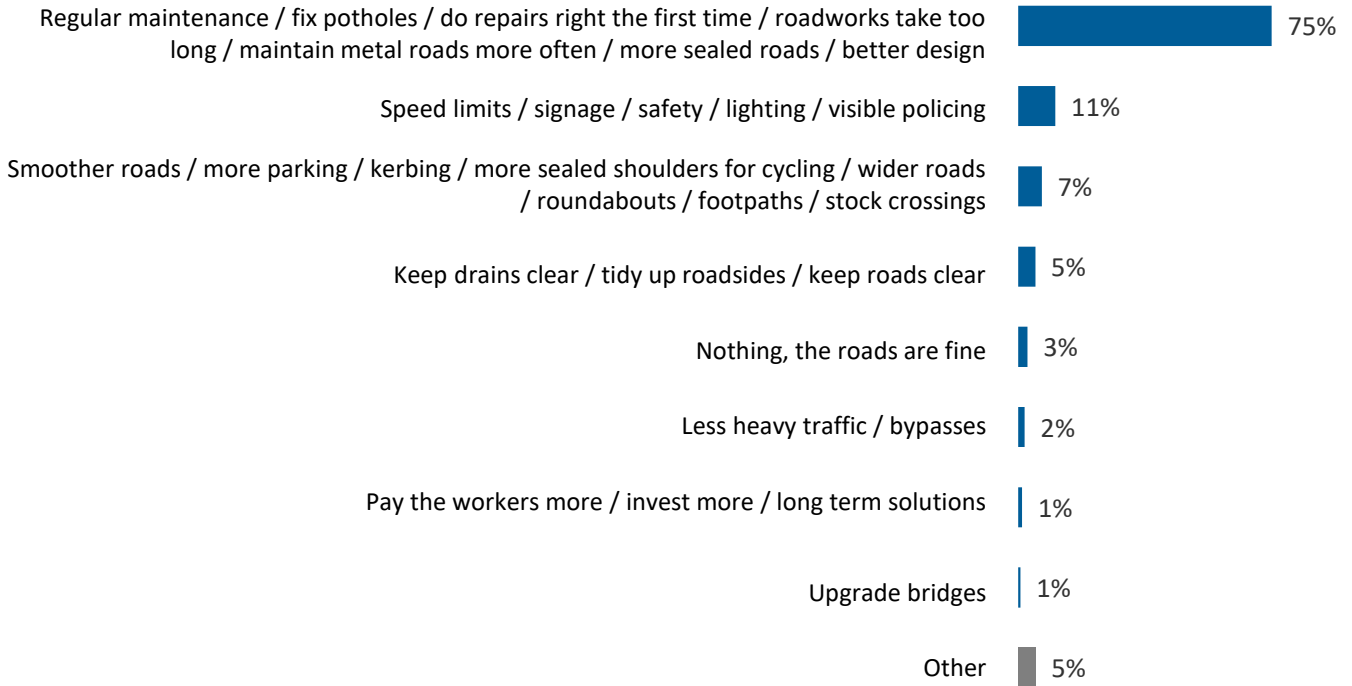
Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Quality of local roads (excl. State highways)	48%	14%	29%	30%	52%
Quality of footpaths	51%	47%	48%	50%	49%

Scores 6-10	Male	Female	Urban	Rural
Quality of local roads (excl. State highways)	38%	36%	41%	28%
Quality of footpaths	54%	44%	49%	49%

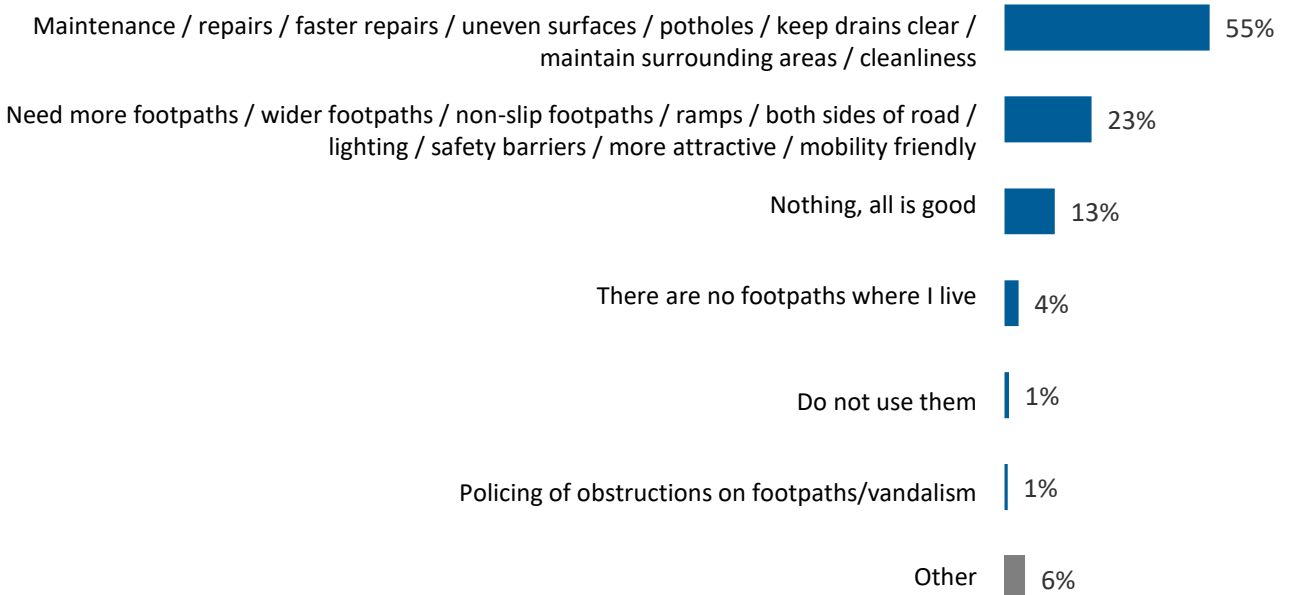
- Satisfaction with the quality of local roads is the area with the lowest satisfaction across the measures the Triennial survey covers (37%). Satisfaction is even lower when it comes to rural areas (28%).
- Residents from Paeroa and Waihi Wards are significantly more satisfied when it comes to the quality of roads when compared to those from Plains Ward.
- 75% of the suggestions for improvements regarding the quality of local roads included maintenance, fixing potholes, as well as other comments regarding the permanent fixes and better fixes 'the first time'. A further 11% would like to see better safety on the roads with decreased speed limits, better signage, lighting and a visible police presence.
- Maintenance and cleanliness were also a concern for 55% when commenting about the footpaths in the District. A further 23% mentioned the need of more footpaths in the area where they live, along with some safety concerns, such as non-slip footpaths, ramps, safety barriers and better lighting.

## Improvement opportunities

### Roads



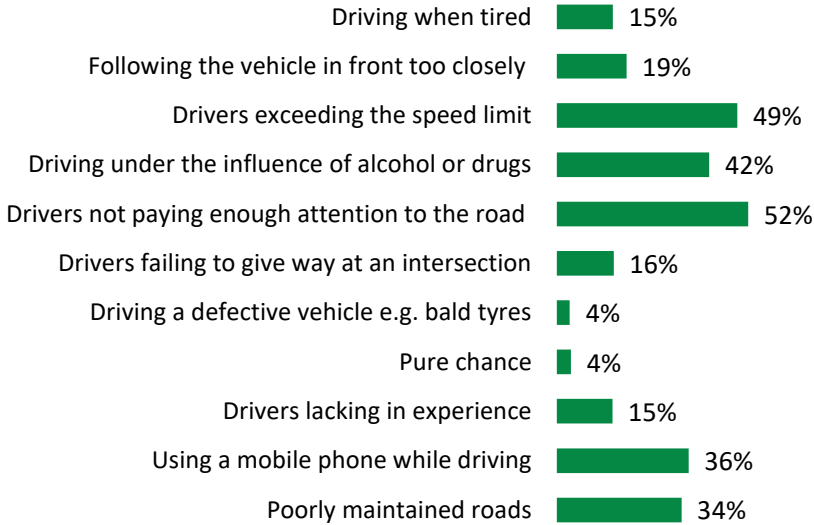
### Footpaths





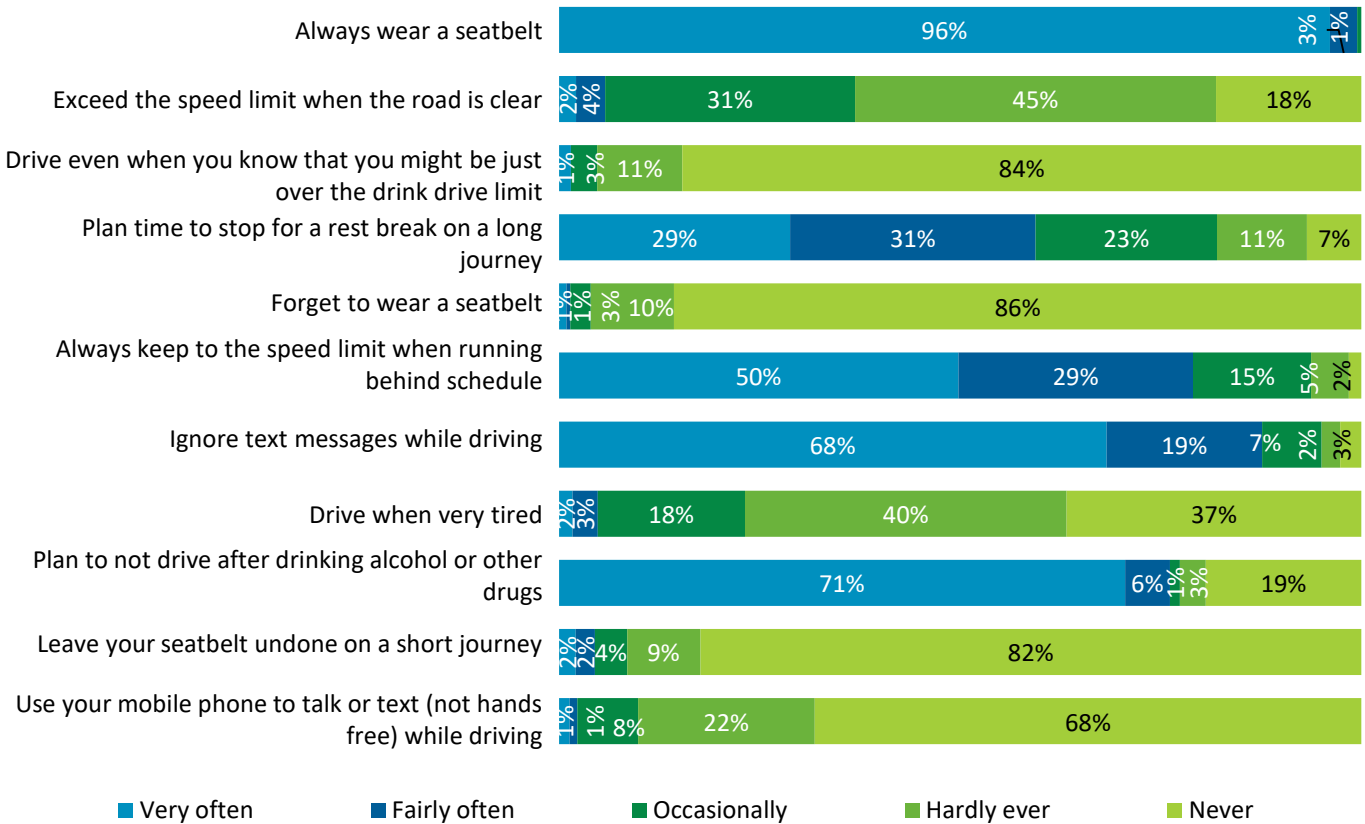
## Driving safety

### Main causes for accidents as suggested by respondents



	Plains Ward	Paeroa Ward	Waihi Ward
	15%	14%	17%
	14%	28%	16%
	42%	48%	56%
	37%	41%	47%
	60%	45%	52%
	10%	14%	21%
	2%	3%	5%
	4%	5%	3%
	14%	20%	12%
	38%	41%	31%
	45%	28%	30%

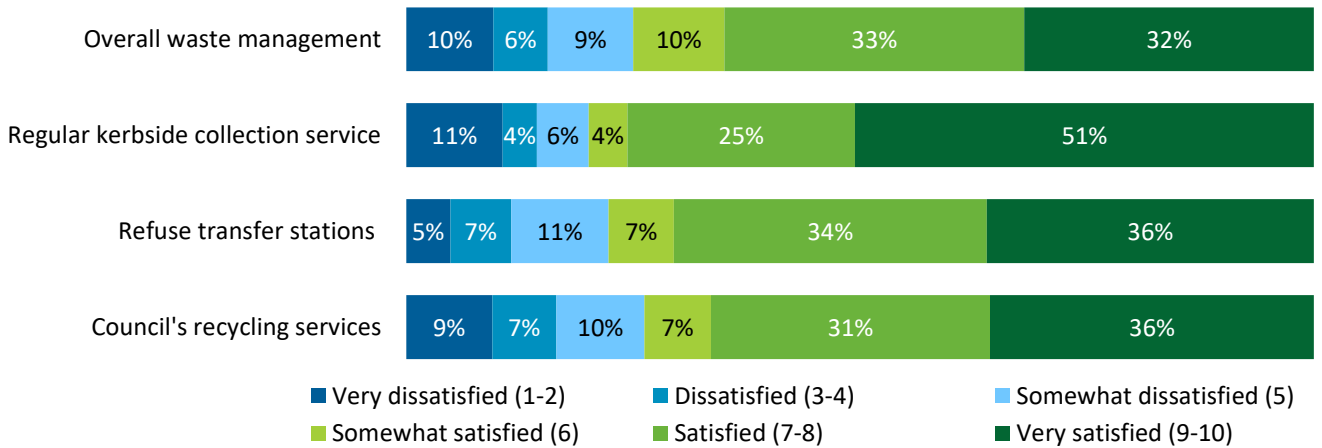
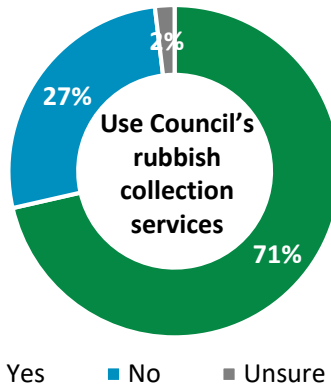
### How often would you say that you typically...





# Waste management

### Waste management



- Seven in ten respondents (71%) are using Council's rubbish collection services. 75% have rated overall waste management 6-10 on the 10-point scale, 80% rated regular kerbside collection 6-10, while just 74% gave the same score to the recycling services. 78% rated the District's refuse transfer stations 6-10.
- Some of the improvement opportunities for waste management included:
  - ✓ Collect and recycle more types of rubbish / collection in rural areas / bin size option (36%)
- Lower transfer station charges / plastic rubbish bags / open days / better opening hours (19%)
- A further 11% of respondents mentioned that they have no access to Council services, as they live rurally and would like to see their rates reduced as they do not receive Council's rubbish collection or recycling collection services.

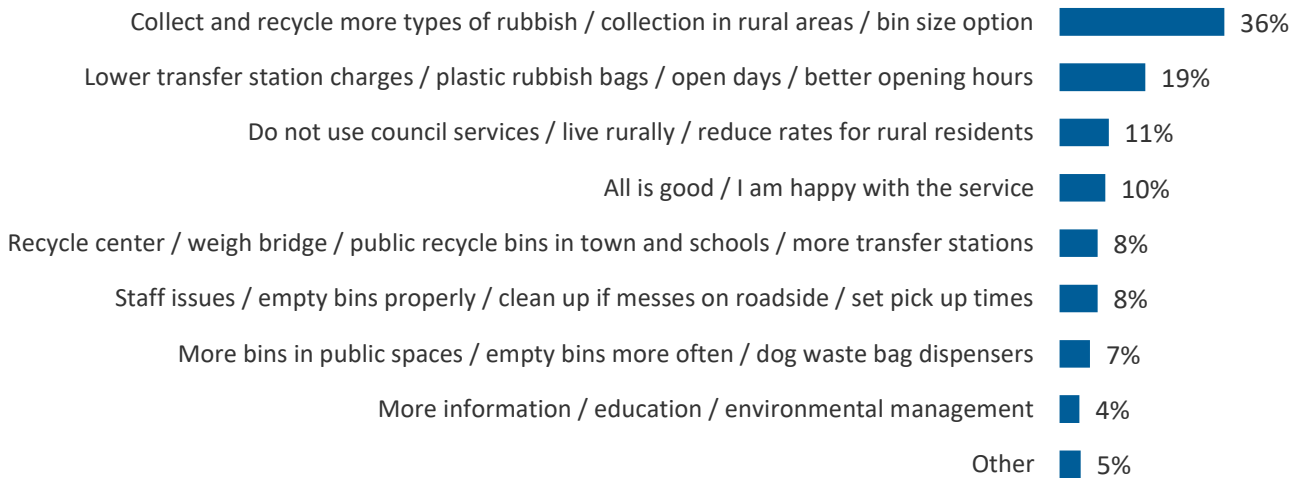
## Waste management

Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall waste management	75%	68%	77%	65%	80%	77%
Regular kerbside collection service	80%	71%	82%	71%	84%	82%
Refuse transfer stations	78%	68%	80%	69%	82%	79%
Council's recycling services	74%	70%	75%	65%	81%	73%

Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Overall waste management	82%	71%	60%	72%	88%
Regular kerbside collection service	80%	73%	65%	79%	94%
Refuse transfer stations	73%	74%	73%	76%	85%
Council's recycling services	79%	79%	58%	71%	86%

Scores 6-10	Male	Female	Urban	Rural
Overall waste management	79%	71%	84%	50%
Regular kerbside collection service	81%	79%	87%	55%
Refuse transfer stations	78%	77%	82%	68%
Council's recycling services	75%	72%	79%	57%

### Improvement opportunities

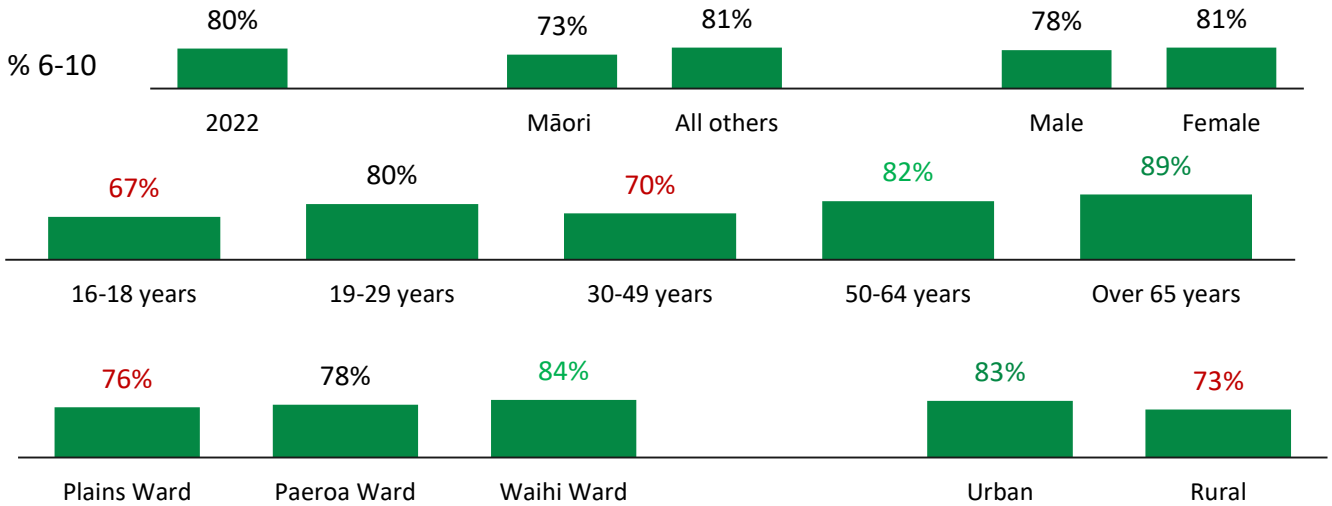
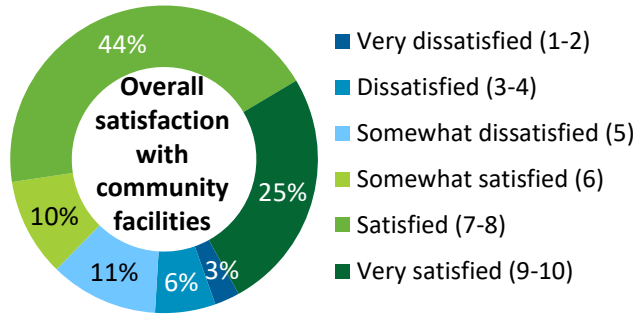






# Community Facilities

### Overall community facilities



- Overall, eight in ten respondents (80%) have rated the community facilities provided by the Council 6-10 on the 10-point scale. Those living in rural areas are less likely to be satisfied in this area due to access.
- Over the past 12 months library and pool visitation is relatively low (45% and 39% respectively). However, usage of sportsfields, parks or reserves over the past 12 months is high (72%).
- Most of the residents rated particular community facilities highly – 83% are satisfied with District’s libraries, 83% are satisfied with outdoor spaces and 75% are satisfied with the swimming pools.
- Respondents have mentioned several areas that can be improved for the community facilities to increase their satisfaction:
  - ✓ Need for wider selection of books and digital materials, including e-books, music and DVD’s
  - ✓ Better general maintenance and cleaning of the outdoor spaces, including emptying rubbish bins
  - ✓ Upgrading pool facilities and adding an indoor facility or a heated pool that is available all year round

Between demographics  
*Significantly higher*  
*Significantly lower*



### Visits to community facilities in the last 12 months

Libraries (% Yes)	2022	Māori	Non-Māori	Male	Female	Urban	Rural
Visited Paeroa library	21%	29%	19%	18%	24%	23%	16%
Visited Waihi library	21%	20%	22%	17%	25%	23%	19%
Visited Ngātea library	8%	8%	8%	5%	11%	5%	13%
Don't remember which one I visited	1%	1%	1%	1%	1%	1%	1%
I did not visit a library in the past 12 months	55%	50%	56%	63%	47%	53%	60%

Libraries (% Yes)	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Visited Paeroa library	26%	17%	20%	15%	27%
Visited Waihi library	17%	16%	20%	20%	27%
Visited Ngātea library	2%	8%	10%	7%	9%
Don't remember which one I visited	-	-	1%	1%	1%
I did not visit a library in the past 12 months	59%	61%	56%	65%	43%

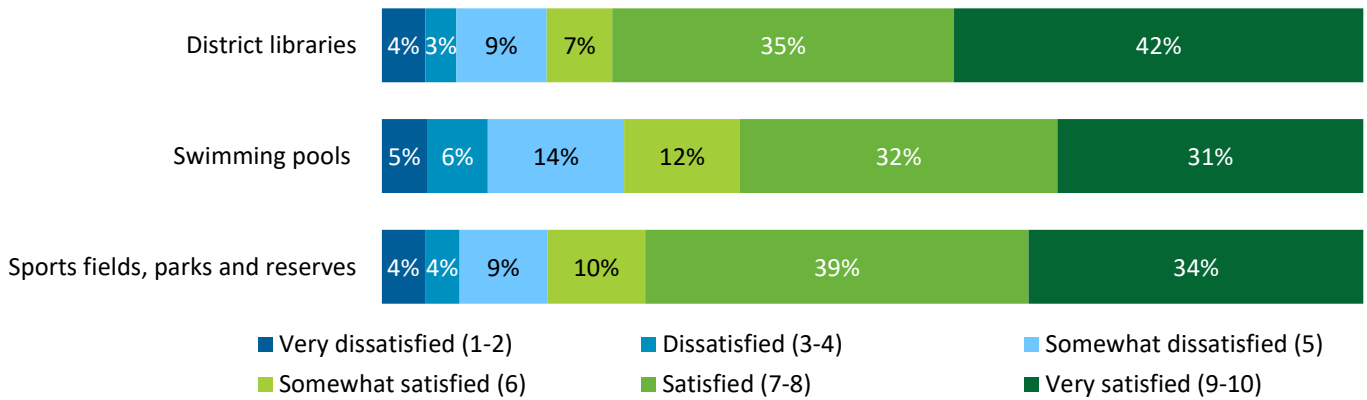
Pools (% Yes)	2022	Māori	Non-Māori	Male	Female	Urban	Rural
Visited Paeroa pools	9%	18%	7%	7%	12%	12%	5%
Visited Waihi pools	9%	14%	8%	8%	10%	10%	8%
Visited Ngātea pools	11%	11%	11%	11%	11%	7%	19%
Don't remember which one I visited	1%	1%	1%	2%	<1%	1%	1%
I did not visit a pool in the past 12 months	71%	59%	73%	73%	69%	72%	68%

Pools (% Yes)	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Visited Paeroa pools	12%	6%	19%	5%	6%
Visited Waihi pools	23%	8%	14%	5%	5%
Visited Ngātea pools	12%	17%	25%	4%	4%
Don't remember which one I visited	6%	-	-	1%	<1%
I did not visit a pool in the past 12 months	49%	69%	49%	85%	85%

Sports fields, parks or reserves (% Yes)	2022	Māori	Non-Māori	Male	Female	Urban	Rural
I have visited a sport field, park or reserve in the past 12 months at least once	72%	79%	71%	71%	73%	73%	71%
I did not visit any sports fields, parks or reserves	28%	21%	29%	29%	27%	27%	30%

Sports fields, parks or reserves (% Yes)	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
I have visited a sport field, park or reserve in the past 12 months at least once	78%	80%	89%	63%	62%
I did not visit any sports fields, parks or reserves	25%	20%	11%	38%	36%

## Satisfaction with the community facilities



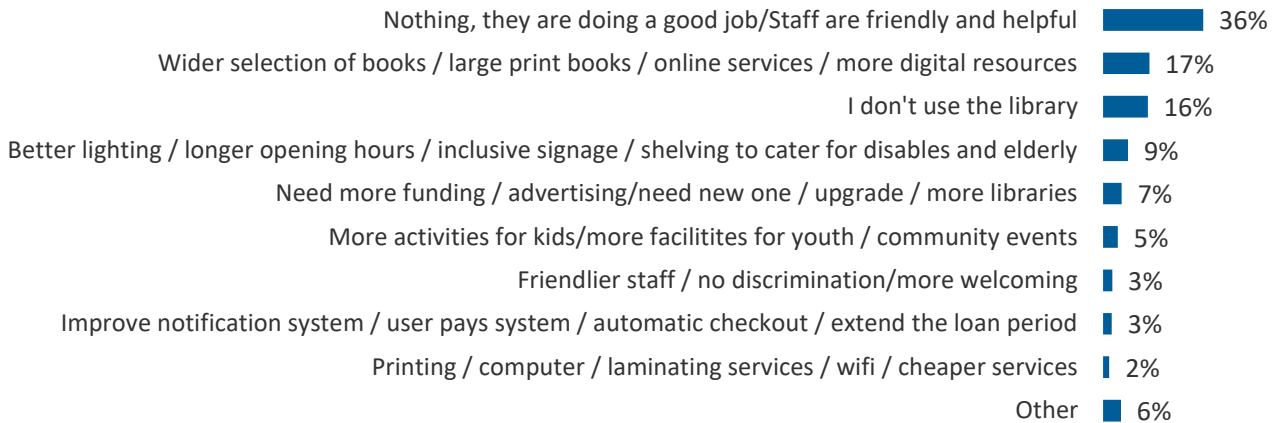
Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
District libraries	83%	77%	84%	70%	88%	88%
Swimming pools	75%	66%	78%	78%	73%	75%
Sports fields, parks and reserves	83%	80%	84%	83%	82%	84%

Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
District libraries	82%	70%	79%	82%	90%
Swimming pools	70%	68%	74%	77%	80%
Sports fields, parks and reserves	77%	75%	78%	88%	88%

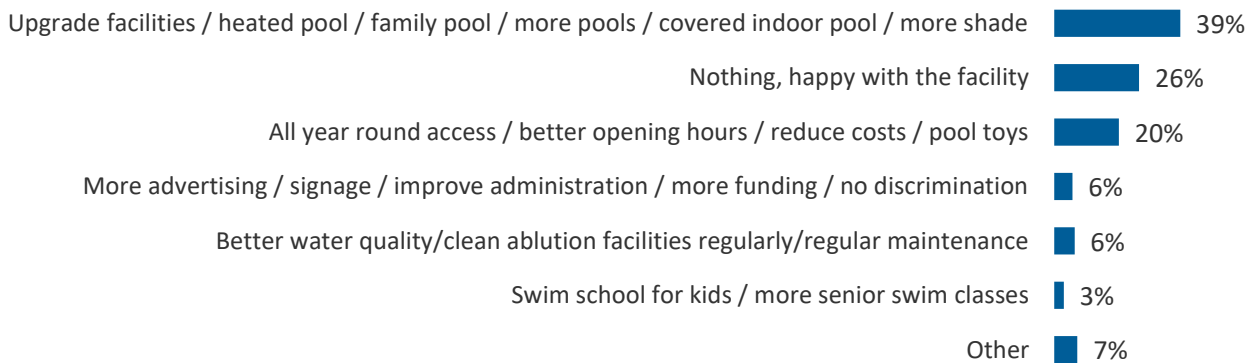
Scores 6-10	Male	Female	Urban	Rural
District libraries	84%	83%	87%	77%
Swimming pools	76%	75%	76%	74%
Sports fields, parks and reserves	82%	85%	82%	85%

## Improvement opportunities

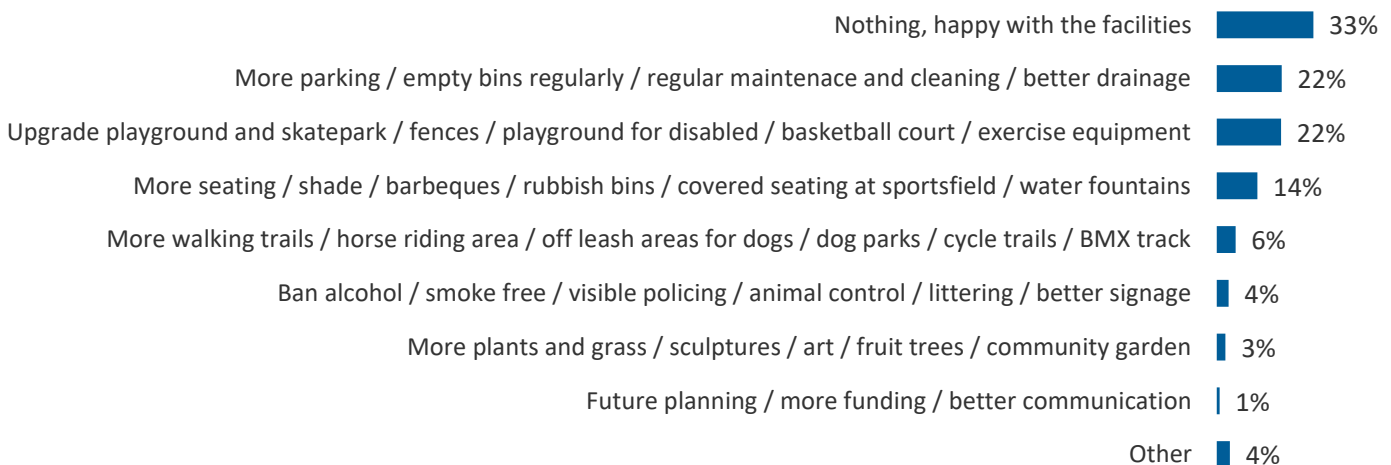
### District libraries



### Swimming pools



### Sports fields, parks and reserves

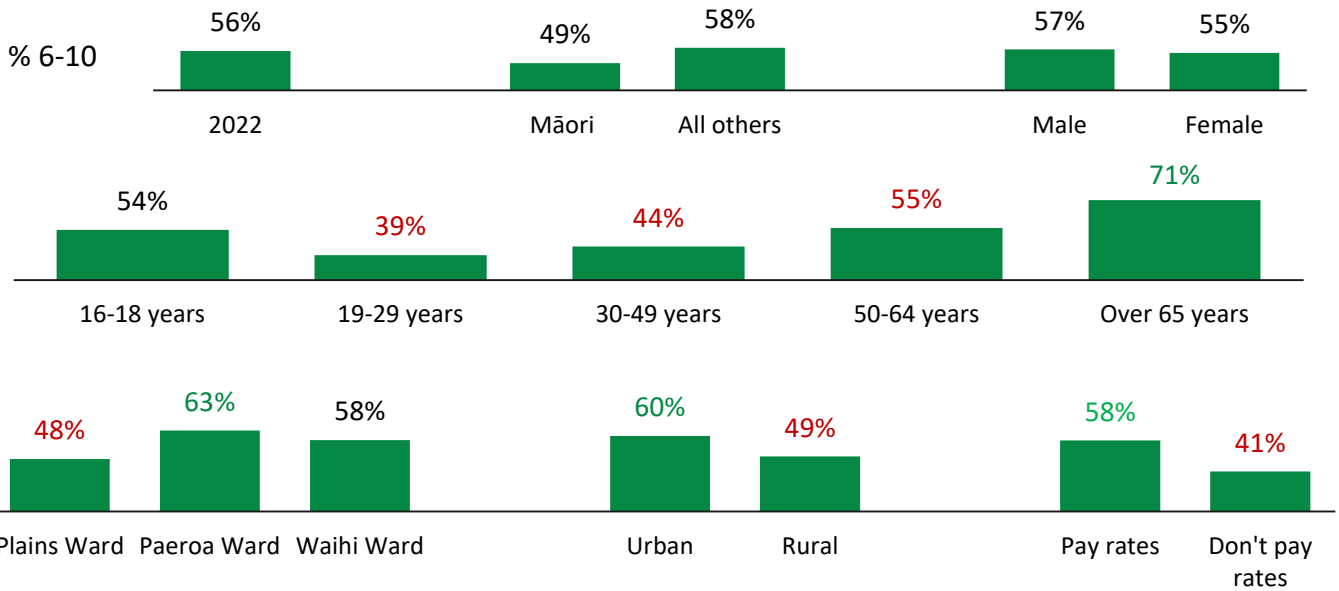
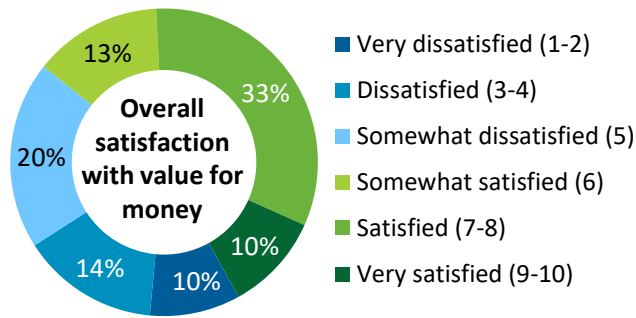




## Rates and value for money



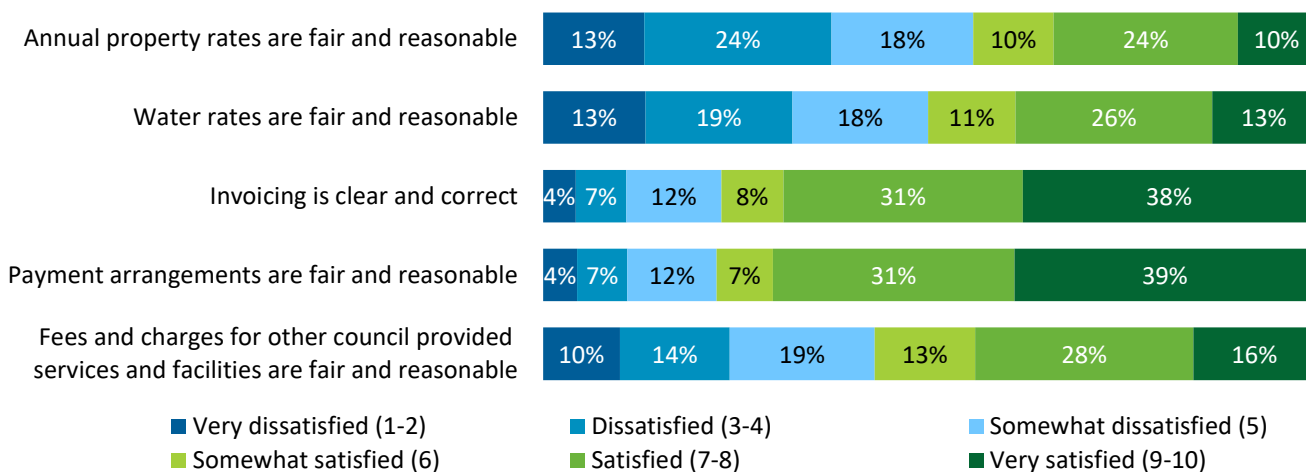
### Overall value for money



- Overall satisfaction with the value for money residents receive for their rates is relatively high – close to six in ten of the respondents rated this area 6-10 on the 10-point scale.
- There is a significant difference in satisfaction between wards. While Paeroa has 63% respondent rating overall value for money 6-10, those residing in Plains ward are less likely to be satisfied (48%).
- Satisfaction is also the lowest among those in rural areas (49%), which is supported by the comments – 20% have mentioned that rural residents do not get the value for money. While rates remain high across the area, most of the rural residents have no access to Council managed water supply, rubbish collection, as well as roading maintenance is lacking.
- Other comments indicated that residents consider rates and other fees being high (42%) as well as insufficient infrastructure and maintenance (33%).

Between demographics  
*Significantly higher*  
*Significantly lower*

### Satisfaction with value for money

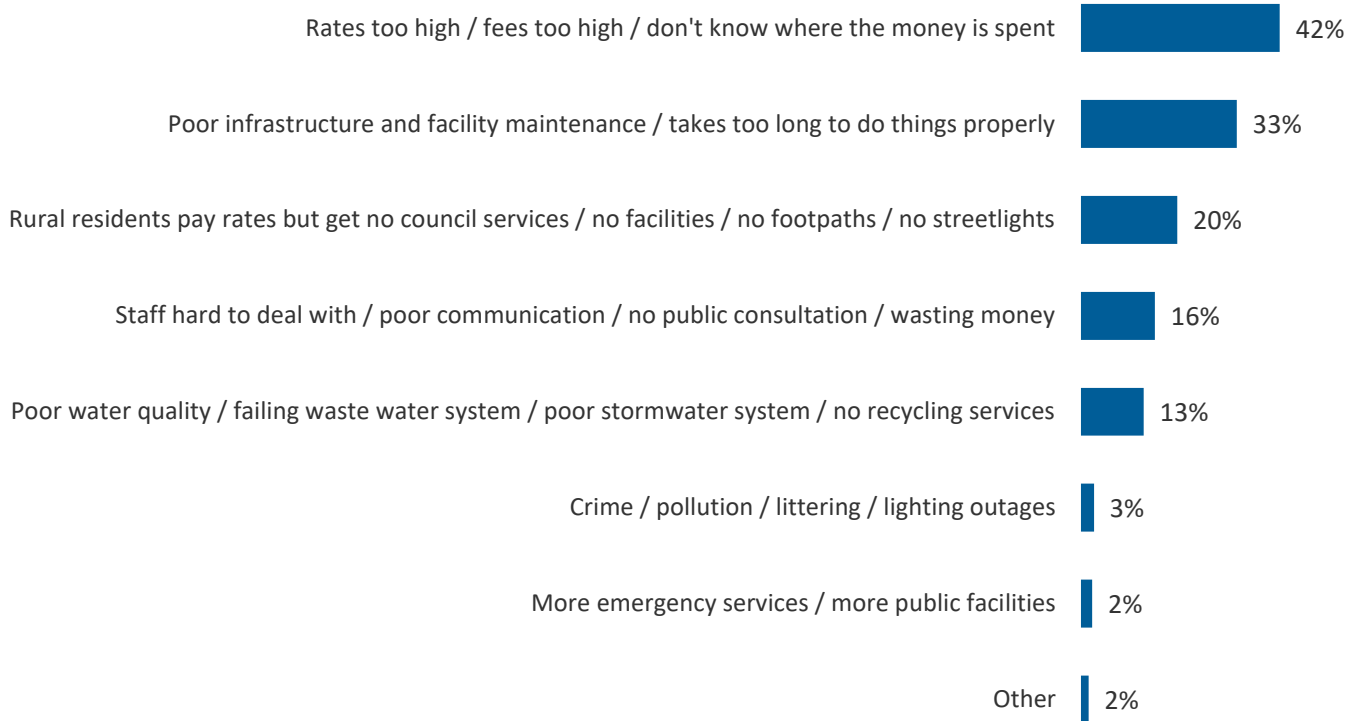


Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Annual property rates are fair and reasonable	44%	35%	46%	41%	42%	49%
Water rates are fair and reasonable	50%	38%	53%	51%	50%	49%
Invoicing is clear and correct	77%	67%	79%	73%	80%	78%
Payment arrangements are fair and reasonable	78%	66%	80%	74%	76%	82%
Fees and charges for other council provided services and facilities are fair and reasonable	57%	50%	59%	54%	59%	59%

Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Annual property rates are fair and reasonable	29%	21%	37%	41%	61%
Water rates are fair and reasonable	49%	36%	44%	45%	65%
Invoicing is clear and correct	52%	73%	75%	76%	84%
Payment arrangements are fair and reasonable	41%	68%	83%	75%	84%
Fees and charges for other council provided services and facilities are fair and reasonable	44%	43%	51%	55%	70%

Scores 6-10	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Annual property rates are fair and reasonable	40%	49%	46%	41%	46%	25%
Water rates are fair and reasonable	48%	52%	53%	44%	51%	43%
Invoicing is clear and correct	77%	77%	77%	77%	79%	49%
Payment arrangements are fair and reasonable	77%	78%	79%	74%	80%	49%
Fees and charges for other council provided services and facilities are fair and reasonable	56%	58%	59%	54%	58%	50%

### Reasons for being dissatisfied

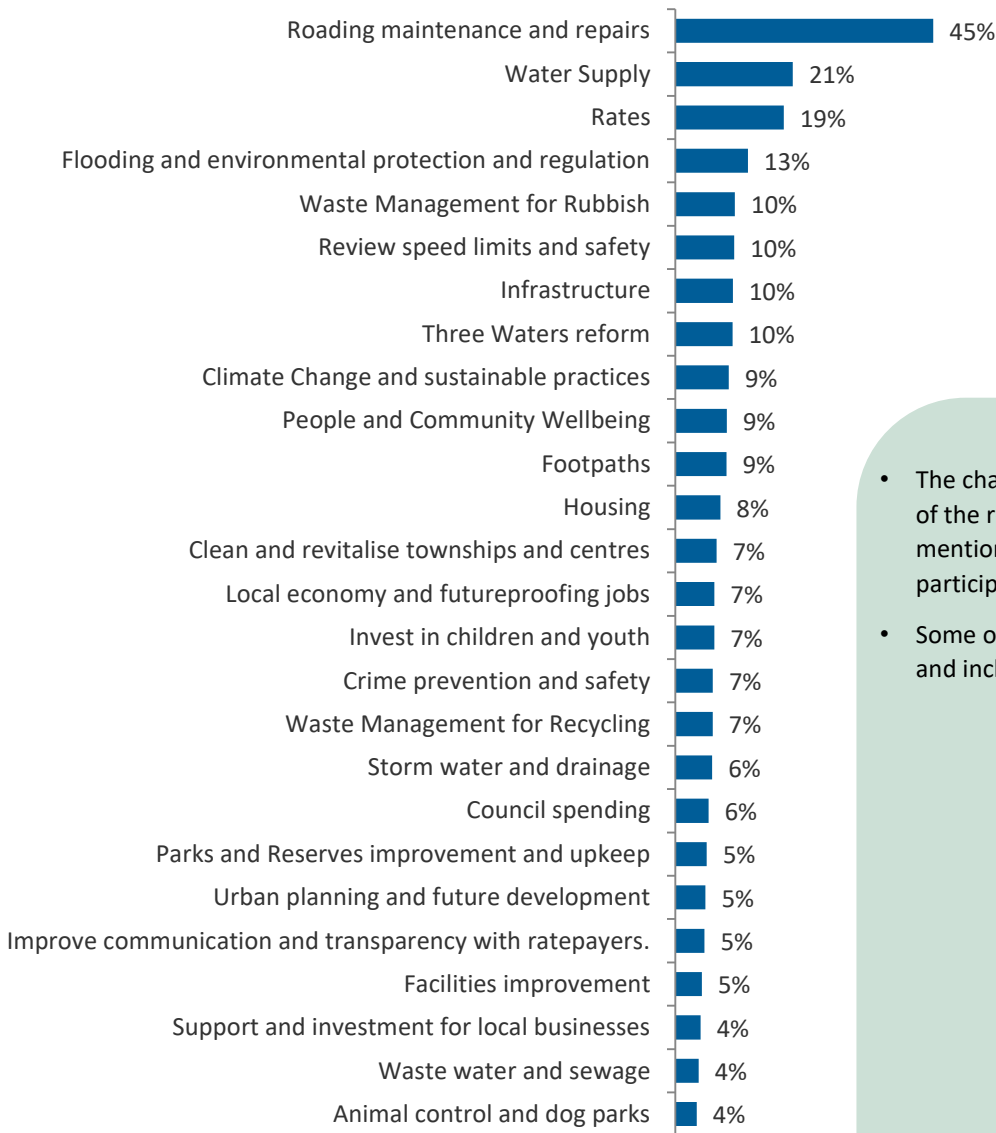




# Future Priorities



### Future Priorities



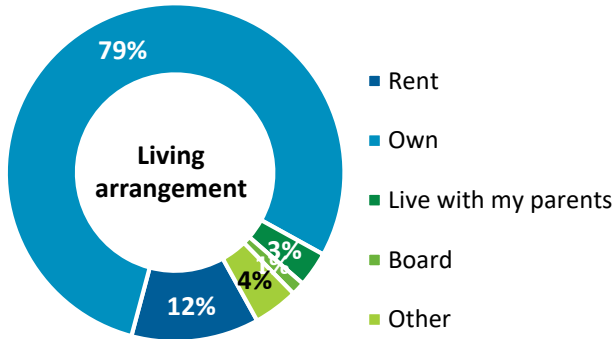
- The chart on the right represents all of the responses that have been mentioned by over 4% of those who participated in the survey.
- Some other themes were mentioned and included:
  - ✓ Parking
  - ✓ Education
  - ✓ Land availability
  - ✓ Democracy and local government
  - ✓ Focus on elderly
  - ✓ Improving rural sector
  - ✓ Promotion of tourism

- 596 respondents out of 638 left a comment summarizing the priorities that Council should focus on over the next three years.
- Close to half (45%) mentioned roading maintenance and repairs as their top priority with a further 9% addressing footpaths issue.
- Outside of the core services provided by the Council, such as water management, waste management and facilities, there has been a number of issues that stood out:
  - ✓ Review speed limits and safety (10%)
  - ✓ Climate change (9%)
  - ✓ Invest in children and youth (7%)



# Community wellbeing

## House ownership



- On average, 64.5% of New Zealanders own a house. This proportion is considerably higher for Hauraki District with 79% of our respondents stating that they own a house.
- House ownership is similar across wards and increases with age.
- However, those who identify as Māori are more likely to rent than other ethnicities (31% compared with 8%) and less likely to own (58% compared with 83%).

Living arrangement	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Rent	12%	31%	8%	10%	14%	13%
Own	79%	58%	83%	79%	78%	80%
Live with my parents	3%	4%	3%	3%	3%	3%
Board	1%	3%	1%	1%	2%	1%
Other	4%	4%	4%	6%	4%	3%

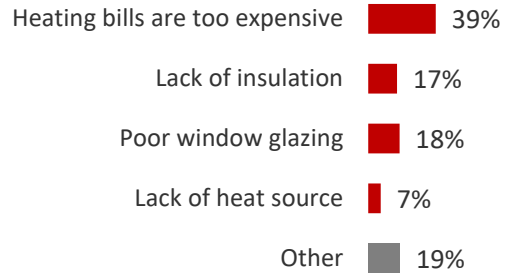
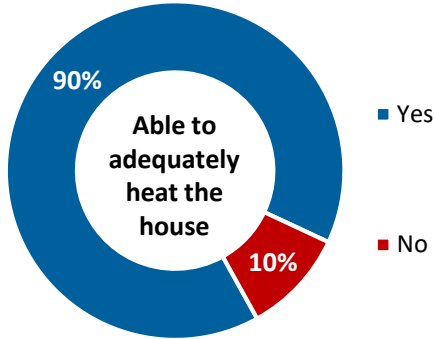
Living arrangement	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Rent	19%	37%	15%	10%	3%
Own	45%	35%	76%	88%	94%
Live with my parents	20%	18%	-	1%	-
Board	1%	3%	2%	-	1%
Other	15%	7%	6%	1%	2%

Living arrangement	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Rent	11%	13%	14%	10%	4%	64%
Own	82%	76%	78%	80%	89%	14%
Live with my parents	3%	3%	3%	3%	3%	8%
Board	<1%	2%	1%	1%	1%	3%
Other	3%	6%	3%	6%	3%	10%

- 90% of the respondents said that they have adequate heating. This proportion is quite high. However, the remaining 10% of the District population accounts for around 2,000 people who are unable to live in a warm home. For most of the residents without adequate heating in their residence, the issue is not having sufficient funds to pay the bills.
- Housing was one of the most commented on topics in the survey. Some of the issues that were raised by the respondents related to housing included:
  - ✓ Lack of stable housing options for locals (20%)
  - ✓ Housing is expensive and unaffordable (17%)
  - ✓ Lack of rentals (14%)

## Adequate heating

### Reasons for not being able to heat the house



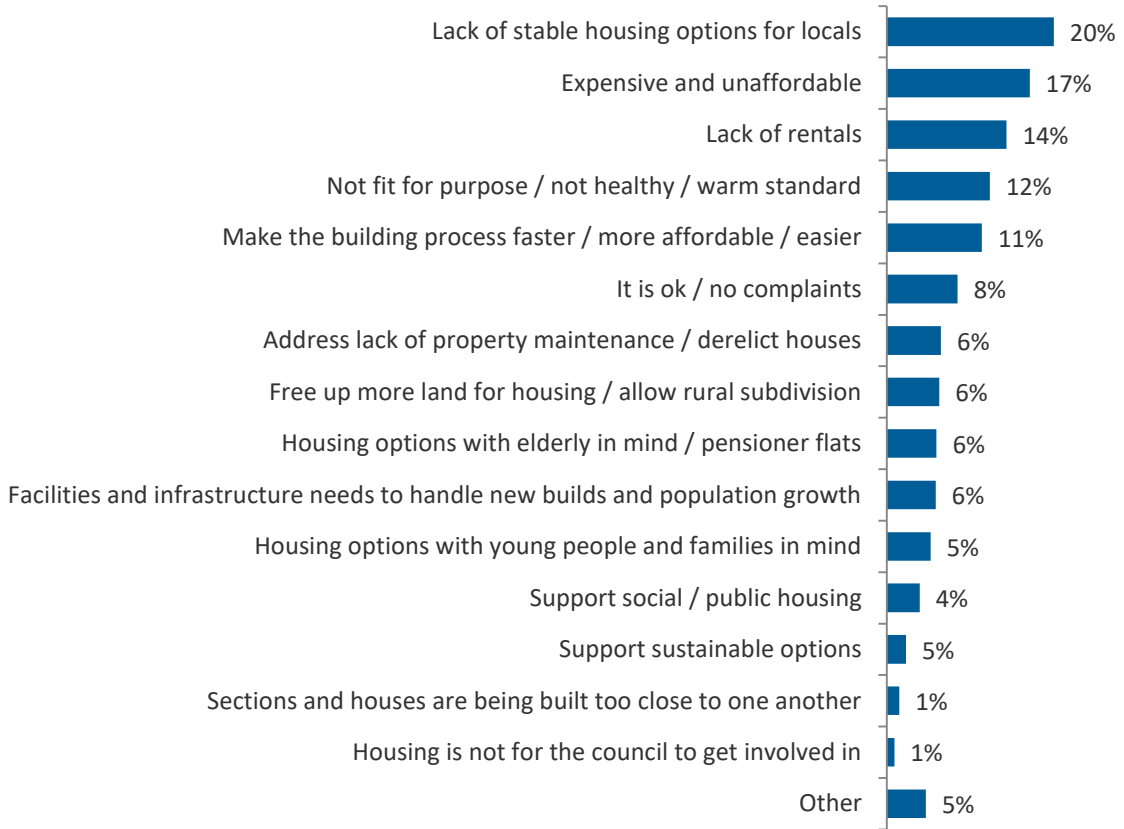
%	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Can't heat the house adequately	10%	26%	6%	8%	11%	10%
Heating bills are too expensive	39%	42%	36%	55%	33%	34%
Lack of insulation	17%	20%	14%	25%	14%	13%
Poor window glazing	18%	14%	23%	15%	18%	20%
Lack of heat source	7%	6%	8%	0%	12%	8%
Other	19%	18%	20%	5%	22%	25%

%	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Can't heat the house adequately	8%	16%	14%	10%	4%
Heating bills are too expensive	16%	35%	50%	26%	55%
Lack of insulation	23%	37%	18%	8%	11%
Poor window glazing	20%	9%	13%	29%	17%
Lack of heat source	14%	0%	0%	22%	0%
Other	28%	19%	19%	16%	18%

%	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Can't heat the house adequately	9%	10%	10%	9%	8%	18%
Heating bills are too expensive	42%	36%	35%	49%	44%	25%
Lack of insulation	17%	16%	15%	21%	12%	30%
Poor window glazing	23%	14%	16%	24%	14%	29%
Lack of heat source	8%	7%	11%	0%	8%	4%
Other	9%	27%	24%	6%	21%	11%



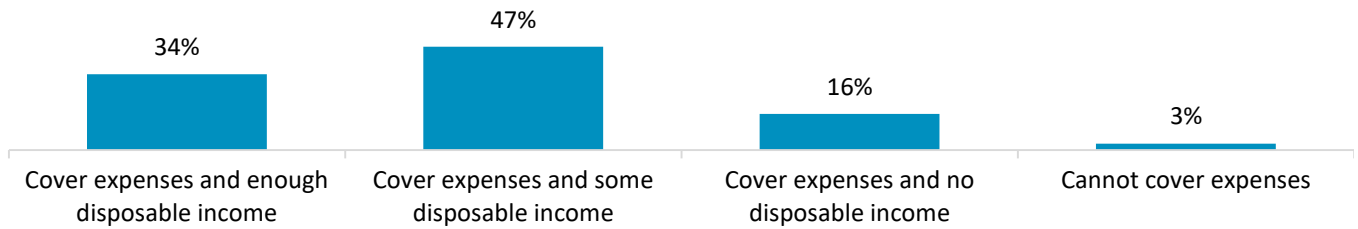
### Comments on housing in the Hauraki District



NOTES:

1. Sample: 2022 n=638;
2. CW4. Are there any comments you would like to make about housing in the Hauraki District? n=361

### Income meeting basic needs



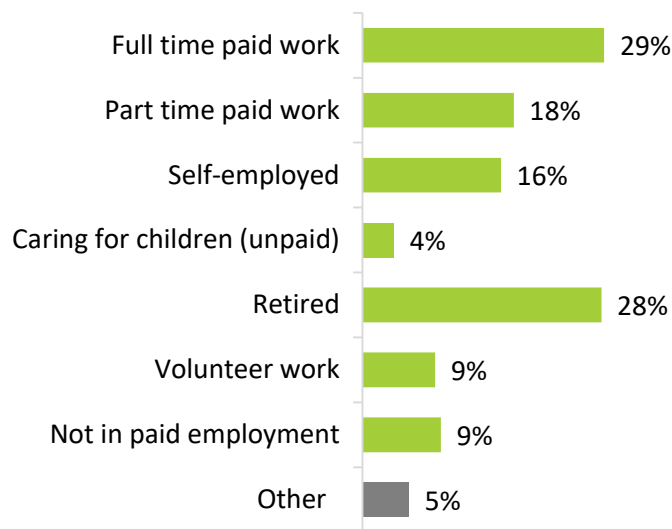
%	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Cover expenses and enough disposable income	34%	39%	33%	37%	32%	34%
Cover expenses and some disposable income	47%	32%	50%	39%	52%	48%
Cover expenses and no disposable income	16%	25%	14%	23%	13%	14%
Cannot cover expenses	3%	4%	2%	1%	3%	4%

%	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Cover expenses and enough disposable income	53%	16%	29%	33%	38%
Cover expenses and some disposable income	36%	53%	50%	48%	44%
Cover expenses and no disposable income	6%	27%	19%	15%	16%
Cannot cover expenses	5%	3%	2%	3%	2%

%	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Cover expenses and enough disposable income	32%	37%	33%	36%	34%	35%
Cover expenses and some disposable income	49%	44%	47%	47%	49%	34%
Cover expenses and no disposable income	16%	16%	16%	16%	15%	23%
Cannot cover expenses	2%	3%	4%	1%	2%	7%

- The results are reassuring with 97% of respondents being able to cover their daily expenses regularly, and 81% having some disposable income left after their basic needs are met.
- However, 9% of respondents indicated that they are not in any paid employment (this excludes home-makers, volunteers and retirees). Excluding college students from the calculations, the average proportion of those who are unemployed is slightly lower – 7%.
- Both of the numbers are still considerably higher than New Zealand's' average unemployment rate at 3.3% in June 2022.

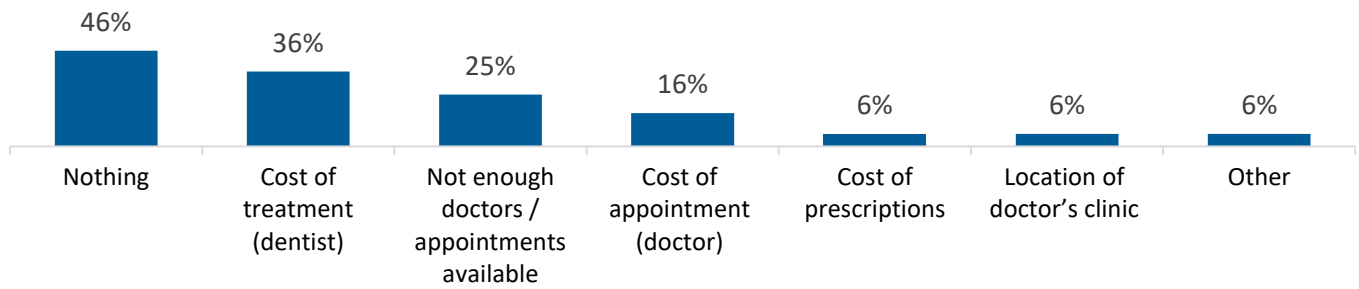
### Employment



%	2022	Māori	Non-Māori	Male	Female	Urban	Rural
Full time paid work	29%	32%	28%	35%	23%	30%	27%
Part time paid work	18%	21%	17%	13%	23%	16%	21%
Self-employed	16%	15%	17%	18%	15%	9%	30%
Caring for children (unpaid)	4%	8%	3%	1%	6%	2%	7%
Retired	28%	11%	32%	27%	30%	33%	20%
Volunteer work	9%	8%	9%	8%	9%	9%	9%
Not in paid employment	9%	15%	8%	10%	9%	11%	7%
Other	5%	11%	4%	4%	7%	6%	4%

%	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Full time paid work	-	52%	52%	40%	2%
Part time paid work	67%	25%	16%	14%	5%
Self-employed	5%	6%	28%	21%	8%
Caring for children (unpaid)	-	2%	10%	2%	1%
Retired	1%	-	-	7%	89%
Volunteer work	10%	7%	4%	4%	17%
Not in paid employment	24%	6%	4%	13%	6%
Other	6%	19%	6%	6%	1%

### Barriers to accessing the health services



%	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Nothing	46%	38%	48%	39%	51%	49%
Cost of treatment (dentist)	36%	35%	36%	42%	34%	32%
Not enough doctors / appointments available	25%	24%	25%	26%	24%	24%
Cost of appointment (doctor)	16%	25%	14%	22%	14%	12%
Cost of prescriptions	6%	14%	5%	7%	8%	5%
Location of doctor's clinic	6%	10%	5%	13%	2%	3%
Other	6%	9%	5%	4%	4%	9%

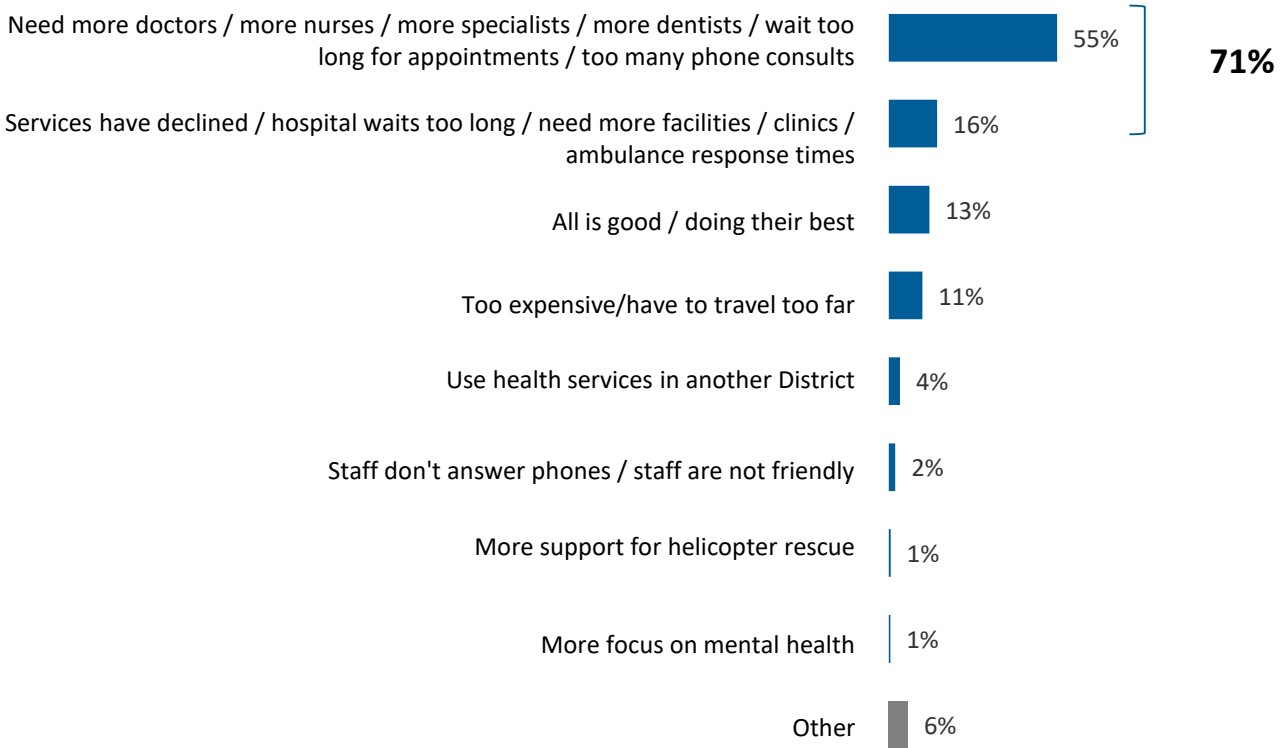
%	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Nothing	74%	23%	29%	42%	62%
Cost of treatment (dentist)	6%	61%	50%	40%	23%
Not enough doctors / appointments available	3%	18%	35%	28%	22%
Cost of appointment (doctor)	5%	47%	24%	16%	5%
Cost of prescriptions	8%	23%	9%	4%	3%
Location of doctor's clinic	8%	13%	4%	6%	4%
Other	7%	11%	6%	6%	5%

%	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Nothing	48%	45%	51%	37%	47%	43%
Cost of treatment (dentist)	33%	38%	35%	38%	35%	40%
Not enough doctors / appointments available	21%	28%	20%	34%	25%	19%
Cost of appointment (doctor)	16%	16%	15%	17%	14%	25%
Cost of prescriptions	7%	6%	7%	5%	5%	14%
Location of doctor's clinic	6%	5%	4%	8%	5%	10%
Other	7%	5%	7%	4%	6%	4%

- 46% have not experienced any barriers in accessing health services in the Districts. Plains Ward residents more than those in other areas feel that the cost of dental treatment, cost of doctor's appointments and location of the clinics are preventing them from having full access to the health services.
- Comments indicated that the situation has changed for the worse over the past years due to Covid, with the staff shortage (not enough doctors) and the existing clinics and hospitals being overbooked. Many residents found a temporarily solution is to travel out of the District for treatments. However, 71% of the respondents would like to see more facilities and more medical staff in the District to decrease waiting times and increase the necessary service.



### Comments on health services in the Hauraki District



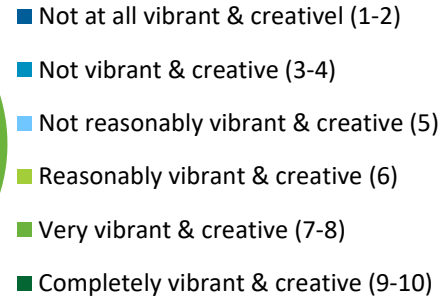
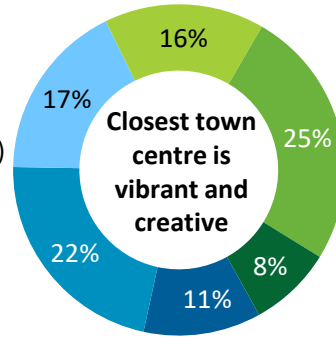
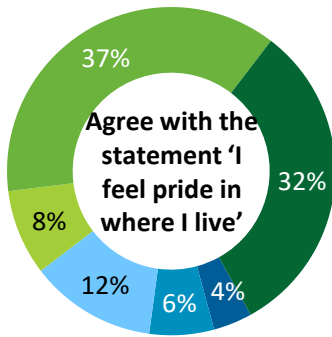
NOTES:

1. Sample: 2022 n=638;
2. CW19. Are there any comments you would like to make about health services in the Hauraki District? n=424



# Neighbourhood

## Sense of pride and perception of the town centres



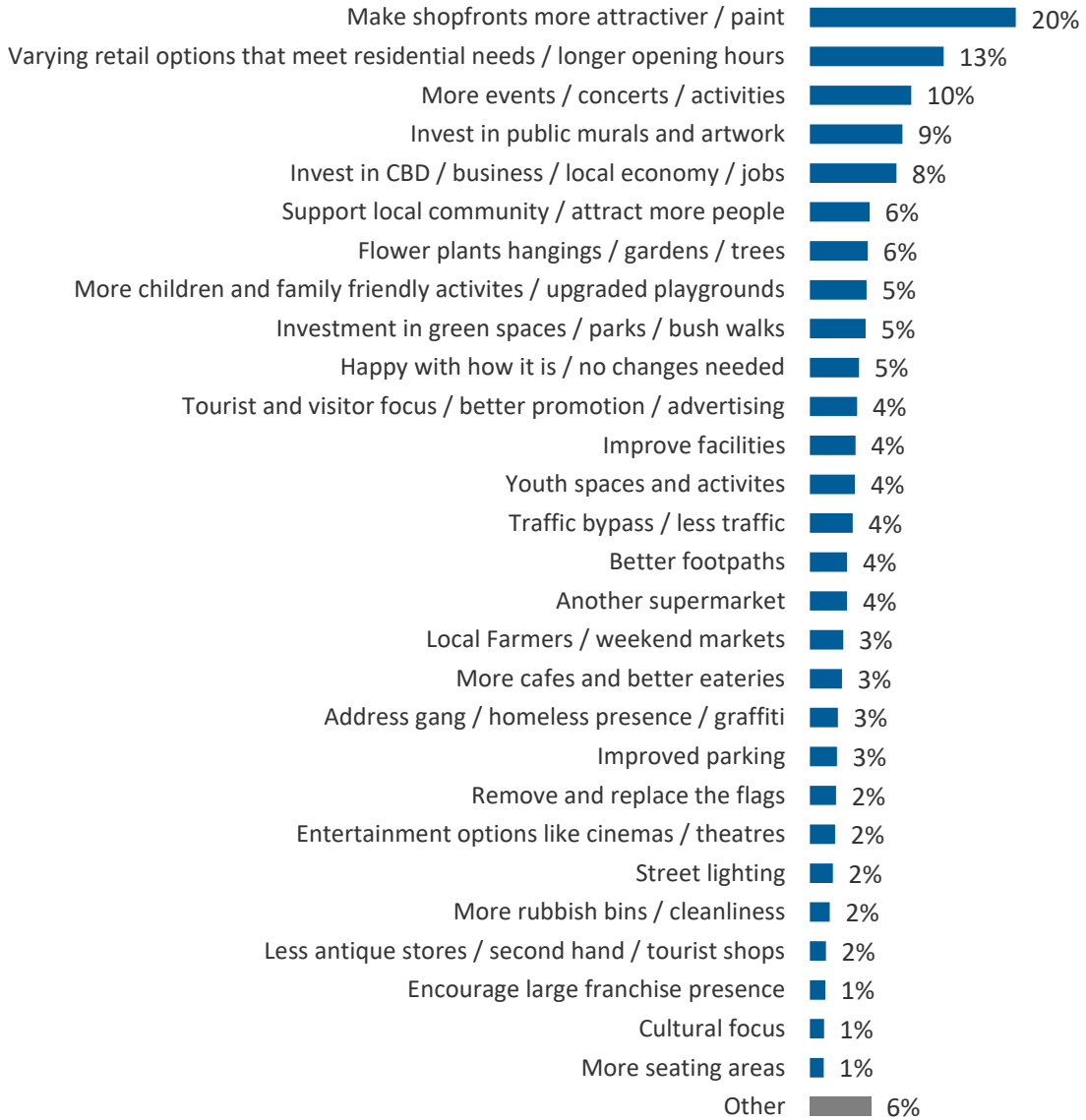
Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Feel sense of pride in where I live	77%	74%	78%	78%	76%	78%
Closest town centre is vibrant and creative	49%	40%	51%	44%	37%	64%

Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Feel sense of pride in where I live	76%	63%	70%	73%	92%
Closest town centre is vibrant and creative	42%	25%	41%	50%	63%

Scores 6-10	Male	Female	Urban	Rural
Feel sense of pride in where I live	78%	76%	78%	75%
Closest town centre is vibrant and creative	48%	51%	50%	49%

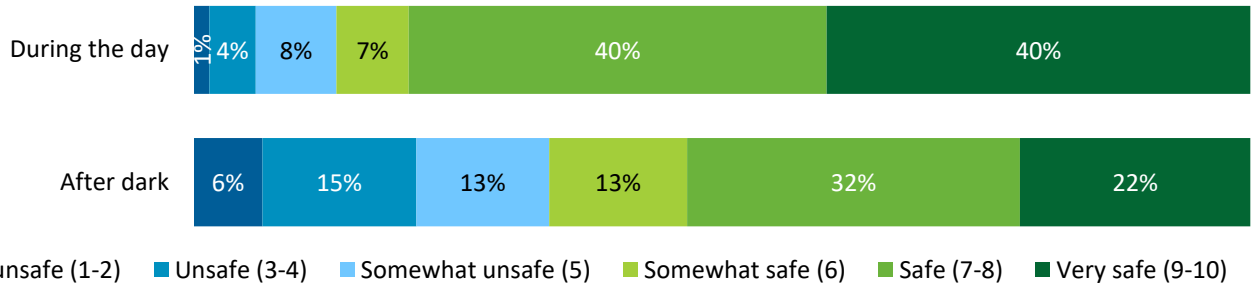
- Close to eight in ten residents (77%) feel a sense of pride in where they live. This feeling is particularly strong among the older generation (92%) compared to just 63% among those aged between 19 and 29 years.
- When it comes to the closest town centre being vibrant and creative, there is a considerable difference between towns. While Waihi is considered vibrant and creative by 64%, residents of other wards only rate theirs at 44% and 37%.
- Making shopfronts more attractive, painting them, as well improving retail offerings and opening hours are the most common suggestions on how to make the towns more vibrant and creative, and attract more people.

## Suggestions to make town centres more vibrant and creative





## Safety in the neighbourhood



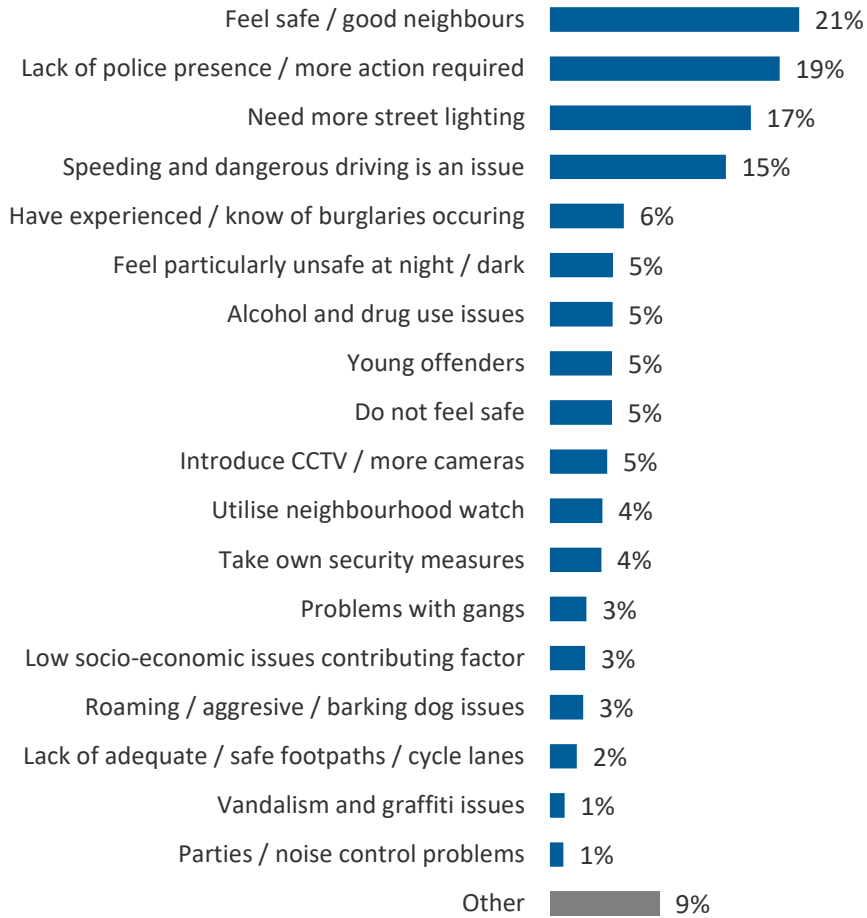
Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
During the day	87%	83%	87%	90%	85%	85%
After dark	66%	62%	67%	74%	61%	64%

Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
During the day	90%	84%	86%	85%	88%
After dark	70%	54%	66%	64%	70%

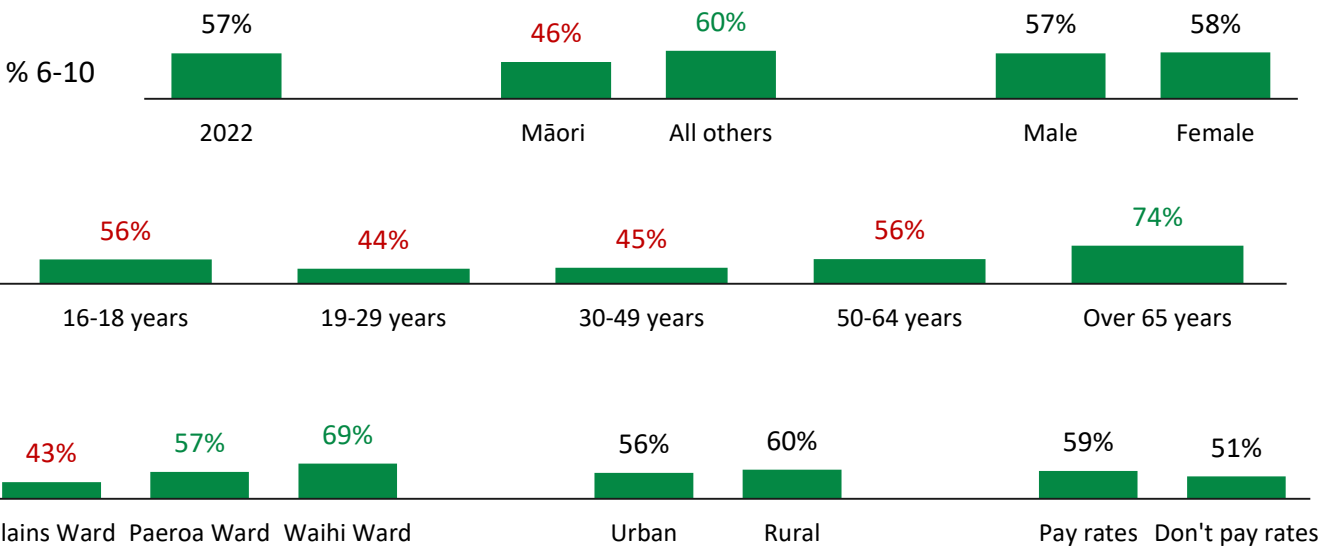
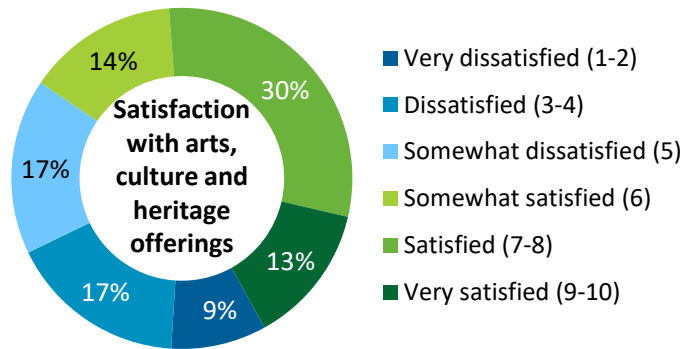
Scores 6-10	Male	Female	Urban	Rural
During the day	87%	86%	87%	87%
After dark	69%	63%	65%	69%

- Overall, most of the residents (87%) feel safe during the day while just 5% feel unsafe (scoring 1-4 on a 10-point scale).
- Plains Ward is considered the safest among residents with 90% feeling safe during the day and 74% feeling safe during the night.
- Talking about main safety concerns respondents mentioned the need of more police presence and the police taking more action (19%), need for more street lighting (17%) and issues related to road safety, such as speeding and dangerous driving (15%).

### Comments on safety



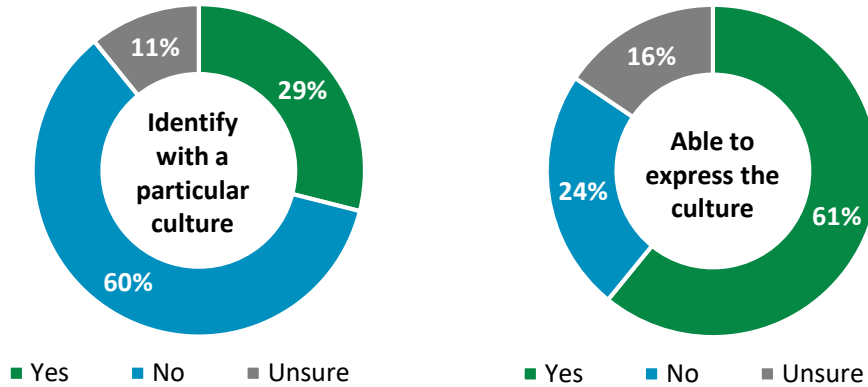
### Arts, culture and heritage



- Close to six in ten respondents rated their satisfaction with arts, culture and heritage offerings in the area where they live 6-10 on the 10-point scale.
- Satisfaction is particularly high among those who live in Waihi Ward, which is most likely due to Waihi Gold Discovery Centre and street art celebrating history.
- However, those who identify as Māori are most likely to be dissatisfied with the arts, culture and heritage offerings in the District.
- When it comes to expressing culture, it has been a slightly controversial issue. While just 29% of respondents feel that they identify with any particular culture, a large proportion (61%) felt they are able to express it. Some suggestions have been made to focus more on multiculturalism, rather than just any one culture in particular and organise more cultural events, as there are many people who are wanting to learn more about other cultures than their own.

Between demographics  
*Significantly higher*  
*Significantly lower*

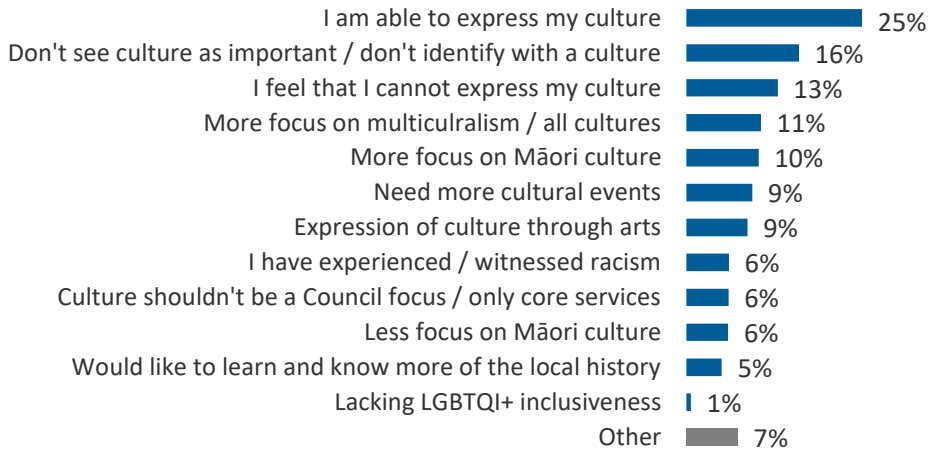
### Cultural identity and expressing culture



Yes	2022	Māori	Asian*	Pacific*	Other	NZ European
Identify with a particular culture	29%	67%	55%	100%	28%	25%
Able to express the culture	61%	59%	31%	44%	40%	68%

Yes	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Identify with a particular culture	35%	28%	31%	26%	28%
Able to express the culture	53%	46%	65%	47%	75%

#### Comments on ability to express culture

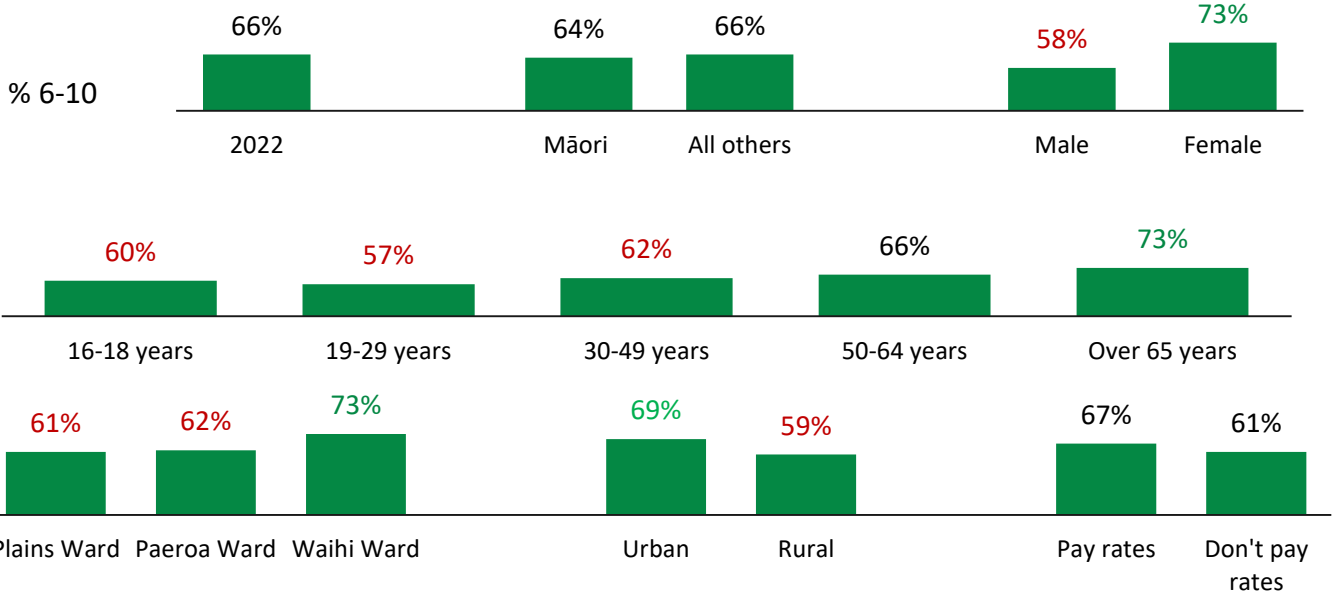
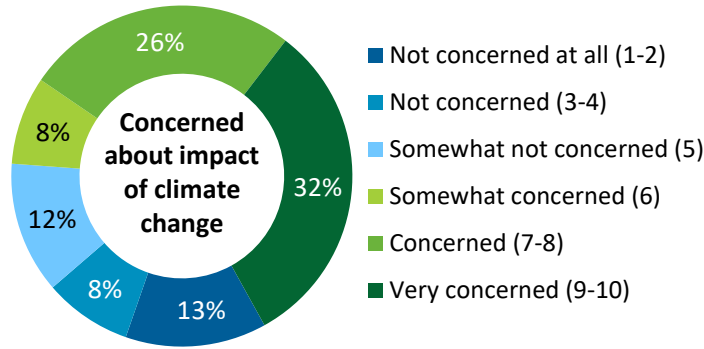






# Environmental concerns

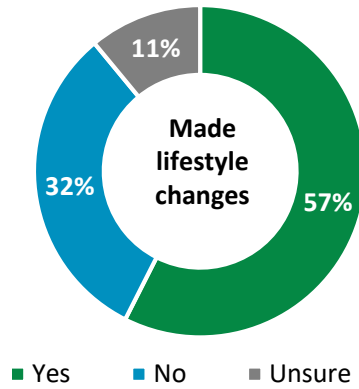
### Impact of climate change



- Over six in ten residents (66%) in the District are concerned about the impacts of climate change on the District.
- Female residents (73%), the older generation (73%) and those who reside in Waihi Ward (73%) are most likely to be concerned regarding the impact of climate change.
- 57% have made lifestyle changes to improve households' impact on the environment.
- Some of the most common ways to reduce the household footprint included: Reuse / upcycle / recycle, as well as minimising waste in general and composting.
- Some of the more interesting comments that respondents have left included changing diets (becoming vegans and consuming less meat), along with giving up alcohol and moving to live rurally.

Between demographics  
*Significantly higher*  
*Significantly lower*

## Changes in lifestyle to improve households' impact on the environment

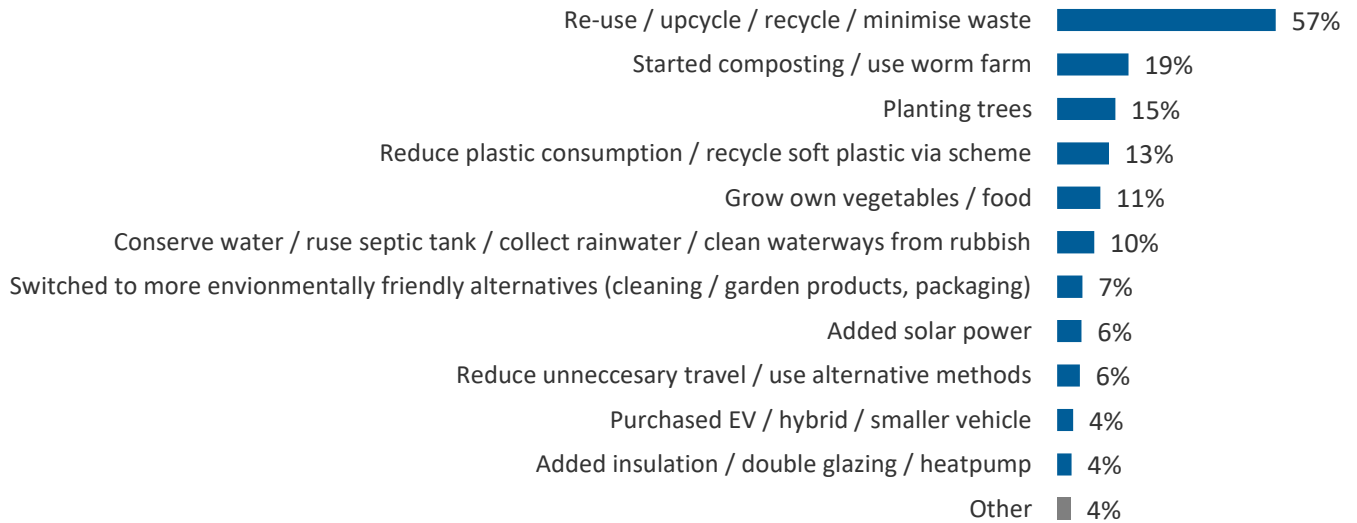


% Yes	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Made lifestyle changes	57%	55%	58%	54%	55%	62%

% Yes	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Made lifestyle changes	23%	52%	55%	65%	65%

% Yes	Male	Female	Urban	Rural
Made lifestyle changes	53%	62%	56%	60%

### What changed

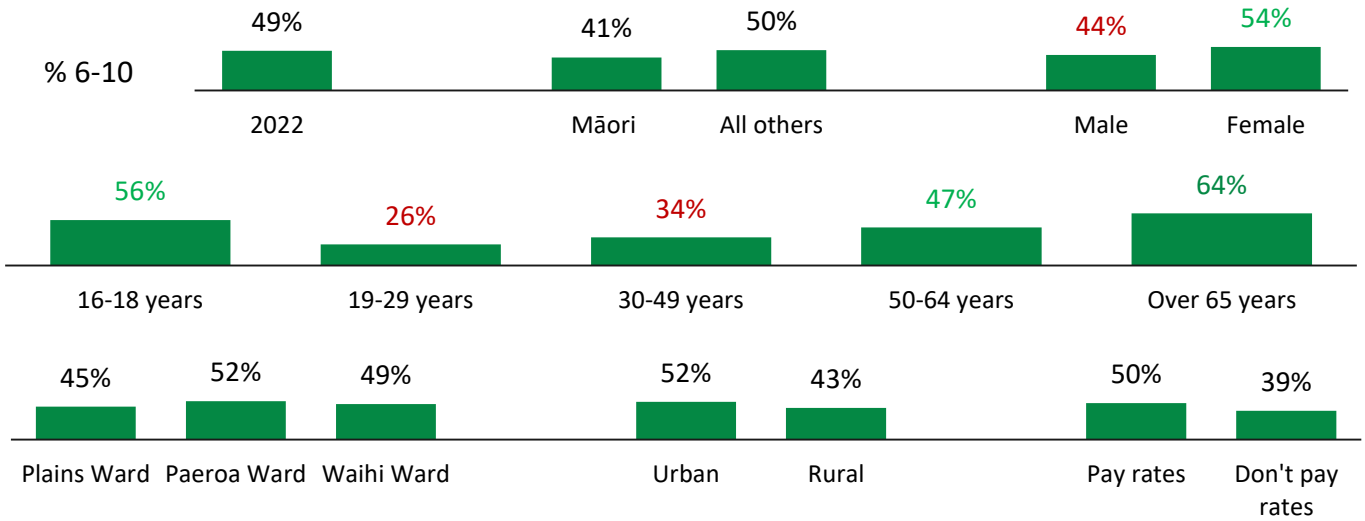
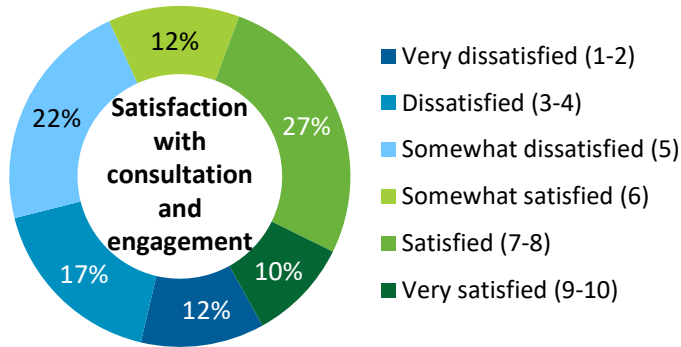






# Consultation, engagement and communication

### Satisfaction with consultation and engagement

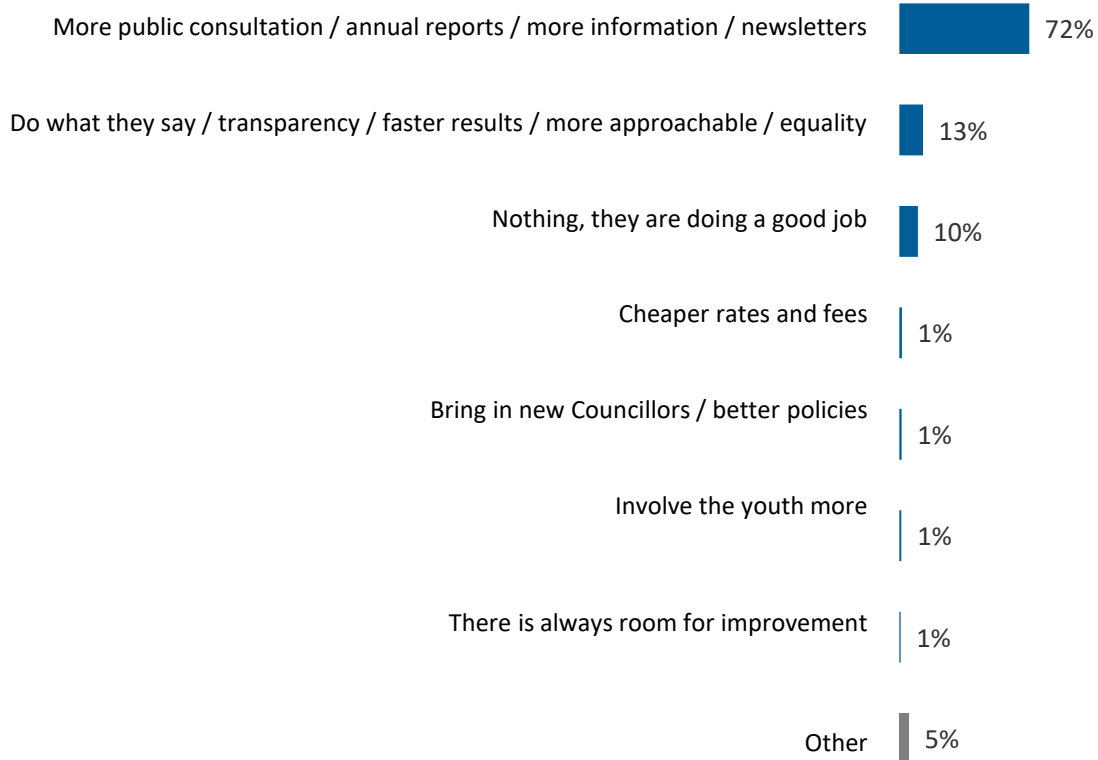


- Overall satisfaction with *consultation and engagement* from Council regarding its major policies and strategies is relatively low (49%). Those who identify as Māori, as well as younger residents aged between 19 and 29 years have the lowest satisfaction in this area (41% and 26% respectively). However, a considerably higher proportion (64%) of older residents (65+) are satisfied with consultation and engagement.
- Suggestions from the open-ended questions are also reflected in the ratings with areas related to consultation and engagement. While only 16% agree *that Council does a good job of informing residents about their decisions*, 53% agree that, overall, *elected members do a good job and Council makes decisions in the best interest of its residents*. When it comes to suggestions on improvement opportunities in this area, residents would like to receive more information from the Council (72%). Some suggestions included sending annual summary reports with the rates, as well as a regular newsletter.
- Email, face to face contact and phone are the three most comfortable ways for residents to engage with Council. Those younger than 30 years prefer email and website, while those over 30 years prefer email, phone and face to face.
- Thinking about channels to reach the residents, Facebook is the most effective for social media, as it is used by 67%. 25% do not use social media and could be reached through notices in the Hauraki Herald (59%), radio announcements on More FM Coromandel or through flyer drop off for others.

Between demographics  
Significantly higher  
Significantly lower

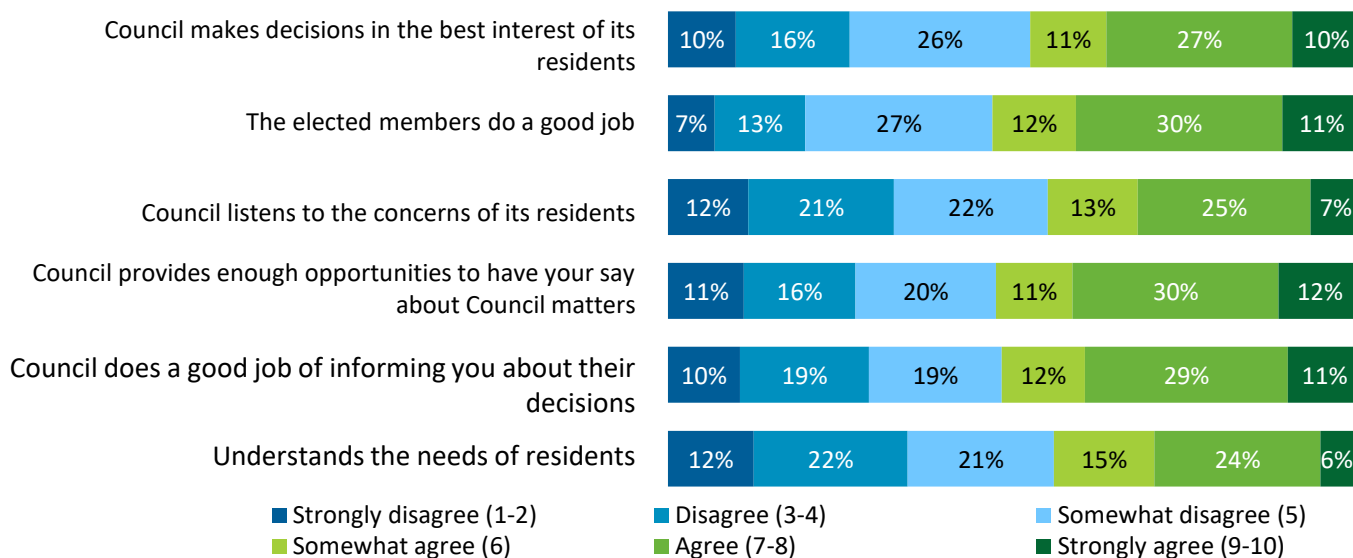


## Suggestions for improvement



## Consultation and engagement

### How much do you agree or disagree with the statements below

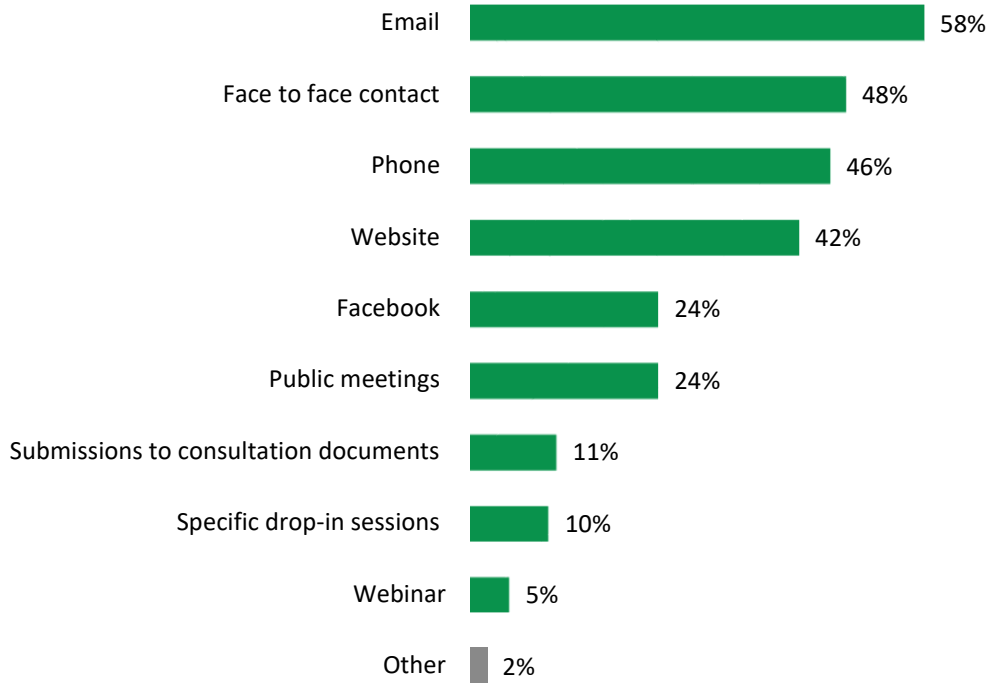


Scores 6-10	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Council makes decisions in the best interest of its residents	48%	44%	48%	47%	51%	45%
The elected members do a good job	53%	49%	54%	51%	54%	54%
Council listens to the concerns of its residents	45%	45%	45%	44%	50%	43%
Council provides enough opportunities to have your say about Council matters	53%	50%	53%	54%	55%	50%
Council does a good job of informing you about their decisions	52%	48%	53%	52%	53%	51%
Understands the needs of residents	44%	41%	45%	38%	47%	47%

Scores 6-10	16-18 years	19-24 years	30-49 years	50-64 years	Over 65 years
Council makes decisions in the best interest of its residents	56%	36%	38%	42%	61%
The elected members do a good job	74%	31%	40%	47%	66%
Council listens to the concerns of its residents	59%	27%	37%	39%	56%
Council provides enough opportunities to have your say about Council matters	62%	26%	45%	48%	65%
Council does a good job of informing you about their decisions	45%	34%	44%	52%	64%
Understands the needs of residents	57%	36%	34%	41%	54%

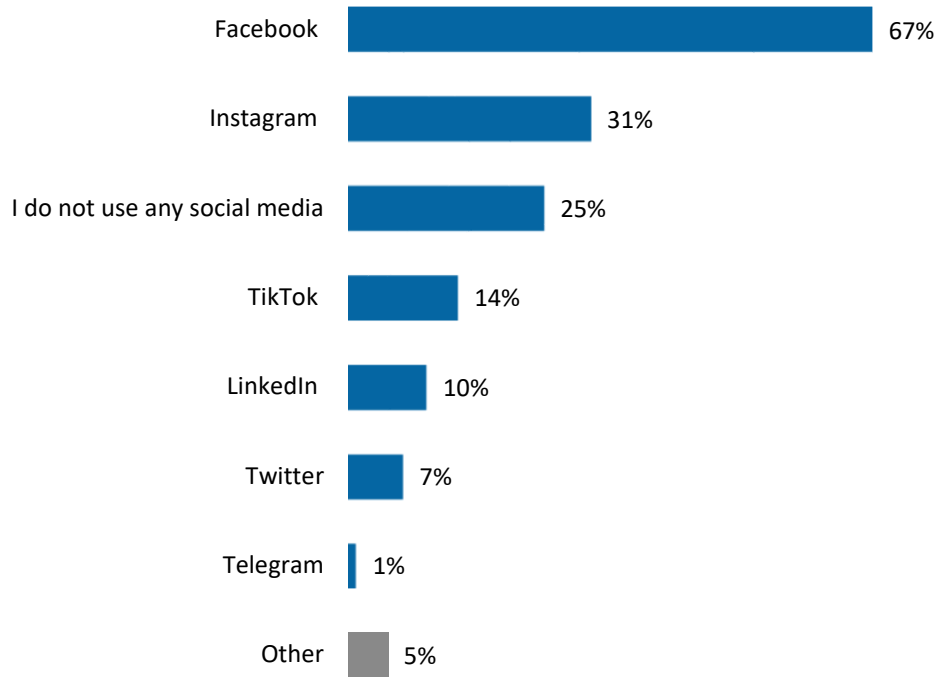
Between demographics  
*Significantly higher*  
*Significantly lower*

### Most comfortable way to engage with Council



Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Email	44%	53%	64%	63%	54%
Face to face contact	23%	33%	49%	52%	57%
Phone	22%	37%	51%	52%	47%
Website	49%	43%	44%	48%	33%
Facebook	18%	28%	38%	22%	14%
Public meetings	16%	17%	21%	29%	26%
Submissions to consultation documents	4%	12%	6%	16%	13%
Specific drop-in sessions	5%	2%	13%	9%	11%
Webinar	4%	3%	8%	7%	3%
Other	4%	2%	-	3%	2%

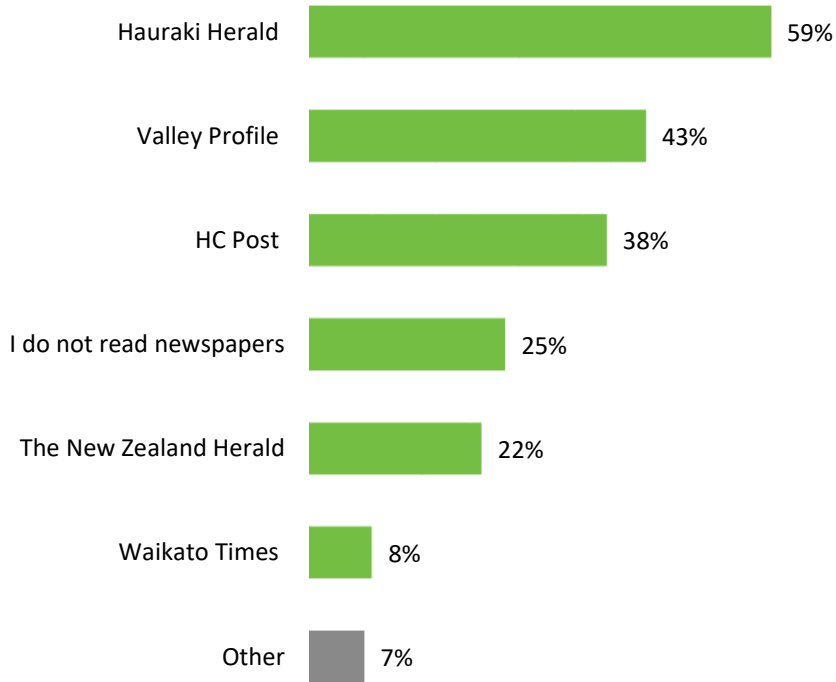
### Social media platforms used



Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Facebook	71%	89%	80%	63%	55%
Instagram	87%	80%	40%	18%	6%
I do not use any social media	2%	4%	16%	32%	40%
TikTok	75%	37%	12%	3%	1%
LinkedIn	2%	14%	13%	11%	7%
Twitter	27%	13%	7%	4%	2%
Telegram	2%	2%	2%	1%	1%
Other	22%	6%	3%	3%	3%

Between demographics  
*Significantly higher*  
*Significantly lower*

### Newspapers read regularly

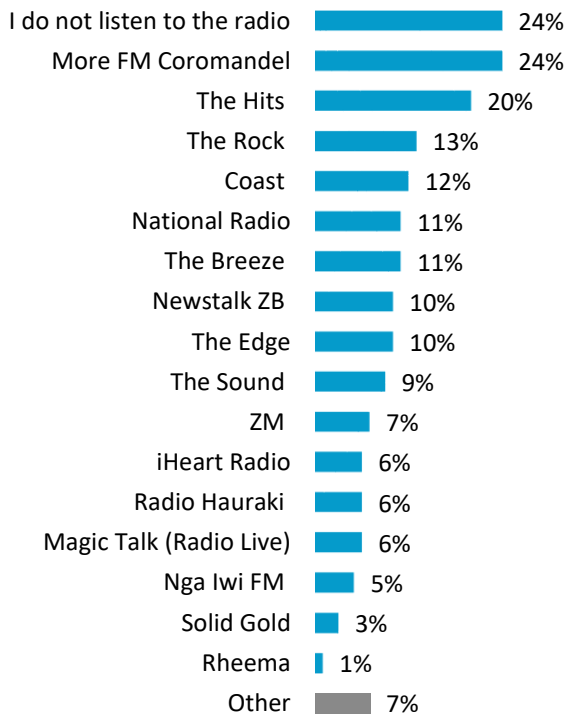


Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
Hauraki Herald	30%	34%	47%	69%	77%
Valley Profile	7%	18%	35%	48%	64%
HC Post	2%	8%	31%	43%	58%
I do not read newspapers	52%	57%	32%	19%	8%
The New Zealand Herald	15%	12%	13%	20%	39%
Waikato Times	9%	5%	4%	7%	13%
Other	4%	3%	8%	5%	10%

Between demographics  
*Significantly higher*  
*Significantly lower*



### Radio stations listened to the most



Scores 6-10	16-18 years	19-29 years	30-49 years	50-64 years	Over 65 years
I do not listen to the radio	30%	32%	25%	20%	24%
More FM Coromandel	18%	29%	25%	24%	28%
The Hits	40%	33%	27%	15%	8%
The Rock	18%	30%	23%	10%	1%
Coast	6%	5%	8%	14%	16%
National Radio	3%	-	4%	14%	20%
The Breeze	15%	10%	8%	11%	12%
Newstalk ZB	3%	2%	8%	10%	16%
The Edge	37%	23%	12%	5%	1%
The Sound	7%	8%	13%	12%	4%
ZM	7%	21%	15%	4%	1%
iHeart Radio	20%	5%	5%	4%	3%
Radio Hauraki	7%	9%	9%	5%	3%
Magic Talk (Radio Live)	4%	4%	7%	4%	9%
Nga Iwi FM	13%	6%	8%	5%	1%
Solid Gold	2%	-	1%	4%	5%
Rheema	3%	-	-	1%	-
Other	4%	6%	6%	8%	8%

Between demographics  
*Significantly higher*  
*Significantly lower*



# Sample profile

## Demographics

### Gender



	Male	Female
Weighted	49%	51%
Unweighted	48%	52%

### Age (weighted)

Age Group	Weighted	Unweighted
16 to 18 years	10%	11%
19 to 29 years	7%	8%
30 to 49 years	26%	18%
50 to 64 years	28%	22%
65 years or over	30%	41%

### Unweighted

### Ethnicity (weighted)

Ethnicity	Weighted	Unweighted
NZ European	86%	86%
Māori	18%	17%
Pacific Peoples	1%	1%
Asian	2%	2%
Other	5%	5%

### Unweighted

### Paying rates (weighted)

Response	Weighted	Unweighted
Yes	86%	85%
No	7%	8%
Renting	7%	7%

### Unweighted

### Closest Township (weighted)

Township	Weighted	Unweighted
Kaiaua	3%	3%
Ngatea	10%	10%
Waitakaruru	3%	3%
Paeroa	28%	27%
Whiritoa	2%	2%
Kaihere	3%	2%
Patetonga	1%	1%
Waihi	31%	34%
Mackaytown	<1%	<1%
Whakatiwai	1%	1%
Kerepehi	5%	4%
Turua	6%	6%
Waikino	5%	5%
Karangahake	2%	2%

### Unweighted

### Urban / Rural (Weighted)

Category	Weighted	Unweighted
Urban	52%	52%
Semi-rural	13%	14%
Rural	35%	33%

### Unweighted

### Length of Stay (weighted)

Length of Stay	Weighted	Unweighted
Less than 5 years	21%	21%
6 years to 10 years	20%	21%
More than 10 years	57%	57%
Unsure	1%	1%

### Unweighted

### Ward (Weighted)

Ward	Weighted	Unweighted
Plains Ward	31%	29%
Paeroa Ward	31%	30%
Waihi Ward	38%	41%

### Unweighted

## Demographics (counts)

Gender	Counts
Male	309
Female	329

Ethnicity	Counts
NZ European	548
Māori	111
Pacific Peoples	9
Asian	15
Other	34

Closest Township	Counts
Kaiaua	20
Ngātea	65
Waitakaruru	17
Paeroa	174
Whiritoa	11
Kaihere	15
Patetonga	4
Waihi	216
Mackaytown	3
Whakatiwai	5
Kerepehi	26
Turua	36
Waikino	34
Karangahake	12

Age	Counts
16 to 18 years	72
19 to 29 years	51
30 to 49 years	112
50 to 64 years	142
65 years or over	261

Paying rates	Counts
Pay rates	536
Don't pay rates	48
Renting	44

Urban / Rural	Counts
In a town or township, e.g., an urban area	334
On the outskirts of town, a semi urban area	91
In an area of predominantly lifestyle blocks or farms, e.g., a rural area	213

Length of Stay	Counts
Less than 5 years	133
6 years to 10 years	131
More than 10 years	366
Unsure	8

Wards	Counts
Plains Ward	188
Paeroa Ward	189
Waihi Ward	261

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