



2023 Annual Residents' Satisfaction 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 a URL and QR code was sent to the physical address of a selection of residents. 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, and the willingness of residents to become involved with Council's decision making.
- A total of 831 responses was collected between 10 July and 14 August. A sample of 620 people has been selected to provide a better distribution between age, gender, ethnicity and wards.
- 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 +/-3.85%.
- 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 620 indicates that 95 chances out of a 100 will fall within 3.85% 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 for year-on-year results, as well as across the following groups - age, gender, ward, ethnicity.

Significant differences were marked where relevant. Colour is used to mark statistical significance for the same reporting period between different demographics, while the arrows are used to show year-on-year significance.

Scale

10-point scale allows more granular results. The scale has been adopted to reflect six points. The results have been grouped as follows: 1 and 2 as Very dissatisfied, 3 and 4 as Dissatisfied, 5 as Somewhat dissatisfied, 6 as Somewhat satisfied, 7 and 8 as Satisfied, 9 and 10 as Very satisfied. A total satisfaction is recorded as a sum of Somewhat satisfied, Very satisfied and Satisfied (scores 6-10). A total dissatisfaction is recorded as a sum of Very dissatisfied, Dissatisfied and Somewhat dissatisfied (scores 1-5).



Executive summary

Key Findings

The majority of residents (62%) are satisfied with *Council's Overall performance*. This is consistent with the results from 2022 (65%).

Hauraki District Council has seen significant year-on-year improvement in several important areas of performance:

- Council makes decisions in the best interest of its residents (+9%)
- Council's recycling services (+8%)
- The elected members do a good job (+8%)
- Overall District's water supply (+8%)
- Council listens to the concerns of its residents (+8%)

Some of the areas that Council could focus on, include alleviating residents' concerns about transparency of decision making and improving communication and engagement.

Satisfaction with the *Local roads (excl. State highways)* is the area with the lowest satisfaction and highest dissatisfaction across the measures the survey covers (39% satisfied and 61% dissatisfied). Satisfaction with roading is even lower when it comes to rural areas (27%) and Plains Ward in particular (26%).

80% of the suggestions for improvements regarding the quality of local roads included maintenance, fixing potholes, doing repairs properly the first time, as well as complaints that roadworks take too long.

In other metrics *Quality of life in the District* has significantly declined over the past 12 months (76% in 2023 compared to 82% of respondents in 2022 rating it as *somewhat good, good or excellent*).

There are several priorities which have been identified that Council could focus on to shift residents' overall perception:

Trust is one of the two strongest drivers of *Overall reputation*. Looking at the comments left by the residents, there is a perceived lack of visibility of Council members and a lack of communication and consultation when it comes to major decisions.

Value for money and Financial management. Value for money and Financial management are closely related. Residents would like to see their rates spent on the services that are available in their area, as well as being provided with more transparency on how their rates are spent.

Areas of best performance (% Satisfied 6 to 10)



1. Wastewater services from Hauraki District Council (87%)
2. The reliability of water supply (86%)
3. Sports fields, parks and reserves (86%)
4. District libraries (85%)
5. Regular kerbside collection service (85%)

*These are the areas with the largest proportion of satisfied residents.

Areas of worst performance (% Dissatisfied 1 to 5)



1. Local roads (excluding State highways) (61%)
2. Annual property rates are fair and reasonable (56%)
3. Water rates are fair and reasonable (54%)
4. Land drainage and flood protection services in your area (53%)
5. Footpaths (50%)

*These are the areas with the largest proportion of dissatisfied residents.

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

		Difference (2023-2022) %	2023 (results % 6-10)	2022 (results % 6-10)
WM3	Overall waste management	+7%	82%	75%
CF4	Overall facilities	-	80%	80%
CE2	Overall consultation and engagement	-	49%	49%
OV3	District is going in the right direction	NEW	66%	-
RF2	Overall roads and footpaths	NEW	48%	-
REP5	Overall reputation	-1%	65%	66%
VM2	Overall value for money	-2%	54%	56%
OVCRS	Overall core service deliverables	-2%	74%	76%
OV1	Overall satisfaction	-3%	62%	65%
OV2	Overall quality of life	-6%	76%	82%
TW7	Overall water management	-7%	61%	68%

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

		Difference (2023-2022) %	2023 (results % 6-10)	2022 (results % 6-10)
CE1_1	Council makes decisions in the best interest of its residents	+9%	57%	48%
WM2_3	Council's recycling services	+8%	82%	74%
CE1_2	The elected members do a good job	+8%	61%	53%
TW2_3	Overall District's water supply	+8%	74%	66%
CE1_3	Council listens to the concerns of its residents	+8%	53%	45%
CE1_4	Council provides enough opportunities to have your say about Council matters	+5%	58%	53%
WM2_1	Regular kerbside collection service	+5%	85%	80%
WM2_2	Refuse transfer stations	+4%	82%	78%
CF2_2	Swimming pools	+4%	79%	75%
CE1_5	Council does a good job of informing you about their decisions	+3%	55%	52%
CE1_6	Council understands the needs of residents	+3%	47%	44%
CF2_3	Sports fields, parks and reserves	+3%	86%	83%
RF1_1	Local roads (excluding State highways)	+2%	39%	37%
REP4	Services and facilities	+2%	68%	65%
CF2_1	District libraries	+2%	85%	83%
RF1_2	Footpaths	+1%	50%	49%
TW2_2	The reliability of water supply	-	86%	-
CF2_5	Community halls	-	84%	-
CF2_6	Playgrounds	-	83%	-
INT4_1	Ease of making enquiry	-	81%	-
CF2_4	Cemeteries	-	78%	-
CF2_7	Public toilets	-	77%	-
INT4_4	Council staff's understanding of what you wanted	-	73%	-
INT4_3	The information provided being accurate	-	66%	-
INT4_2	Time to resolve the matter	-	59%	-
VM1_1	Annual property rates are fair and reasonable	-	44%	44%

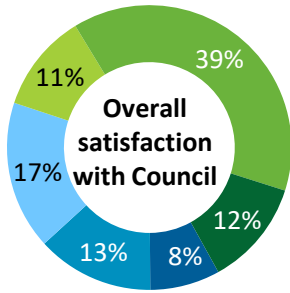
Overall measures (showing proportion of respondents scoring %6-10)

		Difference (2023-2022) %	2023 (results % 6-10)	2022 (results % 6-10)
VM1_4	Payment arrangements are fair and reasonable	-1%	77%	78%
TW4	Wastewater services from Hauraki District Council	-1%	87%	88%
REP3	Financial management	-3%	53%	56%
TW2_1	The quality of the water	-3%	63%	66%
VM1_3	Invoicing is clear and correct	-3%	74%	77%
REP2	Faith and trust	-3%	58%	61%
TW5	Stormwater services provided in your area	-4%	59%	63%
VM1_2	Water rates are fair and reasonable	-4%	46%	50%
VM1_5	Fees and charges for other council provided services and facilities are fair and reasonable	-6%	51%	57%
REP1	Leadership	-6%	60%	66%
TW6	Land drainage and flood protection services in your area	-11%	47%	58%

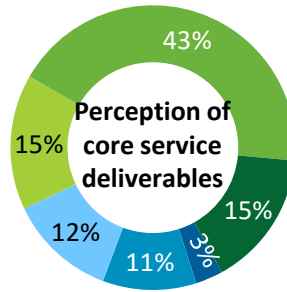


Summary performance indicators

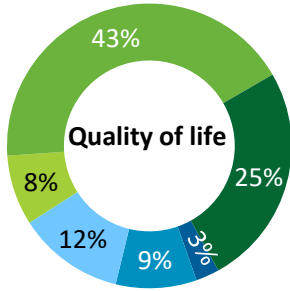
Key performance indicators



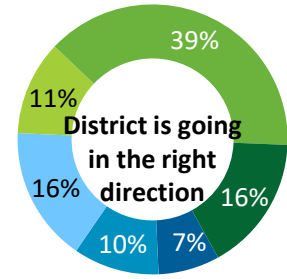
- Very dissatisfied (1-2)
- Dissatisfied (3-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)



- 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)



- Strongly disagree (1-2)
- Disagree (3-4)
- Somewhat disagree (5)
- Somewhat agree (6)
- Agree (7-8)
- Strongly agree (9-10)

Scores 6-10	2023	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall Satisfaction with Council	62%	65%	51%	64%	55%	73%	59%
Satisfaction with core service deliverables	74%	76%	65%	76%	69%	79%	74%
Quality of life	76% ▼	82%	63%	79%	76% ▼	80%	73% ▼
District is going in the right direction	66%	-	56%	68%	62%	74%	63%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65
Overall Satisfaction with Council	61%	58%	57%	70%
Satisfaction with core service deliverables	76%	69%	70%	81%
Quality of life	72%	70%	73% ▼	86%
District is going in the right direction	67%	60%	63%	74%

Scores 6-10	Male	Female	Urban	Rural
Overall Satisfaction with Council	63%	60%	65%	52% ▼
Satisfaction with core service deliverables	75%	73%	77%	65%
Quality of life	81%	72% ▼	77%	73% ▼
District is going in the right direction	68%	64%	69%	60%

- Close to two-thirds of the residents (62%) rated their satisfaction with the Council's overall performance 6-10. The results are consistent with 2022.
- Perception of *Quality of life* has significantly declined over the past 12 months (76% in 2023 vs 82% in 2022). The year-on-year decline has been also recorded among those residing in Plains and Waihi Wards, as well as those aged between 50-64 and those in rural communities.

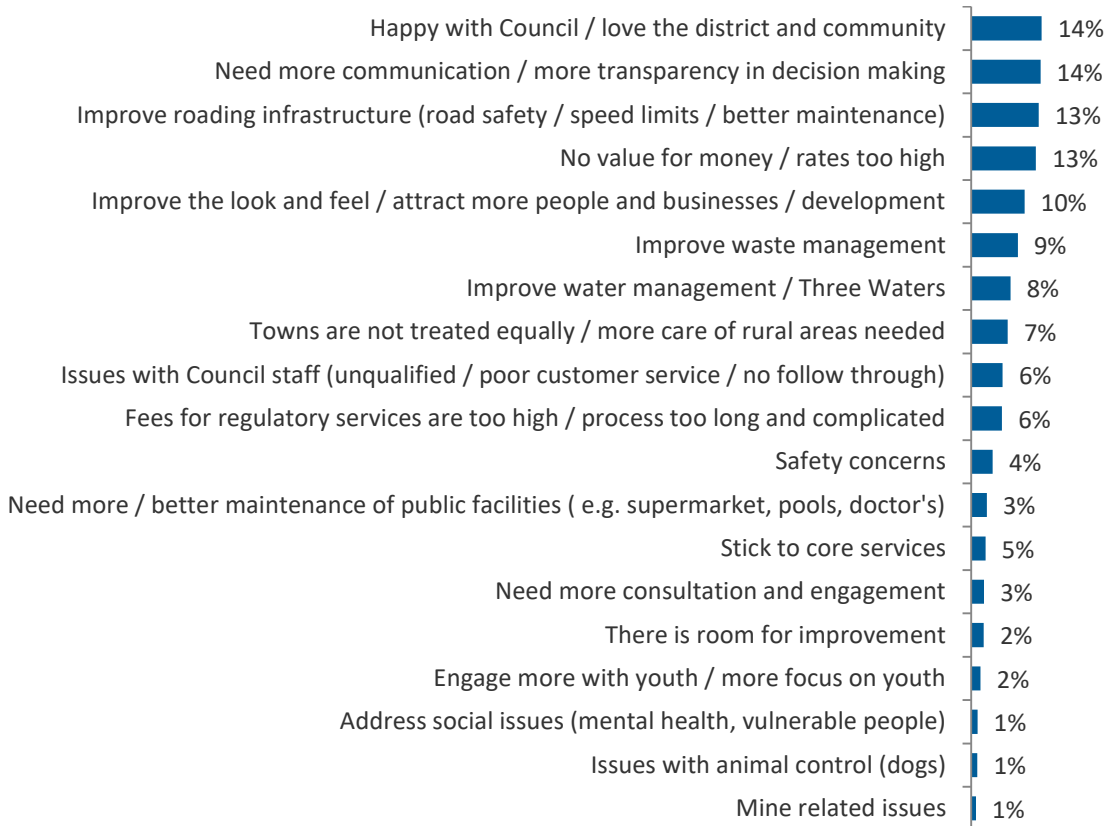
NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. OV1. When you think about Council overall, its image and reputation, the services and facilities it provides and the rates and fees that you pay, overall, how satisfied are you with the Hauraki District Council? n=595
4. OVCRS. Now, thinking about ALL THE FACILITIES and SERVICES of the Hauraki District Council taking into account facilities, water, parks and reserves, roading, waste management and other services, how would you rate Hauraki District Council for its OVERALL CORE SERVICE DELIVERABLES? n=594
5. OV2. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life in the District? n=608
6. OV3. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=562

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

General comments



- *Our rates are pretty high for the quality of roading, footpaths and things we actually get in return. Especially when you look at Waihi Beach and how much more appealing their town, roading and footpaths are.*
- *Would like to see roads fixed, storm water updated to the right size for streets with new builds and handle the large rain falls we are now getting.*
- *We need new young and inspiring future leaders for our Council to move our town into the future. The majority of the staff there have been there for too long, we need forward thinking diversity and growth for our town.*
- *Would love to attend any of the meetings and wondering if the general public can be emailed when they are happening and where.*
- *Transparency is needed from the elected Council and Mayor. Huge money is spent on things such as the Marine Park Museum and not enough on encouraging events.*



- *Turua is a great place to live, fabulous community.*
- *I enjoy living in the district and using many of the Hauraki District Council's facilities.*
- *The Mayor seems to be a good influence and does good work in the community.*
- *Keep up the good work. Just a bit of fine tuning needed.*
- *I've always appreciated the use of the swimming pool, very cost effective, especially for families. Overall, I've been very satisfied with my dealings with Council in Paeroa.*
- *Anna and the animal management team are amazing. Dealing with them to change over my responsible dog owners license from Auckland to Hauraki has been great, prompt responses and house checks. They made the process so easy.*
- *In general, we are very happy in Ngatea and hope it remains a good strong community as it grows.*

NOTES:

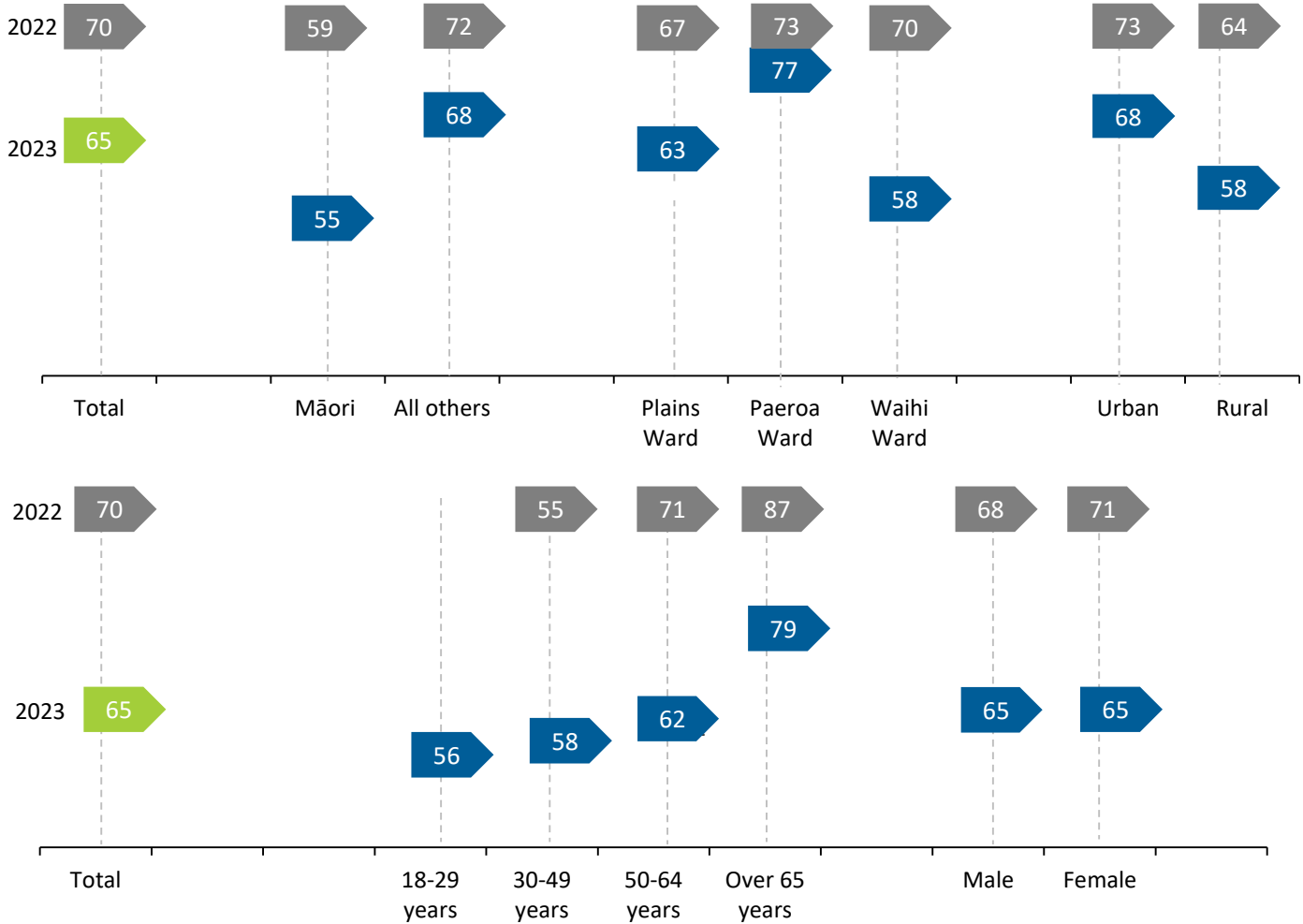
1. Sample: 2022 n= 620
2. GEN1. Finally, are there any comments or feedback that you would like to make? n=288



Reputation profile

Reputation benchmarks

- Reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.



- Overall, groups that support Council the most include those aged over 65 years (+79) and residents from Paeroa Ward (+77).
- Residents aged 18-29 (+56), 30-45 (+58), those residing in Waihi Ward (+58) and those who identify as Māori (+55) have the lowest reputation benchmarks.
- The reputation profile has an overall score of +65 overall, which is considered 'Acceptable' and is on par with the results recorded in 2022.

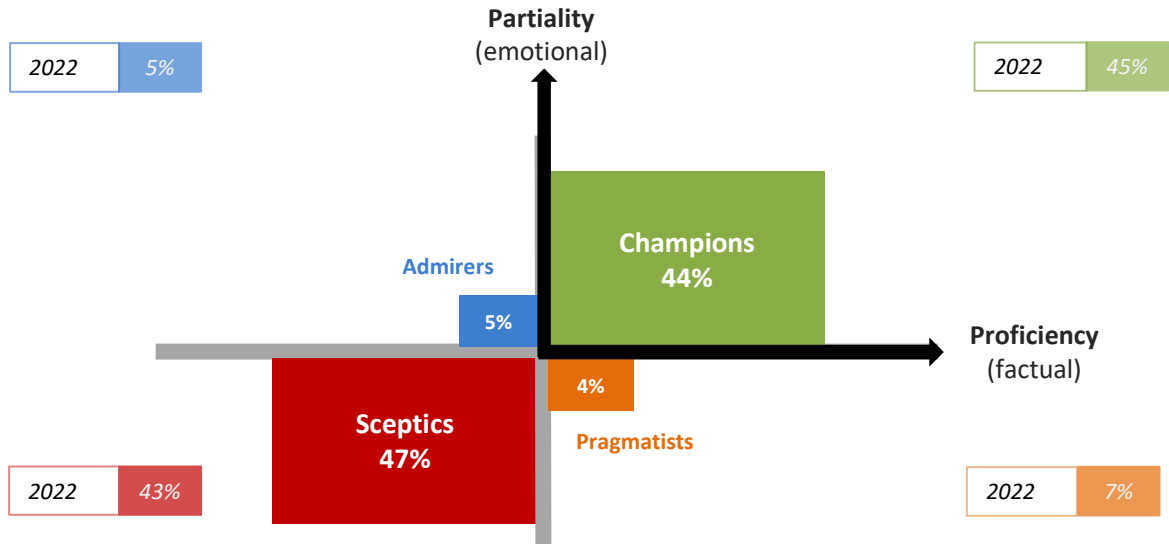
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3. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Hauraki District Council for its OVERALL REPUTATION? n=557

Key:

- >80 Excellent reputation
- 60-79 Acceptable reputation
- <60 Poor reputation
- 150 Maximum score

Reputation profile



- *Admirers* of the Council include residents that have a positive emotional connection to the Council but believe performance could be better.
- Residents aged between 50 and 64 years were far more likely to be found among this group.

- *Champions* of the Council include residents that view the Council as competent and have a positive emotional connection to the Council.
- Residents of the Paeroa Ward and residents aged 65+ years were far more likely to be members of this group than residents of other wards or age groups.

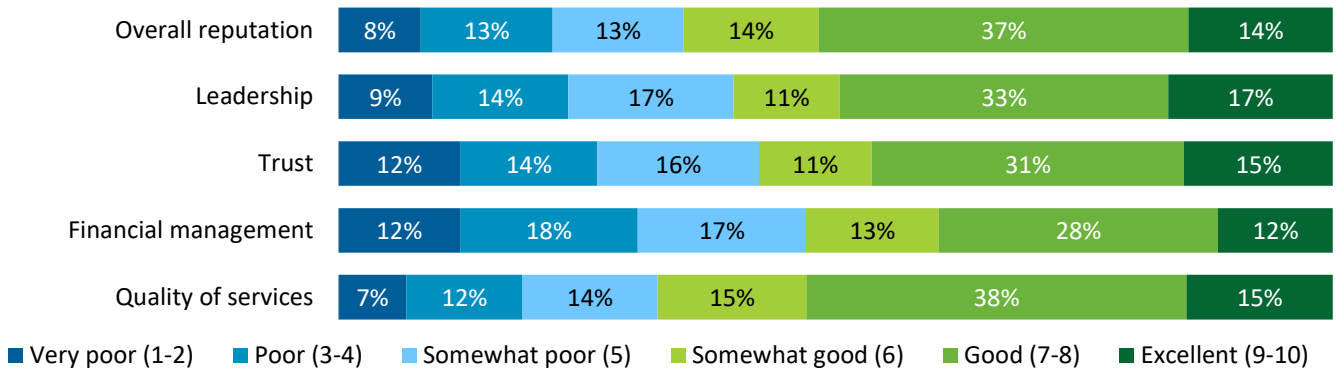
- *Sceptics* of the Council include residents that do not value or recognise the performance of the Council and have doubts or a lack of faith in the Council's abilities.
- Residents who identify as Māori, those from the Plains and Waihi Wards and those aged between 18 and 49 years were more likely to be found in this category than any other demographic

- *Pragmatists* of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate performance favourably but trust and leadership poorly.
- Residents aged 18-29 were far less likely to be found in this category than other demographic groups.

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3. REP1. How would you rate the Council for being committed to creating a great District, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP? n=528
4. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the District, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them? n=549
5. REP3. Now thinking about the Council's financial management – how appropriately it invests in the District, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=417
6. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Hauraki District? n=567
7. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Hauraki District Council for its OVERALL REPUTATION? n=557

Image and reputation



Scores 6-10	2023	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall reputation	65%	66%	57%	67%	62%	74%	61%
Leadership	60% ▼	66%	48%	63%	55% ▼	73%	53% ▼
Trust	58%	61%	44%	61%	57%	64%	53%
Financial management	53%	56%	45%	55%	50%	64%	45% ▼
Quality of services	68%	65%	59%	70%	64%	76%	65%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years
Overall reputation	72%	58%	61%	72%
Leadership	58%	50%	58%	72%
Trust	56%	49%	56%	68%
Financial management	50%	38%	51%	70%
Quality of services	68%	60%	66%	77%

Scores 6-10	Male	Female	Urban	Rural
Overall reputation	66%	64%	69%	56%
Leadership	60%	61% ▼	64%	52% ▼
Trust	61%	55%	60%	53%
Financial management	54%	52%	55%	47%
Quality of services	71%	65%	70%	63%

NOTES:

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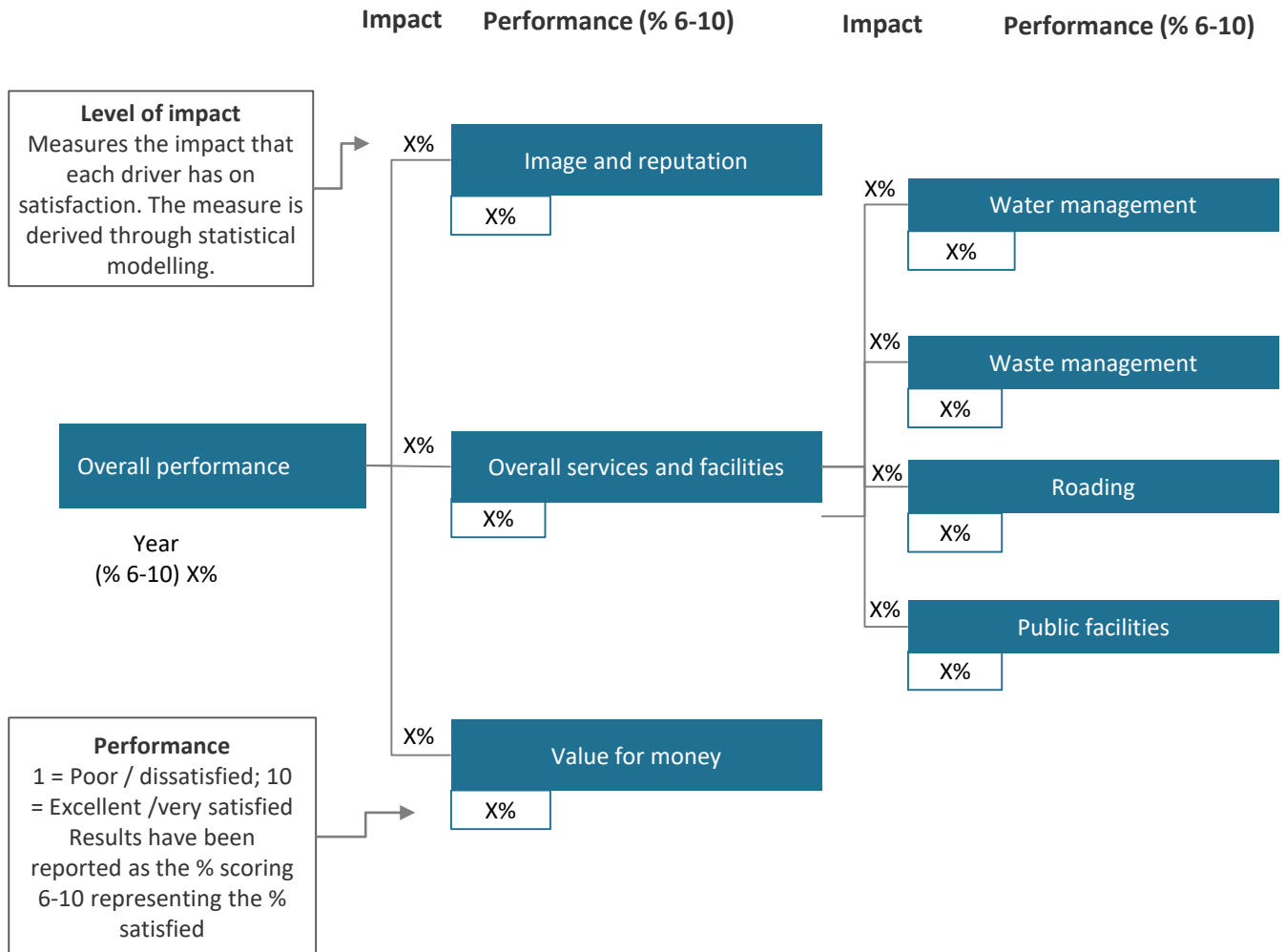
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Drivers of satisfaction
Priorities and opportunities

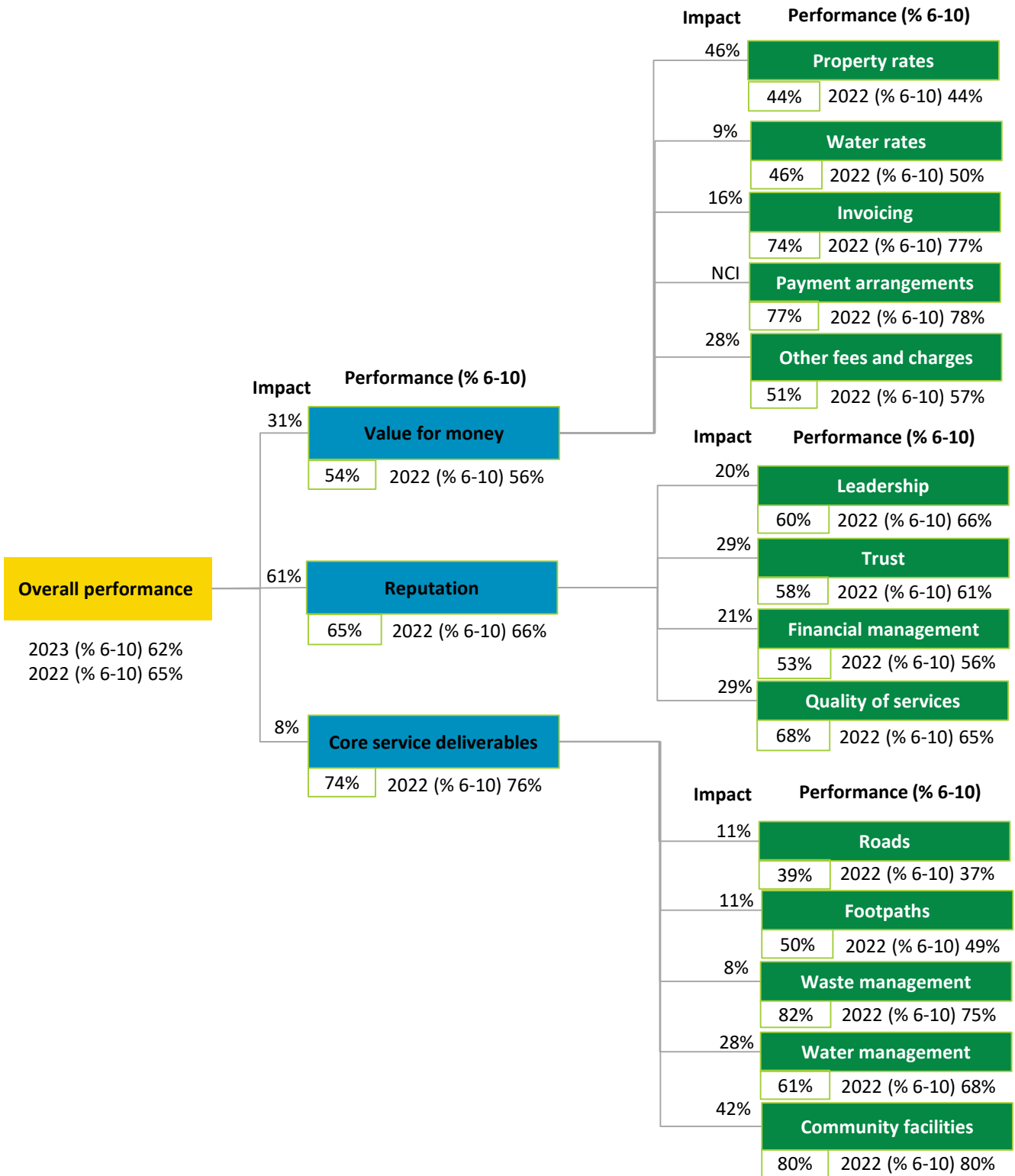
Introduction to the CVM driver model



Overview of our driver model

- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable.
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if the impact score for one of the KPI’s is 50%, it means that increasing residents' perception in this area by 4% will increase score of overall performance by 2%, given all other factors remain unchanged.

Drivers of perceptions of Hauraki District Council performance

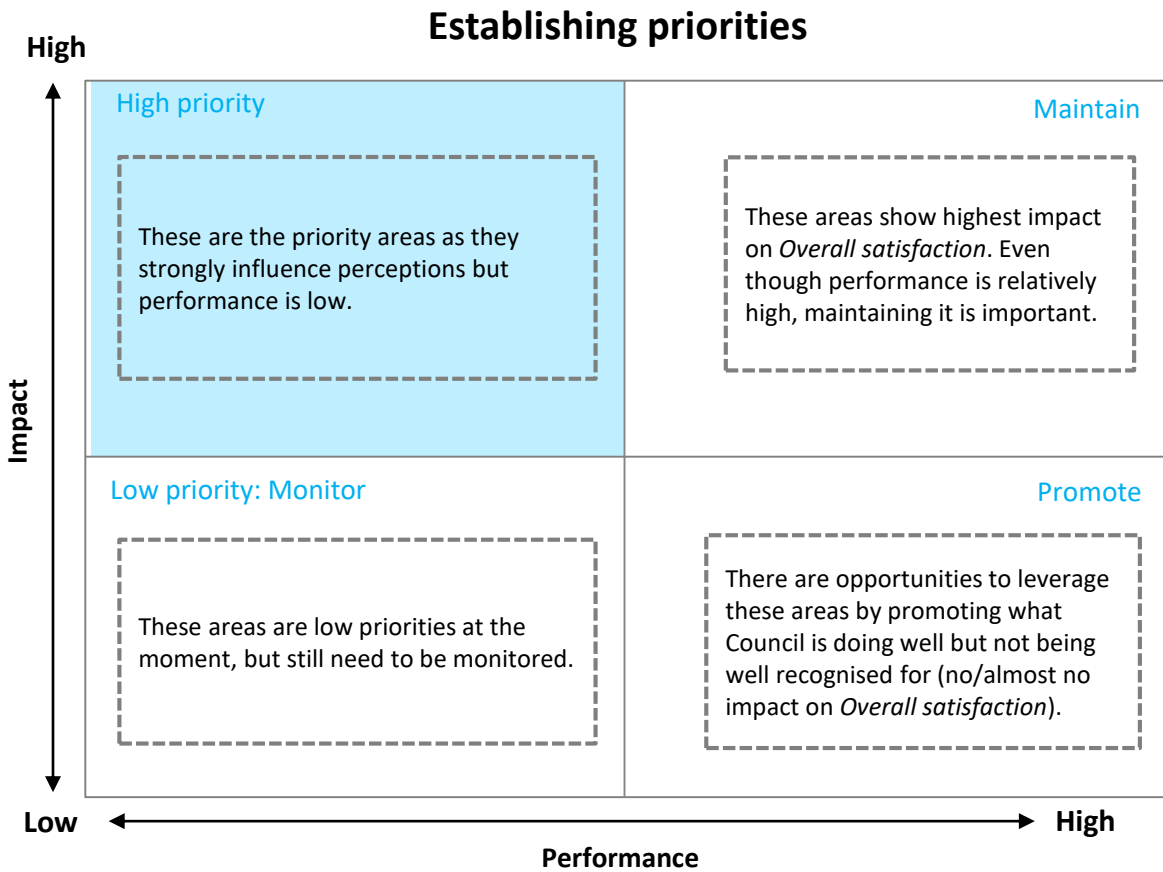


- *Reputation* has the most impact on how residents perceive Council's performance (61%), followed by *Value for money* (31%) and *Core service deliverables* (8%).
- Within *Reputation*, areas to focus on are *Trust* (29%) and *Quality of services* (29%).

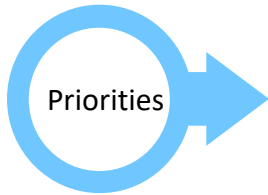
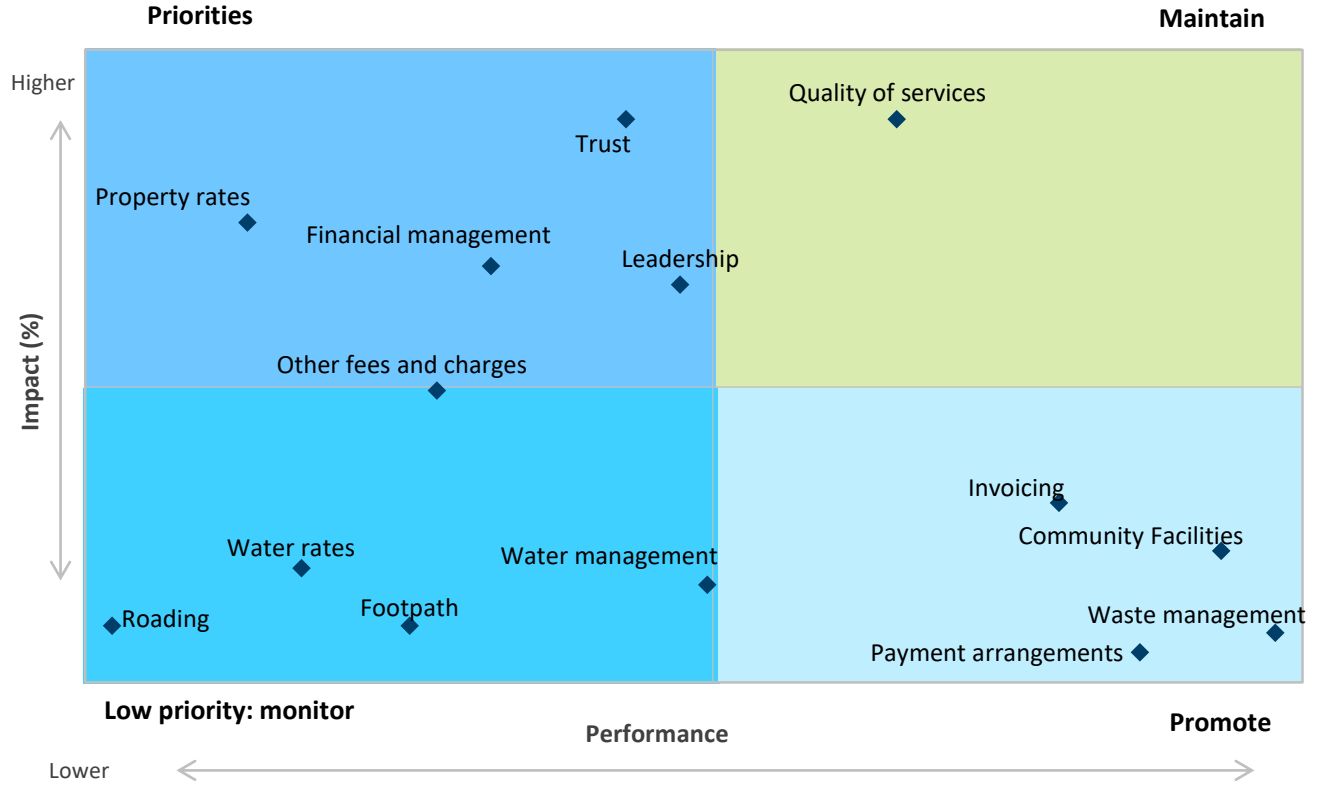
NOTES:

1. Sample: 2022 n=638, 2023 n=620. Excludes 'Don't know' responses

Establishing priorities - Matrix

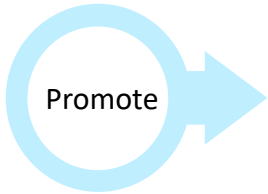


Opportunities and priorities. Overall measures

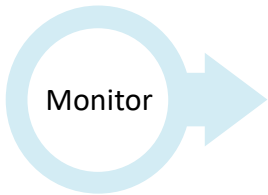


There are several priorities which have been identified as main areas to focus on over the next year in order to shift residents' overall perception of the Council:

- ✓ **Reputation.** This area has the most significant impact on residents' perception. *Trust* is one of the two strongest drivers of *Overall reputation* and as such improving resident's perception in this area should flow through to an improved *Reputation* result and an improved *Overall satisfaction* rating. Looking at the comments left by the residents, there is a perceived lack of visibility of Council members, lack of communication and consultation when it comes to major decisions.
- ✓ **Value for money and Financial management.** *Value for money* and *Financial management* are closely related. Residents would like to see their rates spent on the services that are available in their area, as well as being provided with more transparency how their rates are spent.



Services provided by Council that are rated relatively highly by the residents, but don't have as much impact, are usually underrated and worth promoting by the Council such as *Waste management*, *Payment arrangements*, *Invoicing* and *Community facilities*.

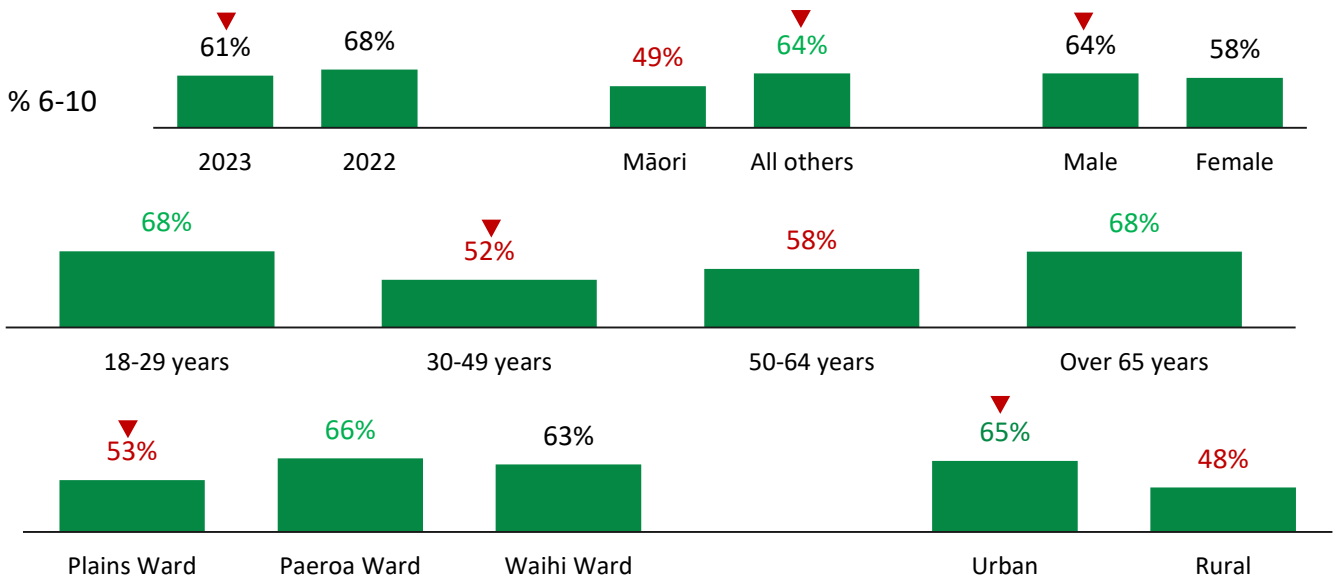
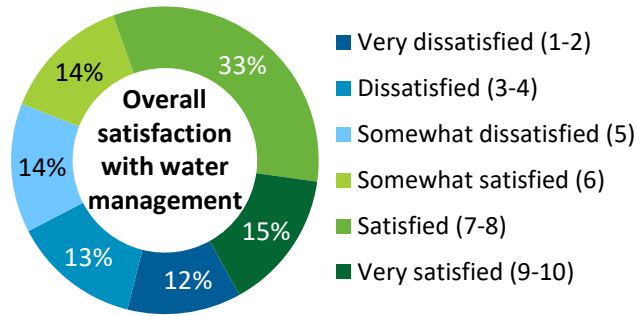


Even though in the short-term improvements in this area would not have a large influence over the overall perception of Council, this can change if the priorities of resident's shift.



Water management

Overall water management



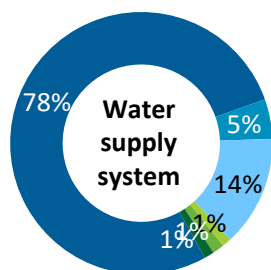
- Just over six in ten respondents (61%) have rated their satisfaction with the *Overall water management* 6-10 on the 10-point scale, which includes *Water supply, Wastewater management, Flood protection and Stormwater management*. This is a significant decline when compared with 68% recorded in 2022.
- Satisfaction showed significant year-on year decline among non-Māori residents, those aged between 30-49 and those from Plains Ward.
- Some of the improvement opportunities included:
 - ✓ *Water supply* – Improve water quality / taste / smell / better pressure / fluoride/ less chlorine (67%)
 - ✓ *Stormwater* – Better management / keep drains and grates clear / repair drains and pipes / maintenance (60%)
 - ✓ *Wastewater* – Update infrastructure / extend system to more households / maintenance / plan for future growth (33%)
 - ✓ *Land drainage* – Better management / keep drains and grates clear / maintenance / monitoring (38%)

NOTES:

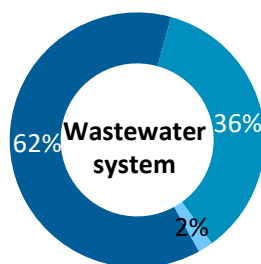
1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. TW7. Thinking about water management that includes your water supply, stormwater and wastewater, on the scale of 1 to 10, how satisfied are you with the infrastructure and services provided by the Council? n=565

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Water management



- Council supply
- Private bore / well
- Rainwater
- River / stream
- Other
- Don't know



- Council piped sewerage system
- Your own septic tank / soakage fields
- Don't know

The quality of the water 11% 16% 10% 10% 30% 22%

The reliability of water supply 3% 4% 7% 7% 32% 47%

Satisfaction with water supply 5% 12% 9% 11% 33% 30%

Satisfaction with wastewater 2% 3% 7% 7% 39% 42%

Satisfaction with stormwater 16% 14% 11% 13% 29% 17%

The land drainage and flood protection services 22% 16% 15% 13% 23% 11%

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

Scores 6-10	2023	2022	Plains Ward	Paeroa Ward	Waihi Ward
The quality of the water	63%	66%	57%	71%	59% ▼
The reliability of water supply	86%	-	82%	88%	89%
Satisfaction with water supply	74% ▲	66%	65%	82% ▲	72%
Satisfaction with wastewater	87%	88%	84%	88%	89%
Satisfaction with stormwater	59%	63%	60%	62%	57%
The land drainage and flood protection services	47%	58%	50%	50%	39%

Scores 6-10	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
The quality of the water	55%	65%	58%	54%	58%	77%
The reliability of water supply	89%	86%	95%	84%	81%	88%
Satisfaction with water supply	75% ▲	73%	83%	68%	66%	81%
Satisfaction with wastewater	88%	87%	94%	81%	85%	91%
Satisfaction with stormwater	53%	61%	56%	57%	56%	66%
The land drainage and flood protection services	18%	51%	49%	40% ▼	49%	51% ▼

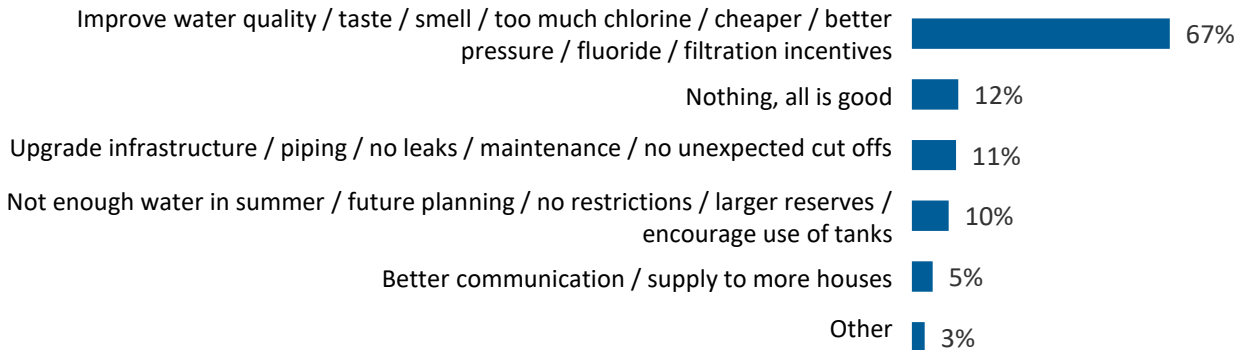
Scores 6-10	Male	Female	Urban	Rural
The quality of the water	61%	65%	64%	60%
The reliability of water supply	88%	85%	87%	82%
Satisfaction with water supply	76%	72%	75% ▲	69%
Satisfaction with wastewater	88%	87%	88%	81%
Satisfaction with stormwater	65%	54%	59%	-
The land drainage and flood protection services	47%	46%	-	47%

- NOTES:
- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
 - 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
 - TW1. Which of the following best describes your water supply connection? n=620
 - TW3. Which of the following best describes the wastewater system you use? n=620
 - TW2. On a scale of 1 to 10, how would you rate your satisfaction with...? n=476
 - TW4. How satisfied are you with the quality of wastewater services from HDC? n=371
 - TW5. If you live in an urban area, how would you rate your satisfaction with the stormwater services provided in your area? n=417
 - TW6. If you live rurally, and you are part of a land drainage scheme, how would you rate your satisfaction with the land drainage and flood protection services in your area? n=154

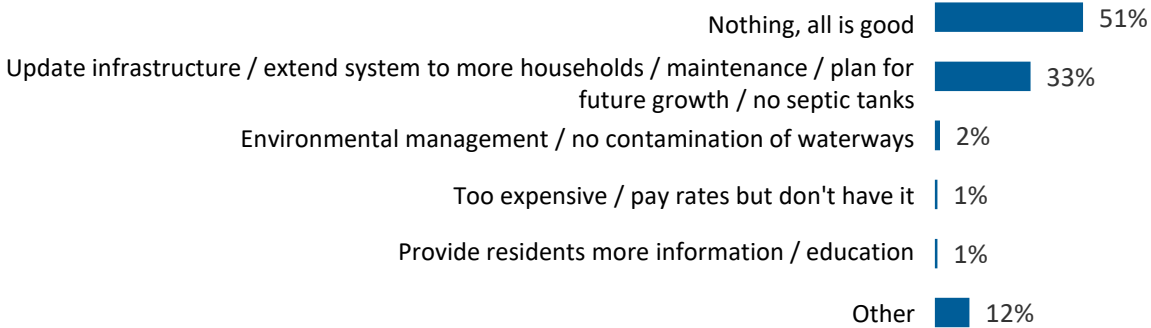
- ▲ Year-on-year Significantly higher
- ▼ Year-on-year Significantly lower
- ▲ Between demographics Significantly higher
- ▼ Between demographics Significantly lower

Improvement opportunities

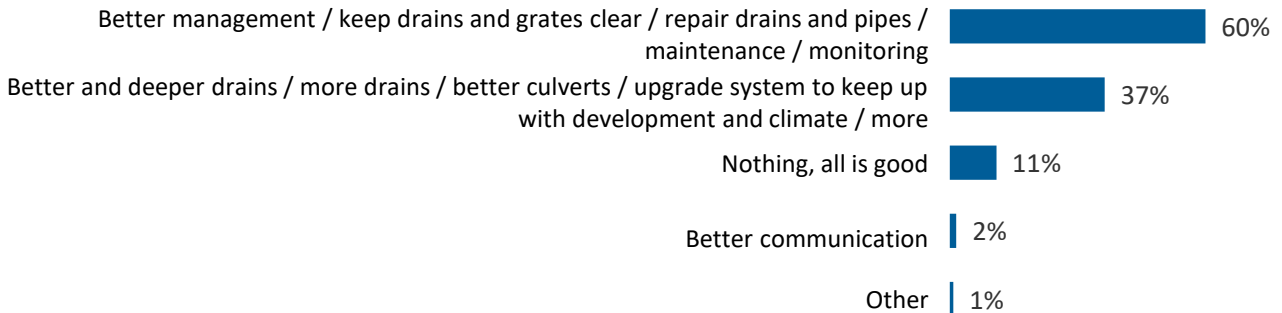
Water supply



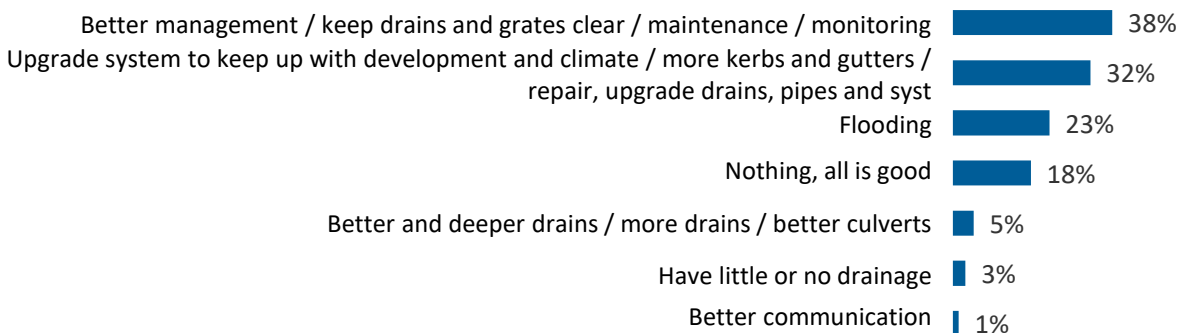
Wastewater



Stormwater



Land drainage and flood protection services



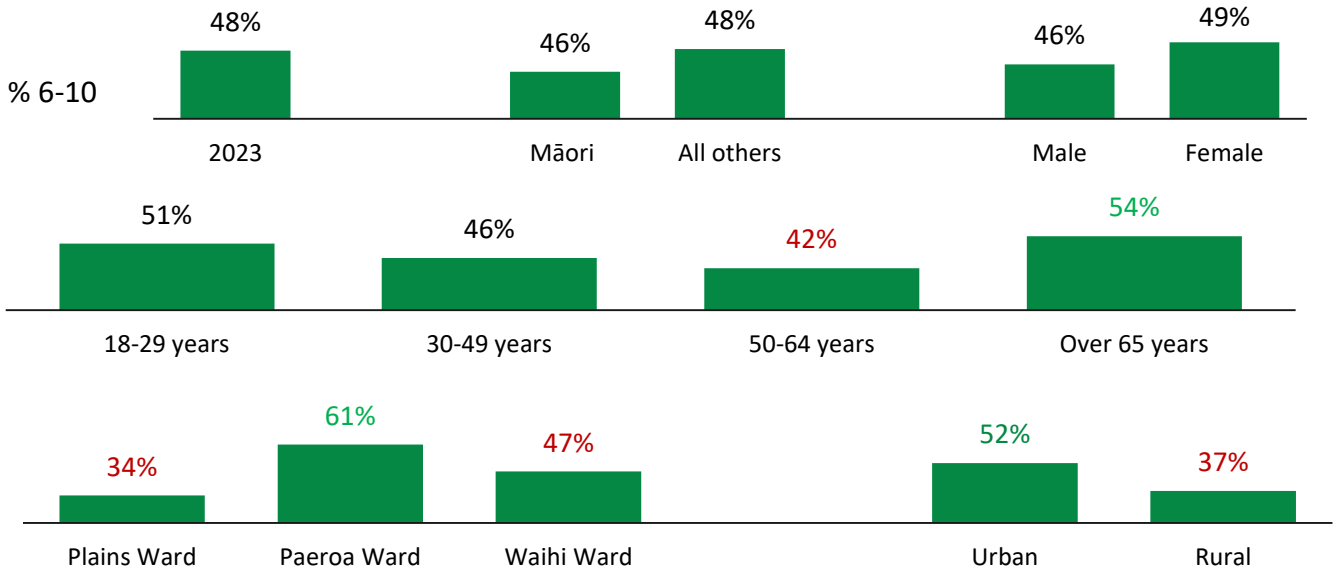
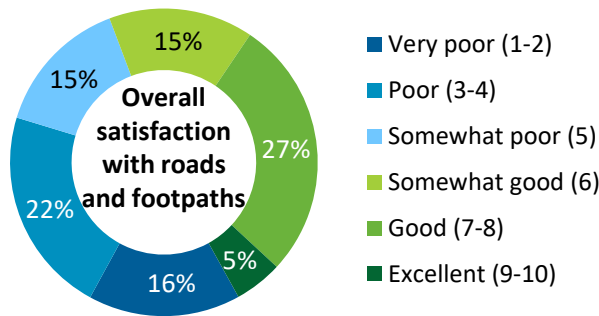
NOTES:

1. Sample; 2023 n=620; Excludes don't know responses.
2. TW8. What improvements would increase your satisfaction with the water services managed by Council in the Hauraki District? Water supply n=246 ; Stormwater n=242 ; Wastewater n=112; Land drainage and flood protection n=221



Roads and footpaths

Overall roading infrastructure



- Close to half of the respondents (48%) have rated their satisfaction with the *Overall roads and footpaths* 6-10 on the 10-point scale.
- Satisfaction is especially low among those aged 50-64 (42%), those who live rurally (37%) and those from Plains (34%) and Waihi (47%) Wards.
- Some of the improvement opportunities included:
 - ✓ *Roads* – 80% of the suggestions for improvements regarding the quality of local roads included maintenance, fixing potholes, doing repair properly the first time, as well as complaints that roadworks take too long.
 - ✓ *Footpaths* – Maintenance, repairs, and footpaths being uneven were a concern for 59% when commenting about the footpaths in the District.

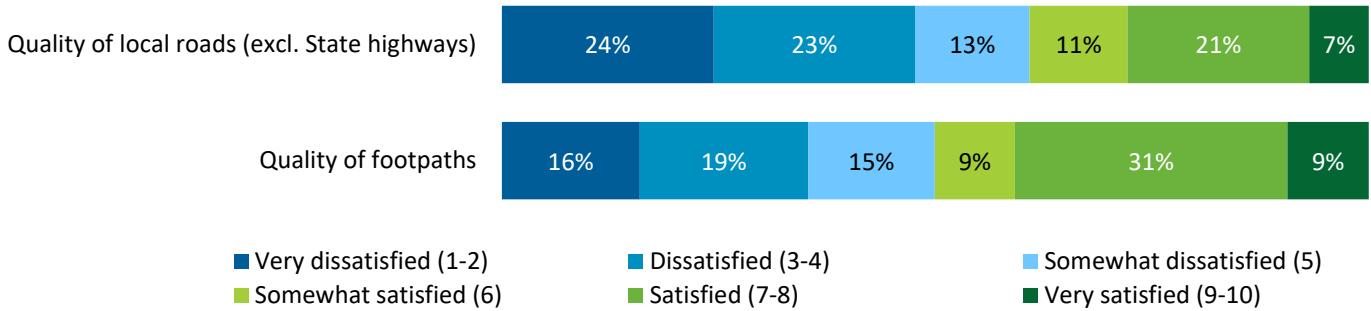
NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. RF2. Thinking about the roading and footpaths of the Hauraki District Council how would you rate Hauraki District Council on their overall ROADING and FOOTPATHS? n=612

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with roads and footpaths



Scores 6-10	2023	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Quality of local roads (excl. State highways)	39%	37%	36%	40%	26%	51%	40%
Quality of footpaths	50%	49%	44%	51%	38%	59%	51%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years
Quality of local roads (excl. State highways)	47%	32%	36%	44%
Quality of footpaths	61%	51%	44%	50%

Scores 6-10	Male	Female	Urban	Rural
Quality of local roads (excl. State highways)	39%	39%	44%	27%
Quality of footpaths	51%	49%	50%	49%

- Satisfaction with the *Local roads (excl. State highways)* is the area with the lowest satisfaction across the measures the Annual residents’ survey covers (39%). Satisfaction is even lower when it comes to rural areas (27%) and Plains Ward in particular (26%).
- 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.
- Half of the respondents (50%) are satisfied with the *Quality of footpaths* in their area. The results are consistent when compared with 2022.

NOTES:

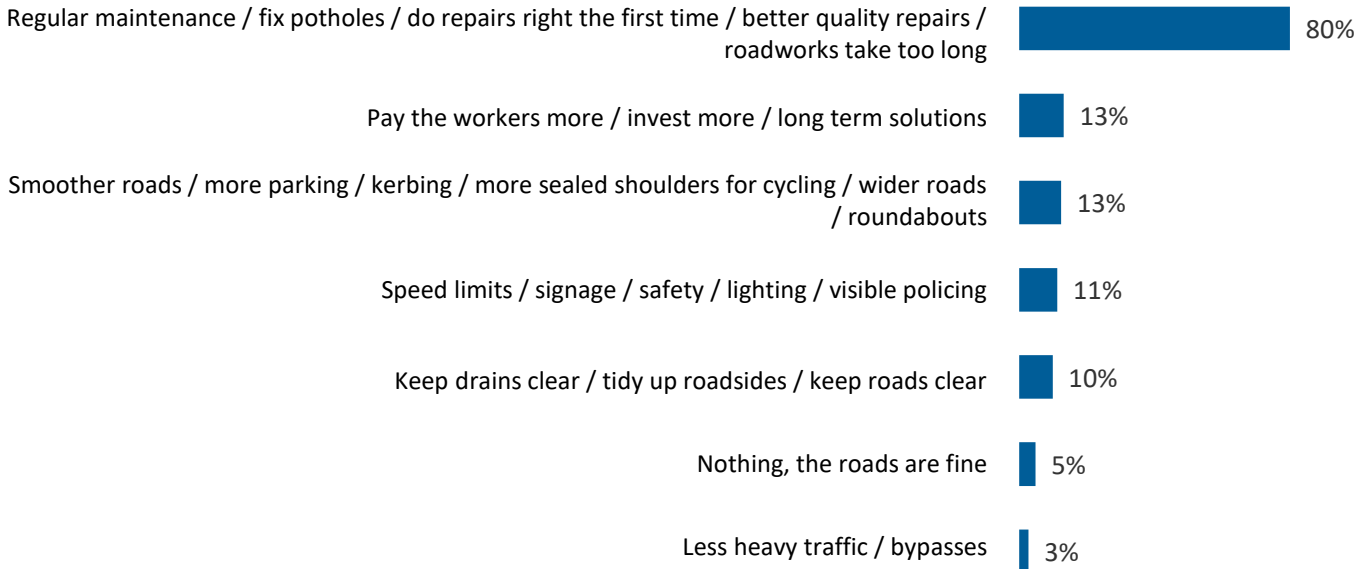
1. Sample: 2022 n=638; n=2023 n=620. Excludes don’t know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. RF1. On the scale of 1 to ten where 1 is ‘very dissatisfied’ and 10 is ‘very satisfied’, how satisfied you are with the quality of local roads (excluding State Highways) and footpaths in the Hauraki District? n=616

Year-on-year
▲ Significantly higher
▼ Significantly lower

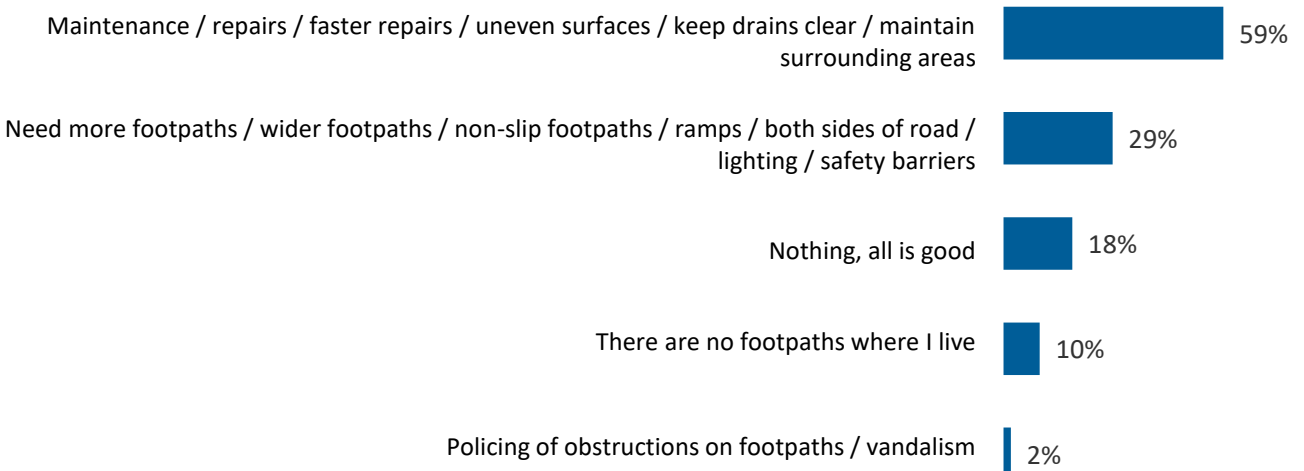
Between demographics
▲ Significantly higher
▼ Significantly lower

Improvement opportunities

Roads



Footpaths



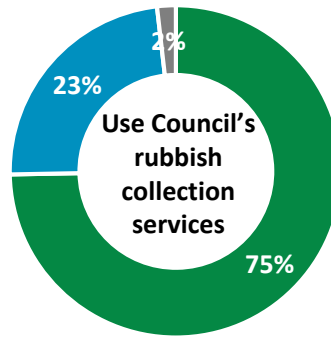
NOTES:

1. Sample; 2023 n=620;
2. Excludes don't know responses.
3. RF1A. What improvements would increase your satisfaction with the roads, streets and footpaths in the Hauraki District? Roads n=432 ; Footpaths n=324

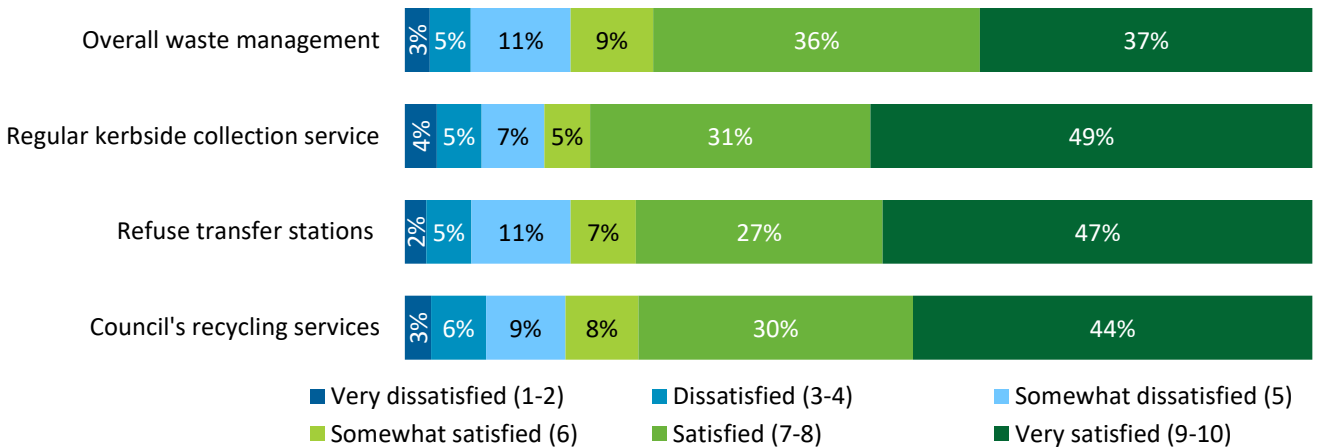


Waste management

Waste management



■ Yes ■ No ■ Unsure



- Over eight in ten (82%) are satisfied with *Overall waste management*. Three in four respondents (75%) are using Council's rubbish collection services. 85% rated regular kerbside collection 6-10, while 82% gave the same score to the recycling services and transfer stations.
- Some of the improvement opportunities for waste management included:
 - ✓ Free collection / lower transfer station charges / cheaper bags / open days / better opening hours (31%)
 - ✓ Staff issues / empty bins properly / clean up if messes on roadside / set pick up times (21%)
 - ✓ Inorganic collection / green waste / e-waste / recycle more types of materials / food waste (20%)

NOTES:

1. Sample: n=2023 n=620. Excludes don't know response
2. WM1. Do you use Council's rubbish and recycling collection service? n=620
3. WM2. How satisfied are you with the following waste management services? n=456
4. WM3. Thinking about the WASTE MANAGEMENT of the Hauraki District Council, considering kerbside collection, recycling services and litter bins, how satisfied are you with overall waste management provided by the Council? n=460

Waste management

Scores 6-10	2023	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Overall waste management	82% ▲	75%	75%	83% ▲	76%	86%	82%
Regular kerbside collection service	85%	80%	79%	86%	87% ▲	85%	83%
Refuse transfer stations	82%	78%	80%	82%	76%	82%	84%
Council's recycling services	82% ▲	74%	81%	83% ▲	84% ▲	82%	82% ▲

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years
Overall waste management	81%	81%	77%	87%
Regular kerbside collection service	88%	81%	81%	89%
Refuse transfer stations	92%	82%	77%	82%
Council's recycling services	88%	83%	78%	84%

Scores 6-10	Male	Female	Urban	Rural
Overall waste management	81%	82% ▲	82%	81% ▲
Regular kerbside collection service	89% ▲	81%	85%	79% ▲
Refuse transfer stations	80%	84%	82%	79%
Council's recycling services	85% ▲	80% ▲	83%	81% ▲

Improvement opportunities



NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- WM2. How satisfied are you with the following waste management services? n=456
- WM3. Thinking about the WASTE MANAGEMENT of the Hauraki District Council, considering kerbside collection, recycling services and litter bins, how satisfied are you with overall waste management provided by the Council? n=460
- WM4. What improvements would increase your satisfaction with the waste management in the Hauraki District? n=219

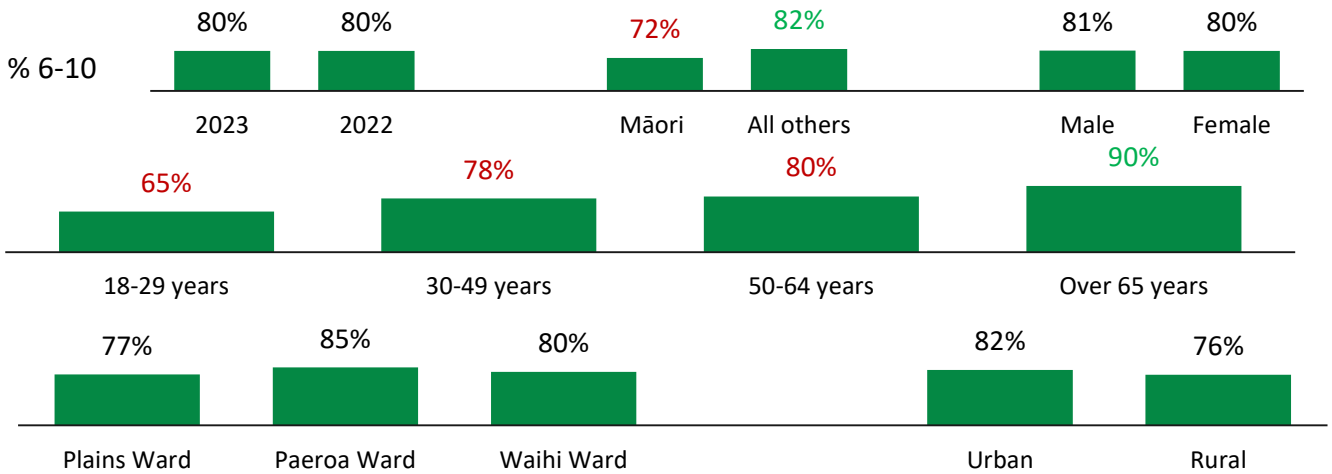
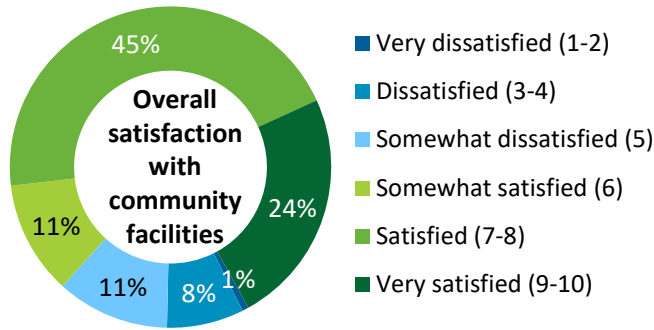
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



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 who identify as Māori are less likely to be satisfied in this area.
- Over the past 12 months library and pool visitation has significantly declined and remain relatively low (37% and 34% respectively). Usage of sportsfields, parks or reserves in 2023 remains on par with the results from 2022 (68% in 2023 vs 72% in 2022).
- Most of the residents rated particular community facilities highly – 85% are satisfied with District’s libraries, 86% are satisfied with outdoor spaces and 84% are satisfied with the community halls.
- Respondents have mentioned several areas that can be improved for the community facilities to increase their satisfaction:
 - ✓ Libraries - More funding / advertising / need new one / upgrade / more libraries (24%)
 - ✓ Swimming pools - Upgrade facilities / heated pool / family pool / more pools / barbeque / covered indoor pool / diving pool / spa (44%)
 - ✓ Sports fields, parks and reserves – More parking / empty bins regularly / regular maintenance and cleaning / better drainage (47%)
 - ✓ Cemeteries – Fix facilities / buildings / burnt out buildings (34%)
 - ✓ Community halls – Better access / upgrades / maintenance needed / heating (57%)
 - ✓ Playgrounds – Upgrades / maintenance / need to be cleaned regularly (37%)
 - ✓ Public toilets – Need upgrading / maintenance/ cleaning soap / toilet paper (59%)

NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. CF4. Thinking about the FACILITIES provided by the Hauraki District Council considering things like libraries, parks and reserves, including sports fields and playgrounds, public toilets, cemeteries, community halls and swimming pools overall, how would you rate Hauraki District Council for the FACILITIES provided? n=562

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Visits to community facilities in the last 12 months

Libraries (% Yes)	2023	2022	Male	Female	Urban	Rural
Visited Paeroa library	19%	21%	10% ▼	27%	21%	12%
Visited Waihi library	15% ▼	21%	15%	16% ▼	17% ▼	11% ▼
Visited Ngātea library	8%	8%	6%	10%	6%	14%
Don't remember which one I visited	<1%	1%	1%	-	<1%	1%
I did not visit a library in the past 12 months	63% ▲	55%	72% ▲	54%	60% ▲	68%

Libraries (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
Visited Paeroa library	32%	16%	25%	18%	14%	22%
Visited Waihi library	17%	15% ▼	8%	17%	17%	16%
Visited Ngātea library	1% ▼	9%	8%	10%	4%	9%
Don't remember which one I visited	<1%	<1%	-	-	1%	-
I did not visit a library in the past 12 months	55%	64% ▲	71%	58%	69%	58%

Most visited libraries (user based)	2023
Paeroa library	46%
Waihi library	37%
Ngātea library	17%

Pools (% Yes)	2023	2022	Male	Female	Urban	Rural
Visited Paeroa pools	9%	9%	5%	12%	9%	8%
Visited Waihi pools	7%	9%	6%	8%	7%	7%
Visited Ngātea pools	9%	11%	5% ▼	12%	7%	12%
Don't remember which one I visited	1%	1%	<1% ▼	1%	1%	-
I did not visit a pool in the past 12 months	76% ▲	71%	84% ▲	68%	77%	73%

Pools (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
Visited Paeroa pools	19%	6%	8%	15%	6%	6%
Visited Waihi pools	5% ▼	8%	9%	10%	7%	3%
Visited Ngātea pools	5%	9%	4%	16%	6%	6%
Don't remember which one I visited	-	1%	-	1%	1%	<1%
I did not visit a pool in the past 12 months	72% ▲	77%	78%	59%	81%	85%

Most visited swimming pools (user based)	2023
Paeroa swimming pool	36%
Waihi swimming pool	28%
Ngātea swimming pool	36%

NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- A1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? Users Libraries n=240
- A2. If you have visited any of the Libraries in the past 12 months, which Hauraki District Library do you mainly visit? n=238
- B1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? Users Swimming pools n=152
- B2. If you have visited any of the Swimming pools in the past 12 months, which Hauraki District Swimming pool do you mainly visit? n=148

Year-on-year
▲ Significantly higher
▼ Significantly lower

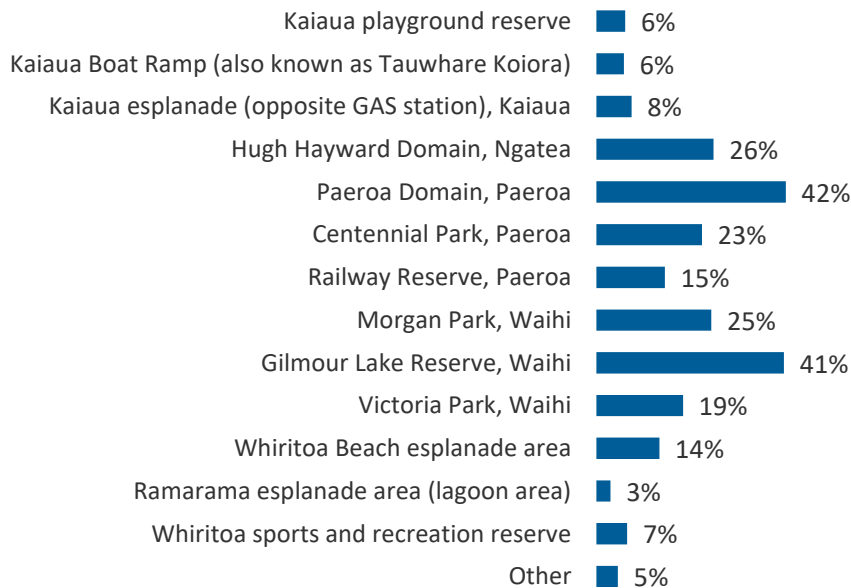
Between demographics
▲ Significantly higher
▼ Significantly lower

Visits to community facilities in the last 12 months (continued)

Sports fields, parks or reserves (% Yes)	2023	2022	Male	Female	Urban	Rural
I have visited a sport field, park or reserve in the past 12 months at least once	68%	72%	63%	72%	71%	59%
More than once a week	30%	-	29%	30%	34%	15%
Every two weeks	16%	-	19%	13%	16%	17%
Every three weeks	5%	-	6%	4%	5%	4%
Monthly/once a month	20%	-	19%	20%	18%	24%
Less often than monthly	26%	-	24%	29%	23%	37%
Don't know	3%	-	3%	4%	3%	4%
I did not visit any sports fields, parks or reserves	32%	28%	37%	28%	29%	41%

Sports fields, parks or reserves (% Yes)	Māori	Non-Māori	18-29 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	67%	68%	69%	80%	62%	61%
More than once a week	29%	30%	33%	32%	28%	27%
Every two weeks	15%	16%	13%	21%	13%	15%
Every three weeks	6%	4%	6%	6%	6%	2%
Monthly/once a month	19%	20%	12%	21%	20%	22%
Less often than monthly	21%	28%	30%	17%	28%	33%
Don't know	10%	2%	6%	3%	5%	2%
I did not visit any sports fields, parks or reserves	33%	32%	31%	20%	38%	39%

Most visited sports fields, parks or reserves



NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- C1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? Users Sport fields, parks or reserves n=418
- C2. Which sports fields, parks or reserves do you visit most often? n=418
- C2A. How often do you visit a sports field, park or reserve in the Hauraki District? n=418

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Visits to community facilities in the last 12 months (continued)

Cemeteries (% Yes)	2023	Male	Female	Urban	Rural
I have visited a cemetery in the past 12 months at least once	19%	21%	17%	20%	15%
I did not visit any cemetery	81%	79%	83%	80%	85%

Cemeteries (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
I have visited a cemetery in the past 12 months at least once	23%	18%	13%	15%	21%	22%
I did not visit any cemetery	77%	82%	87%	85%	79%	78%

Community halls (% Yes)	2023	Male	Female	Urban	Rural
I have visited a community hall in the past 12 months at least once	40%	36%	43%	39%	42%
I did not visit any community hall	60%	64%	57%	61%	58%

Community halls (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
I have visited a community hall in the past 12 months at least once	35%	41%	22%	44%	42%	41%
I did not visit any community hall	65%	59%	78%	56%	58%	59%

Playgrounds (% Yes)	2023	Male	Female	Urban	Rural
I have visited a playground in the past 12 months at least once	40%	34%	45%	42%	34%
I did not visit any playground	60%	66%	55%	58%	66%

Playgrounds (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
I have visited a playground in the past 12 months at least once	44%	39%	35%	57%	34%	31%
I did not visit any playground	56%	61%	65%	43%	66%	69%

Public toilets (% Yes)	2023	Male	Female	Urban	Rural
I have visited a public toilet in the past 12 months at least once	60%	57%	62%	57%	66%
I did not visit any public toilet	40%	43%	38%	43%	34%

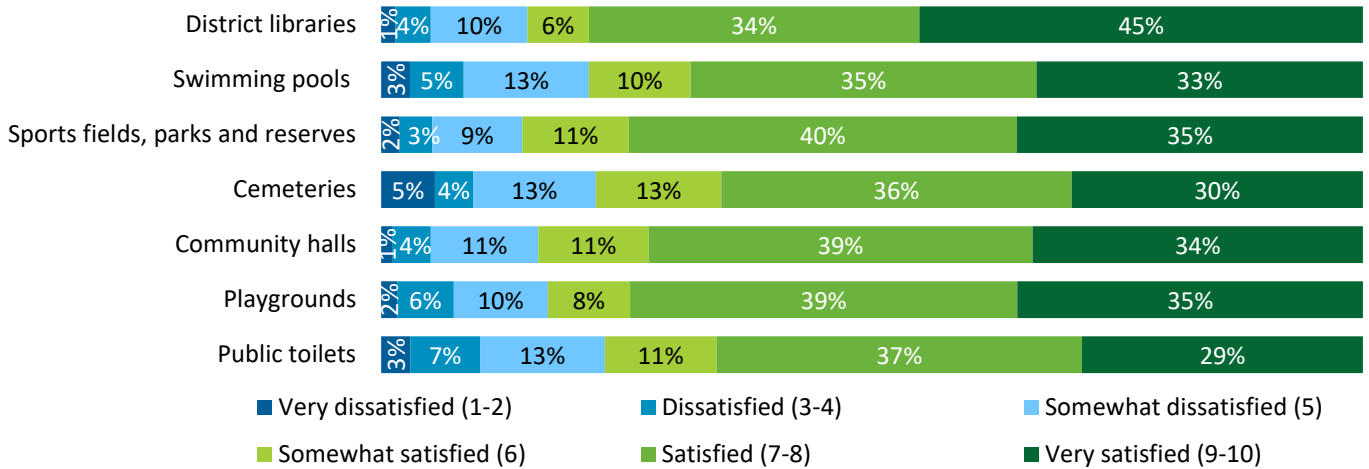
Public toilets (% Yes)	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
I have visited a public toilet in the past 12 months at least once	65%	59%	44%	74%	57%	57%
I did not visit any public toilet	35%	41%	56%	26%	43%	43%

NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. D-G. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...?
4. Users Cemeteries n=122
5. Users Community halls n=259
6. Users Playgrounds n=249
7. Users Public toilets n=381

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Satisfaction with the community facilities



Scores 6-10	2023	2022	Plains Ward	Paeroa Ward	Waihi Ward
District libraries	85%	83%	72%	93%	88%
Swimming pools	79%	75%	81%	84% ▲	72%
Sports fields, parks and reserves	86%	83%	85%	88%	84%
Cemeteries	78%	-	82%	87%	69%
Community halls	84%	-	85%	88%	80%
Playgrounds	83%	-	80%	83%	86%
Public toilets	77%	-	79%	83%	72%

Scores 6-10	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
District libraries	75%	87%	83%	86%	81%	89%
Swimming pools	78%	79%	87%	79%	75%	78%
Sports fields, parks and reserves	78%	87%	91%	85%	81%	88%
Cemeteries	71%	80%	79%	77%	68%	88%
Community halls	77%	86%	76%	83%	82%	90%
Playgrounds	73%	86%	78%	84%	83%	85%
Public toilets	63%	81%	61%	79%	74%	85%

Scores 6-10	Male	Female	Urban	Rural
District libraries	86%	84%	86%	83%
Swimming pools	75%	82%	79%	77%
Sports fields, parks and reserves	86%	85%	85%	87%
Cemeteries	79%	77%	79%	74%
Community halls	84%	84%	84%	85%
Playgrounds	88%	78%	81%	88%
Public toilets	80%	75%	75%	82%

NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- CF2. How satisfied are you with the following...?
- Users Libraries n=240; Users Swimming pools n=152; Users Sport fields, parks or reserves n=418; Users Cemeteries n=122; Users Community halls n=259; Users Playgrounds n=249; Users Public toilets n=381

▲ **Year-on-year** Significantly higher
▼ **Year-on-year** Significantly lower
▲ **Between demographics** Significantly higher
▼ **Between demographics** Significantly lower

Improvement opportunities

District libraries

More funding / advertising / need new one / upgrade / more libraries	24%
Wider selection / update books more regularly / large print books / online services / e-books / audio books	23%
Nothing, they are doing a good job / Staff are friendly and helpful	22%
Better lighting / longer opening hours / more space / inclusive signage / shelving to cater for disables and elderly	9%
Print, computer and laminating services / wifi / cheaper services	4%
Improve notification system / no late fees / user pays system / automatic checkout / extend the loan period	3%
More book clubs / clubs engagements for all ages	3%
Cafe	2%
Less noise / quiet areas	2%
Friendlier staff / no discrimination / more welcoming	1%
More activities for kids / more facilities for youth / community events	1%
Lower book charges	1%
Other	5%

Swimming pools

Upgrade facilities / heated pool / family pool / more pools / barbeque / covered indoor pool / diving pool / spa	44%
User pays / all year round access / better opening hours / reduce costs / free entry / pool toys	33%
Nothing, happy with the facility	12%
Better water quality / clean ablution facilities regularly / regular maintenance	10%
More advertising / signage / improve administration / more funding / timetable / no discrimination	6%
Lifeguards to pay more attention	4%
Swim school for kids / more senior swim classes	4%
Better staffing / more staff	3%
Other	2%

Sports fields, parks and reserves

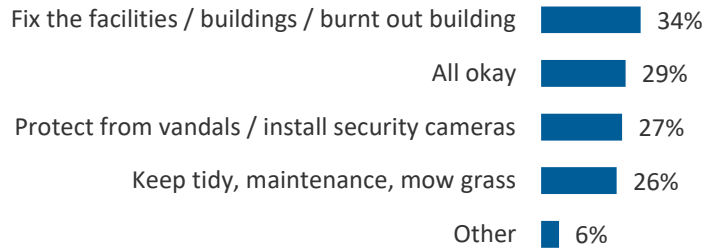
More parking / empty bins regularly / regular maintenance and cleaning / better drainage	47%
Upgrade playground and skatepark / fenced playground / playground for disabled / water park / basketball court	26%
Nothing, happy with the facilities	14%
Seating / more shade / barbeques / more rubbish bins / water fountain / covered seating at sportsfield	11%
More walking trails / horse riding area / off leash areas for dogs / dog parks / cycle trails / BMX track	7%
Ban alcohol / smoke free / visible policing / animal control / littering / better signage	3%
Future planning / more funding / better communication	3%
More plants and grass / sculptures / art / fruit trees / community garden	2%
Better lighting	2%
Other	3%

NOTES:

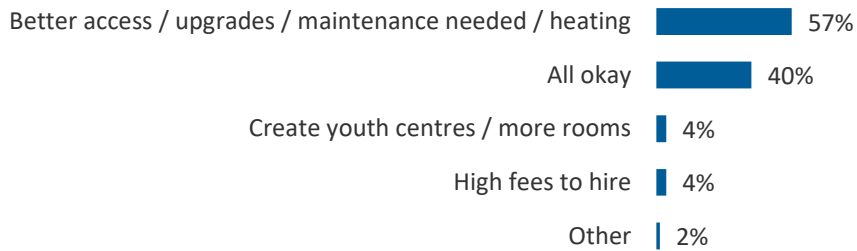
1. Sample; 2022 n=638;
2. Excludes don't know responses.
3. CF3. What improvements would increase your satisfaction with the community facilities in the Hauraki District? District libraries n=108 ; Swimming pools n=119 ; Sports fields, parks and reserves n=138

Improvement opportunities

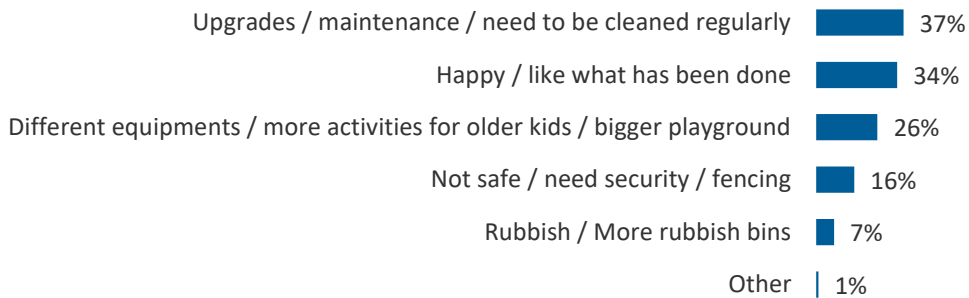
Cemeteries



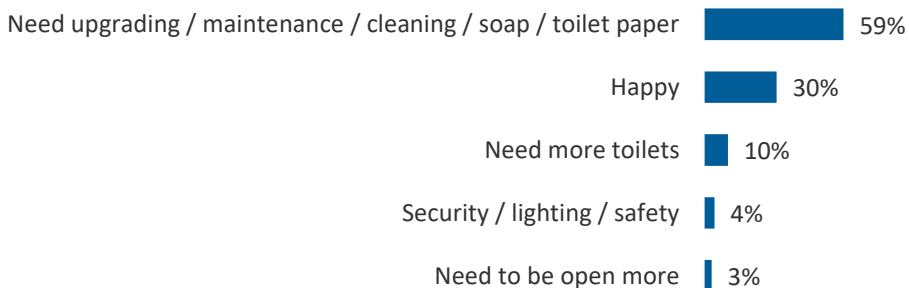
Community halls



Playgrounds



Public toilets



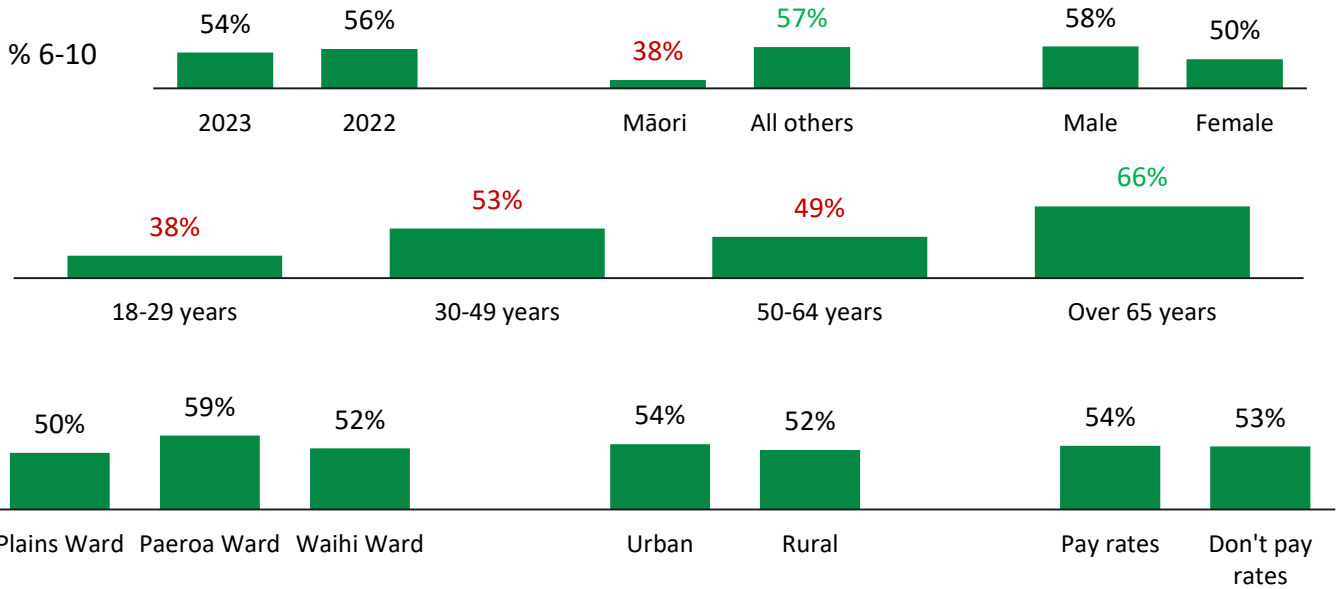
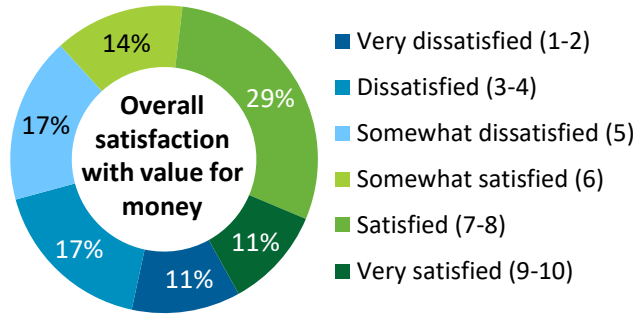
NOTES:

1. Sample; 2022 n=638;
2. Excludes don't know responses.
3. CF3. What improvements would increase your satisfaction with the community facilities in the Hauraki District? Cemeteries n=61 ; Community halls n=71 ; Playgrounds n=108; Public toilets n=149



Rates and value for money

Overall value for money



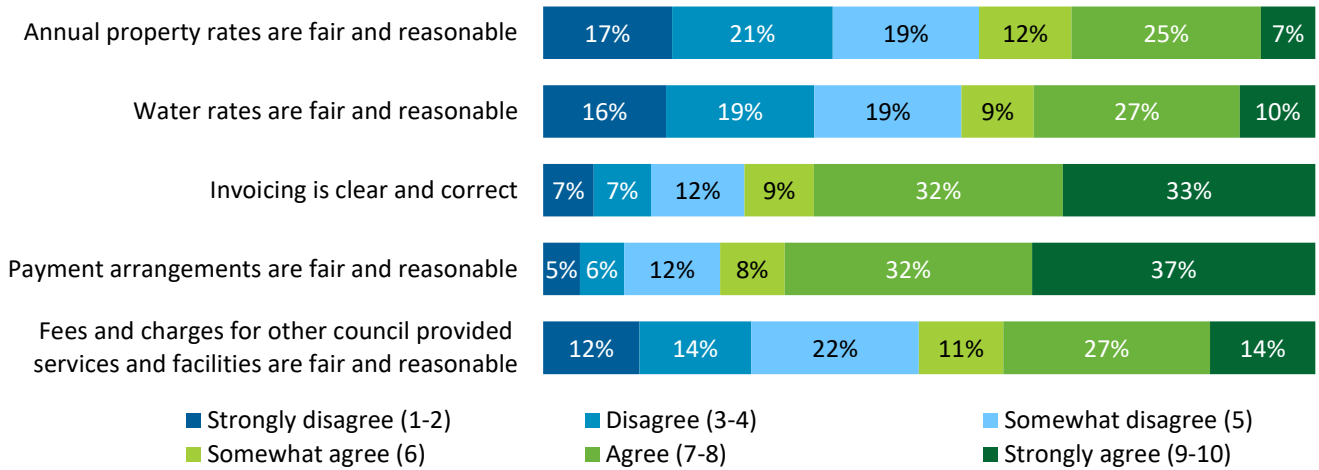
- Overall satisfaction with the *Value for money* residents receive for their rates is relatively high with over five in ten of the respondents (54%) rating this area 6-10 on the 10-point scale.
- There is a significant difference in satisfaction among different demographics. Those who identify as Māori are less likely to rate the *Overall value for money* positively.
- Satisfaction is also the lowest among those aged between 18-29 (38%), while those aged over 65 years have rated this area the highest.
- *Invoicing is clear and correct* (74%) and *Payment arrangements are fair and reasonable* (77%) are two measures related to value for money that were rated the highest by residents.

NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. Pay rates n=601, Don't pay rates n=19
4. VM2. Now, thinking about everything Hauraki District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you with how rates and fees are spent on services and facilities provided by Council, and the value for money you get for your rates? n=567

Year-on-year **Between demographics**
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Satisfaction with value for money



Scores 6-10	2023	2022	Plains Ward	Paeroa Ward	Waihi Ward
Annual property rates are fair and reasonable	44%	44%	41%	52%	39% ▼
Water rates are fair and reasonable	46%	50%	40% ▼	57%	40%
Invoicing is clear and correct	74%	77%	76%	75%	71%
Payment arrangements are fair and reasonable	77%	78%	75%	79%	77%
Fees and charges for other council provided services and facilities are fair and reasonable	51%	57%	49%	57%	49%

Scores 6-10	Māori	Non-Māori	18-29 years	30-49 years	50-64 years	Over 65 years
Annual property rates are fair and reasonable	35%	45%	19%	41%	46%	54%
Water rates are fair and reasonable	41%	47%	34%	43%	45%	55%
Invoicing is clear and correct	58%	77%	64%	71%	70%	83%
Payment arrangements are fair and reasonable	63%	80%	64%	72%	77%	86%
Fees and charges for other council provided services and facilities are fair and reasonable	48%	52%	39%	51%	50%	60%

Scores 6-10	Male	Female	Urban	Rural	Pay rates	Don't pay rates
Annual property rates are fair and reasonable	43%	44%	43%	46%	44%	37%
Water rates are fair and reasonable	46%	46%	46%	43%	46%	37%
Invoicing is clear and correct	73%	75%	74%	74%	75%	41%
Payment arrangements are fair and reasonable	78%	76%	78%	76%	78%	59%
Fees and charges for other council provided services and facilities are fair and reasonable	51%	52%	52%	48%	52%	39%

NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- Pay rates n=601, Don't pay rates n=19
- VM1. How much do you agree or disagree with the following statements? n=593

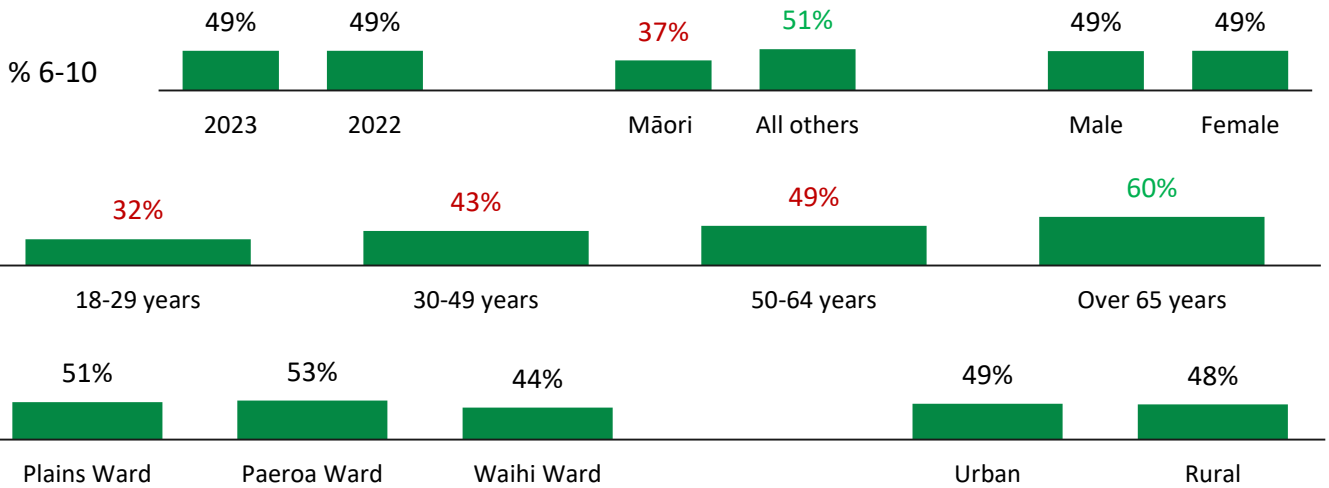
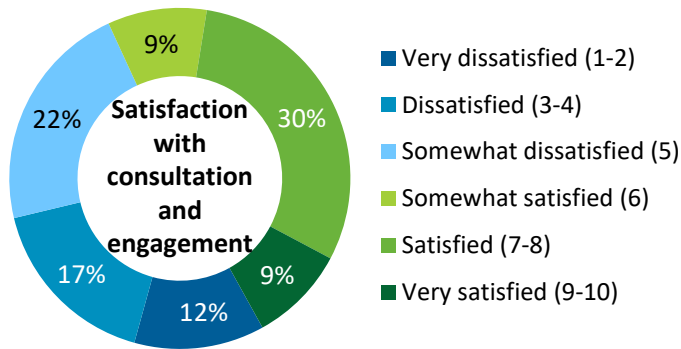
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Consultation, engagement and communication

Satisfaction with consultation and engagement



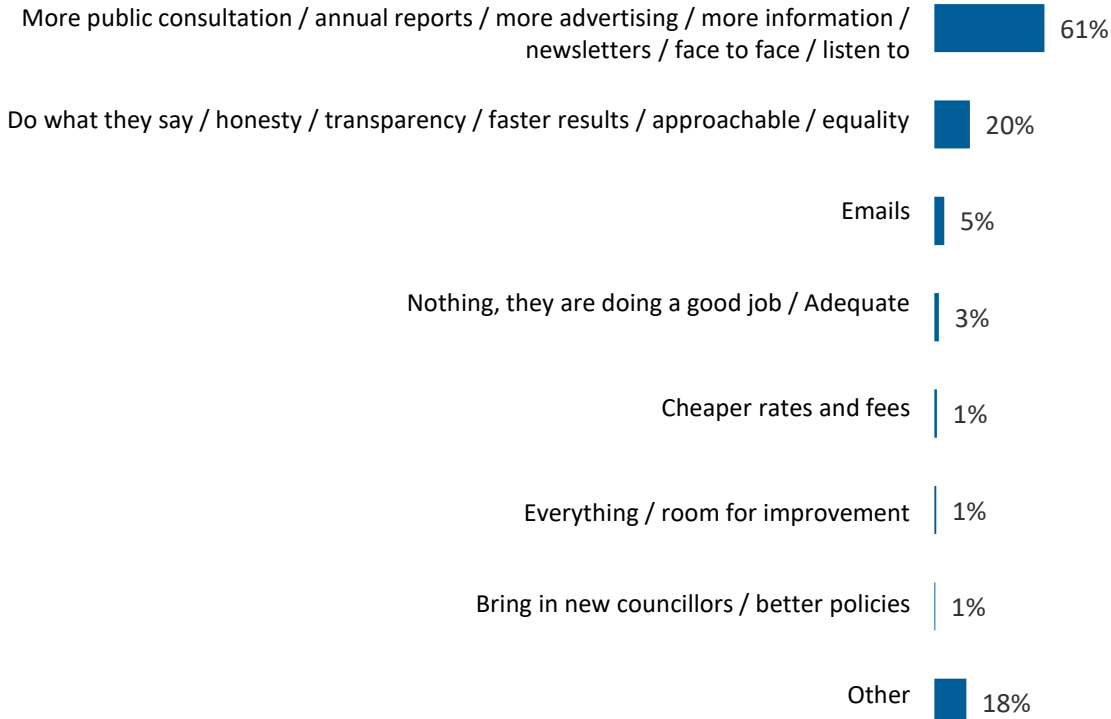
- Overall satisfaction with consultation and engagement from Council regarding its major policies and strategies is on par with 2022 (49% for both reporting periods). Those who identify as Māori, as well as younger residents aged between 18 and 29 years have the lowest satisfaction in this area (37% and 32% respectively). However, a considerably higher proportion (60%) of older residents (over 65 years) 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 3% agree that Council does a good job of informing residents about their decisions, respondents have noted that two main ways to improve perception include:
 - ✓ More public consultation / annual reports / more advertising / more information / newsletters / face to face / listen to (61%)
 - ✓ Do what they say / honesty / transparency / faster results / approachable / equality (20%)
- There is a significant year-on-year improvement when it comes to three out of six measures related to consultation and engagement – Council makes decisions in the best interest of its residents (+9%), The elected members do a good job (+8%) and Council listens to the concerns of its residents (+8%).

NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. CE2. On the scale from 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies? n= 538

Year-on-year	Between demographics
▲ Significantly higher	▲ Significantly higher
▼ Significantly lower	▼ Significantly lower

Suggestions for improvement



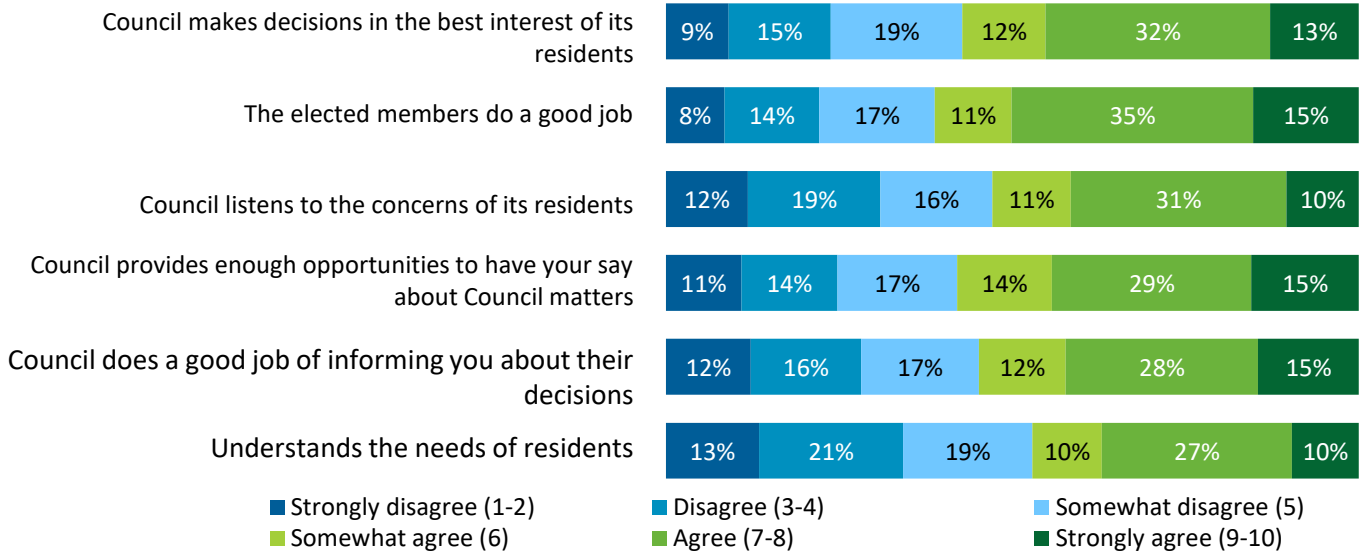
- *Become far more transparent and communicate digitally a lot more.*
- *Always feel information going out is not made easy to find and decisions are already made before consultations, as decisions are based on minority politically correct persuasions.*
- *Actually listen to what your ratepayers are concerned about. Especially wasting large amounts of money on cycleways.*
- *Perhaps more detailed and pinpointed communications to go out. I find that knowing why a decision was made helps me understand even if I do not agree.*
- *Letter box drops would be better as some folks don't read the useless local papers.*
- *I have no idea what its major policies and strategies are. That probably tells you something.*
- *Send out electronic surveys, asking what is important for residents of the area. For example, consultation on the recycling schemes.*
- *Regular, as in weekly information update page in local newspapers. Correctly updating Facebook. Full accountability and explanations when Council and Mayor take overseas jaunts at the ratepayers expense.*
- *Distribute printed explanations and questionnaires on important matters.*
- *Council do not heed the very real concerns regarding the damage being caused by Oceana Gold Mining Company.*
- *Listen in relation to how to spend money. Constantly flooding because of poor maintenance but let's build a new library.*

NOTES:

1. Sample; 2023 n=620; Excludes don't know responses.
2. CE3. What could Council do differently to increase your satisfaction with the level of consultation and engagement regarding its major policies and strategies? n=349

Consultation and engagement

How much do you agree or disagree with the statements below



Scores 6-10	2023	2022	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Council makes decisions in the best interest of its residents	57% ▲	48%	45%	60% ▲	56%	67% ▲	51%
The elected members do a good job	61% ▲	53%	54%	63% ▲	62% ▲	72% ▲	51%
Council listens to the concerns of its residents	53% ▲	45%	40%	56% ▲	53%	59%	47%
Council provides enough opportunities to have your say about Council matters	58%	53%	48%	60% ▲	54%	66% ▲	55%
Council does a good job of informing you about their decisions	55%	52%	43%	57%	55%	59%	51%
Understands the needs of residents	47%	44%	39%	49%	46%	50%	45%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years
Council makes decisions in the best interest of its residents	44%	57%	54%	67%
The elected members do a good job	52%	59%	60%	68%
Council listens to the concerns of its residents	54%	50%	49%	58%
Council provides enough opportunities to have your say about Council matters	64%	46%	57%	66%
Council does a good job of informing you about their decisions	58%	48%	50%	63%
Understands the needs of residents	31%	45%	46%	58%

NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- CE1. On the scale from 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree, how much do you agree or disagree with the statements below? n=575

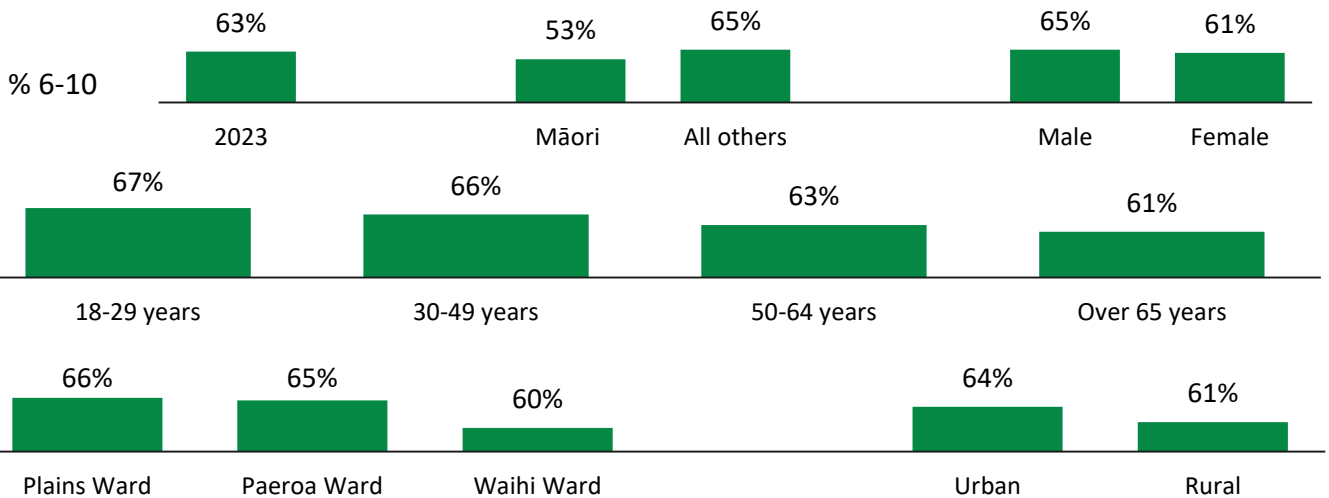
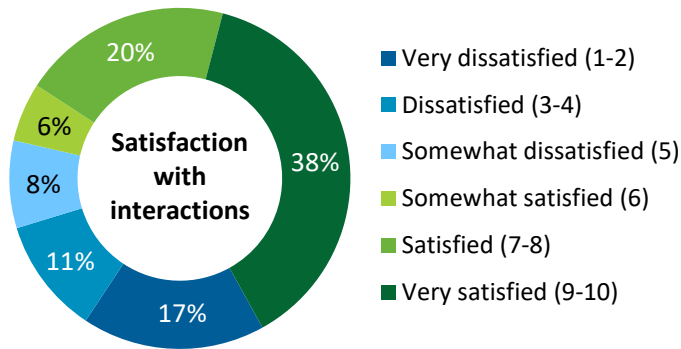
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Interactions with Council

Satisfaction with interactions



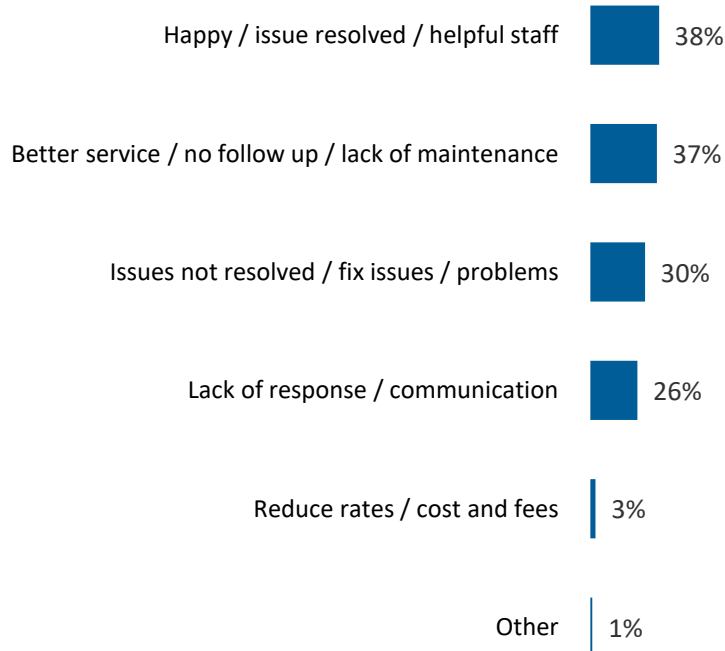
- 56% of respondents had contact with the Council over the past 12 months. Telephone, in person and email are three most popular ways to get in touch with the Council.
- Overall satisfaction with *Interactions with the Council* is relatively high (63%). Satisfaction is consistent across different age groups, ethnicities and geographic locations.
- The most common issues that respondents who had interactions with the Council experienced was *Lack of follow up* (37%). 30% of those who left the comment have reported that their issue has not been resolved.
- *How easy it was to make your enquiry or request* is the highest rated measure related to interactions with the Council with over eight in ten respondents (81%) satisfied.
- *How long it took to resolve the matter* is the lowest rated measure related to interactions with the Council with just 59% satisfied.
- Considering *Effort score* to conduct business with the Council, the best results have been recorded among those who contact Council in person (8.1) or over the telephone (7.4).

NOTES:

1. Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
2. 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
3. INT6. How would you rate Council overall for how well they handled your request or complaint? n= 365

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Suggestions for improvement

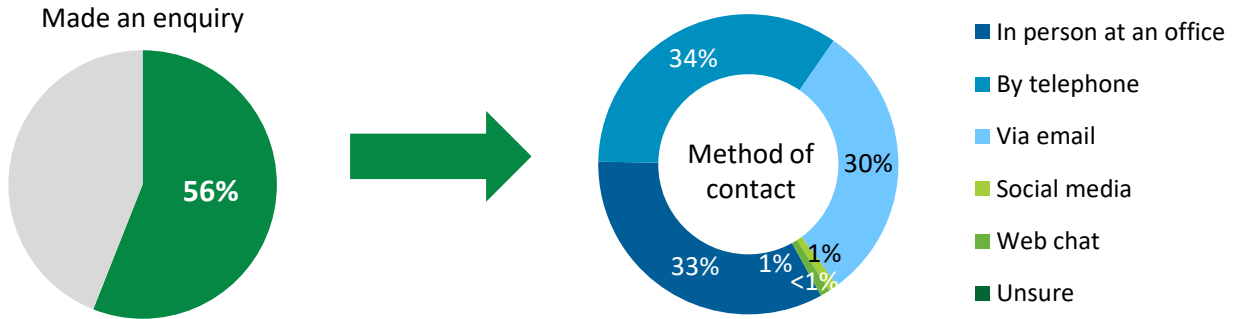


- *I needed my address details updated, it took two attempts and then made me late in my rates payments.*
- *This was my last experience, a previous request regarding a Ngatea hall facility was still not resolved after 2 requests, despite getting an email stating the problem has been resolved.*
- *On two occasions I offered the Council help, once with supervising swimming pools, the other picking up rubbish. I got no response until it was too late.*
- *The cemetery is often very untidy, needs mowing and weeds pulled. The Council's answer was they have a budget. But as someone who goes there regularly it is really disappointing.*
- *I also visited the office and confirmed a complaint, within a week there was some action but still not completely satisfied with the repair. I am still waiting for a satisfactory response to another issue which at this stage is unresolved.*
- *We went two years trying to get our water bills and dog registration paperwork to constantly be told it was sent, nothing ever turned up. I would have to ring and ask for it to be emailed so I could pay bills without receiving penalties.*
- *Disappointed when we were told they were unaware of a problem when it had been on local Facebook page for more than a week, with a job number to quote.*
- *I have made email enquiries for the same issue and received no feedback or if Council had even got my query. Phone calls, the staff are fabulous and very helpful.*
- *I have always found Council staff very approachable and polite.*

NOTES:

1. Sample; 2023 n=620;
2. Excludes don't know responses.
3. INT5. Do you have any further comment you would like to make about you recent interaction with Council? (Please provide as much detail as possible) n=177

Contact with the Council



	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
In person at an office	33%	47%	30%	26%	41%	31%
By telephone	34%	34%	33%	39%	31%	32%
Via email	30%	20%	32%	33%	25%	33%
Social media	1%	-	2%	2%	1%	1%
Web chat	1%	-	2%	1%	1%	2%
Unsure	<1%	-	1%	-	1%	-

	18-29 years	30-49 years	50-64 years	Over 65 years	Urban	Rural
In person at an office	49%	24%	34%	37%	36%	24%
By telephone	18%	40%	35%	30%	31%	40%
Via email	33%	32%	27%	31%	29%	33%
Social media	-	2%	2%	1%	1%	2%
Web chat	-	1%	2%	1%	1%	1%
Unsure	-	1%	-	1%	1%	-

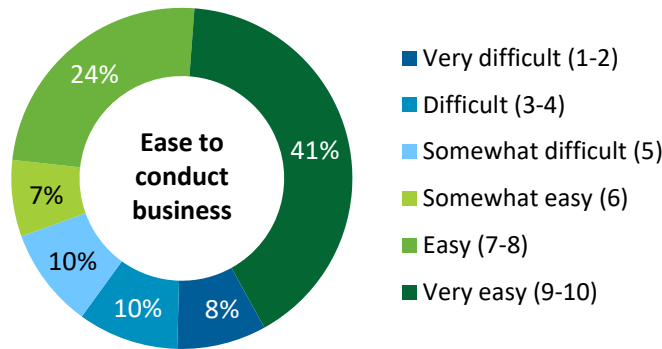
NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- INT1. Have you made an enquiry about something with the Hauraki District Council within the last twelve months? n=620
- INT2. Which best describes how you contacted the Council about this matter? Was it...? n=373

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Ease to conduct business



Scores 6-10	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
How easy it was to make your enquiry or request	72%	66%	74%	75%	78%	67%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years	Urban	Rural
In person at an office	82%	66%	70%	78%	73%	70%

	2023 (% 6-10)	Effort score (mean out of 10)
Overall	72%	7.2
In person at an office	85%	8.1
By telephone	73%	7.4
Via email	59%	6.0
Social media	58%	6.0
Web chat	78%	6.9

	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
Effort score	7.2	6.8	7.3	7.1	7.6	6.9

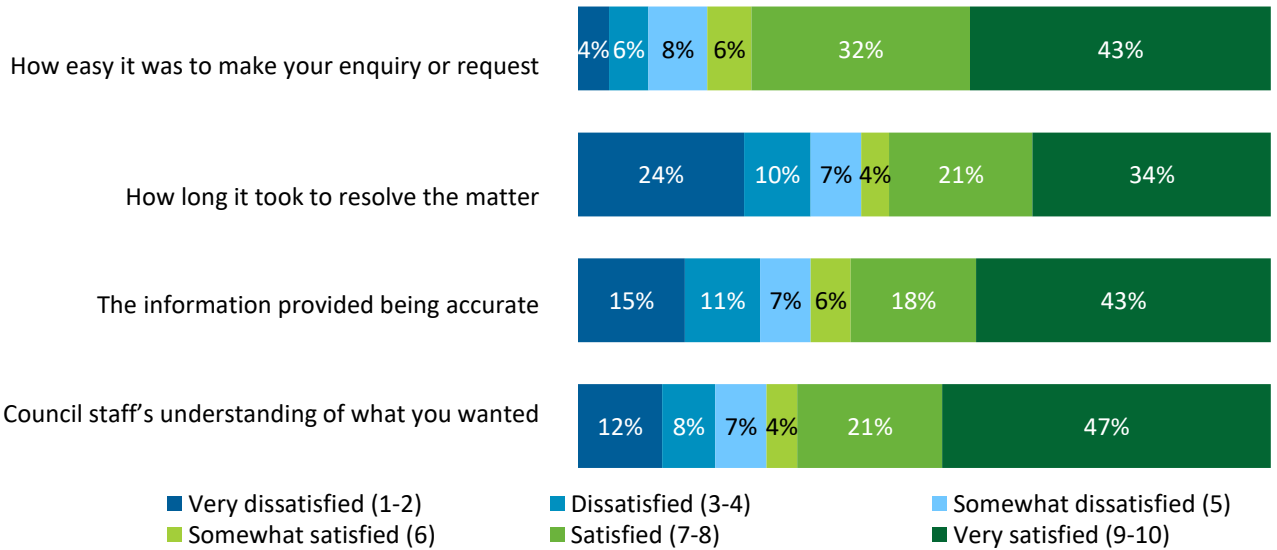
	18-29 years	30-49 years	50-64 years	Over 65 years	Urban	Rural
Effort score	7.3	6.9	6.9	7.7	7.3	6.9

NOTES:

- Sample: 2022 n=638; n=2023 n=620. Excludes don't know response
- 18-29 n=23; 30-49 n=182; 50-64 n=207; 65=208; Male n=300, Female n=320; Māori n=104; All others n=516; Plains Ward n=194; Paeroa Ward n=196; Waihi Ward n=230; Urban n=447; Rural n=173;
- INT3 . How easy was it take to conduct your business with Council? n=368

Year-on-year **Between demographics**
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Satisfaction with enquiry handling



Scores 6-10	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihi Ward
How easy it was to make your enquiry or request	81%	75%	83%	81%	87%	77%
How long it took to resolve the matter	59%	46%	62%	60%	64%	54%
The information provided being accurate	66%	59%	68%	69%	70%	61%
Council staff's understanding of what you wanted	73%	68%	74%	80%	74%	67%

Scores 6-10	18-29 years	30-49 years	50-64 years	Over 65 years
How easy it was to make your enquiry or request	82%	76%	80%	86%
How long it took to resolve the matter	82%	61%	53%	59%
The information provided being accurate	67%	69%	63%	67%
Council staff's understanding of what you wanted	67%	76%	73%	71%

NOTES:

- Sample: 2022 n=638;
- 16-18 n=72; 19-29 n=51; 30-49 n=112; 50-64 n=142; 65+ n=261;
- Māori n=111; All others n=527; Plains Ward n=188; Paeroa Ward n=189; Waihi Ward n=261
- Excludes don't know response
- INT4. How would you rate your satisfaction with each of the following? n=573

Year-on-year
 Significantly higher
 Significantly lower
Between demographics
 Significantly higher
 Significantly lower



Sample profile

Demographics

Gender



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

Age (weighted)

Age Group	Weighted	Unweighted
18 to 29 years	14%	4%
30 to 49 years	27%	29%
50 to 64 years	29%	33%
65 years or over	30%	34%

Ethnicity (weighted)

Ethnicity	Weighted	Unweighted
NZ European	87%	87%
Māori	18%	17%
Pacific Peoples	2%	1%
Asian	1%	1%
Other	7%	6%

Paying rates (weighted)

Response	Weighted	Unweighted
Yes	96%	97%
No	1%	1%
Renting	3%	2%

Closest Township (weighted)

Township	Weighted	Unweighted
Kaiaua	3%	3%
Ngatea	12%	12%
Waitakaruru	3%	3%
Paeroa	27%	27%
Whiritoa	5%	5%
Kaihere	<1%	<1%
Patetonga	<1%	<1%
Waihi	29%	28%
Mackaytown	<1%	1%
Whakatiwai	2%	2%
Kerepehi	4%	4%
Turua	6%	5%
Waikino	4%	4%
Karangahake	2%	2%
Other area	3%	2%

Urban / Rural (Weighted)

Category	Weighted	Unweighted
Urban	54%	53%
Semi-rural	19%	19%
Rural	27%	28%

Length of Stay (weighted)

Length of Stay	Weighted	Unweighted
Less than 5 years	32%	30%
6 years to 10 years	20%	21%
More than 10 years	47%	48%
Unsure	1%	1%

Ward (Weighted)

Ward	Weighted	Unweighted
Plains Ward	31%	31%
Paeroa Ward	31%	32%
Waihi Ward	38%	37%

Demographics (counts)

Gender	Counts
Male	300
Female	320

Age	Counts
18 to 29 years	23
30 to 49 years	182
50 to 64 years	207
65 years or over	208

Ethnicity	Counts
NZ European	539
Māori	104
Pacific Peoples	8
Asian	4
Other	40

Paying rates	Counts
Pay rates	601
Don't pay rates	4
Renting	15

Closest Township	Counts
Kaiaua	20
Ngātea	77
Waitakaruru	20
Paeroa	169
Whiritoa	31
Kaihere	2
Patetonga	1
Waihi	175
Mackaytown	5
Whakatiwai	14
Kerepehi	22
Turua	31
Waikino	23
Karangahake	15
Other area	15

Urban / Rural	Counts
In a town or township, e.g., an urban area	330
On the outskirts of town, a semi urban area	117
In an area of predominantly lifestyle blocks or farms, e.g., a rural area	173

Length of Stay	Counts
Less than 5 years	183
6 years to 10 years	131
More than 10 years	299
Unsure	7

Wards	Counts
Plains Ward	194
Paeroa Ward	196
Waihi Ward	230

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