

2025/26 Residents' Satisfaction Survey

HAURAKI DISTRICT COUNCIL

Final Report | September 2026

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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 from Council. A postal invitation with a URL and QR code was sent to the physical address of a selection of residents. To maximise the response, email invitations were also sent to those with email addresses from the ratepayer database. Contact lists were deduped where possible to ensure that all those invited received either an email or a letter, not both.
- 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 608 responses were collected between the 1st of December 2025 and 9th of August 2026. A sample of 608 people allows a robust analysis across age, gender, ethnicity and by ward.
- Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2023 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/-3.97%.
- 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 608 indicates that 95 chances out of a 100 will fall within 3.97% 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

- The 10-point scale allows for 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 score is recorded as a sum of 'Somewhat satisfied', 'Very satisfied' and 'Satisfied' (scores 6-10). A total dissatisfaction score is recorded as a sum of 'Very dissatisfied', 'Dissatisfied' and 'Somewhat dissatisfied' (scores 1-5).



Executive summary

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Key Findings

The 2026 results reflect a largely consistent satisfaction trend, with only minor shifts across measures.

Overall satisfaction

- *Overall satisfaction* with Hauraki District Council (54%) remained relatively consistent year-on-year, despite a slight decrease from 56% in 2025.
- *Core service deliverables* has also reported a slight decline from 73% in 2025 to 71%.
- Satisfaction with Council's *Overall reputation* increased by 1% point from 58% in 2025 to 59% in 2026.
- In contrast, *Overall value for money* declined year-on-year from 45% to 42%.

Services and Infrastructure

- *Overall waste management* (76%) and *Overall water management* (58%) remained consistent with 2025 results (75% and 59% respectively).
- *Overall community facilities* continued to perform strongly at 82%, in addition to *Sports fields, parks and reserves* (88%) and *District libraries* (87%).
- However, satisfaction with *Overall roading infrastructure* remained relatively low at 47%, and satisfaction with *Wastewater* declined significantly from 86% in 2025 to 78% in 2026.

Drivers and Priorities

- *Reputation* remains the strongest driver of overall satisfaction, with a 61% impact score, followed by *Value for money* at 30%.
- Rates and spending priorities remain the most prevalent concern raised by residents, with 30% of those who provided general feedback citing *No value for money / rates are too high / wasteful spending*.
- In keeping with this, *Property rates* and *Other fees and charges* are identified as key areas for improvement.

Reputation

- The Council's reputation benchmark remained unchanged at +58.
- An increase in residents identified as *Admirers* was recorded, from 5% in 2025 to 11% in 2026, while those identified as *Sceptics* declined from 55% to 52%, indicating a positive shift in residents' perceptions of Council.



Areas of best performance (% Satisfied 6 to 10)

1. The ease of navigating the new system at the Paeroa Refuse Transfer Station (89%)
2. Sports fields, parks and reserves (88%)
3. District libraries (87%)
4. Understanding of what can be recycled (86%)
5. Cemeteries (86%)

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



Areas of worst performance (% Dissatisfied 1 to 4)

1. Water rates are fair and reasonable (61%)
2. Annual property rates are fair and reasonable (49%)
3. Overall value for money (43%)
4. Financial management (42%)
5. Quality of local roads (excluding State highways) (41%)

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

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

		Difference (2026-2025) %	2026 (results % 6-10)	2025 (results % 6-10)	2024 (results % 6-10)	2023 (results % 6-10)	2022 (results % 6-10)
CE2	Overall consultation and engagement	5%	47%	42%	45%	49%	49%
WM3	Overall waste management	1%	76%	75%	71%	82%	75%
REP5	Overall reputation	1%	59%	58%	63%	65%	66%
TW7	Overall water management	-1%	58%	59%	66%	61%	68%
CF4	Overall facilities	-2%	82%	84%	82%	80%	80%
OVCRS	Overall core service deliverables	-2%	71%	73%	74%	74%	76%
OV1	Overall satisfaction	-2%	54%	56%	61%	62%	65%
RF2	Overall roads and footpaths	-2%	47%	49%	53%	48%	-
VM2	Overall value for money	-3%	42%	45%	52%	54%	56%
OV2	Overall quality of life	-5%	71%	76%	74%	76%	82%
OV3_1	District is going in the right direction	-5%	58%	63%	65%	66%	-

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

		Difference (2026-2025) %	2026 (results % 6-10)	2025 (results % 6-10)	2024 (results % 6-10)	2023 (results % 6-10)	2022 (results % 6-10)
CE1_1	Council makes decisions in the best interest of its residents	11%	52%	41%	51%	57%	48%
NWM4_2	The ease of navigating the new system at the Paeroa Refuse Transfer Station	10%	89%	79%	85%	-	-
CE1_2	The elected members do a good job	7%	58%	51%	53%	61%	53%
CE1_6	Understands the needs of residents	6%	45%	39%	43%	47%	44%
CE1_3	Council listens to the concerns of its residents	5%	48%	43%	48%	53%	45%
CE1_5	Council does a good job of informing you about their decisions	4%	51%	47%	54%	55%	52%
TW2_1	The quality of the water	4%	59%	55%	62%	63%	66%
REP1	Leadership	4%	58%	54%	61%	60%	66%
TW2_3	Overall District's water supply	3%	69%	66%	71%	74%	66%
REP2	Faith and trust	2%	53%	51%	59%	58%	61%
CE1_4	Council provides enough opportunities to have your say about Council matters	1%	53%	52%	54%	58%	53%
INT3	Easy to conduct business with Council	1%	72%	71%	67%	72%	-
CF2_5	Community halls	1%	85%	84%	88%	84%	-
CF2_7	Public toilets	1%	79%	78%	79%	77%	-
VM1_1	Annual property rates are fair and reasonable	1%	36%	35%	41%	44%	44%
VM1_5	Fees and charges for other council provided services and facilities are fair and reasonable	1%	44%	43%	53%	51%	57%
INT4_1	How easy it was to make your enquiry or request	-	80%	80%	80%	81%	-
RF1_1	Quality of local roads (excluding State highways)	-	45%	45%	48%	39%	37%
TW6	Land drainage and flood protection services in your area	-	58%	58%	67%	47%	-
CF2_3	Sports fields, parks and reserves	-	88%	88%	88%	86%	83%
WM2_3	Council's recycling services	-1%	81%	82%	81%	82%	74%

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

		Difference (2026-2025) %	2026 (results % 6-10)	2025 (results % 6-10)	2024 (results % 6-10)	2023 (results % 6-10)	2022 (results % 6-10)
WM2_1	Regular kerbside collection service	-1%	77%	78%	71%	85%	80%
NWM1	Understanding of what can be recycled	-1%	86%	87%	88%	-	-
CF2_1	District libraries	-1%	87%	88%	88%	85%	83%
CF2_4	Cemeteries	-1%	86%	87%	81%	78%	-
CF2_6	Playgrounds	-1%	84%	85%	85%	83%	-
VM1_4	Payment arrangements are fair and reasonable	-1%	66%	67%	78%	77%	78%
REP3	Financial management	-1%	42%	43%	48%	53%	56%
INT4_2	How long it took to resolve the matter	-2%	55%	57%	59%	59%	-
RF1_2	Quality of footpaths	-2%	47%	49%	53%	50%	49%
WM2_2	Refuse transfer stations	-2%	74%	76%	81%	82%	78%
REP4	Services and facilities	-2%	61%	63%	68%	68%	65%
TW2_2	The reliability of water supply	-3%	81%	84%	82%	86%	-
INT4_3	The information provided being accurate	-3%	64%	67%	64%	66%	-
NWM4_1	Frequency of kerbside bin collection	-4%	79%	83%	75%	-	-
TW5	Stormwater services provided in your area	-4%	58%	62%	61%	59%	63%
CF2_2	Swimming pools	-5%	78%	83%	83%	79%	75%
INT4_4	Council staff's understanding of what you wanted	-6%	67%	73%	68%	73%	-
VM1_2	Water rates are fair and reasonable	-7%	27%	34%	49%	46%	50%
INT6	Overall enquiry or request handling	-7%	57%	64%	61%	63%	-
TW4	Wastewater services from Hauraki District Council	-8%	78%	86%	83%	87%	88%
VM1_3	Invoicing is clear and correct	-8%	58%	66%	74%	74%	77%



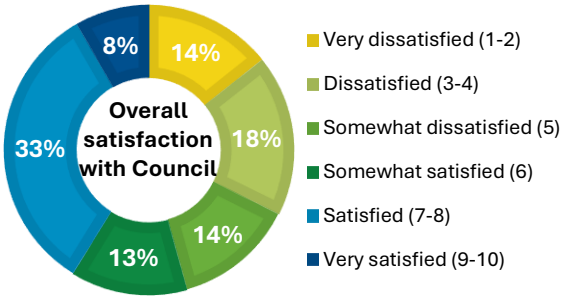
Summary performance indicators

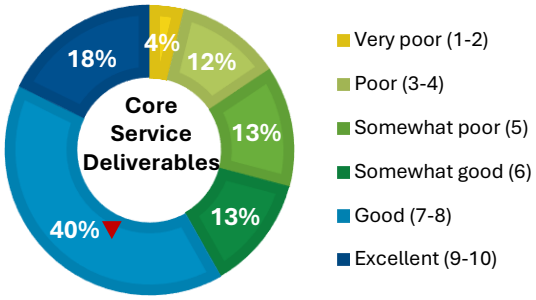
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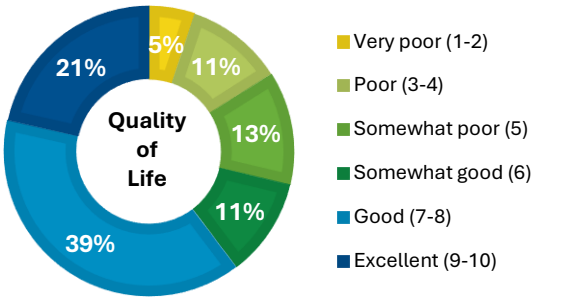
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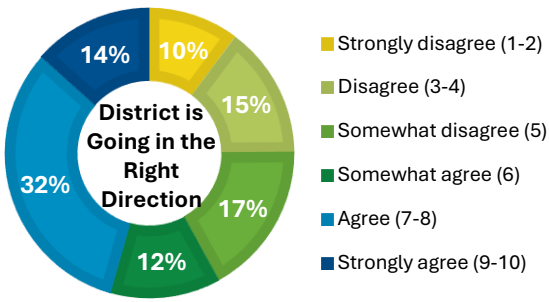
Key performance indicators

- *Overall satisfaction with Hauraki District Council* (54%) remained relatively consistent year-on-year, with a slight 2% decline since 2025 (56%).
- Satisfaction with *Core service deliverables* has also decreased slightly from 73% in 2025 to 71% in 2026.
- 71% of residents are satisfied with their *Quality of life*. This perception has significantly decreased among male residents (from 80% to 73%) and those aged over 65 years (from 86% to 78%).
- Perception that the *District is going in the right direction* has also significantly decreased among residents aged over 65 (from 73% to 62%) and residents of the Waihī Ward (from 68% to 56%).









Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Overall Satisfaction with Council	54%	56%	61%	62%	65%	55%	54%
Satisfaction with core service deliverables	71%	73%	74%	74%	76%	61%	73%
Quality of life	71%	76%	74%	76%▼	82%	62%	73%
District is going in the right direction	58%	63%	65%	66%	-	51%	60%

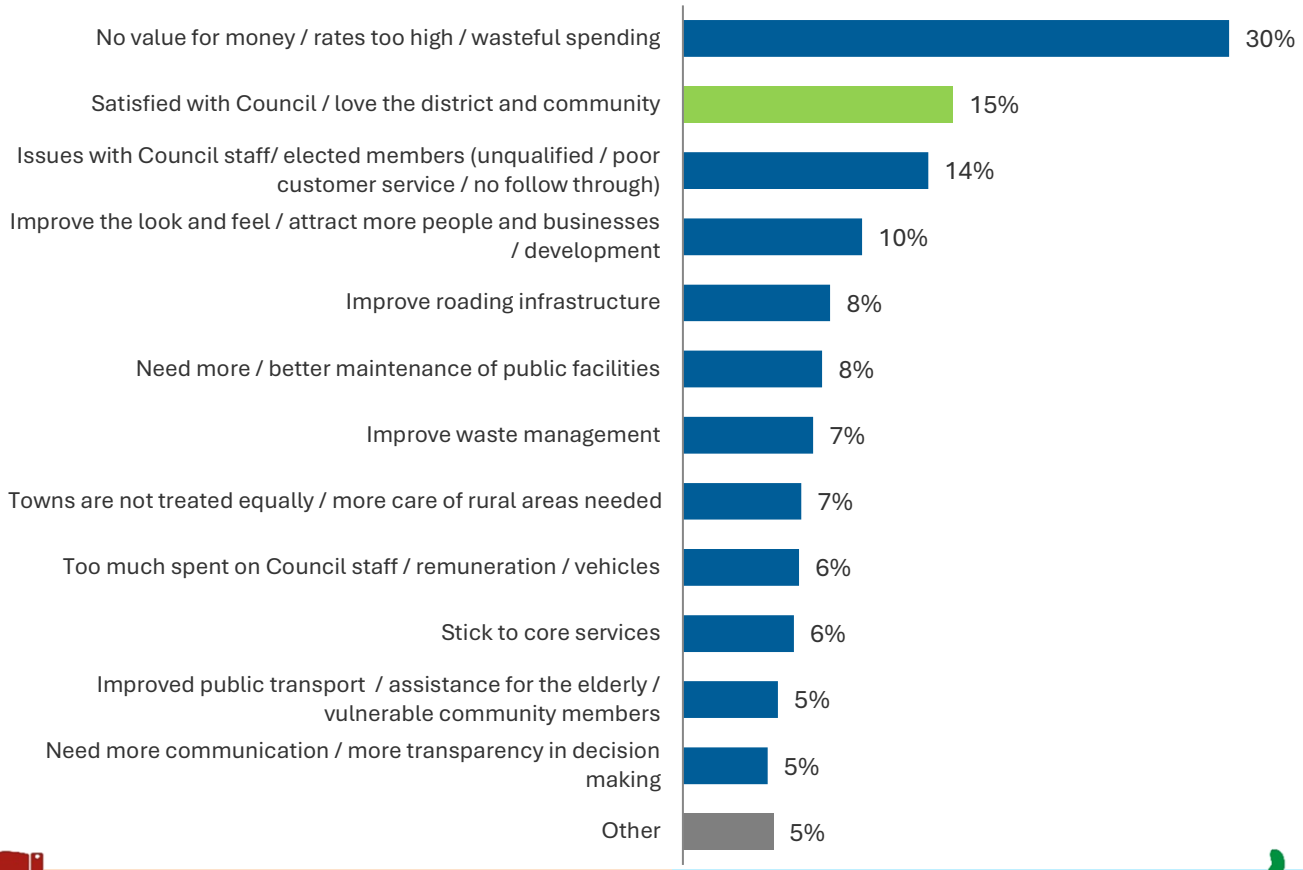
Scores 6-10	Male	Female	18-29 years	30-49 years	50-64 years	Over 65
Overall Satisfaction with Council	54%	55%	67%*	48%	51%	57%▼
Satisfaction with core service deliverables	66%	76%	77%*	59%	70%	79%
Quality of life	73%▼	70%	67%	65%	71%	78%▼
District is going in the right direction	58%	58%	66%*	53%	54%	62%▼

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Overall Satisfaction with Council	57%	54%	52%	53%	56%
Satisfaction with core service deliverables	71%	71%	71%	70%	73%
Quality of life	74%	68%	72%	70%	75%
District is going in the right direction	59%	59%	56%▼	57%	60%

NOTES:
1. 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=547
2. OVCRS. Now, thinking about ALL THE 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=559
3. OV2. Thinking about all the factors we have asked about, how would you currently rate your overall quality of life in the district? n=560
4. 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=495
5. *Caution: Small sample size (n<30). Results are indicative only.

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

General comments



- *I worry about the cost to a single person owning their own home and on a pension, handling the ongoing extra costs put upon them.*
- *The rates are very high, and more effort needs to go into reducing the cost of rates.*
- *Water rates were a blunder and not good for your image. Pensioners and families are already at their limit.*
- *Reduce rates and waste water charges. It should be user pays, not a blanket fee for everyone.*
- *I think that the Council has forgotten how to manage the ratepayers' money efficiently.*
- *A service number we received was not followed through by Council.*
- *The get it done online service could be great, but staff don't seem to use it.*
- *It is taking far too long for staff to return calls and emails.*
- *Bring the pride back to Paeroa, I moved here for a reason. It needs spirits lifted. The Paeroa community is amazing.*

- *Thank you for your hard work.*
- *The Council staff at ground level are great, dealing with library on a regular basis and seeing the water guys out and about, they are awesome.*
- *I think we have a great Mayor, and the majority of councillors are there for the right reasons.*
- *Generally, a pretty good place to live. We will never please everyone with the same things.*
- *I would like to thank the Council for the two dog parks in Waihī.*
- *It appears that Hauraki District Council is making good progress and commitment to a sustainable safe future for its citizens.*
- *The response to cyclone Vaianu was incredible.*
- *The Hauraki is a very pleasant place to live. I only have to visit other parts of the country to realise how privileged we are here with our beautiful environment.*
- *Generally, a pretty good place to live.*

NOTES:
1. GEN1. Finally, are there any comments or feedback that you would like to make? n=255
2. Comments lower than 5% are not shown.

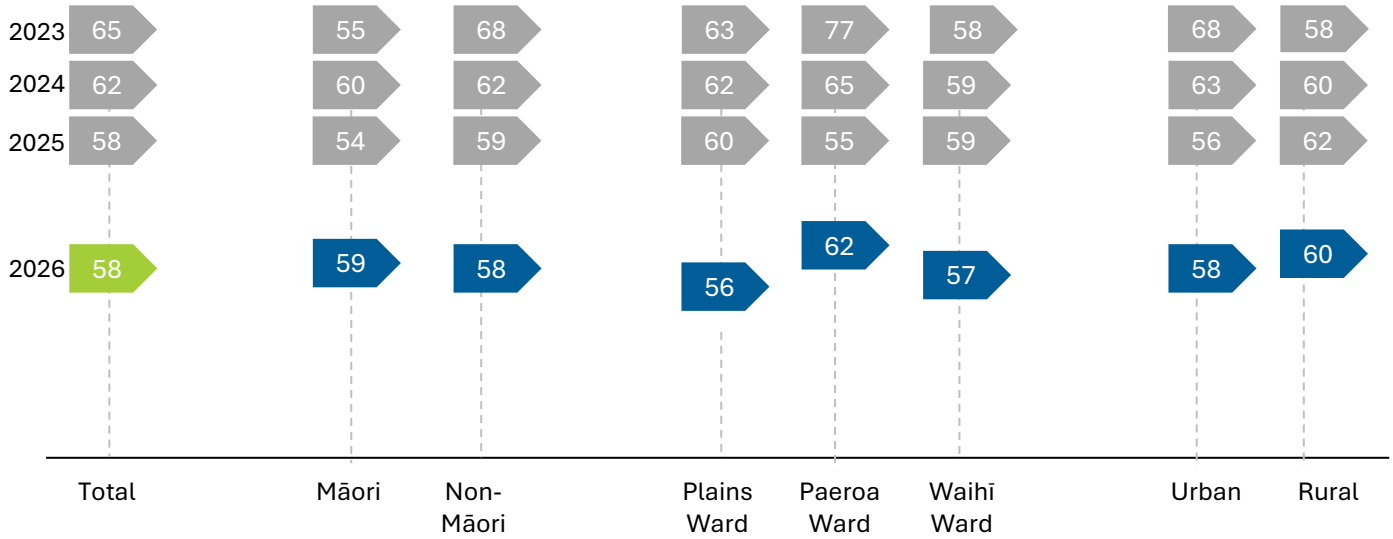


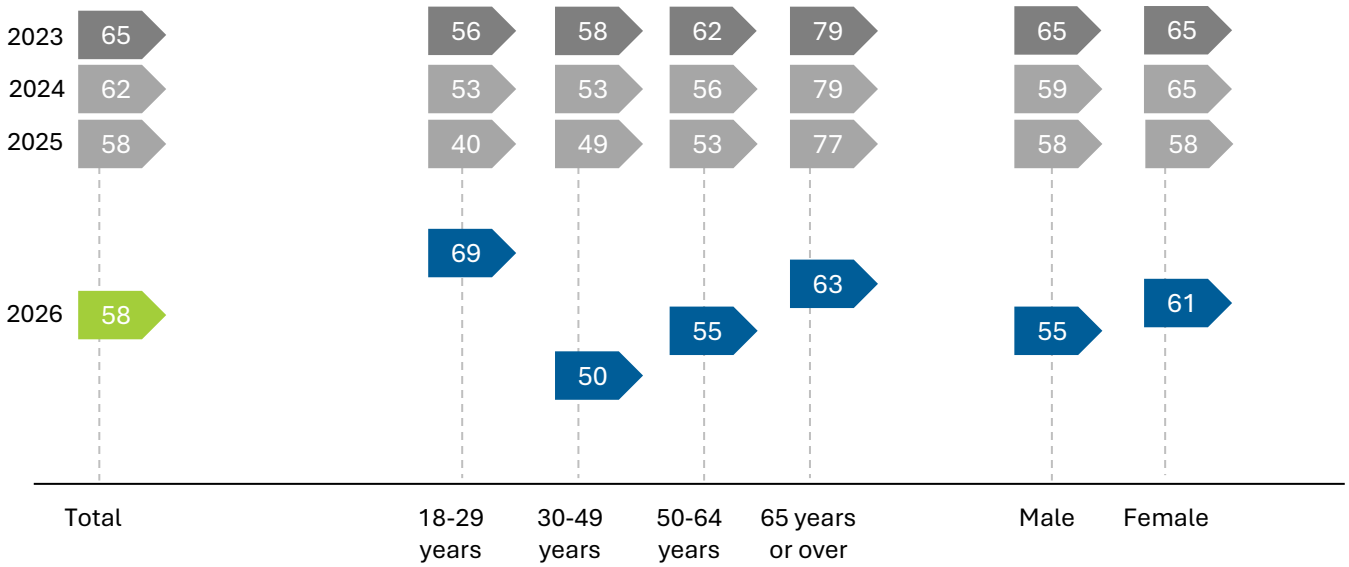
Reputation profile

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Reputation benchmarks





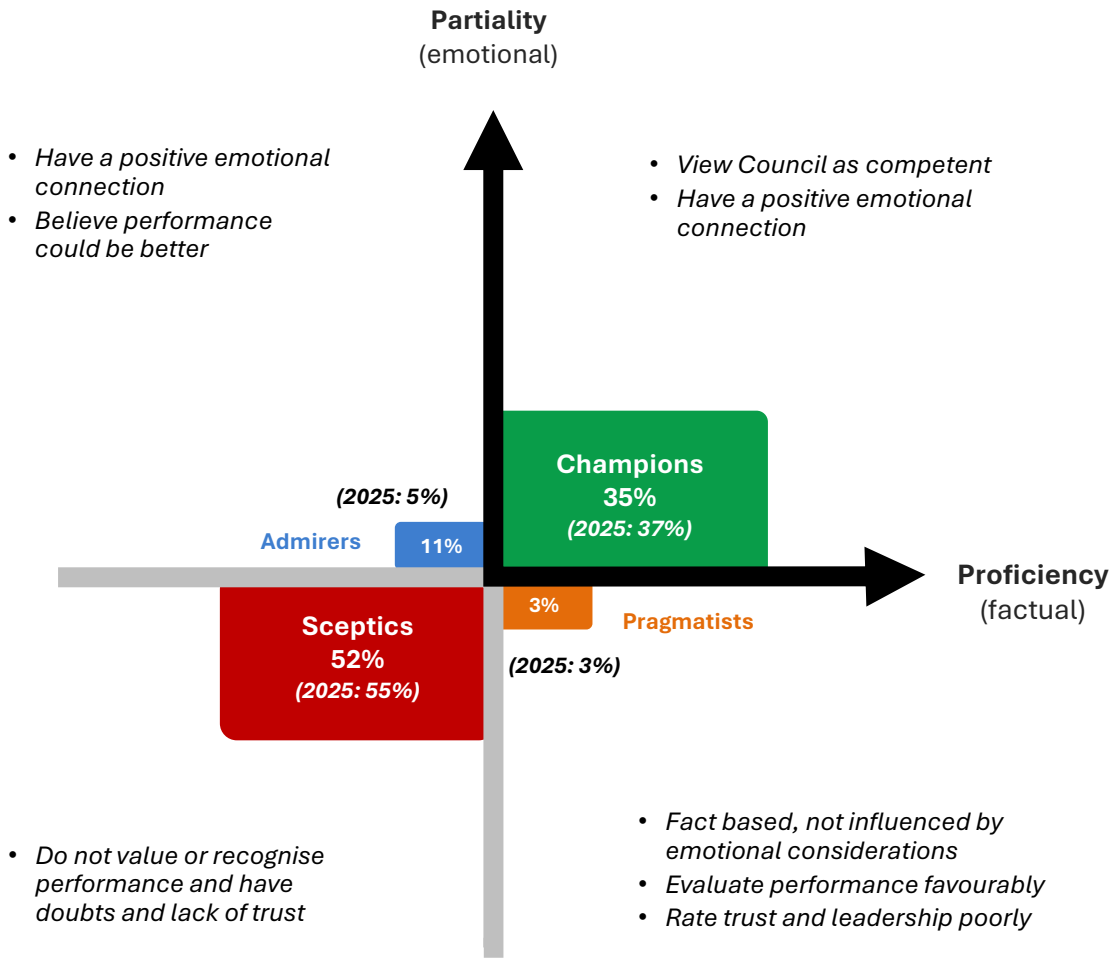
- Council's reputation benchmark remained at +58 since 2025.
- Residents aged 18-29 years recorded the highest reputation benchmark score of +69, representing the highest score recorded for this subgroup over the past three years.
- In contrast, residents aged 30–49 recorded the lowest score across all subgroups, at +50.

Key:

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

NOTES:
1. Excludes don't know response
2. 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=528

Reputation profile

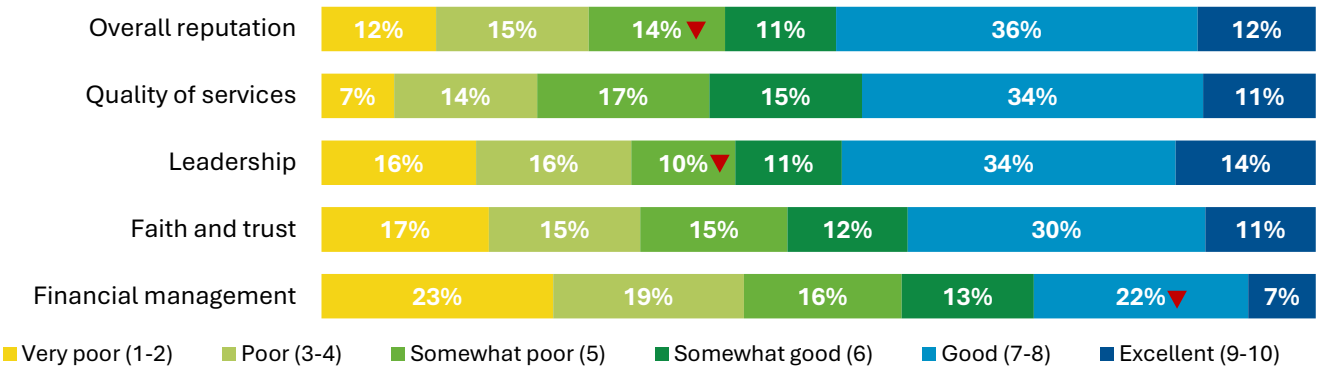


- A slight positive shift in resident sentiment has been reported over the past year, with the proportion of *Sceptics* decreasing slightly by 3% points (from 55% in 2025 to 52% in 2026), while the proportion of *Admirers* rose from 5% to 11%.
- Māori residents (17%) are more likely to be identified as *Admirers* than Non-Māori residents (9%)
- Just over one third of residents (35%) are identified as *Champions*.
- *Pragmatists* (3%) are the group that mostly approves of the Council's decision-making, however, they lack trust and often are not satisfied with leadership performance.
- Only 7% of the District's residents are classified as *Admirers*. This group might not support all of Council's decisions, but overall, they trust that Council is acting in the best interests of the District.

NOTES:
1. Excludes don't know response
2. REP1. Overall, how would you rate the Council for its LEADERSHIP? n=501
3. REP2. overall, how would you rate the Council in terms of the FAITH and TRUST you have in them? n=514
4. REP3. how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=425
5. REP4. how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Hauraki District? n=536
6. REP5. how would you rate Hauraki District Council for its OVERALL REPUTATION? n=528

Image and reputation

- Nearly six in ten residents (59%) are satisfied with Council's *Overall reputation,* a 1% point increase since 2025 (58%).
- Similarly, satisfaction with *Leadership has* increased (from 54% in 2025 to 58% in 2026), and satisfaction with *Faith and trust* has increased from 51% to 53%.
- Satisfaction among female residents (from 53% to 62%) and residents in the Paeroa ward (from 49% to 61%) with Council *Leadership* has significantly increased since 2025.
- In contrast, residents' perception of both *Quality of services* (61%) and *Financial management* (42%) has slightly declined since 2025 (from 63% and 43% respectively).



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Overall reputation	59%	58%	63%	65%	66%	61%	59%
Quality of services	61%	63%	68%	68%	65%	52%	63%
Leadership	58%	54% ▼	61%	60% ▼	66%	56% ▲	59%
Faith and trust	53%	51% ▼	59%	58%	61%	50%	54%
Financial management	42%	43%	48%	53%	56%	32%	44%

Scores 6-10	Male	Female	18-29 years*	30-49 years	50-64 years	Over 65
Overall reputation	56%	63%	71%	52%	59%	61%▼
Quality of services	61%	61%	69%	51%	59%	67%
Leadership	55%	62%▲	74%	53%	55%	59%
Faith and trust	52%	54%	65%	47%	52%	54%▼
Financial management	44%	40%	55%	30%	41%	45%▼

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Overall reputation	58%	63%	58%	59%	60%
Quality of services	63%	62%	59%	60%	64%
Leadership	59%	61%▲	55%	57%	61%
Faith and trust	51%	58%	50%	52%	55%
Financial management	36%	50%▲	39%	42%	41%▼

NOTES:
1. REP1. Overall, how would you rate the Council for its LEADERSHIP? n=501
2. REP2. overall, how would you rate the Council in terms of the FAITH and TRUST you have in them? n=514
3. REP3. how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=425
4. REP4. how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Hauraki District? n=536
5. REP5. how would you rate Hauraki District Council for its OVERALL REPUTATION? n=528
6. * Caution: Small sample size (n<30). Results are indicative only.

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

Between demographics
Significantly higher
Significantly lower

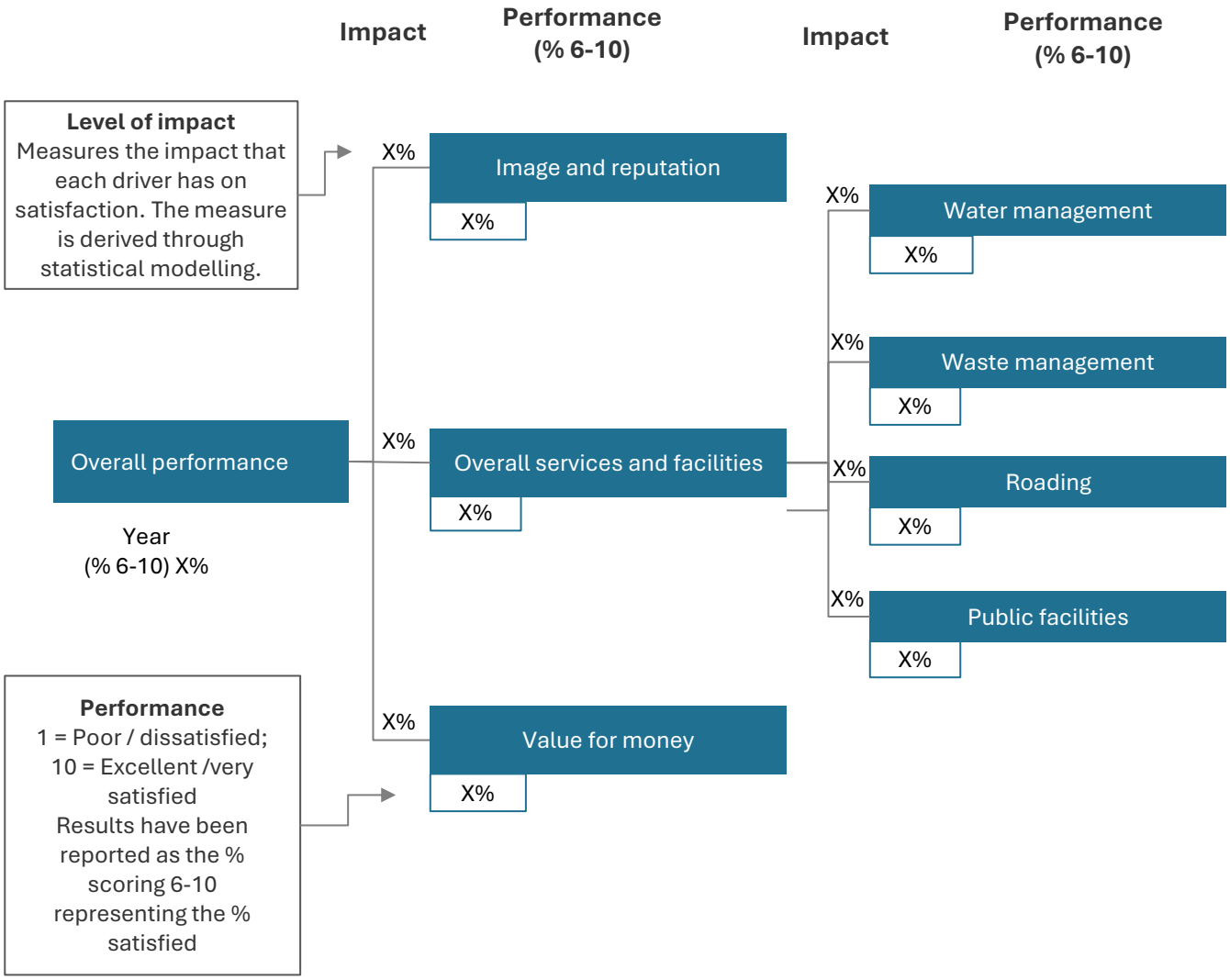


Drivers of satisfaction
Priorities and opportunities

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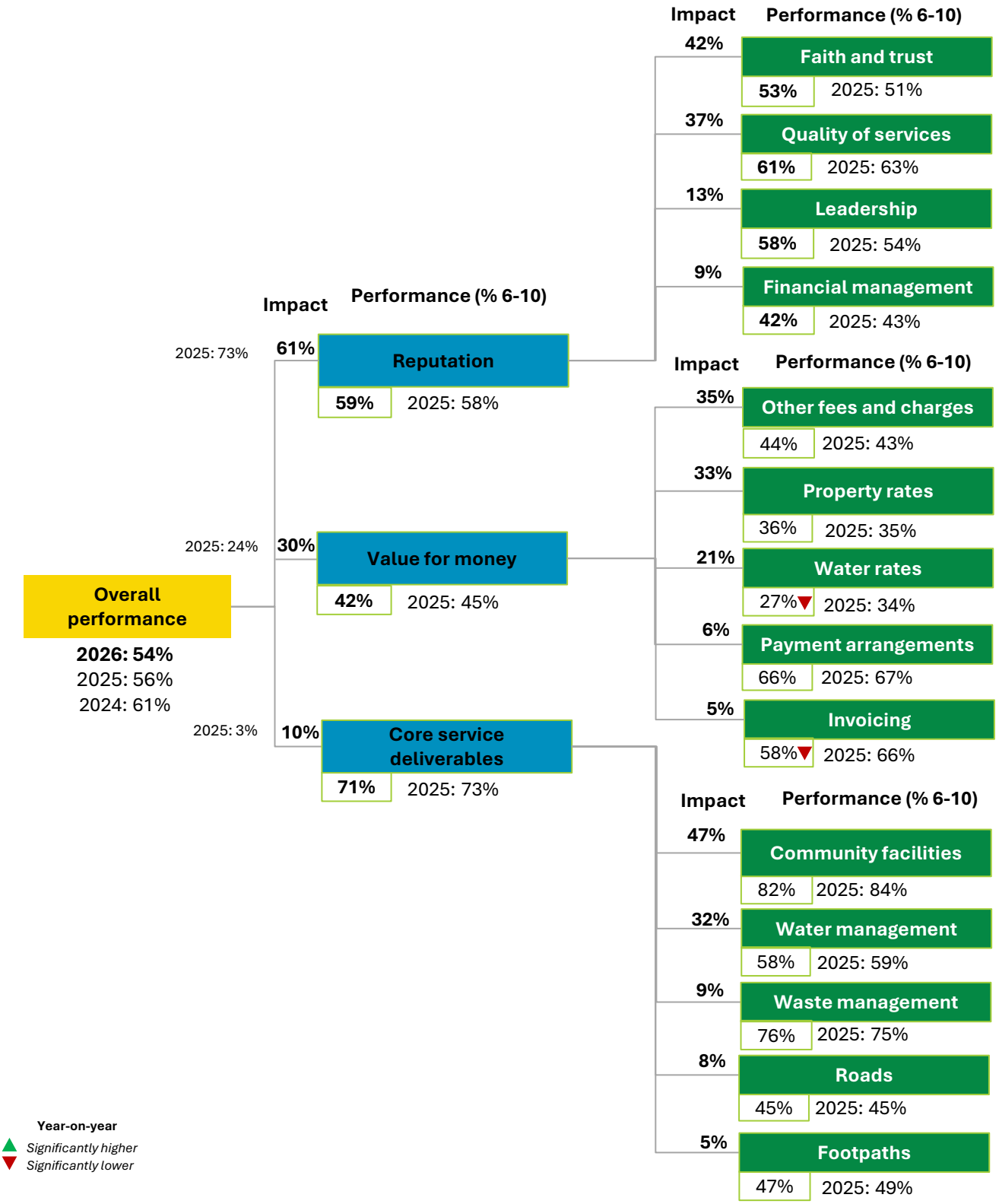
Introduction to the CVM driver model



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 perception of overall performance by 2%, given all other factors remain unchanged.

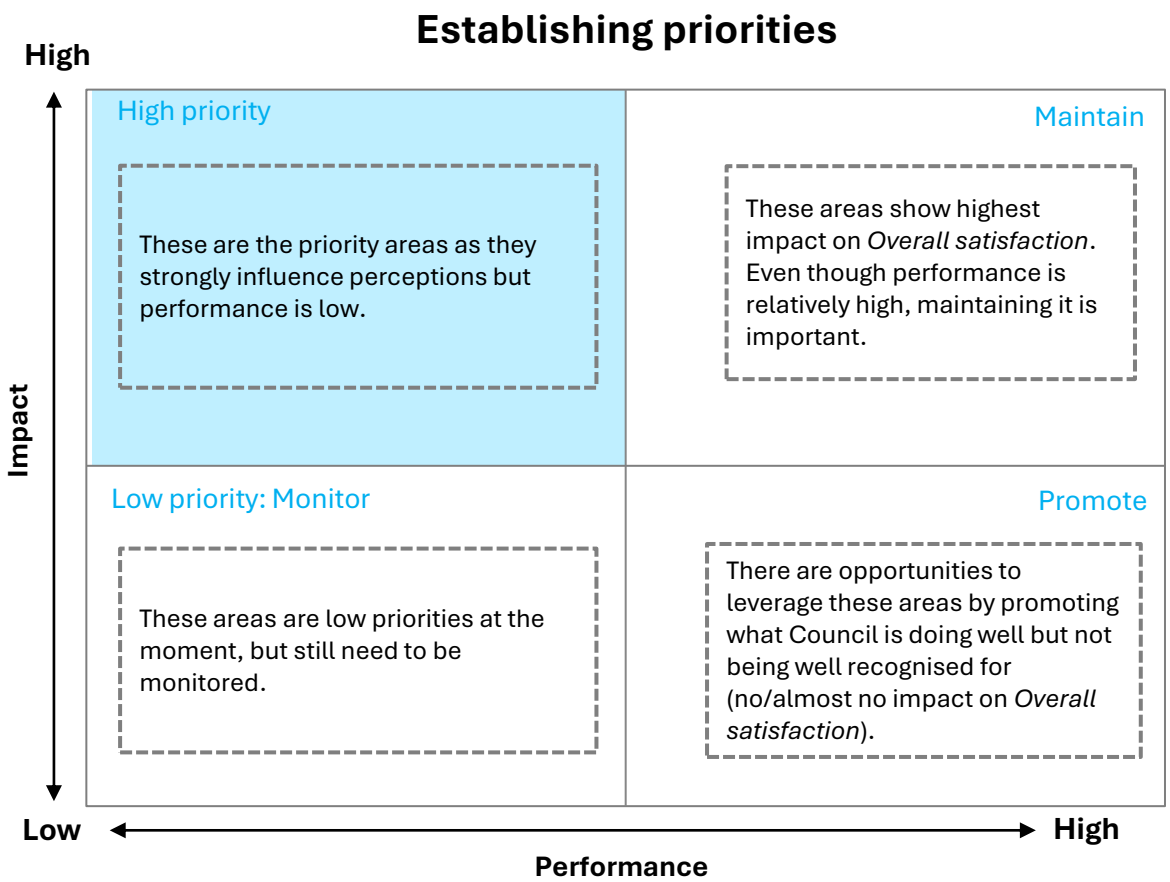
Drivers of perceptions of Hauraki District Council performance



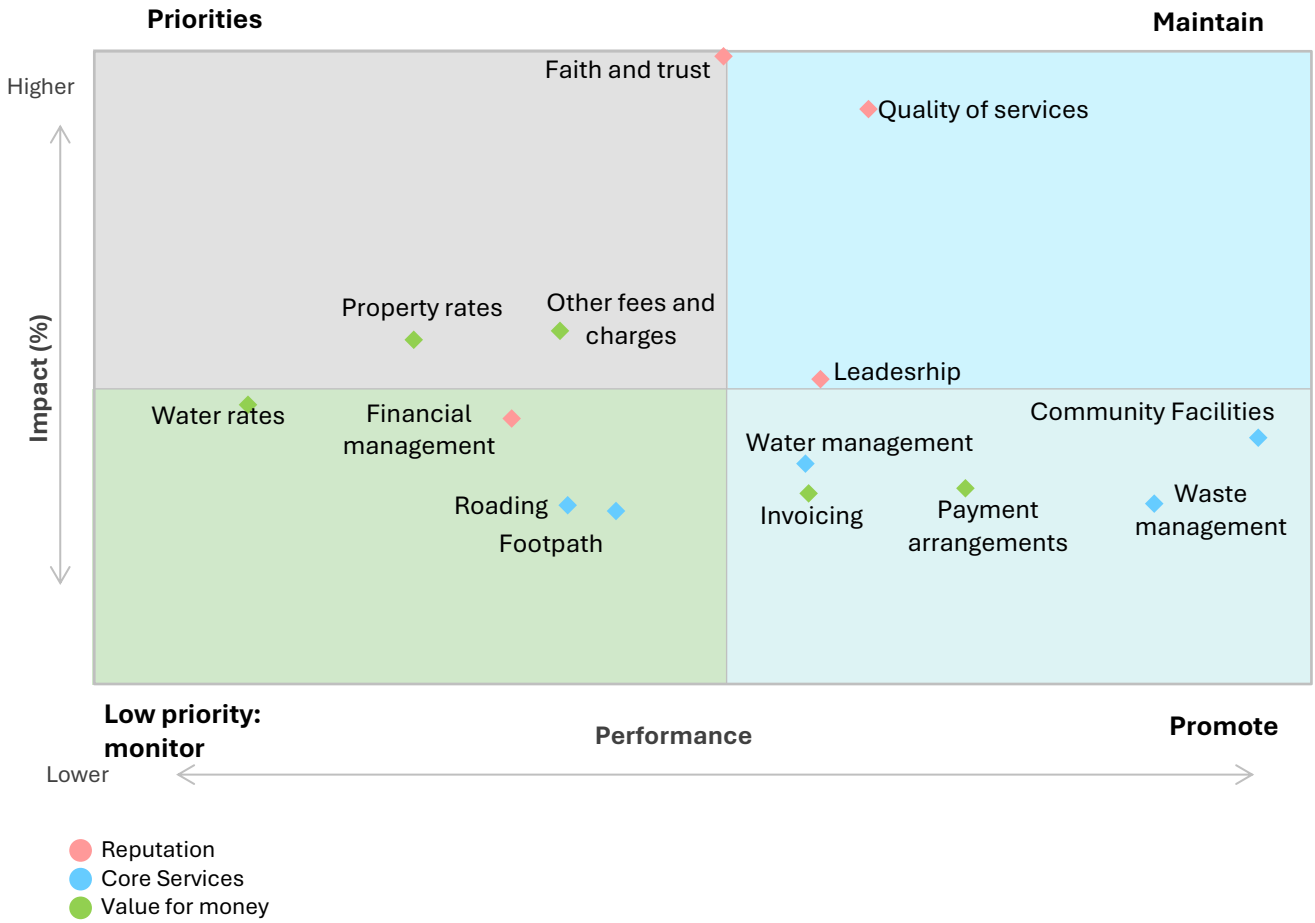
- *Reputation* remains the strongest driver of overall satisfaction (61%), followed by *Value for money* (30%).

NOTES:
1. Excludes 'Don't know' responses

Establishing priorities - Matrix



Opportunities and priorities. Overall measures



With *Reputation* and *Value for money* being the strongest drivers of overall satisfaction, and satisfaction across these measures being relatively low, key areas for improvement are largely related to these measures, including:

- Faith and trust
- Property rates
- Other fees and charges



Water management

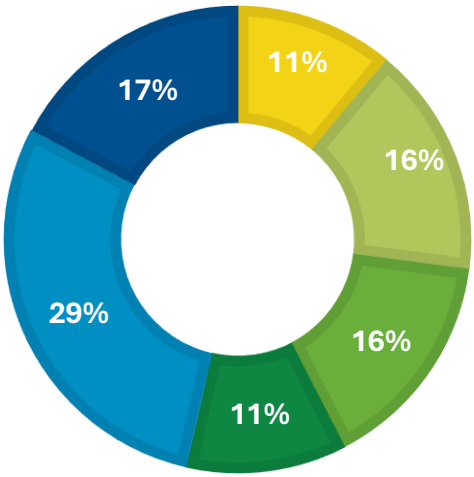
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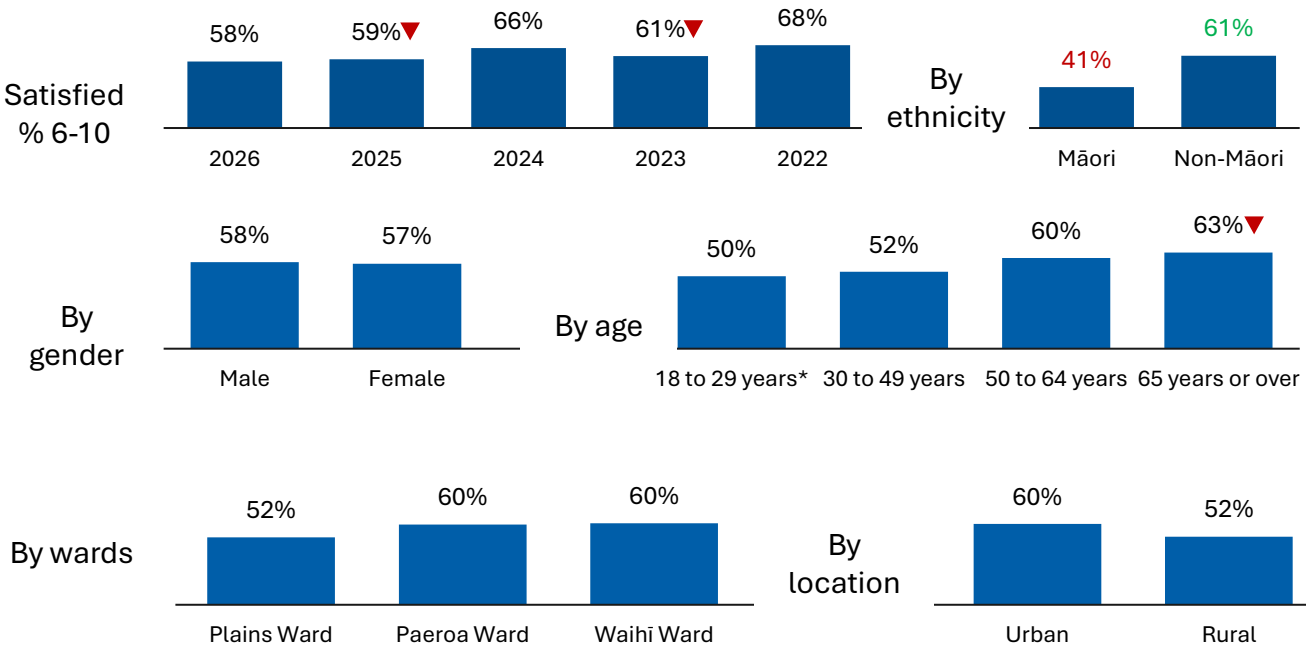
Overall water management

- Satisfaction with *Overall water management* remained relatively consistent year-on-year at 58%.
- However, satisfaction among residents 65 years or over has significantly decreased from 76% in 2025 to 63% in 2026.





% 6-10

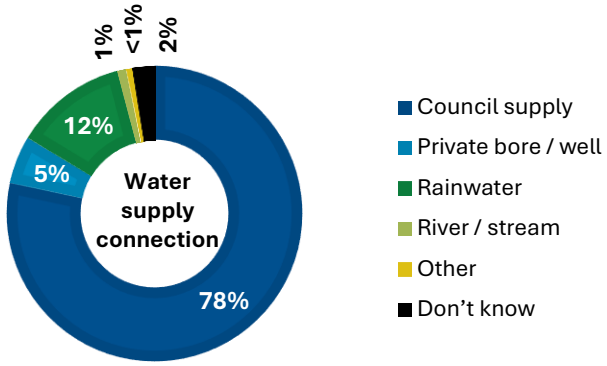


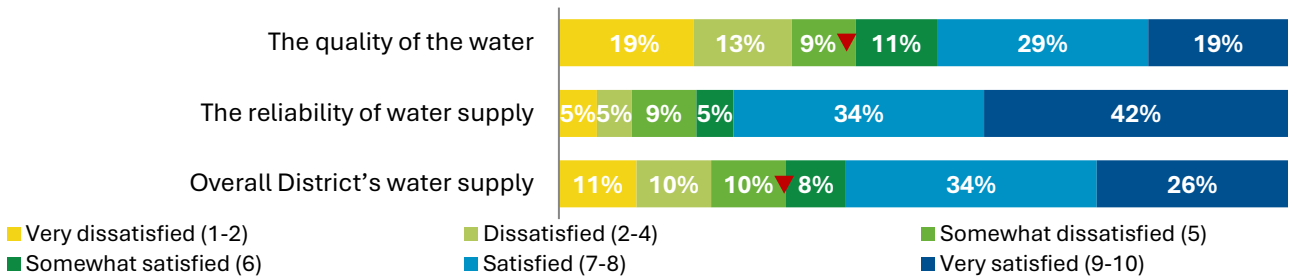
NOTES:
1. TW7. Thinking about water management that includes your water supply, stormwater and wastewater, on the scale of 1 to 10, how satisfied are you with the infrastructure and services provided by the Council? n=517
2. *Caution: Small sample size (n<30). Results are indicative only

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

Water Supply

- Most households are connected to the *Council water supply*.
- Among connected residents, nearly seven in ten (69%) are satisfied with the *Overall district's water supply,* a 3% point increase since 2025 (66%). Satisfaction is significantly higher among residents of the Waihī ward (74%) than those in the Plains ward (61%)
- Satisfaction with *The quality of the water* among Non-Māori residents has significantly increased year-on-year from 57% to 65%.





Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
The quality of the water	59%	55%▼	62%	63%	66%	35%	65%▲
The reliability of water supply	81%	84%	82%	86%	-	71%	84%
Overall district's water supply	69%	66%	71%	74%	66%	54%	72%

Scores 6-10	Male	Female	18-29 years*	30-49 years	50-64 years	65 years or over
The quality of the water	65%	55%	62%	44%	63%	69%
The reliability of water supply	81%	81%	88%	69%▼	83%	88%
Overall district's water supply	69%	69%	72%	57%	72%	76%

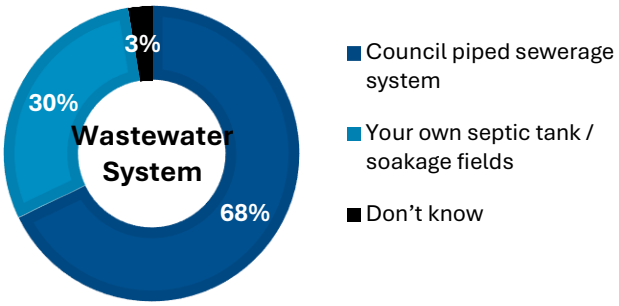
Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
The quality of the water	52%	64%	61%	59%	60%
The reliability of water supply	76%	82%	85%	82%	79%
Overall district's water supply	61%	70%	74%	69%	70%

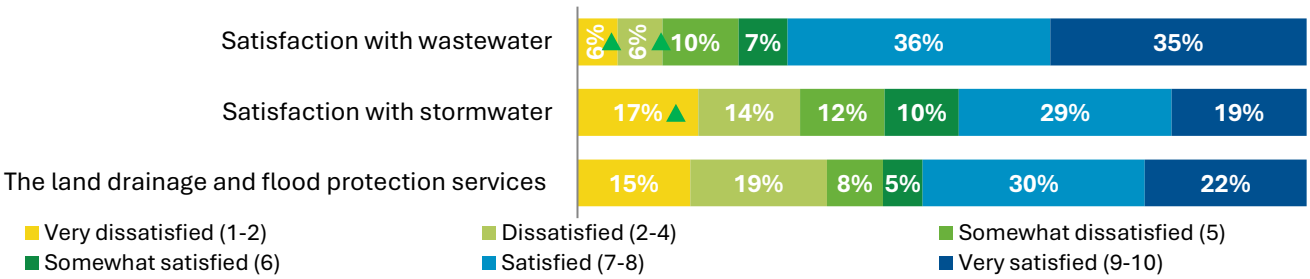
NOTES:
1. TW1. Which of the following best describes your water supply connection? n=592
2. TW2. On a scale of 1 to 10, how would you rate your satisfaction with…?
   a. The quality of the water n=459
   b. The reliability of water supply n=453
   c. Overall District's water supply n=419
3. *Caution: Small sample size (n<30). Results are indicative only

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

Waste Water and Stormwater Services

- Nearly seven in ten households (68%) are connected to the *Council piped sewerage system*.
- Satisfaction with *Wastewater* has significantly decreased year-on-year, from 86% in 2025 to 78% in 2026.
- Other related measures remain relatively consistent year-on-year.





Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Satisfaction with wastewater	78%▼	86%	83%	87%	88%	74%	79%▼
Satisfaction with stormwater	58%	62%	61%	59%	63%	42%▼	61%
The land drainage and flood protection services	58%	58%	67%	47%	58%	57%*	58%

Scores 6-10	Male	Female	18-29 years*	30-49 Years	50-64 years	65 years or over
Satisfaction with wastewater	76%▼	80%	71%	70%	83%	83%
Satisfaction with stormwater	58%	57%	57%	58%	62%	55%▼
The land drainage and flood protection services	49%	67%	48%	57%	64%	63%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Satisfaction with wastewater	75%▼	79%	78%▼	79%▼	71%
Satisfaction with stormwater	67%	57%	54%	58%	-
The land drainage and flood protection services	63%	47%	42%*	-	58%

NOTES:
1. TW3. Which of the following best describes the wastewater system you use? n=589
2. TW4. How satisfied are you with the quality of wastewater services from Hauraki District Council? n=386
3. TW5. How would you rate your satisfaction with the stormwater services provided in your area? n=381
4. TW6. How would you rate your satisfaction with the land drainage and flood protection services in your area? n=116
5. *Caution: Small sample size (n<30). Results are indicative only

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



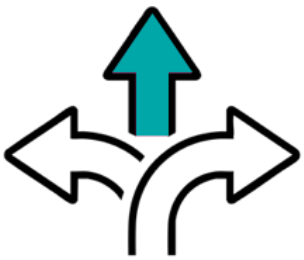
Roads and footpaths

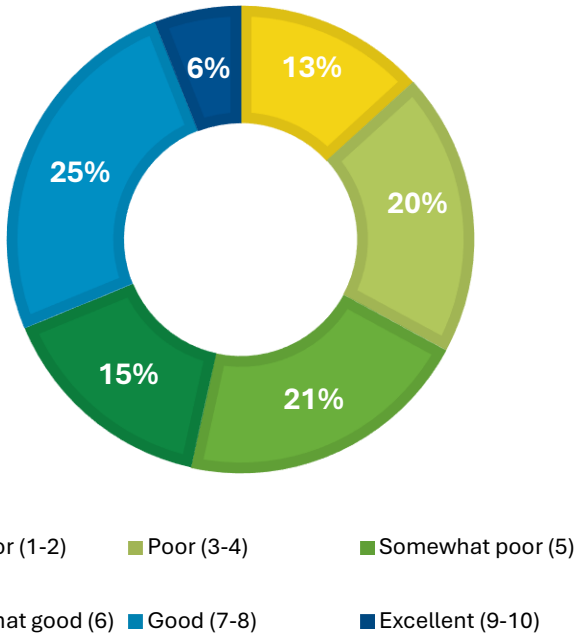
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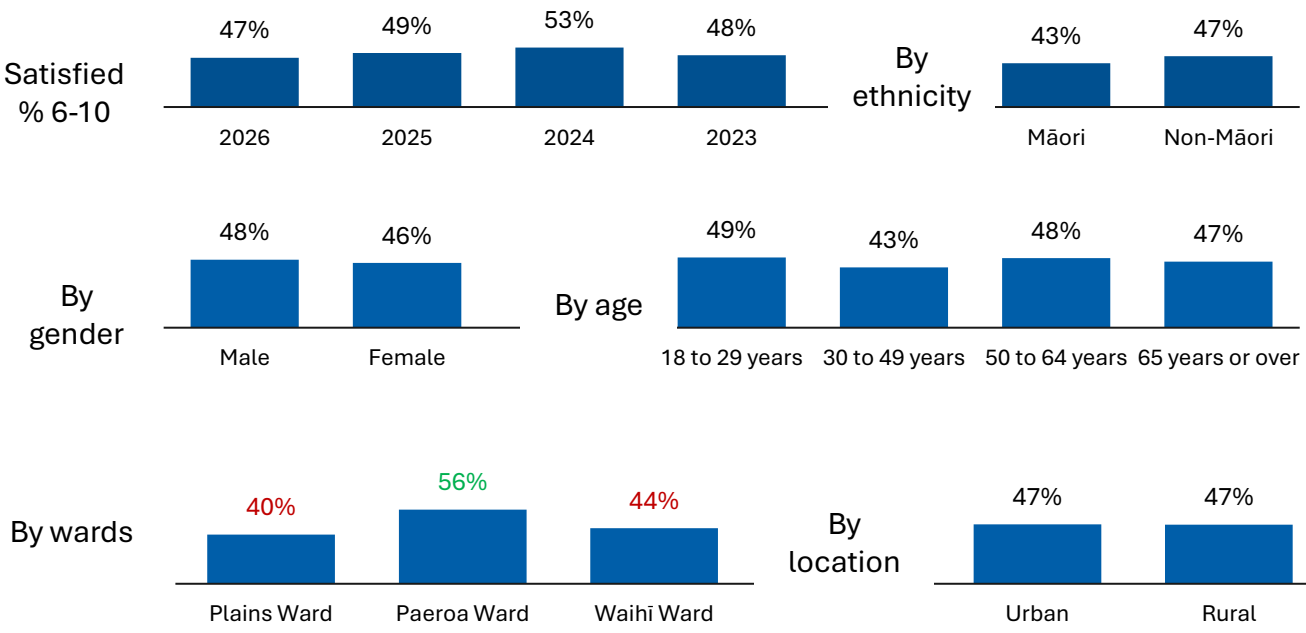
Overall Roading Infrastructure

- 47% of residents are satisfied with the *Overall roading infrastructure*.
- Satisfaction among residents in the Paeroa ward is significantly higher than among residents from other wards.





% 6-10

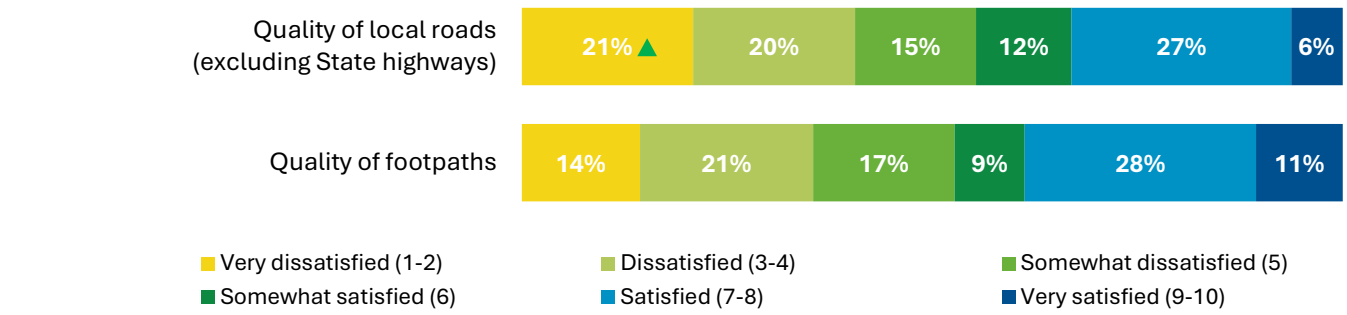


NOTES:
1. RF2. Thinking about the roading and footpaths of the Hauraki District Council how would you rate Hauraki District Council on their overall ROADING and FOOTPATHS? n=580
2. * Caution: Small sample size (n<30). Results are indicative only.

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

Satisfaction with Roads and Footpaths

- In keeping with 2025, 45% of residents are satisfied with the *Quality of local roads*.
- Satisfaction with the *Quality of local roads* is significantly higher among residents of the Paeroa ward (53%) than among those in the Plains ward (36%).
- Meanwhile, satisfaction with the *Quality of footpaths* (47%) recorded a slight 2% point decrease since 2025 (49%).



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Quality of local roads (excl. State highways)	45%	45%	48%	39%	37%	39%	46%
Quality of footpaths	47%	49%	53%	50%	49%	43%	48%

Scores 6-10	Male	Female	18-29 years	30-49 years	50-64 years	65 years or over
Quality of local roads (excl. State highways)	46%	43%	44%	39%	47%	48%
Quality of footpaths	49%	46%	49%*	51%	42%	48%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Quality of local roads (excl. State highways)	36%	53%	45%	46%	42%
Quality of footpaths	47%	50%	45%	45%	52%

NOTES:
1. RF1. Now thinking about roads provided by Hauraki District Council - excluding State Highways which are managed by the New Zealand Transport Agency (Waka Kotahi) - how satisfied are you with...?
   a. Quality of local roads (excluding State highways) n=588
   b. Quality of footpaths n=535
2. * Caution: Small sample size (n<30). Results are indicative only.

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

Between demographics
Significantly higher
Significantly lower



Waste management

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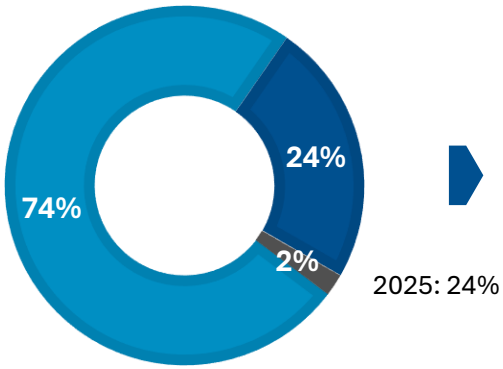
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Council's Rubbish and Recycling Collection Service

- 24% of residents *Do not use Council's rubbish and recycling collection service.*
- Among these residents, 26% *Would like to receive Council's rubbish and recycling service*, marking the lowest proportion recorded.

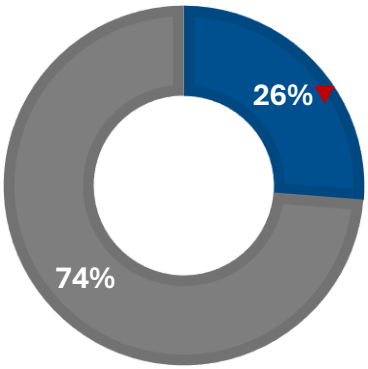


Do not use Council's rubbish and recycling collection service



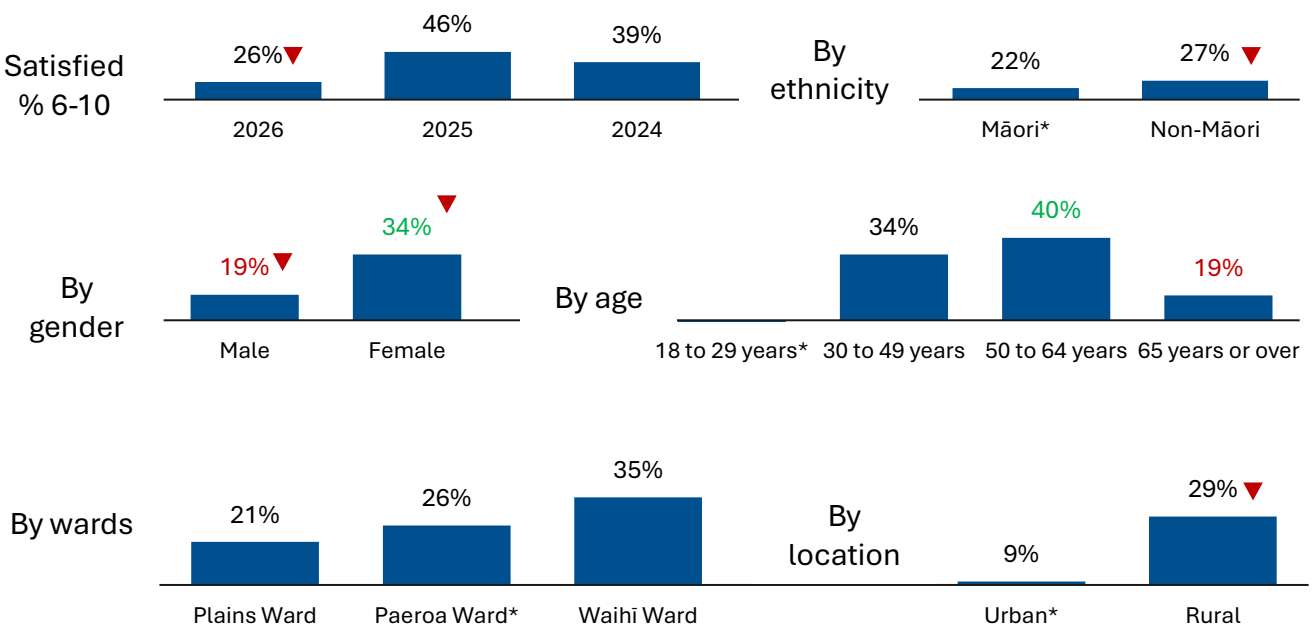
2025: 24%

Would like to receive Council's rubbish and recycling service



2025:46%

% Would like to receive Council's rubbish and recycling service

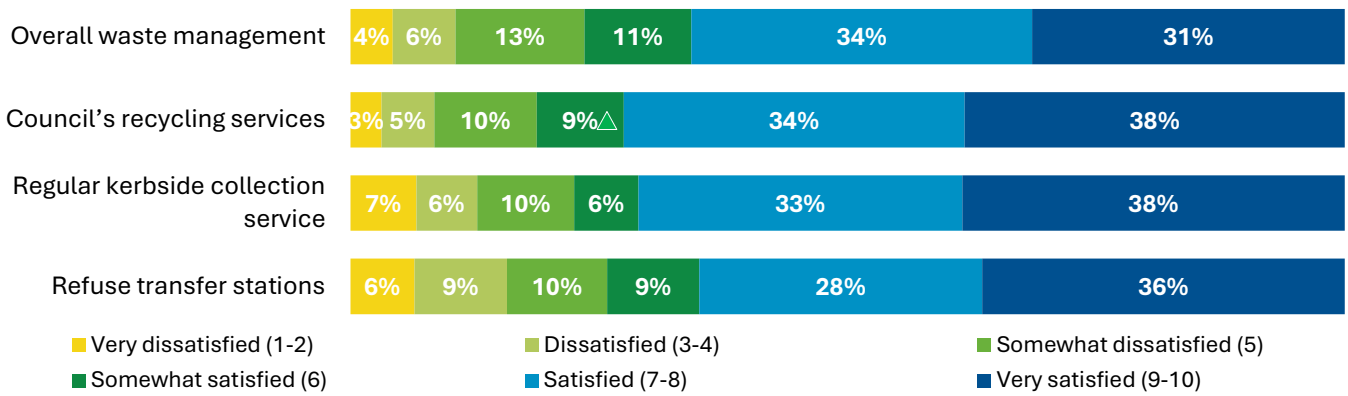


NOTES:
1. WM1. Do you use Council's rubbish and recycling collection service? n=590
2. WM1A. Would you like to receive Council's rubbish and recycling collection service? n=144 Yes n=44
3. * Caution: Small sample size (n<30). Results are indicative only.

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

Waste Management

- Satisfaction with *Overall waste management* (76%) and related measures remained consistent year-on-year.
- Satisfaction with the *Regular kerbside collection service* among residents in rural areas has significantly declined since the previous year, from 89% to 70%.



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Overall waste management	76%	75%	71%▼	82%▲	75%	67%	79%
Council's recycling services	81%	82%	81%	82%	74%	69%	84%
Regular kerbside collection service	77%	78%▲	71%▼	85%	80%	67%	80%
Refuse transfer stations	74%	76%	81%	82%▲	78%	74%	74%

Scores 6-10	Male	Female	18-29 years*	30-49 years	50-64 years	Over 65
Overall waste management	78%	75%	74%	74%	74%	82%
Council's recycling services	84%	79%	84%	81%	80%	81%
Regular kerbside collection service	81%	74%	78%	76%	73%	82%▼
Refuse transfer stations	72%	77%	90%	71%	74%	71%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Overall waste management	77%	78%	75%	76%	78%
Council's recycling services	83%	84%	78%	82%	77%
Regular kerbside collection service	79%	76%	78%	79%	70%▼
Refuse transfer stations	76%	80%	68%	73%	82%

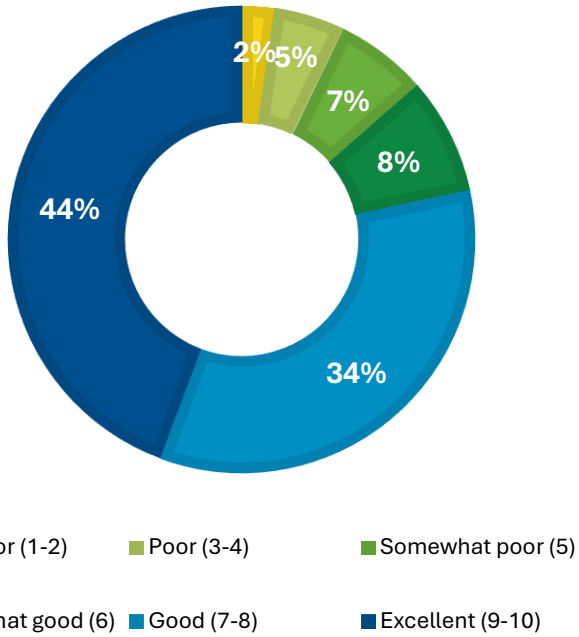
NOTES:
1. WM2. How satisfied are you with the following waste management services?
   a. Regular kerbside collection service n=427
   b. Refuse transfer stations n=354
   c. Council's recycling services n=419
2. WM3. Thinking about the WASTE MANAGEMENT of the Hauraki District Council, considering kerbside collection, recycling services and litter bins, how satisfied are you with overall waste management provided by the Council? n=432
3. * Caution: Small sample size (n<30). Results are indicative only

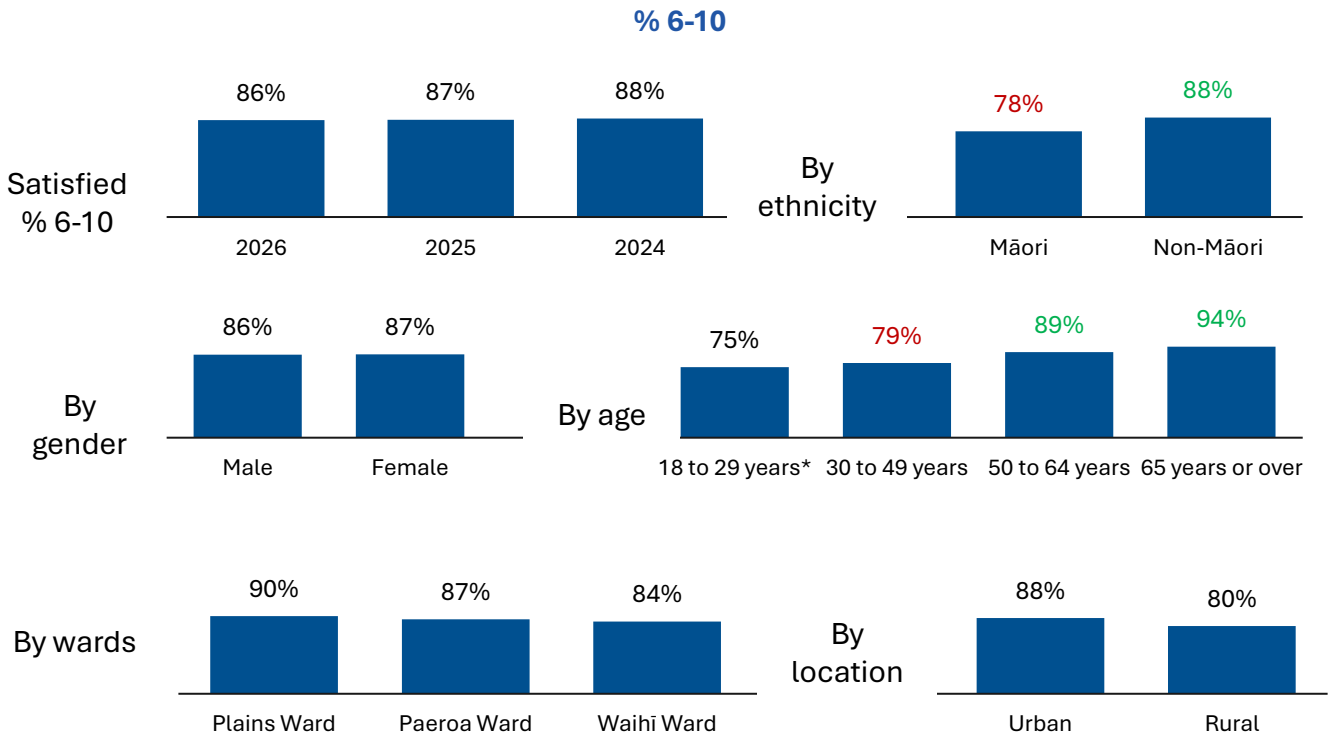
Year-on-year
▲ *Significantly higher*
▼ *Significantly lower*

Between demographics
Significantly higher
Significantly lower

Overall Understanding of Recycling Guidelines

- Most residents (86%) rated their *Understanding of recycling guidelines* as 'somewhat good' to 'excellent', remaining consistently high year on year.
- Understanding is significantly higher among residents aged 50–64 years (89%) and 65 years or over (94%) than among those aged 30–49 years (79%).





NOTES:
1. NWM1. How would you rate your understanding of what can be recycled? n=435
2. * Caution: Small sample size (n<30). Results are indicative only

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

Materials Residents Recycle

- Almost all residents utilise the *Kerbside recycling service (plastic 1, 2, and 5, newspaper, cardboard boxes, aluminium and steel cans)* (95%), and over half (58%) recycle *Soft plastics*.

Scores 6-10	2026	2025	Māori	Non-Māori
Batteries	27% ▼	37%	16% ▼	30% ▼
E-waste (electronic devices and appliances)	27%	28%	21%	28%
Kerbside recycling service (plastic 1, 2, and 5, newspaper, cardboard boxes, aluminium and steel cans)	95%	95%	91%	96%
Soft plastics	58%	60%	57%	58%
Tetrapak cartons	24%	25%	25%	23%
Farm Plastics – Agrecovery	3%	5%	4%	3%
Others	4%	4%	3%	4%

Scores 6-10	Male	Female	18-29 years*	30-49 years	50-64 years	Over 65
Batteries	27%	27%▼	9%	18%	29%	38%
E-waste (electronic devices and appliances)	29%	24%	5%	20%	31%	35%
Kerbside recycling service (plastic 1, 2, and 5, newspaper, cardboard boxes, aluminium and steel cans)	95%	96%	96%	95%	93%	97%
Soft plastics	57%	58%	72%	54%	51%	61%
Tetrapak cartons	25%	22%	14%	27%	22%	26%
Farm Plastics – Agrecovery	5%	2%	0%	6%	1%	4%
Others	3%	5%	0%	4%	6%	3%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Batteries	24%	22%▼	33%	27%▼	27%
E-waste (electronic devices and appliances)	19%	24%	33%	27%	23%
Kerbside recycling service (plastic 1, 2, and 5, newspaper, cardboard boxes, aluminium and steel cans)	96%▲	92%▼	97%	97%	85%
Soft plastics	65%	54%	57%	55%	72%▲
Tetrapak cartons	32%	19%	23%	23%	29%
Farm Plastics – Agrecovery	3% ▼	4%	3%	2%	8%
Others	1%	3%	6%	4%	4%

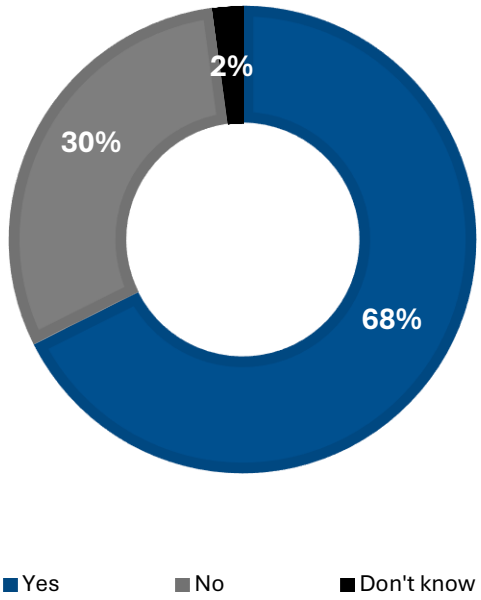
NOTES:
1. NWM2. In our district, you can recycle the following materials. Please select all that you recycle: n=433
2. * Caution: Small sample size (n<30). Results are indicative only

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

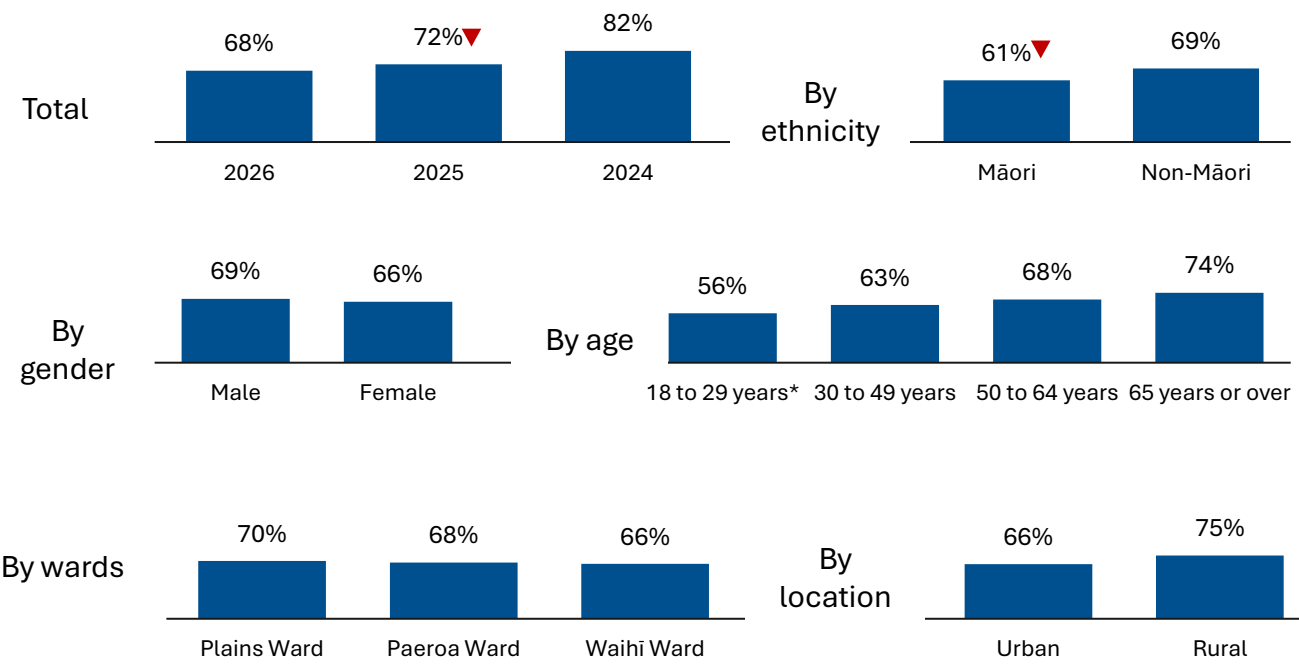
Between demographics
Significantly higher
Significantly lower

Separate Disposal of Food Scraps

- Nearly seven in ten residents (68%) *Separately dispose of food scraps*, marking the lowest proportion recorded since 2024.
- The proportion of Māori residents separately disposing of food scraps has significantly decreased, from 75% in 2025 to 61% in 2026.



% Dispose of food scraps separately

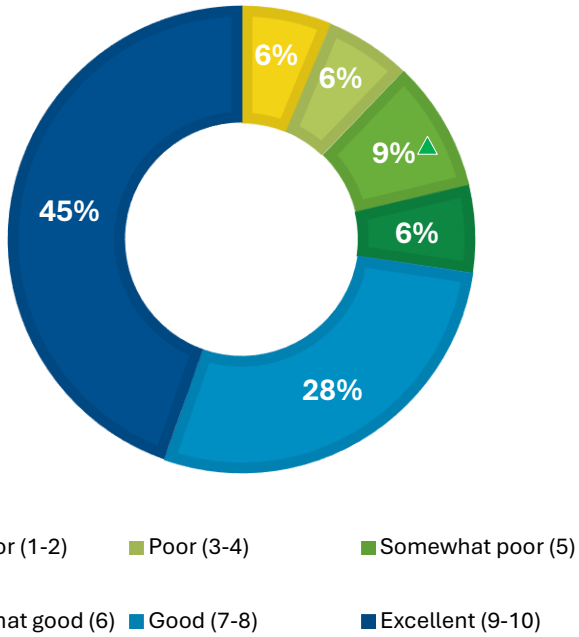


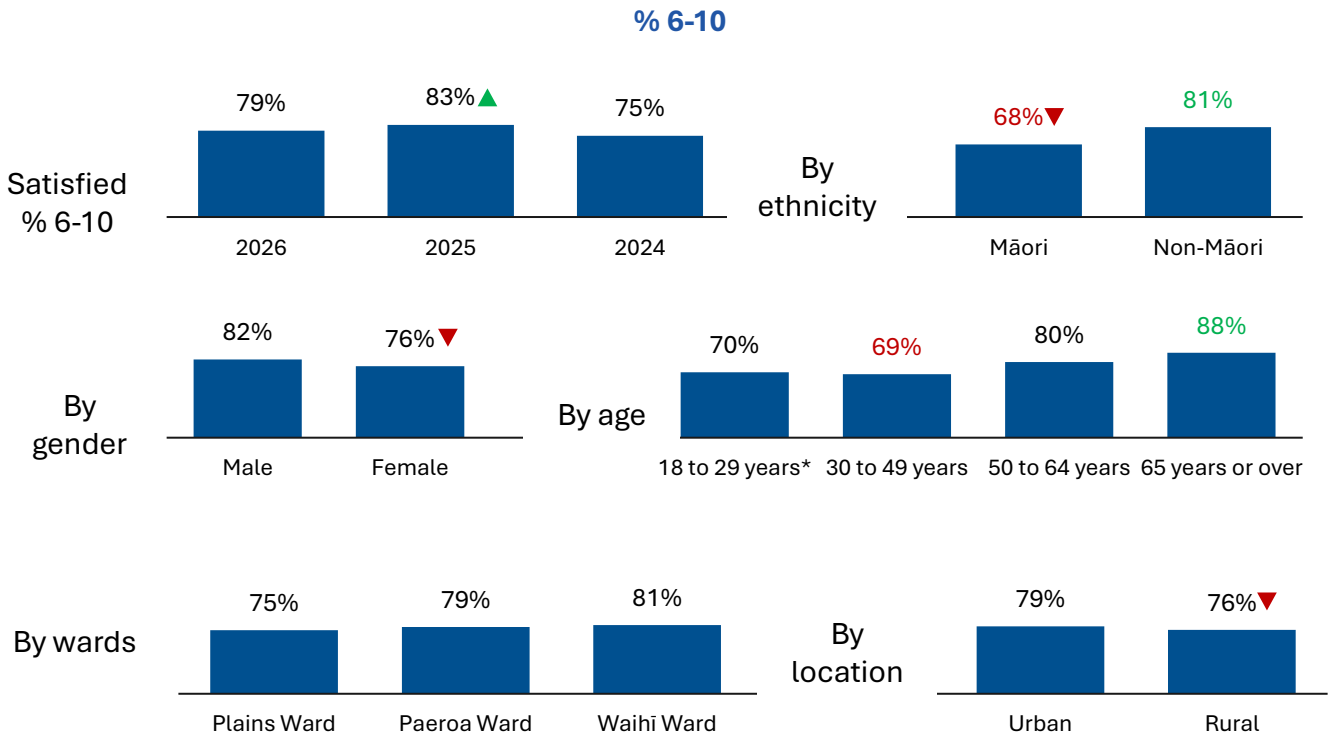
NOTES:
1. Excludes don't know response
2. NWM3. Do you dispose food scraps separately to other waste? n=443
3. * Caution: Small sample size (n<30). Results are indicative only

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

Frequency of kerbside bin collection

- Among residents who receive Council's kerbside collection service, 79% are satisfied with the *Frequency of bin collection*.
- Satisfaction with this service has significantly decreased among rural residents from 89% in 2025 to 76% in 2026.





NOTES:
1. NWM5. How satisfied are you with the following services: Frequency of kerbside bin collection? n=424
2. * Caution: Small sample size (n<30). Results are indicative only

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



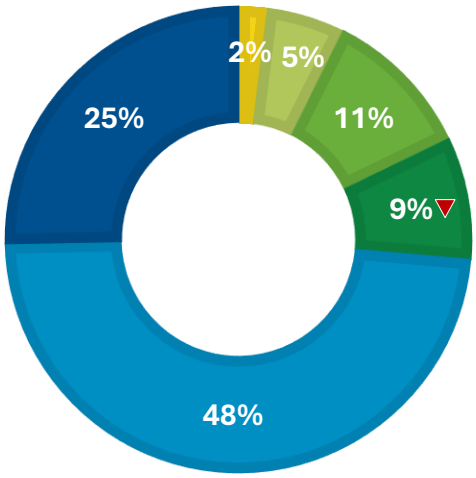
Community Facilities

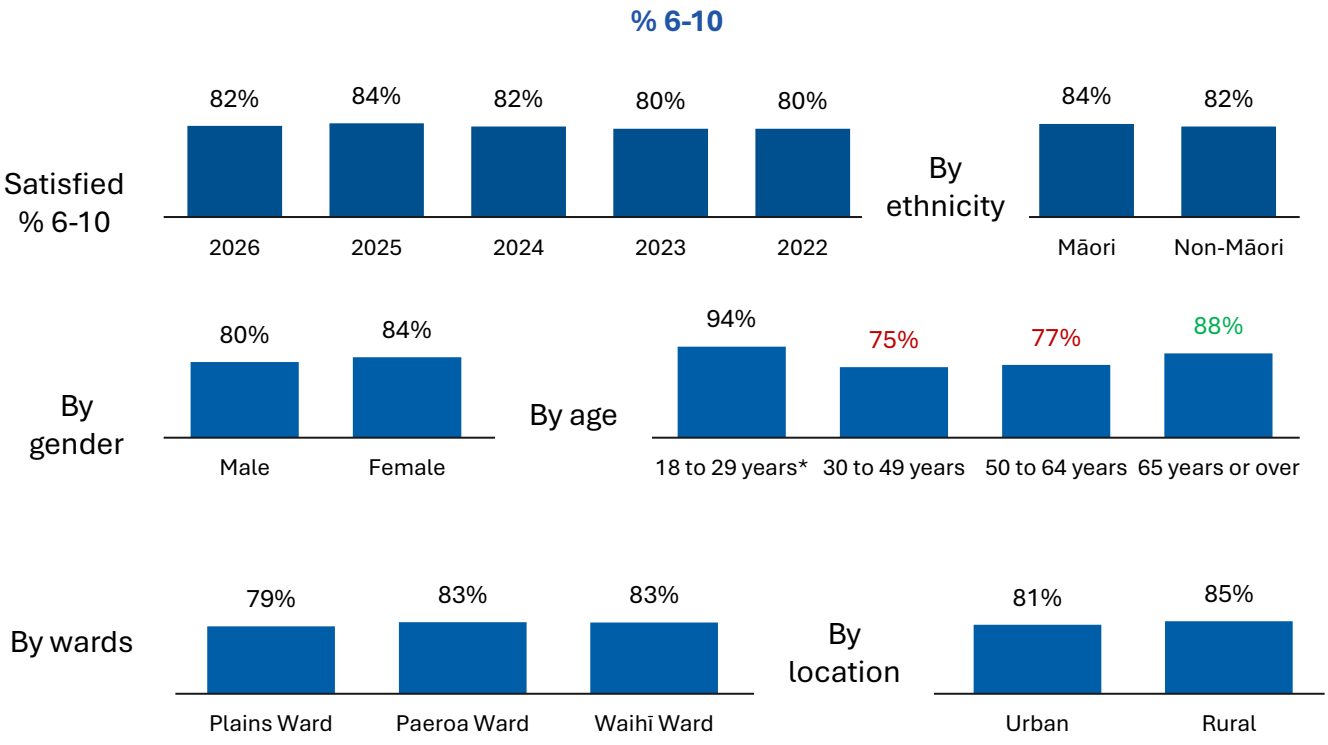
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Overall Community Facilities

- Over eight in ten residents (82%) are satisfied with the *Overall community facilities*.
- Satisfaction is significantly higher among residents aged 65 years or over (88%) than residents in other age groups.
- Despite the slight decline, *Sports fields, parks or reserves* remained the most visited community facilities in the past 12 months, at 69%.
- Satisfaction with these facilities remained the highest across all district facilities, at 88%, followed by *District libraries* at 87%.





NOTES:
1. Excludes don't know response
2. 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=532
3. *Caution: Small sample size (n<30). Results are indicative only.

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

Visits to community facilities in the past 12 months

Libraries (%Yes)	2026	2025	2024	2023	2022	Māori	Non-Māori
Visited Waihī library	20%	21%	17%	15% ▼	21%	16% ▼	21%
Visited Paeroa library	17%	19%	16%	19%	21%	22%	16%
Visited Ngātea library	5%	7%	7%	8%	8%	0%	7%
Don't remember which one I visited	1%	<1%	<1%	<1%	1%	5%	<1%
I did not visit a library in the past 12 months	61%	58% ▼	64%	63% ▲	55%	64% ▲	60%

Libraries (%Yes)	Male	Female	18-29 years	30-49 years	50-64 years	Over 65
Visited Waihī library	16%	23%	9%	20%	13%	29%
Visited Paeroa library	17%	16% ▼	13%	18%	13%	20%
Visited Ngātea library	5%	6%	7%	7%	4%	5%
Don't remember which one I visited	2%	<1%	5%	1%	1%	0%
I did not visit a library in the past 12 months	63%	59% ▲	66%	59%	70%	53%

Most visited libraries (user based)	2026	2025	2024	2023
Waihī library	37%	49%	44%	37%
Paeroa library	49%	37%	40%	46%
Ngātea library	13%	14%	16%	17%

Pools (% Yes)	2026	2025	2024	2023	2022	Māori	Non-Māori
Visited Paeroa pools	11%	9%	10%	9%	9%	21%	9%
Visited Waihī pools	9%	7%	6%	7%	9%	9%	9%
Visited Ngātea pools	9%	9%	8%	9%	11% ▼	7%	9%
Don't remember which one I visited	1% ▲	<1%	-	1%	1%	4%	1%
I did not visit a pool in the past 12 months	71% ▼	76%	78% ▲	76%	71% ▲	59% ▼	73%

Pools (% Yes)	Male	Female	18-29 years	30-49 years	50-64 years	65 years or over
Visited Paeroa pools	12%	10%	16% ▲	17%	9%	6%
Visited Waihī pools	6%	11% ▲	9%	13%	7%	6%
Visited Ngātea pools	7%	10%	7%	19%	5%	4%
Don't remember which one I visited	3%	<1%	8%	1%	<1%	-
I did not visit a pool in the past 12 months	73%	68%	63%	50%	78%	84%

Most visited swimming pools (user based)	2026	2025	2024	2023
Paeroa swimming pool	38%	36%	39%	36%
Waihī swimming pool	31%	26%	25%	28%
Ngātea swimming pool	31%	38%	36%	36%

NOTES:
1. CF1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? Libraries n=584
2. A2. If you have visited any of the Libraries in the past 12 months, which Hauraki District Library do you mainly visit? n=230
3. B1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? n=579
4. 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=152
5. * Caution: Small sample size (n<30). Results are indicative only.

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

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

Sports fields, parks or reserves (% Yes)	2026	2025	2024	2023	2022	Māori	Non-Māori	Urban	Rural
I have visited a sport field, park or reserve in the past 12 months at least once	69%	73%▲	65%	68%	72%	67%▼	70%	72%	64%
More than once a week	32%	31%	34%	30%	-	24%	34%	35%	25%
Every two weeks	18%▲	11%▼	17%	16%	-	18%▲	17%	19%▲	14%
Every three weeks	7%	5%	5%	5%	-	7%	7%	7%	8%
Monthly/once a month	17%	19%	16%	20%	-	24%	15%	16%	19%
Less often than monthly	23%	28%	23%	26%	-	24%	23%	19%	32%
Don't know	3%	5%	5%	3%	-	2%	4%	4%	2%

Sports fields, parks or reserves (% Yes)	Male	Female	18-29 years	30-49 years	50-64 years	65 years or over
I have visited a sport field, park or reserve in the past 12 months at least once	67%	71%	65%	81%	65%	65%
More than once a week	30%	34%	24%*	41%	32%	26%
Every two weeks	19%	17%	20%*	19%	16%	16%
Every three weeks	9%	6%	20%*	6%	5%	5%
Monthly/once a month	17%	17%	13%*	15%	22%	17%
Less often than monthly	22%	23%	18%*	14%	22%	34%
Don't know	3%	4%	5%*	5%	3%	1%

NOTES:
1. C1. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...? n=587
2. C2A. How often do you visit a sports field, park or reserve in the Hauraki District? n=402
3. *Caution: Small sample size (n<30). Results are indicative only.

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

Between demographics
Significantly higher
Significantly lower

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

Most visited sports fields, parks or reserves	2026	2025	2024	2023
Paeroa Domain, Paeroa	46%	40%	41%	42%
Gilmour Lake Reserve, Waihī	40%	44%	40%	41%
Hugh Hayward Domain, Ngātea	28%	27%	32%	26%
Morgan Park, Waihī	28%	31%	26%	25%
Centennial Park, Paeroa	25%	23%	25%	23%
Victoria Park, Waihī	18%	20%	23%	19%
Railway Reserve, Paeroa	18%	18%	17%	15%
Whiritoa Beach esplanade area	14%	12%	15%	14%
Kaiaua playground reserve	7%	9%	13%▲	6%
Whiritoa sports and recreation reserve	7%	4%▼	8%	7%
Kaiaua esplanade (opposite GAS station), Kaiaua	5%	7%	10%	8%
Kaiaua Boat Ramp (also known as Tauwhare Koiora)	4%	7%	8%	6%
Ramarama esplanade area (lagoon area)	3%▲	1%▼	5%	3%
Other	7%	5%	6%	5%

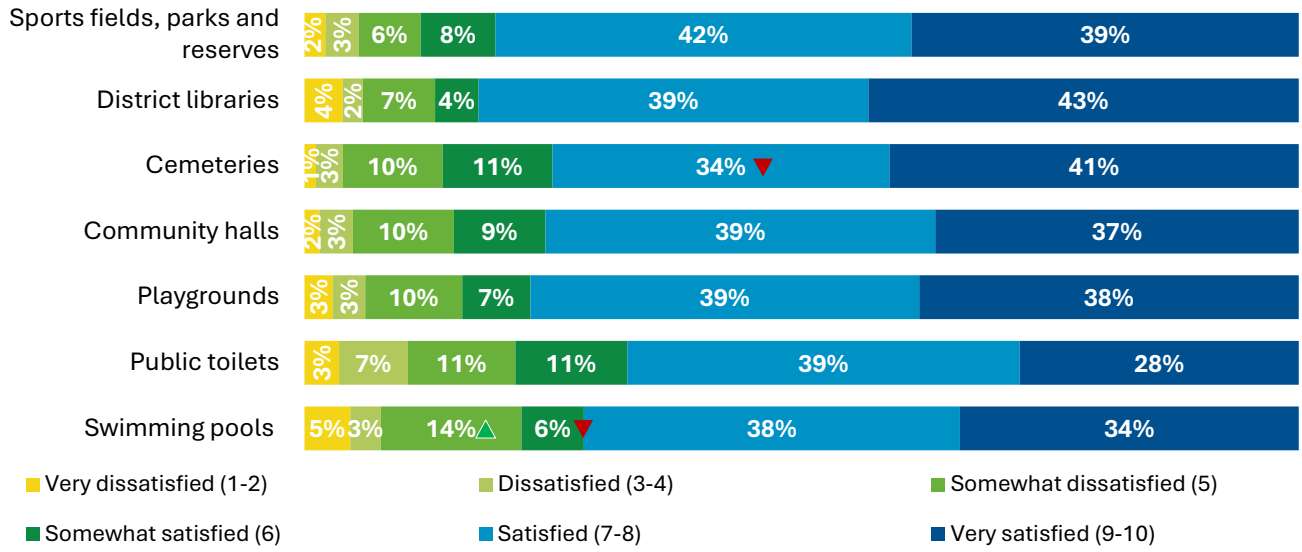
Visitation to Community Facilities (% Yes)	2026	2025	2024	2023	Māori	Non-Māori	Male	Female
Cemeteries	27%▲	21%	21%	19%	36%	25%▲	26%	28%▲
Community Halls	45%▼	51%▲	43%	40%	42%	46%	41%	48%
Playgrounds	40%▼	46%	43%	40%	50%	38%	35%	46%
Public Toilets	67%	69%	65%	60%	68%	67%	67%	67%

Visitation to Community Facilities (% Yes)	18-29 years	30-49 years	50-64 years	65 or over
Cemeteries	31%	22%	27%	29%
Community Halls	40%	43%	40%	52%
Playgrounds	33%	59%	34%	34%
Public Toilets	65%	75%	65%	64%

NOTES:
1. C2. Which sports fields, parks or reserves do you visit most often? n=403
2. D-G. In the past 12 months, have you used or visited the following facilities provided by the Hauraki District Council...?
3. Users Cemeteries n=584
4. Users Community halls n=586
5. Users Playgrounds n=586
6. Users Public toilets n=587
7. * Caution: Small sample size (n<30). Results are indicative only.

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

Satisfaction with Community Facilities



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Sports fields, parks and reserves	88%	88%	88%	86%	83%	85%	89%
District libraries	87%	88%	88%	85%	83%	95%	85%
Cemeteries	86%	87%	81%	78%	-	82%	87%
Community halls	85%	84%	88%	84%	-	81%	86%
Playgrounds	84%	85%	85%	83%	-	85%	84%
Public toilets	79%	78%	79%	77%	-	72%	80%
Swimming pools	78%	83%	83%	79%	75%	85%	77%

Scores 6-10	Male	Female	*18-29 Years	30-49 years	50-64 years	65 years or over
Sports fields, parks and reserves	87%	90%	95%	85%	85%	92%
District libraries	83%	90%	100%	85%	81%	88%
Cemeteries	85%	87%	92%	85%	82%▼	87%
Community halls	85%	85%	81%	76%	87%	91%
Playgrounds	82%	86%	79%	79%	85%	90%
Public toilets	79%	79%	72%	76%	75%	87%
Swimming pools	77%	79%	80%	80%	76%▼	77%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural
Sports fields, parks and reserves	89%	89%	88%	88%	90%
District libraries	84%	89%	88%	88%	85%
Cemeteries	85%	87%	87%	86%	87%
Community halls	82%	86%	87%	85%	86%
Playgrounds	85%	83%	84%	83%	86%
Public toilets	76%	73%	85%	79%	78%
Swimming pools	83%	81%	71%	77%	81%

NOTES:
1. CF2. How satisfied are you with the following...?
2. Libraries n=409; Swimming pools n=359; Sport fields, parks or reserves n=482; Cemeteries n=293; Community halls n=400; Playgrounds n=393; Users Public toilets n=468
3. * Caution: Small sample size (n<30). Results are indicative only.

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

Between demographics
Significantly higher
Significantly lower



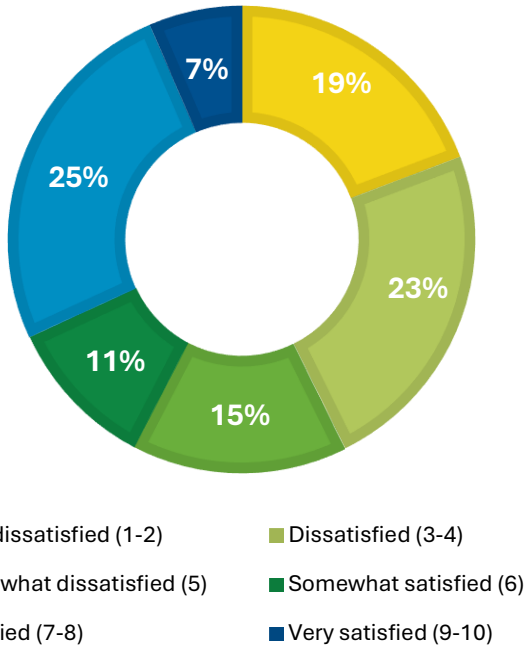
Rates and value for money

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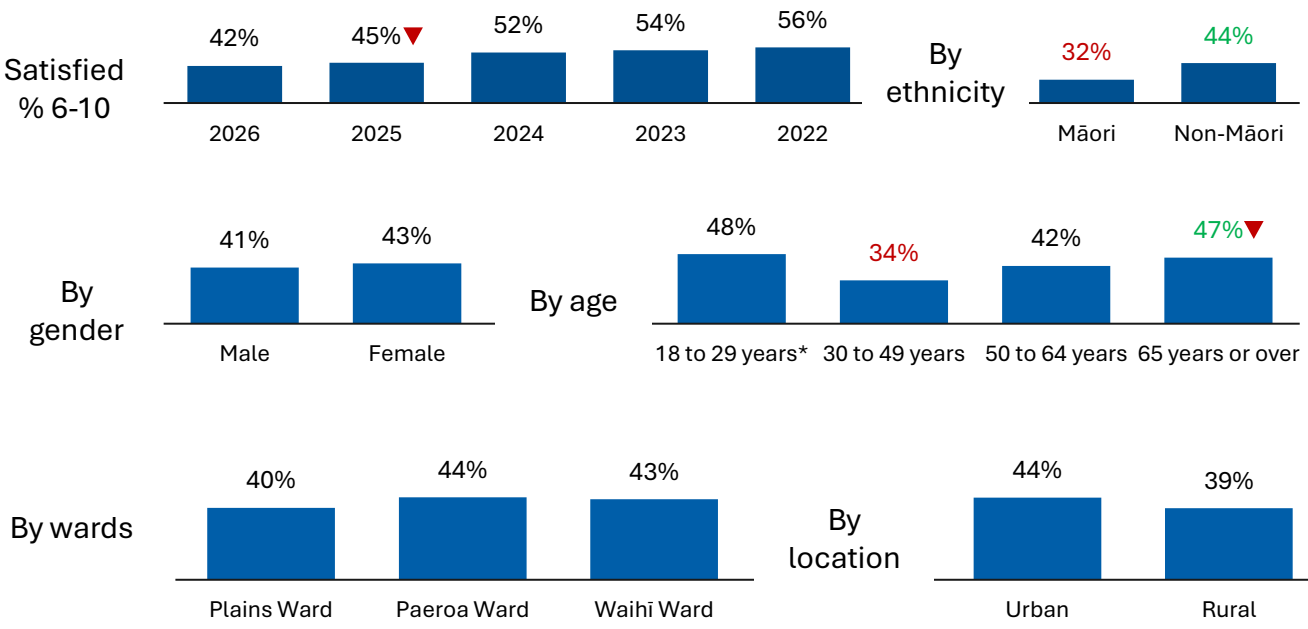
KEYRESEARCH
Unlocking Business Knowledge

Overall Value for Money

- A 3% point decline in satisfaction with *Overall value for money* has been reported, from 45% in 2025 to 42% in 2026.
- Māori residents (32%) are significantly less likely to be satisfied with *Overall value for money* than non-Māori residents (44%).
- Satisfaction with *Water rates are fair and reasonable* (27%) and *Invoicing is clear and correct* (58%) has also significantly declined year-on-year.



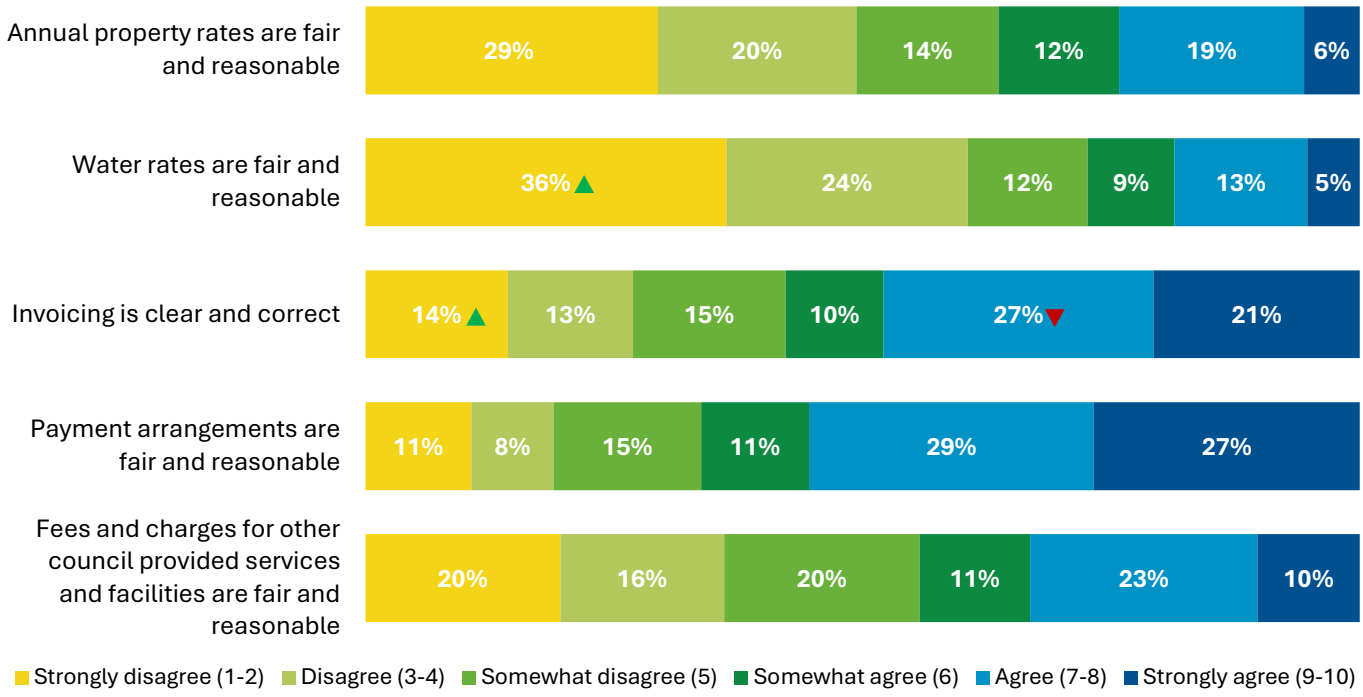
% 6-10



NOTES:
1. Excludes don't know response
2. 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=526
3. * Caution: Small sample size (n<30). Results are indicative only

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

Satisfaction with value for money



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Annual property rates are fair and reasonable	36%	35%▼	41%	44%	44%	32%	37%
Water rates are fair and reasonable	27%▼	34%▼	49%	46%	50%	19%	29%
Invoicing is clear and correct	58%▼	66%▼	74%	74%	77%	52%	59%▼
Payment arrangements are fair and reasonable	66%	67%▼	78%	77%	78%	62%	67%
Fees and charges for other council provided services and facilities are fair and reasonable	44%	43%▼	53%	51%	57%	32%	47%

Scores 6-10	Male	Female	18-29 years*	30-49 years	50-64 years	65 years or over
Annual property rates are fair and reasonable	35%	37%	50%	32%	34%	37%▼
Water rates are fair and reasonable	28%	27%	33%	25%	25%	30%▼
Invoicing is clear and correct	56%	59%	67%	49%	57%	62%▼
Payment arrangements are fair and reasonable	66%	67%	71%	62%	62%	71%
Fees and charges for other council provided services and facilities are fair and reasonable	41%	48%	57%	40%	44%	43%▼

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	Urban	Rural	Pay rates	Don't pay rates*
Annual property rates are fair and reasonable	29%	44%	36%	36%	36%	37%	27%
Water rates are fair and reasonable	28%	28%	27%	27%▼	29%	28%▼	21%
Invoicing is clear and correct	58%▼	61%	55%▼	56%▼	61%	59%▼	45%
Payment arrangements are fair and reasonable	72%	69%	60%	66%	67%	67%	51%
Fees and charges for other council provided services and facilities are fair and reasonable	47%	49%	39%	45%	42%	44%	52%

NOTES:
1. Excludes don't know response
2. VM1. How much do you agree or disagree with the following statements? a n=540; b n=500 c n=540; d n=502; e n=453
3. * Caution: Small sample size (n<30). Results are indicative only

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

Between demographics
Significantly higher
Significantly lower



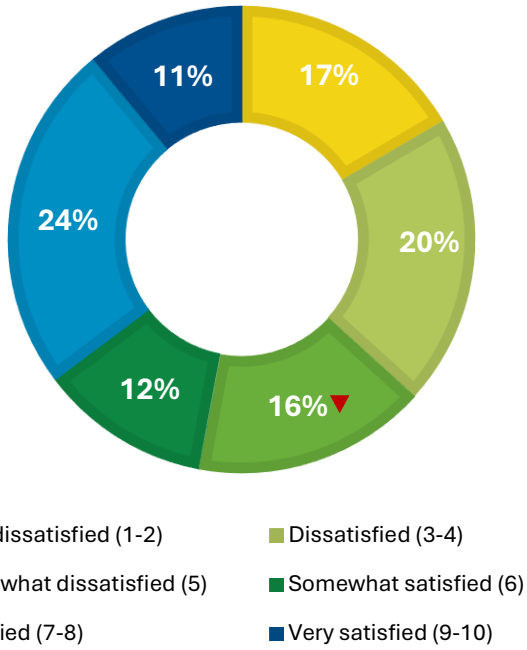
Consultation, engagement and communication

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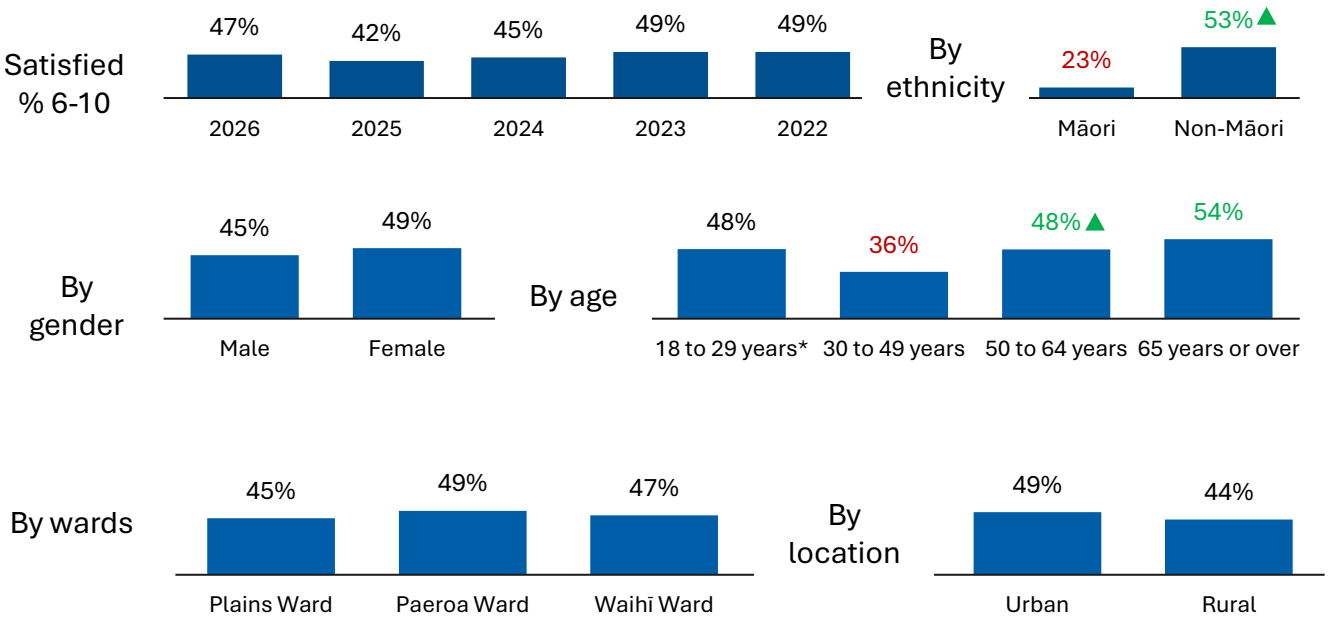
KEYRESEARCH
Unlocking Business Knowledge

Satisfaction with Consultation and Engagement

- Residents' satisfaction with the *Level of consultation and engagement from Council regarding its major policies and strategies* has increased by 5% points, from 42% to 47%.
- This improvement is likely due to significant increase in satisfaction among non-Māori residents (from 45% to 53%) and residents aged 50 to 64 years (from 36% to 48%).
- Similarly, satisfaction with all related measures has improved year-on-year, with significant increases recorded for *Council makes decisions in the best interest of its residents* (from 41% to 52%), *The elected members do a good job* (from 51% to 58%) and *Understands the needs of residents* (from 39% to 45%)



% 6-10



NOTES:

1. 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=523
2. * Caution: Small sample size (n<30). Results are indicative only

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

Consultation and engagement

How much do you agree or disagree with the statements below



Scores 6-10	2026	2025	2024	2023	2022	Māori	Non-Māori
Council makes decisions in the best interest of its residents	52%▲	41%▼	51%▼	57%▲	48%	44%	54%▲
The elected members do a good job	58%▲	51%	53%▼	61%▲	53%	55%	59%▲
Council listens to the concerns of its residents	48%	43%	48%	53%▲	45%	42%	50%
Council provides enough opportunities to have your say about Council matters	53%	52%	54%	58%	53%	44%	55%
Council does a good job of informing you about their decisions	51%	47%▼	54%	55%	52%	35%	55%▲
Understands the needs of residents	45%▲	39%	43%	47%	44%	36%	47%▲

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	18-29 years	30-49 Years	50-64 years	65 years or over
Council makes decisions in the best interest of its residents	46%▲	57%	53%▲	59%	45%▲	49%	58%
The elected members do a good job	54%	61%	59%	67%	50%	58%	62%
Council listens to the concerns of its residents	41%	57%▲	48%	49%	41%	48%	53%
Council provides enough opportunities to have your say about Council matters	50%	61%	50%	66%	45%	54%	54%
Council does a good job of informing you about their decisions	51%	50%	52%	46%	48%	53%	55%
Understands the needs of residents	42%	48%	45%	46%	41%	42%	49%

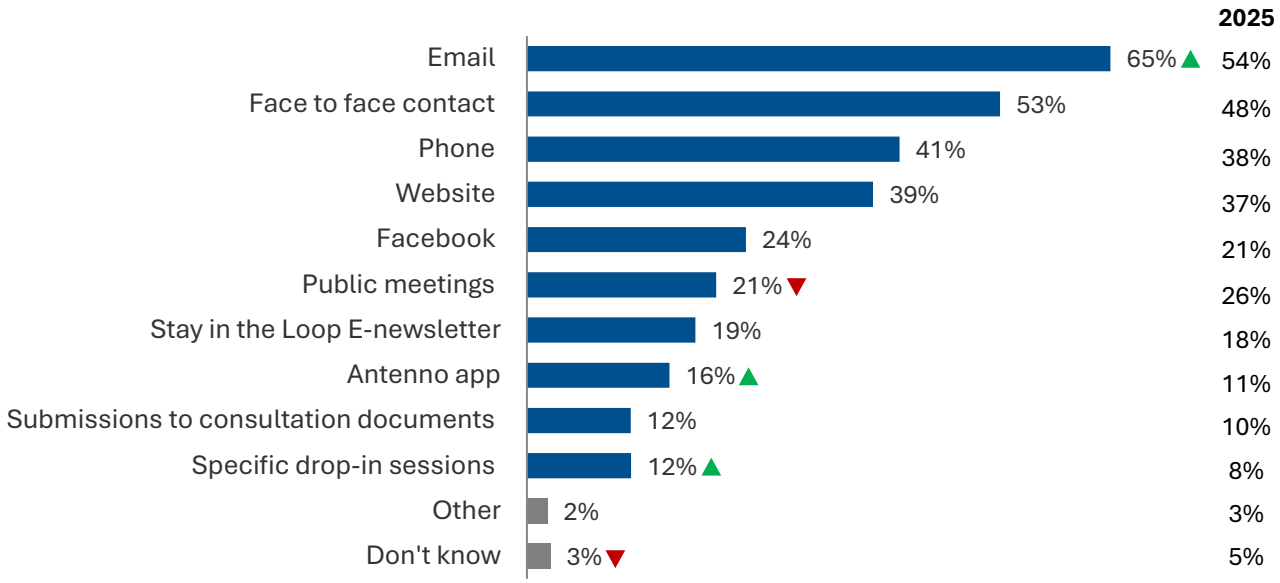
Year-on-year
▲ *Significantly higher*
▼ *Significantly lower*

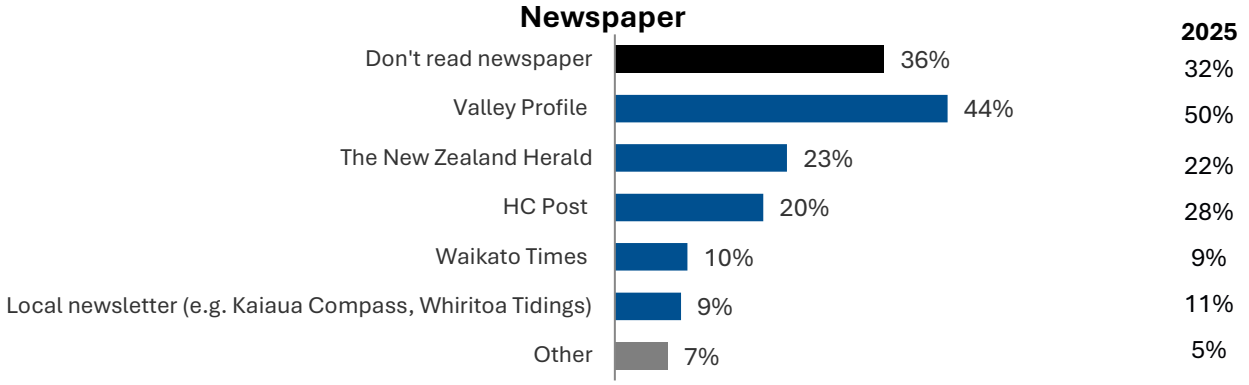
Between demographics
Significantly higher
Significantly lower

NOTES:
1. 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? a n=548; b n=517; c n=538; d n=542; e n=564; f n=544
2. * Caution: Small sample size (n<30). Results are indicative only

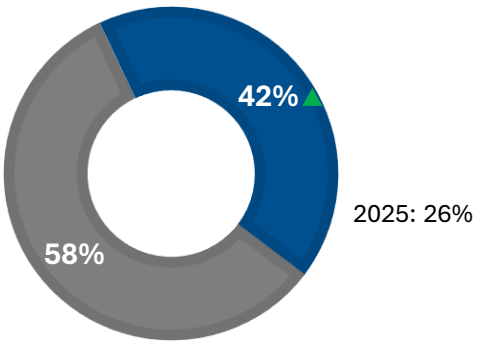
Mode of Engagement with Council

- *Email* remained the way in which residents are most comfortable to engage with Council, increasing significantly from 54% in 2025 to 64% in 2026.
- Awareness of the *Antenno app* has significantly increased from 26% in 2025 to 46% in 2026.

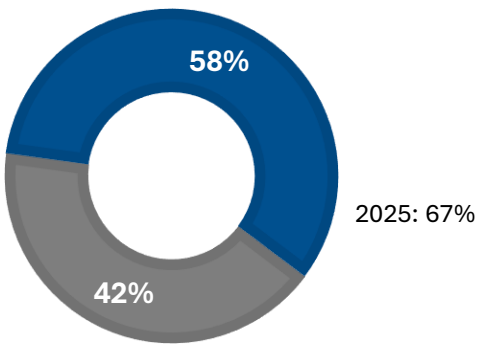




Awareness of Antenno App



Antenno App Download



NOTES:
1. CE4. How do you feel most comfortable engaging with Council? n=599
2. CE7. Which of the following newspapers do you read regularly? n=593
3. CE5. Have you heard of Council's Antenno app? n=597; Yes n=265
4. CE6 Have you downloaded Council's Antenno app? n=263
5. * Caution: Small sample size (n<30). Results are indicative only

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



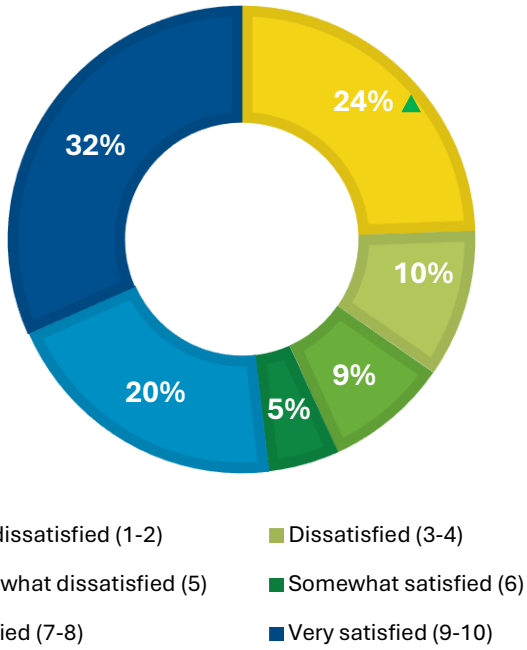
Interactions with Council

HAURAKI
DISTRICT COUNCIL

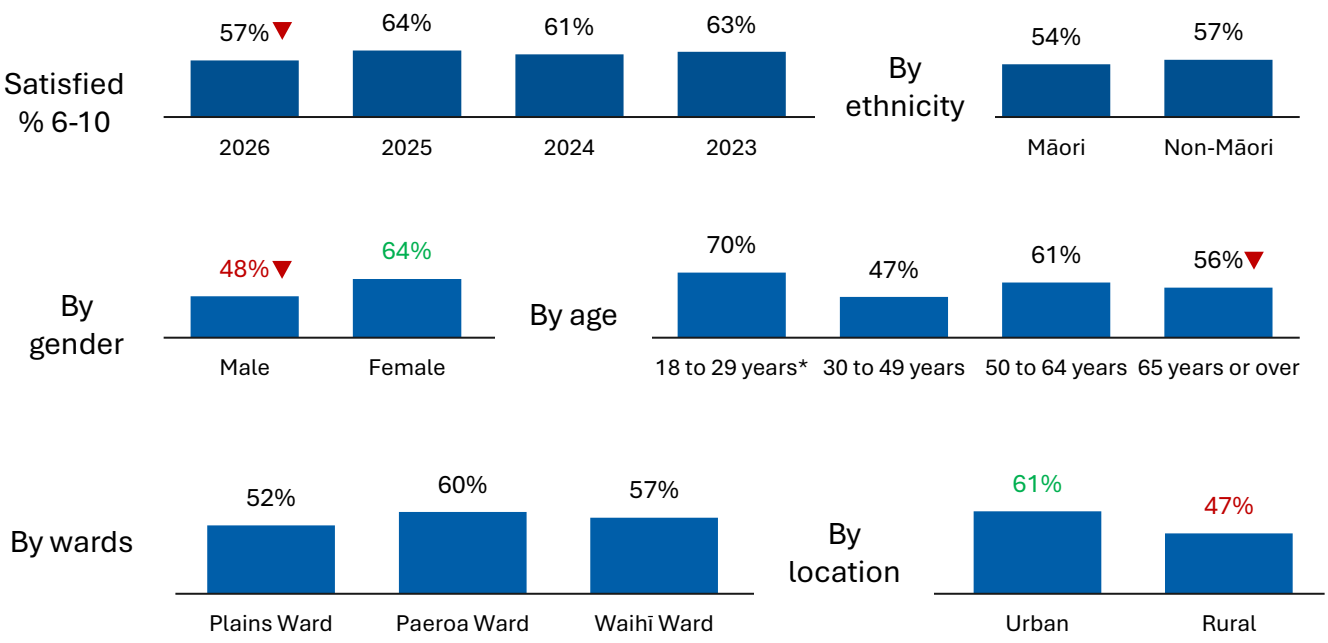
KEYRESEARCH
Unlocking Business Knowledge

Satisfaction with Interactions

- 40% of residents have made an enquiry with the Hauraki District Council within the last 12 months.
- *Telephone* (33%) and *In-person visits to a Council office* (32%) are the most prevalent methods of contact.
- Among those who made an enquiry, 57% are satisfied with how well their request or complaint was handled, marking a significant decline since 2025 (64%).



% 6-10

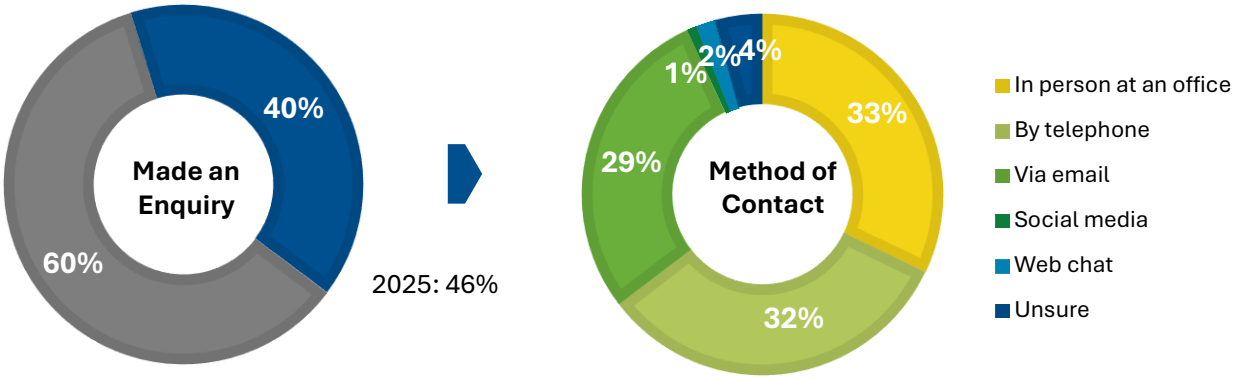


NOTES:
1. Excludes don't know response
2. INT6. How would you rate Council overall for how well they handled your request or complaint? n=372
3. * Caution: Small sample size (n<30). Results are indicative only

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

Between demographics
Significantly higher
Significantly lower

Contact with the Council



	2026	2025	2024	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihī Ward
By telephone	33%	35% ▼	35%	34%	36%	32%	43%	25%	32%
In person at an office	32%	37% ▲	25% ▼	33%	33%	32%	19%	39%	35%
Via email	29%	22%	34%	30%	26%	29%	31% ▲	29%	27%
Web chat	2%	2%	2%	1%	-	2%	2%	1%	2%
Social media	1%	1%	2%	1%	3%	1%	1%	1%	1%
Unsure	4%	3%	1%	<1%	2%	5%	4%	5%	4%

	18-29 years*	30-49 years	50-64 years	65 or over years	Urban	Rural
By telephone	15%	37%	35%	32%	31%	36%
In person at an office	48%	18%	26% ▼	43%	36%	23%
Via email	37%	37%	30%	20%	28%	31%
Web chat	-	3%	1%	1%	1%	4%
Social media	-	3%	1%	-	1%	1%
Unsure	-	3%	7%	4%	4%	5%

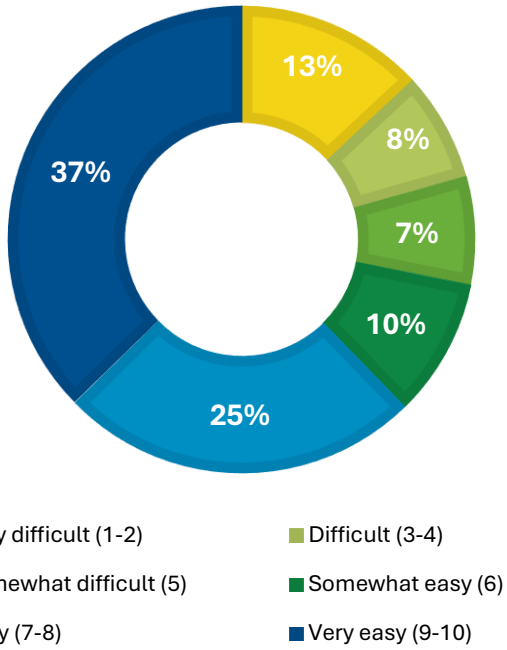
NOTES:
1. INT1. Have you made an enquiry about something with the Hauraki District Council within the last twelve months? n=596; Yes n=381
2. INT2. Which best describes how you contacted the Council about this matter? Was it…? n=381
3. * Caution: Small sample size (n<30). Results are indicative only.

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

Between demographics
Significantly higher
Significantly lower

Ease to Conduct Business

- Over seven in ten residents (72%) are satisfied with *How easy it was to conduct business with Council*.
- Satisfaction with related measures also remained consistent year-on-year.
- Among those who made contact with Council, 80% are satisfied with *How easy it was to make an enquiry or request*.
- In comparison, satisfaction with *How long it took to resolve the matter* (55%) was the lowest among the related measures.



Scores 6-10	2026	2025	2024	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihī Ward
How easy it was to conduct business with Council	72%	71%	67%	72%	69%	72%	70%	74%	72%

Scores 6-10	18-29 years*	30-49 years	50-64 years	65 years or over	Urban	Rural
How easy it was to conduct business with Council	82%	63%	70%	77%	74%	66%

	2026 (%6-10)	2025 (%6-10)	2024 (%6-10)	2023 (% 6-10)	Effort score (mean out of 10)
Overall	72%	71%	67%	72%	6.9
In person at an office	89%	88% ▲	65%	85%	8.1
By telephone	69%	66%	75%	73%	6.9
Via email	53%	51%	61%	59%	5.5
Social media*	77%	100%	42%	58%	7.1
Web chat*	83%	77%	89%	78%	6.8

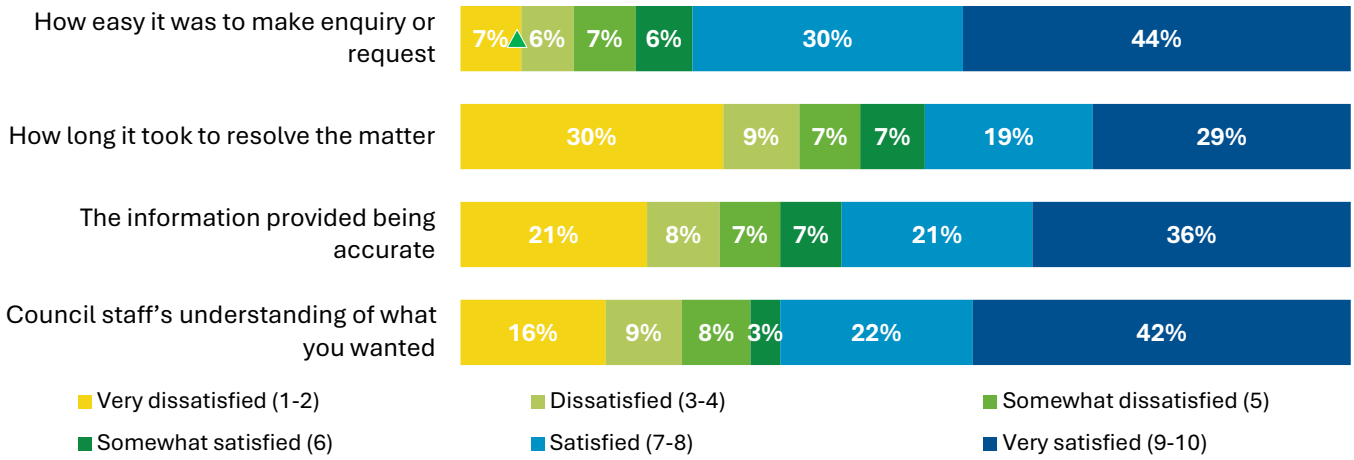
	2026	2025	2024	2023	Māori	Non-Māori	Plains Ward	Paeroa Ward	Waihī Ward
Effort score	6.9	7.0	6.9	7.2	6.9	6.9	6.5	7.1	7.0

	18-29 years	30-49 years	50-64 years	65 years or over	Urban	Rural
Effort score	7.5	6.4	6.9	7.1	7.1	6.4

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

NOTES:
1. INT3 . How easy was it to conduct your business with Council? n=378
2. * Caution: Small sample size (n<30). Results are indicative only

Satisfaction with Enquiry Handling



Scores 6-10	2026	2025	2024	2023	Māori	Non-Māori
How easy it was to make enquiry or request	80%	80%	80%	81%	83%	80%
How long it took to resolve the matter	55%	57%	59%	59%	43%	57%
The information provided being accurate	64%	67%	64%	66%	48%▼	67%
Council staff's understanding of what you wanted	67%	73%	68%	73%	57%	69%

Scores 6-10	Plains Ward	Paeroa Ward	Waihī Ward	18-29 years*	30-49 years	50-64 years	65 years or over
How easy it was to make your enquiry or request	80%	83%	79%	82%	77%	81%	81%
How long it took to resolve the matter	52%	56%	56%	70%	44%	58%	57%
The information provided being accurate	58%	64%	68%	85%	56%	63%	66%
Council staff's understanding of what you wanted	59%	68%	72%	77%	61%	67%	70%

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

Between demographics
Significantly higher
Significantly lower

NOTES:
1. INT4. How would you rate your satisfaction with each of the following? a n=379; b n=364; c n=347; d n=368
2. * Caution: Small sample size (n<30). Results are indicative only



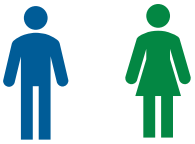
Sample profile

HAURAKI
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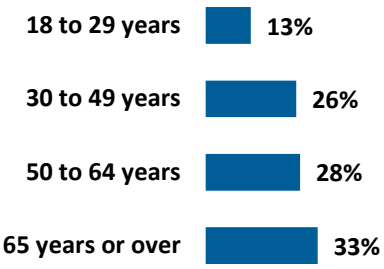
Demographics (n=608)

Gender



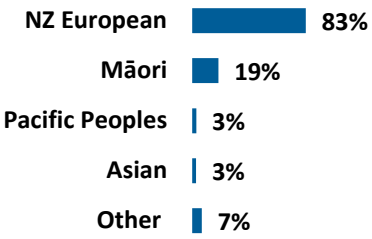
	Male	Female
Weighted	48%	52%
Unweighted	43%	57%

Age (weighted)



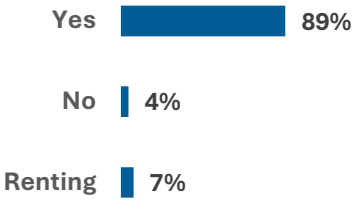
	Unweighted
18 to 29 years	5%
30 to 49 years	23%
50 to 64 years	35%
65 years or over	37%

Ethnicity (weighted)



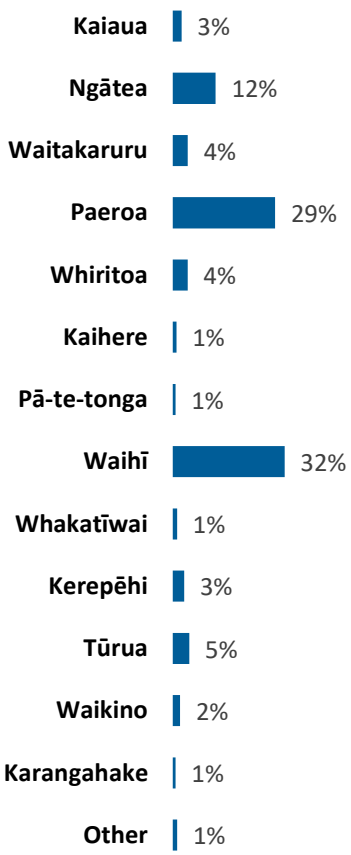
	Unweighted
NZ European	85%
Māori	13%
Pacific Peoples	2%
Asian	3%
Other	8%

Paying rates (weighted)



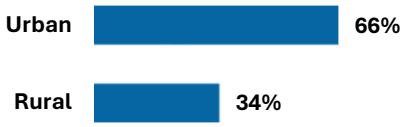
	Unweighted
Yes	92%
No	4%
Renting	4%

Closest Township (weighted)



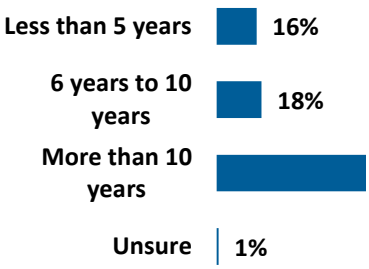
	Unweighted
Kaiaua	2%
Ngātea	11%
Waitakaruru	4%
Paeroa	31%
Whiritoa	5%
Kaihere	1%
Pā-te-tonga	1%
Waihī	32%
Whakatīwai	1%
Kerepēhi	3%
Tūrua	5%
Waikino	2%
Karangahake	1%
Other	1%

Urban / Rural (Weighted)



	Unweighted
Urban	68%
Rural	32%

Length of Stay (weighted)



	Unweighted
Less than 5 years	16%
6 years to 10 years	19%
More than 10 years	64%
Unsure	1%

Ward (Weighted)



	Unweighted
Plains Ward	28%
Paeroa Ward	33%
Waihī Ward	40%

Demographics (counts)

Gender	Counts
Male	262
Female	344

Age	Counts
18 to 29 years	31
30 to 49 years	140
50 to 64 years	213
65 years or over	224

Ethnicity	Counts
NZ European	517
Māori	80
Pacific Peoples	12
Asian	18
Other	46

Paying rates	Counts
Pay rates	558
Don't pay rates	23
Renting	27

Urban / Rural	Counts
In a town or township, e.g., an urban area	411
In an area of predominantly lifestyle blocks or farms, e.g., a rural area	197

Closest Township	Counts
Kaiaua	12
Ngātea	66
Waitakaruru	25
Paeroa	188
Whiritoa	30
Kaihere	6
Pā-te-tonga	5
Waihī	197
Whakatīwai	6
Kerepēhi	18
Tūrua	28
Waikino	12
Karangahake	6
Other area	9

Length of Stay	Counts
Less than 5 years	98
6 years to 10 years	115
More than 10 years	390
Unsure	4

Wards	Counts
Plains Ward	169
Paeroa Ward	198
Waihī Ward	241



Appendix – Residents' Comments

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Residents' Comments

Suggestions for better consultation and engagement regarding its major policies and strategies	%
More information / information provided through different means / better communication	47%
More public consultation / listen to community	33%
Do what they say / honesty / transparency	16%
Rates are too high / don't increase rates	11%
Nothing / they are doing a good job / satisfied	8%
Increase visibility in the community / approachability	4%
Everything / room for improvement	4%
Other	2%

Comments about recent interaction with Council	%
Issue(s) not resolved	38%
Lack of response / communication	35%
Satisfied / issue(s) resolved / helpful staff	33%
Better service required / no follow up	18%
Reduce rates / cost of fees	5%
Other	2%

NOTES:
1. CE3. What could Council do differently to increase your satisfaction with the level of consultation and engagement regarding its major policies and strategies? n=324
2. INT5. Do you have any further comment you would like to make about your recent interaction with Council? n=186
3. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved roads	%
Better quality of repairs / timeliness of repairs / fix bumps / tarseal	47%
Fix potholes	35%
Concerns regarding speed limits / signage / lighting / intersections	16%
Regular maintenance required	12%
Keep drains clear / tidy up roadsides	10%
Trucks / heavy traffic causing road issues	5%
Nothing / satisfied	3%
More cycleways / upgrade cycleways / more provision for cycling	1%
More parking	1%
Other	6%

Suggestions for improved footpaths	%
Maintenance required / poor quality / uneven / slippery	57%
Keep drains clear / maintain surrounding areas	19%
Nothing / satisfied	11%
Need more footpaths	11%
Wider footpaths / need to be mobility friendly	10%
There are no footpaths where I live	5%
Do not use them	1%
Other	5%

NOTES:
1. RF1A. What improvements would increase your satisfaction with the roads, streets and footpaths in the Hauraki District?
    1. Roads n=392
    2. Footpaths n=310
2. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved water supply	%
Improve water quality / taste / smell / too much chlorine / better pressure	61%
Too expensive	19%
Upgrade infrastructure / maintenance required	18%
Nothing / satisfied	9%
Not enough water in summer / future planning / no restrictions	4%
Issues with water meters	3%
Fluoride concerns	2%
I have my own water supply	2%
Other	2%

Suggestions for improved wastewater	%
Too expensive / pay rates but don't have the service	37%
Nothing / satisfied	31%
Update infrastructure / extend system to more households	18%
More / regular maintenance required	14%
Environmental management / no contamination of waterways	7%
Provide residents more information / education	1%
Other	2%

NOTES:
1. TW8. What improvements would increase your satisfaction with the water services managed by Council in the Hauraki District?
    1. Water supply n=235
    2. Wastewater n=99
2. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved Urban Stormwater:	%
Better management / maintenance / repairs	48%
Flooding issues or concerns	36%
Improved drains / culverts / keep up with growth and developments	27%
Nothing / satisfied	12%
Better communication	6%
Subsidise rain collection tanks / pump stations / recycle water	1%
Other	5%

Suggestions for improved Rural Land drainage and Flood protection:	%
Better management / keep drains and grates clear / improve maintenance	40%
Flooding issues or concerns	26%
Nothing / satisfied	21%
Upgrades required / keep up with growth and developments / more kerbs and gutters	12%
Better communication	8%
Better and deeper drains/more drains/better culverts	5%
Too expensive	4%
Have little or no drainage in area	2%
Other	3%

NOTES:
1. TW8. What improvements would increase your satisfaction with the water services managed by Council in the Hauraki District?
   3. Urban stormwater n=225
   4. Rural land drainage and flood protection n=133
2. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved waste management	%
Don't charge for tags / tags stolen / tags too expensive	35%
Too expensive / fly tipping / dumping	26%
Weekly pick up / increase pickup frequency / larger bins	12%
Trucks leave mess behind / not always collected / irregular pick up times / issues with collection staff	8%
Recycling centre is not user friendly / untidy / bins need emptying more often / issues with staff	8%
No complaints / satisfied with service	7%
Dissatisfied with food scrap bins / remove food scrap bins	6%
Address litter / more public bins / emptied regularly	5%
Not everything can be recycled / more recycling options needed	4%
More information/communication needed	4%
Greenwaste collection needed / improved greenwaste service	2%
Inorganic collection / large item collection	2%
Don't have a waste collection service / paying for services not received	1%
Other	6%

Reasons for not disposing food scraps separately to other waste	%
Have our own system / don't have bin collection	51%
Smelly / unhygienic / attracts animals / bins too dirty	33%
Inconvenient / do not produce enough	15%
Bin damaged / missing / not provided	9%
Other	7%

NOTES:
1. WM4. What improvements would increase your satisfaction with the waste management in the Hauraki District? n=223
2. NWM4. If you do not dispose of food scraps separately to other waste could you please explain why not? n=118
3. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved District libraries	%
Satisfied / staff are friendly and helpful / looking forward to new library opening	35%
Wider selection of material / update books more regularly / e-books / audio books / music / DVD's / mobile library	20%
I don't use the library / not a needed service	17%
Reduce costs via rates / book rental costs	8%
Need more funding / advertising / upgrades / more libraries	7%
Increased opening hours	4%
Issues with staff	2%
Print, computer and laminating services / Wi-Fi	1%
Other	10%

Suggestions for improved public Swimming pools	%
Upgrade facilities / more facilities or amenities (heated pool, family pool, shaded areas)	54%
Year-round access / better opening hours	32%
Nothing, satisfied with the facility	13%
Swim school for kids / more senior swim classes /more activities	8%
Better water quality / clean regularly / regular maintenance	4%
User pays / reduce costs / free entry	2%
Better staffing / more staff / concerns with lifeguards	1%
Other	6%

NOTES:
1. CF3. What improvements would increase your satisfaction with the community facilities in the Hauraki District?
    1. District libraries n=90
    2. Swimming pools n=108
2. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved Sports fields, parks and reserves	%
Increased maintenance / regular maintenance /upgrades / better drainage /beautify	36%
Shaded or sheltered areas / more seating required / more toilets / rubbish bins / parking	23%
Nothing, satisfied with the facility	21%
More facilities needed / skatepark / sports centre	10%
Dog parks needed / dog control	6%
Safety / security / policing improvements required	5%
Walkway / footpath maintenance or upgrades	4%
Other	5%

Suggestions for improved Cemeteries	%
Satisfied / well maintained	46%
Keep tidy / regular maintenance required	28%
Fix rabbit holes / sinking graves	12%
Walkway improvements / additional seating / maps / signage	7%
Increased security	5%
Toilets required / need fixing	3%
Other	5%

Suggestions for improved Community halls	%
Better access / upgrades required / maintenance needed / parking	47%
Satisfied	40%
Increased advertising / support required	9%
High fees to hire	4%
Other	6%

NOTES:
1. CF3. What improvements would increase your satisfaction with the community facilities in the Hauraki District?
   3. Sports fields, parks and reserves: n=110
   4. Cemeteries n=55
   5. Community halls n=60
2. *Caution: Small sample size (n<30). Results are indicative only

Residents' Comments

Suggestions for improved Playgrounds	%
Upgrades / maintenance required / increase cleaning	37%
Different equipment / more activities for older kids / bigger playground	30%
Satisfied	24%
More rubbish bins / address litter	11%
Unsafe / increase security and safety measures	9%
Other	3%

Suggestions for improved Public Toilets	%
Need upgrading / maintenance / cleaning	59%
Satisfied	28%
Need to be open more	6%
Need more toilets	6%
Security / lighting / safety improvements required	5%
Other	<1%

NOTES:
1. CF3. What improvements would increase your satisfaction with the community facilities in the Hauraki District?
   6. Playgrounds n=78
   7. Public Toilets:n=133
2. *Caution: Small sample size (n<30). Results are indicative only



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