

Councils' Annual Residents Surveys Benchmarking Report 2025/2026

HAURAKI DISTRICT COUNCIL

KEYRESEARCH

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Research background





Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.

Method

- Surveys were undertaken with 23 different Councils across New Zealand in 2025/26, including 20 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database, and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services, and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2023 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 23 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow for better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.
- Please note: if minimum, average, or maximum values are not visible in a chart, it means that your Council results are equal to that value. For clarity, please view the table on the page following each chart.

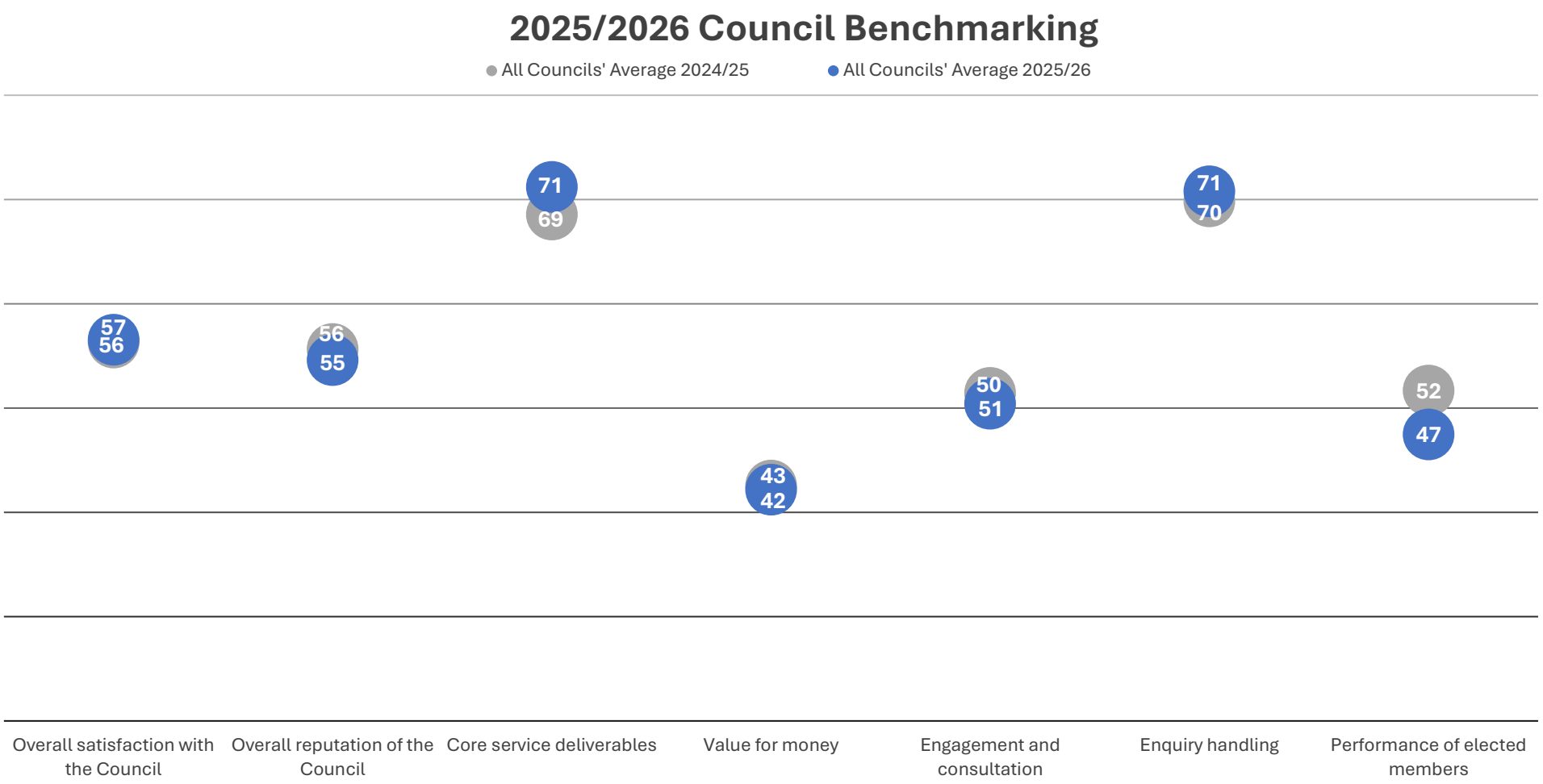
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Councils included in 2025/26 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Matamata-Piako District Council
- Masterton District Council
- Nelson City Council
- New Plymouth District Council
- Palmerston North City Council
- Queenstown Lakes District Council
- Rotorua Lakes District Council
- South Waikato District Council
- Stratford District Council
- Tasman District Council
- Tauranga City Council
- Timaru District Council
- Thames-Coromandel District Council
- Waikato District Council
- Waimakariri District Council
- Waipā District Council
- Waitaki District Council
- Waitomo District Council

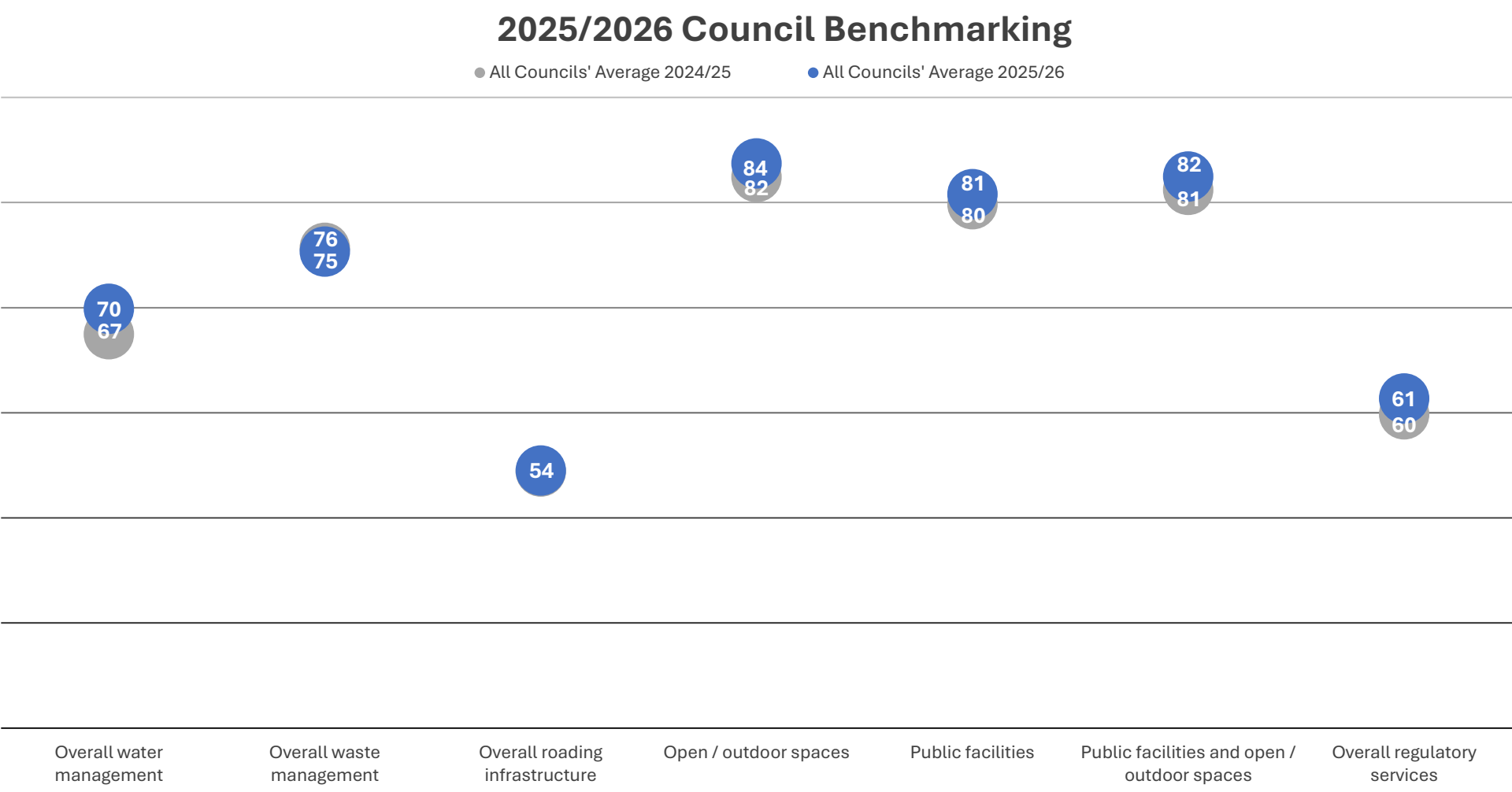
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Year on year change – Overall



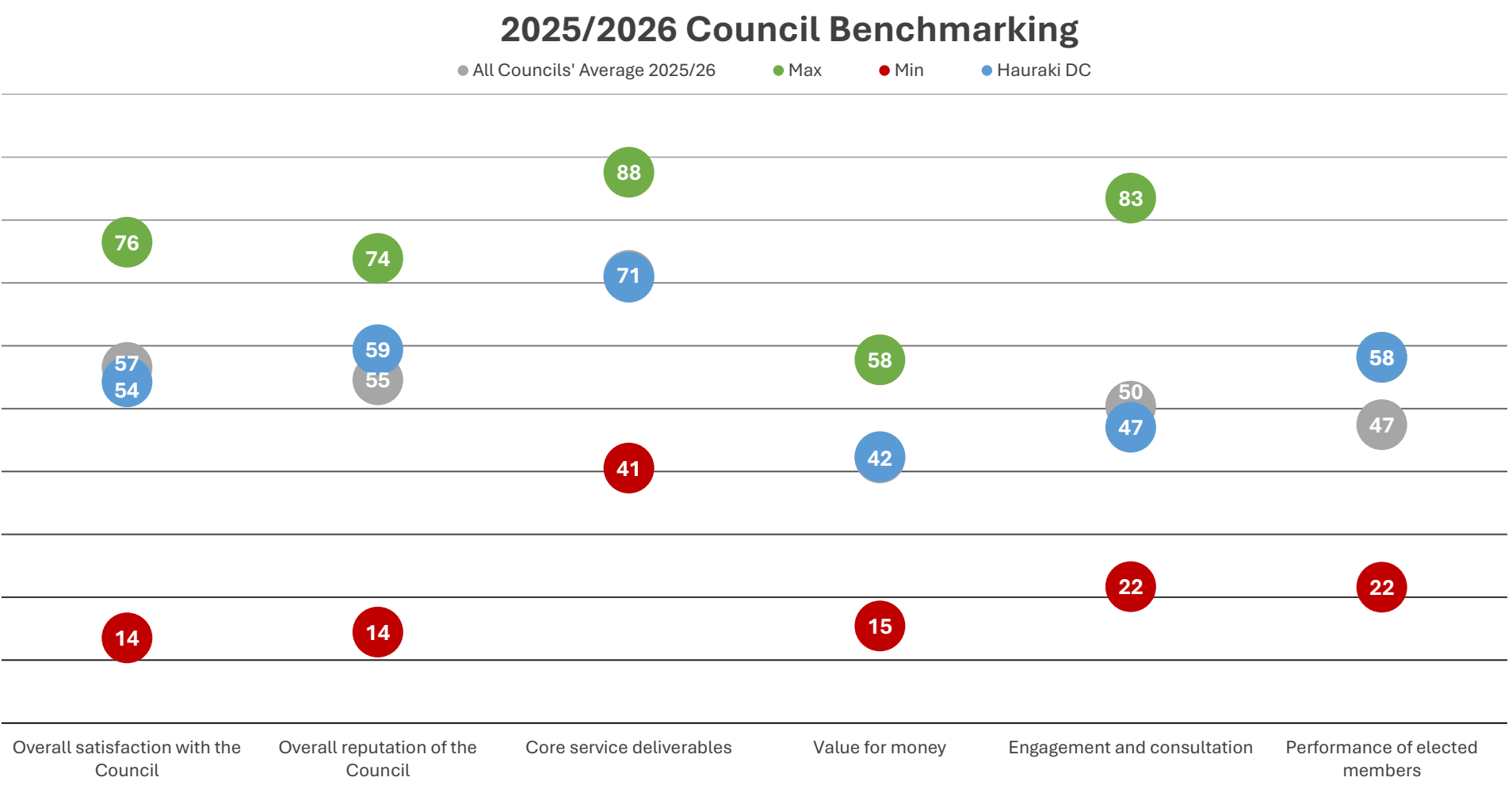
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Year on year change – Core service deliverables



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Overall measures



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Overall measures

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	54	**57**	-3	**76**	-22	**14**	+40
Overall reputation of the Council	59	**55**	+4	**74**	-15	**14**	+45
Core service deliverables	71	**71**	-	**88**	-17	**41**	+30
Value for money	42	**42**	-	**58**	-16	**15**	+27
Engagement and consultation	47	**50**	-3	**83**	-36	**22**	+25
Performance of elected members	58	**47**	+11	**58**	-	**22**	+36

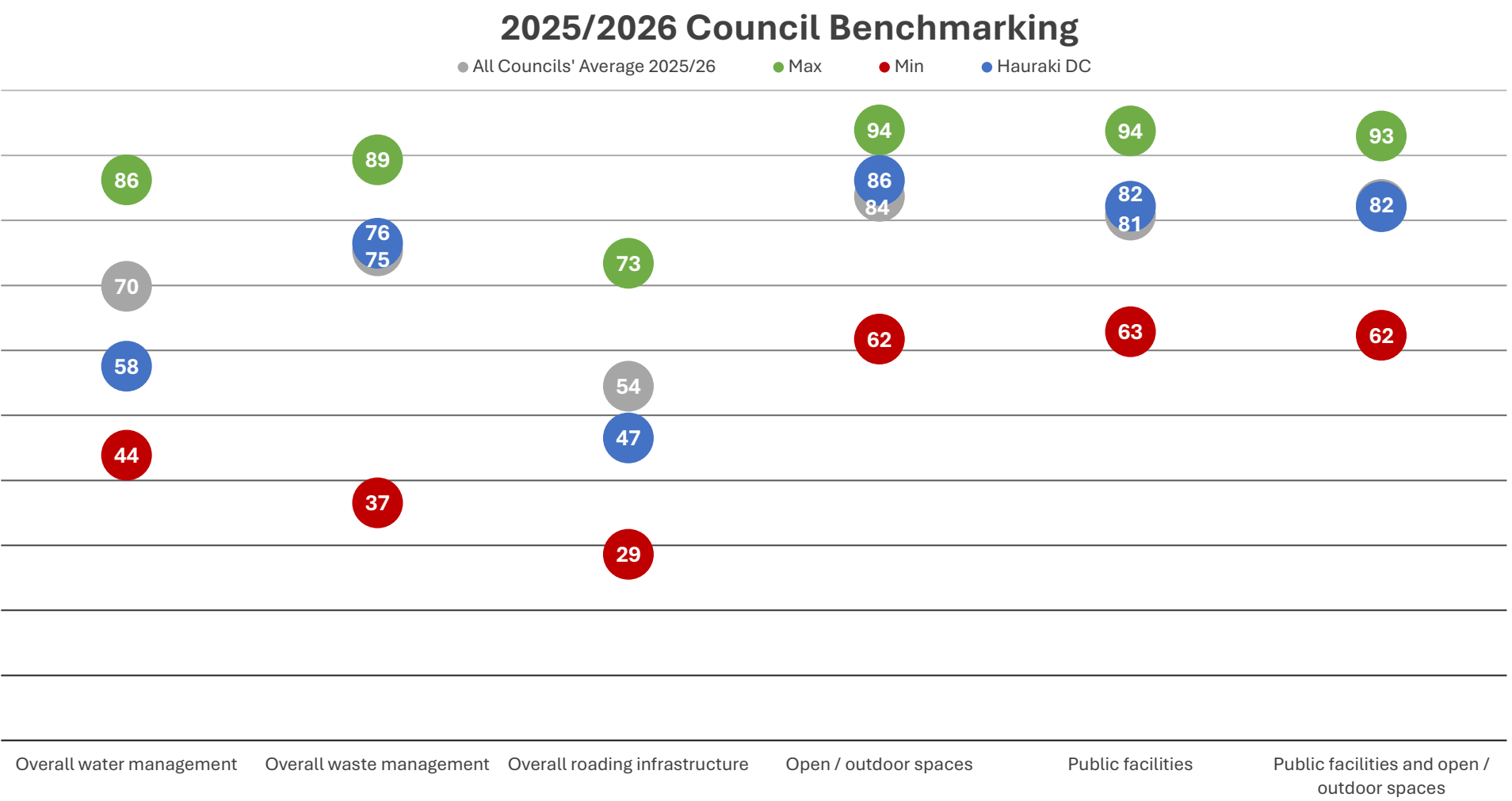
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Overall measures – District Councils only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	54	**55**	-1	**75**	-21	**14**	+40
Overall reputation of the Council	59	**55**	+4	**74**	-15	**14**	+45
Core service deliverables	71	**70**	+1	**88**	-17	**41**	+30
Value for money	42	**41**	+1	**58**	-15	**15**	+27
Engagement and consultation	47	**50**	-3	**83**	-36	**22**	+25
Performance of elected members	58	**46**	+12	**58**	-	**22**	+36

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Core service deliverables



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Core service deliverables

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	58	**70**	**-12**	**86**	**-28**	**44**	**+14**
Overall waste management	76	**75**	**+1**	**89**	**-13**	**37**	**+39**
Overall roading infrastructure	47	**54**	**-8**	**73**	**-27**	**29**	**+18**
Open / outdoor spaces	86	**84**	**+2**	**94**	**-8**	**62**	**+24**
Public facilities	82	**81**	**+1**	**94**	**-12**	**63**	**+19**
Public facilities and open / outdoor spaces	82	**82**	**-**	**93**	**-11**	**62**	**+20**

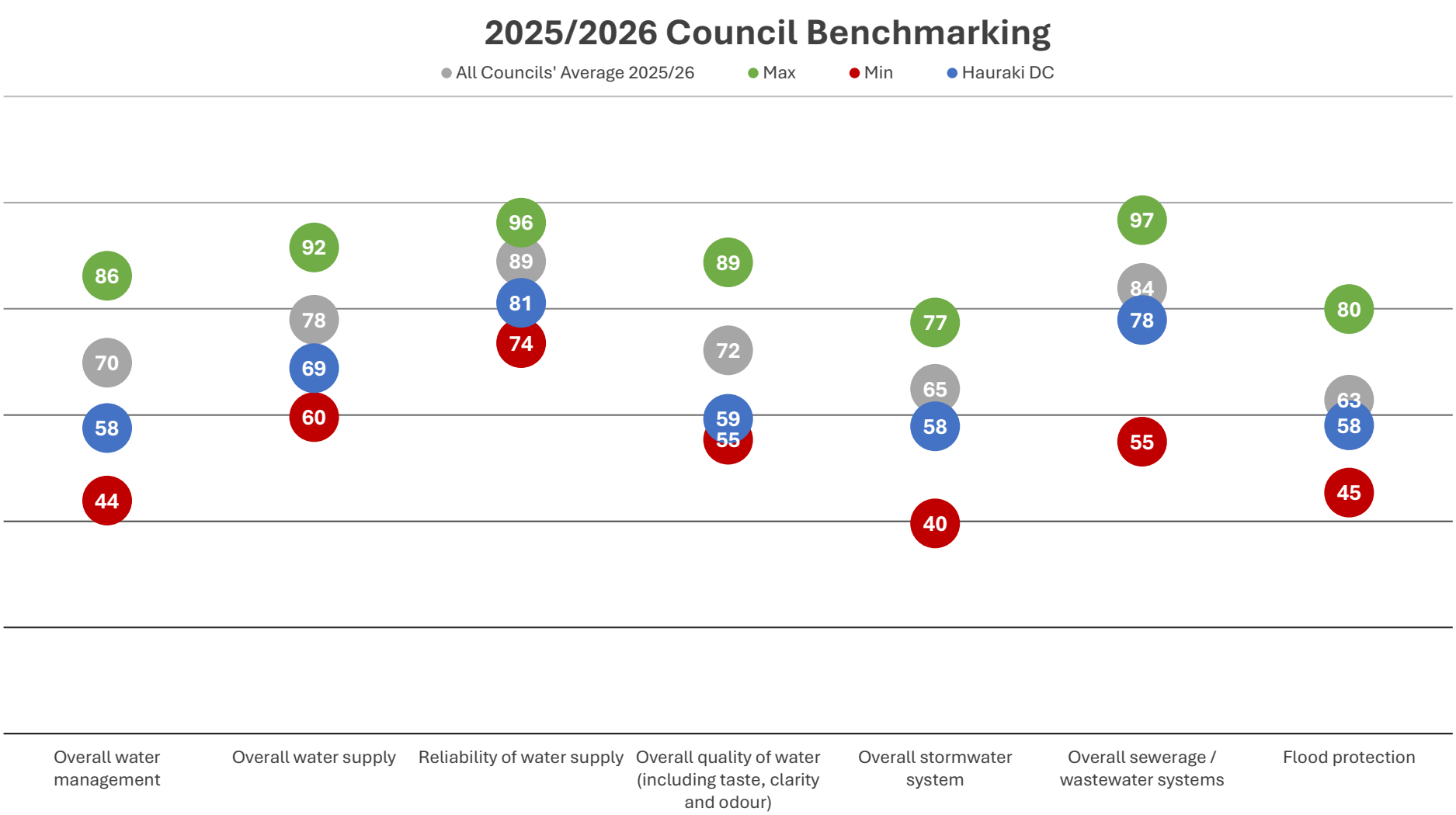
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Core service deliverables – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	58	**68**	**-10**	**86**	**-28**	**44**	**+14**
Overall waste management	76	**74**	**+2**	**89**	**-13**	**37**	**+39**
Overall roading infrastructure	47	**54**	**-7**	**73**	**-26**	**29**	**+18**
Open / outdoor spaces	86	**84**	**+2**	**94**	**-8**	**62**	**+24**
Public facilities	82	**81**	**+1**	**94**	**-12**	**63**	**+19**
Public facilities and open / outdoor spaces	82	**83**	**-1**	**93**	**-11**	**62**	**+20**

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Water management



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Water management

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	58	**70**	**-12**	**86**	**-29**	**44**	**+14**
Overall water supply	69	**78**	**-9**	**92**	**-23**	**60**	**+9**
Reliability of water supply	81	**89**	**-8**	**96**	**-15**	**74**	**+7**
Overall quality of water (including taste, clarity and odour)	59	**72**	**-13**	**89**	**-30**	**55**	**+4**
Overall stormwater system	58	**65**	**-7**	**77**	**-19**	**40**	**+18**
Overall sewerage / wastewater systems	78	**84**	**-6**	**97**	**-19**	**55**	**+23**
Flood protection	58	**63**	**-5**	**80**	**-22**	**45**	**+13**

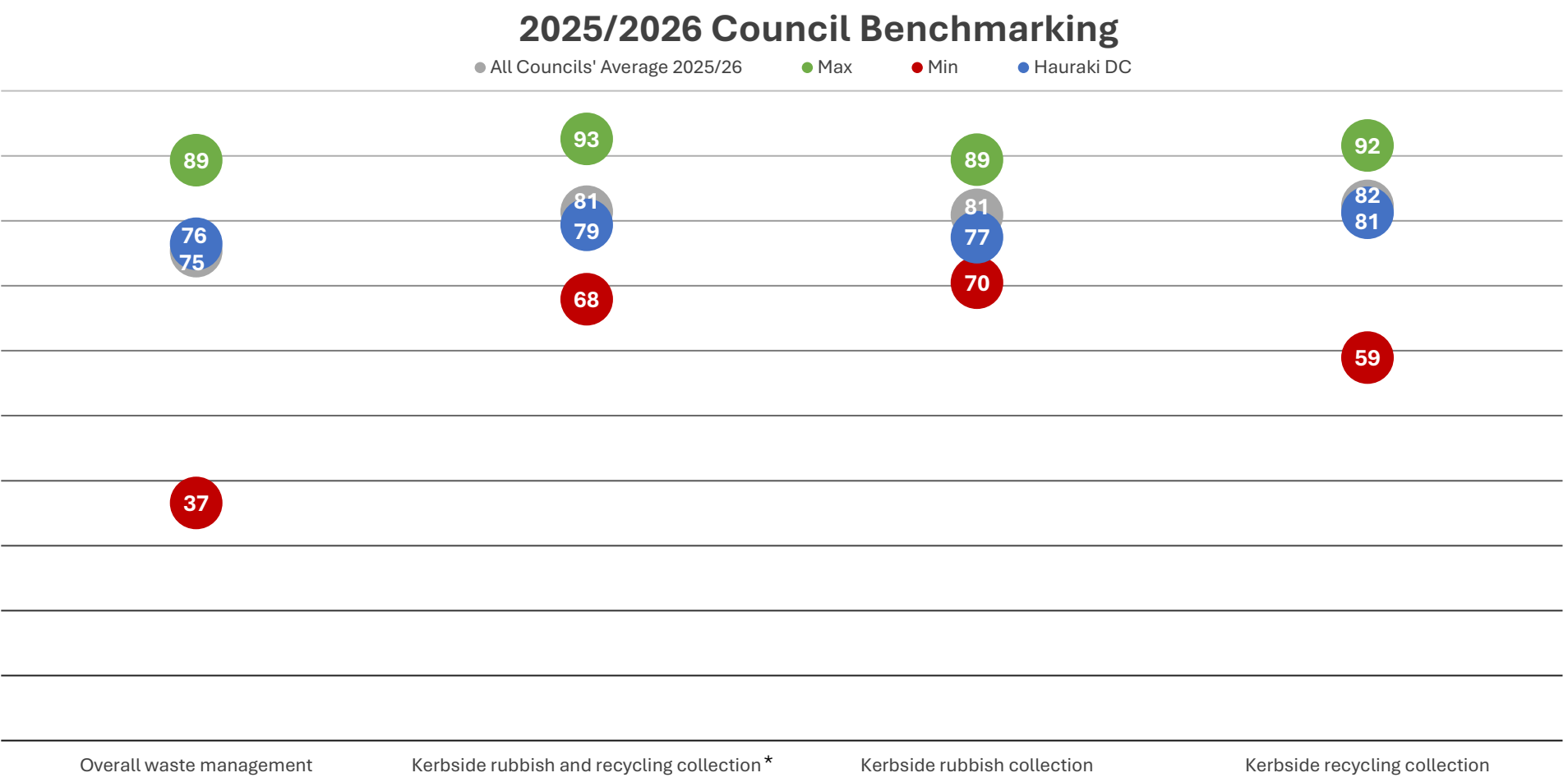
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Water management – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	58	**68**	**-10**	**86**	**-28**	**44**	**+14**
Overall water supply	69	**77**	**-8**	**92**	**-23**	**60**	**+9**
Reliability of water supply	81	**89**	**-8**	**96**	**-15**	**74**	**+7**
Overall quality of water (including taste, clarity and odour)	59	**72**	**-13**	**89**	**-30**	**55**	**+4**
Overall stormwater system	58	**64**	**-6**	**77**	**-19**	**40**	**+18**
Overall sewerage / wastewater systems	78	**83**	**-5**	**97**	**-19**	**55**	**+23**
Flood protection	58	**61**	**-3**	**74**	**-16**	**45**	**+13**

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Waste management



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

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Waste management

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	76	**75**	+1	**89**	-13	**37**	+39
Kerbside rubbish and recycling collection	79	**81**	-2	**93**	-14	**68**	+11
Kerbside rubbish collection	77	**81**	-3	**89**	-12	**70**	+7
Kerbside recycling collection	81	**82**	-1	**92**	-11	**59**	+22

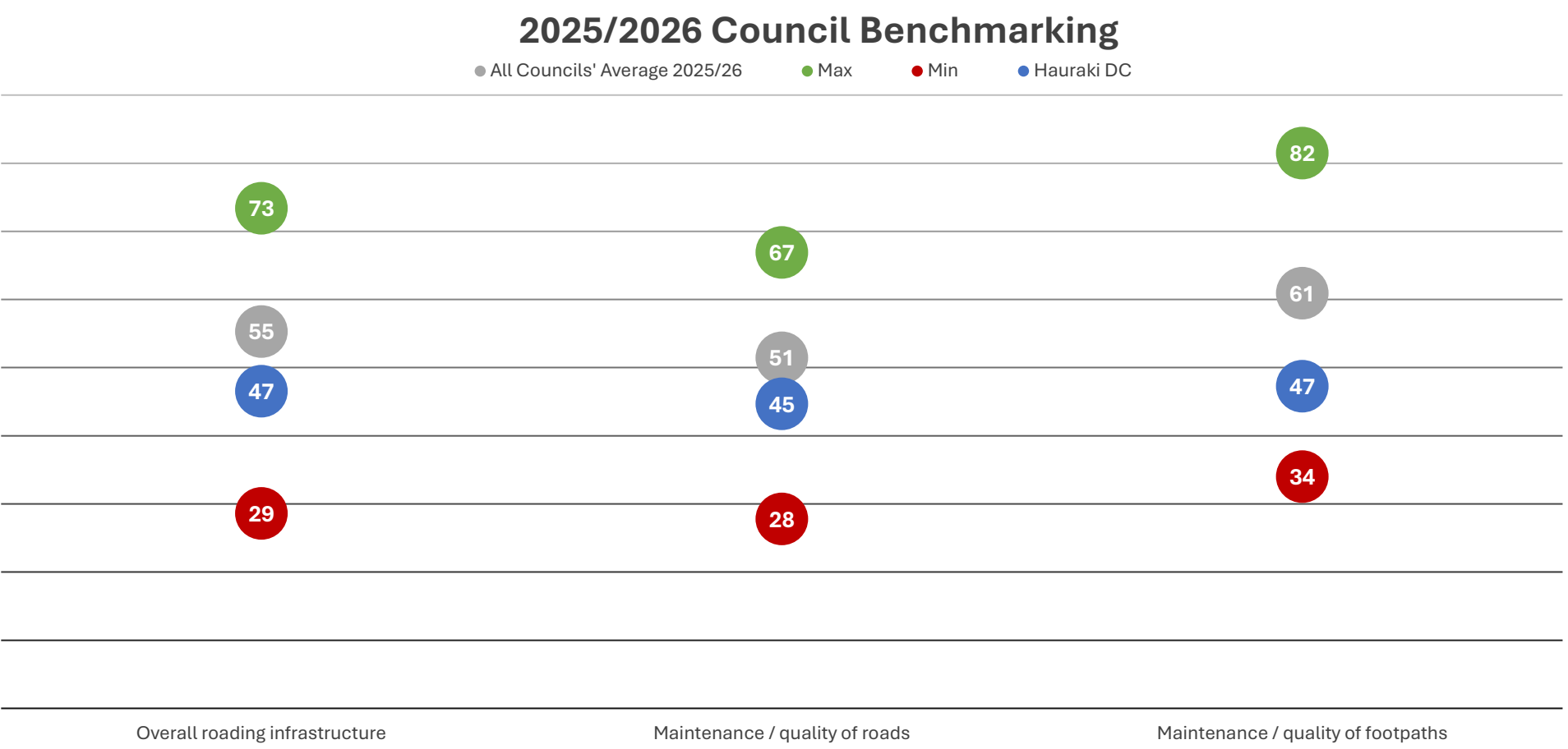
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Waste management – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	76	**74**	+2	**89**	-13	**37**	+39
Kerbside rubbish and recycling collection	79	**80**	-1	**87**	-8	**68**	+11
Kerbside rubbish collection	77	**81**	-4	**89**	-12	**70**	+7
Kerbside recycling collection	81	**82**	-1	**92**	-11	**59**	+22

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Roading infrastructure



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Roading infrastructure

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	47	**55**	**-8**	**73**	**-26**	**29**	**+18**
Maintenance / quality of roads	45	**51**	**-6**	**67**	**-22**	**28**	**+17**
Maintenance / quality of footpaths	47	**61**	**-14**	**82**	**-35**	**34**	**+13**

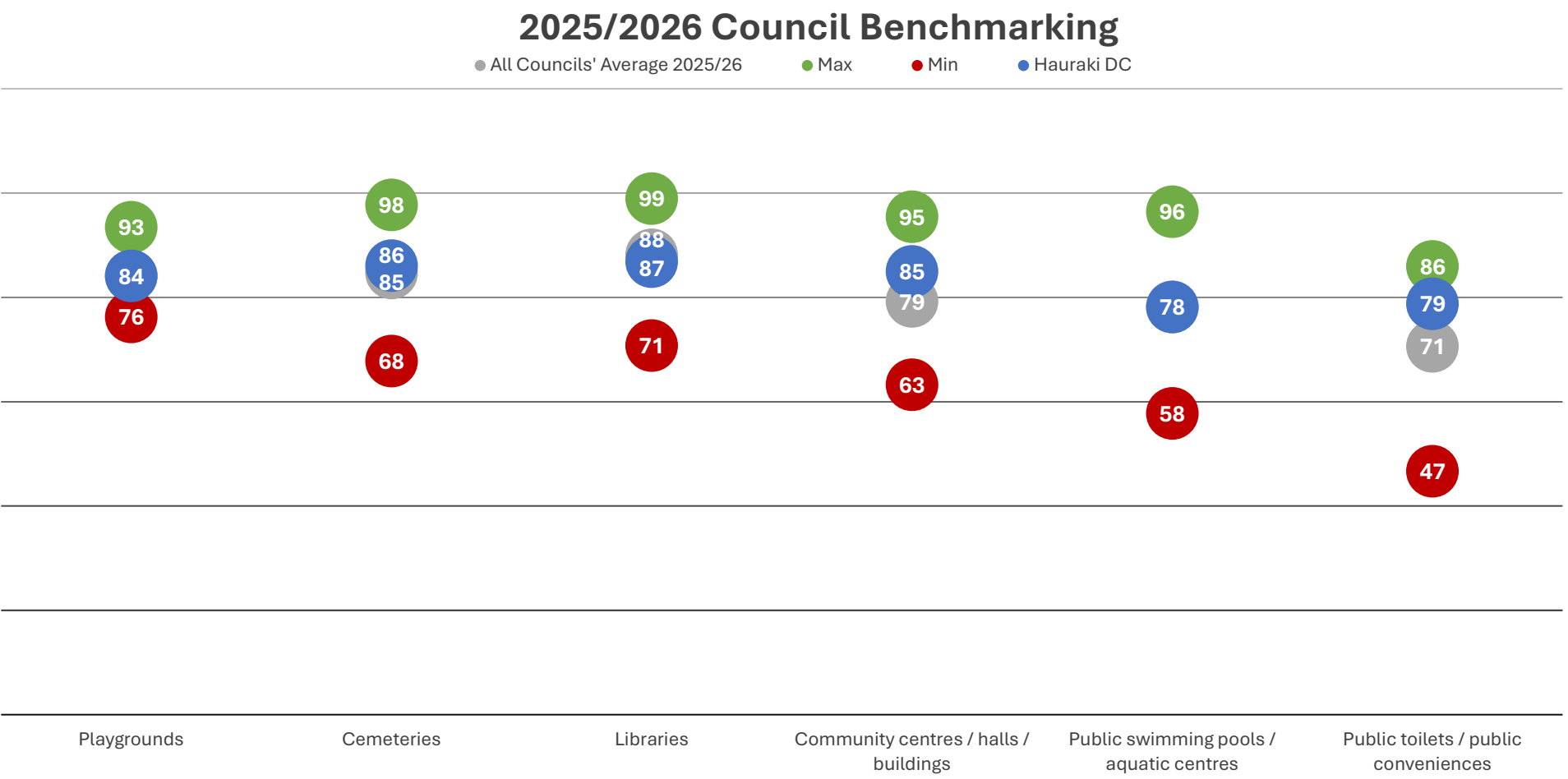
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Roading infrastructure – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	47	**54**	**-7**	**73**	**-26**	**29**	**+18**
Maintenance / quality of roads	45	**51**	**-6**	**67**	**-22**	**28**	**+17**
Maintenance / quality of footpaths	47	**60**	**-13**	**75**	**-28**	**34**	**+13**

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Public facilities and open / outdoor spaces



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Public facilities and open / outdoor spaces

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Playgrounds	84	**84**	-	**93**	-9	**76**	+8
Cemeteries	86	**85**	+1	**98**	-12	**68**	+18
Libraries	87	**88**	-1	**99**	-12	**71**	+16
Community centres / halls / buildings	85	**79**	+6	**95**	-10	**63**	+22
Public swimming pools / aquatic centres	78	**78**	-	**96**	-18	**58**	+20
Public toilets / public conveniences	79	**71**	+8	**86**	-7	**47**	+32

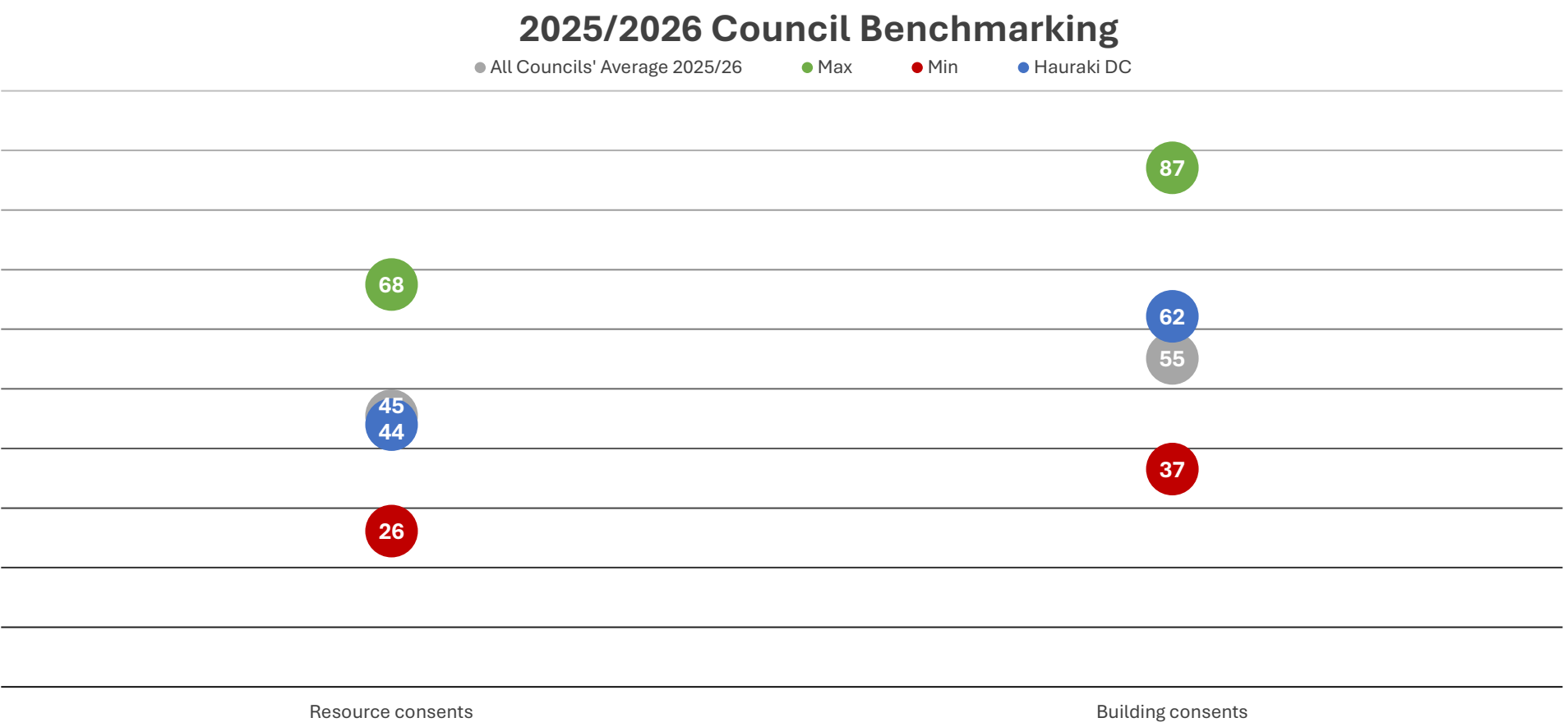
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Public facilities and open / outdoor spaces – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Playgrounds	84	**85**	**-1**	**93**	**-9**	**77**	**+7**
Cemeteries	86	**86**	**-**	**98**	**-12**	**70**	**+16**
Libraries	87	**89**	**-2**	**99**	**-12**	**71**	**+16**
Community centres / halls / buildings	85	**81**	**+4**	**95**	**-10**	**75**	**+10**
Public swimming pools / aquatic centres	78	**78**	**-**	**96**	**-18**	**58**	**+20**
Public toilets / public conveniences	79	**71**	**+8**	**86**	**-7**	**47**	**+32**

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Regulatory services



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Regulatory services

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Resource consents	44	**45**	**-1**	**68**	**-24**	**26**	**+18**
Building consents	62	**55**	**+7**	**87**	**-25**	**37**	**+25**

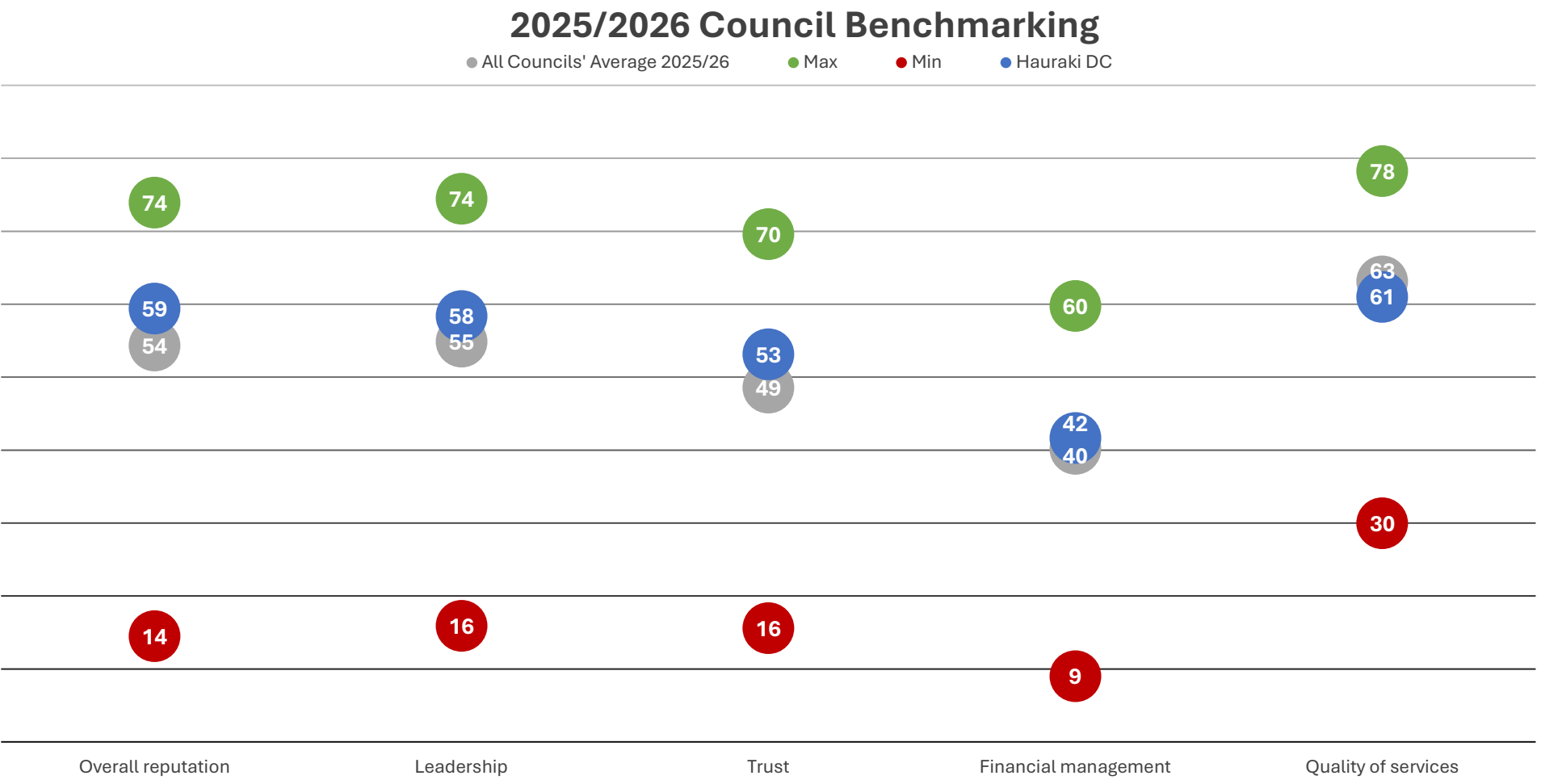
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Regulatory services – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Resource consents	44	**45**	**-1**	**68**	**-24**	**26**	**+18**
Building consents	62	**55**	**+7**	**87**	**-25**	**37**	**+25**

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Reputation



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Reputation

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	59	**54**	+5	**74**	-15	**14**	+45
Leadership	58	**55**	+3	**74**	-16	**16**	+42
Trust	53	**49**	+6	**70**	-17	**16**	+37
Financial management	42	**40**	+2	**60**	-18	**9**	+33
Quality of services	61	**63**	-2	**78**	-17	**30**	+31

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Reputation – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	59	**55**	+4	**74**	-15	**14**	+45
Leadership	58	**55**	+3	**74**	-16	**16**	+42
Trust	53	**49**	+4	**70**	-17	**16**	+37
Financial management	42	**41**	+1	**60**	-18	**9**	+33
Quality of services	61	**63**	-2	**78**	-17	**30**	+31

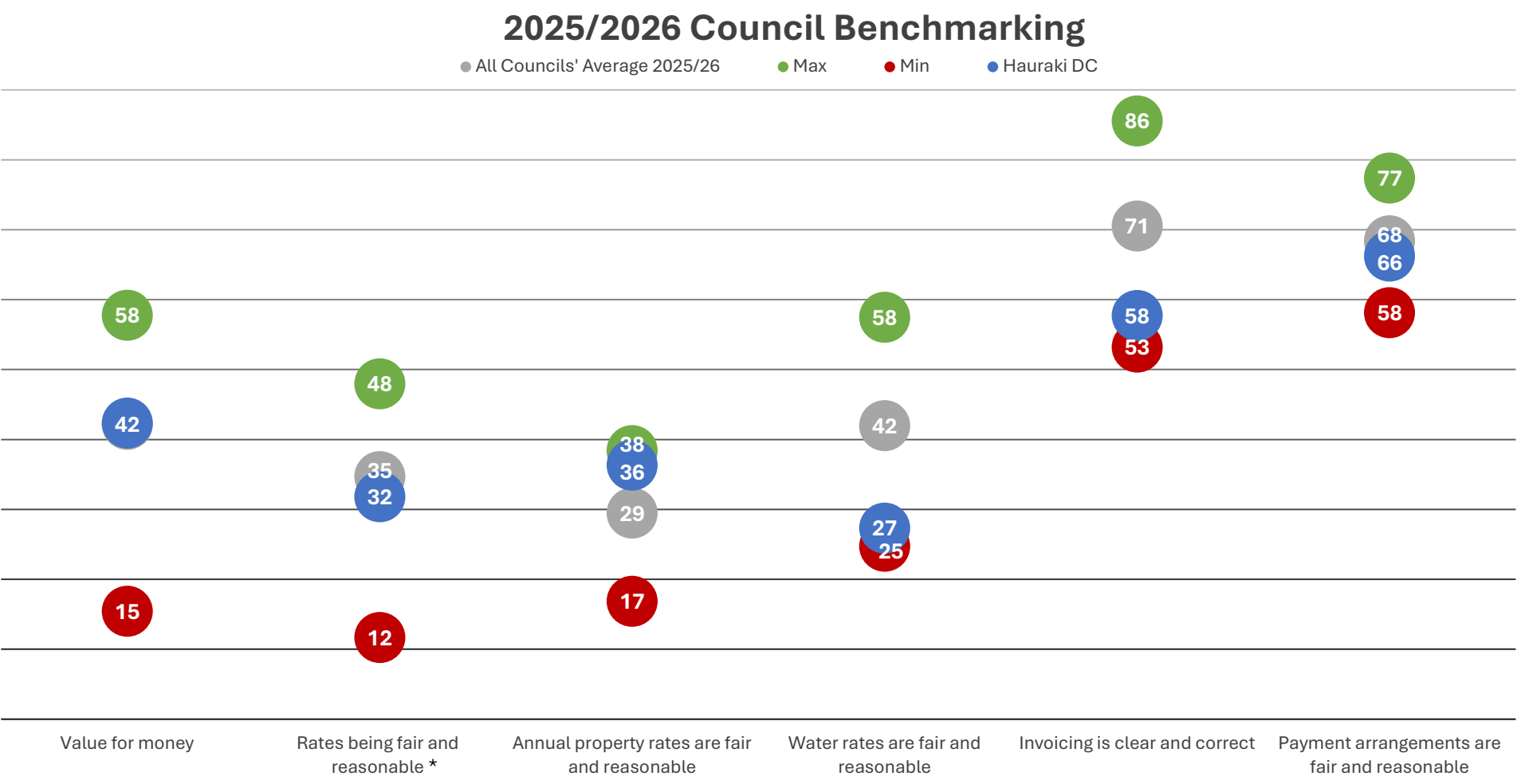
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Reputation profile



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Value for money



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

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Value for money

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	42	**42**	-	**58**	-14	**15**	+27
Rates being fair and reasonable	32	**35**	-3	**48**	-16	**12**	+20
Annual property rates are fair and reasonable	36	**29**	+7	**38**	-2	**17**	+19
Water rates are fair and reasonable	27	**42**	-15	**58**	-29	**25**	+2
Invoicing is clear and correct	58	**71**	-13	**86**	-28	**53**	+5
Payment arrangements are fair and reasonable	66	**68**	-2	**77**	-11	**58**	+8

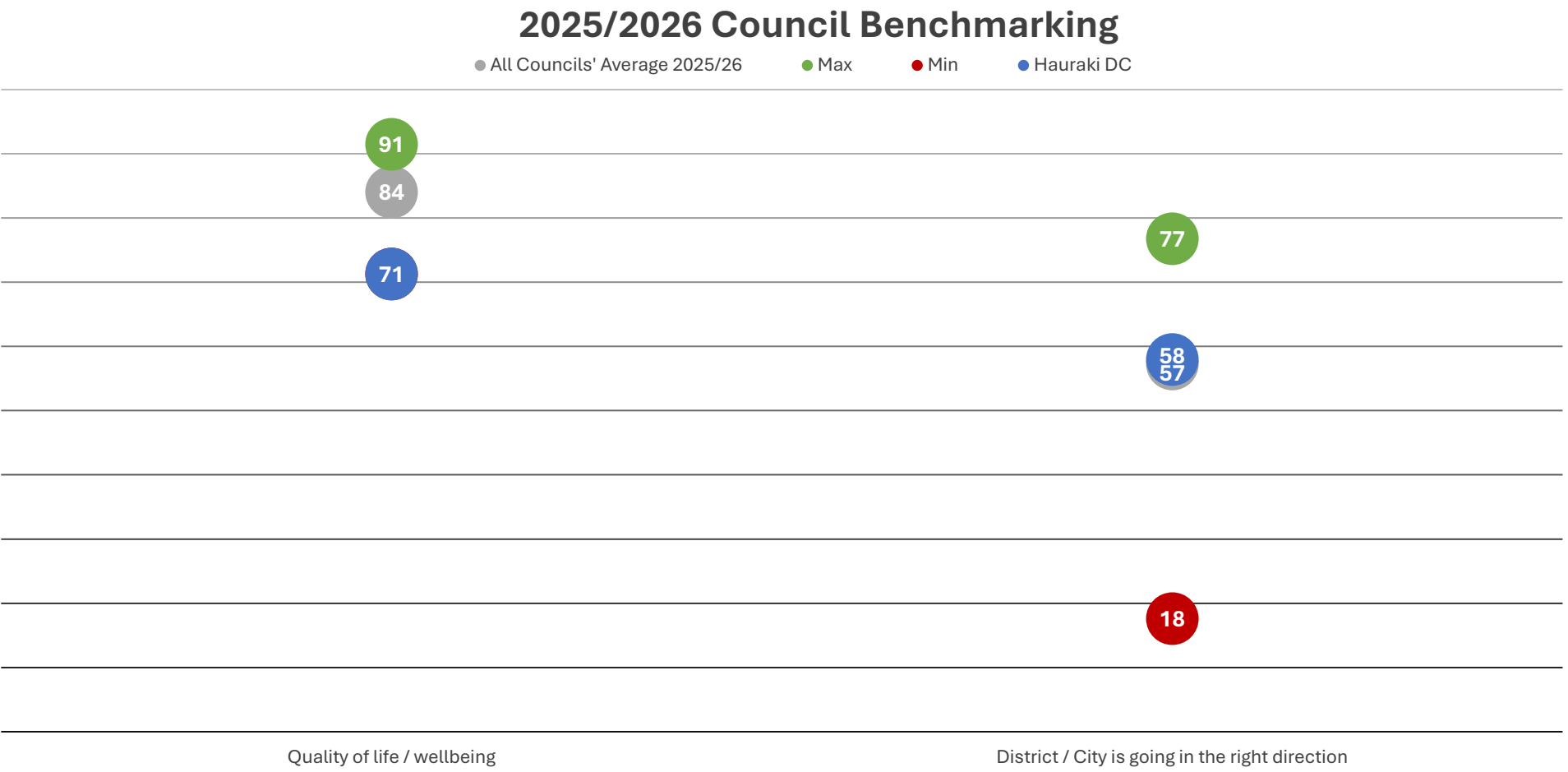
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Value for money – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	42	**41**	+1	**58**	-16	**15**	+27
Rates being fair and reasonable	32	**34**	-2	**48**	-16	**12**	+20
Annual property rates are fair and reasonable	36	**29**	+7	**38**	-2	**17**	+19
Water rates are fair and reasonable	27	**41**	-13	**58**	-29	**25**	+2
Invoicing is clear and correct	58	**70**	-12	**86**	-28	**53**	+5
Payment arrangements are fair and reasonable	66	**68**	-2	**77**	-11	**58**	+8

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Sentiment questions



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Sentiment questions

% 6-10	Your Council %	Average based on 23 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	71	**84**	**-13**	**91**	**-20**	**71**	**-**
District / City is going in the right direction	58	**57**	**+1**	**77**	**-19**	**18**	**+40**

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Sentiment questions – District Councils Only

% 6-10	Your Council %	Average based on 20 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	71	**84**	**-13**	**91**	**-20**	**71**	**-**
District / City is going in the right direction	58	**57**	**+1**	**77**	**-19**	**18**	**+40**

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