



RESEARCH FIRST



SOUTH TARANAKI DISTRICT COUNCIL

RESIDENT SATISFACTION SURVEY 2019



RESEARCH REPORT
March 2019

Contents

Resident Satisfaction Survey 2019

Disclaimer

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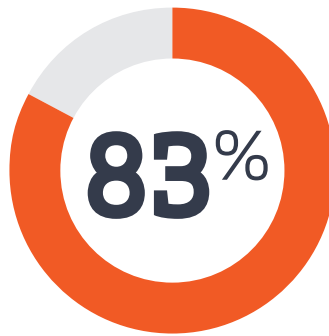
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1

Key Messages Council Operations



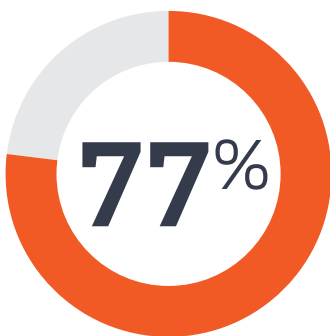
happy with the **service that the Council provides.**



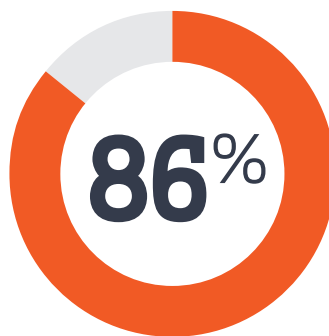
satisfied with the way that **rates are spent on services and facilities.**



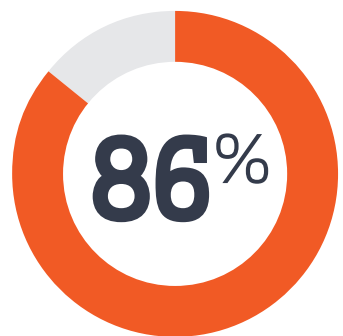
feel that the Council is **moving in the right direction.**



think that **decisions made** by the Council **represent the best interests of the District.**



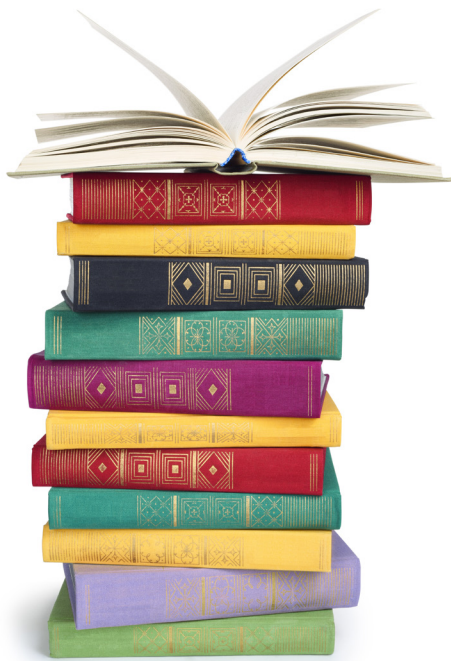
satisfied with the **amount of consultation** the Council offers.



satisfied with the opportunities the Council provides for **public participation in decision making.**

1

Key Messages Council Facilities



100% satisfied with the facilities and customer service at public libraries.

99% satisfied with the resources and materials available at public libraries.

99% satisfied with the maintenance of cemeteries.

97%

satisfied with parks and reserves.

97%

satisfied with the playgrounds.

94%

satisfied with public halls.

88%

satisfied with public toilet opening hours.

78%

satisfied with the cleanliness and maintenance of public toilets



1

Key Messages Council Services

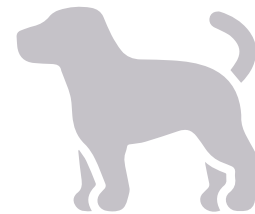


93%

satisfied with the **rubbish and recycling collection service.**

78%

satisfied with **footpaths.**



78%

satisfied with the **control of animals.**

65%

satisfied with the **condition of Council roads.**



82% satisfied with the water supply.

84% satisfied with the wastewater system.

79% satisfied with stormwater systems.

2

Research Design

2.1 Context

South Taranaki District Council (the Council) conducts an annual survey of residents, which is designed to gather feedback about the services and facilities that the Council offers and to identify how well the residents think those services have been provided (whether directly by the Council or via its contractors).

The survey also offers an opportunity to assess how residents feel about the Council, and the South Taranaki District (the District), and the opportunities they provide.

The key service areas tested in the 2018 residents' survey were:

- water supply, sewerage, and stormwater.
- roading and footpaths.
- Council services (waste collection and animal control).
- Council facilities (public toilets, libraries, parks and reserves, public halls, and cemeteries).
- Council operational procedures and general service provision.

This research has been completed by Research First on behalf of South Taranaki District Council.

2.2 Method

In line with previous years, the 2019 survey was primarily conducted through landline telephone calls. Telephone surveys are ideally suited to surveying large, geographically dispersed populations, exactly like the South Taranaki District's population. Data collection is efficient and representative of all communities, because quotas for locations and demographics can be accurately monitored and controlled.

An online channel for the survey was first used in 2017. The online completion option is important because it helps minimise non-response error by increasing the response rate. For the 2017 to 2019 surveys, those respondents who were unwilling or unable to complete the survey by telephone, or who preferred to complete the survey online, were offered an email containing a link to the online survey.

The 2019 survey was also advertised through the South Taranaki District Council website and Facebook page. This had dual benefits of increasing awareness of the survey among those that were contacted by telephone, and providing a more inclusive approach by achieving a wider reach and greater engagement opportunities than through the telephone sample alone. A banner advertisement allowed residents visiting the homepage to click on a link that directed them to the survey. A post with a direct link to the survey on South Taranaki District Council's Facebook page was also posted by the Council during the survey period.

2.3 Sampling

Following a pilot testing phase, data collection took place between the 7th of February and the 5th of March 2019. The telephone survey element used a randomised database of telephone numbers covering the South Taranaki District.

Data collection was randomised within each household to ensure the sample included a range of respondents based on age, location, and gender.¹ A quota system was used to ensure the sample was representative of the District's population (as per the 2013 Census statistics).

The online survey was visible and created an inclusive approach that enabled greater community engagement than with the telephone survey alone. However, the online sample was self-selecting and fundamentally different from that provided through the telephone approach based on random sampling, where respondents are invited to take part. Self-selecting respondents are likely to have characteristics and opinions that are not consistent with the general population.

539 surveys were completed in total - 400 over the telephone² and 139 were completed online.

However, the results in this main report focus on the telephone sample, as the sample from the online survey should not be viewed as representative of the District's population. The detailed results for the online sample can be seen in Appendix Three.

Data collected from the telephone survey is accurate to a maximum of +/- 4.9% at the 95% confidence level. This means that if 50% of respondents stated they were satisfied with a Council facility, then we could be 95% sure that between 45.1% and 54.9% of the entire South Taranaki population also feel satisfied with that Council facility.

Verbatim responses from residents and a full data breakdown by age, gender, and ward are available as appendices in a separate document.

¹ A full demographic breakdown of the sample is shown in Appendix One.

² The telephone sample includes those who were first invited to participate in the survey through a telephone survey but instead chose to complete it online.

2.4 Data Analysis

Prior to the 2017 survey, the following scale was used to measure satisfaction with most of the Council services and facilities³:



This kind of scale is problematic for two reasons. Firstly, there is no opportunity to give a neutral (neither satisfied nor dissatisfied) response. Although a 'don't know' option is provided, this kind of response is different to having an opinion on the topic that is neutral. Secondly, this scale is positively skewed. That is, there are two opportunities for people to respond positively (i.e., very satisfied and fairly satisfied) and only one opportunity for them to respond negatively (i.e., not very satisfied). An evenly distributed scale is necessary to ensure that respondents aren't being led to respond in a direction that is stronger than their true opinion.

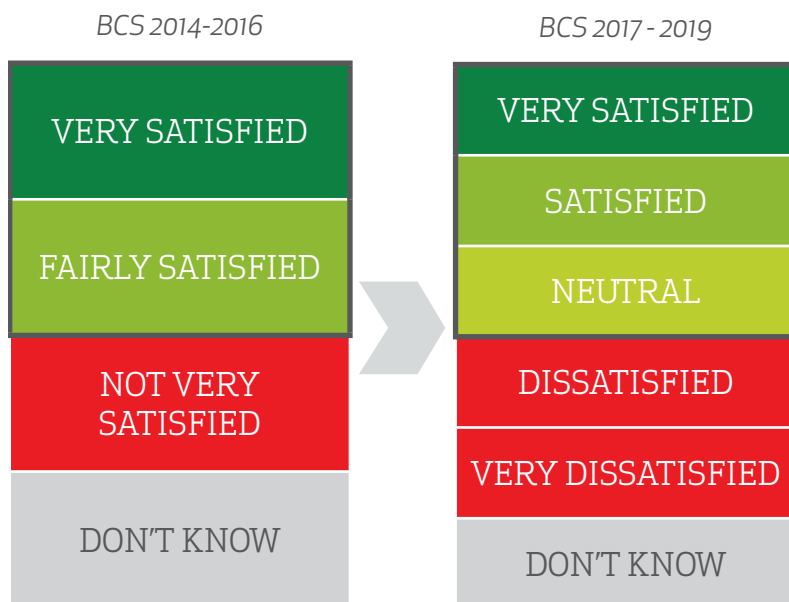
To overcome these design problems, the 2017 survey introduced an improved, 5-point scale, which has also been used for this 2019 survey:



This 5-point scale includes a 'neutral' option and allows two responses around this neutral point, meaning that there are an equal number of opportunities to respond as both satisfied and dissatisfied.

³ This excludes the two questions regarding Council representation of residents, where previous survey iterations used a 5-point satisfaction scale.

Given the change in scale design, scores from the 2017 to 2019 surveys are adjusted to allow for accurate trend analyses. This is done through the calculation of a benchmark comparison score (BCS):



2014 to 2016 figures show residents that indicated they were very satisfied or fairly satisfied. 2017-2019 comparative figures combine very satisfied, satisfied, and neutral.

In the 2014 to 2016 surveys, respondents did not have the option of indicating neutral feelings about Council service areas. Analysis of the data revealed that in the 2017 to 2019 surveys, many respondents chose to respond neutrally when given the option, whereas they had previously responded as 'fairly satisfied'. Thus, it is important to include neutral responses as part of total satisfaction scores.

If a resident indicated dissatisfaction with a Council service or facility, they were invited to comment on the reason(s) behind this dissatisfaction. This provided valuable data from which, key themes and areas for future improvement could be identified. A full list of all verbatim answers is available in Appendix Four (available in a separate document).

2.5 Performance Targets

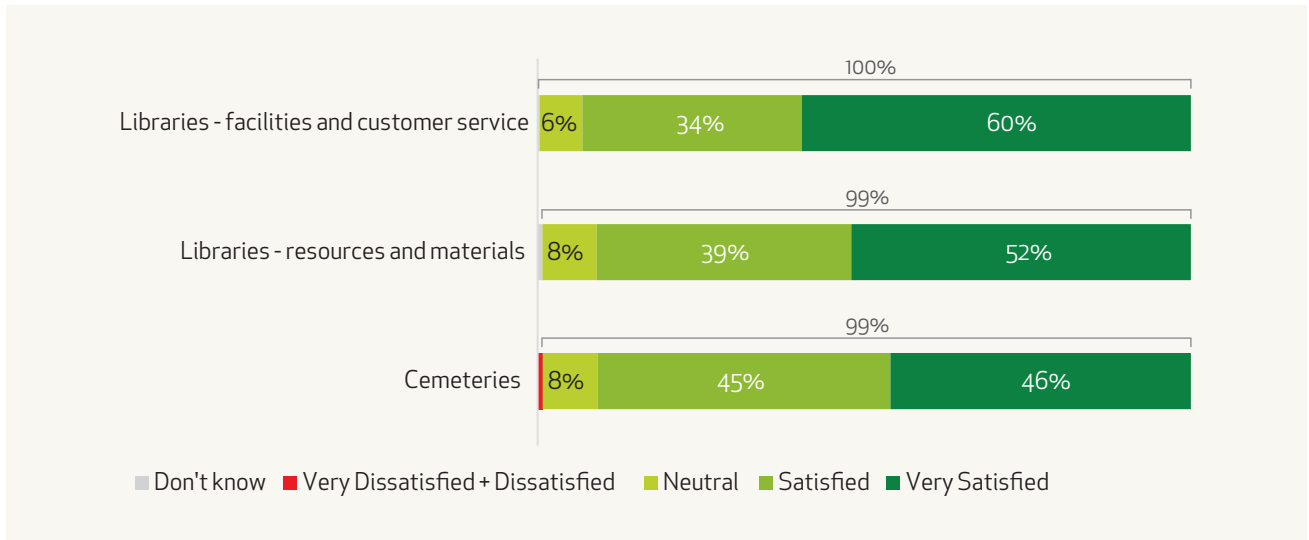
Findings have been presented in relation to Council Key Performance Indicators (KPIs) for 2018/19, as identified in the 2018 to 2028 Long Term Plan. Across all KPIs, the measure of satisfaction reported is the same as the BCS.

3

Cultural Services

Figure 3.1 Satisfaction with cultural services

(Base: respondents who have visited or used the services or facilities in the last 12 months or who have a household member who has visited or used the services or facilities in the last 12 months – Libraries: 277, Cemeteries: 261)



3.1 Libraries

Two-thirds of South Taranaki residents (69%) had visited a public library in the previous 12 months.

These residents were asked about their satisfaction with two aspects of the District's public libraries: the resources and materials available, and the facilities and customer service. Public libraries remain a stand-out asset for the District:

- 100% were satisfied with the facilities and customer service.
Performance target met: aim = 95%, actual = 100%.
- 99% were satisfied with the materials, resources, and information available.
Performance target met: aim = 95%, actual = 99%.

There were no significant age, gender, or ward differences in terms of satisfaction with the District's libraries.

3.2 Cemeteries

Nearly two thirds of residents (65%) had visited South Taranaki cemeteries in the previous 12 months. These residents were asked about their satisfaction with the maintenance provided.

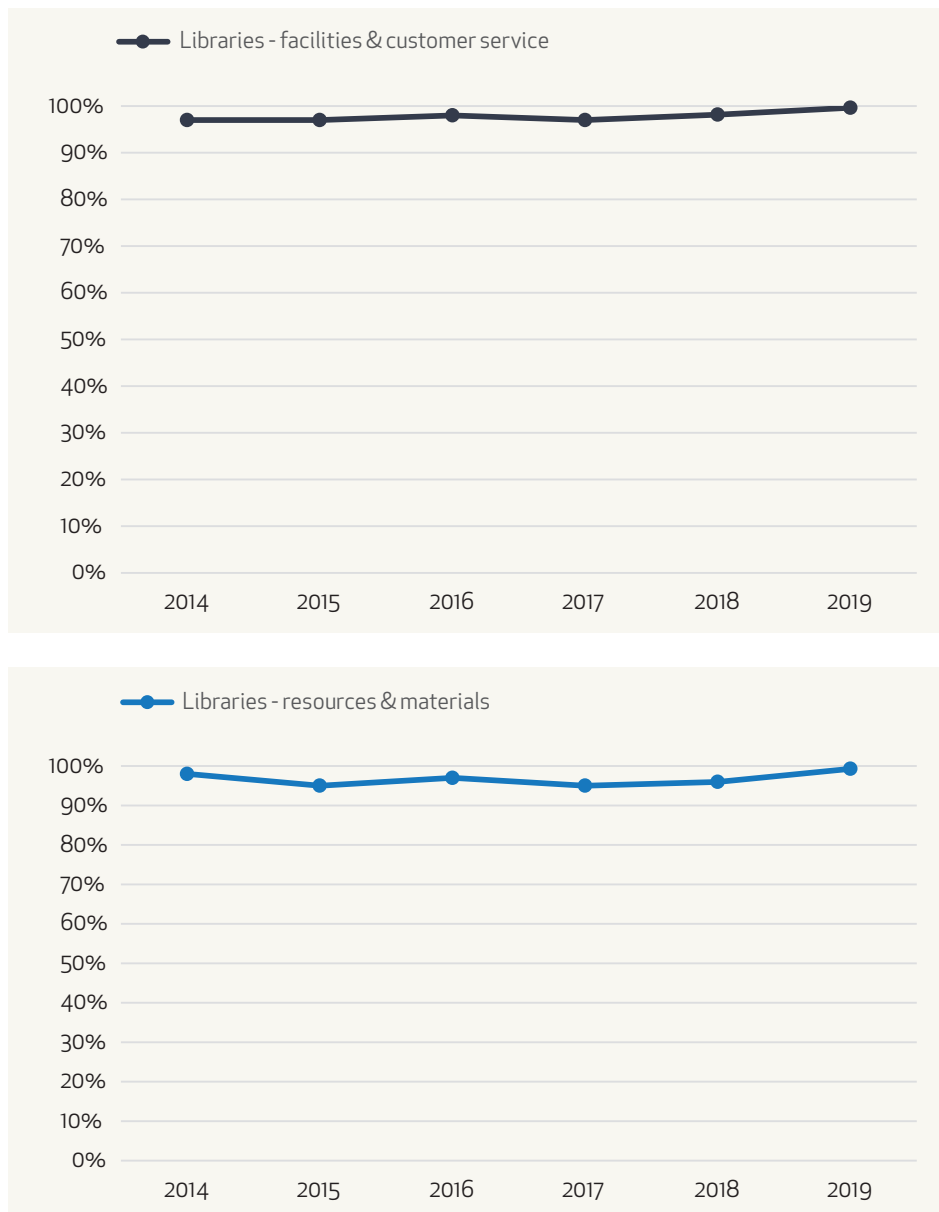
- 99% were satisfied with the maintenance of cemeteries.

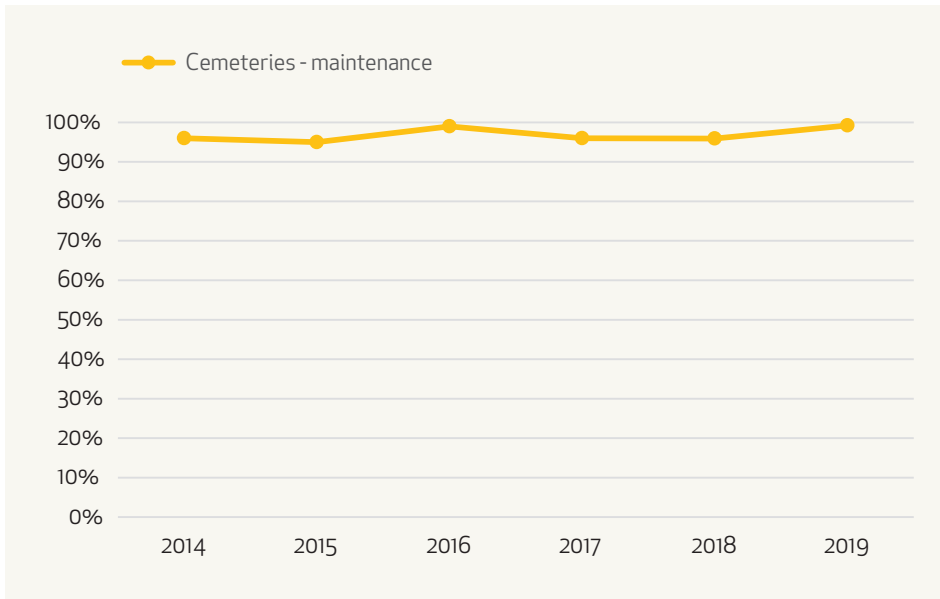
Performance target met: aim = 95%, actual 99%.

3.3 Trend Analysis

Figure 3.2 shows that satisfaction levels with libraries and cemeteries have been stable from 2014 and are consistently high. The survey results show no significant changes in satisfaction.

Figure 3.2 Residents' Satisfaction with cultural services over time



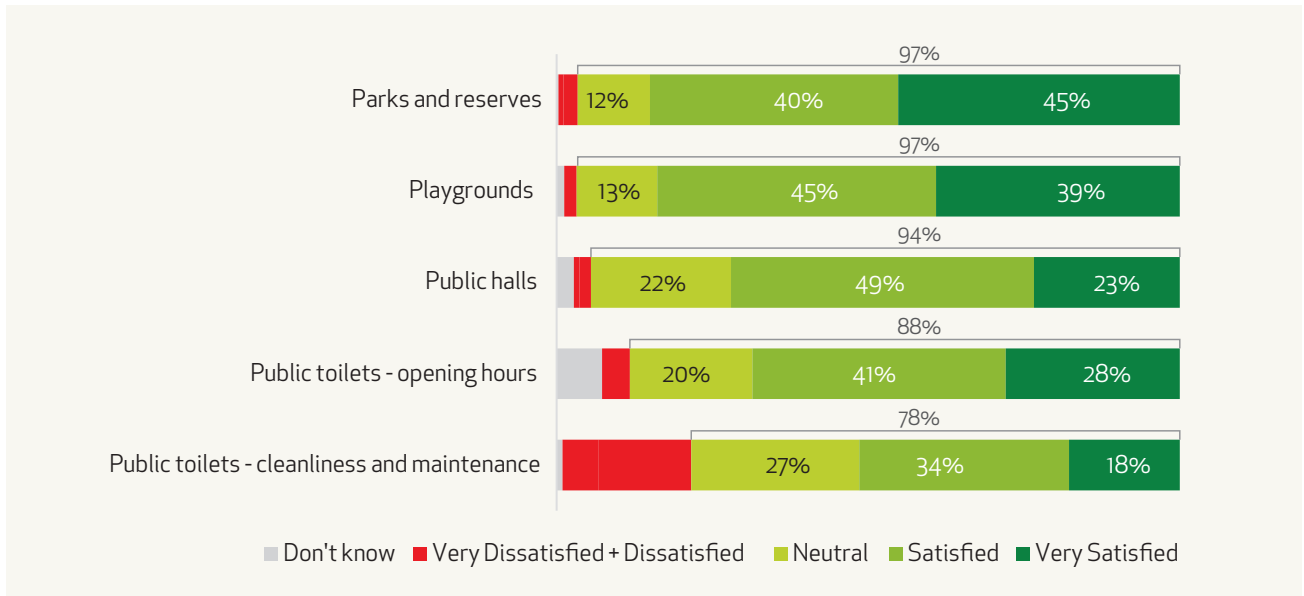


4

Recreation and Leisure

Figure 4.1 Satisfaction with recreation and leisure services

(Base: respondents who have visited or used the services or facilities in the last 12 months or who have a household member who has visited or used the services or facilities in the last 12 months – public toilets: 315, public halls: 218, parks and reserves: 354, playgrounds: 248).



4.1 Parks and Reserves

- 89% of South Taranaki residents visited its parks and reserves in the last year.
- Nearly all of these residents (97%) indicated that they were satisfied with the appearance and maintenance of parks and reserves.

Performance target met: aim = 90%, actual = 97%.

- There was a significantly lower proportion of residents in the ward of Eltham (90%) who were satisfied with the level of maintenance of parks and reserves.
- There were no significant differences in use levels or satisfaction levels by gender or age group.

4.2 Playgrounds

- Nearly two-thirds (62%) of South Taranaki residents had visited the playgrounds in the last 12 months.
- Nearly all of these residents (97%) indicated that they were satisfied with the playgrounds provided within the district.

Performance target met: aim = 80%, actual = 97%.

- There were no significant age, gender, or ward differences in terms of satisfaction with the District's playgrounds.

4.3 Public Halls

- Half of residents (55%) had used public halls in the District in the last year.
- Hall users were positive about the facilities; 94% were satisfied with cleanliness and maintenance.

Performance target met: aim = 90%, actual = 94%.

- There were no significant differences in use levels or satisfaction levels from residents in different wards or age groups.

4.4 Public Toilets

- 79% of residents used South Taranaki public toilets in the last year. These residents were asked for their levels of satisfaction with the cleanliness and opening hours of these facilities.

- 88% were satisfied with opening hours.

Performance target met: aim = 85%, actual = 88%.


- 78% were satisfied with levels of cleanliness and maintenance.

Performance target not met: aim = 80%, actual = 78%.

- Reasons given for dissatisfaction focused on levels of cleanliness:

Table 4.1 Reasons for dissatisfaction with the cleanliness and maintenance of public toilets

	%	N=
Toilets unclean / unpleasant	86%	56
Need maintenance / upgrading / renovation	34%	22
Soap, handtowels etc. not provided	20%	13
Other	2%	1
Number of respondents		65

 *“The toilets in the old Cornish’s car park are often filthy, out of toilet paper, and there’s never any soap!”⁴*

- Males were significantly more likely to be satisfied with the cleanliness and maintenance of the public toilets.
- There were no significant differences in use levels or satisfaction levels from residents in different wards.

For all Council services and facilities included in the residents’ survey, where residents indicated dissatisfaction with that service or facility, they were invited to comment on the reason(s) behind their dissatisfaction. An analysis of these reasons is reported for those where a substantial number of residents provided comments.

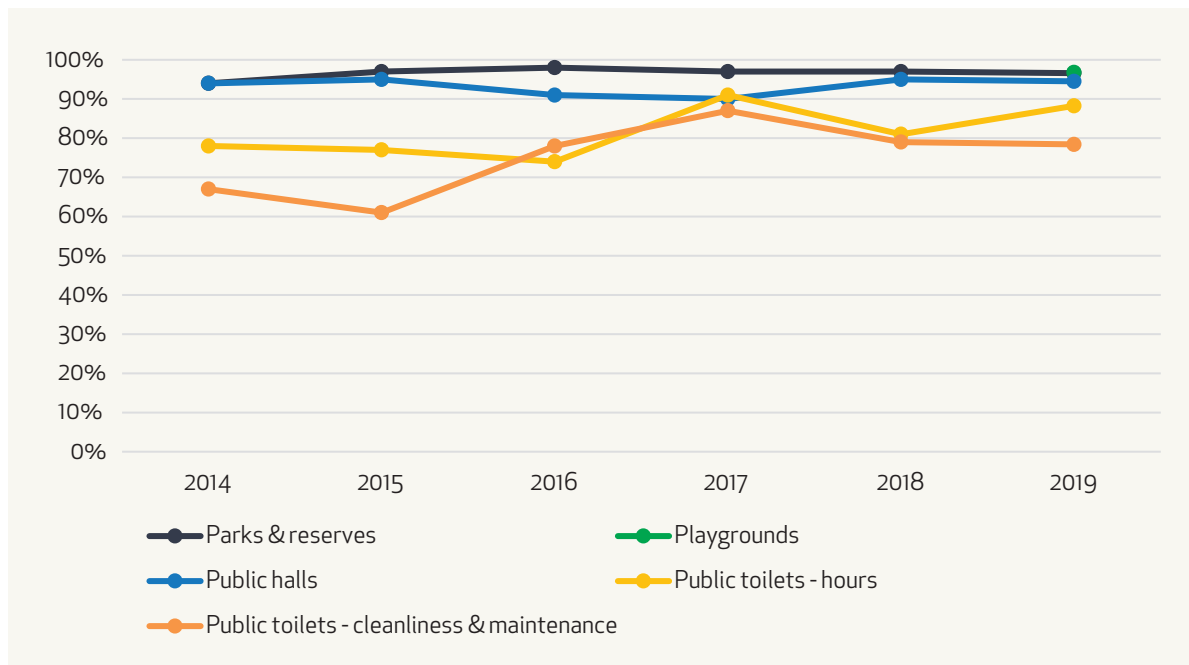
⁴ A resident’s comment on why he/she was dissatisfied with the levels of cleanliness and maintenance of public toilets. The full list of comments is provided as an appendix in a separate document.

4.5 Trend Analysis

Analysis of the results alongside those from previous surveys demonstrates the following points⁵:

- Levels of satisfaction with the maintenance of parks and reserves and public halls were consistently high across the 2014 to 2019 period.
- Levels of satisfaction with the opening hours of the toilets have improved from 2018, back to 2017 levels; however, the satisfaction with cleanliness and maintenance of public toilets has remained similar to 2018 after experiencing a drop from the 2017 survey point.

Figure 4.2 Residents' satisfaction with recreation and leisure facilities over time⁵



⁵ Satisfaction with playgrounds was a new measure introduced in 2019.

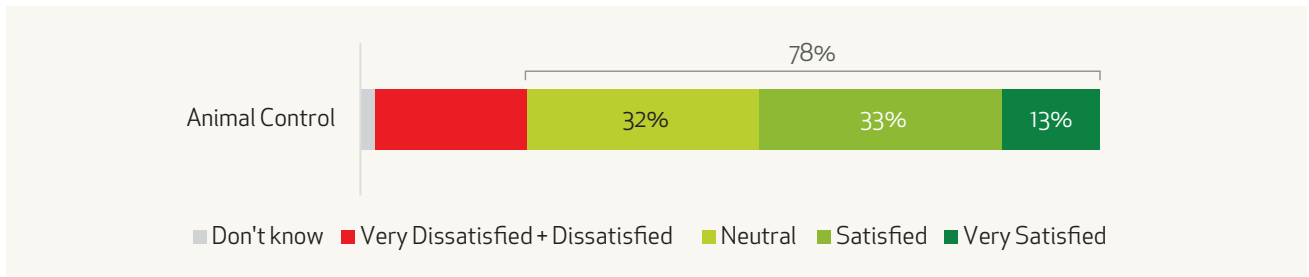
5

Environment and Development

5.1 Animal Control

Figure 5.1 Satisfaction with animal control

(Base: all respondents, 400)



- 78% of residents were satisfied with the control of animals (e.g. dogs or wandering stock) in the South Taranaki District.

Performance target met: aim = 75%, actual = 78%.

- Reasons for dissatisfaction focused on the frequency of roaming animals.

Table 5.1 Reasons for dissatisfaction with the control of animals

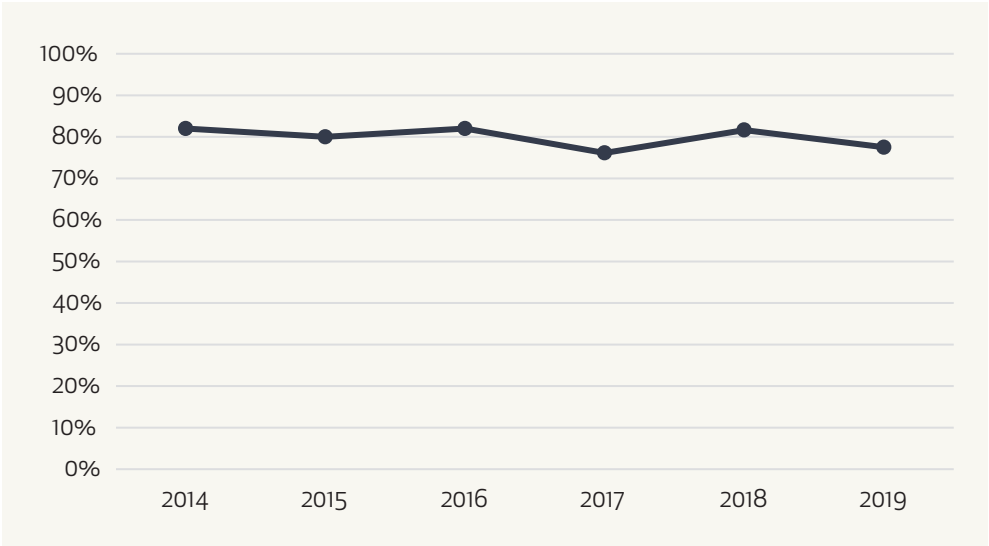
	%	N=
Lots of animals roaming	77%	63
Other animal-related problems encountered	32%	26
No/slow response from animal control	28%	23
Noisy animals	12%	10
Other	1%	1
Number of respondents		82

- Residents in the Patea ward were significantly more likely to indicate they were dissatisfied with the control of animals.
- There were no significant differences in satisfaction levels from residents of different age groups or gender.

5.2 Trend Analysis

Trend analysis shows that satisfaction levels are broadly consistent over time, with small fluctuations.

Figure 5.2 Satisfaction with animal control over time

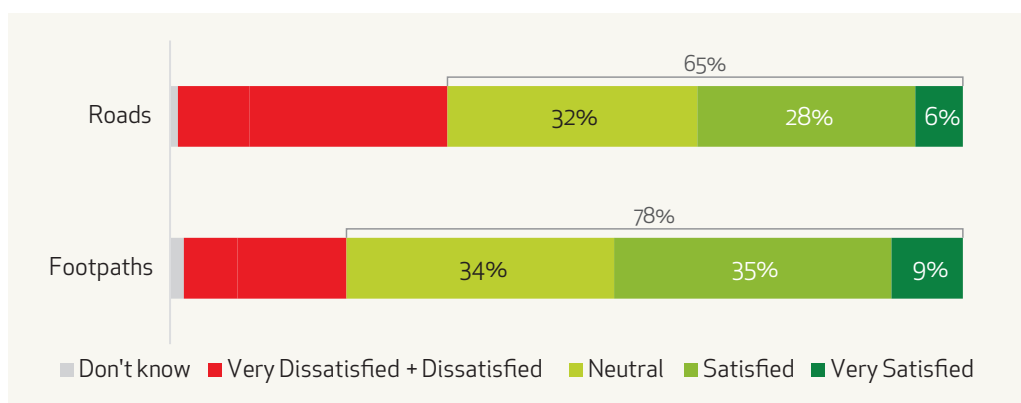


6

Roading and Footpaths

Figure 6.1 Satisfaction with roading and footpaths

(Base: all respondents, 400)



6.1 Roothing

- Just below two-thirds of residents (65%) were satisfied with the condition of Council roads in the District (excluding state highways).

Performance target not met: aim = 75%, actual = 65%

- There was a significantly higher proportion of residents that were dissatisfied with roading when compared with dissatisfaction levels for the other Council services and facilities measured.
- There were no statistically significant age, gender, or ward differences in terms of satisfaction with the condition of Council roads in the District
- Satisfaction levels varied with the ward of residence. Residents of Hawera-Normanby were more satisfied with the condition of roads than residents of other wards, similar to the findings in previous surveys. Residents of Patea were less likely to be satisfied.

Table 6.1 Satisfaction with Council roads by ward of residence⁶


	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe	All respondents
Satisfied with the condition of Council roads in the District (excluding state highways)	62%	62%	74%	56%	66%	65%
Number of respondents	112	68	117	45	58	400

⁶ Note: Satisfaction level differences between wards were not statistically significant at 95% confidence level and interpretation should therefore be done with caution.

- Residents who were dissatisfied commonly noted that roads were in poor condition (e.g., potholes).

Table 6.2 Reasons for dissatisfaction with Council roads

	%	N=
Roads are in poor condition (e.g., potholes)	76%	104
Roads not being maintained / maintenance slow to happen	32%	43
Repairs are not completed properly	31%	42
Heavy traffic destroying roads	15%	20
Roads need widening / additions	10%	14
Other	2%	3
Number of respondents		136

 *“The roads are too rough, there are too many potholes, and when they do fix it, they fix the road for 50 metres, and it’s rough again. And they only do patching instead of fixing it.”*

6.2 Footpaths

- 78% of residents were satisfied with South Taranaki footpaths⁷.
- The proportion of residents in each ward who were satisfied with footpaths was more consistent than was the case with residents’ satisfaction with roads.

Table 6.3 Satisfaction with Council footpaths by ward of residence

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe	All respondents
Footpaths	75%	75%	80%	73%	84%	78%
Number of respondents	112	68	117	45	58	400

- Reasons for dissatisfaction focused on the condition of footpaths and safety.

Table 6.4 Reasons for dissatisfaction with Council footpaths

	%	N=
Footpaths are in poor condition	70%	57
Footpaths are unsafe / slippery / hazardous	51%	42
Not enough footpaths / existing paths not sufficient	18%	15
Number of respondents		82

 *“A lot are uneven and full of cracks and holes.”*

⁷ No resident satisfaction performance target is set for footpaths in the Long-Term Plan.

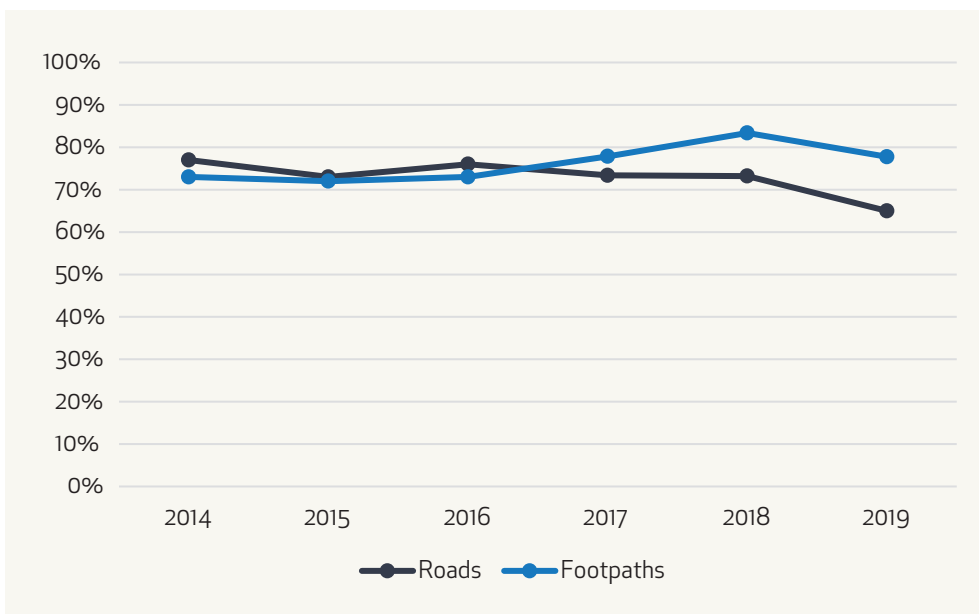
6.3 Trend Analysis

Figure 6.2 shows that the proportion of residents who are satisfied with the condition of Council roads have experienced a drop since the 2018 survey and appear to be on a downward trend.

Figure 6.2 also shows that satisfaction with footpaths has experienced a slight drop since 2018.

Performance in these two areas should be monitored to prevent further drops in residents' satisfaction.

Figure 6.2 Residents' satisfaction with roading and footpaths over time



7

Water

Figure 7.1 Satisfaction with water services

(Base: all respondents, 400)

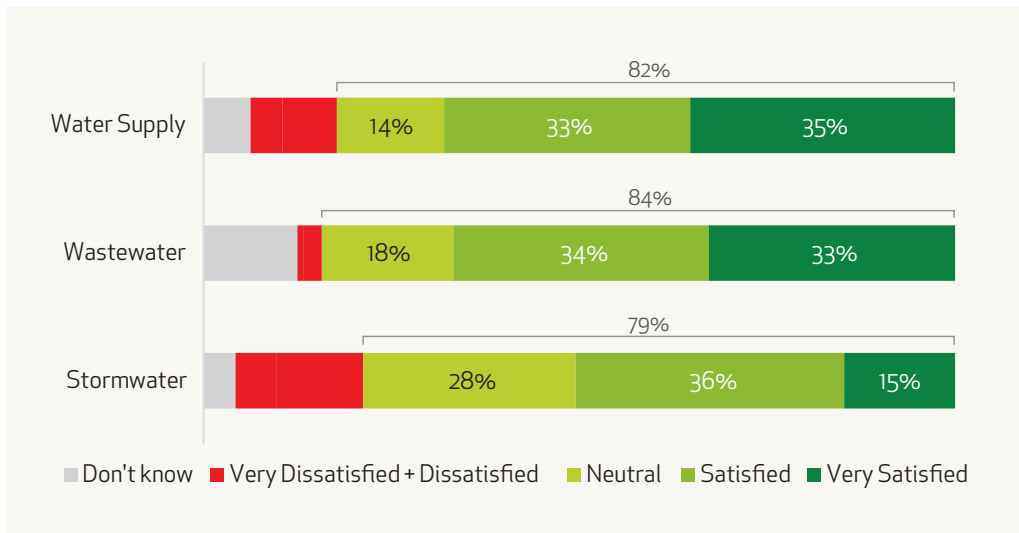


Table 7.1 Satisfaction with water services by ward of residence

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe	All respondents
Water supply	85%	82%	93%	58%	74%	82%
Wastewater	84%	79%	97%	82%	67%	84%
Stormwater	79%	78%	82%	76%	76%	79%
Number of respondents	112	68	117	45	58	400

7.1 Water Supply


- 82% of residents indicated that they were satisfied with the water supply in the District.

Performance target met: aim = 80%, actual = 82%.

- Satisfaction levels differed by ward. Residents in Hawera-Normanby were significantly more likely to state they were satisfied and residents in Patea were less likely to state they were satisfied.
- The main reason for dissatisfaction related to the taste / quality of the water. Other common reasons mentioned were supply issue(s) and / or a dislike of chemical additives.

Table 7.2 Reasons for dissatisfaction with water supply

	%	N=
Water has unpleasant taste / poor water quality	50%	23
Water supply is poor (low pressure, inconsistent, etc.)	26%	12
Don't like chemical additives	24%	11
Water is discoloured	15%	7
Costs associated with water	7%	3
Use my own water supply	4%	2
Poor communication about water issues	2%	1
Number of respondents		46

 *“It tastes like dirt or tastes like chlorine. It varies from day to day and it can taste like a swimming pool with the chlorination in it.”*

7.2 Wastewater

- 84% of residents stated that they were satisfied with the sewerage system.
Performance target met: aim = 80%, actual = 84%.
- Satisfaction levels differed by ward. Again, higher proportions were satisfied in the Hawera-Normanby ward (97%); however, residents in Tangahoe were least likely to be satisfied with the wastewater service (67%) with over a quarter not having an opinion (don't know: 28%).

7.3 Stormwater


- 79% of residents stated that they were satisfied with the stormwater system (i.e., drainage, both urban and rural).

Performance target not met: aim = 80%, actual = 79%.

- Satisfaction with stormwater was largely consistent in each of the different wards.
- Residents who were dissatisfied with the stormwater system primarily highlighted instances of flooding followed by levels of drain maintenance and a lack of drainage adequacy.

Table 7.3 Reasons for dissatisfaction with the stormwater system

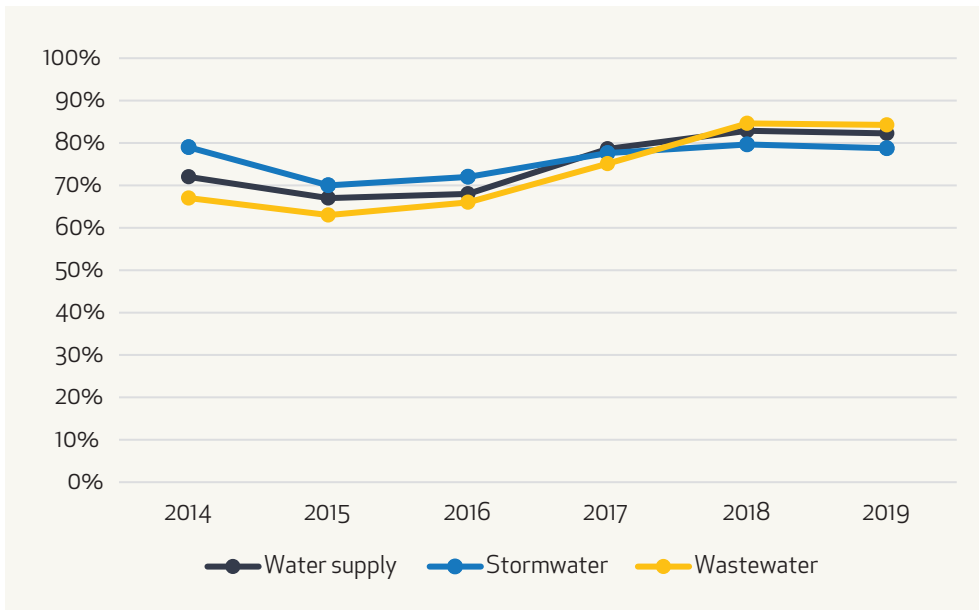
	%	N=
Flooding occurs	75%	51
Drains are blocked / not maintained	37%	25
Drainage not adequate	34%	23
Don't have storm water service	7%	5
Other	1%	1
Don't know	3%	2
Number of respondents		68

 *“Every time there is a heavier than usual rainfall, there is flash flooding around Hawera.”*

7.4 Trend Analysis

Analysis of residents' survey results over time indicates that satisfaction has remained stable since 2018, following a positive trend in satisfaction with water services from 2015 to 2018.

Figure 7.2 Residents' satisfaction with water supply, stormwater, and wastewater over time



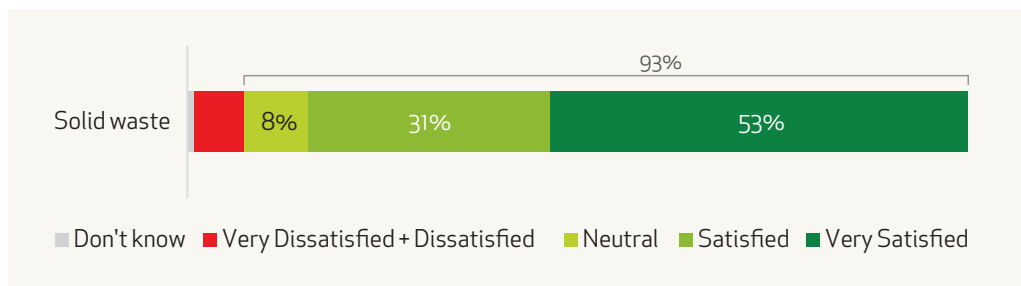
8

Solid Waste

8.1 Weekly Rubbish and Recycling Service

Figure 8.1 Satisfaction with solid waste services

(Base: respondents who have used the weekly rubbish and recycling service in the last 12 months or who have a household member who has used the service in the last 12 months – 316)



- 79% of residents used the weekly rubbish and recycling kerbside collection service.

- Nearly all of (93%) the service users reported that they were satisfied.

Performance target met: aim = 90%, actual = 93%.

- Only 6% of residents who used the service were dissatisfied, and they had various reasons for their dissatisfaction. The most common reasons were that bins were not collected at scheduled times or that rubbish was left behind after the collection.

Table 8.1 Reasons for dissatisfaction with weekly rubbish and recycling services

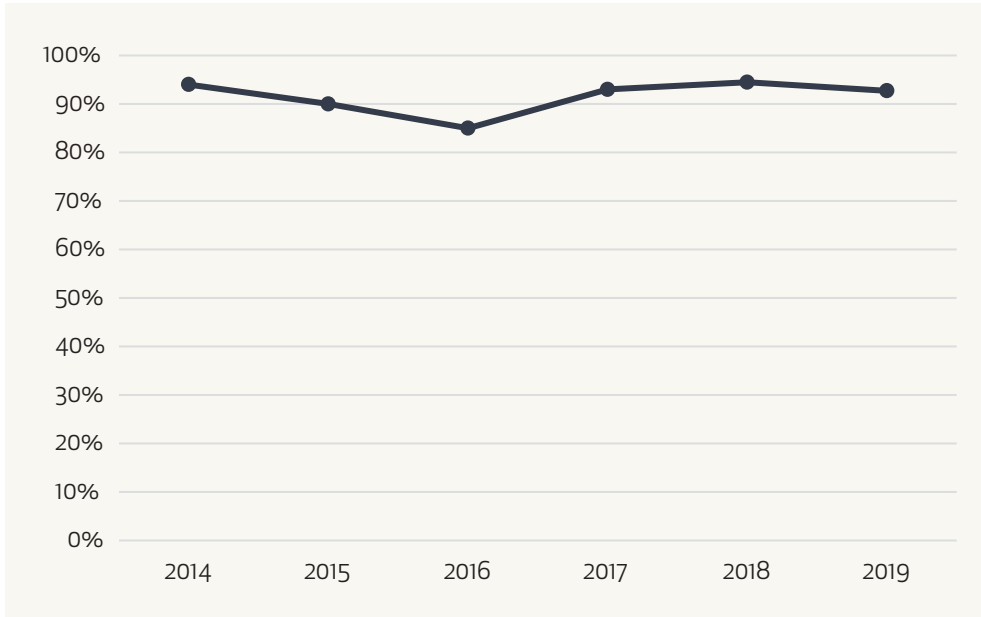
Reason	N=
Bins are not collected at scheduled times / at all	8
Rubbish is left after collection	7
Bins get blown over / left tipped over	5
Don't get rubbish / recycling collection in our area	4
Changing process was unnecessary	4
Cost of collection should be reasonable	2
Bins should be bigger	2
Other	1
Number of respondents	20

There were no significant differences in satisfaction levels from residents by gender, different wards, or age groups.

8.2 Trend Analysis

Residents' satisfaction levels in 2019 are in line with the 2017 to 2018 results. The overall trend indicates that service levels are consistently high.

Figure 8.2 Residents' satisfaction with the weekly rubbish and recycling service over time



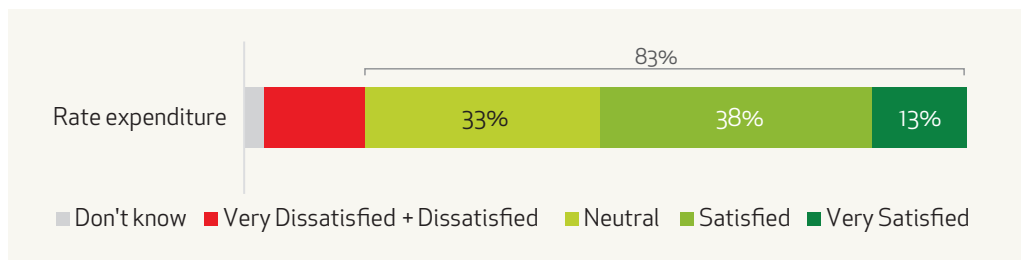
9

Rate Expenditure

9.1 Rates Spend on Council Services and Facilities

Figure 9.1 Satisfaction with rate expenditure

(Base: respondents who have paid rates in the last 12 months or who have a household member who paid rates in the last 12 months – 353)



- 88% of respondents indicated that they, or a member of their household, paid rates on a property in the last 12 months.
- 83% indicated that they were satisfied with the way that the Council spends rates; 14% stated that they were dissatisfied.
- There were no statistically significant age, gender, or ward differences in terms of satisfaction with the condition of Council roads in the District.
- Satisfaction levels varied somewhat depending on the ward of residence. Residents of Hawera-Normanby and Tangahoe were more satisfied with the way rates are spent on services and facilities. Residents of Patea were less likely to be satisfied.
- Reasons for dissatisfaction focused on the distribution of the money that was being paid.

Table 9.1 Satisfaction with rate expenditure by ward of residence⁸

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe	All respondents
Satisfied with the way that rates are spent on services and facilities	81%	78%	90%	69%	92%	83%
Number of respondents	99	59	107	39	49	353

⁸ Note: Satisfaction level differences between wards were not statistically significant at 95% confidence level and interpretation should therefore be done with caution.

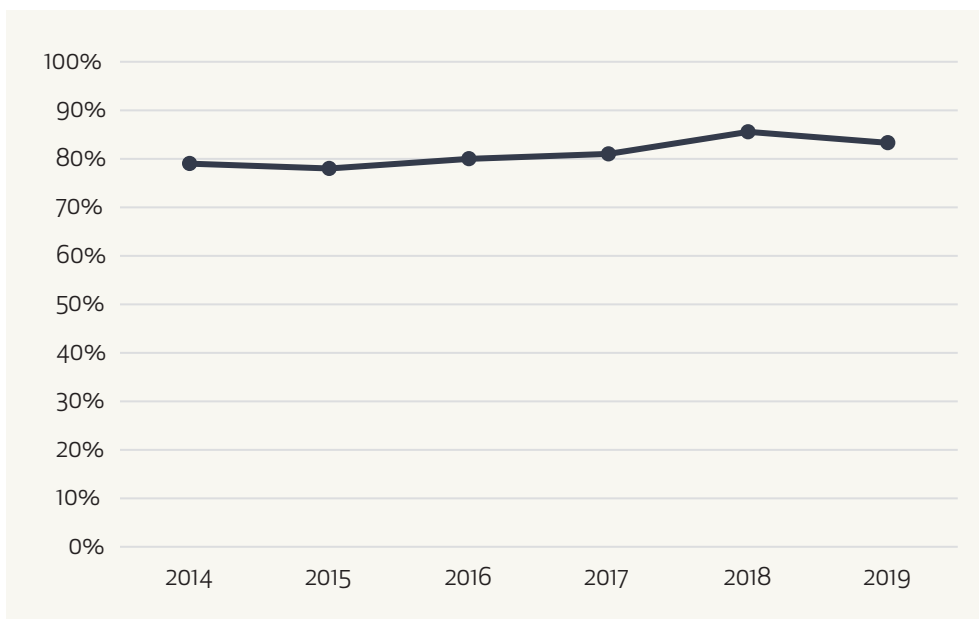
Table 9.2 Reasons for dissatisfaction with rate expenditure

	%	n
Not enough money is spent on smaller/rural areas	39%	19
I pay for services / facilities that I do not use or get	29%	14
Other areas / specific areas given what would like to see more money spent on	27%	13
Money is being spent in the wrong places	24%	12
Lack of or inadequate infrastructure / facilities / services	12%	6
Don't know	4%	2
Number of respondents		49

9.2 Trend Analysis

Trend analysis over time shows satisfaction with rate expenditure has remained largely stable.

Figure 9.2 Resident satisfaction with rate expenditure over time



10

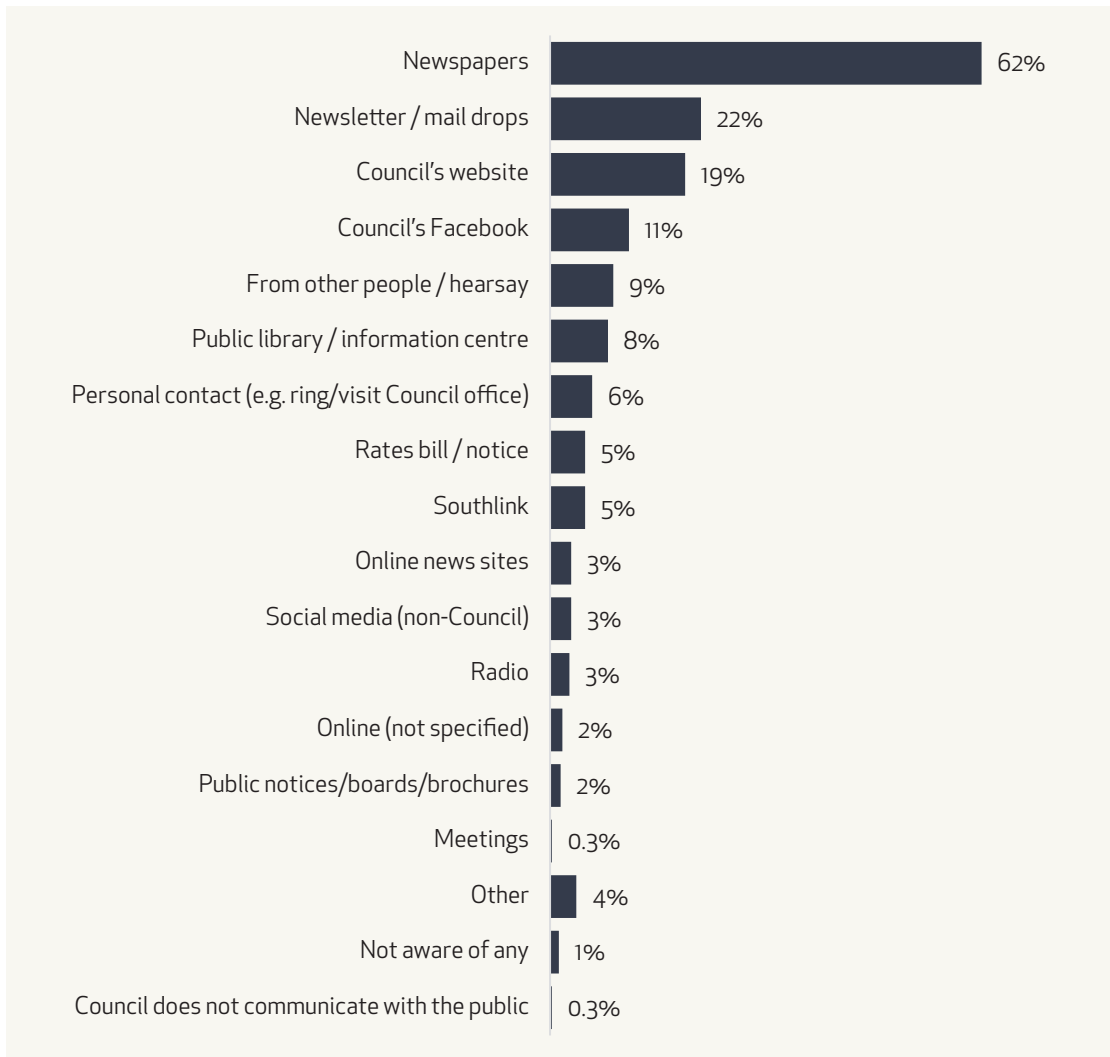
Council Information

10.1 Residents' Ability to Find Council Information

- 90% of residents know how to get Council information if they want it.
Performance target met: aim = 85%, actual = 90%.
- Newspapers remain the most common source of Council information, followed by newsletters/mail drops and the Council's website. Further information about newspaper preferences can be found in section 10.2 below.

Figure 10.1 Sources of information about the Council

(Base: all respondents, 400)



- Much like last year, access to information varied significantly among residents:
 - The use of newspapers varied by age, with no particular pattern.
 - Access to information via newsletters / mail drops was significantly higher among those aged 55-64, and also high amongst those over 65 years of age.
 - Those aged 35-44 were significantly more likely to have accessed the Council's website and those aged 45-54 were nearly as likely to have done the same.
 - Access to information via the Council's Facebook page tended to be higher the younger the respondent was.
 - Those aged 18-24 were significantly more likely to have viewed the Council's Facebook page.
 - Females were also significantly more likely to have accessed information through the Council's Facebook page.
 - Those aged 18-24 were also significantly more likely to have received information from other people, through other social media outlets, or more likely to not be aware of any sources.

Table 10.1 Top 5 sources of information about the Council by age and gender

(Base: all respondents, 400)

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female	All respondents
Newspapers	52%	61%	48%	59%	72%	67%	59%	64%	62%
Newsletter / mail drops	-	8%	12%	18%	38%	28%	23%	20%	22%
Council's website	5%	18%	31%	30%	18%	5%	18%	21%	19%
Council's Facebook	38%	21%	14%	14%	4%	3%	5%	17%	11%
From other people / hearsay	29%	8%	11%	5%	6%	10%	9%	9%	9%

- Analysis of the results by ward showed no significant differences.

10.2 Newspapers

Respondents who mentioned newspapers as a source of Council information were asked which newspapers they used. The majority mentioned the Taranaki Star (or the South Taranaki Star).

Figure 10.2 South Taranaki newspaper readership

(Base: respondents who have used newspaper as a source of Council Information – 246)

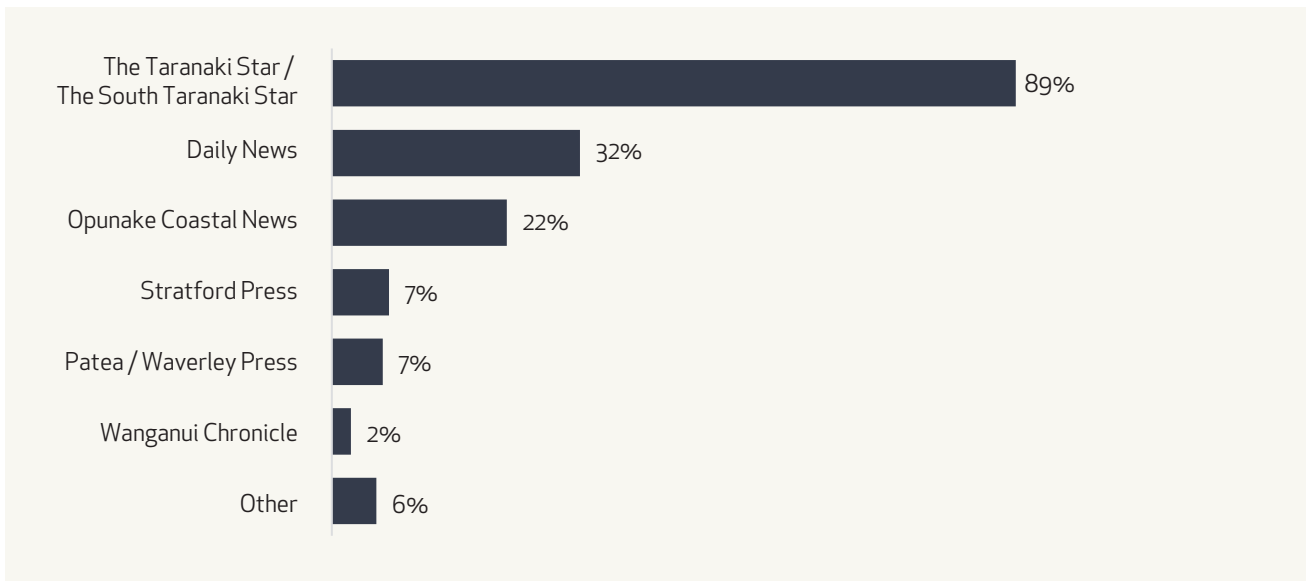


Table 10.2 shows how readership preferences differed by ward. Results show the significance of local newspapers alongside the dominance of the Taranaki Star.

- Specifically, residents in Egmont Plains were significantly more likely to have seen Council information through the Opunake Coastal News, while those in Eltham received information via the Stratford Press, and those in Patea from the Patea / Waverley Press, or the Whanganui Chronicle.

Table 10.2 South Taranaki newspaper readership by ward

(Base: respondents who have used newspaper as a source of Council Information – 246)

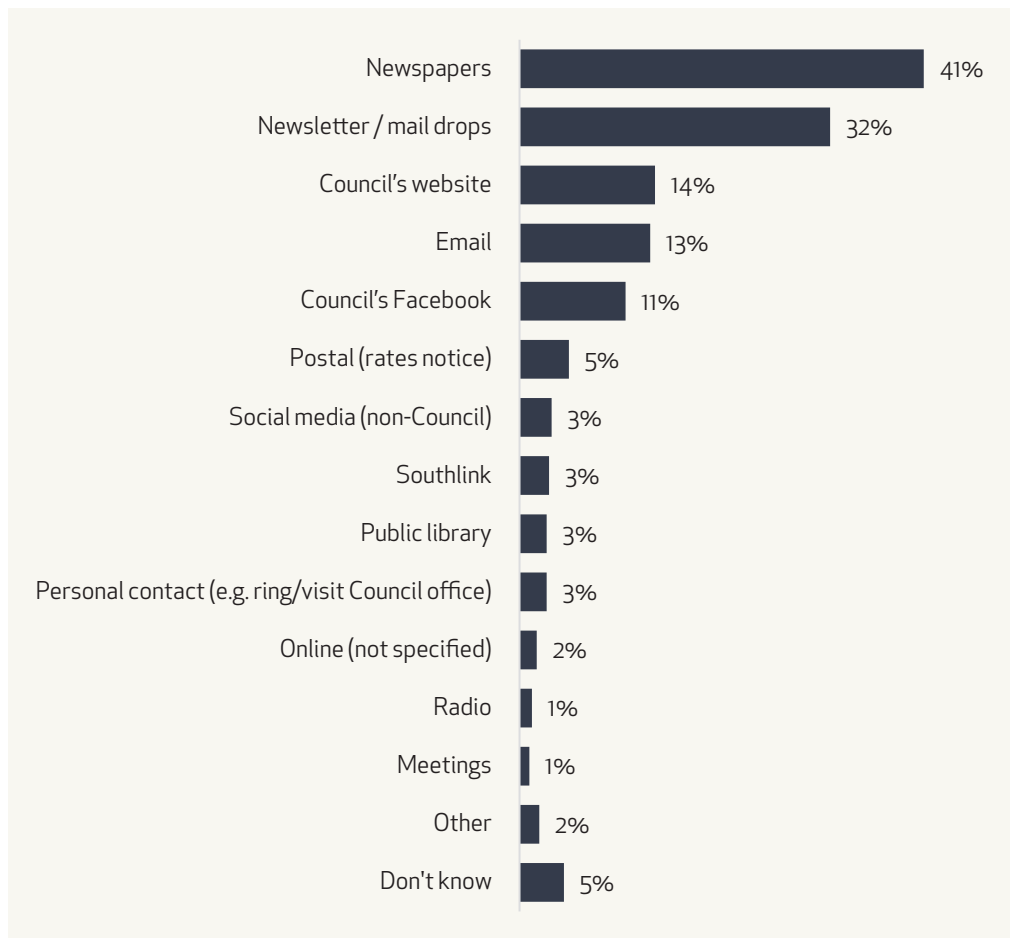
	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe	All respondents
The Taranaki Star /The South Taranaki Star	82%	92%	96%	80%	90%	89%
Daily News	30%	28%	32%	27%	40%	32%
Opunake Coastal News	58%	28%	3%	-	195	22%
Stratford Press	8%	31%	-	-	5%	7%
Patea / Waverley Press	2%	3%	-	43%	2%	7%
Whanganui Chronicle	2%	-	-	17%	-	2%
Other (please specify)	5%	11%	4%	13%	-	6%
Number of respondents	60	36	78	30	42	246

10.3 Future Council Information Preferences

- The most common sources of information about the Council match those that residents would like to use in the future: newspapers; newsletters/mail drop; and online.
- Residents primarily want to receive information the same way in the future as they do currently, and some would also like to receive it via email.

Figure 10.3 Preferred future sources of Council information

(Base: all respondents, 400)



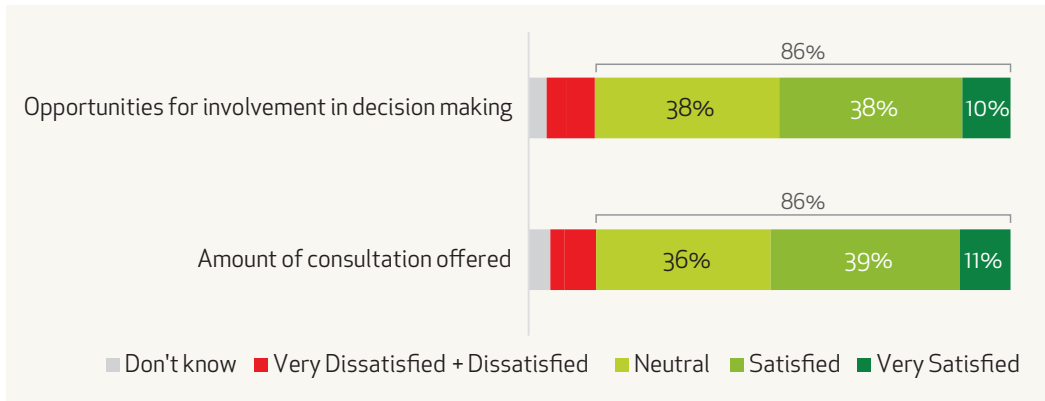
- In line with patterns in current information sources, the future information preferences differed by age group:
 - Preference for newspapers and newsletters / mail drops as a future information source tend to increase with age.
 - Preference for information access through the Council's Facebook page is substantially higher amongst those aged 18-24.

11

Council Representation of Residents

11.1 Community Consultation

Figure 11.1 Satisfaction with Council representation of residents' views



- 86% of residents were satisfied with their opportunities to participate in Council decision-making processes.
Performance target met: aim = 80%, actual = 86%.
- 86% of residents were also satisfied with the Council's level of consultation (the amount of consultation offered)⁹.
- The 10% of residents that were dissatisfied with the amount of consultation offered commonly suggested better communication in general as a way of improving the amount of consultation.

Table 11.1 What could the Council have done better to have improved the amount of consultation?

	%	n
Better communication in general	53%	20
More consultation	39%	15
Consult with the people affected/ wider group of people	32%	12
More communication around when consultation will happen	8%	3
Other	11%	4
Don't know	16%	6
Number of respondents		38

- There were no significant differences in satisfaction when the results were analysed by age and ward, or gender.

⁹ No resident satisfaction performance target is set for satisfaction with the level of consultation offered in the Long-Term Plan.

11.2 Council Decisions


- Three-quarters of respondents (77%) thought that the decisions made by the Council represent the best interests of the District. 17% disagreed and 7% stated that they 'did not know'.

Performance target met: aim = 70%, actual = 77%.

- There were no significant differences in satisfaction when the results were analysed by age, ward, or gender.
- Residents who thought decisions did not represent the District's interests were asked if they had particular decisions in mind. Table 11.2 shows that consultation and communication were important to these residents.

Table 11.2 Council decisions that do not represent the District's interests

	Egmont Plains N=	Eltham N=	Hawera-Normanby N=	Patea N=	Tangahoe N=	All respondents N=	All respondents %
Consultation, communication, representation	3	3	6	4	1	17	25%
Where money is being spent	4	4	3	-	1	12	18%
Building decisions	4	1	1	-	2	8	12%
Maintenance of buildings, parks, etc.	4	-	1	2	1	8	12%
Closure and/or neglect of buildings and other public facilities	4	-	-	-	-	4	6%
Not enough being spent on rural areas	1	2	-	1	-	4	6%
Prior decisions by Council	3	1	1	-	-	5	7%
Roading, walkways	2	-	1	-	-	3	4%
Water supply (e.g. metering, fluoride)	-	1	-	2	-	3	4%
Other	-	2	-	1	-	3	4%
Don't know	-	4	4	-	4	12	18%
Total respondents	19	16	17	8	7	67	67

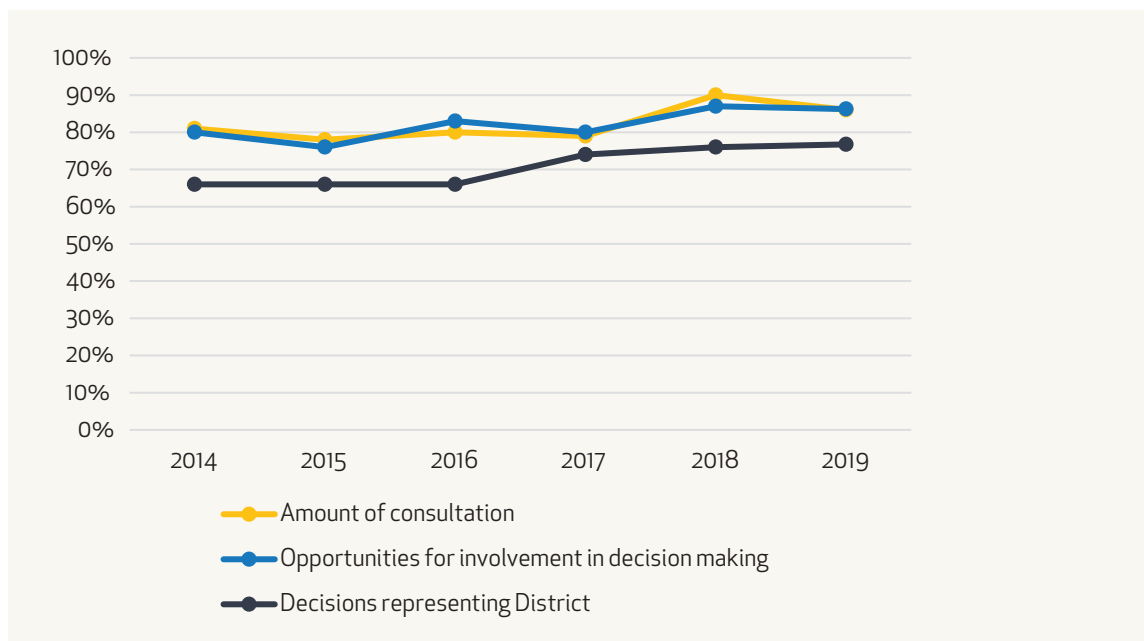
 *"More convenient times. People who work 8 till 5 can't afford to take time off work to attend consultation processes."*

11.3 Trend Analysis

Trend analysis indicates the following points:

- There is a potential positive trend in levels of agreement that Council decisions represent the best interests of the District after 2016.
- Satisfaction with levels of consultation and opportunities for involvement in decision making appear to closely track each other over time.
- Figures in 2019 identify high satisfaction levels that remain similar to results in 2018.

Figure 11.2 Satisfaction with Council representation of residents over time

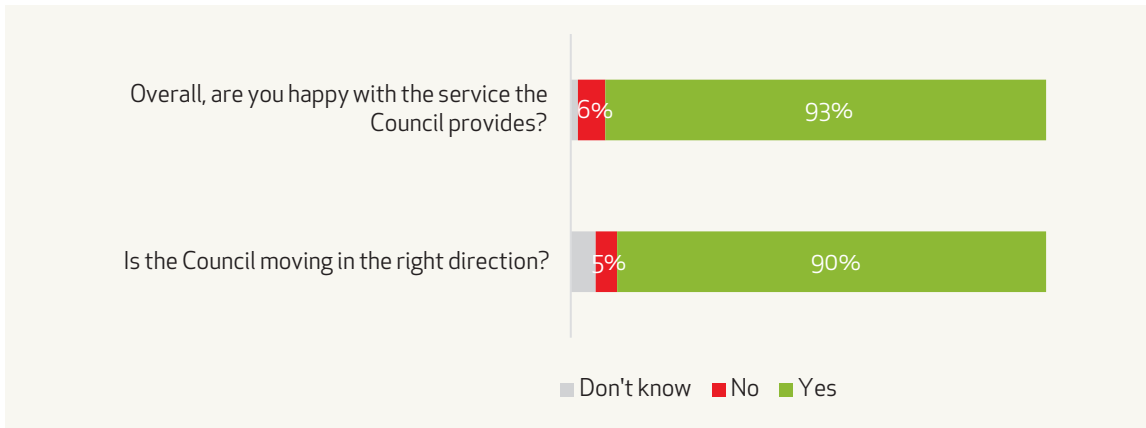


12

Council Direction and Improvement

12.1 Council Direction and Service Provision

Figure 12.1 Council direction and service provision



- 93% of residents stated that they were happy with the service the Council provides.
- 90% of residents felt that the Council was moving in the right direction.
Performance target met: aim = 80%, actual = 90%.
- Suggestions from those that did not feel the Council was moving in the right direction suggested the Council should focus on the growth of the District and improve Council services.

Table 12.1 What would be the right direction?

	N=
Focus on growth (population, businesses etc.)	6
Improve Council services	5
Better communication with the public	2
Replace councillors / unhappy with performance of councillors	2
Reduces rates / costs	2
More activities	1
Greater focus on rural areas	1
Other	2
Don't know	1
Total respondents	18

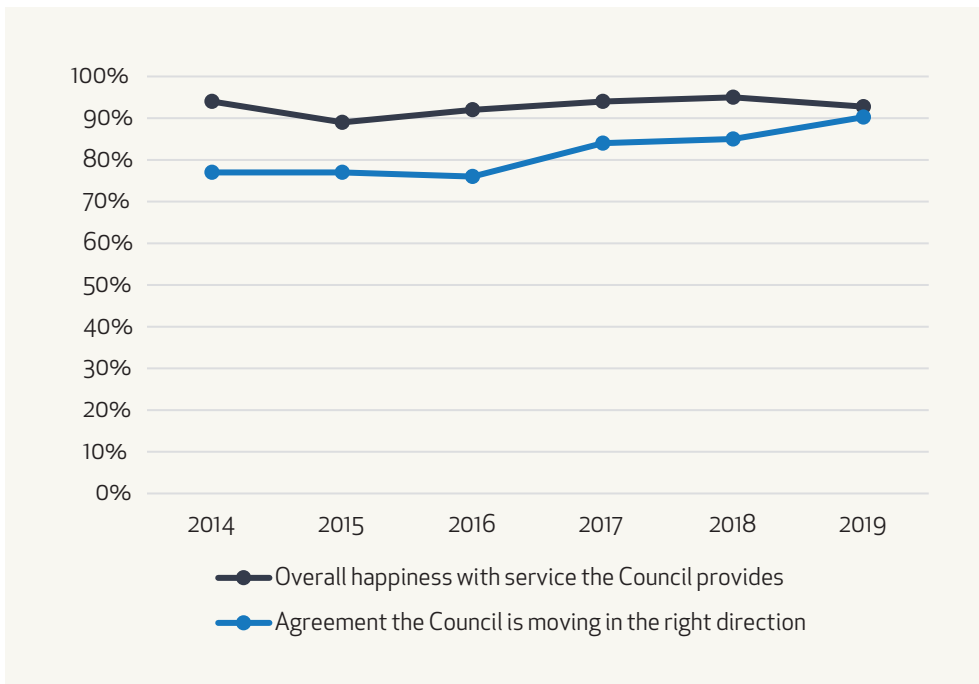
- There were no significant age, gender or ward differences in terms of residents' perceptions of Council direction and service provision.

12.2 Trend Analysis

Trend analysis shows that overall happiness with the service the Council provides has remained stable. Trend analysis also shows the level of agreement that the Council is moving in the right direction appears to have improved.

Results for both measures are high which is a positive result.

Figure 12.2 Residents' perceptions of Council direction and service provision over time



12.3 Positive Areas to Maintain

New in the 2019 satisfaction survey, residents were asked what three things they liked best about living in South Taranaki. Many answers came through and the top 5 mentioned characteristics were:

1. The people / community.
2. Quiet / peaceful / not crowded / clean.
3. The lifestyle / rural living.
4. Ocean, beaches, bays, and coastline.
5. Mount Taranaki / Egmont.

Table 12.2 Areas identified for Council maintenance

	%	N=
The people / community	36%	143
Quiet / peaceful / not crowded / clean	34%	136
The lifestyle / rural living	30%	119
Ocean, beaches, bays and coastline	29%	116
Mount Taranaki / Egmont	24%	94
Accessibility - distance / topography	19%	74
Parks and reserves	16%	62
It's home / work here	13%	53
Weather / climate	12%	48
Friends / family	11%	45
Affordability	8%	32
Swimming pools	6%	25
Libraries	5%	18
Lakes, rivers, streams, waterways	4%	15
Recreation - water-related (e.g. fishing, swimming in natural waterways)	4%	15
Recreation - land-related (e.g. hunting, hiking)	4%	14
Good facilities / amenities	3%	12
Tracks and walkways	3%	10
Good activities/ attractions	2%	9
Infrastructure / sports / shopping and other facilities (e.g. movies, health etc.)	2%	8
Good shopping / commerce	2%	7
Water supply	2%	6
Good farming / industry support	1%	5

	%	N=
Urban centres / urban rejuvenation	1%	4
Other	3%	13
Don't know / nothing	4%	17
Total respondents		400

 *“Close community; Smaller; Simple.”*

12.4 Improvement Areas

When asked for the three things they would like Council to improve on, respondents also provided answers across a range of areas. Most commonly mentioned were the:

1. Roads.
2. Communication.
3. Urban rejuvenation.

Table 12.3 Areas identified for Council improvement

	%	n
Roads - maintenance / improvements	22%	88
Communication / consultation with public	15%	60
Urban rejuvenation - town upkeep / appearance	9%	36
Council spending	7%	28
Footpaths - maintenance / improvements	7%	27
Rates / fees / affordability	6%	22
Urban rejuvenation - business / industry support	5%	21
Animal control	5%	19
Rural community support	4%	15
Community engagement e.g., events	4%	15
Public toilets - cleanliness / maintenance	4%	14
Rubbish / recycling - collection improvements	4%	14
Parks, reserves and play areas - cleanliness, increase amount	3%	13
Water supply - quality, pressure	3%	13
Beaches / rivers / waterways - cleanliness, accessibility	3%	11
Stormwater - drainage improvements	3%	10
Youth - more support / activities	2%	9

	%	n
Rubbish / recycling - more bins or drop-off points	2%	7
Public toilets – location / amount	2%	6
Roads - rural gravel / paving / maintenance	2%	6
Enforcement of bylaws	1%	5
Water supply – rates / fees	1%	4
Local medical services (facilities, staff)	1%	3
Cemeteries - maintenance	1%	3
Footpaths - increase amount	1%	2
1080 management	1%	2
Freedom camper management	0.3%	1
Public / local transport	0.3%	1
Other	5%	20
Don't know / Nothing	34%	137
Total respondents		400

 *“Roads; Public Toilets; General tidiness of the town.”*

In previous years, residents had only been asked for one ‘front of mind’ improvement area, thus a direct trend analysis cannot be done. However, the most commonly mentioned area of improvement mentioned in 2018 was also roads, indicating that residents still have a high awareness of the roads and would like to see them improved.

13

Identifying Action Points

The front of mind improvement areas on the previous page provide one way of identifying action points. However, identifying not just what is most important to residents, but also where resources should be focused to drive an increase in resident satisfaction can be invaluable for determining action points and investment areas. To determine the relative role that different Council service areas play in overall resident satisfaction two methods were used:

- Performance gap analysis.
- Statistical key driver analysis.

13.1 Performance Gap Analysis

The “performance gap” identifies the difference between perceived importance ratings and satisfaction ratings.

The analysis shows which areas residents think could use improvement. If the rating is positive, that indicates that the satisfaction with this service is higher than the importance and thus an area to maintain. However, if the gap is negative, that indicates that this is an area that can be improved.

Top three areas identified for improvement:

1. Public Toilets.
2. Public Consultation.
3. Weekly rubbish and recycling services.

Table 13.1 Performance Gap Analysis

Ranking	Service / Facility		Importance (Mean)	Satisfaction (Mean)	Performance Gap
1	Public Halls		3.3	3.8	0.5
2	Public Libraries	The facilities and customer service	4.1	4.4	0.3
		The materials, resources and information provided		4.3	0.2
3	Cemeteries		4.2	4.2	0.0
4	Playgrounds		4.2	4.1	-0.1
5	Parks and Reserves		4.4	4.2	-0.2
6	Weekly rubbish and recycling service		4.5	4.1	-0.4
7	Public consultation and seeking public feedback	Opportunities to participate in decision making	4.0	3.5	-0.5
		Amount of consultation		3.5	-0.5
8	Public Toilets	Opening hours	4.3	3.9	-0.4
		The cleanliness and maintenance		3.4	-0.9

13.2 Key Driver Analysis

Key driver analysis determines the relative role that different Council service areas play in overall resident satisfaction. It summarises where resources should be focused to drive an increase in overall resident satisfaction, highlighting potential action points and investment areas.

The results of the analysis are summarised below in Figure 13.1. This chart displays key Council action points at a glance. The further to the right an aspect is, the more important it is to residents; the closer to the top of the chart an aspect it, the better performing it is (i.e., a high proportion of residents are satisfied with it).

For example, satisfaction with library facilities is relatively high but has a fairly low impact on residents' overall satisfaction. If satisfaction levels in this area dropped, then the impact on overall residents' satisfaction is likely to be small. This may be one of a number of factors to take into account when considering future resource allocation.

In contrast, consultation and opportunities for the public to participate in decision making have a high impact on overall satisfaction, yet residents' satisfaction here is lower. Increasing satisfaction in these areas may lead to an increase in overall resident satisfaction.

Taking all attributes into account, the following emerged as performing relatively poorly, but of high impact on overall satisfaction:

Areas to improve

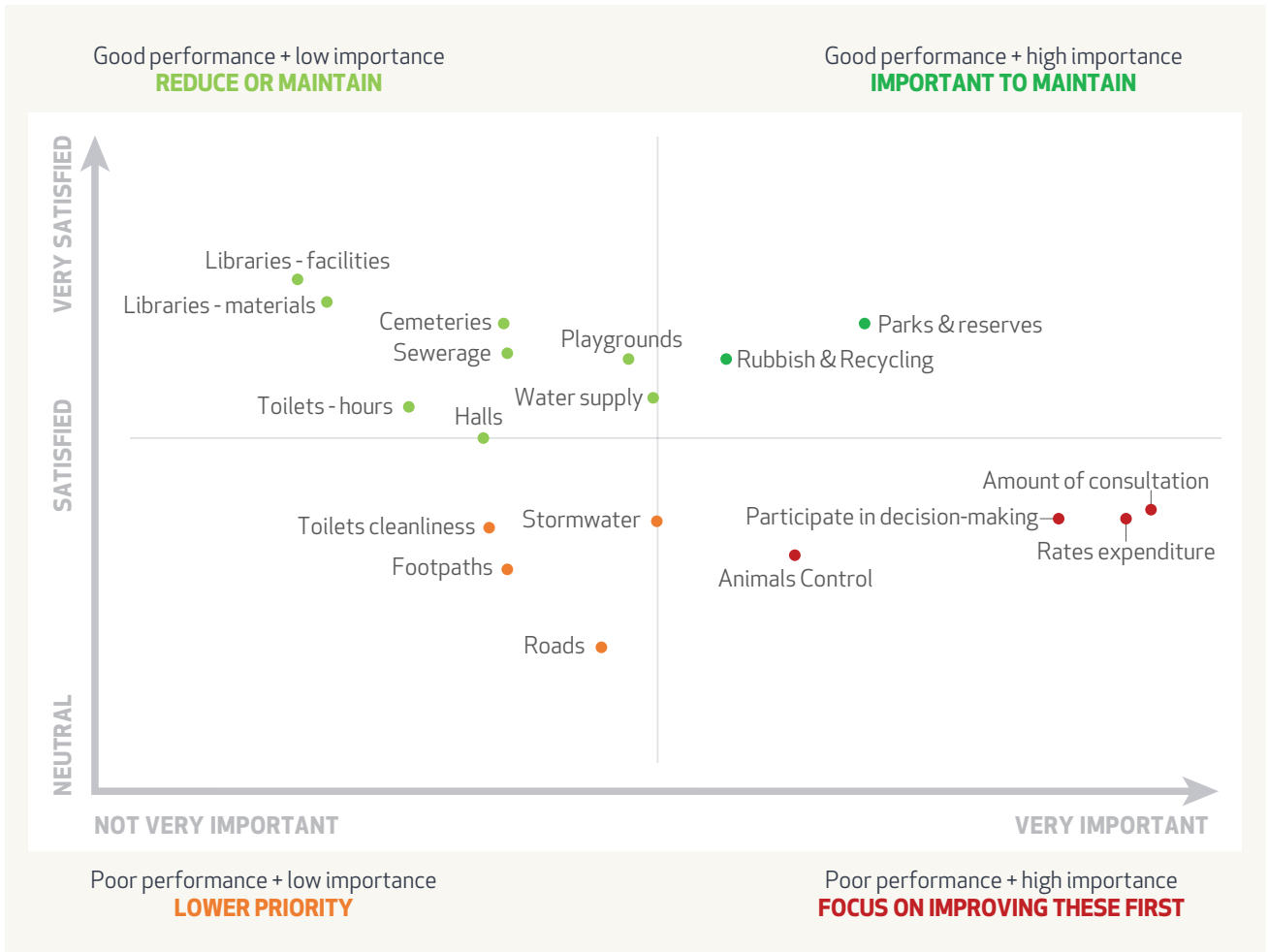
1. Amount of consultation.
2. Rates expenditure.
3. Opportunities to participate in decision making.
4. Animal control.

High-importance areas and high-satisfaction areas are important to maintain. They have a strong relative impact on overall perceptions and are performing well (in comparison to the other services):

Areas to maintain:

1. Parks & reserves.
2. Rubbish & recycling (solid waste).

Figure 13.1 Key driver analysis



The key driver analysis plots satisfaction scores in key service areas (calculated excluding 'don't know' answers)¹⁰ against the strength of the relationship between that service area and overall residents' satisfaction. This analysis shows the relative importance of key Council service areas to residents plotted against their performance.

¹⁰ Note that, in contrast, the bulk of this document reports satisfaction scores calculated including 'don't know' answers. Don't know answers are excluded here to provide more reliable results.

13.3 Implications

Taking both methods into account, public consultation and seeking public feedback should be the main priority to improve. It has the highest effect on overall resident satisfaction within the Council's services and is a service area that residents think could be improved and score comparatively lower than other service areas.

Due to the method of calculation for both methods, values in this section are not comparable to those reported previously in this document.

Results of this analysis must be considered with some caution. There are a number of other factors not measured in the survey and not included in the model that may influence overall residents' satisfaction.

14

Appendix One: Demographic Profile

Age

	%	N=
18-24	5%	21
25-34	10%	38
35-44	21%	85
45-54	19%	74
55-64	23%	90
65+	23%	92

Gender

	%	N=
Male	50%	199
Female	50%	201

Location

	%	N=
Urban	56%	225
Rural	44%	175

Ward

	%	N=
Egmont Plains	28%	112
Eltham	17%	68
Hawera-Normanby	29%	117
Patea	11%	45
Tangahoe	15%	58

Ethnicity

	%	n
European	92%	369
Maori	13%	52
Asian	1%	4
Middle Eastern/Latin American/African	1%	3
Other (please specify)	2%	7

Household size

	%	n
Just you (1)	14%	57
2	38%	153
3	16%	63
4	18%	70
More than 4	14%	57

Income

	%	n
Less than \$30,000 per year	13%	50
\$30,000 - \$50,000 per year	18%	71
\$50,000 - \$70,000 per year	15%	60
\$70,000 - \$100,000 per year	19%	77
More than \$100,000 per year	27%	109
Declined	5%	18
Don't know	4%	15

Years a resident in the South Taranaki District

	%	n
5 years or fewer	7%	29
6 to 10 years	6%	22
More than 10 years	87%	349

Main shopping town

	%	n
Hawera	75%	300
Stratford	8%	33
Opunake	6%	23
New Plymouth	5%	18
Whanganui	3%	10
Eltham	2%	6
Manaia	1%	4
Kaponga	0.3%	1
Patea	0.3%	1
Other	1%	2
Don't go shopping	1%	2

Main work location

	%	n
Hawera	36%	144
Opunake	8%	30
Eltham	6%	24
Manaia	5%	21
Patea	4%	15
Stratford	3%	12
Kaponga	3%	11
New Plymouth	3%	10
Kapuni	2%	9
Waverley	2%	6
Normanby	1%	4
Auroa	1%	4
Waitotara	1%	2
Rahotu	1%	2
Whanganui	0.3%	1
Other (please specify)	2%	6
Not applicable - location varies	3%	12
Not applicable - retired/ don't work	22%	87



RESEARCH FIRST

CHRISTCHURCH OFFICE

23 Carlyle Street
PO Box 94
Christchurch 8140
Tel: 03 281 7832

OTAGO OFFICE

Level 1, 17 Dunmore Street
Wanaka 9305
Tel: 022 676 8722

WELLINGTON OFFICE

Level 12, 215-229
Lambton Quay
Wellington 6140

TAURANGA OFFICE

PO Box 4632
Mt Maunganui 3141
Tel: 021 0269 2354



RESEARCH FIRST



SOUTH TARANAKI DISTRICT COUNCIL

RESIDENT SATISFACTION SURVEY 2019

APPENDICES TWO AND THREE



RESEARCH REPORT
March 2019

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Resident Satisfaction Survey 2019 Appendices Two and Three

Disclaimer

Research First notes that the views presented in the report do not necessarily represent the views of South Taranaki District Council. In addition, the information in this report is accurate to the best of the knowledge and belief of Research First Ltd. While Research First Ltd has exercised all reasonable skill and care in the preparation of information in this report, Research First Ltd accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct, indirect, or consequential, arising out of the provision of information in this report.

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Appendix Two: Results by Age, Gender & Ward

Reported below are the percentages of residents in each category (age, gender, and ward) who gave a positive response (i.e., satisfaction or agreement) with an aspect of Council operation.

15.1 Council Services and Facilities

Importance of facilities/services by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Public Halls	67%	66%	76%	80%	74%	75%	75%	74%
Public Toilets	95%	95%	89%	91%	93%	87%	88%	93%
Cemeteries	81%	89%	84%	96%	93%	90%	89%	91%
Public Libraries	81%	84%	89%	86%	92%	95%	87%	93%
Parks and Reserves	95%	100%	96%	97%	97%	95%	95%	98%
Weekly rubbish and recycling service	100%	84%	85%	88%	89%	93%	92%	86%
Public consultation and seeking public feedback	81%	84%	88%	85%	91%	86%	85%	89%
Playgrounds	86%	95%	92%	91%	91%	87%	86%	94%

Importance of facilities/services by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
Public Halls	76%	71%	74%	80%	74%
Public Toilets	96%	94%	88%	89%	84%
Cemeteries	93%	87%	91%	87%	88%
Public Libraries	95%	93%	91%	82%	79%
Parks and Reserves	96%	97%	98%	96%	95%
Weekly rubbish and recycling service	87%	93%	98%	82%	76%
Public consultation and seeking public feedback	85%	90%	91%	78%	88%
Playgrounds	91%	85%	95%	93%	83%

Facilities/services used by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Public halls	43%	66%	64%	53%	46%	54%	52%	57%
Public toilets	86%	87%	89%	81%	82%	59%	81%	77%
Cemeteries	81%	58%	58%	66%	66%	71%	64%	66%
Public libraries	57%	58%	78%	72%	58%	78%	70%	69%
Parks or reserves	95%	97%	95%	93%	83%	78%	86%	91%
Playgrounds	67%	74%	82%	62%	63%	36%	53%	71%
Weekly rubbish and recycling service	100%	71%	68%	76%	81%	88%	83%	75%
Paid rates on a property	71%	58%	84%	96%	92%	99%	89%	87%

Facilities/services used by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
Public halls	52%	51%	52%	58%	66%
Public toilets	82%	85%	70%	73%	86%
Cemeteries	68%	57%	71%	53%	67%
Public libraries	79%	72%	62%	76%	55%
Parks or reserves	83%	90%	93%	80%	95%
Playgrounds	66%	57%	65%	53%	60%
Weekly rubbish and recycling service	68%	82%	98%	71%	64%
Paid rates on a property	88%	87%	91%	87%	84%

Satisfaction with cultural services

	Cemeteries	Libraries - resources and materials	Libraries - facilities and customer service
Egmont Plains	100%	98%	99%
Eltham	97%	100%	100%
Hawera-Normanby	100%	100%	100%
Patea	96%	100%	100%
Tangahoe	100%	100%	100%
18-24	100%	100%	100%
25-34	95%	100%	100%
35-44	100%	98%	98%
45-54	98%	100%	100%
55-64	100%	98%	100%
65+	100%	100%	100%
Male	98%	100%	100%
Female	100%	99%	99%

Satisfaction with recreation leisure facilities

	Public toilets - hours	Public toilets - cleanliness	Public halls	Parks or reserves	Playgrounds
Egmont Plains	89%	76%	90%	97%	95%
Eltham	90%	78%	94%	90%	92%
Hawera-Normanby	89%	83%	98%	99%	100%
Patea	94%	85%	96%	97%	96%
Tangahoe	80%	72%	95%	98%	100%
18-24	83%	67%	100%	100%	100%
25-34	91%	67%	96%	95%	96%
35-44	92%	74%	96%	98%	96%
45-54	92%	83%	90%	97%	96%
55-64	89%	80%	93%	95%	96%
65+	78%	89%	96%	97%	100%
Male	88%	85%	93%	98%	99%
Female	88%	71%	96%	96%	95%

Satisfaction with environment and development

	Animal Control
Egmont Plains	79%
Eltham	72%
Hawera-Normanby	81%
Patea	60%
Tangahoe	86%
18-24	90%
25-34	76%
35-44	74%
45-54	80%
55-64	79%
65+	75%
Male	78%
Female	77%

Satisfaction with roading and footpaths

	Roading	Footpaths
Egmont Plains	62%	75%
Eltham	62%	75%
Hawera-Normanby	74%	80%
Patea	56%	73%
Tangahoe	66%	84%
18-24	62%	95%
25-34	66%	76%
35-44	60%	73%
45-54	54%	77%
55-64	64%	76%
65+	79%	82%
Male	69%	80%
Female	61%	75%

Satisfaction with water services

	Water supply	Stormwater	Wastewater
Egmont Plains	85%	79%	84%
Eltham	82%	78%	79%
Hawera-Normanby	93%	82%	97%
Patea	58%	76%	82%
Tangahoe	74%	76%	67%
18-24	95%	95%	86%
25-34	84%	82%	87%
35-44	82%	78%	79%
45-54	74%	73%	89%
55-64	80%	74%	82%
65+	87%	84%	86%
Male	85%	82%	86%
Female	80%	76%	82%

Satisfaction with solid waste services

	Kerbside collection
Egmont Plains	96%
Eltham	91%
Hawera-Normanby	92%
Patea	91%
Tangahoe	92%
18-24	100%
25-34	89%
35-44	93%
45-54	86%
55-64	93%
65+	96%
Male	93%
Female	92%

Satisfaction with rate expenditure

	Rate expenditure
Egmont Plains	81%
Eltham	78%
Hawera-Normanby	90%
Patea	69%
Tangahoe	92%
18-24	87%
25-34	82%
35-44	87%
45-54	76%
55-64	84%
65+	85%
Male	84%
Female	82%

15.2 Receiving Information from the Council

Know how to access Council information

	Know how to access Council information
Egmont Plains	87%
Eltham	91%
Hawera-Normanby	93%
Patea	89%
Tangahoe	91%
18-24	95%
25-34	79%
35-44	89%
45-54	88%
55-64	96%
65+	91%
Male	88%
Female	93%

Current sources of Council information by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Newspapers	52%	61%	48%	59%	72%	67%	59%	64%
Newsletter / mail drops	-	8%	12%	18%	38%	28%	23%	20%
Council's website	5%	18%	31%	30%	18%	5%	18%	21%
Council's Facebook	38%	21%	14%	14%	4%	3%	5%	17%
From other people / hearsay	29%	8%	11%	5%	6%	10%	9%	9%
Public library / information centre	-	8%	6%	5%	12%	11%	8%	9%
Personal contact (e.g. ring/visit Council office)	-	5%	4%	7%	8%	8%	6%	6%
Southlink	-	3%	4%	5%	7%	7%	7%	3%
Rates bill / notice	-	3%	1%	7%	10%	4%	5%	5%
Social media (non-Council)	14%	3%	4%	3%	1%	2%	3%	3%
Online news sites	-	8%	5%	4%	2%	-	3%	3%
Radio	-	5%	6%	1%	2%	1%	4%	1%
Online (not specified)	5%	3%	1%	1%	-	3%	2%	1%
Public notices/boards/brochures	5%	5%	1%	1%	1%	-	2%	1%
Meetings	-	-	-			1%	-	0.5%
Other	10%	-	5%	4%	3%	3%	6%	1%
Not aware of any	10%	-	-	1%	1%	1%	2%	1%
Council does not communicate with the public	-	-	1%	-	-	-	1%	-

Current sources of Council information by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
Newspapers	54%	53%	67%	67%	72%
Newsletter / mail drops	21%	25%	19%	20%	26%
Council's website	21%	18%	21%	18%	14%
Council's Facebook	8%	16%	11%	13%	10%
From other people / hearsay	6%	4%	15%	9%	7%
Public library / information centre	13%	7%	4%	16%	3%
Personal contact (e.g ring/visit Council office)	7%	6%	5%	9%	3%
Southlink	6%	3%	9%	2%	
Rates bill/notice	8%	3%	4%		7%
Social media (non-Council)	3%	3%	2%	2%	7%
Online news sites	2%	4%	3%	4%	3%
Radio	4%	1%	4%	2%	-
Online (not specified)	2%	-	4%	-	-
Public notices/boards/brochures	-	4%	1%	4%	-
Meetings	-		1%		-
Other	4%	9%	3%	2%	2%
Not aware of any	4%	-	1%	-	-
Council does not communicate with the public	-	1%	-	-	-

Newspaper readership by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
The Taranaki Star / The South Taranaki Star	82%	83%	95%	89%	91%	87%	89%	89%
Daily News	55%	30%	15%	23%	29%	48%	34%	29%
Opunake Coastal News	9%	26%	22%	14%	35%	16%	21%	24%
Stratford Press	-	17%	7%	5%	14%	-	5%	9%
Patea / Waverley Press	-	9%	5%	16%	5%	3%	7%	6%
Whanganui Chronicle	-	4%	2%	2%	2%	3%	1%	4%
Other	18%	4%	2%	7%	5%	6%	5%	6%

Newspaper readership by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
The Taranaki Star / The South Taranaki Star	82%	92%	96%	80%	90%
Daily News	30%	28%	32%	27%	40%
Opunake Coastal News	58%	28%	3%	-	19%
Stratford Press	8%	31%	-	-	5%
Patea / Waverley Press	2%	3%	-	43%	2%
Whanganui Chronicle	2%	-	-	17%	-
Other	5%	11%	4%	13%	-

Preferred future source of Council information by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Newspapers	24%	29%	38%	43%	44%	48%	42%	40%
Newsletter / Mail drops	5%	21%	22%	24%	47%	41%	32%	31%
Council's website	10%	8%	18%	22%	13%	8%	13%	14%
Email	29%	18%	16%	19%	9%	4%	14%	13%
Council's Facebook	52%	8%	16%	11%	6%	2%	7%	15%
Postal (rates notice)	-	3%	2%	3%	11%	5%	5%	5%
Social media (non-Council)	5%	5%	5%	5%	-	2%	3%	4%
Southlink	-	-	4%	4%	2%	4%	4%	2%
Personal contact (e.g. ring/visit Council office)	-	-	4%	4%	-	5%	2%	3%
Public library	-	-	-	3%	4%	5%	4%	2%
Online (not specified)	-	8%	1%	1%	-	2%	2%	2%
Radio	5%	3%	4%	-	-	-	2%	1%
Meetings	-	-	-	3%	-	2%	1%	1%
Other	-	5%	2%	3%	2%	-	3%	1%
Don't know	5%	8%	6%	1%	4%	4%	5%	4%

Preferred future source of Council information by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
Newspapers	29%	38%	45%	44%	55%
Newsletter / Mail drops	29%	38%	31%	29%	33%
Council's website	15%	10%	19%	11%	7%
Email	13%	12%	12%	22%	10%
Council's Facebook	7%	15%	10%	9%	16%
Postal (rates notice)	6%	3%	4%	4%	7%
Social media (non-Council)	4%	4%	2%	2%	3%
Southlink	3%	1%	5%	2%	2%
Personal contact (e.g. ring/visit Council office)	4%	-	4%	2%	2%
Public library	3%	3%	2%	7%	2%
Online (not specified)	2%	1%	3%	-	-
Radio	1%	1%	3%	-	-
Meetings	1%	-	2%	2%	-
Other	2%	1%	3%	2%	-
Don't know	7%	4%	2%	2%	7%

15.3 Council Representation of Residents

Council decision making

	Council decisions represent the best interests of the District
Egmont Plains	76%
Eltham	75%
Hawera-Normanby	79%
Patea	73%
Tangahoe	79%
18-24	81%
25-34	82%
35-44	78%
45-54	77%
55-64	72%
65+	77%
Male	80%
Female	74%

Resident consultation and participation

	Opportunities to participate in decision making	Amount of consultation
Egmont Plains	84%	84%
Eltham	87%	84%
Hawera-Normanby	91%	92%
Patea	82%	78%
Tangahoe	83%	86%
18-24	95%	90%
25-34	82%	84%
35-44	89%	92%
45-54	88%	88%
55-64	82%	82%
65+	86%	83%
Male	85%	87%
Female	88%	85%

15.4 Council Direction and Improvement

Council direction and service provision

	Overall the Council is moving in the right direction	Happy with the service that the Council provides
Egmont Plains	93%	92%
Eltham	93%	90%
Hawera-Normanby	89%	97%
Patea	87%	84%
Tangahoe	88%	97%
18-24	90%	100%
25-34	92%	97%
35-44	91%	94%
45-54	91%	95%
55-64	90%	89%
65+	89%	90%
Male	89%	93%
Female	91%	93%

Areas identified for Council maintenance by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
The people / community	48%	26%	41%	30%	34%	38%	33%	39%
Quiet / peaceful / not crowded / clean	33%	29%	25%	28%	47%	37%	39%	29%
The lifestyle / rural living	5%	21%	34%	31%	29%	35%	32%	27%
Ocean, beaches, bays and coastline	24%	34%	38%	46%	23%	12%	26%	32%
Mount Taranaki / Egmont	33%	26%	33%	30%	20%	10%	20%	27%
Accessibility – distance / topography	14%	11%	18%	14%	23%	23%	21%	16%
Parks and reserves	19%	18%	25%	18%	11%	8%	11%	20%
It's home / work here	5%	8%	9%	19%	11%	18%	15%	11%
Weather / climate	14%	5%	7%	11%	14%	17%	15%	9%
Friends / family	10%	11%	13%	16%	9%	9%	15%	8%
Affordability	-	5%	11%	5%	13%	5%	8%	8%
Swimming pools	5%	3%	11%	8%	3%	5%	6%	7%
Libraries	-	5%	5%	7%	4%	3%	3%	6%
Lakes, rivers, streams, waterways	5%	5%	4%	7%	4%	-	3%	4%
Recreation - water-related (e.g. fishing, swimming in natural waterways)	5%	11%	1%	4%	4%	2%	6%	2%
Recreation - land-related (e.g. hunting, hiking)	-	3%	4%	3%	7%	2%	5%	2%
Good facilities / amenities	5%	5%	-	4%	3%	3%	3%	3%
Tracks and walkways	5%	-	4%	4%	2%	1%	1%	4%
Good activities / attractions	5%	3%	4%	-	2%	2%	2%	2%
Infrastructure / sports / shopping and other facilities (e.g. movies, health etc)	-	-	2%	1%	1%	4%	4%	-
Good shopping / commerce	-	-	2%	1%	1%	3%	-	3%
Water supply	-	3%	1%	-	2%	2%	-	3%
Good farming / industry support	-	5%	1%	1%	-	1%	2%	1%
Urban centres / urban rejuvenation	-	3%	1%	-	1%	1%	1%	1%
Other	-	5%	2%	3%	2%	5%	4%	2%
Don't know / Nothing	10%	13%	4%	1%	3%	3%	4%	4%

Areas identified for Council maintenance by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
The people / community	30%	32%	38%	47%	36%
Quiet / peaceful / not crowded / clean	33%	44%	29%	38%	31%
The lifestyle / rural living	33%	24%	29%	36%	28%
Ocean, beaches, bays and coastline	40%	18%	25%	38%	22%
Mount Taranaki / Egmont	28%	31%	22%	16%	16%
Accessibility – distance / topography	12%	22%	23%	18%	19%
Parks and reserves	17%	13%	21%	9%	10%
It's home / work here	11%	10%	17%	9%	17%
Weather / climate	15%	15%	8%	16%	9%
Friends / family	11%	7%	14%	7%	16%
Affordability	9%	4%	8%	13%	7%
Swimming pools	5%	7%	7%	4%	7%
Libraries	5%	7%	3%	4%	2%
Lakes, rivers, streams, waterways	5%	4%	2%	4%	3%
Recreation - water-related (e.g. fishing, swimming in natural waterways)	5%	-	3%	2%	7%
Recreation - land-related (e.g. hunting, hiking)	7%	1%	2%	2%	3%
Good facilities / amenities	2%	4%	5%	-	2%
Tracks and walkways	3%	-	3%	2%	5%
Good activities / attractions	1%	3%	2%	4%	3%
Infrastructure / sports / shopping and other facilities (e.g. movies, health etc)	1%	-	4%	-	3%
Good shopping / commerce	2%	3%	2%	-	2%
Water supply	1%	1%	3%	-	2%
Good farming / industry support	1%	-	-	-	7%
Urban centres / urban rejuvenation	1%	-	3%	-	-
Other	3%	-	4%	9%	2%
Don't know / nothing	3%	7%	4%	4%	3%

Areas identified for Council improvement by age and gender

	18-24	25-34	35-44	45-54	55-64	65+	Male	Female
Roads – maintenance / improvements	19%	21%	20%	24%	28%	17%	28%	16%
Communication / consultation with public	10%	16%	14%	15%	16%	16%	19%	11%
Urban rejuvenation - town upkeep / appearance	5%	3%	11%	11%	7%	12%	8%	10%
Council spending	10%	5%	8%	7%	9%	4%	7%	7%
Footpaths – maintenance / improvements	-	3%	7%	8%	6%	10%	7%	7%
Rates / fees affordability	-	3%	6%	8%	8%	3%	7%	4%
Urban rejuvenation – business / industry support	-	8%	6%	7%	8%	1%	6%	4%
Animal control	-	5%	6%	7%	1%	7%	3%	6%
Rural community support	5%	3%	1%	7%	7%	1%	4%	4%
Community engagement e.g. events	5%	8%	5%	1%	2%	4%	3%	5%
Public toilets – cleanliness / maintenance	-	5%	6%	1%	6%	1%	1%	6%
Rubbish / recycling - collection improvements	-	3%	6%	5%	2%	2%	2%	5%
Parks, reserves and play areas - cleanliness, increase amount	5%	3%	2%	4%	2%	4%	3%	3%
Water supply - quality, pressure	-	5%	1%	8%	1%	3%	4%	3%
Beaches / rivers / waterways - cleanliness, accessibility	-	5%	5%	4%	2%	-	2%	4%
Stormwater - drainage improvements	-	5%	1%	3%	1%	4%	3%	2%
Youth - more support / activities	5%	-	2%	-	3%	3%	2%	2%
Rubbish / recycling - more bins or drop-off points	-	8%	1%	-	1%	2%	1%	2%
Public toilets – location / amount	-	3%	4%	1%	-	1%	-	3%
Roads - rural gravel / paving / maintenance	-	3%	5%	-	1%	-	1%	2%
Enforcement of bylaws	-	-	4%	-	-	2%	1%	1%
Water supply – rates / fees	-	-	1%	4%	-	-	1%	1%
Local medical services (facilities, staff)	-	-	-	1%	2%	-	1%	0.5%
Cemeteries - maintenance	-	-	1%	1%	1%	-	1%	0.5%
Footpaths - increase amount	-	-	-	1%	1%	-	1%	0.5%
1080 management	-	3%	-	1%	-	--	1%	-
Freedom camper management	-	-	-	1%	-	-	1%	-
Public/local transport	-	-	-	-	-	1%	1%	-
Other	5%	5%	6%	1%	6%	7%	7%	3%
Don't know / nothing	52%	34%	29%	28%	31%	42%	32%	36%

Areas identified for Council improvement by ward

	Egmont Plains	Eltham	Hawera-Normanby	Patea	Tangahoe
Roads – maintenance / improvements	24%	22%	23%	16%	21%
Communication / consultation with public	18%	16%	11%	18%	14%
Urban rejuvenation - town upkeep / appearance	4%	15%	10%	7%	10%
Council spending	9%	9%	3%	11%	5%
Footpaths – maintenance / improvements	4%	3%	9%	9%	10%
Rates / fees affordability	7%	4%	6%	4%	3%
Urban rejuvenation – business / industry support	4%	6%	9%	-	5%
Animal control	3%	7%	3%	13%	2%
Rural community support	5%	6%	-	9%	2%
Community engagement e.g. events	5%	6%	2%	2%	3%
Public toilets – cleanliness / maintenance	4%	6%	3%	-	3%
Rubbish / recycling - collection improvements	4%	-	4%	7%	3%
Parks, reserves and play areas - cleanliness, increase amount	2%	7%	3%		3%
Water supply - quality, pressure	5%	3%	3%	2%	2%
Beaches / rivers / waterways - cleanliness, accessibility	3%	-	4%	7%	-
Stormwater - drainage improvements	1%	-	4%	7%	2%
Youth - more support / activities	2%	3%	2%	4%	2%
Rubbish / recycling - more bins or drop-off points	2%	1%	1%	2%	3%
Public toilets – location / amount	2%		1%	2%	3%
Roads - rural gravel / paving / maintenance	3%	1%		2%	2%
Enforcement of bylaws	1%	3%	1%	2%	-
Water supply – rates / fees	4%	-	-	-	-
Local medical services (facilities, staff)	1%	-	-	2%	2%
Cemeteries - maintenance	2%	-	-	-	2%
Footpaths - increase amount	2%	-	-	-	-
1080 management	1%	-	-	2%	-
Freedom camper management	-	-	-	2%	-
Public/local transport	-	-	1%	-	-
Other	11%	3%	3%	2%	3%
Don't know / nothing	30%	37%	34%	31%	41%

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Appendix Three: Results by Sampling Method

The online survey was open for completion to all residents. The survey link was promoted by South Taranaki District Council and was available as a link through a home page banner on the Council's website and through the Council's Facebook page.

139 residents chose to complete the survey online.

The 139 residents that chose to complete the online survey self-selected to participate and therefore should not be viewed as a representative sample of the South Taranaki District population.

The results show the self-selecting residents have a different profile from the random sample. For example:

- They were significantly more likely to have used other methods to obtain information about the Council - such as the Council website and Facebook pages - than the random sample.
- They tended to place higher importance on the facility and service areas.
- They were significantly less likely to be satisfied with the various services areas relative to the random sample group such as:
 - the tidiness and maintenance of cemeteries
 - the level of maintenance of parks and reserves
 - the playgrounds provided within the district
 - the cleanliness and maintenance of public halls
 - the cleanliness and maintenance of public toilets
 - the control of animals
 - the roading and footpaths
 - the weekly rubbish and recycling kerbside collection service
 - the rate expenditure
- Whilst this group did hold positive perceptions of the Council, perceptions were not as high as the random sample. This group were less likely to:
 - Be satisfied with the opportunities the Council provides for members of the public in decision making processes
 - Be satisfied with the amount of consultation that the Council offers
 - Believe the Council is moving in the right direction, or
 - Be happy with the service the Council provides.
- In terms of demographics, the random sample accurately reflects the profile of the South Taranaki District as defined by Census statistics. The self-selecting sample had a skewed profile in terms of gender, age, and location. Females were over represented and those over 65% were under represented. Significantly more respondents from the self-selecting sample were from urban areas, and / or the ward of Patea, and had lived in South Taranaki District for less than 5 years.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted in the tables. For example, the following excerpt from the recreation and leisure services table shows a significantly higher proportion of the phone sample were satisfied with the level of service when compared with the online sample:

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	97% ↑ Significantly higher	89% ↓ Significantly lower	95%

16.1 Council Services and Facilities

Importance of facilities / services (Neutral + Important + Very Important)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Public Halls	75% ↓	92% ↑	79%
	299	128	427
Public Toilets	91% ↓	99% ↑	93%
	363	138	501
Cemeteries	90%	96%	91%
	360	133	493
Public Libraries	90% ↓	99% ↑	92%
	359	138	497
Parks and Reserves	97%	99%	97%
	386	137	523
Weekly rubbish and recycling service	89%	93%	90%
	356	129	485
Public consultation and seeking public feedback	87% ↓	98% ↑	90%
	348	136	484
Playgrounds	90%	96%	92%
	361	134	495
NET	100%	100%	100%
	400	139	539

Facilities / services used

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Public halls	55%	49%	53%
	218	68	286
Public toilets	79%	89%	81%
	315	124	439
Cemeteries	65%	63%	65%
	261	87	348
Public libraries	69%	79%	72%
	277	110	387
Parks or reserves	89%	93%	90%
	354	129	483
Playgrounds	62%	68%	64%
	248	95	343
Weekly rubbish and recycling service	79%	81%	79%
	316	112	428
Paid rates on a property	88%	84%	87%
	353	117	470
NET	100%	100%	100%
	400	139	539

16.1.1 Cultural Services

Satisfaction with the facilities and customer service at the public libraries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	100%	98%	99%
	276	108	384
Very dissatisfied + Dissatisfied	-	2%	1%
	0	2	2
Don't know	0.4%	-	0.3%
	1	0	1
NET	100%	100%	100%
	277	110	387

Reason for dissatisfaction with the facilities and customer service at the public libraries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Poor customer service	-	100%	100%
	0	2	2
NET	-	100%	100%
	0	2	2

Satisfaction with the materials, resources and information provided at the public libraries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	99%	97%	99%
	275	107	382
Very dissatisfied + Dissatisfied	-	2%	1%
	0	2	2
Don't know	1%	1%	1%
	2	1	3
NET	100%	100%	100%
	277	110	387

Reason for dissatisfaction with the materials, resources and information provided at the public libraries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Don't know	-	100%	100%
	0	2	2
NET	-	100%	100%
	0	2	2

Satisfaction with tidiness and maintenance of cemeteries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	99% ↑	93% ↓	98%
	259	81	340
Very dissatisfied + Dissatisfied	1% ↓	6% ↑	2%
	2	5	7
Don't know	-	1%	0.3%
	0	1	1
NET	100%	100%	100%
	261	87	348

Reason for dissatisfaction with tidiness and maintenance of cemeteries

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Lawns need mowing	50%	80%	71%
	1	4	5
Headstones not being maintained	-	20%	14%
	0	1	1
Trees need trimming	-	40%	29%
	0	2	2
Other	50%	20%	29%
	1	1	2
NET	100%	100%	100%
	2	5	7

16.1.2 Recreation and Leisure

Satisfaction with the level of maintenance of parks and reserves

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	97% ↑	91% ↓	95%
	342	117	459
Very dissatisfied + Dissatisfied	3% ↓	8% ↑	4%
	11	10	21
Don't know	0.3%	2%	1%
	1	2	3
NET	100%	100%	100%
	354	129	483

Reason for dissatisfaction with the level of maintenance of parks and reserves

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
More maintenance needed	91%	70%	81%
	10	7	17
Gardens could be improved (more plants, colour etc)	18%	20%	19%
	2	2	4
More activities/ features/facilities	18%	20%	19%
	2	2	4
Other	-	10%	5%
	0	1	1
Don't know	-	20%	10%
	0	2	2
NET	100%	100%	100%
	11	10	21

Satisfaction with playgrounds provided within the district

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	97% ↑	89% ↓	95%
	240	85	325
Very dissatisfied + Dissatisfied	2% ↓	9% ↑	4%
	5	9	14
Don't know	1%	1%	1%
	3	1	4
NET	100%	100%	100%
	248	95	343

Reason for dissatisfaction with playgrounds provided within the district

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Need better quality playgrounds and equipment	40%	56%	50%
	2	5	7
Playground facilities need to cater for all ages	40%	44%	43%
	2	4	6
Inadequate maintenance of playgrounds	60%	22%	36%
	3	2	5
No playgrounds available	-	11%	7%
	0	1	1
Other	-	11%	7%
	0	1	1
NET	100%	100%	100%
	5	9	14

Satisfaction with the cleanliness and maintenance of public halls

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	94% ↑	87% ↓	93%
	206	59	265
Very dissatisfied + Dissatisfied	3% ↓	13% ↑	5%
	6	9	15
Don't know	3%	-	2%
	6	0	6
NET	100%	100%	100%
	218	68	286

Reason for dissatisfaction with the cleanliness and maintenance of public halls

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Not cleaned/ tidied regularly	50%	56%	53%
	3	5	8
Not maintained / updated	50%	44%	47%
	3	4	7
No facility available / closed down	-	11%	7%
	0	1	1
Don't know	-	11%	7%
	0	1	1
NET	100%	100%	100%
	6	9	15

Satisfaction with opening hours of public toilets

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	88%	92%	89%
	278	114	392
Very dissatisfied + Dissatisfied	4%	6%	5%
	14	7	21
Don't know	7%	2%	6%
	23	3	26
NET	100%	100%	100%
	315	124	439

Reason for dissatisfaction with opening hours of public toilets

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Should be open 24/7	79%	57%	71%
	11	4	15
Improve safety/prevent vandalism	14%	14%	14%
	2	1	3
Should be closed at night	7%	-	5%
	1	0	1
Other	7%	14%	10%
	1	1	2
Don't know	7%	29%	14%
	1	2	3
NET	100%	100%	100%
	14	7	21

Satisfaction with the cleanliness and maintenance of public toilets

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	78% ↑	65% ↓	75%
	247	81	328
Very dissatisfied + Dissatisfied	21% ↓	34% ↑	24%
	65	42	107
Don't know	1%	1%	1%
	3	1	4
NET	100%	100%	100%
	315	124	439

Reason for dissatisfaction with the cleanliness and maintenance of public toilets

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Toilets unclean/unpleasant	86%	79%	83%
	56	33	89
Need maintenance/upgrading/renovation	34%	29%	32%
	22	12	34
Soap, handtowels etc. not provided	20%	24%	21%
	13	10	23
Other	2%	10%	5%
	1	4	5
Don't know	-	2%	1%
	0	1	1
NET	100%	100%	100%
	65	42	107

16.1.3 Environment and Development

Satisfaction with the control of animals (e.g. dogs, wandering stock)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	78% ↑	62% ↓	73%
	310	86	396
Very dissatisfied + Dissatisfied	21% ↓	34% ↑	24%
	82	47	129
Don't know	2%	4%	3%
	8	6	14
NET	100%	100%	100%
	400	139	539

Reason for dissatisfaction with the control of animals (e.g. dogs, wandering stock)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Lots of animals roaming	77%	74%	76%
	63	35	98
Other animal-related problems encountered	32%	28%	30%
	26	13	39
No/slow response from animal control	28%	19%	25%
	23	9	32
Noisy animals	12%	4%	9%
	10	2	12
Other	1%	2%	2%
	1	1	2
Don't know	-	6%	2%
	0	3	3
NET	100%	100%	100%
	82	47	129

16.1.4 Roading and Footpaths

Satisfaction with the condition of Council roads in the District (excluding State Highways)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	65% ↑	53% ↓	62%
	260	73	333
Very dissatisfied + Dissatisfied	34% ↓	46% ↑	37%
	136	64	200
Don't know	1%	1%	1%
	4	2	6
NET	100%	100%	100%
	400	139	539

*Reason for dissatisfaction with the condition of Council roads in the District
(excluding State Highways)*

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Roads are in poor condition (e.g. potholes)	76%	75%	76%
	104	48	152
Roads not being maintained / slow to happen	32%	33%	32%
	43	21	64
Repairs are not completed properly	31%	22%	28%
	42	14	56
Roads need widening / additions	10%	11%	11%
	14	7	21
Heavy traffic destroying roads	15%	3%	11%
	20	2	22
Other	2%	3%	3%
	3	2	5
Don't know	-	5%	2%
	0	3	3
NET	100%	100%	100%
	136	64	200

Satisfaction with footpaths

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	78% ↑	67% ↓	75%
	311	93	404
Very dissatisfied + Dissatisfied	21% ↓	30% ↑	23%
	82	42	124
Don't know	2%	3%	2%
	7	4	11
NET	100%	100%	100%
	400	139	539

Reason for dissatisfaction with footpaths

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Footpaths are in poor condition	70%	69%	69%
	57	29	86
Footpaths are unsafe /slippery / hazardous	51% ↑	26% ↓	43%
	42	11	53
Not enough footpaths / existing paths not sufficient	18%	29%	22%
	15	12	27
Don't know	-	5%	2%
	0	2	2
NET	100%	100%	100%
	82	42	124

16.1.5 Water

Satisfaction with water supply

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	82%	79%	81%
	329	110	439
Very dissatisfied + Dissatisfied	12%	15%	12%
	46	21	67
Don't know	6%	6%	6%
	25	8	33
NET	100%	100%	100%
	400	139	539

Reason for dissatisfaction with water supply

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Water has unpleasant taste / poor water quality	50%	48%	49%
	23	10	33
Water is discoloured	15%	5%	12%
	7	1	8
Water supply is poor (low pressure, inconsistent etc)	26%	19%	24%
	12	4	16
Poor communication around water issues	2%	0%	1%
	1	0	1
Don't like chemical additives	24%	19%	22%
	11	4	15
Costs associated with water	7%	14%	9%
	3	3	6
Other	-	5%	1%
	0	1	1
Don't know	-	5%	1%
	0	1	1
Use my own water supply	4%	-	3%
	2	0	2
NET	100%	100%	100%
	46	21	67

Satisfaction with the sewerage system (waste water)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	84%	81%	83%
	337	112	449
Very dissatisfied + Dissatisfied	3% ↓	9% ↑	5%
	13	13	26
Don't know	13%	10%	12%
	50	14	64
NET	100%	100%	100%
	400	139	539

Reason for dissatisfaction with the sewerage system (waste water)

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Sewerage system overflows	38%	15%	27%
	5	2	7
Don't have a sewerage system	23%	23%	23%
	3	3	6
Poor system (smells, pressure, etc)	54%	38%	46%
	7	5	12
Other	-	8%	4%
	0	1	1
Sewerage disposal	8%	8%	8%
	1	1	2
Don't know	-	15%	8%
	0	2	2
NET	100%	100%	100%
	13	13	26

Satisfaction with storm water system; i.e. drainage, both urban and rural

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	79%	71%	77%
	315	99	414
Very dissatisfied + Dissatisfied	17%	24%	19%
	68	33	101
Don't know	4%	5%	4%
	17	7	24
NET	100%	100%	100%
	400	139	539

Reason for dissatisfaction with storm water system; i.e. drainage, both urban and rural

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Flooding occurs	75%	55%	68%
	51	18	69
Drains are blocked/not maintained	37%	27%	34%
	25	9	34
Drainage not adequate	34%	21%	30%
	23	7	30
Don't have storm water service	7%	9%	8%
	5	3	8
Other	1%	6%	3%
	1	2	3
Don't know	3% ↓	21% ↑	9%
	2	7	9
NET	100%	100%	100%
	68	33	101

16.1.6 Solid Waste

Satisfaction with the weekly rubbish and recycling kerbside collection service

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	93% ↑	84% ↓	90%
	293	94	387
Very dissatisfied + Dissatisfied	6% ↓	15% ↑	9%
	20	17	37
Don't know	1%	1%	1%
	3	1	4
NET	100%	100%	100%
	316	112	428

Reason for dissatisfaction with the weekly rubbish and recycling kerbside collection service

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Don't get rubbish / recycling collection in our area	20%	-	11%
	4	0	4
Rubbish is left after collection	35%	47%	41%
	7	8	15
Bins are not collected at scheduled times/ at all	40%	29%	35%
	8	5	13
Bins get blown over/ left tipped over	25%	29%	27%
	5	5	10
Cost of collection should be reasonable	10%	18%	14%
	2	3	5
Changing process was unnecessary	20%	-	11%
	4	0	4
Bins should be bigger	10%	12%	11%
	2	2	4
Other	5%	-	3%
	1	0	1
Don't know	-	6%	3%
	0	1	1
NET	100%	100%	100%
	20	17	37

16.1.7 Rate Expenditure

Satisfaction with the way that rates are spent on services and facilities

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	83% ↑	58% ↓	77%
	294	68	362
Very dissatisfied + Dissatisfied	14% ↓	37% ↑	20%
	49	43	92
Don't know	3%	5%	3%
	10	6	16
NET	100%	100%	100%
	353	117	470

Reason for dissatisfaction with the way that rates are spent on services and facilities

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Not enough money is spent on smaller/rural areas	39%	30%	35%
	19	13	32
Other areas / specific areas given what would like to see more money spent on	27%	26%	26%
	13	11	24
I pay for services/facilities that I do not use or get	29%	23%	26%
	14	10	24
Money is being spent in the wrong places	24%	14%	20%
	12	6	18
Lack of or inadequate infrastructure / facilities / services	12%	21%	16%
	6	9	15
Other	-	5%	2%
	0	2	2
Don't know	4%	5%	4%
	2	2	4
NET	100%	100%	100%
	49	43	92

16.2 Receiving Information from the Council

Knowledge of how to get Council information

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Yes	90%	86%	89%
	361	119	480
No	10%	14%	11%
	39	20	59
NET	100%	100%	100%
	400	139	539

Sources of information about the Council

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Newspapers	62% ↑	50% ↓	58%
	246	69	315
Council's website	19% ↓	45% ↑	26%
	77	62	139
Newsletter / Mail drops	22% ↓	31% ↑	24%
	86	43	129
Council's Facebook	11% ↓	53% ↑	22%
	45	73	118
From other people / hearsay	9% ↓	26% ↑	13%
	36	36	72
Southlink	5% ↓	36% ↑	13%
	20	50	70
Personal contact (e.g. ring/visit Council office)	6% ↓	23% ↑	10%
	24	32	56
Public library / information centre	8% ↑	- ↓	6%
	33	0	33
Radio	3% ↓	9% ↑	4%
	11	13	24
Rates bill/notice	5% ↑	1% ↓	4%
	20	1	21
Social media (non-Council)	3%	1%	2%
	12	1	13
Online news sites	3%	-	2%
	12	0	12
Meetings	0.3% ↓	6% ↑	2%
	1	8	9
Online (not specified)	2%	1%	1%
	7	1	8
Public notices/boards/brochures	2%	-	1%
	6	0	6
Other	4%	1%	3%
	15	1	16
Council does not communicate with the public	0.3%	1%	0.4%
	1	1	2
Not aware of any	1%	2%	1%
	5	3	8
NET	100%	100%	100%
	400	139	539

South Taranaki newspaper readership

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
The Taranaki Star / The South Taranaki Star	89%	90%	89%
	219	62	281
Daily News	32% ↓	49% ↑	36%
	78	34	112
Opunake Coastal News	22%	25%	23%
	55	17	72
Stratford Press	7% ↓	16% ↑	9%
	18	11	29
Patea / Waverley Press	7% ↓	17% ↑	9%
	16	12	28
Whanganui Chronicle	2%	4%	3%
	6	3	9
Other	6%	1%	5%
	14	1	15
NET	100%	100%	100%
	246	69	315

Preferred future sources of Council information

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Newspapers	41%	37%	40%
	164	52	216
Newsletter / mail drops	32%	37%	33%
	126	52	178
Council's Facebook	11% ↓	58% ↑	23%
	43	80	123
Council's website	14% ↓	41% ↑	21%
	55	57	112
Email	13% ↑	4% ↓	11%
	53	6	59
Southlink	3% ↓	21% ↑	8%
	12	29	41
Personal contact (e.g. ring/visit Council office)	3% ↓	16% ↑	6%
	11	22	33
Postal (rates notice)	5% ↑	- ↓	4%
	20	0	20
Meetings	1% ↓	10% ↑	3%
	4	14	18
Radio	1% ↓	7% ↑	3%
	5	10	15
Social media (non-Council)	3% ↑	- ↓	2%
	13	0	13
Public library	3%	-	2%
	11	0	11
Online (not specified)	2%	-	1%
	7	0	7
Other	2%	1%	2%
	8	1	9
Don't know	5% ↑	- ↓	3%
	18	0	18
NET	100%	100%	100%
	400	139	539

16.3 Council Representation of Residents

16.3.1 Community Consultation

Satisfaction with opportunities the Council provides for members of the public to participate in decision making processes

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	86% ↑	68% ↓	82%
	345	95	440
Very dissatisfied + Dissatisfied	10% ↓	21% ↑	13%
	40	29	69
Don't know / not applicable	4% ↓	11% ↑	6%
	15	15	30
NET	100%	100%	100%
	400	139	539

Satisfaction with amount of consultation that the Council offers

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Benchmark Comparison Score	86% ↑	67% ↓	81%
	344	93	437
Very dissatisfied + Dissatisfied	10% ↓	21% ↑	12%
	38	29	67
Don't know / not applicable	5% ↓	12% ↑	6%
	18	17	35
NET	100%	100%	100%
	400	139	539

What could the council have done better to have improved the amount of consultation with you?

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Better communication in general	53%	41%	48%
	20	12	32
More consultation	39%	48%	43%
	15	14	29
Consult with the people affected/ wider group of people	32%	28%	30%
	12	8	20
More communication around when consultation will happen	8%	7%	7%
	3	2	5
Other	11%	-	6%
	4	0	4
Don't know	16%	17%	16%
	6	5	11
NET	100%	100%	100%
	38	29	67

16.3.2 Council Decisions

Council decisions represent the best interest of the District

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Yes	77% ↑	37% ↓	67%
	307	52	359
No	17% ↓	29% ↑	20%
	67	40	107
Don't know	7% ↓	34% ↑	14%
	26	47	73
NET	100%	100%	100%
	400	139	539

Council decisions that do not represent the Districts interests

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Where money is being spent	18%	30%	22%
	12	12	24
Consultation, communication, representation	25%	5%	18%
	17	2	19
Building decisions	12%	10%	11%
	8	4	12
Maintenance of buildings, parks, etc	12%	5%	9%
	8	2	10
Closure and / or neglect of buildings and other public facilities	6%	10%	7%
	4	4	8
Not enough being spent on rural areas	6%	8%	7%
	4	3	7
Prior decisions by council	7%	5%	7%
	5	2	7
Roading, walkways	4%	8%	6%
	3	3	6
Water supply (e.g. metering, fluoride)	4%	5%	5%
	3	2	5
Freedom camping	-	5%	2%
	0	2	2
Other	4%	5%	5%
	3	2	5
Don't know	18%	25%	21%
	12	10	22
NET	100%	100%	100%
	67	40	107

16.4 Council Direction and Improvement

16.4.1 Council Direction and Service Provision

Overall, are you happy with the service that the Council provides?

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Yes	93% ↑	59% ↓	84%
	371	82	453
No	6% ↓	19% ↑	9%
	23	27	50
Don't know	2% ↓	22% ↑	7%
	6	30	36
NET	100%	100%	100%
	400	139	539

Is the council moving in the right direction?

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Yes	90% ↑	50% ↓	80%
	361	69	430
No	5% ↓	11% ↑	6%
	18	15	33
Don't know	5% ↓	40% ↑	14%
	21	55	76
NET	100%	100%	100%
	400	139	539

What would be the right direction?

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Focus on growth (population, businesses etc)	33%	27%	30%
	6	4	10
Improve Council services	28%	13%	21%
	5	2	7
Better communication with the public	11%	20%	15%
	2	3	5
Listen to the public	-	27%	12%
	0	4	4
More activities	6%	13%	9%
	1	2	3
Reduces rates/ costs	11%	7%	9%
	2	1	3
Greater focus on rural areas	6%	7%	6%
	1	1	2
Replace councillors / unhappy with performance of councillors	11%	-	6%
	2	0	2
Other	11%	7%	9%
	2	1	3
Don't know	6%	7%	6%
	1	1	2
NET	100%	100%	100%
	18	15	33

16.4.2 Positive Areas to Maintain

Areas identified for Council maintenance

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
The people / community	36%	35%	36%
	143	49	192
Quiet/peaceful/not crowded/Clean	34%	30%	33%
	136	42	178
Ocean, beaches, bays and coastline	29%	29%	29%
	116	41	157
The lifestyle / rural living	30% ↑	14% ↓	26%
	119	19	138
Mount Taranaki/Egmont	24%	20%	23%
	94	28	122
Accessibility – distance / topography	19%	12%	17%
	74	17	91
Parks and reserves	16%	18%	16%
	62	25	87
It's home / work here	13%	7%	12%
	53	10	63
Weather / climate	12%	9%	11%
	48	12	60
Friends / family	11%	4%	9%
	45	6	51
Affordability	8%	8%	8%
	32	11	43
Swimming pools	6%	4%	6%
	25	6	31
Libraries	5%	5%	5%
	18	7	25
Lakes, rivers, streams, waterways	4%	3%	4%
	15	4	19
Good facilities / amenities	3%	3%	3%
	12	4	16
Recreation - water-related (e.g. fishing, swimming in natural waterways)	4%	-	3%
	15	0	15
Recreation - land-related (e.g. hunting, hiking)	4%	1%	3%
	14	1	15
Tracks and walkways	3%	3%	3%
	10	4	14
Good activities / attractions	2%	1%	2%
	9	2	11
Infrastructure/ sports / shopping and other facilities (e.g. movies, health etc)	2%	1%	2%
	8	1	9

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Good shopping / commerce	2%	1%	1%
	7	1	8
Urban centres / urban rejuvenation	1%	2%	1%
	4	3	7
Good farming / industry support	1%	1%	1%
	5	1	6
Water supply	2%	-	1%
	6	0	6
Other	3%	2%	3%
	13	3	16
Don't know / nothing	4% ↓	19% ↑	8%
	17	26	43
NET	100%	100%	100%
	400	139	539

16.4.3 Improvement Areas

Areas identified for Council improvement

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Roads – maintenance / improvements	22%	21%	22%
	88	29	117
Communication / consultation with public	15%	22%	17%
	60	31	91
Urban rejuvenation - town upkeep / appearance	9%	13%	10%
	36	18	54
Rates / fees affordability	6%	14%	8%
	22	19	41
Council spending	7%	7%	7%
	28	10	38
Footpaths – maintenance / improvements	7%	6%	6%
	27	8	35
Animal control	5%	11%	6%
	19	15	34
Urban rejuvenation – business / industry support	5%	8%	6%
	21	11	32
Rural community support	4%	10%	5%
	15	14	29
Community engagement e.g. events	4%	9%	5%
	15	13	28

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Parks, reserves and play areas - cleanliness, increase amount	3%	9%	5%
	13	12	25
Public toilets – cleanliness / maintenance	4%	6%	4%
	14	8	22
Rubbish / recycling - collection improvements	4%	6%	4%
	14	8	22
Beaches / rivers / waterways - cleanliness, accessibility	3%	4%	3%
	11	6	17
Water supply - quality, pressure	3%	2%	3%
	13	3	16
Rubbish / recycling - more bins or drop-off points	2%	4%	2%
	7	6	13
Youth - more support / activities	2%	3%	2%
	9	4	13
Stormwater - drainage improvements	3%	1%	2%
	10	2	12
Public toilets – location / amount	2%	3%	2%
	6	4	10
Roads - rural gravel / paving / maintenance	2%	2%	2%
	6	3	9
Enforcement of bylaws	1%	1%	1%
	5	2	7
Footpaths - increase amount	1%	2%	1%
	2	3	5
Water supply – rates / fees	1%	1%	1%
	4	1	5
Freedom camper management	0.3%	2%	1%
	1	3	4
Local medical services (facilities, staff)	1%	1%	1%
	3	1	4
Public / local transport	0.3%	1%	1%
	1	2	3
Cemeteries - maintenance	1%	-	1%
	3	0	3
1080 management	1%	-	0.4%
	2	0	2
Other	5%	4%	5%
	20	5	25
Don't know / nothing	34%	22%	31%
	137	30	167
NET	100%	100%	100%
	400	139	539

16.5 Demographic Profile

Age

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
18-24	5%	1%	4%
	21	1	22
25-34	10%	14%	11%
	38	20	58
35-44	21%	27%	23%
	85	37	122
45-54	19%	23%	20%
	74	32	106
55-64	23%	27%	24%
	90	37	127
65+	23% ↑	8% ↓	19%
	92	11	103
Refused	-	1%	0.2%
	0	1	1
NET	100%	100%	100%
	400	139	539

Gender

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Male	50% ↑	23% ↓	43%
	199	32	231
Female	50% ↓	77% ↑	57%
	201	107	308
NET	100%	100%	100%
	400	139	539

Location

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Urban	56% ↓	68% ↑	59%
	225	95	320
Rural	44% ↑	32% ↓	41%
	175	44	219
NET	100%	100%	100%
	400	139	539

Ward

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Egmont Plains	28%	19%	26%
	112	26	138
Eltham	17%	25%	19%
	68	35	103
Hawera-Normanby	29%	26%	28%
	117	36	153
Patea	11% ↓	21% ↑	14%
	45	29	74
Tangahoe	15%	9%	13%
	58	13	71
NET	100%	100%	100%
	400	139	539

Ethnicity

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
European	92%	88%	91%
	369	122	491
Maori	13%	19%	14%
	52	26	78
Asian	1%	2%	1%
	4	3	7
Pacific Peoples	- ↓	3% ↑	1%
	0	4	4
Middle Eastern / Latin American / African	1%	1%	1%
	3	1	4
Other	2%	1%	2%
	7	2	9
NET	100%	100%	100%
	400	139	539

Household size

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Just you	14%	16%	15%
	57	22	79
2	38%	35%	37%
	153	48	201
3	16%	14%	15%
	63	19	82
4	18%	25%	19%
	70	35	105
More than 4	14%	11%	13%
	57	15	72
NET	100%	100%	100%
	400	139	539

Income

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Less than \$30,000 per year	13%	10%	12%
	50	14	64
\$30,000 - \$50,000 per year	18%	13%	17%
	71	18	89
\$50,000 - \$70,000 per year	15%	19%	16%
	60	26	86
\$70,000 - \$100,000 per year	19%	19%	19%
	77	27	104
More than \$100,000 per year	27%	21%	26%
	109	29	138
Declined	5% ↓	12% ↑	6%
	18	17	35
Don't know	4%	6%	4%
	15	8	23
NET	100%	100%	100%
	400	139	539

Years a resident in the South Taranaki District

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
5 years or less	7% ↓	20% ↑	11%
	29	28	57
6 to 10 years	6%	10%	7%
	22	14	36
More than 10 years	87% ↑	70% ↓	83%
	349	97	446
NET	100%	100%	100%
	400	139	539

Main shopping town

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Hawera	75% ↑	58% ↓	71%
	300	80	380
Stratford	8%	11%	9%
	33	15	48
New Plymouth	5%	9%	6%
	18	13	31
Opunake	6%	5%	6%
	23	7	30
Whanganui	3%	6%	4%
	10	9	19
Eltham	2%	2%	2%
	6	3	9
Waverley	- ↓	5% ↑	1%
	0	7	7
Manaia	1%	-	1%
	4	0	4
Kaponga	0.3%	1%	1%
	1	2	3
Patea	0.3%	-	0.2%
	1	0	1
Other	1%	2%	1%
	2	3	5
Don't go shopping	1%	-	0.4%
	2	0	2
NET	100%	100%	100%
	400	139	539

Main work location

	Random sample - phone survey	Self-selecting sample - online survey	All respondents
Hawera	36%	31%	35%
	144	43	187
Eltham	6%	12%	8%
	24	17	41
Opunake	8%	5%	7%
	30	7	37
Manaia	5%	8%	6%
	21	11	32
Patea	4%	3%	4%
	15	4	19
Stratford	3%	4%	3%
	12	6	18
Kaponga	3%	4%	3%
	11	6	17
New Plymouth	3%	1%	2%
	10	2	12
Waverley	2%	4%	2%
	6	5	11
Kapuni	2%	1%	2%
	9	1	10
Whanganui	0.3% ↓	4% ↑	1%
	1	5	6
Normanby	1%	-	1%
	4	0	4
Auroa	1%	-	1%
	4	0	4
Waitotara	1%	1%	1%
	2	1	3
Rahotu	1%	1%	1%
	2	1	3
Other	2%	2%	2%
	6	3	9
Not applicable - location varies	3%	4%	3%
	12	5	17
Not applicable – retired / don't work	22%	16%	20%
	87	22	109
NET	100%	100%	100%
	400	139	539



RESEARCH FIRST

CHRISTCHURCH OFFICE

23 Carlyle Street
PO Box 94
Christchurch 8140
Tel: 03 281 7832

OTAGO OFFICE

Level 1, 17 Dunmore Street
Wanaka 9305
Tel: 022 676 8722

WELLINGTON OFFICE

Level 12, 215-229
Lambton Quay
Wellington 6140

TAURANGA OFFICE

PO Box 4632
Mt Maunganui 3141
Tel: 021 0269 2354



RESEARCH FIRST



SOUTH TARANAKI DISTRICT COUNCIL

RESIDENT SATISFACTION SURVEY 2019

APPENDIX FOUR



RESEARCH REPORT
March 2019

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Resident Satisfaction Survey 2019 Appendix Four

Disclaimer

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Appendix Four: Verbatim Responses

If respondents indicated dissatisfaction with a Council service or facility, they were given the opportunity to expand on the reasons behind their dissatisfaction. All verbatim answers collected are listed below and sorted by sampling method.

17.1 Public halls – cleanliness and maintenance

You said you were dissatisfied with the cleanliness and maintenance of public halls? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

I think it's the people before sometimes they leave their rubbish lying around.
Manaia not having had one.
Needs some more maintenance - the outside of the buildings need tidying up and painting.
Our local Manaia Hall, which is out of action due to the earthquake risk assessment, which has been going on for too long.
Sometimes the Opunake town hall is unclean. You shouldn't have to clean it before using it.
The ones in Manaia are all bloody condemned and no one is doing anything about it. They spend all this money on the one in Hawera, but it's a bit unfair really.
The outside of the building of Opunake Public Hall looks very untidy. Have not been in it, but looking at the outside it doesn't bode very well for how the inside would look. Paint work, masonry could be a lot better with a clean up or upgrade, and I think a lot more people would partake in going through.
The upstairs of the Kaponga hall, sometimes you can't get upstairs, and it also needs a spruce up.
They are real dusty, every one I have been to. This is mostly in the South Taranaki area.
We can't use the halls, Council closed them down. They also closed down the sports Hall and the Town hall. We have nothing anymore, no sports, cricket, soccer, rugby, tennis, we can't have any visiting teams. They closed everything in Manaia.
We hired the community centre and we had to clean all the kitchen and facilities before we used it. The Hawera Community centre in town at the back of the Council.
We've used the town hall in Eltham a for a couple of years - there are always mouse droppings around the stoves. Haven't used since they earthquake-safed it, but will be using it again soon next month.
Manaia Sports Complex. It was dusty and very musty smelling.

Self-selecting sample - online survey

Community centre toilets were unclean when hired out.
In having to use kitchens, a lot of the supplied crockery is very old, cracked, and, more than likely, there are vermin droppings in the cupboard. There are no kitchen procedures or "how to use" lists, or what has to be done once hired e.g., take away rubbish etc. Tables and chairs are put away dirty and are unchecked before next hirer uses them.
In Hawera, public halls are clean and well maintained, others in surrounding districts are, but in some cases could do with a bit of cleaning and maintenance.
It is looking so shabby. It needs doing up and the carpark is a disgrace.
Just clean them. It's not hard.
No public hall open for use in Manaia.
No public halls in Manaia.
People leave rubbish paper on the ground.
They look old and need updating and maintenance.

17.2 Public toilets – opening hours

You said you were dissatisfied with the opening hours of public toilets? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

I do shift work, coming back from Normanby. There are people on the road later at night and some of those toilets are locked, which is not appropriate.
I don't know the hours they are open.
I'm actually a police constable in Hawera. The public toilets behind the main strip on Hawera on Main street are situated across Little Regent street. It's the reason why I'm dissatisfied. Usually after hours, being situated away from the public eye, they are vandalised. It should be locked after 5pm or 6pm at night so you don't get any vandals destroying them.
In Hawera and Eltham I have wanted the toilet, but they were closed.
My mum normally goes for walks early in the morning and a couple of times the toilets haven't been open, between 5.30am-6.30am. The Eltham library toilets the public ones outside, beside them.
The Eltham public toilets and the Normanby public toilets should be open 24 hours.
The Manaia ones have been up at the local Four Square and the tourists have asked when the toilets will be open and is there any more toilet paper anywhere. I know they are locked so the idiots cannot go there, so that's not their fault. Like overnight they cannot help that.
The public park in Stratford, the lights were not working at night.
The public toilets on the main road in Eltham need to be open a bit later. They should be open in the hours of daylight, later in the summer.
The toilets at Eltham, they get closed, and there are times on delivery runs, or when I've been at the park, and they were closed too early. Especially in summer hours.
The toilets in Hawera. Korimako Lane, they never used to be open all the time
There was one night when there was a thing on in Hawera and we went to go the toilets and none of them were open.
There's a lot of people going in there not using them properly and not respecting them.
They do lock them up at night and they are 3rd world toilets and I do believe they are going to upgrade them so I don't want to be negative.
We went to a park, it was 8 in the morning, and the toilets didn't open till 9am(weekend). The park was Hollard gardens.
Well, I think the Patea toilets aren't open at the moment, but I am not sure they could open now. They were getting vandalised.
Yes the toilets at the rugby grounds at Manaia - the public toilets are locked.

Self-selecting sample - online survey

Need to be open earlier and longer.
No toilets in Hawera town centre. Only the dirty ones in the carpark.
Not enough and closed at night.
Should be 24 hours.
Town life does not cease at dusk. Public toilets should be open whenever someone needs to use them. If it means that homeless people go there for a roof over their head, so be it. Preventing vandalism can also be done with CCTV cameras.

17.3 Public toilets – cleanliness and maintenance

You said you were dissatisfied with the cleanliness and maintenance of public toilets? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Behind South Toyota - it's absolutely disgusting at the toilet.
Public toilet behind South Toyota is disgusting.
Last time I went up the High Street, I wouldn't say the toilets are clean. That's an ongoing problem, isn't it?
I don't know how long ago - the toilets behind Warehouse Stationery - there was blood and water everywhere, all over the floor.
The toilets in Cornish's carpark can be quite hit or miss, and a bit dingy. They need to be serviced a bit more. The toilets are quite old currently.
We had visitors who used both toilets located in town, they are yuck. Stuff i.e. urine on the floor.
Kaponga ones are pretty shocking at times. Go there on a kids' sports event, and they are in a hell of a state.
They are always covered in gross stuff, stuff on the floor. You always have to wipe the toilet seat, and that is in most places (most toilets).
Cornish's carpark ladies toilets, smelly, dirty, and poop on the floor. Can you please look at putting hooks on the back of the doors for ladies' handbags as you don't dare put it on the floor?
Usually no toilet paper or soap - quite a common thing.
Toilet up at the park area near St Joseph's Church - I won't use the facilities anymore, they are disgusting.
Just in general, the toilets around South Taranaki are pretty hit or miss especially the one in Normanby and the Hawera one is pretty filthy when I go in there.
The cleanliness is okay, but the toilets need to be upgraded or replacing, probably the whole building. The toilets by the information centre in Hawera and also the toilets in the street by the Catholic Church are the same.
The toilets quite often have no paper or it's all over the floor. Most of the visitors use these. It's a bad look too for the travellers. It doesn't make a good impression. Mainly the Hawera toilets.
This might seem rather obvious, but scent. I am totally blind and I am sensitive to my surrounding scents. When a facility smells unsavoury, the willingness to use it goes down, whereas when a facility is clean, it's right.
Urine everywhere. The one behind The Warehouse is grotty, with urine on the floor, and it stinks. The location of the toilets for my family, especially with little ones. One is down behind Warehouse Stationery and the other one is right down by the information centre.
Just when you walk past sometimes they smell. The toilets that were removed when they did the walkway you used to be able to smell them before you saw them. The cleaning products that they use.
That one in town in the car park behind the shops is sometimes appalling.
When you go in there, for instance, the main toilet behind the travel agency place, it used to have a urinal, but it's gone now. It's only got two toilets. You go in there and it's a real mess. I don't blame the Council. I think the toilets could do with an upgrade. Normanby has been upgraded, but the one in Hawera is pretty backward.

The one at King Edward park is always yuck every time I go in, it always smells and it seems to never be clean.
The one by St Joseph's school and the Tower, are just old and a bit cruddy need upgrading.
The ones in town Hawera, behind the car park they are just filthy. I don't want to visit them because they are yuck, but when you have young children, they need to go they need to go. I don't think they are cleaned enough and have quite often run out of resources like soap and paper towels.
I just think they need to be cleaned more regularly. Sometimes there is no hand soap or general tidiness and when you have kids, you don't want to take them to a toilet that is disgusting.
There's the Stratford toilets - they are always a mess, every time we have to use them.
The Cornish's toilets in town. Quite often there is no soap in the dispensers and often the floors are wet and dirty.
The toilets in the middle of town, the old Cornish's carpark, they need upgrading.
There are certain toilets that are disgusting. Tends to move around and depends on how the contractor feels.
The Hawera toilets up by the water tower - they were not nice, they smell and need a renovation.
The carpark at the rear of High street in Hawera, they are really old toilets. As much as they try to clean them, they are just old and decrepit. As we have people looking for toilets, they are not nice to send people to.
The last time I used it was pretty awful. It's not the Council's fault that people are pigs - Eltham toilets by the library.
They have removed the groovy arcade toilets. I am at the markets and there is now quite a walk to the public toilets, the toilets at the back of Cornish's car park could really do with a repaint, spruce up, or something. The toilets by the Information Centre are very good though.
I honestly can't remember. I think it's the toilets at Cornish's carpark- no toilet paper and no paper towels to dry your hands.
They just seem dirty. Well, just an example, outside the library, public toilets when they haven't been opened, there were freedom campers there, and they've gone to the toilet outside on the footpath and just left a mess there.
Every single toilet there is never any soap. I need to take my own sanitizer, this is all toilets in the region as I travel around and seen it for myself.
The public toilets by the skate park next to the information centre in Hawera. There is always rubbish thrown around the place, it is very unhygienic. It doesn't look like it gets cleaned on a daily basis.
Both lots of Eltham toilets next to the library and next to the swimming pools are disgusting.
My husband went to the toilets in Opunake near the Coastal Health Centre. They were disgusting
The ones on the tower grounds and the ones behind the southern side near the Catholic church - there's a carpark in the back there. Just grubby, very untidy, and smelly.
Manaia it's not kept up clean. I do understand that people are pigs in the toilet.
The Little Regent street carpark - the toilets are not looked after very well.
They are all messy with toilet paper on the ground and water, that is in Stratford in the park.
The floor was wet in the Patea toilets.
It's the public toilets in the middle of town - the little walkway thing behind the Warehouse Stationery carpark. I actually made the comment to my friend I would pay to use a toilet. They are old and unclean. I am not saying they are not cleaned, they are just old and a target for people. Should be like the Stratford one when you have to pay, then you won't get vandals.

A public toilet in Hawera town, toilet paper and urine on the floor so it brings attention to how often do they clean it - being a public toilet.
The toilets by the netball courts were bad, there was no toilet paper, people had been using the paper towels because there was nothing else to use so the toilets were blocked, but the circus was in town so there were a lot of people; probably excess use.
The toilets that are behind Warehouse Stationery in Hawera, they need to either bulldoze them down or build new premises also. There is never any soap in the dispensers. Those facilities get vandalized quite often as well.
Most of the beach toilets are quite disgusting most of the time.
I think that they are old they don't look clean they need to follow models of what's happening in other small towns around New Zealand. Not enough of them and what we've got is very poor.
The toilet in Hawera, down the alleyway, they had graffiti, toilet seats are not comfortable, they are grotty.
The Opunake public toilets. I used them on Friday, they were yuck. They smelt disgusting they just didn't have a clean feeling - the floor was dirty and there were no paper towels.
I used the public toilets in Hawera on a Monday after a long weekend, I nearly walked out, they were disgusting. Maybe they need to clean it a bit more. This may be impossible. It was a long weekend that wasn't quite over. There were a lot of visitors around and I thought, that's pretty disgusting.
In Hawera, the toilets behind Off The Cuff down the alleyway near the carparks is disgusting. I don't go there even if I am busting.
They're very dirty and not hygienic. The ones at King Edward Park, and in Hawera.
Just that whenever I have used the ones at the park, I just find sometimes they don't have enough soap or enough toilet paper and just emptying the rubbish bins doesn't happen.
Public toilets are historically revolting anyway. I think the problem is because they are standalone, just usually get treated like that and are often quite grotty.
The toilets around Hawera are very run-down, old, and grotty.
The one in Hawera at the back of the High street carpark needs pulling down or doing up, one of the two. It's always a goddamn mess every time you go in there.
One toilet had no lights and that was in Manaia. It still has no lights and other ones smell like pee. They mustn't be regularly cleaned, probably more like once a week, this was in Hawera.
Not cleaned and could be cleaned a lot more - the public toilet in Opunake and the one at the Opunake Beach.
The one that's behind Cornish's, is absolutely filthy. Warehouse Stationery, now behind there.
A couple of the toilets I've been into hadn't been recently cleaned.
The smell and the way people leave them. They're just disgusting. When I first go in to use them, they're just overpowering. Last one I went into was the Hawera one in Taranaki and that was the other day.
The ones in the back of the old Cornish's carpark are horrible.
The toilets in the main street of Hawera, which is in the central town and the southern end of town, they smell.
The toilets behind the shopping area in Hawera in the car park, they were not very clean when I went in last time.
The water tower and car park are excellent. They are very good, but they need to do something about the toilets in the church car park. They are not very nice, they need maintenance. They need somebody coming around four times a day to check on them.
The Hawera toilets are a bit run-down and smelly.

The Patea beach toilets, all year round, they are covered in sand and water and the water just sits in pools on the floor. Often the doors don't lock, they are constantly wet and flooded and it doesn't feel very hygienic. The building needs to be upgraded.
I guess other people do it - they need to check on them. There is no toilet paper, wee is on the floor, wee is on the seats. We get a lot of tourist people and the toilets need to be checked more often, obviously from what they do.
The Manaia public toilets - called in recently no toilet paper, really grotty. Also the Opunake toilets. Drainage and flushing problems at the beach ones opposite the Surf Club.
The ones at the rugby grounds at Manaia haven't been cleaned for several years, I would say. We cleaned them because we wanted to use them, but prior to that they hadn't been cleaned.
General not any public toilet - people being filthy.
When I go into Hawera on a Friday, the toilets there never have any soap to wash your hands or paper towels. Very rarely there's paper towels. The thing is always empty and so is the soap.

Self-selecting sample - online survey

Not clean enough.
These are often only cleaned every second day according to the time on the boards in the toilet.
Sure, especially those in the Cornish's carpark. Can't wait for the new complex in Regent and High Streets to become more than a dream.
I try not to use them because they are smelly and often wet, with toilet paper strewn about. The exception I have found are the Eltham toilets. Usually very clean, no smell, and dry. Mostly I just hold on until I get home.
There is paper on the floor in the toilets in Manaia.
The toilets in the old Cornish's car park are often filthy, out of toilet paper, and there's never any soap!
The ones in Hawera are run-down and smell bad.
The toilets in Cornish's carpark are not of a suitable standard. I use these often and they usually have no soap or hand-drying paper provided. I have recently used the toilets in Waverley. They used to be really good, but lack of maintenance is obvious here too.
Waverley public toilet.
The toilets in the old Cornish's carpark are an absolute disgrace. They have reeked of urine every time I have used them. They are old, outdated, and very unpleasant. They need to be demolished and rebuilt with modern facilities.
Just recently, we have visited the local toilets to find them blocked or flooded. Not nice for visitors, let alone community users.
Patea Beach - not clean.
Toilets down at the beach stink all the time.
All of the public toilets need to be upgraded to the 21st century.
Patea toilet - no seats on the toilet. Toilet paper all over the floor that is full of s**t.
Dirty toilet and soaking wet floor.
Cornish's carpark: no toilet paper, filthy floor, grimy. Needs a re-vamp.

We recently used the Kaponga public toilet by the sports field and there was no toilet paper (the whole unit was removed). I hate marking this low because I know the Council try really hard (as do other Councils) and unfortunately vandalism is constant, but the toilets in Hawera (by the information centre and in the old Cornish's car park) are so old that no matter how much cleaning you try to do, it will always have a dirty feel.
Most toilets don't have proper toilet seats or soap of any kind and they are usually filthy.
The toilets down at the beach are constantly dirty, especially when it is busy season. The toilets at the event centre are constantly dirty as well.
They're disgusting; go and see for yourself.
New facilities needed for lake and rec centre.
General uncleanliness - Waverley, Patea, and Hawera.
Middleton's Bay Opunake. Disgusting. And obviously they can't keep up as there is toilet paper and possibly sewerage around the side of the building. Revolting. Too many freedom campers not being regulated.
I am on the road a lot due to my job, so I use the public toilets frequently in Eltham and Opunake. The Eltham toilets next to the library are always disgusting with faeces on and around the toilet. There are days that this toilet isn't cleaned at all as a few days later it has the same "smear" on the toilet. Please sort this out not only does it make it unusable, but its an embarrassment for visitors.
Every time my children have gone to use the toilets, they are not clean at all, they smell disgusting and there is no soap to wash your hands. Very disappointing.
Always messy.
Toilets in the carpark.
They smell terrible.
Public Toilets in Hawera are always dirty and smell of pee. Considering how much was spent on renovating the toilets at the water tower, they are disgusting!
There are often no appropriate facilities for washing, soaping, and drying hands. The toilets in the car park near St Joseph's School are quite grotty and feel unsafe.
They are smelly on most occasions.
There is no soap at the Somers park toilets.
They seem old dated and dirty, even the recently refurbished ones by the water tower. There is also never any soap, which is very important. Also disappointed by loss of toilets by Korimako Lane (although I understand that there will be new town toilets when new iSite is built), but in the meantime, this is still a loss.
They are always dirty.
Tagged facilities. Unclean during daytime hours.
At the playground in Kaponga, some doors do not lock and are not very clean when we go and watch sports on Saturdays.
Kaponga public toilets can be pretty bad at times and also the Hawera toilets.
Toilets in the Victoria Street car park. They should be knocked down and new ones should be built.
I often use public toilets, which are never properly clean and why is there no soap in these facilities?

17.4 Cemeteries – maintenance

You said you were dissatisfied with the cleanliness and maintenance of cemeteries? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

The cemeteries here in Opunake are very old and the headstones, you cannot really read them much. If that was cleaned up, you would get a better feeling of what's beyond it's "supposed to be heaven". The headstones don't satisfy me that people are going to a heavenly place, it looks quite awful.

Hawera cemetery and the rabbit control - something should be done. Twice I have gone there with my kids when they have come home from Auckland to go and see my mother and there are great big holes in the plot.

Particularly the Kaponga one - the grass is not very tidy at all. And the weeds.

I can see that they are a bit untidy at Taikatu.

Probably didn't help that some vandals had been in there before I went in there. Probably not the fault of the Council, I may have scored that wrong.

Self-selecting sample - online survey

Long grass - take a bit more care when cutting around headstones. Damage was done to a family member's headstone.

The removal of rubbish bins from Waverley cemetery and allowing alcohol items to adorn some plots. A mounded plot should be done to allow proper settling of each plot. The outline of coffins can still be seen 30 years later on most plots.

The people that mow the lawns have done considerable damage to the older graves. This is ongoing

Sorry meant I was satisfied

Overgrowth

Yes - went to Kaponga cemetery and the lawns were very untidy. They just looked messy and there were branches everywhere that needed pruning.

17.5 Public libraries – facilities and customer service

You said you were dissatisfied with the facilities and customer service at public libraries? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Manaia - I have been up there and felt like I was nuisance so just walked out. This was during the weekday afternoons. She was sitting with an adult's book club and I went to where I thought I was meant to be going for the book I wanted, and I heard her say "I just have to sort this problem out". She took her time coming over to me and said, "what is it you want". I said don't worry and just walked out.

Self-selecting sample - online survey

Rude ladies - need to be more consistent with good customer service.

Staff not very nice and polite.

17.6 Public libraries – materials, resources and information

You said you were dissatisfied with the materials, resources, and information provided at the public libraries? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Manaia - I have been up there and felt like I was nuisance, so just walked out. This was during the weekday afternoons. She was sitting with an adults' book club and I went to where I thought I was meant to be going for the book I wanted and I heard her say "I just have to sort this problem out" She took her time coming over to me and said "What is it you want?" I said don't worry and just walked out.

Self-selecting sample - online survey

Latest books are not available

17.7 Parks and reserves

You said you were dissatisfied with the level of maintenance of parks and reserves? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

They closed the sports complexes in Manaia.
We do not get the service we really need, it's not kept up to a standard and it's shocking. Gardens and everything are disgusting. The weeds and everything we are putting in a CRM next week - nightshade in the gardens, even outside the library. The gutters are full of nightshade.
In Eltham, Taumata Park used to be a beautiful park back in the day. Now they just mow the lawns. Soldiers Park and Bridger Park are a shocking mess - they only mow the lawns. The gardens on the main street look fine, they seem to only worry about the gardens on the main street. More money needs to be spent on the smaller towns.
It's the rubbish that doesn't get picked up and broken glass. It's such a shame because people have to take that on that level. Sometimes the rubbish is terrible and the broken glass on the skate park and it's just rubbish in the grass area. It's just something that needs to be seen to every day. It's not a good look and a hassle having to pick up the glass and we shouldn't have to do that considering we are paying rates and that Eltham is being left behind.
First of all, Hawera has specified gardeners whereas in Opunake, a lot is done by the public of Opunake and the reserves are mowed by contractors. I believe that there should be a thing between the Council and the contractor that they should be mowed before functions and any events, the place should be up to standard. Where we live, there's a big reserve in front of us and in the last two winters it's gotten quite wet and the young ones go on there in the winter time and get stuck.
It's just something I've seen recently on Facebook. Bridger Park in town here. Posted a heap of photos, by the look of it, the park had been basically neglected.
The Eltham park by the swimming pools; covered in graffiti, rubbish, and no shade. The walk that goes up and around the golf course is overgrown and full of rubbish.
Soldiers Park in Eltham is not maintained or looked after. Quite derelict, lots of glass. It's just been left, and not looked after. Overgrown and it's been left up to the residents to beautify it.
The playgrounds are all fine. In King Edward Park, they need more seating and rubbish bins.
In Patea, we have side roads with gardens. State Highway 3 - the style of the gardens - no flowers, it's all green and for three years I have tried to get them to do something else. They won't do a thing, so we do it on our own.
Naumai Park in Hawera - my uncle takes his nephew there quite a bit. I have heard it's overrun with rats. They have scared away the ducks. They have complained to the Council repeatedly without response, they finally did get some feedback and the Council are looking into the situation.
Just generally, most of the parks are left rack and ruin baring the main ones in Hawera - the ones in the outlining towns.
They needed more volunteers to go and help maintain the reserves and walk areas. I haven't seen signage so I can walk it and see what it's like.
They are just untidy and need to be maintained more often.

Self-selecting sample - online survey

We have a lovely set provided by a local group on the beach top that used to have a lovely view of the beach, but all you can see is treetops now.
Lawns need to be done more regularly
Waverley Beach has a barbaque area - one barbeque and poor picnic seating etc. that has not been upgraded since God knows when. However ,the playground situated right next door has been upgraded and/or replaced two or three times over. A better eating area would be fantastic as our family loves to spend many a summer day down at the beach swimming, playing, and using the barbeque/picnic area.
Need to be mown more often.
A lot of rubbish and looks untidy.
Middleton's Bay, Opunake - freedom campers fouling up the clifftop with their tents and washing lines. No one regulating them. Makes me hate walking around the clifftops.
The grandstand at Taumata park is always disgusting. The walkway down the back needs to be tidied up - some locals fixed the track, which should of been done by the Council.
I would love more money to be spent on native biodiversity in parks and reserves.
Just general low level of service, lack of plantings in gardens, no mulching, large spray lines, and half dead trees.

17.8 Rubbish and recycling kerbside collection

You said you were dissatisfied with the weekly rubbish and recycling kerbside collection service? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

They are not meant to start til 7.30am and they start at 7am. They don't put it all into the truck. You end up with some in the gutter. When they pick up, they drop the bins in the driveway. Have to get out and move them. They are as rough as guts.
We have none - Hurley Road in Hurleyville.
Sometimes they don't pick up your rubbish. They don't always empty the rubbish properly.
We don't have a collection service.
We don't get any out here.
We do have a rubbish run on our street, but we have to pay extra in our rates for this service.
This is more hearsay - there appears to be a lot of people looking into things. It's just a pain. Maybe a bit over zealous, but that's my personal opinion.
When they put the rubbish into the trucks they leave quite a bit of rubbish on the streets.
They are either late or even on some days they miss, compared to the old company, they are always late. With this new system, they are late . And if they don't collect it on the same day, this has happened twice and in Normanby, Thursday is collection day and twice they collected on a Friday.
On pick up it's late, like after work, about 6pm. I was down Denby Road and there was a truck down there and it was about 6.30pm. Could have been a breakdown, but it seems more often than not.
Rural customer paying high rates doesn't receive kerbside collection on Lower Hunter Road.
I believe the green waste pick-up should be free and the general waste could be bigger.
Outside my house, the rubbish collector picks up your bin and shakes it, and then some of my rubbish comes out into the gutter and onto my lawn and they just drive away . On Disraeli Street in Hawera.
They changed providers over a year ago, the drivers need training. Sometimes they miss picking them up. They drop them in the gutter and damage them and the blue bin we use for glass, the elderly can't pick it up and they have no lids. We can't recycle a lot of the bags that have a recycle logo on them.
Just the manner in which it's picked up and tipped up outside our property. The debris left on our verges.
They don't come out to me, I am off Fraser Road.
Two weeks ago our gate was open, the recycling truck drives up our road, on a no exit road. They usually turn around on our property, but stopped halfway up and drove back down. Without collecting your recycling. Happened a few times, not just recycling.
Where we live, Templer Street, we have to take our rubbish to the end of the road, but the road next to us is Mabey Street, which is longer, yet they go to the end and turn around, which is further than our house and collect their rubbish.
Obviously there has been a change of the delivery service or pickup service trucks are breaking down always late, my neighbours recycling bin wasn't emptied last week but mine was. We had Streets in Waverley that weren't emptied at all yesterday. Just the care of the bins sometimes on the road not placed back on the curb. It's not attributed to wind either.

We don't get this service in Awatuna.
The bins are too small for a family, they want you to recycle, but they are too small. We had an issue with extra rubbish two weeks ago. They want your bins at 7.30, but they don't pick them out until the afternoon. This is in the Manaia district.
We don't receive it because we are rural.
We get no service where we are. There is a free transfer centre for recycling in Opunake. That's a good thing.
It doesn't come up my side road. We are paying for additional rubbish collection because there is no service.
When it's windy they've got to put their rubbish bins out early then half the rubbish bins fall over and the rubbish goes everywhere. All over really.
We don't get a kerbside collection in our rural area.
The Manutahi area, we have to get our rubbish picked up privately because we are classed as commercial (It used to be a hotel) even though now we are only premises.
The fact that we are out of range. We're actually 15 kilometres out of the range.
Our wheelie bins aren't getting emptied out properly and then we have to wait a week to get them emptied again.
I don't get it. We are out of town on Batten Road. We have to pay extra if we want our rubbish collected due to how far we are out of town. Even though the rubbish trucks go to Manaia to pick up - they go past our house.
We don't have it.
Basically, because it's rural and it's not out here. The lower Inaha road.
We lost a huge amount of volume we could dump and we didn't get a rates decrease. We lost services and are still charged the same amount of money. We were getting much bigger volumes and now its only two thirds in Opunake.
We are residential on the main street in Manaia and so many times part of our rubbish collection has been missed i.e. one time it may be recycling, another week it may be green waste, but ordinary rubbish is always collected.
Inconsistency and cleanliness is the main irk - I believe you ask for all bins to be out by 7:30am - often trucks are still picking up in the afternoon. For families that work various shifts etc having to get bins out by an arbitrary time seems silly. There are the same number of bins to collect each week - surely street by street or block by block you should have relatively the same pick up times each week? Also - when we have the rare windy days here in the South Taranaki and bins get blown over - surely there is some responsibility on the "rubbish collection people" to amend this issue.

Self-selecting sample - online survey

Not eligible for any rubbish collection or recycling collection.
Going out to get my glass bin in and finding broken glass all over the road sucks.
We don't get any, but pay for solid waste disposal.
Rubbish trucks spilling rubbish and driving away.
If I miss the early collection on my side of the road and put the bin on the opposite side for later in the day, it doesn't get emptied.
Sick of the truck dropping rubbish and leaving bins on their sides in our driveways.

We do not get our bins emptied weekly, as only two thrifty adults at home, but we have green waste that is an extra charge per year. Can some arrangement be made to compensate for this?
We don't get any and have to pay to take our rubbish to the tip.
The residents of Waiinu Beach pay rates, yet we have no rubbish collection service. Some of the residents resort to dumping their rubbish in the campground bins over the warmer months. We need wheelie bins and a collection service for the permanent residents. It's not good enough.
Sometimes it isn't picked up at all. Most times there is rubbish going down the street.
The workers not emptying the bins completely or not getting out and picking up tipped over bins. In Opunake.
Nearly every week bins are left half on the road, always tipped over. They are very rough.
There have been several times when one side of the street has not had the yellow recycling bin picked up. The bins then get very full for the following week. One time, the glass recycling was not picked up on the basis that it was too full (too much to fit in) - this only had glass in it and therefore I had to put the glass in the general waste. There should be no reason that the glass could not have been picked even if it was full. At the very least, the blue bin should have been emptied.
Late again. Twice in 3 weeks. Can't assume people will have access to Facebook or know about/ liked the Council page to know of late service. 10:21 now and we live on main south road RD12 and our recycling still hasn't been collected. We pay for this service. Not happy.
Half the time, it's not collected, and the glass tub is a pain without wheels.
Rubbish truck rushing and dropping bins back all over the road. Rough as! My neighbour lost his wheels because he's so rough. Half the time the bin is still half full after he's emptied it.
Unclear on what is allowed. The rubbish police lady leaving notes and not taking recycling when there is nothing incorrectly done. Small bins, they should be bigger. The cost of dumping rubbish is horrific at the dump.
Bins need to be bigger. Greenwaste should automatically come out of homeowners rates so all houses have greenwaste bins. That way rentals will be kept clean and Eltham properties will look tidier
Hawera - we pay for a green waste above the normal waste and it wasn't emptied properly and a lot was spilled on the street and left. Also, our wheelie bins are just dropped (tipped over) and the driver leaves them where they fall. No regard for where or how it's left by the driver.
They don't empty the bins properly and leave glass everywhere.

17.9 Playgrounds

You said you were dissatisfied with the playgrounds provided within the District? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Quite often broken swings - a playground that's not equipped for young toddlers. Often big kids' swings, but nothing for toddlers.
Just in general, they are spending money on stuff that isn't using our assets.
In Kaponga, the playgrounds are out dated and they need more for the younger ones.
There is only one little playground behind the swimming pool in Manaia. They started to build a skate park, but that only got half done and they haven't completed it. That was about three years ago.
There is none, due to school closure in Hurleyville.
Often the rubbish bins are overflowing. If we go to other towns their parks look a lot more well cared for than the ones around Taranaki.
I know King Edward park used to be a good one, but it has gone to s*** lately. The facilities are lacking.
Kaponga playgrounds are way outdated, they are too small, and they need updating. When I last saw that playground it was full of kids, but there was not enough room for them.
The Eltham park by the swimming pools are covered in graffiti, rubbish, and no shade. The walk that goes up and around the golf course is overgrown and full of rubbish.
One is right in the middle of town, and I'm not pleased about that, as tankers drive past 24/7 everyday. The other one isn't near the swimming pool. Pretty poor.
In Normanby, they don't have a playground.
Just the rubbish people who leave rubbish. Just parks that I've been into. People just drop their rubbish. They should put their rubbish in bins because there are rubbish bins in the parks.
Untidiness.

Self-selecting sample - online survey

Not the children.
Playgrounds at Hollard Gardens are not accessible for residents with mobility issues - e.g, a long walk
I think the beach playground does not support all ages.
They are all the same boring, plastic, safe, unfun toddler playgrounds everywhere now.
Opunake Main Beach park. Nowhere in any way suitable for children under three. No shade at all. Lots of fall risks.
Rubbish everywhere, the overflowing rubbish bins are terrible.
Opunake Main Beach Playground. The playground doesn't cater to all age groups, its shrunk in size and there is a waste of space with a massive swing frame. There used to be 4 slides to play on now there is only one (the playground actually gets busy) so I'm not sure whose bright idea that was to only include ONE slide. Not very well thought out.
Lack of parks between Okato and Hawera. Opunake park normally has glass/broken bottles, so not really safe for kids
Hawera had outdoor gym equipment at the hub. We should have the same provided in all South Taranaki parks to encourage use of parks for all ages.
Could be better playgrounds.

17.10 The condition of Council roads in the District

You said you were dissatisfied with the condition of Council roads in the District (excluding state highways)? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Pretty sure it's being fixed now but, by Ngairi school there are potholes everywhere.
There are a few potholes around Hawera. On the corner of Waihi Road and South Road there are a few potholes. It's a bit bumpy. Some of the potholes are repaired, but not finished, I don't know if they will fix them or not.
Overall condition and lack of general maintenance, especially on the unsealed roads. Surface and lack of metal i.e. Tiromoana Road.
From Opunake all the way to New Plymouth, they keep doing patch jobs on the roads etc. It is the whole of the main street.
They're just not maintained. They're uneven, the roadsides can be quite overgrown, and you can't see very well. The amount of roadworks you see being done, and then two months later, they're back being redone. How much money are we spending doing a job that wasn't done right in the first place? Yarrows factory and freezer warehouses are across the road from each other, and they've been using it to store 20ft containers. They've been using a crane to move them, and it's absolutely annihilated the road. It's a public road, and it's impossible to drive over now.
All over - the roads, in general, are shocking. They patch up instead fixing it properly. There are potholes.
There are heaps of potholes everywhere.
Our road has not had maintenance on it since I have lived here - Hurley Road, about 28 years. The only maintenance was Fonterra asked them for the tankers to turn. It is so narrow that they have never widened, basically, only a truck will fit on the road and there are no pulling off bays. Really bad, they have scrapped the road, so if a truck and trailer pulled to the side of the road, it would tip over. We have some blind hills so if you meet them "you're Toast". Also, the Council do not mow the grass verges, so we cannot pull to the side of the road, as it's all un-mowed. I do not know why they do not mow it.
Our roads aren't the greatest. There are always potholes and road works around here. No particular streets, but it is a common occurrence.
All the country roads need improvement, the potholes are dreadful.
A lot of the roads in urban Hawera are bumpy and everytime they dig them up they are never quite the same.
Potholes all over town.
Cape Road has a lot of cars go down it, especially in summer. It's very bumpy, rolling, not smooth at all, and it is very narrow.
The number of potholes on some of the new roads - Turuturu Road.
The condition of the roads - there are big pot holes on Ahipaipa road especially.
The road between Turuturu Road, Ohangai Rd, and the Main Road plus other rural roads heavy truck usage on it are a problem. Patch after patch particularly in the Marae area. Plus trees dangerously overhanging the road.
It's pretty much everywhere. 90% of the time the patch work they do is pretty dodgy. It seems they fix the same roads every year. When they fix a road, they don't fix it properly, so they have to fix it the next year, or they don't fix it at all. They leave potholes for months.

In Hawera, the intersection of South Road and Waihi Road is shocking. There are big ruts in the road and the trucks are destroying it.
There are too many bumps and potholes. For example, Ball Road in Alton. Go for a ride in a tractor and you will see what it's like.
The roads are getting atrocious. They need to maintain them a lot better to address some of the problems - potholes and uneven roads.
The South Road is the worst. It is so uneven and bumpy.
Recurring potholes that get repaired and then reappear a few days later. The edging of some roads gets chewed up and there are a few bad ones, especially on the corners on the road to Ohawe Beach. Turuturu road travelling past the Turuturu Mokai historic area is quite narrow. The road does not suit the urban development and there are no footpaths. Somebody will get severely injured if it's not corrected. It's already bad and will continue to get worse.
Sometimes the roads are good sometimes they are not. When repairs are made, these appear to be insufficient to resolve the issue and therefore require multiple repairs, costing extra funds.
The main road South through from Patea to Manaia is really bumpy and your car doesn't drive straight along there.
Some of the streets in town where there are roadworks are very lumpy and bumpy, like patchwork really. The side of the road is quite steep, if you're a cyclist, like myself, it's quite hard.
The roads have potholes and they are not tar sealed properly - roads all over the place.
They need to fix South Road and Waihi Road coming onto either road. At the intersection on Denby Road, the chip seal there, it has holes in it.
The roads are not very smooth, too much patchwork going on. The roads are not really level, it's all bouncy and bumpy.
Main Road between Patea and Hawera - potholes and broken seals.
Roads are too rough. Too many potholes and when they do fix it, they fix the problem and 50 metres away, it's rough again. They're only doing patching instead of fixing it.
They are just shocking at the moment. They are pretty lumpy and bumpy with potholes springing up all over the place in Eltham and Hawera.
Eltham roads are rough at the Collingwood and Bridge Street intersection. Really ripped up from a lot of heavy trucks that turn that corner. There are no line markings at the moment at Hastings and Skeet Roads and there is a compulsory stop, just no paint anywhere. It's from the heat of the tar and it's right next to a school - Matapu and this is a 100km zone. This is a Cross /T intersection and could be dangerous.
General roading around the town and rural roads - I think it's the quality of the people that work on the roads. We seem to do a repair on an area and seem to be back to repair it in a couple of months.
We live on Rama Road -high traffic with tankers and trucks, so we get a lot of potholes and they just seem to patch instead of fixing the holes properly. It has gotten better since the last survey, but it's just when we hit the main road it's the same areas that are getting roughed up all the time.
The Council needs to pull its head out of it's a**e and have a look at what's going on. I have spent quite a lot of time in the Council offices discussing these roads. I have been in discussions with the CEO and the Mayor. I have a business in town and use a number of these roads and they are s**t.
The location literally got fixed last night. Intersection of South Road & Waihi Road.
One in particular, Bridge Street and Collingwood Street in Eltham. I know it's part of the heavy traffic bypass, but you have to drive on the other side of the road to avoid the holes.
Just some of the side streets around Patea are a bit rough and the sidewalks too.

<p>On our road, Tirimoana Road, there is a washout on the culvert that hasn't been addressed. I do a lot of travel around the district and I am on a lot of rural roads. Generally, they haven't done any major improvements on our roads in the whole district. There are very narrow roads, especially when you pass Fonterra tankers. I like that there are verges so that you can pull off to the side. They are barely two car roads. Mainly on the eastern side of the state highway roads are lacking.</p>
<p>South road, Hawera in particular, is a shocker. Not too sure, it might be Transit NZ. Its rough as guts. It wants reworking and redone, the whole strip right through, from the fire station to the Waihi Road corner. The worst part is outside the intermediate and the Hawera Main School.</p>
<p>I think it has been remedied a bit. The corner of Waihi and South Road has, for several months, had huge potholes. It really needs hot mixing and there are bad potholes on the corner of Princes Street and South Road. It's always going to be a problem while we have the tankers going through the town.</p>
<p>In just Waverley, I don't know the other towns our streets are not good. Well, we have no gutters. Just all over town.</p>
<p>I'd say they are uneven. They just don't look after them full stop. They melt in the summer and when you do call them to do something about them, they do nothing. I'd say London Street because there's a lot of trucks that go down there. They use the road a lot.</p>
<p>Egmont street in Hawera. There needs to be chicanes in place before the bend. People use the street to drift on our corner. I think they use it to bypass the police checkpoint if they have been drinking, especially after a rugby game. Children live and play on the street. Buses and trucks are forever going down our street. I don't know why a truck would bypass Glover Road because it is longer and straighter. A complaint was made about four to five months ago, and then I got a phone call from traffic management. The lady said it would go into the next report, and that there was a time period that I had to wait for it to be looked at. Either something to slow the traffic down and make buses and trucks avoid a residential street or speed surveillance would be advantageous. If they could catch people speeding on our street, then maybe they would cotton on and not go fast down our street. When the traffic management lady rang me following my complaint, she mentioned that chicanes would be too loud and residents would complain. However, when an accident happened all the neighbours were in the same boat thinking that the street was too dangerous.</p>
<p>Overall, the condition of our roads in Taranaki are generally poor. The same roads are getting continuously resealed and they just need to do the roads properly in the first place.</p>
<p>King Edward street was resealed last year. It was hot weather, but they still resealed, and it was a big, sticky, stony mess. The corner where Collingwood meets Clifford Road and also the other end of Collingwood Street that meets Bridge Street - the big trucks use it, so fix it properly instead of every year.</p>
<p>I live on Ararata Road they have just resurfaced 80% of it and there's nothing wrong with it. I am not an engineer, but it seems ridiculous.</p>
<p>The junction of Bridge Street and Collingwood Street, in Eltham, opposite Uhlenburgs haulage. There are great big potholes and divits. Very uneven surface.</p>
<p>It's just the odd pot holes here and there.</p>
<p>There were potholes along Victoria Street. They have recently been fixed, but they took so long.</p>
<p>It's just, generally there's always patches, repairs, and potholes around the place. So it makes the surface of the road uneven. Just certain roads around the place.</p>
<p>Potholes and every time a truck goes up the road, the whole house shakes. They have put a new water system in and the trenches have been put in too high. It's like judder bars and it is the main road, which is Egmont Street, which the trucks use. They start at 5:30 in the morning and go at quite a speed.</p>
<p>The country roads basically - a lot of potholes they seem to reseat just as a quick fix and then it needs to be done again. That's a lot of roads around Taranaki that are just shocking.</p>
<p>The areas which I have seen have now been recently fixed up, but it took a while to fix up.</p>

Because I live on the rural road the same things keeps getting repaired and they're not repaired well.
They don't look after the roads in Waverley. My husband is a contractor and he travels on the country roads. The government doesn't maintain the roads. There's one road where he travels where there's been a slip for the last 3 years. Mangatangi Road.
On, I think it's, Middlesex Street last year the roads were resealed and the tar just kept on melting and still, to this day, over a year later, the stones are still loose and flick up all the time. And on the corner of Collingwood Street, which connects to Bridge Street, for over a year there's been a big, extensively large pothole, which is just about as wide as both lanes.
Collingwood Street both north and south ends, there is a T intersection on the south side and it's a heavy bypass. As you go past, it's lifting the seal.
There's not enough edge on them from the white line. I ride my bike and there's not enough seal over the white line i.e. Tawhiti and Turuturu Roads. Any road outside of the urban area into semi rural roads. Like, there is just a white line but very little edge to cycle or walk on. It is unsafe.
The gravel roads have the potholes; up towards the mountain.
If they seal the roads, they put big stones on it. They come up out of the tar, especially when its hot. Quite a few of them are the same.
On Tuke street in Normanby, they are constantly fixing up the main road, but they never fix up the intersections going into the side streets. There are always potholes and stuff on our corner.
The corner of Victoria Street onto the main road. It's full of potholes. Also, the corner of Whareroa road, and the main road.
Go to Lake Rotorangi and Hawera Ski club. The road is disintegrating.
We have a huge pothole on Rawhitiroa Road and it is not being maintained during the busy season. The streets in Eltham, especially behind the cheese factory in Bridge street, have potholes and are uneven for a busy, used street.
It's the side roads that need quite a bit of work on them. Where the tankers swing off the tarseal into gateways. It was Cape Road at Opunake, it has been widened, which is a big improvement. They need a better turning point at the bottom of the road.
I commute to work between Eltham and Stratford - the roads are getting lots of potholes. There is constant work on the roads. There's always stone chips and crap flying off the road and hitting the windscreen. When there's rain, there's loads of holes in the road.
In Ohawe, they don't seem to maintain the little streets. The last time there was some work here, there was a lot of gravel left behind. On some of the little roads, sometimes there are potholes.
The South Rd through Hawera has potholes and everything around it does too.
Quite bumpy on Hastings Road to Matupu school, i.e. the whole of Hastings Road in Eltham.
Just general road condition is very poor through the district. It's quite rough.
Outside the Four Square in Manaia, there is a pot hole that is huge and it has never been fixed. It has been there since late last year and it's still there.
It's the Main Road going into Hawera from the south has potholes that have been patched instead of repaired properly. It's a real curse going there.
There are some roads out the back of Normanby, off Ketemarae road. They are quite narrow and rough. Being a truck driver, I go down them quite a bit.
We have a block at the back of Waverley, Mataimoana Road it never gets touched. We have rung up numerous times and the Council have only just recently done something, but it does need annual maintenance.
There are roads that are in the rural areas that are very uneven and also you can end up having a number of potholes. When repairs have been made, they don't last very long. I can't give a specific road, it's in general.

In my opinion, I don't know what's happening. It's almost like there are always roadworks going on. They repair the roads and then three days to a week later, the issue appears again and you get stone chips on the windows. It's an annoyance when you're having to replace your windscreen every year. I have had to since I have been here and it's been 10 years. It's not entirely a Council problem, it's stupid idiots not keeping to the speed limit.
Roads, just in general, are really rough, this is in Hawera.
They have only just fixed the Waihi intersection. There was a huge pothole there for ages before they decided to fix it. It damaged your car every time you hit it.
I was talking about the main highway roads that are bad (not roads around Hawera or Normanby).
There are potholes on the roads and the bridge as you come down the hill, there is a ramp as you hit the bridge and it is horrendous. You feel as though you have damaged your car. I think it is Eltham road, I am not sure, but they will know the bridge.
Pretty much every rural road is falling to pieces.
Taikatu Road in Auroa had a hole in the road that took a long time to fix. They do a quick fix up and go, and then they have to come back and have to fix it again.
There's potholes everywhere. Me and my partner were driving yesterday and it was bumpy. Where the cows cross over the road, the cow s*** tends to eat the road.
We were coming down Skeet Road and our front wheel dropped into a big pothole. It was at night, so we didn't see it and it was a big jolt.
Quite a few of our country roads are pretty rough and not kept up. They are working on our road at the moment. They have gone away for awhile. Someone needs to check on the state of it. Part of the problem is cars aren't going the right speed; not slowing down. They have sprayed out all the metal and they haven't come back and put the metal back in, it's actually worse than when they started. I am talking about the Opunake Road at the moment. The thing is, my son has rung in and said it was dangerous, nothing has happened. It's a bit frustrating.
It's being fixed up at the moment, but we will wait and see how long it will be. I can see cars coming around the corner on the wrong side of the road, cutting the corner. One day there's going to be a mighty crash out here.
In our street, when it rains, it is like going through a stream. The corner of Riemenschneider and Rangauri Street.
Our streets are too narrow in Manaia. We have big grass pieces and the streets are narrow. Like two cars cannot pass on it, they have to go on the grass.
Just outside our house. When we have a fair amount of rain, our frontage floods and it's underwater. The run off from the roads goes straight onto the frontage of our yard.
Within our rates we get charged for roading. About 20 years ago, I applied for a permit to build a double car shed and they wouldn't give me a permit until I had my entranceway tar sealed. So, I got the entrance way tar sealed with the understanding every time the road got resealed, my entranceway would get resealed. It got resealed in the past, but the last time it got resealed, in January 2018, the contractor refused to reseal it. So, I went to the Council to talk to one of the roading managers. They said Yes, we will reseal it. November 13th 2018, contractors turned up to reseal my driveway entranceway and they did the wrong one. We're now in the end of February and it still hasn't been done. Within the process of doing the wrong entranceway, they swept all the gravel into the drains and blocked the drains. We got flooded, and I had to get in to unclog the drains. But since then, they came to clean the drain after complaining bitterly yet again.
We live on the corner of Rangauri street and we have a problem with big trucks coming from the big street. The road itself is too narrow and it floods on the corner of Main Street and Rangauri Street when it rains. I really think something should be done about the roads and puddles, especially on the corners. We would like to have the street widened. Those big trucks fill up the road and I see many big, close crashes on my corner. They come from Yarrrows to Rangauri Street.

Tauhuri Street outside Yarrows - it's disgusting, in fact, I won't even drive over it unless I have to.
In Manaia, the roads are disintegrating along the edges. Over the years, the road has got smaller. They come and patch it, but they are breaking away. There is also the Yarrows business. They closed the roadway and used this for a part of their business. Since then, they have purchased another area, but they still have not fixed the area that they once had. The road has sunk due to their heavy containers.
All roads in South Taranaki are crap, pretty much.
On Manaia Road - they seem to patch and repatch and patch and repatch. And there's a few like this, including up to Kapuni, the Skeet Road up to Palmer Road. There's a number of others, but that's just too much to go into.
We live on a metal road and to get anything done to the metal road, we've got to complain all the time, otherwise things don't happen. Just the whole road just needs more maintenance, as it's metal, and seems like they don't like to spend much money on it.
Many of the roads are very bumpy, particularly where there are corners. Sometimes water pools on the sides of the roads Riemenschneider & South Road, Manaia as one example.
We pay over 20k in rates per annum. We have got a farm on the Tirimoana Road and it's a metal road. The maintenance on it is bloody terrible. Drive down it and you will see. It's shocking. No one in town would put up with this. The road is down to the clay in a lot of places and there are potholes. It used to be graded 2 to 3 times a year and now it's hardly ever graded. Put a bit of metal here and there, but there are still big patches of clay.
Well, I think Manaia needs wider roads and wider streets. Everyone has cars now and we've got one-way roads.
Within Manaia town there are some shocking roads. Massive potholes and they're uneven. It's the same on a couple of the main country roads between Manaia and Kapuni.
Holes and a lack of maintenance. They only do drips and pieces and they need to do more stretches of the road in South Taranaki.
Can tell when the roads are going to fail, they have big cracks in them and tyres are pushing the bitumen aside, in the town of Manaia.
The corner of Waihi Road and South Road in Hawera. As soon as they do it up, the trucks rip it up again. They should use concrete instead of tar seal.
Carlton Road - I was going down today. Quite bumpy, one of my tankers came down and T-boned a car. There was one blind corner between Auroa Road and Eltham Road. The Waimate water metre box gets in the way and there's a bit of a blind spot there.
Generally, the roads around here are undulated. Probably not maintained enough. When you go out of South Taranaki and go into Taranaki, you notice the difference in roads. Just any rural roads around Taranaki.
Our road, Kiri Road - they have a two-lane road now, and you can travel up to 100km an hour safely and just above our property there is a bridge that is ridiculously narrow and you're not able to travel on even one lane safely. One of these days soon, they will end up with a Fonterra tanker spilling milk into the Cold Creek. In other words, there will be an accident.
Top of Hurihaka Road - I drive a school bus and it's quite tight and windy up there. They have widened it at the bottom part and stopped in the important part of the hill. If I meet a truck, or even a car on there, it's very tight to pass.
In the Opunake township, there are a few streets that are missing footpaths or they need to be repaired. The one along Whitcombe Road needs to be repaired and the top of Longfellow Road needs to be redone. There are no footpaths behind Whitcombe by the high school. That's where they go and do burn outs and make a bloody mess. There are no footpaths on Heathy Road (upper) by the Opunake hotels and opposite the high school going out that road.
A lot of potholes and just not maintained properly as they used to be like 20 years ago, when the Councils were not so big - refers the rural roads.

In Eltham, Collingwood and Bridge street intersection is wrecked with all the trucks. Also, the other side of Collingwood and Clifford, that is also the same due to the trucks, as it is a sharp corner. A lot of our rural roads are bad.
A lot of the corners where tankers and things go down, because it's been hot, it's now gauging them out and leaving potholes. Probably rural.
In the past, there was a lot of resealing going on, even though it didn't need doing. It is not rolled properly, it seems unnecessary - this is Castle Street and Conway Road.
The intersection of Collingwood Street and Bridge outside the dairy factory, you need a four wheel drive to go around the corner. There's a huge hole there, it's been there for two years, and there's nothing that's been done about it.
In town, the roads are shabby - South Road and Waihi Road.
I live in Manaia and do a lot of walks around the streets. There are potholes every where, uneven surfaces, and the kids on their bikes have accidents.
They're not mowing the side of the roads like they have done. They haven't done it as much as they use to. The grass gets quite long. One other year, the same thing happened. What we're paying for in our rates, we're not getting.
We live rurally. There are big potholes in the roads in our area
We are on a corner of a main road and the side road. The maintainance is not high class.
In the Whenuakura District, the road is only wide enough for one vehicle and yet we have school buses, milk tankers, stock trucks, and drains that are large enough to swallow a car that you cannot see. As locals, we tell everybody new about the drains, but if you had to pull over a for truck or any vehicle, you would disappear. This is all on Kahaora Road.
I am a tanker driver by trade and a lot of the roads could do with a lot more maintenance. Sometimes there is upgrading done, but they need a bit more.
Hadfield Road had road works on it for a month. There was no communication as to how long it was going to be or what they were doing, no advice at all. It was uneven, shingle, and in poor condition. My car did not like it, as it was like that for a month. It has been fixed now though.
I do a lot of work here and there and some of the roads are not as good as they could be, both gravel and sealed. The maintenance is dropping away and there are a few potholes here and there. I work on different farms, so I travel a bit.
Just the speed limits and things through town. Just that there's a lot of road works, so it takes a while to get into town at the moment.
Hursthouse Road - potholes. One particular place, that they keep fixing, but it comes back with heavy rain and they have repaired it three times in the last three years.
I found that the grass levels on the side of the road haven't been maintained to the extent where they would make the roads you travel on safe e.g., how safe the corners could be on the country roads taking into account the lack of visibility.
Not so much the roads, but the footpaths.
The narrowness e.g., Rowen Road - if you have a milk tanker coming down, you have to pull off.
The intersection of Waihi Road and South Road in Hawera. It's been fixed several times, but it needs something major done to it. It's got several potholes and you can't dodge them.
Ball Road - I used to go with my husband - we drive the bus. It's too narrow. People take their boats, it's too narrow for passing.
The thing is, it's just the potholes and the roads are just terrible all over Taranaki basically.
The country roads between Hawera and Opunake and also the street outside of Yarrows. They are having to repair the same places over and over.

Tauhuri Street, alongside Yarrow's (or what is left of the area to drive on) is absolutely disgusting and you could hardly call it a road that should be used for vehicles to drive on. Secondly, right outside our house, there is a fault in the road and when tankers or trucks drive through, the whole house shakes, yet it is on a concrete foundation.
Corner of Waihi Rd and South Road. Large pothole crossing Princes St from Glover Rd into Collins St. Should have lights Hawera.
South Road - from the Waihi Road turn off to Fairfield Road. It's in appalling condition, and has been for many months. It's extremely damaging to cars. I'm not happy. It should have been resurfaced many months ago.
Grass "verges," which are actually past the gutter should all be sealed. Roads generally are in pretty good condition, but as a cyclist, I find there are major potholes and repeated repair works. It would be nice for repairs to last more than "5 minutes" and for the streets/roads to be regularly swept.

Self-selecting sample - online survey

The amount of rundown roads. Unsociable dogs as pets e.g. pit bulls and dogs not on leads.
On countless occasions over the years we have noticed roading being repeatedly resealed, when its obviously not required. Surely a way to keep the yearly budget for the following year, as it's the same spots year after year with no obvious road issues.
As a bus driver constantly going over roads, just covering them with tar and metal does not take out the humps and bumps. Please get your contractors to learn how to join without small judder bars being made.
Definitely - corner of Auroa and Opunake Roads - the Give Way needs to be the other way around. East Bound traffic to give way - not west bound. Signage needs to be made larger for who gives way on the single lane bridges on Opunake and Wiremu Roads - large increase in tourists, which means that as a local I always give way as many do not. Bridges need to be replaced. Vegetation needs to be trimmed more regularly from entrance to the single lane bridges so you can see more easily in both directions. Speed is a major concern on the Opunake Road, never see the Stationery Camera car or Police patrols.
I live on a metal, unsealed road. Regular grading of the road seems to have dropped off. In the last 12 months, I have had to ring and lodge a work order every time the road develops a pothole large enough that you to have to drive around. When the crown gets too high, so it drags on the bottom of the car, the rain water was flowing down the wheel tracks, making the road very dangerous to drive on.
Repairs have not been made after over one year of complaints about damage that is over two years old.
Potholes everywhere
The roads in Manaia are shocking. Pretty much one lane, with big potholes. Not very safe when there are two cars going in opposite directions. Both cars have to go along the grass verge.
Go for a drive and see for yourself. The roads are uneven. Seems to be patched up, but never fixed.
Our road is very poor. Had to ring multiple times just to get it graded.
Potholes. Road maintenance is lacking.
Lack of yellow lines in areas where people are passing is dangerous e.g., coming toward Patea past the Whenakura Marae. Have seen a number of near misses on the hill!
There has been surface flooding on my street. The Council sent a team out to fix it. It took almost a week of them ripping up the road only to fill the spot with gravel and call it a day. The spot still floods.
The seal is badly broken at the corner of Regent street and South Road and nothing is happening. New seal on Denby Road is breaking up already.

Potholes.
There are a lot of roads within South Taranaki that are potholed, uneven, not wide enough, and not well maintained.
Potholes.
The roads in and around Hawera are in an atrocious state. It is at the point where one must be very vigilant while driving around to spot the potholes and sunken pits and take evasive action to prevent damage to one's car. Hawera's roads are the worst I have experienced in New Zealand.
The contractors spend significant amounts of time working on roads delaying travel time. Can they not be worked on at nights like major cities allowing for better flow of traffic during the day?
A lot of roads are uneven, potholed, or rough.
Corner of South and Waihi Roads in Hawera is shocking at the moment - I cycle to work and that piece is life threatening. So too is the corner of South Road and Princes Street by Z.
Seems to be an unwillingness to maintain roading areas where items such as fire hydrants are placed. Leaving potential for damage to occur.
The metal roads, in particular, Komene Road, gets washed away in heavy rains.
They are very uneven.
Most roads are damaged, and fixes don't last long.
Multiple pot holes between Opunake and Hawera that only ever get fixed around March every year.
Potholes everywhere. They get patched up but are there again two weeks later. A lot of loose gravel around.
We live on a gravel road and haven't had a grader on it in two years, very dangerous in places as it's so rough that vehicles go on the other side of road to avoid the ruts on blind corners.
When there are holes, they are patched up. These need to be actually fixed and when they are fixing areas, they leave the shingle everywhere. That is unsafe.
By the Yarrows freezers is disgusting.
Severn Street, Waitotara was never looked at by the Council after the 2004 flood. Very poor service. Roads are all gone to nothing. Wye Street is full of long grass and trees growing. School kids can't even walk. Wild cats are all around the streets eating my ducklings. Rabbits all over the place eating all the vegetables and drains are never cleaned. When it rains, in winter, water comes up on the lawns. What else you want to know? We are paying rates for nothing. So, if you consider Severn Street, Waitotara as part of South Taranaki District, come and take care of the streets. Don't just take our money and leave us like we are nobodies.
Patching bits here and there isn't going to fix the state of the roads.
Run down, potholes, and very bumpy.
The roads are bugged.
Intersection of Waihi Road and South Road, which has just been done, but was horrible for ages. High Street by the Dimocks building is horrible. Camberwell Road needs work.
Have you driven any of the roads around here? (Sure, Cape road is being widened...ohhhh).
They are rough and need to be fixed better than they are. Potholes are shockers.
South side of Manaia are losing the width of Road to overgrown berms, Tauhuri is in such need of urgent repair due to Yarrows Trucks and Containers...Road Marking on the intersection of Tauhuri and Kapuni do not even allow the width of a vehicle turning into Kapuni St from Tauhuri.....Several near misses...

Contractors ripping up seal on the roads with a massive tractor. Also, many rural roads are too narrow. Very dangerous.
Rural roads around where we live are in a poor state. They are uneven, with potholes. Repair jobs are poor. Also dissatisfied with the length of time it's taking to put in the new road to Waiinu Beach.
Potholes all over the place and it takes a long time for them to be repaired.
Collingwood Street's massive hole has needed fixing for two years and the Council has been told many times.
The big hole on the start of Collingwood Street from Bridge Street.
The entrance to my work road Collingwood Street in Eltham is appalling and has holes and uneven surfaces all year long. Only the severity changes.
Eltham has potholes everywhere. Come on South Taranaki District Council, these roads are an accident waiting to happen.
The potholes and uneven surfaces.
Collingwood Street and Bridge Street intersection is an absolute disgrace. Many people have been complaining about this for a couple of years now, it needs to be fixed properly
There are big holes everywhere, like on the corner of Collingwood Street and the condition of the highways. They are rough and when they get fixed they don't stay fixed for long.
There are several places in Eltham where the roads need a good do over. Collingwood Street is the worst and has been like it for several months.
Potholes and dips everywhere.
Denby Road potholes have been patched up several times, but there continues to be many especially along the strip outside Denby Heights. The road needs to be fixed and resealed, not just patched.
Could be improved. Many are rough, not as bad as the state highways, but still rough. Some intersections in town would benefit from roundabouts.
Road at Patea Beach is always under sand - this needs to be cleared frequently. If Council doesn't have the funds to do this, maybe they could make use of Periodic Detention workers! There is a hole in the tar seal on Bedford Street at the intersection of Devon Street by the stormwater drain. This has been there for quite some time and is dangerous. Obviously Council do not do routine inspections anymore!
Roads are very narrow and rough.
Corner of Bridge Street and the one that carries on past Clifford Road. Huge potholes.
The roads have so many potholes in them.
The road between the Yarrow factory and cool store - general potholes where ever you go, the roads are rough.
Potholes on the road.
The state of the roads in and around Eltham is sub-standard and does not reflect the revenue received from the Eltham area.
Heavy traffic near factories have potholes and not repaired. Drains full when packed with debris.
Roads through Kaponga are often in need of repair.
The tar coming through the roads in Kaponga is so bad. Every time I leave work, I get tar on my shoes, which then ends up in my car. Also, I have tar splash on my car.
The surface of the roading is becoming a problem. Why are we still using tarseal? It just melts in summer and gets everywhere.

17.11 Footpaths

You said you were dissatisfied with the footpaths? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Generally, in town if you walk around the town the footpaths are not up to scratch.
In Hawera, some of the footpaths are a bit high and you can trip on them. My little boy tripped over one the other day. They need patching up a bit.
The whole of the main street has ugly patch jobs.
I don't even have one outside my house. My kids need to cross the road, I've only got a grass verge. It's quite often the same thing - overgrown, and not all people mow their front verges.
There are a few areas in Manaia where there is no footpaths and some of them are cracked and overgrown. This is pretty much all around Manaia.
In Hawera, my mother-in-law, who is not that old, she fell over around the back of the show grounds on Maire Street. The other thing is the new surface on the mall part by Warehouse Stationery is really uneven for older people. The crossings that are not pedestrian-friendly. They are slippery and are located by roundabouts i.e. all on High Street.
I always understood that streets and roads come first, footpaths come second, and entrances to a business that crosses over a footpath comes third. Where the entrance to a property has been cut and drops down, the entrance should go over a level foot path, e.g. Glover Road heading towards Bunnings is up and down.
Mobility scooters only - there is a lack of metal plate crossings. One side of Campbell Street has got nice, new, smooth concrete footpaths. My side has potholes and has very damaged old asphalt, which is rough. I have had so many flat tyres as there is always a lot of broken glass on the footpath, especially after the recycling collection.
The footpaths are basically the same - potholes everywhere.
The angle of footpath on the High Street of Hawera is not level.
In general, and because I am a pedestrian, a lot of places the footpath is a trip hazard for the elderly. Then there are people parking over the footpaths in the business area as well as the residential area.
In Hawera, the tiles on the main street are dangerous. When they are wet, they are very slippery.
I have a short leg and I can trip over the rises and falls. If they were nice and smooth, they would be good, but they are not. The older people must find it quite difficult.
General upkeep and what not. They have too many trees and when there's a downpour, the trees block the drains. South Road onto Manawapou Road, floods quite badly there. Around by the hospital.
The footpaths all over town, there are ups and downs and cracks. In town in Hawera.
I have noticed some cracks and dangerous patches. A few spots by St. Josephs are being damaged and with the patch they have made, it's too high like a speed bump - not good for grandparents or 5 year olds. Also, the school lane has some and other areas around the town, which I have noticed but cannot remember where.
Sometimes, the footpaths wear well whereas others don't. When they break up, the footing becomes treacherous.
The footpaths are really good. It's the kids on the scooters. Through town you see the old people, the scooters just rip past them (on the footpath).
Some of the areas in town are quite uneven and in town itself, it's very slippery when it's wet.

There are cracks and uneven surfaces in lots of different places.
A lot of it is just uneven ground and crack. I happen to be in a wheelchair and when my Mum and I were coming back from the South Taranaki Club, I hit a bit of uneven ground outside the information centre, I fell out of my chair, and broke my leg.
Just the general disrepair of some of the streets around Hawera - can't say street names.
The walkway down Denby Road that's been put in - it doesn't follow the contour of the road. The water runs the wrong way and, not only that, it wasn't a Taranaki contractor that did it.
In Patea, some of the footpaths are not up to standard in the main street and on some of the side streets. The grass is left to grow over the footpath. The grass is left too long and after a while, they spray it instead of cutting the edges. Even though the edges have been sprayed, you just end up with dead grass, it just looks untidy.
Eltham footpaths are pretty shocking on a good day. They are ancient and need redoing.
Can't give names. A lot of them are broken they are very old.
Footpaths in Patea are not up to scratch.
My husband was in a wheelchair, so we very conscious of the gutters that we had to navigate, and we had to choose which roads to go down as we would get stuck. The gutters need to be not as deep. They look like they are wheelchair accessible, but they are not.
Right now, they are putting in fibre in Waverley and the great four axle trucks driving right up the footpath with dirt on them went right down my street and smashed the footpath to pieces. You couldn't push a push chair down there, it's too dangerous. We've already rung the Council, so they know about it.
I'd say High Street - they've got brick in some of them and they're not maintained and there's some you could trip over.
When you walk along the main street of Opunake from the main centre to Pohutakawa Drive, I have been often hit on the head with overgrown branches and rubbish (from trees).
We do lots of walking. There's probably too many to mention that are rough. Waihi Road. There's other ones too, they're just not up to scratch. The trees and shrubs that cover the footpath over halfway. At this time of year the agapanthus are all over the footpaths and where we are walking.
Down past the high school on Camberwell Road is just dark. There is not enough lighting. Our whole town is too dark. I just think that Hawera needs more street lighting because there is so much theft going on. I think there would not be so much theft in the well lit areas.
There are areas in Normanby on Ketemarae Road that are uneven.
Everywhere in the area of Glover Road - my mum is an amputee and the footpaths are not accessible for wheelchairs. A really bad one is on the intersection of Waihi Road and South Road.
High Street of Eltham - a couple of places. Slabs higher in places.
You can't walk down Egmont Street to Alamein street because of all the flax and there are steep gutters, so you have to walk on the road to get down there. I have told the owner and they say it is not their problem. It is a busy street that everyone uses.
Lots of areas around Hawera are crumbling away - some due to trees from neighbours properties.
I went for a walk around Eltham. Heading back the north way, the footpaths are on a lean and I twisted my ankle.
Sometimes, there are trees or hedges growing right across the footpaths and you can't get across them. Quite a few of them.
The Eltham town does not get money spent on it. The footpaths are not amazing
I haven't seen any in the District.

<p>Some areas have been done up, but they are few and far between. There are areas that are overgrown with grass and have cracks in the footpath. It's not safe, there are trip hazards and that sort of thing, particularly around Eltham.</p>
<p>In Ohawe, they have started footpaths, but they just end randomly. It would be really good for Whareroa Road to have a footpath because there is no footpath. It is opposite an industrial site and there is a lot of car parking, but no footpath. It would be good, for safety reasons, to have a footpath. Also, it would be good to have a footpath going down to Ohawe Beach from the main road. It would be good for tourism, walking, and biking.</p>
<p>Just general, walking around town, they aren't level. You can kind of feel them, it's a trip hazard.</p>
<p>Most of Manaia - they are all uneven and not flat for our elderly to walk on.</p>
<p>In Larlin Drive and Larlin Heights, we have no footpath in front of our house, and I would like a footpath.</p>
<p>Just around the corner from where I live, trees are growing over onto the footpath to the extent that you can't walk on the footpath. The footpath itself is fine, it's not being able to use the footpath that I totally object to. This is Kawei Street.</p>
<p>There are high bits, low bits, and cracks when you are walking. It's easy to trip. I have tripped a few times and so has my child. There are tree roots coming through. Not entirely the fault of the Council but would be nice to have them looked at and repaired.</p>
<p>I think rubbish around the areas in the middle of town and the chewing gum that's on the floor. To be quite picky, with this, I would like to see smooth footpaths around so that kids can ride their skateboards. I'd like to have that all over town. Generally, they're quite good.</p>
<p>The footpaths are terrible. They are cracked, overgrown, and they are on a steep angle. You can't take the kids on them with their bikes and prams. The ones on the main street, High Street, are okay. It is just the back streets</p>
<p>I have a sister in a wheelchair who we take for a walk and if you go across the bridge there are some concrete slabs that are missing. We have complained many times and nothing gets done. There are four slabs missing at present. We think it is the young ones throwing them into the river.</p>
<p>Where I live on the main road in town we have a lot of paving stones that haven't been water blasted. Eltham hasn't been done. They have mould and dust and when they get wet, they get slippery. Over a year ago I just cleaned Stratford, just water blasting and got all the moss off it.</p>
<p>Pretty much the same again. Off the main street in town they are falling to bits.</p>
<p>Some footpaths in Ngatai Street are not so good for me as I am on a mobility scooter.</p>
<p>All around Manaia the footpaths are all overgrown. Some people do not mow their berms, so they grow all over the footpath.</p>
<p>There is a lot of trees and rubbish from households hanging over like hedges that have not been trimmed, in Manaia.</p>
<p>I just walked on one the other day on the west end side of Manaia. Just the footpaths are overgrown with grass and that sort thing.</p>
<p>A lot of the ones in Manaia are too narrow. There's quite a number of the older parts where there are narrow footpaths.</p>
<p>In Manaia, a lot of the streets only have footpaths.</p>
<p>The average footpath in Manaia is rubbish, I am in a wheelchair and half the time I have to go on the road, there is grass growing on the footpath. The worse footpath is by the Waimate hotel on the main footpath, I need to slow right down to get over it because it is so rough.</p>
<p>That some are quite rough. The elderly find them quite rough i.e. outside where the pub burned down in Manaia, it's bumpy where the tar melted, some of the tiles are broken and they have bits of boards in there.</p>
<p>Outside the hotel in Manaia which, was damaged when the previous hotel burnt down.</p>

<p>There's a part on the state highway where I've nearly tripped on it a number of times. The concrete is not level, as if there are two blocks, where one is higher than the other. The footpaths on York Street get very slippery in the winter. Uneven concrete on York Street and Derby Street. And also on Bridge Street, around the railway area.</p>
<p>We only have footpaths on one side of the street. When you walk, you get wet feet. Why can't they put them on both sides of the street?</p>
<p>Two adults cannot walk down the footpath at the same time in Manaia. They have been making them wider, on the new footpaths, but the old footpaths, two people cannot walk down.</p>
<p>Sometimes, the footpaths just end and do not go on to anything in Manaia. Also, the vegetation has grown over them. Mow lawns once a month, you would think that the contractors would notice.</p>
<p>I am dissatisfied with the footpaths because they don't cover all the areas where footpaths are needed within my town and also the repetitive uplifting and renewing by the various companies or service providers, that need access to the wiring situated beneath said footpaths. With wiring, some pipes run under there as well.</p>
<p>They just need to be checked and maintained. If you have little kids scootering along and breaking ankles, wrists, and things.</p>
<p>There's broken footpaths and concrete all over the place i.e. Ihaia Road in Opunake.</p>
<p>Some footpaths are worse than others, just in general, in the Eltham area.</p>
<p>The whole of Eltham has broken and crooked footpaths. We don't even have a proper footpath up our road.</p>
<p>In Manaia, if we walk around the base (circuit) of Manaia, the footpaths have cracks and uneven surfaces and they are not wide enough. You cannot have a pram, and the Council does not do any of the footpath edges and a lot of them are overgrown, it's for the householder to do.</p>
<p>Just where my street is it's not maintained. It's the old stuff - a lot of holes in it, which is not very good. They ride their scooters, it's pretty patchy it's like asphalt.</p>
<p>Egmont Street - I tripped and fell because it was so uneven. There are cracks, it is a very rough surface, it is not a smooth surface, it is not maintained, and it is neglected. It is not engineered very well.</p>
<p>My 90-year-old father was walking down the footpath on Egmont Street. It was uneven and he fell over.</p>
<p>They need maintaining more often.</p>
<p>Patu-Kukupa street in Manaia - The footpath, it's all uneven. I have tripped over a part of it a couple of times.</p>
<p>All around Manaia, the footpaths are only on one side of the road.</p>
<p>Many of the footpaths in Manaia are in need of repair and have been like that for a long time</p>
<p>Some areas have no footpaths - Larlin Drive, Hawera. Need walkways on some of the rural roads - Glover Road and Turuturu Road, Hawera.</p>
<p>Various pavements etc. No particular street.</p>

Self-selecting sample - online survey

We don't have any.
Have you tried walking around the side streets? They are so uneven and dangerous, especially for the elderly.
There's damage outside the Waimate Hotel, which has not been fixed in over two years.
I'm an amputee and the kerbs are too high for my foot to climb up from the road.
My footpath is a broken mess, as are others around town.
Once again, Manaia. The footpaths are often overgrown with weeds.
Don't have any or good road verge.
Broken concrete and uneven footpaths.
Many of the footpaths in Eltham are old and covered in lichen/moss. There are patches everywhere from repairs.
I've lived here for four years and footpath has been cracked and broken, with weeds growing over it the whole time.
Uneven surfaces are fall hazards for my family.
There are none on some streets in Patea.
Generally, in our area there should be more maybe.
Most streets in Manaia only have footpaths on one side of the road.
They are old and run down around Eltham and the driveway crossings need replacing.
Some of the footpaths are lumpy and bumpy - down by Mini Cooper and down by High Street and Conway Road.
Most footpaths need more work - they are falling apart slowly
Opunake - Tasman Street. There is bright yellow spray paint regarding no dogs. Very distasteful. Makes the streets look dirty.
A lot of areas have grass growing over the paths. One area has no concrete whatsoever and a lot of kids walk down the road (Longfellow).
We've got no footpaths.
There definitely aren't any or they are getting run down.
The paths are overgrown, but the Council does not seem to care. The contractors could tell the Council if the paths were overgrown when they do the mowing, but they don't.
Waverley is a declining town, so normally there are footpaths on only one side of the street. On the state highway, footpaths are wide, but in the housing areas, they're quite narrow, and people on mobility scooters have trouble keeping four wheels on the concrete.
Half of Rahotu is fine. The south side of town is s*** (you can't skate on it) and it looks really bad compared to the other side of town.
Footpaths on the South side of Manaia are once again being overtaken with vegetation. Large cracks are never repaired. We are paying Auckland rates, yet still have no footpaths both sides of the street. If you cannot maintain the old footpaths, give us new ones on the opposite side of the streets. Our footpaths let Manaia down. Plus there are so many overgrown trees hanging over the footpaths.
Just look at them.
Many are in need of repair in Nolandtown.

They are uneven on London Street.
Most of Eltham's footpaths have quite a camber and are not very good for walking on as they hurt your ankles.
Footpaths are disgusting, but I guess Hawera's new square centre takes priority.
A lot are uneven and full of cracks and holes.
The tiles up town are slippery when wet. Someone is going to break their neck one day.
Hedges overhanging, you have to walk on the road. Rubbish laying on footpath, which is very untidy.
The footpath along Denby Road has weeds growing in it. It is very thin, so when tractors and lawn mowers drive over it, it rips up. Also, unsuitable for kids' scooters. Uneven.
The footpaths around Patea are disgusting! As walkers, it is very hard to have an enjoyable walk! The majority of footpaths around Patea are covered in grass that needs trimming or spraying. The footpaths are getting narrower and disappearing beneath the grass. Trees/ shrubs are overhanging footpaths e.g. Bedford Street, Patea Beach Road. Cars are parked on footpaths e.g. Egmont Street and Bedford Street.
Many of them are not suitable for prams or those with limited mobility to use safely. Some are rough, narrow, and/or have bad kerb and channel design. They should all be raised to a higher, universal design standard to ensure they help EVERYONE access their community.
Some need repair.
Why are there only footpaths on one side of Manaia roads?
As an active mother, partner, and friend the removal of all our large footpaths and replacement with skinny ones means it is difficult to walk in tandem and impossible for two people to push pushchairs side-by-side. With an aging population and more mobility scooters to be on the footpaths in future, it seems very short-sighted. If you need to improve drainage, improve the drains don't change usable walkways.
Drains fill when there is heavy rain, causing paths to overflow. Paths need tending to the South end of Kaponga.

17.12 The stormwater system

You said you were dissatisfied with the storm water system, i.e. drainage, both urban and rural? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

We do have problems with storm water where the plates go across the gutter, debris gets caught in them and they don't clear them enough. Stuff comes up your drive. They clear the drains, but they need to clear under the grates so that the water flows.
In Opunake, have had drinking water that you, couldn't drink. We had to boil it for a long time and went to the library and spoke to them. They must have done something about it as the water is now easily drinkable. When there was flooding here with the heavy rains, storm water filled the whole of Tasman Street and the ditches. The water had to go somewhere, they redesigned the pipes and they are working a lot better.
We do not have one in Hurley Road.
I used to work at a chemist shop and when it rained there was flooding right in front of the shop. Nothing seems to be done about it. In Waverley, between Swinbourne and Wilson Street, the drains are blocked and when it's flooding, water is all over the road. It seems to be happening more often than not. The Council don't seem to be doing anything about it.
We always have flooding on our roads when it downpours especially outside Pak'n'Save Hawera.
Egmont Street is planted out with Council cherry trees, which at certain times of the year loose all their leaves, which clogs all the gutters up and I feel they need to get Saddle, the cleaning truck, out a bit more often at certain times of the year. This was the worst thing the Council did as they are deciduous trees, they are not kept maintained. Also, over growing trees onto footpaths.
Often flooding. They are not always cleaned - the drains are full of leaves and rubbish.
Not enough capacity during main events, thunder storms, and heavy rains.
Because I live in Hawera, and we live on Waihi Road, every time it rains, our driveway floods. The drains seem to be constantly blocked and not regularly cleaned.
In Hawera, there is flooding in Glover Road when it rains heavily.
We have a couple of properties, one of them had a storm water issue and it took the Council two and a half years to solve a problem that was caused by the Council storm water system. This was in Hurleyville.
We have an overflow of water that goes through our section and it was redone from the Council because there was a collapse under the road, that was done maybe nine years ago and they put a grate across the culvert and when they did that they promised they would continue to monitor it because the debris from the town comes down the waterway. However, they don't and it continues to flood our property. So that's just been ongoing. It's worse in the winter but it even happens in the summer. It is just when we have big downfalls. It was supposed to be a once in 10 years thing, but it happens quite frequently. We have to ring the Council to come and clear it, but they don't, so we have to go down there. We have been told we are not allowed to clear it because it is a danger, but we end up having to do it. We get all the debris and rubbish from town through the waterways. It comes through Cameron Street into Gladstone Street, all the overflow of storm water that comes through. The Council is aware, but just don't care.
I have to keep cleaning the grill across the road. When it rains, it gets full of Pohutakawa leaves and the water can't drain away and it floods across the road.

As far as rural goes, a lot of it is because the waterways on the side of the road get blocked up with trees and dirt that runs across the road and then it forces the water across the road. In town, leaves get blown into it and it floods. Outside Countdown is commonly blocked. Probably just a matter of keeping the drains cleaned.
South Road and Manawapou Road, whenever there is heavy rain, it is always overflowing and there are deep puddles.
In Waverley, on the corner of Smith Street and Chester Street, the drain is not big enough for the amount of water that is going down it. It floods my property and it's not safe. The stormwater drains are not large enough and they are often blocked with debris and rubbish. It is not checked often enough and with big rains, it can't handle it. The problem is it's a 100-year-old system that's never been upgraded.
We live in Rata Street in Hawera and we have had multiple problems with the stormwater. The water goes brown and we ring the Council - they tell us to run it for 10mins. We are happy when we ring them, they sort it out well, but it has now happened quite a few times since we have been here.
When you walk around Eltham, a lot of the drains have weeds and rubbish in them.
I just notice when we have a lot of heavy heavy rain some of the streets in Hawera flood, but cannot remember which ones.
I work in town (Hawera) and when it's heavy rain, it always floods- South and Manawapou Road.
We seem to be getting caught. Every time there's heavy rain, there seems to be more flooding in town.
Down Eltham Road before Kaponga - every time we get rain, there's a few drains that overflow and it backlogs on the farm system.
When we get heavy downpours, a lot of our drainage systems are blocked, full of leaves and then water comes out all over the roads.
George Street, we have a drain that is just grass. It's an open drain. Don't know if that comes back on the ratepayer or not. You know how grass grows and the water doesn't flow.
Because we don't have curved channelling, I get a lake on my lawn when it's raining.
The gutters. They're not cleaned out. I'd say the contractor is here every six months or so, or not even that.
Not so much rurally - it drains away naturally, but in the towns, probably can't do anything about it. If there's a strong downpour, there's some flooding. They can't be everywhere at once. I understand why that is.
Going in the area of Koromiko, every time it rains, it floods.
In Opunake, we get lots of surface flooding and when we have had storms, the drains get blocked up or whatever. Both town and rural affected.
At our house, there is no storm water. There is drainage on the roads and things, but the house is not allowed to connect to the storm water system.
It's on High Street, Eltham at the south end. In big weather events, it always floods.
It just floods out on our street all the time. Just the gutter.
Manawapou Road at the back of Hawera Primary is always flooding. In heavy downpours, it always floods.
The drain in the middle of the Manaia shopping centre outside the Four Square it just never gets cleaned out and when we get a deluge, there is just water everywhere.
I think it's just half the kerbs of the roads have metal grills over them that are never cleaned out properly. When it rains, the water just runs over the top because they are full of rubbish.
In heavy rains, the streets in Hawera just flood.

Right outside our place in Bear Street, Waverley. When it rains, it actually floods and there are a few streets that flood - it's crazy.
Doesn't apply to me personally, but Opunake had problems with the storm water when it overloaded two years ago.
I live in Eltham and we don't have storm water, it goes straight onto the ground. When it pours it goes straight on the ground. I got sick of that, I have my own piping system that runs from the house onto the footpath.
I am talking about rural, and we don't really have it. Small drainage thing on the driveway, but on the Council part the water just flows back down into our property.
Just some of the storm water drains on the roads are blocked with leaves if we were to get a torrential downpour, like Auckland, there will be surface flooding - the North end of Waihi Road and Glover Road.
Mainly, the rural roadside drains aren't maintained - lots of surface flooding.
On Rama Road in Manaia along my driveway, the roadside drainage always floods during spring time. The Council has checked it, but nothing has been done. The culvert is twisted and eroded.
Outside the Manaia vets, when we have rain, it seems to flood there. Last year, there was an accident on our country road and a farmer had to unblock the drain. The water came across the road and caused an accident. The car hit the water and went sideways and just sat in the water. The water was right across the road. The lady had children in the back, and the water came right up to the seats of the car.
Just the storm water around the town there, there's not too much of it. There's only run off on the main street which, is probably not good enough, I reckon.
Well, one is the score and all we have is that drain outside our boundary. That's what the Council has for our stormwater.
I am talking about the big puddle on the corner. It should be diverted into the big gutter and it's not happening.
When I come into town and there's been a downpour, usually the streets are flooded. I don't live in town. I am sure it's annoying for people.
Manaia doesn't have a storm water system.
I notice that sometimes in Manaia, the water runs across the road from one side to the other side of the road.
Some of the drains are blocked up with dirt and debris in Manaia township. The contractors always poison the ends of them, but they do not do anything about unblocking the drains.
There was a flood here in 2015 and they were not prepared for that flood. They said there was a blockage in the pipes, so it had not been maintained. Since then, they have put cameras in the pipes to keep an eye on what is going on and they also have made a diversion channel, so we will wait and see what happens - whether it is sufficient or not.
This mainly is speaking about the town itself. So, the drainage is not sufficient to cope with seasonal downpours, which result in large pools and flooding on the streets and within streams passing through the town.
We live on Arawhata Road with a big storm drain on the opposite side of us. When we get heavy rain, the pipes in the neighbours drive are too small to handle the water. We get all the water. It floods out my garage.
It's still flooding. When we get a big storm, people's homes still get flooded. When they tried to fix it, they diverted it and then the school got flooded, which had never happened before. That's a couple of years ago.
Just last year or the year before, we had a lot of flooding in Opunake that was due to the drainage out here. Not sure if Opunake is the last place the Council gets to, but there was quite a bit of damage done. We had a lot of rain and the town's drainage was not coping with the rain.
My frontage is forever flooding on Ihaia Road in Opunake. After they rebuilt the storm water system 10 years ago, it has flooded ever since. I have rung them and rung them and rung them.

Outside the Warehouse in Hawera it floods and when you go there, it's just about at the bottom of your car.
Just the rural roads, the drains are too deep and they spray. The spraying makes the drains scour out and makes them even deeper and more hazardous. This is on Wilson Road.
Often, the front of our property will flood because the drains aren't kept up, maintained.
The footpath beside our house, in Manutahi - the gutters get flooded when it rains and takes awhile to drain away.
Flooding - whenever there is heavy rain.
Mainly the streets and gutters. When it rains a lot, it floods i.e. South Road in Manaia floods badly and Egmont Street in Patea.
There's a drain outside my house that doesn't let water through. This is on Whitcombe Road, at the primary school end.
If we get a heavy downpour, or continuous rain, I cannot walk off my property without gumboots on as the gutters block up. Water comes right up our driveway and onto the road, which does not seem acceptable, being on the Main Road of Manaia.
When we have very heavy rain, gutters overflow and across the pavement. The water has been close to coming in our front door occasionally. Our neighbour across the street is worse than us, due to a ridiculous "culvert" that is permanently blocked.

Self-selecting sample - online survey

Rural drains are not kept sprayed, regularly unless the local land owner does it. They are not dug out or cleaned of debris.
If we have heavy rain in Manaia we often have surface flooding.
We don't get any.
Often blocked and drains are not well kept on rural roads
Grates are never cleaned.
Every time there is a heavier than usual rainfall, there is flash flooding around Hawera. Not uncommon either, it happens frequently in winter. Waihi Road is particularly bad.
We do not have access to a storm water system. We have to use soak pits. We also have the high school as part of our boundary, which has a raised platform. As such, when it rains, we often get flooded. We have talked to both the high school and the Council, but the Council seem to think we have to negotiate with the school to get anything done on our boundary (it is really the Council's job to enforce these things!!). If we had access to a storm water system, most of our problems would go away. I have approached the Council to get this looked into as in our street (Kent Street), the storm water stops approximately three houses away and could be lined up to the system in Egmont Street, but they are not prepared to do this. This lack of access to storm water affects five to six houses in Kent Street.
When Hawera has a huge downpour, the roads flood quickly in town and the surrounding areas. The drainage is poor.
The storm water drain on Kawei Road, outside #48 never drains. In times of high volume, it becomes a small lake in front of houses.
Th metal roads, in particular, Komene Road, gets washed away in heavy rains.
When it rains heavily, there is a lot of flooding around town.
Not sure about urban, but the rural don't get cleaned out well. Ours haven't for two years. No wonder there is so much damage when heavy rain hits. Not that the roadside vegetation is cut often, but when it is, it is left in the drains. It also then blocks the culverts that are there, causing more damage.

In winter, the water runs off the footpath and into our property causing the front yard to flood, the areas out the front of properties get dirty. They need to be higher than the footpath so the run off goes outwards.
True. I haven't got a drain for storm water and it sits on the lawns for ages after the rain stops in winter.
Surface water when it rains causing flooding in pipes and waste water systems.
I see drains that are completely blocked up, but the contractor will spray the entrances year after year.
Where I live, the drains aren't maintained properly and flooding of our street does become a problem in winter. Also, when the water does drain off the street, it drains onto my property through a culvert. However, the water rises and makes my property wet and boggy. It's impossible to have either myself or any animal near the bank in case of getting stuck.
The gutters always flood on High Street. I have to ring Council every time it rains.
Heavy rain blocks the drains.
We have a lot of flooding around town when we have heavy rain due to the gutters and drain being blocked.
Flooding is still happening in Hunter Street by the hospital and other roads where rainwater doesn't drain away.
Sorry - pushed the wrong button.
Council needs to do more regular cleaning of gutters and stormwater drains! When it rains most streets around Patea get ponding and flooding!
Again, in general, Manaia floods. When it's raining, you get a build up of water everywhere.
Right now, hundreds of people can smell the Eltham settling ponds, as apparently there is not enough algae. The solution is too slow and monitoring would have indicated a problem before it became intolerable.
Drains full when there is heavy rain, which causes paths to overflow. Paths need tending to the South end of Kaponga.

17.13 The water supply

You said you were dissatisfied with the water supply? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Sometimes, it's brown and a lot of the times it's got a foul taste in Opunake village itself.
Just looking at some of the condition of the water that comes out of your taps at times.
It's just, like, some days the water is discoloured and undrinkable.
We do not have any water supply. We supply ourselves in Hurley Road.
The water tastes horrible. It's a shocker.
Sometimes it tastes like swamp, sometimes it can be good. It depends who puts the chlorine in. After rain or a flood, it tastes like swamp.
Tastes a bit dirty sometimes.
I live in Surrey Street and we have very low water pressure. In two bathrooms, we can only have one shower going at a time. Not my supply - I have retraced it from the street back to the house. I have been told it's the condition of the pipes - they have never been upgraded. I have been here 35 years. Surrounded by apartments on both sides. When they do their washing, my water pressure drops down. I complained to Council over 20 years ago, when I put in the new water system. the guy said it's the very old pipes until they are replaced, I will just have to put up with it. They started replacing some pipes, but didn't get as far as my place. I queried it with the Council and they said it wasn't on the sheet or something. So, I just keep waiting.
The water is just always dirty.
We got our water tested and it's quite high in chlorine and it was a hard water. So, we got a water filter system put in from the mains water into the house. Our son had started to get sick from the water, and once we put the filter in, bang it was gone.
The water in Waverley tastes really bad and there is no water pressure.
Weak pressure - you couldn't hose down. When I use a hose in Stratford, there's pressure. I am a painter/decorator.
There is not enough water pressure. It is very poor in the Smith Street area in Waverley. It needs looking at because you go to have a shower or use the hose outside and there is hardly any water pressure at all. If someone came out to check the water pressure they would be shocked.
The water in Hawera tastes disgusting. It tastes like it's got dirt in it.
The township of Patea, I believe we suffer from low water pressure.
In Eltham, the water is disgusting. If it's been raining, it tastes muddy. If that is A class water, then their class system needs to change. Because the water is so bad, I have got my own tank for rain water.
It's brown too often. I live on Tannahill Street.
We are on the Waimate West scheme and have inadequate pressure both at home and on the farm.
I like to drink tap water. I'm quite happy to drink tap water, but I've noticed probably in the last three or four years that I can't drink the tap water any more. It literally tastes like dirt.

<p>From the people in the Upper Patea fire service, the water is not that great. Also, over the river by the old freezing works, the water is not great there either. It is in the odd place here and there (the hydrants).</p>
<p>It stinks. We have rung the Council a hundred times. We turn on our tap, it stinks. When you open up the dishwasher, it stinks. The shower, the washing machine the first time you use them they stink. We've been telling them for the past 25 years.</p>
<p>At our house on Egmont street in Hawera, in the two years that we have lived here, I have had probably 10 instances where the water has been undrinkable. Recently, I made a call to the Council because the water was undrinkable. The lady that answered said there had been a couple of other complaints, and was nice to be validated. The water was clear, but tasted like dirt and chlorine, way too much chlorine. The lady put a job number through to get someone to flush the water pipes to our house. It was a Friday afternoon at 4:30, I didn't notice anyone come; however, the next day our water was much better. It is slowly starting to taste worse again.</p>
<p>The water - it just tastes gross. It tastes just dirty and that's been happening in the last couple of months.</p>
<p>The problem is there's a lot of people in the town who don't like the water. They said they are going to put in chloride and we don't want it. They did a thing for everyone to vote on if they wanted chloride in the water. 90% said no and they said they'll do it anyway.</p>
<p>It tastes like dirt or tastes like chlorine. It varies from day to day and it can taste like a swimming pool with the chlorination in it - Hawera.</p>
<p>The water supply to my home is not the greatest from town to my home. Not sure if that's the pipe from the main water to mine, though I'm not sure if that's up to me. The waterflow from the main to mine isn't very good.</p>
<p>There is too much chlorine in the water. For example, the build up on the electric kettles. We have provided ourselves with a purifier so we don't drink it.</p>
<p>I think in this day and age we shouldn't be on water restrictions. There has to be a better way. We have three major factories in our town, Eltham, and clearly they use water.</p>
<p>South Taranaki Council have put fluoride or chloride in our drinking water. We said we didn't want it and they have still done it.</p>
<p>Our water goes brown two or three times a year. We are in Larlin Heights.</p>
<p>It is the chlorine.</p>
<p>Around administration and the policies South Taranaki District Council has around water payment - we have a dairy farm. The toby at the gate was leaking quite significantly - not our problem and they have fined us another \$6000 in water that should have been about \$2000. It's taken months of negotiation. So, the problem is, I ring someone up, they pass me to someone else, they always fob me off that it's the boss, but no one really wants to deal with it. No one wants to take responsibility. It's always someone else's job. We make a phone call and we can wait one week to five weeks for someone to call back. Then the whole response from the Council is hidden by policy. Common sense does not prevail. The system is completely ineffective and inefficient. Too many people doing too many jobs as opposed to one person doing their job properly.</p>
<p>We don't get the supply. Funnily enough, we were talking with some people on the supply. They said the pressure was low and they were dissatisfied. We have our own water supply. I was commenting on what others have said really.</p>
<p>We are at the end of Kaipoi Street in Manaia and there are four houses on the water feed system. We have had the Council out to see why we have no water pressure, because when someone at the end of the street flushes their toilet, we have hardly any pressure. There have been no reports done yet.</p>
<p>Over the last four months, we've been buying bottled water, because of the taste. The water was alright for about eight months, but now the water is disgusting. And I boil it prior to cooking my vegetables.</p>

The Opunake water supply tastes like dirt, literally, and they must do a chlorine flush. I don't drink the water - I buy it.
So, I'm on Ihaia Road and we keep getting, about twice a year, brown water, at least. Husband thinks it's been fixed. I'll ring the Council when it happens.
Very low pressure and dirty after storms in Opunake in Ihaia Road Opunake. The Council has been rung and taken photos.
The water is not very nice. Only because I'm rural and have my own water supply. Town water is different.
It's just sometimes it doesn't taste that nice. It tastes funny.
We don't use the water supply. A spring supply on the farm, but still get charged for the water on the rates.
In Patea, the water supply has a high lime content. As a result of this, we have to use a lot of chlorine to be able to use that water. Ngati Ruanui wanted to develop a blueberry farm but because of the poor water quality the plants would not survive. I buy bottled water because I do not trust the water supply.
I am on rain water. I don't get water from the Council. I think the water is satisfactory in town.
Makes me sick and gag. It's disgusting - I won't drink it any more.
Because of how much it costs us for water per year. It's about \$10K. We are on the Waimate West scheme.
Just general water quality is average. It's quite high in chlorine in Opunake.

Self-selecting sample - online survey

Water quality has gone downhill over the years.
Dirty tasting water is not nice.
We don't get any.
Fluoride is a poison.
Patea has very low pressure.
Without a filter, the water tastes like dirt.
Our water supply at Waiinu Beach tastes disgusting. The lime build up is worse than in town. What are they putting in the water? Even after it is, boiled it still tastes heavily chlorinated.
The water is undrinkable.
We need larger water storage. Plenty of water runs off the mountain, but we always have water restrictions over summer, but they build more houses happily. As more houses need more water, build more storage. It's not rocket science.
The water smells and tastes disgusting.
The water supply is disgusting and has been for many, many years. Our kids are even noticing it and do not like to drink it. You need to fix this once and for all. Why should we pay for a service that we are not getting? Maybe one day soon people will just not pay for that part of their rates until you actually fix the problem.
We have no water. We live on rain water and in the draught, we have to buy water. So, why can't Council do something for us please? This is 2019 and people are still living on rain water.
Gross drinking water.
Will ratepayers have to pay water rates? I see water meters scattered around town.

The water tastes horrible. Need to have a fliter or you can't drink it.
Personally, for myself, having to pay water rates because we have a pool. There are several other residents on our street with swimming pools, but they do not have to pay water rates. This has been raised several times, but you've done nothing about it. As a rate payer, I think that's highly unprofessional on your behalf.
Wrong button again, sorry.
Certain days, the water has brown tinge to it.
Taste of water fluctuates hugely. It often tastes quite highly chlorinated.
It has fluoride in it.

17.14 The sewerage system

You said you were dissatisfied with the sewerage system? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

We do not get the service. We have our own in Hurley Road.
These days, even the rural big building area on Turuturu Road, the big buildings are not going to be connected to it. Should provide a connection to the sewer system.
Mainly on Albion Street, right outside Council offices, where the height of the sewerage pipe is higher than the residences. This necessitates a shut-off valve at the residences. This means, every time that the poo truck comes, they have to use the shut off valve. When they remember. They don't always remember, which means it goes back up the pipe to the residences.
We had the trucks to pump out the sewerage through the manholes a few years ago. We had massive overflow and it came back into our house because they hadn't drained it. I don't know if they are still doing this by truck or has it been fixed - Gladstone Street, Hawera.
Everywhere it floods. If we have a bad storm and it rains a lot, our drains aren't the best.
Our next door neighbour had raw sewage flowing on their lawn multiple times. I believe that's been repaired. They've put a non-return valve on the neighbours cistern. Multiple times there has been flooding on their lawn. It did take a long time to be fixed.
In Eltham, the smell from the ponds in Eltham still is a big issue at certain times.
The Council don't know where the pipes are for anybody.
Just the town - every now and again just smells really bad. I don't know, just as soon as you drive into Eltham.
Parts of Hawera and just outside of Hawera have to have their own septic tanks. The sewerage system needs upgrading a bit to provide service to these areas.
When they're doing maintenance on the sewerage line, they don't always tell you. When they backflush it, it comes back into your house.
We are not on the town supply sewerage system. It is definitely satisfactory for the public toilets I've used in town as well.
Because even though we have stink ponds the idiots flush the waste into the local river.

Self-selecting sample - online survey

We don't get any.
In summer, it smells.
We don't get any service!
All towns have been dumping into the sea at some stage NOT OK
Have had many blockages since the fibre went in.
Because when the flooding comes, we have to beg the Council to check the sewerage systems and help.
I pay for sewerage in the rates (I pay 3 lots of rates). All of my properties are on septic tanks!
Just sniff!

Why are houses on the main road of Eltham not on the town supply? The south side of the golf course? Is this the reason why the Council don't worry about the gutters flooding?

It's more to do with the smell we get around town from the ponds.

Well it smells down at the pond.

17.15 The control of animals

You said you were dissatisfied with the control of animals (e.g., dogs, wandering stock)? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

Useless control over the dogs. There are signs up to say no dogs in the CBD. When you ring, they say if they are on a lead, they can be there. Either take down the sign or do what should be done - no dogs in the CBD either on a leash or in a handbag. Our Council is very weak - they are puppets.
Some dogs, when you walk down the street, they are in their section, but they bark and give you a fright.
There are dogs on the main beach and there is a no dog law.
We have had pit bulls running over and along Middleton's Beach with no owners with them and running along the street without their owners. They are a very unreliable sort of animal. We have a dog ourselves and we would not be comfortable taking our little doggie along the road to the shops on a leash because you do not know what is lurking in the hedges.
We used to have a permanent fence that ran up the side of the road. It had waratahs and even though complaints had been laid, the Council never acted on it. Dangerous road and finally, after 20 years, they have now sorted it.
There are dogs roaming at night, going onto peoples' properties and getting into wheelie bins. We don't see the dog ranger around in Waverley.
Waverley Primary School has had a lot of dogs wandering onto the grounds. Most of the time, we have had a quick response from the Council Rangers, but this is not the same outcome for the rest of the community. Perhaps dog owners need to be made aware of their responsibilities and the possible consequences of their dogs roaming constantly.
Too many dogs on the street in Opunake where I live. My neighbour has a dog that won't shut up.
There are lots of stray dogs wondering around Eltham.
Albion Street - it's the stray and wild cats.
There are notices in town about dogs in certain areas, but nobody takes any notice. It doesn't bother me because I like dogs, but there are a lot of people that don't.
In Climie Crescent in Hawera, from my house, we have neighbours over the road who have dogs who bark incessantly. It seems to be when the dogs are alone. When one starts barking, then all the neighbours' dogs start barking as well. I called dog control and they said I should call every half hour and if the dogs are still barking they, will send someone out. They said to call four times, in other words, four times over a two hour period. It comes across that I am being a pedantic fool trying to stir up trouble. That was just under a year ago and I have not bothered to call again.
I have had 32 communications with Council about barking dogs, which took six months to rectify.
I have a lot of feral cats - they won't respond to that. They tell me to take them to the vet. When I call about dogs, they generally respond to that. They even give me a phone call. Still there are roaming dogs around, so I think the Council could make the dog owners a little more aware and perhaps be a little bit harder on the policing.
Barking dogs all day, especially if you are a shift worker on George Street in Hawera. There are signs in town saying 'no dogs', but people still have them there.
In Waverley there are always four to six dogs wandering the streets from 4am onwards in the mornings. I have seen the dog control officer in Waverley, but it was in the afternoon. He's got to get up earlier.

<p>There have been a few cats that have been killed around here - in Waverley, on Hussey Street. Two of my friends have had their cats ripped apart by dogs wandering the streets.</p>
<p>We had a rental next door. They had a dog and the property across the road also had two dogs. They would bark at each other. Normally, all hours of the night. Multiple neighbours continuously rang the 0800 Council number, which was manned 24 hours a day. Numerous complaints - no action taken. I laid a complaint at 3.30 in the morning. I rung again at 9 o'clock to follow up on that I complaint laid - my call hadn't been registered. Council had no record of my call 6 hours prior. Idiot dog owner from the rental has since moved out and taken dog with them. D**khead across street still has mongrel, barking dogs.</p>
<p>In Eltham, there are a lot of dogs wandering around, especially at night and they get onto your property, even if you close your gates.</p>
<p>There's too many dogs in town (Hawera) and people should not have them. Like, if they know how to look after a dog properly, it's fine. Our neighbour's dog ends up in our place and it's always barking.</p>
<p>In Patea on Egmont street. My wife is a postal contractor and she is constantly having trouble with wandering dogs. We have been through the process of reporting these wandering dogs and to our knowledge animal control have contacted the owners, but still the problem continues. They still let them roam. I believe that we need stronger animal control laws, like one warning and that's it.</p>
<p>We just had some issues with the neighbour up the road, three doors up. There are numerous dogs on the property and numerous complaints from people in the neighbourhood.</p>
<p>I believe we are charged too much as dog owners for registering dogs.</p>
<p>Have a problem with a cat underneath our house in Hawera. We called the Council and they said 'ring the SPCA' and the SPCA said 'call the Council' then got a call from animal control and they said they could do nothing. It could be someone's cat, so we asked all around and nobody owned it, so we rang back as we caught the cat in a box and they said 'let the cat go, and catch it again tomorrow' and they would see if they could come out and get it.</p>
<p>There seems to be a lot of dogs roaming throughout the town.</p>
<p>Plenty of dogs walking around. I have complained and they do come out and try and find them. This is in Normanby.</p>
<p>Well it's all over Eltham - wandering dogs. Early morning, late evening, and it's not very often that I see the dog controller out here. Why I know there are wandering dogs in the morning is because I take my dog out for a walk and he's been attacked twice by wandering dogs.</p>
<p>I can tell you, on the 10th of September, a dog came out at me and I fell and hurt my wrist. It was biting at my heels on Victoria Street in Hawera. I reported it to the ranger, but I have not heard anything back.</p>
<p>There are quite often dogs running on my street - Disraeli Street.</p>
<p>We have dogs wondering and I don't bother ringing them as they don't turn up because they need to come from Hawera which is a 40 kilometre round trip. They need more people. This is in the Eltham area.</p>
<p>Just wandering dogs, roaming dogs in Nolantown where I live. It makes you not want to go out for a walk to be honest. They tip over your bins and destroy them.</p>
<p>I do know some animals were slaughtered not far from our place and left on a country road. Police were notified. Nothing to do with wandering stock, more to do with thieving.</p>
<p>In Hawera, they took our dog off our property because they said he was wandering, but he is an old dog and that is where he sits because he can't wander. Also, there is random stock on the road, but the Council don't try and find who it belongs to.</p>
<p>It's dogs everywhere. They're always putting it on the Eltham grapevine and it puts me off taking a walk. They wander everywhere.</p>

<p>So, the Council erected signs on the main street and painted on the footpath of the main street of Opunake, 'no dogs' is the wording and there's signs erected saying 'no dogs'. I believe there are dogs still going along the main street I've got no problem with that, a majority of them pick up the dogs business after they're done. My biggest concern is, we own a business and some people talking to us say that there are not so friendly dogs around town and when they go past them with their dogs, these dogs are not friendly at all. And they don't necessarily need a dog to get attacked, but I know one fellow who has had his dog attacked three times.</p>
<p>The dogs are all over town, roaming loose and barking all the time in the Kaponga area.</p>
<p>I do a bit of running get the odd dog coming up to me. They're not small dogs, usually around the parks, the neighbouring dogs where the properties back onto the park. The dogs get under or through the fence onto the park. Taumata Park is bad.</p>
<p>There are a lot of wandering dogs around town. You just have to look at Facebook. People let their dogs roam at night. It's all around town - the last incident I saw was on Smith Street.</p>
<p>There's an Eltham Facebook page and at least four or five times a week, there are different dogs being posted up that are either missing or someone has found someone else's dog. Also, there is one particular owner who harasses people when they say that her dog has been found roaming.</p>
<p>Well, there's dogs around the street and they just bark all day, even if they're not on the street and they just bark and bark. You get sick of it.</p>
<p>Hawera - too many uncontrolled dogs.</p>
<p>In Eltham, there are always dogs wondering around and attacking people. It is an ongoing thing, so some money needs to be spent to address this problem.</p>
<p>Just in Opunake, I know there are wondering dogs. Can't say specifically, just when you drive through.</p>
<p>Close to home, there seem to be dogs roaming and barking. I've phoned SPCA regarding animals that are locked in their cages constantly and not let out. Aggressiveness and that sort of stuff.</p>
<p>Most of Manaia has got dogs wandering and they are not confined to their sections.</p>
<p>There are a whole lot of dogs in Patea that are not registered. They have no leads and no collars. We don't see the rangers unless we call them. By the time the ranger arrives, they have gone home because he's an hour away.</p>
<p>In Patea, we have had thousands of dollars of stock killed by dogs. We had an issue about this in 2016, we had the dog that killed the animals and the after hours team they would not come out and get it. They said they would the next morning, but still didn't come out until the Monday, but when they do pick up these dogs they sometimes just give them back to their owners.</p>
<p>Wandering dogs not on leads on Waihi Road. I have rung two or three times.</p>
<p>Lot of roaming dogs wandering in Waverley. Big, aggressive dogs - some roam in packs. So, when we take our little dog for a walk, we have to pick streets that appear to be safe. It makes us very nervous - they don't just go for the dog, they go for the people as well. Ours is registered - he's within our fence he doesn't get out. Very frustrated with people that get away with them not being registered. Is it at all possible that Council could actually check it - are they contained? Are they registered? Don't know how you would manage it, but something needs to be done.</p>
<p>We've got new people where we live, there's a little farmlet. They have several dogs down behind our place. It sounds like they're killing each other. We have called several times (the dog ranger in Hawera) and we never got to speak to him or see him. I always end up talking to someone else at the Council. I don't think he gets the messages or maybe he doesn't get the time to come and look at it. He has a really big area. They need more dog rangers.</p>
<p>Wandering dogs around the place in Hawera.</p>
<p>In Hawera Beach there are roaming dogs. I do see animal control patrolling, but they are still an issue.</p>

Wandering dogs in all of the towns.
We are always getting stock and dogs in our place Kaipi Street in Manaia. We get them in and have spent a lot of money on the gardens. Big cattle roam around here quite a bit and we get the odd dog
Just local - around town here, just with stock grazing around road frontages and getting out.
Manaia is noted for a lot of dogs and they wander the streets here. Mostly they have no collars or tatters and they also excrete on the street and make a hell of a mess.
Mainly dogs - just when you're driving, there seem to be dogs out at different places. I've seen them in Manaia, Kaponga, and Hawera.
We get stray animals coming up the road. Unfortunately, we live close to Manaia. There are a lot of people that have stock in Manaia that aren't well fenced. One got killed just around the corner overnight. It was a jersey heifer.
Manaia - there are often cows wandering about and they quite often end up our driveway. There are quite a lot of wandering dogs. To be fair to the Council, they would need a lot of manpower, women power, or people to combat this problem.
Well, we have had three roaming dogs in our section. On separate occasions, we have heard of other people making the same comment about their places.
People put calves on the verge, but they don't control them. They wander around everywhere and they toilet everywhere. They put the electric fences across the path and the verge and you have to go out on the road to get past.
Not necessarily just dogs and stock, but we have within our town a large population of uncontrolled breeding cats and magpies.
I have frequently rung the Council over this. I have frequently had herds of cows on my frontage ripping it up and nothing ever gets done about it, because the farmer still continues to do it. Ihaia Road and King street in Opunake.
In Eltham, there are a lot of roaming dogs.
People walk up and down the roads with the animals on leads, then take them off the leads, then the animals take off. The owners don't teach them anything. Then you ring the South Taranaki District Council on it and they don't want to know anything, they just flog it off. They do take interest in the phone, they just ask you to get the number of the owner's letterbox.
We have just constant problems with roaming dogs and stock in Eltham. We're just chasing some stray dogs off our property now. We've had sheep attacks. People in town have had stock attacks, and a local contingent of people walking horses around town and they s**t everywhere, then they don't clean it up.
If dogs are not chipped and are hazardous to people, no exceptions, they should be destroyed.
We do a lot of walking around Manaia and there's always stock out wandering around and dogs out. I have rung the Council often/many times and that's what happens all the time. We change our route most days as there is stock or dogs out.
In Patea there are often dogs wandering around the kindergarten where I work.
There have been quite a few issues with wandering dogs in Patea and you often see them. Particularly in the early mornings when I'm going to work - 7am in the morning.
With the work that I do, you see dogs roaming around the roads. Also, where I live too. I had one dog on my section. I have had a dog bail me up on my section. It almost put me on the roof of my car. It was dark and I couldn't see it. It took off. I couldn't see where it went. I've always had dogs. I'm usually pretty good around animals, but this was pitch black and you could hear growling.
The dogs roam in packs at night. Kids are scared to come home from school. I was scared to come out to my car because of these dogs that hang around in these packs. We are a low income area, so people get these dogs to protect their property, but they are not being looked after. This is a big problem.

Down Lower Ball Road, there are wandering dogs. Also, my grandmother had a rooster living next door to her in town and it drove her mad. We rung the Council twice.
Wandering dogs in Patea, in general. I wouldn't want to go for a run through Patea. I have seen dogs wandering and I have had friends say that they have been followed by dogs and it has been intimidating.
I see the animal control vehicle through our township driving around streets, collecting the animals.
On Rainie Road there were two dogs and they were disrupting our stock. They killed two of our sheep. Everyone close to the house said that these people with the dogs were renting rang the pound multiple times. All they said was pretty much 'we cannot do much about it' and said they couldn't even go to the house where the dogs lived and give the owners a warning. The only thing we could do was if they came onto our property we could shoot them. That was the only option they gave us. So, that needs to be looked at. Like, if we hear one more complaint about your dogs, we are going to put them down. They need to give them three warnings and after that, that's it.
Roaming stock and dogs around Manaia. They are out, and one was hit by a car recently.
In Manaia, people can't keep their dogs in their property. They are roaming around and they have useless dog owners.
They tried to bring out a scheme where they wanted us to pick up after our stock when taking them down the road and they just had no idea. They had seven or eight problem people who were out on the road and were a real problem for my stock. They should have been concentrating on the problem people, not the genuine back country farmers who have been doing it for donkeys years. They wanted you to get a permit, but you don't know until about 4 o'clock in the morning, when you know what the weather is doing. I did ask at the meeting - Who do I ring at 4 o'clock on a Sunday morning to get a permit to move my stock? I think they need more education about it.
My problem is with wandering dogs in the area. If you want to go for a walk, venturing past some properties is dangerous as there are no fences, the dogs are not contained, and they seem less than friendly.
In spite of renewed dog signs at the various entries to High Street, there are still some people who carry on doing it. Also, not all of them are on leads.
It has been reported numerous times by residents in Buchanan Place and there has been an extremely SLOW response from animal control in dealing with the situation.

Self-selecting sample - online survey

There are forever roaming dogs on Collins, South, and Fairfield Roads. You don't get anything for paying a registration anyway.
Dogs are always roaming around the streets in Waverley. It's a real problem
I'm sick of dogs wandering around without collars or being on a lead around Patea, especially in the evening.
Dogs still roam around Waverley aimlessly. I use to enjoy walks. I haven't walked for a few years which is not good - I have poor circulation.
There are constantly roaming dogs in Eltham.
Waverley - roaming dogs. There are many complaints on social media, which may not of made it to Council services.
Wandering dogs.
I see dogs roaming the streets far too often. The penalties need to be higher for irresponsible dog owners who are negligent enough that their dogs can roam free.

I cannot walk my own dogs in the streets on a leash without wandering dogs (without supervision) causing havoc and creating hassles. Smith Street tends to be the worst area.
Too many strays in Patea.
We have lots of dogs in Waverley and some owners are irresponsible. As in, there are wandering large dogs when kids are walking to and from school
There is no control. There are dogs wandering all over the place and cattle in gardens.
There are always roaming dogs around the streets.
Because we have a cat problem. They just turn up at our house all the time, looking for food.
There are always wandering dogs in Eltham.
Barking dogs in the neighbourhood.
When you phone dog control, you get 'Sorry, we don't work these hours' or every other reason under the sun to not show up and get roaming dogs.
There are multiple signs down Opunake Main Beach yet there are always still dogs down there and no patrols. There are always lots of patrols down at Middleton's Bay. That is dog friendly and they hand out fines left, right, and centre.
There are dogs everywhere. I see dogs roaming everyday. I have seen trains have to stop due to dogs on the tracks.
So many stray cats and dogs in Manaia.
Yes - come in the night time on Severn Street, Waitotara and have a look how many wild cats are here. There is no food, so they eat all my ducklings.
There are people still taking dogs down the main beach, especially on weekends, yet no one is around to police it.
Pitt bulls are allowed to be owned and breed.
Roaming dogs out of properties. We have lost over 10 chickens to dogs coming onto our property.
Again - have you been to Rahotu?
On any given day, we will have dogs wander onto our property and even into our house if the door is open. 26 Kapuni Street has two dogs that they do not contain or register. 23 Kapuni Street has a dog left in the back of the section with no one living in the house and it's constantly barking. 30 Kapuni Street has a very large dog that takes itself walking just about every day. Animals are out of control as too many blind eyes are turning. Wandering stock can happen on this side of town, but mostly we witness this when Miss Green allows her stock to publicly graze.
Where I live, there are so many noisy dogs, roaming dogs, and people who don't look after their animals properly. Also, I'm getting sick and tired of stray cows or bulls where farmers are roadside grazing and there isn't good fencing.
Dogs are out every morning on my way to work, it's ridiculous. Ring animal control and takes ages to come if it comes at all and then they say they will ring you back, but they never do.
We constantly have roaming dogs in Eltham. Recently, they have been causing injuries to other pets and animals. They run in a pack and make it unsafe to walk in the area.
Horse owners should be fined for not picking up their animal faeces.
We get several dogs wandering into our property. It happens at least once a week. Then there's those that don't pick up after their dogs!
This town is out of control with wandering dogs I am too scared to walk my dogs because of all the dogs loose around here. Even if they aren't loose, they are not on fenced properties; and we are not talking little dogs, but big, mean ones. We have also had a few attacks on stock by dogs. This is a small town with a lot of paddocks in town with sheep etc. and they are not safe.

There are always dogs roaming the streets.
We have dogs roaming everywhere. We had dogs attacking sheep and nothing was done. Shoot the buggers I've done it once will do again. I hope it's not a child next time.
Not quick enough to respond to wandering dogs and stock.
There are too many roaming and unregistered dogs around Patea. Council needs to do more routine animal control patrols/inspections. 2 Elizabeth Street in Patea has four dogs. Animal Control need to do something about the out of control rooster problem on Victoria Street in Patea.
Stray dogs on the streets.
There are always wandering dogs and cattle in our town.
Animal Control only pays lip service to issues with wandering, noisy, and aggressive dogs in Eltham. People and their well-behaved animals are routinely threatened or attacked by such dogs. It is time for zero tolerance on dog attacks or menacing of any kind. You are not doing the poor animals any favours by leaving them with these people. There is a criminal element associated with many problem dogs, as they are solely there for protection. MAKE THEM CLEAN UP THEIR ACT.
Dog complaints in the past, which were never dealt with.
Dogs, pets, and ducks were all wandering.
There are always barking dogs in Kaponga. Some properties seem to have several dogs.
I have found the services lacking and timeliness appears to be a real issue. Why would I try to restrain someone's animal when that is the role of the owner or the dog control? I have always been unhappy with the service that has been provided to residents here. Roaming and unsociable dogs have always been an issue in Kaponga.
Feral cats are a very serious problem near my house (in the township). Dogs are regulated and monitored, but cats are just left alone to roam and breed? It doesn't make sense.

17.16 Rate expenditure

You said you were dissatisfied with the way that rates are spent on services and facilities provided by the South Taranaki District Council? Can you please provide an example of what has led you to provide this score, and the location of the problem, if applicable?

Random sample - phone survey

They don't seem to spend anything on any of the facilities around Manaia.
Doing this survey has made me realise there are not many services supplied to rural areas, even though we pay a large percentage of the rates.
It's just that Eltham is not kept up to a standard that it used to be. The maintenance and the streets are just a shocker.
The transfer station in Waverley seems to cost the earth. They need to make it cheaper. \$70 is a lot to dump a ute load of rubbish. The cheaper you make it, the more people are going to use it and not dump rubbish on the side of the road.
Eltham is up for rejuvenation and regeneration so, let's hope they do it this time.
Mainly, there's a lot of stuff we pay for through our rates that we don't use. It comes back to our roads not being fixed and our drains not being cleaned. Also, some of the services provided, none of the public use. There's a lot of money spent on business courses that nobody attends or hears about.
They need to do more for the country areas. We pay rates, but we don't see anything for it.
I think our green waste should be added onto our rates. We shouldn't have to pay an individual set price. We don't pay an individual price for the other two do we?
I think, it is, just in general, this problem. There is a lot of waste of money.
The dump in Hawera is too expensive.
I was told they spend most of the money on the Hawera Hub and places like that. I thought that if you paid rates in a town, then the money should be spent on that town.
The stormwater drains and the water pressure needs to be fixed in Waverley. It seems that Hawera gets all the attention. In Waverley we pay rates too and our infrastructure needs sorting out.
I looked at the Council spreadsheets and the wages seem to be too high, for general wage earner. They seem to be paid extremely well.
Overall. I'm just disappointed with their performance in some things.
Generally I think most of the money is spent in Hawera.
Just a general thing, I think a lot of our money is spent in the wrong areas. Certain areas need more funding. Instead of putting it all into this new rubbish dump that we're not using, it could of been spent elsewhere.
More in the South Taranaki area, more in Patea, and the funding in sports areas.
If it doesn't involve Hawera, nobody else matters because that is where the Council is based.
No, just feel that our parks and reserves are being left behind.
That would be just outside of Eltham, it was going to be the dump on Rotokare Road. Now being trucked to Marton. It's a huge waste of money.

<p>I believe that a lot of the footpaths in Opunake could be upgraded. Like I said, relating to the dogs. They sprayed the footpaths with 'no dogs' and we're meant to be a tourist town and we're known for our beaches. I do believe that things like the footpaths, a Council person or contractor, it wouldn't be hard for someone to walk around to check the footpaths, we're not a big town. And another is under maintenance, under repairs. A few years ago, there was some flooding in town. I do realise they have built a dam and a drainage system to protect from that happening again. It doesn't affect me personally. I know it goes through public section land and also through private sections. It's never been cleared since - the drain that goes from the pipe to the sea. Overall, it's a little creek.</p>
<p>They spend it on whatever they want and they seem to be stupid things.</p>
<p>The new footpaths in Hawera, in the centre of the town, were a bit of a waste of money. They built it all up, and not many people are using them. They did too much for it, where they could have done something else.</p>
<p>Yeah, they spend more money in Hawera and out that way than they do in Waverley.</p>
<p>I don't know. I just hear people complaining about it all the time.</p>
<p>Once again, they have spent all this money on Tangahoe Valley because a lot of logging is starting to come out of there. So why is the Council paying this money when there's millions of dollars' worth of trees coming out of there. Why aren't the landowners or the logging companies having to pay for the road upgrade, they are the ones wrecking it, and we, the taxpayers are fixing it.</p>
<p>Eltham gets nothing, but I see Hawera gets money spent on it all the time. That is where the Council is based.</p>
<p>Mainly, just the roads out my way. I'm thinking more could be spent on the rural roads.</p>
<p>Bridger Park is a place for me, that I think, there should be more money spent or more maintenance spent. It's a beautiful spot and it looks terrible. Very barren, there's not even grass. There could be more work in Soldiers park, the community is doing it at present.</p>
<p>Ever since Manaia Council merged with Hawera, nothing gets done out here in the way of maintenance i.e. the trees don't get cut. I have noticed that, during funerals, the berms are untidy looking from Hassard Street and all the way down to the cemetery.</p>
<p>There's a building called the Hunter Shaw building, it's supposedly an earthquake risk. It's single-storied and the size of a house, with a flat and they tell us it's going to cost \$900 thousand to bring it up to standard. This is absolutely ridiculous because it was declared a non-earthquake risk area by the government.</p>
<p>As dairy farmers, we pay a lot of rates for urban services that we don't use.</p>
<p>I think we could do more in Manaia. We had no Christmas lights. We pay our rates and we had nothing at all this Christmas.</p>
<p>I just think they can spend more rates around the Manaia District. Just upgrades, like the storm water side, just things like that.</p>
<p>I rang the Council up - 'why don't we get a pick-up to take our rubbish' and the reply was to 'take it to the corner', which was 2.5 km down the road.</p>
<p>Our playgrounds - there are not enough in them. There are only two swings and there is a skate park, but that is minimal.</p>
<p>My family would've paid rates on this land where we're living for at least 58 years and we still haven't got a tar sealed road. It's only 680 metres long. Unfortunately, I've never been related to anyone in the Council.</p>
<p>Signage. I know now that the pools are always cold. I can't see how \$600,000 has been spent on the Manaia pool. It doesn't look much different from 40 years ago, apart from them painting it a different colour.</p>
<p>Tirimoana Road - most of the services I do not use, like sewerage and rubbish collection as I am rural. What I do use is the roads and I pay plenty of rates.</p>

The roads and streets in Manaia are too narrow. One car has to get off the road onto the grass berms if two cars are going past each other in town. This is around the back streets, where the houses are.
I got my house here in 2002 and the rates have more than doubled in that time. I don't see any improvement in anything since then. I see inadequate preparation for power outages, floods, or drainage. I do not see an improvement in services and yet I am paying more.
This is a personal judgement and concerns the sporting facilities and their upkeep. It's just a personal opinion, and I'm aware there is only a certain amount of money and it has to stretch to other things as well.
There are too many scenery things, like where you sit down in Hawera. They make the town pretty, they should be worried about making sure the toilets are clean, and there are places for the kids to go and play.
Pretty happy with most of it, but they always seem to spend money in Hawera. There are things that need to be fixed here, but they always spend money on Hawera first. Their footpaths are fine.
Basically, they don't spend any money on our town, they spend it all on Hawera and the other major South Taranaki centres. We don't have a gym, a sports centre, and our library is crummy and falling to pieces. No money is being spent here. They need to spend money on keeping the historical buildings in town up to scratch. They're all falling to pieces.
The roading, and also the tar, needs resealing. Because, when it was hot, the tar melted, and they haven't fixed it.
I'm quite involved in the Patea rugby club and it took five or six years to get lights put in. It was quite a lengthy process. A fair bit of ratepayer money was getting thrown at the Hub in Hawera and it was frustrating.
I have no faith in our District Council what so ever. Our rates are wasted on poor quality services.
Back in the day, they had country and town rates. Now, all our rates go to town and are spent on things there and we hardly come to town. The country rates used to help fix most of the roads out here.
I think there is too much spent on walkways and not enough is spent around the town.
For a small town, I see some very basic repairs needed (re: roading by Yarrows). It has been like that for years and it's occasionally patched up, but it only lasts weeks yet millions of dollars are being spent in the Hawera upgrade. Just a little of the funds being spent out this way would be pleasing. I also have an issue with the Sports Complex - it seems the thought process is to shut it down, but I believe the town needs an identity like this for the local children. Many people over the years have worked hard and fundraised/donated money to keep this facility going.
The Council seems to have no idea how serious the (now) lack of parking has become. Also, I am very concerned with the casual way rates rise annually, as if it is their right to do so. They should be budgeting properly and not need to raise rates every year.

Self-selecting sample - online survey

What is the point of 10-minute parking when cars stay in them all day - Victoria Street by the school (not the bus park ones)? When is the guy going to be moved on in High Street?
Goes to Te Hawera.
The rates revenue is received from the rural sector and it is been used in the main towns, and not on the roading in the further away rural areas.
Too much is spent in Hawera and not enough in Opunake.
Rates too high for a town with no town hall, no sports complex, poor footpaths and roads in Yarrows area damaged by trucks, and huge potholes.
There are no footpaths in residential areas and no fruit trees for community residents. There are only other trees, all the time.

<p>It seems as though smaller towns such as Manaia, Patea etc. are often overlooked when it comes to how our rates are spent. The parking outside the school is shocking, in the winter, it's a muddy mess. We've been promised an upgrade to the pool, which hasn't happened. Our sports complex and hall are of no use at the moment. The gardens at the band rotunda are just a pile of dirt. The grass verges aren't mowed often enough and they make the whole town look scruffy.</p>
<p>Roads and public toilets need more I say.</p>
<p>Not enough money spent on Waverley compared to Hawera.</p>
<p>I would like to see more money spent on our beach picnic area. Compared to Patea's awesome picnic facilities, Ours is a dive and Waverley Beach is such a great spot.</p>
<p>We have no rubbish collection, sewage, water, etc.</p>
<p>Patea seems to get forgotten in the scheme of things. Gardens, street maintenance, local picnic spots, etc.</p>
<p>Lawns and footpaths need to be sorted. Too much is spent in bigger towns. It seems that little places like Patea are forgotten about.</p>
<p>Footpaths at Patea shops compared with other areas in the District. The rates are excessive - \$2500 in Patea.</p>
<p>More needs to be spent on the smaller towns.</p>
<p>I struggle to understand why it is deemed more important to cultivate nice flowers and decorative trees, when we could be cultivating vegetable gardens and fruit orchards that would benefit the community way more. How is this not obvious?</p>
<p>I live between Hawera and Patea. Patea is in dire need of cameras on its main street to decrease crime and monitor anti-social behaviours. Police can only do so much and are getting hammered for not providing this resource when, in fact, it is the Council's role to do this. The community has been asking for cameras for years and nothing has eventuated. This is even more important since Patea has had a huge influx of outsiders moving into the community. Patea does not appear to get the same level of service from Council as Hawera and that is not fair for rate payers.</p>
<p>Plenty of things need repair or replacing around Manaia (the paving around the playground next to the pool for example). Most houses don't have sealed driveways (my place, for example, has a concrete drive to the fence line, but it is just grass to the road over Council land), which makes it awkward to get out in winter. Instead, the rates seem to go to pay insane 200K-400K salaries to upper Council staff.</p>
<p>We, as in my husband and myself, do not use any of these facilities as such, but we have to pay our rates, which keep going up!</p>
<p>Because the rates that we pay in Eltham need to stay in Eltham, and not just be spent in Hawera. \$20,000 over 5 years to do up the town is a joke. That's two households' rates per year, out of 800.</p>
<p>Roads only seem to get any attention if they go to farms. Beach access facilities and parking is inadequate considering the amount of use. We get zero rubbish collection, water, or sewerage. Yet, we still pay the same rates.</p>
<p>Waiinu Beach needs a rubbish collection service.</p>
<p>I feel that there is proportionately more money spent in Hawera - footpaths, walking tracks, and green areas in the CBD.</p>
<p>Given the public toilets around here are terrible, the roads are bad, and the playgrounds are boring, what do they spend our rates money on that's worth it?</p>
<p>On countless occasions over the years we have noticed roading being repeatedly resealed when it's obviously not required. Surely there is a way to keep the yearly budget for the following year as it's the same spots year after year with no obvious road issues.</p>

<p>We live on a gravel road and haven't had a grader on it in two years. It's very dangerous in places as so rough that vehicles go on the other side of the road to avoid the ruts on blind corners. I'm not sure about urban, but the rural ones don't get cleaned out well. Ours haven't for two years. No wonder there is so much damage when heavy rain hits. Not that the roadside vegetation is cut often, but when it is, it is left in the drains. It also then blocks what culverts are there and causes more damage.</p>
<p>We are paying way too much in rates! You really need to look at this. We are a working family and still struggle to pay \$2000 odd dollars a year. A lot of our rates are for different areas that we have never used. The rates need to be reduced in our area as you are making it hard for people to live in the place they have grown up in.</p>
<p>The state of Manaia township's lawns etc. and tidiness is terrible. We don't see Hawera looking like this.</p>
<p>The Council doesn't want to know about Severn Street, Waitotara, why did they put my rates up when there is no work done around here?</p>
<p>Probably not the right place, but the Opunake Lake could finally do with some much needed attention.</p>
<p>South Taranaki rates are so high compared to other areas.</p>
<p>It's wasted on areas when it could be used on others e.g. Opunake Park was a lot better before it was replaced. The roads are terrible.</p>
<p>As per the information that was previously provided.</p>
<p>This town seems to be lacking some love from the Council.</p>
<p>Money needs to be spent more wisely. Why should rural people pay for rubbish and sewerage when this service isn't provided to us?</p>
<p>Just look at the streets, footpaths, lighting of Hawera, then compare it to Manaia e.g. Waimate burned down approximately four years ago and the footpaths still have never been repaired. Several elderly people cannot walk along this area due to poor sight, fearing a fall from the damage and uneven surface.</p>
<p>Rates money is spent on supplying free facilities to freedom campers - who camp for free. They should be paying to stay in camp grounds so they are actually putting money towards the District also.</p>
<p>All I can see is that money goes into Hawera. Our Christmas lights are from 80 years ago.</p>
<p>It seems that the Council only care about what Hawera gets.</p>
<p>Dangerous intersections need to be addressed. Also, footpaths not being finished off properly.</p>
<p>The lack of parking in this town is a joke. We had a carpark up by the shops, but it was decided to turn it into some sort of park thing which no one other than the street kids use. We have a heavy truck bypass, which isn't used by all trucks, so you have to try pull out of a park in town when you have trucks speeding along the main road. It can be quite scary sometimes.</p>
<p>Eltham has nothing to show for it. It's a rundown town. To be completely honest, it looks like you haven't spent a dime on our township for a long time. Our Christmas lights are the same ones since the 1900's and there's nothing for our children to do.</p>
<p>The money for Eltham is all going to Hawera.</p>
<p>The cost of the two walkways to the main street and further cost when the old Farmers building comes down.</p>
<p>Council is not dog friendly in providing space to run dogs and providing dog poo bins and bags.</p>
<p>Parking is a priority over planters etc. There are not enough places to park.</p>

I asked the South Taranaki District Council to provide me with data on what amount of rates that come from Eltham and what amount is spent in Eltham, also, as a proportion of total rates. This request has been refused. There is no transparency on how our money is spent, therefore corruption may be rife. A refusal is akin to an admission that those who pay must not see where their money goes. Why is this? What does South Taranaki District Council have to hide?

We need more streetlights. They are spaced too far apart. They should be every second pole, but some are one in five.

17.17 Dissatisfaction with decision(s) made by the Council

What decision(s) made by the Council, do you have in mind? Please remember I have to type as you speak, so a phrase or sentence would be ideal.

Random sample - phone survey

They spend all our tax money in Hawera. Very little is spent in this town - Eltham.
I can't answer off the top of my head because it is not current issues, but things from the past.
I'm kind of dissatisfied with the opportunities for input. I guess that's what leads me to being dissatisfied, because I'm in the dark about the decisions they do make.
The dog friendliness. We need like a decent exercise area, they have given us one now, but it is small. There's nowhere for people to sit, no drinking taps, no bins, and no dog bags. It is just an open space. My dogs can run around it in two minutes, it is no comparison to other dog parks that I have seen.
They could do more for the country areas. Clean up the drains on the roadside. We pay rates, but we don't get any rubbish collection, water supply, or sewerage.
I am not up with everything, but we don't have any say. Like, the buildings that they pull down and rename them. Some people might get their say, but we don't get the final say.
I think there should be more discussion involving the people before they put the rates up. They should put something in the newspaper so they can get feedback. They should consult with people.
They have to be more clear on what they want to do. Have a public meeting to discuss whatever they are going to propose.
They favour certain groups. If you know what I mean?
The stormwater system in the whole of Waverley is not good. It needs upgrading. The water pressure is very poor, it's very weak. I bought a new shower mixer that was supposed to improve the water pressure and it hasn't made any difference.
Example: we had lost water pressure, and a comment on Facebook, not from a Council person that water was gushing out of their paddock. A line had ruptured. It was a member of the public who said it rather than the Council, who should have.
Their communication is rubbish.
The price they put on their water meters. They charge us 70 cents a day. So, when you live on your own, the water charge sometimes doesn't get near that price, especially in the winter my, price for my water is less than my meter. They encourage the elderly to stay in their own homes, but they do not help us at all.
Council employees need to live in the District.
I don't think there's one that I can pinpoint. There have been plenty of discussions over decisions made in the last few years.
Money spent on stuff that is not relevant to everybody i.e. the cinema. It's so expensive to go there and they keep putting money in to it. It's unaffordable for the common worker and his family and basically they play a whole movie for just 4 people in the cinema.
How they ask for feedback - they already have their minds made up. I don't know that they always take public feedback on board.
Developments in the town, things to attract people to the town, and tourism.
The Council needs to be providing new housing sub-divisions in the town, rather than leaving it to speculators or developers.

The decision that hasn't been made yet about the Manaia Memorial Town Hall and the Manaia sports complex.
They have already made their mind up before they come to see us.
There was a local business meeting and the Council were letting us know what they were planning to do to revitalise the area of Eltham; however, it was going to take about five years and there was insufficient funding. Nothing will happen they talk a lot of c**p.
They need to be more modern and make the town more attractive for visitors to come to. Plus, keeping shops like Dimocks right beside the town and not spread out all over the place.
The hub in Hawera. It's not relevant for people living out of Hawera and the older generation.
Just put more money into Eltham, clean up the place i. e. Bridger Park. Money to keep the playgrounds tidy.
The regional rubbish for a start. Roaming dogs in Eltham.
The walkways around the Hawera town centre.
Closing down the Town Hall and the sports complex.
Just in general.
I think that the money spent on the super dump, which didn't go ahead was a waste of money.
For instance, the Hunter Shaw building.
None particularly in mind. I can't get to some of the meetings because they are in work time and I have to work. So, then they make the decision without everybody being able to say their bit. Sometimes they still don't listen.
I think the lawns around Manaia have big berms and they are not cut very often. They used to cut them more often, but they have cut the frequency down. They are dangerous because, if you ride a bike, you cannot see what is in the grass.
Once again, they have not thought about the elderly and disabled walking around. Like the new walkways in town in Hawera. I would like to get the Councillors on a mobility scooter or wheel chair and see how they would manoeuvre around. The new walkways, they are too narrow.
Just the decisions that the Council is going to make on our local sports complex and the local town hall.
I'm very dissatisfied with the way they treated the community on the sports complex and the town hall.
The redevelopment of the Information Centre.
In Manaia, we have two buildings that are earthquake risks and we don't know what is going on. One is the Town Hall and the other is our sports complex.
Too much money gets spent on Hawera not on Manaia.
The fact that they've allowed Yarrows to use a public road to store containers, in a residential area.
Down in Manaia, there's an art centre exhibition that was never opened. I'm not impressed that the ratepayers had to pay for that grant.
Out here in Manaia - to do with the hall. They want to do away with it because it's not earthquake safe.
Earthquake treatment for buildings. There are closed buildings everywhere because of this earthquake bull dust.
The removal of macrocapa trees from the bluff, just north of the overlook by the campground. I spoke to someone from the Council because they were great, magnificent trees, wind blocks, shade etc. and they said they were going to replace them, but they have never done this. Now this is a barren and unsightly place. The worse thing is, there was no consultation at all.

One thing that comes to mind right now is the amount of upgrading on the town hall.
The bridge at Cold Creek it is far too narrow. It's ridiculous. There are contractors that cannot pass through it because it is too narrow and they have to go the long way. Other issues, like road culverts, that farmers have told them about and they don't listen.
They need to spend it on infrastructure and all the stuff I complain about is infrastructure stuff.
Well, I am going off different areas now, here are a couple of areas. You hear Council want to do this and want to do that, but it doesn't happen.
It would be the sale of Egmont Electricity and the lost funds.
Just the lack on investment in this town (Eltham). It is a major employer and it has one of the lowest unemployment rates in New Zealand. There are a lot of working people here who deserve better amenities.
Putting chlorine in our water.
Resource consent for Fonterra to have a big factory that discharges regularly into the ocean on the coast. I can't see how they can do that. Also, the state of our rivers, they are in an appalling state.
I am extremely disappointed that the South Taranaki District Council has not signed up for the Local Government Leaders Climate Change Declaration. I think climate change is the most important issue facing our District.
I don't believe they do consult the community and if they do, it's a very small minority.
Make better decisions instead of silly ones. There was one where they wanted to spend heaps making a mural and not on Wifi, which they did go with in the end, as we changed their mind. We get a lot of tourists stopping off, so that was nice for them and people are not going to stand there and look at a mural. They would rather find their next destination and see what they could do and things. I think the Wifi brings more to the centre of town as it brings people into the town.

Self-selecting sample - online survey

Freedom camping. The maintenance of Waverley rugby grounds and grandstand.
The fluoride issue.
Walkways.
Closing town hall and sports complex. The meeting held was a farce.
Excessive spending on wages and office waste.
The decision that decorative gardens are more important than food gardens for the community.
Money spent on Hawera only.
They are constantly spending money on upgrading Hawera, but other towns are treated as an afterthought.
What our rates are used for.
Public toilets at Waihi beach.
The new playground down at Opunake Beach.
We need to make rates increases smaller. As time goes on, people will be unable to pay when they reach superannuation.
Where the money is best spent - the rate payers should have a say in this.

Public walkthroughs from car parks.
It needs to modernise.
The cost of plots in the cemetery is prohibitive. The cost of the rubbish dumps or transfer stations is prohibitive. Hawera has lots of new building going on at the expense of surrounding towns.
Allowing the sports club to disappear out of Manaia. Nothing has been done to the sports club.
It might be okay for Hawera, but very little is done for smaller towns like Eltham, Manaia, and Kaponga.
Freedom camping. The maintenance of Waverley rugby grounds and grandstand.
I feel that a lot of money gets spent on upgrading Hawera to the detriment of other areas in the region.
Spending millions on unused buildings
Eltham kids don't use the hub for sports. They go to Stratford, which is why we are disinterested in anything to do with Hawera sports centre.
Starks car park up by the shops. The whole town wanted it left as a carpark, but some do-gooder turn it into a sitting area.
Green waste bins. Every household should have one. Add it to the rates like the rest. I have a stupid blue bottle bib, which I put out with only one bottle as I am paying a lot of money for that. I would rather have a green waste bin.
Hunter Shaw building - Council should have funded it more from the start! This is a historic building! It shouldn't be up to communities to have to try and find money!
Bought a farm to turn into a rubbish dump. Paid millions for it and now I'm not going to use it.
Not every person agrees with Council's decisions
Putting up statues in pocket parks in central Hawera does not give any benefit to wandering dogs, speeding trucks, and stinking settling ponds in Eltham. Refusing to come clean on how much is spent here is a "smoking gun," which only makes things so much worse. Why are these things hidden?
A walkway from Kaponga to Dawson Falls. We are still waiting on help.
Water fluoridation.

17.18 Suggestions to improve Council consultation with the public

What could the Council have done better to have improved the amount of consultation with you? Again, please remember I have to type as you speak, so a phrase or sentence would be ideal.

Random sample - phone survey

Well, this is all coming up in the regeneration rejuvenation, so I must give them a chance to do this.
Well, I am satisfied with what I've got.
When you ring them up, it takes a long time to find the right person and to sort out what you want. Then, they tell you that person is off sick or on holiday. When you ring them up or go in, they give you the run around and if they can't find the right person, they just give you someone else.
To be able to reach the wider community.
More convenient times. People who work eight to five can't afford to take time off work to attend consultation processes.
Listen to the submissions put forward. Actually listen to them.
Very little.
Maybe they do, I just don't know about it.
Roading.
They could listen.
More advertising and public meetings on the Countdown rebuild.
Personally, I am involved in hiring halls. There was no consultation involving the removal of rubbish or the facilities for rubbish from the town hall. It would have been nicer to be given the opportunity to have our say.
You don't get told what is happening on your street or when it is happening. You only hear about it when the contractor turns up to do the job.
If I knew more in advance. They did the new bridge and gave us only a month's notice, so consultation on the net would be good, so we can see this information.
They could let the people of Manaia know what they are doing. They just get elected and get their pay. That is all they are good for because they don't do anything else.
More communication with the public.
They should have been smarter with their consultation with iwi and hapu. I understand that they decided to consult with them, after, but should have consulted with them, before in relation to cultural advice.
Listen to the rate payers.
I think they should really spend the same amount on each town and I know some towns get more funding. Eltham misses out sometimes. Hawera gets a lot of attention, their streets are spotless.
I think longer consultation windows, perhaps with more notice.

The thing I'm more upset about is the sports complex. It's a subject I've done some research about. The building belonged to the Manaia Horticultural Society, then the rugby club, and in about the late 70's the hockey, cricket, and rugby clubs combined and built new buildings with no help from the Council.
To listen to what people say to them, rather than not listening to what people say to them. They should be listening and taking it onboard.
I think the public meeting, speaking to the people, is very important.
They could spend more time looking at our road that nobody takes much notice of. It's a constant bug bear.
Letterbox drops, make sure they have everyone's email address. How they're communicating with the community is very minimal.
They've never said anything about the Art Centre.
There's no consultation really - it's just, they tell us what they are going to do and that's it.
They could have had a public hearing about those macrocapa trees just north of the camping grounds. What happened to that firewood? Someone may have cashed in on a lot of good wood. What auditing is in place for that? If the proceeds went into that area, then good, but where is the public information on that? The accountability?
The Cold Creek Bridge - we informed the engineer immediately during consultation that what they were doing was absolutely stupid and we basically got told the engineer has a degree and the farmer does not. I told him he has a degree in stupidity.
There is no consultation with us - they need to consult with people through digital media. I don't go to town hall meetings - I'm not 87 and retired, so they need to come to us digitally to consult.
I think sometimes they need to notify the public more in advance and give the them time to contemplate and think, before giving their opinions and feedback.
I would say more transparency in decisions that affect the environment.
I've never seen the Council hold any meetings regarding community feedback and if they do hold such meetings, then it's a small minority that attend and know.
Have an open mind during any consultation process. I feel there are already weighted opinions/decisions made prior, and it feels like the Council is just ticking boxes.

Self-selecting sample - online survey

Have written in, but they never change minds. Always say no money unless it's in long term plan.
Listen to the people a bit more.
Asked for feedback more through Facebook etc. Maybe an email mailing list with weekly/monthly emails to everyone who wishes to sign up for the mailing list.
Front up and stop seeking reinforcement of your own decisions through loaded questions and cutting meetings short.
Better information about opportunities.
Listen.
More consultation.
Do more newsletters for the public in plain English.
You seem to hold meetings, but we don't get any feedback.
Ask the communities their opinions instead of just doing what you want.

We need a breakdown of where Eltham rates are spent.
Stop paying for consultants all the time and listen to the ratepayers.
Facebook posts about meetings and what they're about so people can chose to attend.
Get in their cars and drive around, look at the roads themselves.
Go into the community, get to know the people, build relationships instead of just doing these consultations and then doing what you want anyway. Listen to the community - they will tell you what they need.
Make the community more aware of changes made around town. I follow them on Facebook and I still miss some consultations.
Talk to the ratepayer before announcing new work.
I have lost all faith, so, not much I can say to that.
Public meetings about freedom camping.
Involve the public.
It seems that when I have attended these meetings, the solutions and decisions have already been put in place. The meetings are just a box ticking exercise, so actually not really a consultation process at all.
Not a lot of people can go to meetings and stand up and speak so we should have the option to do a written survey, like this, on things.
What consultation?
One of our Councillors is conspicuous by his absence at most meetings that I have attended. The other has a paid position in Eltham and seems to represent a small minority of Eltham residents. The opinions of both are coloured by vested interests and they most certainly do not represent the views of most residents.
In general terms, consultation is good, but not in regard to issues that impact on iwi. This definitely needs to be improved.

17.19 Areas identified for maintenance

What are three things that you like best about living in South Taranaki?

Random sample - phone survey

Close to the coast; view of the mountain in front of us everyday.
Close to our school; a nice quiet little town; friendly people.
Rural setting; the parks and reserves; the beaches and lakes.
Clean; reasonably safe; friendly, small town atmosphere.
Lived in Taranaki all my life; familiar; you get to see the mountain; close to the hospital.
I was born and bred here.
The parks and reserves are right up there with the best; it's a small to medium town with no traffic issues; it's quiet and people are friendly; the sports fields are right in the middle of town, easy to access. The Hub in Hawera is a great asset to the area, top class.
It's flat and I can get everywhere on my scooter; the local Hawera hospital is a great asset.
Rather live in Eltham than Hawera; the Mountain - get to look at the mountain everyday, it's lovely; our community - I have lived here that many years I know a lot people and we tend to look out for each other. A good community.
I was born here; house prices are pretty reasonable; taking everything into consideration, pretty good service and living all round.
I have lived here all my life around Taranaki and Waverley is home; It's peaceful, it's beautiful, and I am happy.
The location, we do farming and it's a good location for that; climate.
It's home, born and bred here.
The pace of life - not the hustle and bustle of the city; relaxed, friendly people; the facilities - we have most things: we have a cinema, swimming pool, shopping, nice parks, and the library.
The people - Most of our neighbours are pretty friendly, we've been in the area for 40 years and have some good neighbours; The water supply - we're very happy they fixed it up a few years ago, we had water shortages couldn't water your garden but now we can, visitors complain about the taste of the water; The shopping gives us everything we need basically.
Beaches - we have nice swimming beaches; mountain - plenty of walks around the mountain; reasonably good shopping in Taranaki.
Red meat.
The sea; the mountains; the rural aspect.
Freedom of being myself; space that I can live in.
Family.
Isolation; the size of it - it can cope with most things we need.
Mountain - it's pretty, it's an icon; parks - they are nicely kept; people - we, Taranaki people, are all friendly.
The people; the laid back nature; the outdoorsy scenery. I like getting around the mountain and stuff.
Weather - it has moderate weather; living in Waitotara, it's a nice place to live, it's semi-country, we are right on the border - convenient to other towns and 100 metres from the pub; fast internet - we have been upgraded from .3 of a megabyte per sec to 90 megabites.

The mountain and the beaches; it's an affordable place to bring up a family.
Beautiful place - people are friendly; relaxed - slower pace of life than Wellington; the climate is pretty good: nice summer, hot weather, good amount of rain. The winters are not freezing, they are mild.
It's easy for me to go to town; all of my friends are here and I am involved with quite a few community organisations. I like to look after the welfare of the elderly.
The people - friendliness; family around here; I like the rural and don't want to live in Auckland.
Well, it's a good little town. We've got most shops except one or two that we could have, it's what I need and want. It suits me at the moment; you know where everything is. It's just big enough that we know where most places are, that sort of thing. It's sort of small enough that you know people. You see them up the street sometimes. It all depends what clubs you go to. I belong to an over 60s club. You get to know people and you go there a couple of times a month. And the other (club) was Grey Power.
It's quieter than the bigger towns like New Plymouth; the shopping is quite good, clothes are a bit off - not the selection like in New Plymouth; easy to get to places and it's more relaxed.
I like the sense of community; I like the fact that it is rural yet only half an hour from the main centre so, all the benefits of the country, but not far to go to the main centre; there is plenty to do if you want to get involved.
I like being able to see Mount Taranaki; it is a nice place to live, it is friendly and I feel safe.
The weather - we don't get any extremes here, no real droughts, no floods, no severe frosts; the people - co-operative and approachable.
It's central to everything; it's clean - the streets are always tidy.
It's a nice area to live in; great for farming; the beaches are close, the mountains are close; it's not populated like Auckland.
The views; the people; the little town feel.
Good, small, rural town - I have lots of friends here.
Friends and relations; it's not over crowded and it's a friendly place, not like the rat race of Auckland.
I don't know any better because I have lived here for 85 years; I am satisfied with the town, I like it.
I am happy because I get on alright here in Hawera; people are good.
The community - everyone is friendly and everyone knows each other; the mountain and beaches are only five minutes away.
It is close to the sea; all our family were raised here; we have good neighbours, so what more could you ask for?
Employed here; beaches and sport facilities, I play a bit of golf.
Good people live here; it is where I have been all my life.
It's a very pleasant climate; it's affordable in terms of housing; the people are very friendly.
The parks - how welcoming, clean, appealing, and accessible they are; the pools - it's a good recreational area to do something with friends; the cinema - it's another good recreational place, good outlet to go do stuff.
There's no rushing around; there are no parking fees; it is easy to get around, very convenient as you can park close to where you need to go.
I like the people - it's a friendly town; the proximity of all services to where I live; the cultural entertainment that Hawera provides - the theatre and cinema.
It's relatively small and slow paced; the beaches are handy; it's where I know everyone, family and relatives.

View of the mountain. You should see where I live; the climate is good - it suits me. It's temperate, not too hot, not too cold; I enjoy living here - the people are friendly.
I came from the U.K. 60 odd years ago and haven't left, so that says something.
The small town rural environment; the reasonably relaxed way of life; I like being handy to the coast.
I was born here and moved away, but came back as I missed the mountain. You have got the sea on one side and the mountain on the other, what's not to like?; Fishing and swimming.
Beautiful view of our beautiful mountain; handiness to the Ocean; there seems to be more outdoor activities for our young ones than other areas I notice. Get them outside more.
A good community feel; we have everything we need, picture theatre, hospital, and library; it is not too big.
The beaches, the water; it's close to get to sports events and schools.
The location, close to the beaches and the mountains; affordable housing; the employment opportunities.
We have everything we need - Good facilities, for example, swimming pools; everything I need is here; Sea fishing is very good.
The mountains; some of the people; it's not busy.
Lifestyle; we are business owners and the industry is important to us; The community spirit.
The fact you can actually walk at least in town. If you are in a city it can be quite dangerous, in a smaller area it can be easier; the people - people will generally help you whereas in larger areas that's less prevalent.
We like living in the country.
Quiet; doesn't take you an hour to get to the other side of town; it's a beautiful place, the coastline and the mountain.
The mountain, it is a good place to get away from all the mania; the beach - just that it is there and a place to get away; The pasture lands, farming.
The weather is good; the employment, you can work seven days a week if you want to.
I have family here; Hawera is a neat little town; it has everything I need.
I have been here most of my life, it's just home.
Family; the region itself, I like it. It has all we need; job satisfaction.
The quiet lifestyle; Good facilities. We have the hub, we also have a good ongoing programme for the development of Hawera; Friendly Council staff. I was in there last week and they sorted out a two year problem in a matter of minutes.
Quiet and friendly.
It's got a fairly neutral climate, we don't get the extremes like the rest of the country.
When you need to go shopping somewhere you can get a park in Hawera; I like the people - we're all sort of on the same wavelength - working for a living. Not too many homeless people walking around the street, therefore not too much thieving. Being a small town most people know what's going on. Crime is kept to minimum I would say.
It is a great place for children; a good variety of facilities.
Family is here.
The feeling of being a part of a community; I have been here all my life and I just love it.
The weather is nice; the friendly people.

Closeness to the cinema; just generally like the fact we are in town; the people - I seem to get along with pretty much everybody, they seem to be friendly people.
I love the libraries and the staff there are amazing; I love that we have a free, local swimming pool in the summer - we're incredibly lucky; the parks and playgrounds are good - there's variety, age appropriate equipment, things for my little children, and things for my big kids. There's usually a toilet nearby and a drinking fountain.
The size of the town - we don't have the traffic problems, also, the use of the roundabouts as they keep the traffic moving; The opportunities in Hawera - plenty of work for those that need it; Access to beaches and rivers, the shopping is good and the weather is fine.
It's my home, I was born here; the place of my employment; family here.
It's quiet; I like the facilities - I like the pools and the parks, the beach, and the mountain; The outdoors.
It's not congested, when you want to go somewhere it's not a mission; good lifestyle - it's more laid back, you are not on the go all the time; My family is in the Taranaki area.
It's where all my family are, it's just home; I like small places, I don't like cities.
The mountain, the walks; the sea, just being able to go there, it's nice and peaceful; the spirit of community.
It's a rural serviced centre - it provides what we need in the rural areas; I am pleased with the main street of Hawera, it's more vibrant and lively, a better main street now;
The beaches; fishing.
Friendly people; the help they gave to the R.S.A for the V.C. gardens; the mayor is always available for consultation.
The stress free life because it's less congested than city life and there's cheaper housing; the local beaches - plenty of freedom because there are not many people using them; the fresh, clean air.
Free swimming pools; the lack of Aucklanders; Locality.
The people are really nice; it's not a bad place to live; they put on some good activities like Arts In The Park and Sounds On The Sand.
The people are very friendly and conservative, by in large they are pretty well educated; the best natural dairying country in the world; the climate is pretty mild and we are not prone to storms, earthquakes, or droughts.
The people - one of those places - Tom's as good as his master - don't have any hierarchy; our facilities for children at King Edward Park; the swimming pool facilities are excellent.
The peace and quiet; Kaponga - it's a nice little town; the mountain and the ocean, the best of both worlds.
The people are friendly and down to earth - rural community; environment - mountains, lakes, sea, parks; facilities - the hospital, the shops, and generally everything you need, mostly.
Being out in the country; being able to go to town; people are friendlier.
Affordability; good facilities for families - like the pools and park; the good old, close to work.
Place where I was born - family and friends.; I have employment; location - we are one hour from New Plymouth and Whanganui, nicely situated.
Purely here for my job; my family; I really enjoy Hawera, it's pretty safe.
Very good library in Hawera; movie theatre in Hawera; the gardens and parks in Hawera.
The community - it's a friendly community; the access to the outdoors; it's weather - it's changeable.
The people are friendly; it is quiet; everyone keeps an eye on everyone, as in, looking after them.

Our Park - the gardens and playground, the upkeep is amazing; The shops - provides we need; the beaches - nice and close.
It's a good area for dairying; the weather is pretty good normally; family and friends.
Beaches - so close; mountain - so close - we are in between; lots of walkways to do plenty of tracks.
I think it's a nice place to live, like, we have a good water scheme and the parks in Hawera are kept nice and tidy - David Bruce does a really good job; the library service in Manaia is awesome - our kids use that, it's the ladies, there is a blonde girl - about late 20's or early 30's, and she is awesome with the kids.
I was born here and my roots are here.
The pool facilities - the likes of Kaponga, is free and Hawera is affordable - they are always in good condition; lots of nice parks around that are free and you can take your kids there.
The services that the Council provide are very good - good local sports fields, good local medical providers; good attractions in the parks, gardens, and the museum; good tourist attractions, fishing, and horse trekking; good accommodation and a campervan park.
Less traffic; if I want to go to the library, I don't have to queue for hours; when our kids were growing up, we had every facility available if we wanted to use it; we are lacking for work opportunities and things for our kids as they get older though - not Council's responsibility.
The quietness; less traffic; it's a safe place for the kids to grow up.
I like the space that rural living provides; I enjoy our parks - King Edward Park in Hawera; the people - people are friendly here.
Being close to the beach; pretty good facilities like parks and stuff like that; good people - genuine and helpful.
The small town.
The view of the mountain; the parks - absolutely beautiful King Edward Park in Hawera; community spirit - people seem to try to group together to make things happen, better things.
Smaller community; no hustle and bustle.
Peace and quiet; weather; affordability.
I am local, so everything; handy to everything I need.
The availability of the public swimming pools; they have some good parks; the closeness of the beach, bush, and mountain.
We like the personal contact that you have with the people; the pace of life; the opportunities not only for us, but for our children as they get older.
It is a small town; a good climate; the hub is good, all the facilities that are there.
The weather at the moment; it's got everything we need as we're both pensioners; it's a clean and tidy District, as a whole.
Mountain - good to look at great for tourism, something to celebrate in our province; ocean - fishing - I like fishing, watersports, scenic, it's beautiful; we don't seem to have extremes in South Taranaki, we don't have droughts, we are not flooding - enjoy Hawera, it's a great place.
Locality - close to get to most other places in southern North Island; not too many criminals live here.
Family and friends; it is just a good place.
Lack of congestion is the biggest one; very well off for amenities like the swimming pool, the hub, the King Edward Park, the Squash club, the tennis club, and other sporting facilities; ease of access to shopping in Hawera.
Peace and quiet; everything is here that we need - would be nice to see some more shops other than \$2 shops; it's handy everything is accessible without traffic problems.

Having shops in close proximity - walking distance in Hawera; comparatively few traffic jams; small enough to know people.
Not as much traffic; the people - just friendly and polite; the space.
I love where my house is located and the rural feeling of it; I was born and bred here, so it's just home; nice, safe, small community.
It's rural, but still lots of facilities; lots of clubs and organisations; friendly people.
People; the lifestyle; friendly and relaxed.
It's quiet; it's cheap; it's friendly.
There's plenty to do - I just like it, full stop - it's just a nice district; the shopping.
Size of the community - it's a good size, it's small.
The climate; I love Opunake.
The mountain I suppose - it's different; and the farmland country - I just like the scenery really; the sea, oceans, just the west coast coastline.
I love King Edward Park, that's a good place to go; just the town centre, the town itself it has most things you need on a daily basis; I'm very happy with the water supply we have water all year, instead of having to ration in December.
Cheaper living; we are surrounded by nature and we enjoy opportunities like the Kiwi Reserve and Tangahoe Valley; I like the small town community - the networking between everyone is organic and the opportunities available in the town are at a prime right now - there is just so much room for more artistic, creative, and hospitable ventures in Hawera.
The community where we live.
The mountain; the sea; the people are friendly.
The pool; the people; the fact that it is a rural town - we are not like a city and we are not overrun.
Close to the beaches; close to the mountain; the people - the Kaponga community feel.
The outdoors stuff - Lake Rotokare, Dawson Falls, the mountains; it's cheap - my rent's cheap.
Have lived here for a long, long time - so, used to it; walk up high street, you see someone you know; quality of the shops we have.
The beaches and the walkways; the parks.
Affordability - the likes of housing; the peace and quiet; the people.
The beaches; the parks and recreation; I like everything.
Hawera, in particular - the proximity to New Plymouth and Whanganui; parks & reserves are lovely - King Edward Park.
The beaches; the mountains; the parks all around Taranaki.
I've lived here all my life; my work is here; we own our own property.
People - most of them are friendly, approachable; atmosphere - it's nice and quiet where we are; the Council - they're always helpful.
Easy access to places; sense of community.
My family's here; I love the walkway and it's awesome for Taranaki, I think they are adding to it and making it go further.

The main reason we live here is close proximity to work; being relatively easy to get around; we can do exercise and stuff outside - like access to parks and stuff and we're not too far from the mountain.
Outdoor activities; I like the hub.
I have lived here for years; it's a friendly town; close to New Plymouth and Whanganui.
The people; living rural.
Everywhere is pretty clean; public services are easy to access; libraries are fantastic.
Views of the mountain; clean air; the people around are very nice, friendly neighbours, all ages, not just old people - mixed.
I love that you can bring visitors to the water tower; the beaches.
The beaches; the walkways.
Uniqueness - we are not sucked into large corporate ways; it offers pretty much everything - I'm looking for being able to do things in everyday life; Well, it's a very good place to bring children up.
It's a small, slow-paced community; no traffic lights; the mountain and the sea - it's a great place to live.
Been my home town forever; easy access to things; very supportive community - we know everyone and if anyone needs a helping hand, so, a nice community spirit.
The parks, when my kids go there, they have a ball - I have got an eight year old and a one year old and it accommodates for all; the communities - the township where I live is very friendly; I have lived here all my life, I can't say anything bad about South Taranaki.
I love it here - born and bred, love the small town; I love the weather - not huge extremes; the facilities we've got here, Lake Rotokare, beautiful beaches, parks, and reserves.
My family have been here six generations; I love the community atmosphere; the mountain, the beaches, and the people.
The bus service; the information that we can get from the library and if they haven't got it, they will always get it for you; the tidiness of the town.
Clean air; water out in the river that I can get into everyday; I enjoy the peace and quiet and the sky at night.
We're urban, but it's a pretty rural, peaceful place; I don't have to travel too far to get to the services I want; we're well provided for with services in general by the Council.
The friendliness of the town - I think the racial friendship of the town is pretty good; the upkeep of the whole town's facilities overall.
The lifestyle; Taranaki itself is a small population province so it's easy to get around; a great place to bring up a family.
Community availability i.e. pools, parks; I like the easy access to the beach; pretty much family stuff i.e. going up the mountain and going to the beach in the same day.
It's semi-rural nature - we migrated from Auckland to here; there's job opportunities; you've got to say the facilities - the parks, the cinema, the pool, and things.
It's a nice, quiet place; it's friendly; generally, the location, we can get to lots of places.
I walk to work; when the sun shines; everything is close.
Not too overcrowded.
Not crowded; easy to get around; pretty relaxed lifestyle.
I have family here; no busy traffic; good weather all year round.
Nice and central south and north; nice, friendly community; beaches - a lot to choose from, a mountain to climb and lots of walks.

The parks; the beaches; mountains.
Not much traffic; it's laid back; just the mountain, the beach, and everything that's here.
Suits me; smaller townships; not that far from New Plymouth or Stratford.
I love the closeness of the sea; the small area; because it's countrified.
The mountain; the beaches; the quiet life style, not as hectic.
The mountain; the Rotokare Reserve and the Hollard's Gardens and they are all free to visit; the beaches, walkways, and lakes all at our back door, we are lucky.
Quieter than the cities, you don't have to contend with the traffic.
It's a small town.
There is no busy traffic; it is home.
I have lived here all my life - haven't lived anywhere else and I am quite happy.
Tranquillity, peace, and quiet; job opportunities.
I like the people, they are friendly, helpful, look out for each other, and will support each other when needed; I like the new civic centre idea in Hawera and the way they are trying to upgrade and improve the main street; I think the Council listen to us people - they are in touch and they are approachable.
This is where I have grown up all my life - if anything else come up we would move - no tie here.
Peaceful; not too far away from the main city of New Plymouth; it feels like country, even though it is not.
All my friends are here.
I just love it here.
Good place to raise your children - it's a small community, from my experience, when it's a small community, everyone helps out looking after each other's kids, giving each other breaks - having other kids to grow up with my kids; my family live here.; this is where I grew up.
Nice, little, small community - well rounded.; it's well maintained, it's clean, parks and roads are well maintained - it's a pretty nice place to be.
The rubbish collection, compared to other areas in Taranaki; the water supply, we don't tend to have shortages since they did the upgrade; the parks, they're kept tidy and clean, and they have lighting in them.
Location - good area to live in, wouldn't want to live in Auckland; the lake, the sea, and the mountain - everything is nice and close;
The beaches; the parks and reserves; the swimming pools.
Friends; family; schooling.
Just living out in the country.
Quieter; close to the rural quietness; semi-Rural.
The lifestyle - we have everything that we need, it's nice to bring up kids, it's laid back for kids; the community - I think there is a lot of support with fund raising events; I feel like the mayor gets to know his community.
The mountain - we see every morning; The people - most of them are very helpful and very friendly.
Whakapapa from here so I feel like this is where I should be living.

Closeness to my work; the facilities provided - the parks and the playgrounds; the public library - just that it's free to use.
Cheap rates; cheap houses; close to the beach.
My building - huge, my playhouse, my man cave; the township - I like that it's peaceful - I like it here; the people - most of them are good, neat people, happy, they talk etc.
Good communities; clean main street.
Swimming pools; parks; playgrounds.
The access to the beach being right there; it is not a big city, so you don't have to worry about traffic.
Not many people - it's easier to get around, driving to work and stuff; good stuff to do - beaches and the mountain.
The fact that its relatively unpopulated; the fact it's close to the beach; the cost of living is relatively low compared to other areas in New Zealand.
Good pace of life - always lived here, we like it; good facilities for sports and community things; friendly town.
A lovely mountain I can see out my window.; lived here all my life; it's a great place to live, really.
People - in general, a happy, helpful nice bunch of people; I like living where I am semi-rural, but you can drive half an hour, 40 minutes to a bigger city; beaches - a lot of people that come here haven't seen the black sand. We don't swim there, but they are very pretty and nice to walk on.
The parks - well maintained; the space - not a highly populated area its quite nice; the towns are nicely presented.
The parks that we have got, for the kids; the reserves for the kids.
A great view - the mountain; it's clean, tidy, and pretty safe.
Family having them around; people - friendliness; the beaches - being able to access the many beaches around the area.
No traffic - I used to live in the city and it's really good up here; it's like living in the country - really good; so quiet - compared to Wellington, the city.
My job's here; the lovely weather; the ruralness, the mountain, the coast - not a bad little spot.
I love my job, I enjoy the place where I work; my family; I like small towns - to be able to get around town is quite easy.
We are only here for the jobs.
Employment opportunity; meets my needs at this present time, hospital services, some form of transport through to the city of New Plymouth; being able to keep our sports facilities like the hub.
Family; beaches.
It is a quiet place; I like the weather and the sunshine here; the traffic, it is not busy.
The best place in the world - all the services that we require, parks, swimming baths; great water supply; not over populated.
The rates are pretty good compared to other areas; it's nice and quiet here.
I just like it - I like the people, most people are friendly; I like the town - it has most things I need.
Not too hot; not too crowded traffic - is not a problem; still plenty of things to do, heaps of golf courses.
The sea for fishing.

The mountain; the tourists; just breathing fresh air - much better than Auckland, no rush of traffic like the cities.
Our local parks and reserves; Puke Ariki is quite good, I like going there.
Family; the environment, being able to get to the sea and the bush or up the mountain; a more relaxed lifestyle, not a city feel.
I like the small town community; we're close to New Plymouth.
It's my home, it's got everything I need; Nice and little, small town feel, life is not that fast - slow paced town, nice to live in; you are close enough to the beaches and the outdoors.
Close to the beaches; employment opportunities; living close to the mountain.
The natural environment, we have many choices and access to things that are well kept; the public services, I think that they are looking at ways to improve the public services, access and public transport; that it's not too big, population wise.
We don't have the water restrictions we used to have; the parks and playgrounds.
The sea; the mountain; fishing, hunting, and tramping.
The mountain; our beaches; our gardens.
Water scheme where we live, we are on the Waimate Water Scheme - it's important to our business; the location - between the sea and the mountain; thankful for the services we have at our disposal.
I like the parks and reserves; I like the gardens and the libraries - they do an amazing job; I like Opunake Beach.
It is peaceful; the environment is clean; the neighbourhood is friendly.
The lifestyle is peaceful and the people are friendly; dairy farming (animals); good lifestyle for the kids.
Our libraries; our free swimming pools in Manaia and Kaponga - it's free entry to go in and I think it's great for our kids, they need to learn to swim; some of our parks are cool.
Generally, being here - we have everything we need; the libraries; the swimming pools.
It is relatively quiet and peaceful; not too many people; there is an opportunity for the young to buy their own house here - it is a lot more difficult in other areas.
It is quiet in the area of Awatuna, in all rural areas; nice view of the mountain; lots of different things to do, like the rural pools.
Pretty happy with the number of recreational things provided by the Council.
You look out the window at Mount Egmont, out the other window you can see a little, tiny bit of the South Island sometimes; we don't flood, which a lot of places do, well not yet anyway; it's a good life to have, really.
The King Edward park; the peace and quiet; the affordable housing.
Cheaper living, originally from up North.
Our beaches; our parks; the friendliness of the town.
The peace and quietness.
Nice and quiet; we know all the people around us; close to the mountain and the sea.
I guess the environment has a big part to play. Like the climate, the scenery, and the people and I like the size of the South Taranaki towns. I have a job that is meaningful, which I might not be able to practice elsewhere.

The local beaches - they're just nice and easy to access; the mountain - it's just nice and easy to go up there if you want to go for a walk along the bush line; just the Manaia township - It's just nice and quiet and this block that we're in is just nice and tidy.
The weather is beautiful in Manaia, a different climate; it's not so busy, no cars, hooligans, or boy racers - where we are, we can hear the beach and the farms, but we can still hear the cars going through.
We live on the Normanby Road and when we open our back door, you've got the mountain; I suppose an accessibility to the beaches.
It's heaven.
I like the beaches; the mountain; I like Manaia - I like the smell of bread cooking up at Yarrows.
Small town, I think it's a great place to bring children up; close to the sea; not too far from Hawera - nice and central.
Main attractions.
The location - it's central; the facilities are pretty good, just overall, the standard of them is pretty good compared to other areas; it's spread around - the facilities and the money, everybody gets something.
The beach; Hawera has everything you actually need; Opunake is lovely as the kids go to high school there and my parents live there, I moved them to the Opunake area because we like living in South Taranaki so much.
The library; the drinking water; the swimming pool in Manaia, which is 100% subsidised by the Council.
Dairy farming; the lifestyle; good part of New Zealand.
Peace and quiet; the rural view; smiling people.
Plenty to do; beaches - they are nice beaches to take the kids to; the actual town centre in Hawera is really nice at the moment there is a lot going on - upgrading.
The environment; the community; we are fortunate that we are a well off area, we have a lot of access to things.
The availability to work; rural schools - a tight knit community, in some city schools, you don't really get that; Close to the sea and also the mountain.
The mountain - one place where you can ski and surf in the same day; the sea - one place you can surf and ski in the same day; climate - I like it - we don't get extreme heat and don't get extreme cold, I can't handle it too hot.
Probably the friendliness of people; the mountain - you can go tramping; the sea - probably just walking along the beach.
The quietness of the place; the countryness.
Just the lifestyle - laid back.
The environment - location of the coast and the mountain; the people - generally pretty friendly; job opportunities.
Plenty of fresh air; I can see Maunga Taranaki nearly every day; Easy shopping.
Not overpopulated; access to beach, lake, and parks; very little pollution.
The mountains; the community for my children; my family.
Sports facilities; parks; community spirit.
The people; everything is here that I need; I can't afford to live in Auckland.
Very friendly; nice and quiet.; It is only ten or fifteen minutes from Hawera.

The people; the businesses care about their customers - wonderful service.
It's a beautiful place; don't have a lot trouble in Taranaki.
The people - they are friendly - most of them are friendly; local government - there are times we have been in Hawera and we have come across the mayor and he is quite open to talking to people on the street; it's not like living in a city - I am glad to be out of the city, I like small town life - I am city born and bred.
The parks in South Taranaki; the pools in South Taranaki; just because I love it here.
Community; facilities.
My family and my friends; plenty of golf courses.
Nice and warm; quiet.
Close to the mountain and the sea; recreation - hunting, fishing, sports, and tramping; community - Involvement with the RSA and sports clubs.
Quiet; got a bit of space; Got the sea, the coast, the lakes, and the mountains - plenty of stuff to do: fishing, gardening, and Yarrows employ a lot of people.
The closeness to the mountain and beach; wide range of facilities and activities.
My wife lives here; I own my own house; pretty quiet - Manaia.
The proximity to the mountain.; it's nice and quiet; it beats working in Auckland.
The outdoor opportunities and activities; picturesque - beautification of South Taranaki; lack of public cars on the road and an easy place to get around.
A beautiful place - the beaches, views of the mountains, and lakes, lovely little place that you want to be in - we came here for our retirement and it has not dissatisfied us; all positive.
The wide open spaces; low population; friendly people.
The lack of people; the lack of tourists; the wild life.
The campgrounds; the beaches - Middleton's Bay; all the amenities and infrastructure in town - the high school, the Sandfords Event Centre, and the theatre.
It's my home.
The weather; the community; general wellbeing.
The mountain - Just it being there; the sea - just the calmness of sea water; the sunshine when the sun comes out.
Our community; the beach; the parks.
Generally a very good area, good beach, and the people are friendly - things are mostly good; there's normally stuff going on for families like the Opunake Beach Carnival, which is run by the Opunake Lakeside and Opunake Lions and the Council generally try to assist.
The peace and quiet of the country; the small town sort of feel.
The people are accepting and more laid back; the weather; where we are located in Opunake, the mountain and the sea, we have it all.
Pretty, rural; quiet; Got a lot going for us.
Beach down the road; take the grandies to the park; movies - can go to the movies in Opunake.
Grandkids; nice, coastal feeling; most of the people around here are quite friendly.
It's not too stressful; good community - we're a small, little coastal town here, it's just a cruisy place to live here without much traffic; reasonably safe community.

Being on the coast; the roads between the towns in South Taranaki all seem to be kept maintained; the townships themselves are pretty tidy.
Fresh air; the beach; personal choice.
Rurally - sparsely populated; good schools.
The feel; the people - friendly people; being clean.
The atmosphere of South Taranaki - it's a quiet place and there is not much traffic - it has got everything that you really need; the accessibility to places like the mountain and the beaches, they have put that new walkway down to Waihi beach; most of the Council properties are pretty well looked after and well maintained.
The reserves; the fact that the libraries share books between all of the Taranaki regions; it's where my family is.
Easy access to most places. it's quiet; it makes me feel safe.
People are nice and friendly; nice environment; a nice, happening mountain.
Lack of congestion; a laid back sort of place; interesting weather.
Looking at the mountain.
The community; the quality of life; the rural, town, village, lifestyle balance.
The people; the pace of life.
The weather - it has been very sunny lately; friendly people; very good dairy farming.
It is more peaceful than living in a city; easy access to shops.
The heated pools; It is a good farming environment and agriculture; it is not too overpopulated.
The mountain; the sea; everything is quite handy.
The sea; Patea Beach; the mountains.
The openness; the small town for shopping - easy to get into; good place to bring up children - the lifestyle.
Shopping in Hawera; satisfaction with shopping in Patea; community - it is good to get together.
The beaches; recreational dam and waterways; Patea's tight community.
The area is very quiet.
The community; lifestyle - like, plenty of outdoor activities - hunting, fishing, and diving; good support networks- like good schools.
The people - it's a cool area to be a part of and grow up in - there are a lot of things to do, it has a very community feel, it's easy to be involved in things; It always seems to be clean, rubbish-free and environmentally friendly; It's aim to control pests and look after our birds and wildlife.
Clean drinking water in Waverley; the libraries in Patea they are great.; Hawera's main street is lovely, and there are no parking metres in Hawera.
All of our family is here; I am an ex-farmer, so I enjoy the rural setting; coastline and the mountain views pretty and handy location wise.
No water rates - that's a good thing; the beach is close by to where we are; not too close to town Hawera or New Plymouth, it is not all cluttered, there are not heaps of people here.
I love that it's not a fricking concrete jungle - I like that it's natural; I really like the rubbish and the recycling things they have here, it's really brilliant and they should have it everywhere; just how easy it is to communicate with the Council on issues that may arise.

The mountain; the lifestyle; the small community feel.
It's my hometown - Patea; it's nice and quiet; it's reasonably cheap to live in (Patea) and central to my work.
Weather; activities; scenery.
The view of the mountain; the community feel; it's a reasonably safe place to live.
They have a very good reading programme through the school at the library; the swimming pool; parks.
The people - people seem to care and provide support for each other; the natural environment - we have the mountain and the sea close by and accessible; The arts and culture - I think South Taranaki has a strong arts and culture scene.
Opportunity; beach; land.
The view - the mountains and the ocean; I think it's a great place to raise a family; I think it's got good community - I think it's a great place.
I love the weather - it's not muggy, not stinking hot, and not cold - I am from Queensland; Whenever I have needed to know anything or needed guidance from the Council as a business owner, they have been very helpful; really like the parks, my kids love going to them - I have eight kids, If they're happy, life's happy.
The beaches; the free pool.
Nice and quiet in Auroa; the parks and environmental spaces i.e. Opunake Beach and up the mountain.
The parks; the beaches.
The mountain; the beaches - so close to swimming.
Access to patrolled surf life saving beaches - Opunake; parks and recreation - walks and things at Mount Taranaki; the local things you can do e.g., the Opunake Coastal Walkway.
I like that we have got free car parking; the free rubbish collection; I like that it's just such a close knit community.
Lifestyle - close to beaches and mountains; family; for us, living in a rural area is important - our living.
Mountain; people - they are laid back.; beach.
It's home, have always lived here and probably always will.
There are so many free things to do like Hollard Gardens, King Edward Park, and Nowells Lake; access to the parks and sports venues is easy; the climate is really good around Manaia.
The walkways in Opunake - they are well maintained and they are nice and easy on your body, the gardens are kept well maintained; being safe - my kids can go to the park and I know there are not going to be needles or that kind of paraphernalia all over the place; the graffiti around town - we don't see much of it because the Council are onto getting rid of it.
The beaches - they're always tidy and look nice; good swimming.
The mountain; the ocean; the people- unstressed people.
The mountain; it is quiet and not busy.
Good farming opportunities; good sports venues.
The people; the mountain; the scenic places, like the walkways.
Living next to the sea; the mountain.
Not too overpopulated; the beach, places you can go for a walk with the dog etc.; the outdoor activities.

The mountain - to wake up every day and look at it; The sea - just in our backyard; the rivers.
Living rural as I used to live in the city; free swimming pools.; no traffic lights.
Not so busy; cheaper lifestyle overall - like food bills, transport; General lifestyle, good place to raise a family, like for the kids to have access to libraries and the swimming pool amenities.
The climate - I like the winter; the peacefulness - there is hardly any noise in the street at night, if there is an issue with noise, you just ring noise control and they deal with it; Hardly any traffic - coming from Australia, it is marvellous.
It's laid back; everything is pretty handy; it meets my needs.
It's the array of parks and reserves; a lot of opportunities that are free for the kids; the free water stations in town.
Sense of community; the way the town is looked after as far as progressing with replacing buildings and that sort of thing; Number of clubs and things, like pipe bands, that you can join.
Joy of the farming, good area for farming; seems to have everything that we want for our age group; amenities.
The mountain; the coast; rural-ness.
Being able to get anywhere in town in 5 minutes; lack of traffic as I'm getting older; friendly people.
Close to the coast; close to New Plymouth; like, the rural feel of the town.
Always been a great town to live in; has good facilities, in the main; numerous clubs and organisations.
Near to Mt Taranaki; near to beaches; reasonable job opportunities.
Great public spaces; access to cities but not living in one; small-town feel.
Open spaces; beaches; mountain.

Self-selecting sample - online survey

Parks; library; no traffic lights.
Family friendly; clean; starting to improve the town centre.
Beaches; mountain; the people.
Beaches; mountain.
Community; beach.
Smoke free parks; our beaches; our maunga.
Reasonably cheap housing; reasonable medical facilities; well cared- for parks and gardens.
Beaches; small town/community feel.
Beach; green spaces; weather.
Rural pools; public events i.e. movies in the park etc.; rural schools.
Beaches; mountain.
Great sea views; people help each other out.
Cost of living; not over-developed; low crime.

Affordable living; proximity to big cities; the mountain.
Having the privilege of Rotokare nearby; close to te maunga for tramping/climbing; close to Waihi and Ohawe beach.
Seeing the mountain; the people; the energy.
There are no traffic lights and I can travel across town in minutes.
Quiet; not too much traffic (where I am); peaceful.
Our home is a holiday home so we love the peace and quiet and the beach; Lots of garden tours; Cheap bus services between Waverley and Hawera and Hawera and New Plymouth.
Rural aspect; small population; no traffic jams.
Family; Waverley; peace.
Weather; good neighbours; close to larger towns Hawera and Whanganui.
People; the parks; safety.
Not too much traffic; Not too many Chinese and Indians; proximity to the mountain and beaches.
Peace and quiet; atmosphere; community.
Quiet.
Close community; smaller; simple.
The schools; parks; beaches.
Opunake is a great little town; the people; the space.
Community; people; facilities.
The parks; the beach; friendly town.
Affordable housing; parks and things to do with family; swimming pools.
Low population; community feel; natural beauty and beaches.
Clean air; close to the sea; relaxed pace of life.
Clean; peaceful; good vibes.
Access to public areas (parks, beach, river, mountain); no traffic jams and 8 minute bike ride to work; community - being a part of it, contributing to it and enjoying it too.
The clean air; The replanting done by the farmers; the large open spaces.
Climate; people.
Rural seaside life.
Pace of life; parks; friendly.
Lifestyle; parks and reserves; beaches.
The beaches and coast.
Friendly relaxed atmosphere; great facilities e.g. hub and pools.
Community.
My family is here; there are no traffic jams; close to a beach and a mountain.

Being near the sea and the mountain; great street and neighbours.
Friendly community; King Edward park looks great.
The sea; the mountain; the fireworks show until they cancelled it.
It's HOME; Friendly locals; Great District Council . Thank you TEAM ROSS.
The mountain; the beach; the close knit community.
Libraries.
The people; the calmness; lots of events.
I work for Fonterra; most of my children and grandchildren are here; quiet.
Seeing the mountain; being able to drive to the beach and/or the mountain; being close enough to a city but far enough away to not be in the city.
Currently the town strategy; future-driven goals.
The access to services like the library, the pools; Having clean water to drink, having effluent flushed away, having my rubbish picked up; having clean central business districts.
Access to nature; good town; good facilities.
Proximity to outdoor spaces; friendly; activities that are on.
Family; friends; community.
Mountain; beach; lifestyle.
Friendly village; good place; like the quietness.
We have amazing natural resources; great communities; understanding people.
Rural.
Proximity to the beach, the mountain, and the bush; parks; cleanliness.
The mountain; family; work.
Relaxed atmosphere and friendliness of residents; good level of services despite being a small population e.g. telecoms, health.
Community; beach; lifestyle.
A reasonable standard of services; a pleasant living environment; a small, clean village atmosphere.
Good community; clean parks; good beaches.
The people; the area; fresh air, no rushing, beautiful, true New Zealand lifestyle from the old times still remains here. So, please help keep it beautiful.
It's home; slower pace of life; plenty of open space.
For me, its being home; close to the mountain and sea; some nice facilities.
Used to love visiting our lakes and public walk ways. Many of which are now over-populated with freedom campers.
Beaches; mountain; family.
People; affordability.
The sea; no traffic lights; expansion of walkways.

Love the parks and lakes.
It's where I work, so not much travel; close to the mountain and the sea; house prices.
Stunning natural landscapes and beaches, e.g., Ohawe and Waihi Beach reserve; Friendly, local-centric communities; decent public amenities, like parks, pools, library, etc.
Mountain; sea; country living.
We have everything we need around us; Hawera is a friendly town; it's a fairly safe place to live.
Born and breed here; small town communities; a lot of industry e.g., Fonterra.
The mountain; the people.
It's not over populated; the beaches.
Love the quiet little town; there's plenty of job opportunities.
Access to parks and outdoor resources; ease of availability to places; good services.
Proximity to the mountain and the beaches; beaches; weather - (mostly).
Nothing; nothing; nothing.
Weather; quiet.
Beaches; people.
Nice small town; rates aren't too dear.
Handy to work.
Friendly; cheaper/affordable living; everything is at our doorstep - sea, mountain etc.
Ease of getting around by walking or driving; the facilities that are close at hand, such as the library, movie theatre, bmx track, parks and playgrounds, skate park etc.; the relaxed pace of life.
Rotokare; water included in rates; free events.
Good people; good school; good way of life.
I like the easy access to nature, the sea, and the mountain; I like the (very) small town living, but with nearness to larger cities; I like the diversity of races and cultures, Pakeha, Maori and even Philipino, Indian, and more.
Small town with every amenity and no queues; beaches, mountain, walkways (walkways could still be improved though); cheap housing.
Parks and reserves; Mount Taranaki; clean air.
The people and views of the mountain.
The mountain; the friendliness of the people; the pace of life.
Mountain; rivers; seabeds.
No traffic lights; low level of humans; tight knit communities.
Mount Egmont; quiet neighbourhood.
Our natural environmental features; access to services, e.g., shops, libraries, pools; weather.
It's beautiful; tidy; fresh air.

Friendly; clean; tidy.
The park and reserve facilities; the free library services; the friendly people.
I love that I know my neighbours; parks.
South Taranaki has always been home.
Unique environment; friendly people.
Living next to the Maunga; our townships are within 15 to 20 minutes of each other; living within the rohe and boundaries of my iwi.
Topography; people; coast.

17.20 Suggested improvement areas

And what are three things do you think the Council could do better?

Random sample - phone survey

Listen to the community; tidy up our town, public toilets, parks etc.; spend some money on our children so they have things to do instead of roaming the streets - there is nothing based here in Manaia for our kids except the pools and the skatepark, which no one uses because of the drama that Council created by not going about that in the right way.
Toilets - tidy it up a bit, make sure the maintenance is kept up there are vandals from time to time.
Communication with dog owners about dog control. Do the public know what the Councils role is when dogs are wandering? Management of storm water drains in the hill country areas. There have been slips and washouts caused from blocked drains which has damaged access and farm property.
Clean the public toilets more often; Encourage people to use green open spaces; Maintain shower block at Patea campground.
Fix toilets; Look at the footpaths.
Rejuvenation, Regeneration is coming up in Eltham, so I have to give them a chance.
Improve facilities at the beach to include cleaning of changing rooms twice a day in busy season; Clear the area at turn-in to lookout and provide seating and/or camping area; Be fair about green waste fee. We pay our rates but don't qualify for gold card subsidy as Patea not permanent residence.
More farmers markets please.
Nothing.
A shaded or indoor play space for young kids. Do more for young families - activities focused to them. Still feels a bit old fashioned, modernisation is needed.
Upgrade some of the older footpaths; upgrade some of the roads.
Target the lack of repairs on the roads.; More consultation from the public on where they're heading.; More emphasis on promoting the town and trying to make events happen here that we can get behind and support our local charities and what not.
Provide rural rubbish collection like they do with town people. Incorporated into the rates.; I don't agree to paying for services we don't use, sewerage, we have a septic tank and rain water.
Fix some of the roads.
Crossings - I'm unhappy with all the crossings, not proper pedestrian crossings. They are on four corners at TSB. I have seen traffic held up for ages there, backed up traffic. There are a lot of us that have commented on the crossings, us, more elderly people. They would be better if they were up further, not on corners. People just shoot out as if they all have the right of way in the world.
Encourage more people to stand for Local Government elections - Patea's Councillors are not very good!; More general maintenance around the smaller areas especially Patea, eg. Cleaning of drains, spraying/trimming footpath edges etc.; More routine animal control patrols around Patea.
Get rid of the homeless that sleep on the streets in Hawera. They sleep there night and day. You have to walk around them when you are doing your shopping; They could do more about the roaming dogs in Hawera and Patea.
Make more walkways and improve current walkways including toilets, eg. at denby beach; More street sweeping to improve drainage.; Upgrade and maintain better, all public toilets.

<p>They should be more proactive and encourage more business growth; they need to, in the town of Hawera and possibly other towns in the District, buy up some of the state housing and develop it for better housing, because we are short of housing, perhaps there are other places they could develop for housing if the Council developed it instead of developers having to do it all - developers might not develop the land as they might not have the means to do it; the Council should find out if some of its services are being used, especially in smaller towns - is it worth keeping those services going for a very few or should they spend the money somewhere else?</p>
<p>It is under very good leadership, the Mayor is very good.</p>
<p>Maybe some of the one lane bridges could be made into double lanes.</p>
<p>They are doing their best; there is a piece of land next door to us and there was someone grazing his stock there - I rang up the Council to inform them and they told me that the land belonged to him and it was okay, I told the Council it was not his land, it was Council's land, they rang me back an hour later and told me I was right, so, if it was not for us older generation knowing these facts, these things would just happen.</p>
<p>Reduce our rates. There are a lot of things, it's our own individual choice if we use them. We don't use the pools, but we are still charged for them.; Do something about the water situation, build more reservoirs.</p>
<p>Give a bigger discount to pensioners on their rates.; The Leisure Centre facilities should be free for pensioners.</p>
<p>More stuff for teenagers to do, new activities, there are stuff for younger people but we need more stuff for the older teenagers to do.</p>
<p>I think the footpaths are important to keep up to a good standard, as it is not good if people trip over.</p>
<p>Respond to complaints about barking dogs with much more authority.; They could do better with footpath maintainance.; Communication of events and Council progress.</p>
<p>A few more public reserves for people to use and continuing development of the walkways; Choose contractors that will fix the roads properly.</p>
<p>Newsletters. I just want the newsletters to be completely recyclable, able to pick them up, read them and put them in the bin.; I think the Council could let the people know the oil companies are on the way out and we need to be more into renewables. Any money spent subsidising the oil companies should be rediverted into developing renewable infrastructure.; Weed and water control, we are getting to an era where we have to look after our environment.</p>
<p>They must consult with the people on when, how, why, and what they are going to do.</p>
<p>Review the way public consultation is, especially how to get more comprehensive feedback.; One reason is because the amount of feedback that the public is not giving because of busy lives, etc. and they really are needing the feedback.; They should be more innovative in how to get public feedback because of the current consultative environment and it is required by legislation.</p>
<p>They could upgrade the roads.</p>
<p>Keeping the street and the berm tidier. They wait too long to give the gutters a spray; There are never enough kids parks and activities - goal posts around, netball, tennis courts, basket ball hoops.;</p>
<p>They do a jolly good job; it would be great if they could fix up the road, they do come and fix the easy bits, but it is the bigger jobs - Dalziel Road, It s not too bad, I have seen worse though.</p>
<p>The new walk ways they have created, Hawera, could be a little more greener, they are bland and concrete.; Footpaths, central Hawera, excluding shops, not the paved ones but the maintenance of the concrete ones.; The flooding in Victoria from TSB to St Josephs often backs up to the pedestrian crossing with rubbish and leaves and mud from the trees. The kids have to walk through or jump to get over the pedestrian crossing. It's worse in the winter.</p>
<p>The building consent system could be improved.</p>

Maybe spend money better. Probably looking after the other districts.; People have quite a strong feeling that, in the South Taranaki District, everything in Hawera is looked after better than other districts within it.
They took the centre town toilet away to build new shops and an arcade we need more toilets in the middle of town.
The swimming pool - the admittance charges - it can be quite expensive if you want to go for a swim.
Roads, maintenance, there are a lot of pot holes, so maintenance.
Cheaper dump fees; Try to get all the shops in town that are empty, full; Lower rates, don't let our rates go over \$100.00 a fortnight.
Falling dead trees, falling onto my property and breaking fences.; Some Council representatives can be a bit pushy regarding our oxidation pond on our farm property, they gave us a deadline and we couldn't meet it because the contractor could not do it on time because of his workload, the Council gave us a non compliance notice because it wasn't done on time. This was not our fault and it is not good to get a compliance note against you. She was not accommodating.
More notification about what they are going to do, like a leaflet drop. They could do a public meeting once every couple of months to give the townspeople information about whatever they are going to do. There is a public noticeboard in Waverley but I've never seen anything about the Council on it.
Look at ways of getting more shops in the main centre, that aren't food or hairdressers.
Don't waste money on stuff we don't need. Stupid walkways and things like that.
Public transport in Hawera around town, especially for the elderly.
Public toilet could be better, upgrade the one we were talking about.
Improve roads and pathways.; Extend the rubbish and recycling areas.
Maintain the roads everything else is pretty good.
They do a magic job, they do a really good job.
The mowing of the berms in Waverley. They could be mowed more often, some are pretty rough looking and look out of control.
Definitely the footpaths; Crossings as well, big dip in it - at the White Hart and The Emporium. Most of the crossings are level crossings but this has a big dip in it.
Improve the taste of water in Hawera.; Keep improving the CBD of Hawera. It's improving but it can be better. More variety of shops, the only way to get more shops is if more people are visiting and so they have to find a way to get more people into town.; Then tidy up Eltham town. Just, it looks abandoned. It looks like it's an abandoned town.
The second park in Hawera does not get the time and effort that the main park does.
Centre of Hawera could be tidied up better, a lot of old buildings. Patea has a building that has a collapsed veranda; The state of Glover Road and Waihi Road. They are the two main highway roads and are in a poor state of repair.
I would like them to plant natives along the new walk way on Denby road.
Cleanliness of the towns in general. Most of the towns need a bit of a tidy up, streets and gutters; The roading. There is a lot of potholes and uneven surfaces; Animal control in the towns, mainly wandering dogs.
The dogs are always running around, roaming dogs in Normanby.; More activities for the teens.; The rubbish on the beach, people leave it laying around instead of taking it with them.

The homeless fella on the main street of Hawera. He should be asked to move on or the Council could find a shelter for him elsewhere. There must be a granny flat or something to get him off the street.
Remove the trees from outside the R.S.A, we have been wanting to get rid of them for years.
Look after the small towns a little bit better, with regards to maintenance.; To have a zero tolerance to wandering dogs because they are an accident waiting to happen.; The mowing of grass in smaller towns more regularly.
The street lighting is horrendously bad in Eltham, if you are standing under a street light and you can't read your watch, then the lighting is bad.
The walkways between Normanby and Hawera and the cycleways on the main roads could be improved; we could improve Hawera by sprucing it up a bit - the roofs in Hawera are in a poor condition; fruit trees like feijoa, peach, plum and apricot that don't require sprays to grow could be planted in our parks and reserves, also, involve the public in the trees' upkeep - there could be planting and pruning demonstrations for the public, vegetable gardening and compost making. I would like people to be able to feed themselves if we get into a bad slump or financial trouble, if the world has a recession, which is more likely than not; explore ozone as a form of water purification instead, of the use of chlorine - avoid fluoridation if possible.
Communication.
Pest control - more of it. Feral cats, there are a lot in Albany Street, Patea.
Being fair to everyone, sharing things around; Don't put the rates up too much all of the time.
Our rates are going to increase to pay for the stadium. The local Yarrows stadium in New Plymouth. It's in need of repairs and all of Taranaki is paying for it. We hardly ever use it.
A place where you can walk your dogs. There is one but we need more and are suitable for small dogs; Get on top of some of the roading in town - Manawapou Road.
The tidying up and appearance of High street in Hawera.
They could bring Hawera back to life.
I think we are all one, all equal but I think the Council are far too Maori orientated. The Maori have more rights and the way the Council are doing it, it will cause disharmony in the community.
The road maintenance.
R.M.A processes.; Consenting processes.; To actually want the district to progress.
Get more input from the community on anything that will affect them.
The roading and footpaths need improvement in Hawera.
I would like our green waste to be picked up on a weekly basis at this time of year (Summer) and my recycling could be fortnightly.; Permits that must come from Council. We seem to be getting a lot of eateries, second hand shops and hairdressing shops. When we first moved here, there was a main street full of businesses.; Courtesy crossings are an accident waiting to happen. People are just walking out onto them. Kids are failing driving licences because they are stopping and allowing people to cross on the courtesy crossings but they are not pedestrian crossings. I have suggested Council do what New Plymouth did and put up signs telling pedestrians to give way to traffic.
Make the pools free for rate payers, basically give back some incentives to the rate payer.
Increased funding for rural halls.; More child friendly or parent rooms available in Hawera; One parade at Christmas time.
Consultation, more advertising and more in the media.
Put more focus on the smaller towns, rather than just Hawera.

Obviously put more money into the Patea district.
Reduce the rates.
Footpaths; Drainage; Pot holes.
When I go swimming, the stock trucks go past and it really smells, so they should be confined to Glover Road; pest control - like, the rats are getting out of control because we are always catching them and that is because we live next door to a neglected reserve, it is off Rod Symes Place; there is a need for more roundabouts, but that could be the state highway - transit New Zealand, but there really is a need for a roundabout on Turuturu Road and Glover Road, and also, South Road, Waihi Road and Denby road.
Not over regulate. Keeping things simple. Keeping to their core business, not a lot of social namby-pamby crap. They tend to get carried away sometimes.; Fiscal responsibility.; Listen to what the constituency wants rather than go off in directions that the Council offices want to. What the majority of the public of South Taranaki want, not a few.
They could provide more easy, quick, development for residential and commercial.
The Council could get out and get more animal control people and get the dog people out more on the roads and get these wandering dogs away. Let us see the dog people around more often.
The maintenance of the maraes and the Maori cemeteries.
They should give the local newspaper a rev up - The Hawera Star, we get the Opunake paper and the Stratford paper and there's a lot more local content in the Opunake one and the Stratford Press - like, we have a lot of kids excelling in sports in Hawera, nationally and yet we do not hear about it - I am quite happy to read about the youth excelling in sports or other activities.
Not have so many vehicles driving around, Council vehicles.
Improve residential developments to be better planned; Concentrate on Hawera rather than the out lying towns, spreading resources too thin.; If the Council could encourage businesses to help the town grow.
Better roads, just smoother and nicer to travel on; Probably just less rubbish around the place, it should be cleaner.
I think they could reassess my rates and what I pay. I have a granny flat my mother in law uses, that uses very little water, but I have to pay for a whole other dwelling and I don't think that's fair. Probably difficult to look at consumption, of course.
The roads - the roads could be better, they just get potholy and could be kept up a little bit better - probably more on the edge of town, but even in town, they could keep a closer eye on it; the storm water - sometimes it's quite floody; the halls and different facilities are quite expensive for what you're getting.
The water.
More contractors out on the roads. Upkeeping the gardens and around the place.
Spend money more wisely; Use common sense instead of consultants.
Cleaning up of streets after storms; Lower the rates.
More work on the roads. Just too many narrow bridges.
Our town supply of drinking water. There must be a solution. I have never experienced such poor quality water as frequently in any other town that I have lived in.; Waste management. Recycling in businesses is something that should be done for free. I think a local town composting scheme should be put in place. Possibly even a hot composting facility should be put in place for commercial compostable products.
The homeless man who is intimidating in Hawera town, he sleeps in a shop front.

The toilets in Cornish's car park on Little Regent Street need an upgrade, because if a tourist went there, they are bad; Derek, the homeless man, I know the Council have tried to do something with him.
Not to concentrate so much on Hawera but look at the smaller towns.
They need to look at how the rates are paid - I pay Auckland prices and I haven't got an Auckland house, the rates are too high; we have an aging population and they cannot afford this; they could listen to the ratepayers, to the people in the towns.
The Council could plant Norfolk Pines on the beach for shade.
Control of roaming animals; Maybe our rubbish collection.
Keep fighting for the hospital and the facilities there. Wonderful hospital or the elderly will have to go to New Plymouth or into a rest home.
Making more access to towns that have short distance to travel by foot.
Spend more money on trees on the road side and put in cameras for security.
There's a walkway on Denby road, there were more stages planned, but it's sort of gone quiet and it's hard to get information on them - and one of them was a mountain bike track; I guess, the water - in summer, the water taste and discolouration is quite a nuisance - apparently, it's no threat to public health; I guess, some stuff around the roading - in terms of cycling, some of the roads are a bit cut up and have potholes on the edges, which forces you to ride further into the traffic.
The tidiness of our town - they did up Bridger Park with very little consultation and they have made a tremendous mess of it.
Roads.; More community events.; Lower rates.
The new developments along the walkways, the tiles are so uneven and slippery, I do not walk that way as it is not safe. They look good though but dangerous for the little ones or the elderly.
Speed up the process of upgrading the town.; Putting more control around homeless people. There's one that just resides in High Street and it's an eyesore.
The roading, Wilson street, resealing in this hot weather has been a waste of time.; They put two little pedestrian lanes in at Korimiko Lane and also another one, that I can't recall the name of, but they already had access to that back car park, that was an unnecessary waste of money.; The new Te Ramanui, they already have those services, so it does not need replacing.
Distribute the money more; Allow more things in Eltham, to get staff to clean up our parks and reserves and keep the place more tidy; Just to try and keep our township alive in some way. More of what the young ones need these days. Don't get left behind and progress a bit. Just progression.
With the consultation process, to actually listen to the feedback - often they get the feedback, but don't do anything about it; the outlying small towns like Eltham, Kaponga, and Patea, they miss out; the Hub of the South Taranaki District Council - my interpretation is that Hawera gets everything and the small outlying areas miss out; dog control.
I do think active consultation, discussion.; More work on the footpaths in town. A lot of our people are in the older generation, the footpaths are quite uneven in places. I know there is only so much money to go around and I understand this.
Youth - what about the P problem and the troubled youth? I think the mental health thing - unemployment, how do we get initiatives out to pay a living wage for all the workers in the districts?; Tangata Whenua inclusion in all decisions and coming to grips with the history; any way we can alleviate the stresses on those least able to cope with it - any initiatives in that direction - I think that the South Taranaki art project is good, I think they're going in the right direction in the art department.
One thing that bugs me a bit is our Eltham library has been turned into a babysitting place in the afternoon. It's just a rowdy place and I don't like that in a library.

The crossing for mobile scooters, across main highways in Hawera. On South Road and Waihi Road we could do with some safe crossings.; After a storm we could do with a cleaning of the leaves out of the gutters, especially on the outlet points of the gutters because sometimes they flood. Especially around the hospital in Hawera.
Concentrate on all the small communities in their district. On core things, not on bands and different things. I love music but the Council aren't meant to promote bands and things. They are there for roads, cemeteries, the water, the sewerage.
Rural roads and the rural bridges.; Rural bridge accidents, so many accidents. There are two one-way bridges and they are very narrow and hard to see (visibility) on Wiremu Road, Opunake.
Probably look at those roads a bit, tidy them up.
Roads, tarseal them and look after them a bit better.
Sort of living in Waverley, we're not taken so seriously, roading drainage, that sort of thing. We get flooding with the road drainage. We definitely shouldn't but we do, inadequate curbing and stuff.
Not be too politically correct.; Check more on how their decisions will benefit the town and area around them.
Content with how they do it.
I reckon they could mow all the berms, not just when it looks like it needs to be done. I think it could be done more regularly, every berm on every street. Do it more regularly.
They could listen to the people who live here better; get out into the communities more and not just when there's natural disaster; they could drop their bloody rates too.
They do a great job.
Animal control as dog control is very marginal and they could do better; Roothing.
They need to fix up the intersection of Turuturu Road by Bunnings Warehouse and I suggest they put a roundabout in there - people comment on it and no one understands how Bunnings was allowed to have an entrance/ exit so close to a major intersection - it goes along Glover Road, which is a major bypass road for the town.
I think there could be a bit more personal touch. We applied for consent for an easement onto a driveway. I just thought a bit more of a personal sort of thing, rather than letters going between us, would have been better to work on.; Giving away public car parks, I don't think that's right. I know there's a big supermarket going on in town but taking parks away isn't right. Ross said there would be the same amount of car parks, you can't tell me there's the same amount of parks, my eyesight's not that bad.
They need to encourage people to fill the shops of Hawera - they have so many empty buildings.
The Town Hall needs to be reopened; the sports complex also needs to be reopened.
Their proposal and things like that, they should advertise their name more to get the public more informed.
The roads through town.
Roads, unhappy about.
Be more open in where they spend their money, like what parks, what halls, toilets etc; Be more specific in where they spend their money; Be more fair in where they spend their money, like not just in one town like Hawera.
Probably more local people standing, we have one local and he's very good. We used to have a lot more. Now they have amalgamated, there's less local people.
No replies from contact about overgrown trees.; Noise control regarding dogs, having to ring on the hour and let them know if it's still barking, I work 8 hours a day and the barking is in the morning or evening.

Mobile cellphone service in Ohawe.; It would be really great to have a dog poo rubbish bin in Ohawe beach.; It would be great to encourage shops to be open longer on the weekends in Hawera.
Have more one on one communication with us, the people in the community.; More public input.; Get out there and meet the people.
Iwi, hapu lack of consultation.
Good roads. Proper pull off area to turn the corner. Going from 45 onto Ketemarae road, there should be a proper pull off area there. Possibly some intersections need lighting on the corner street and Palmer road.
Possibly improve on the state housing conditions. Such as those that are living in there and not looking after them, make it look pretty shabby. The residents of the houses need to maintain the upkeep of the grounds at least.
Listen to the people.
They need to look at rubbish dumping so that it is not so expensive for the residence; tidy up the beach access, there are overgrown weeds and gorse - tidy that up; the gutters around town need tidying up, there are cigarette butts and chewing gum in them. The dogs are also wondering around, when I walk my boy to kindy, we sometimes need to cross the road to avoid these dogs.
The tidyness of gutters etc. in the town - they may need to follow up with contractors to follow up, it needs to be done more often - they plant deciduous trees and when the leaves fall, it needs to be done a lot more often then - I walk quite a bit, people need to have a reminder about overhanging shrubs etc.; businesses and individuals need to be approached more often so that their shrubs and bushes don't overhang the footpaths.
Rubbish collection.; Containing stray dogs.; Upkeep of the footpaths.
The public toilets, the cleanliness of them, it's the teenagers that mess them up.; Community events, they have them in Stratford but have never seen them in Hawera.
Rubbish, sometimes when it's late, letting people know. Sometimes it's late and not picked until the next day. Let people know?
Improve some of the footpaths around here.; Some of the roads and streets in Eltham are shocking.
Try to grow the town centre, the central business district - this is Hawera, of course; they're not doing a bad job.
How the rates are done annoys me. The way rates are calculated.; I'd love to see a really cool pool facility. I'd love to see something that draws people in.; The township itself needs something to draw people in. I employ people and the tough part is to keep people. We need something to lure people. How can we sell the town.
To further improve the access to the Denby Road beach; to carry on with their work on the cycleways; a pier at the Denby road beach would be great.
The footpaths need fixing, not just for people walking but for the disabled as well.; The bridge, concrete slabs missing.
There's a lot of development going on in the town; roading; footpaths.
Public Toilets, they need to be modernised. Pretty sure if I was a visitor, and that was my first impression, I would be moving on before I got to meet the people and see the town.
Trim the trees on the side of footpath, mainly at the north end of Glover Road, these are mainly the ones they (Council) planted and a few private ones that come down low and stick out.
The roads.
More surveys related to the quality of roading and guttering.; Clarification in terms of information, making sure that it is accurate. We had a notification of trees lining the streets and then it didn't happen.
In Hawera they have a lot of disabled carparks but yet they only have one in Eltham.

Have emergency-ready available shelter for people who, of no fault of their own, find them self homeless.; Public facilities that have no rear exits. There are buildings in the town that are approved for use that don't have second exits. I think there should be some regulations around that.
The roads are shocking at the moment around Hawera.
Fix that Hawera toilet behind the Warehouse Stationery and the Catholic church.; Fix the potholes.
Continue to encourage business opportunities.; Keep maintaining the district.
More public walkways.; A Cycle Track.
More information on social media, for example, the other day there was work being done on the street water pipe lines, if I did not check the mail box I would not have a clue that the water was scheduled to be turned off.
Water pressure; keep the water rates down.
Our public toilets. I don't think they get cleaned enough, personally.; Some of the cemeteries, the old parts of the cemeteries, I think we need to get the Periodic Detention to clean the old headstones.; Just the maintenance on our roads.
More public meetings.
They could upgrade the roads a bit and maintain them in a more timely manner.
Keep working at what they're doing. Everyone's got good ideas or whatever but it's hard. They don't always work out but you've got to keep plodding along.
Rural roading.; Public consultation process.; More cleaning of public loos.
To keep the rates affordable.
Driveways outside, by the roadside, when you drive into our property.; Footpaths, we don't have footpaths for our kids.
Take more pride of the little towns. A good example of this is the band rotunda, the Council pulled up a huge lot of garden right around the rotunda and left a weed mess and that is still sitting there since before Christmas, as we thought we were getting nice new gardens for Christmas, but it is still the same and that is right in the middle of town.
The lawns in Manaia.; The Christmas lights in Manaia, we all missed them.; The wandering stock in Manaia.
They could talk to a more diverse group, age, and the location of where people live, when they are making decisions, ie. there is no point having a meeting in Hawera about Manaia when only Hawera turn up.
One of them is to communicate with the Manaia town people more with what's happening around town.; They could make the fire hydrants more usable, there's quite a few of them tar sealed over and I'm a fire fighter. Have more fire accesses.; Probably just keep the grass verges a little more tidier.
I suppose I could say listen (more).; Improve the public facilities.
They look after Hawera - I think they could look after the rural towns a bit more, we don't see many Councillors out here, they don't debate many residents; we'd like to see our town hall rebuilt.
Make sections cleaner instead of rubbish. Behind us, the Gorse is up to the windows of the house. Tidy sections. Seedlings are coming over to our house and the convolvulus coming through. The building shed is right on our boundary, which is not allowed.; We also have a problem with used cars on the verge. Cars that aren't registered or warranted aren't allowed there. I haven't complained yet, but it's getting to that stage.;
Keeping things cleaner.

Better steps to Opunake Beach.
Fix some of the bumps and lumps in the road.; Make the bridges safer. Country Bridges need to be maintained better than they are.
I'm a social worker so I straight away think of the lack of social services.
Listen in consultation processes.; Be budget conscious.
Perhaps need to improve the High Street area, there are a lot of empty shops in it. Whether they can actually do anything about it or not.
I think they could do their roads better. I think we waste money. They fix them and then they have to fix them again soon.
More consultation with the rate payers, they are out of touch with the majority of the people here in Manaia. It is not just Manaia but all the little areas, we are all a part of the South Taranaki district, it seems to be all about Hawera.
They could probably work on trying to attract permanent doctors - most times, when I go to the doctor, I get a different doctor.
Roading, the condition of the roads, in winter water laying in pools on the roads.; In South Taranaki there are a lot of people parking in places they shouldn't be, like disabled parks and also in charging stations, even when they have not got an electric car, so this really does need policing.
Communication. A little bit more information about what my rates are going towards; A say in what my rates go towards.
Controlling the stray cat problem.; Boy racers up and down our road.
Spray the berms outside our properties or provide the spray.; Provide green waste bins, maybe at the end of the street.
Mow the berms more often in Manaia, they used to mow them every week but now it's on the average of once a month but, by that time, they get really long and ugly.
Asking what more would we need; Allow us to give some personal input; More for young people, not much around here for them.
Mow the berms/verges more often in Manaia.
Fix my road, Tirimoana Road.; The Council have got an investment fund that they have invested and some of the proceeds each year could go towards a better medical/doctors ratio for the people in South Taranaki, because it's pretty hard to get in. Have foreigners on a two year visa and then they have to go. I think something like this would work, if we had a bit better medical situation, with similar amounts of doctors to New Plymouth. It is not up to scratch.
Roading. There are some roads in Manaia that are severely chewed out. The roading around Yarrows bakery, you literally have to drive on both sides of the road to avoid potholes and it has been like that for over a year.; More cost effective water supply. We are classed as urban but because we have a farmlet we pay per cubic metre of water. It is at a very high rate, easily double what a farmer would pay.
Fix up the roads and the streets in Manaia, make them wider.; Waiting on decision on the town hall, earthquake risk.
The public toilet tidyness, etc. continue with what they are doing in Hawera, regarding the upgrading in the town centre.
Transfer stations they are too expensive; cemeteries are too expensive.
A bit more work on the roads as sometimes you come across potholes; Open the libraries in the weekends, I reckon you would get a lot of use out of it.
Events - more; Job opportunities; Internet Services.

The back streets of the roads need maintenance, this is in the urban areas.; The footpaths need repair as they are cracked and have lumpy bumpy bits, this is in the urban area.; The properties around town have overgrown hedges that are intruding on the public footpaths, on the corner of Tennyson Street and Gisbourne Terrace are really overgrown and this is the footpath to the Opunake primary school.
They could look to distance themselves from public relations people and state facts without honey coating issues - too much of a view in the Council that everyone needs everything to be honey coated - we need the truth, so just tell us if you don't have the money etc.; I think people in Taranaki understand we are a small population with a large geographical area to service, as a consequence we don't have everything you would find in a large city, I don't think people really expect that; I think that many small Councils should stick to their core business, roading, water etc. instead of trying to be something they are not.
Keeping the public informed about what they are doing.; Keep the rate increases to a minimum.; To be proactive on power outages and floods, the internet connections.
I want to find out if Opunake will have a macron over the 'O' and the 'U'.
The beach, general upgrades.
Collect my rubbish; Toilet cleaning.
Listen to the public.; Don't increase the rates ridiculously.; Provide better roads, they are sealed but are rough, like Watino Road.
A few more rubbish tins around the town in Opunake, there is not a trash problem but there are not enough rubbish tins around town.
Clean the toilets; Make better roads and footpaths; Better water in Opunake.
Promote the province a lot better.; Look at bringing more jobs here.; More events. Family orientated events.
Get them to look at some of these roads out here, instead of a private contractor looking at them.
Fix the water.; Fix the footpaths.; Put a toilet at the top of the beach, in the playground with the little kids.
Keep consultation with people of the townships in South Taranaki, just keep doing that.
Give the community boards a bit more say and take it back to Council. If they could rule by themselves, consult with the Council and the rate payers and a bit more funding.
Improve the playgrounds around Opunake. They are now so much smaller than they used to be, even though it is a heavily used playground.
More consultation with the public about what they are doing in the region. Let the public know more about what they are going to do in the region.
The footpaths.; Keeping Soldiers park cleaner.; Having dog parks.
The roading, as in fixing it and doing it properly.
Some of the roads need a bit of work on them.
Spend some money on restoring and modernising the town.; Promoting Eltham as a quality village destination.; They need to appreciate that Eltham is an individual town from Hawera and the rest of South Taranaki. They need to consult directly and in depth with Eltham about major by-laws that affect our village.
To be not so politically correct.
New public toilets.
All this recycling that they are pushing, they could have something set up in the country area for people to drop their recycling off.

The crappy old halls have got to go because we have a perfect hub.
They push planting trees on farms, but they have no skills in planting trees in our parks and reserves - there is no shade, and I don't mean artificial shade, I mean trees so that everybody is not trying to get that one bit of shade, also, the playgrounds in Hawera lack shade - I have seen many parks and they all have lots of trees in them for shade.
That the majority of the staff do their job, like follow up complaints.; They spread money evenly through out South Taranaki. Especially that they support little communities, like Hurleyville.
Maintaining the local beaches, e.g. access; Roadways to local dam upkeep, could be better.
Support outlying communities a bit better, like being more visible.
Better rural roading would be great.
Roading for the amount of vehicles we have on the roads, need better upgrading. Better standard of upgrading, being in the trade of truck driving the roads are staying up to standard.
I wouldn't mind seeing more areas set aside for freedom campers. Maybe a place that not everyone normally goes to at the moment.; I wouldn't mind the Council pushing to get rid of the 1080 bullshit.; I'd like to see more areas go to research, like marijuana and the health benefits.
Protecting our rivers, like being able to swim in them.; Holding the agriculture sector more responsible for the damage they are doing.; More funding for the youth. The pools are great but they are getting bored and are being mischievous.
The public events, we have to travel to New Plymouth to go to things. So like sporting, like the Hurricanes last year in Hawera. More entertainment for things with the family, i.e. outdoor concerts.
Animal control as there are wandering dogs.
Take action to help fight climate change.; I wish they wouldn't be so supportive of the oil and gas industry.; I wish the Council would provide encouragement for businesses to move away from single use plastics.
Keep the grass down in the rural community on the roadsides. Just through the summer months.; Recycling services improved for rural communities.
Stop the double rating on businesses that run from home.; Put security cameras up in town like they talked about. There was a meeting here about it 2 years ago.
They could pull finger and get out into the community to see what they can improve on; they need to get rid of a lot of people there too.
More cycle ways, nicely maintained easy cycle ways. Ideally in parks, specifically in South Taranaki. We go up to New Plymouth and use the coastal walk way.
Empty the rubbish bins at the Denby road beach.
Collect rubbish and recycling from every property rural or urban; Support local events that bring people together, hall dinners, fun runs etc.
Appropriate rural broadband; Maintenance of rural roads; Potholes filled, as crappy at best.
Put new public toilets in everywhere.
Stop being paranoid about earthquakes, that's the biggest thing. There's a stadium in New Plymouth and there's halls all around, which have been standing for years, and have never fallen down, and now we are not allowed to use them, it is just crazy; The roads, how rough they are, and pot holes, and it seems these days they repair the road and it ends up worse than what it was before they started. I don't mind them spending money, if they fix them properly in the first place.
Something better with the water, not happy with the amount of chlorine they pump into the water in Opunake.
Fix the roads.; More parks, like reserves, wildlife.; More things to do on the mountain, like more organised community events on the mountain, during the winter, like skiing, etc.

The roads.
The roading, Main road, they just keep cracking. From Hawera, New Plymouth and down to Whanganui.
To keep an eye on the weeds on the sides of the roads - when they are cutting the weeds on their mower, they are spreading those weeds further on down the road.
The 1080 ban; There is a lot of cow s**t in the rivers compared to when we were kids and now you can't swim in them anymore.
Pest control in your Council maintaining governance.; Better clearing up of stray dogs and stray stock. Dogs in Hawera, stock is just everywhere sometimes.; Informing the public of road works.
With our water rates they have "meter fees" for reading the meter - I would like to see this done away with; the roading - more money spent on the rural roads.
Cleaner toilets for one. Soap, towels, toilet paper, etc.
I think that they could do more maintenance on the rural roads.; More public toilets in Hawera.
They got rid of one of them - they sacked one of them. A guy called XXXXX - he was a real problem, but he's gone now apparently; trying to get a car park at the Tawhiti Museum/the Ogles Museum done and finally Fonterra helped, because he was just arrogant and ignorant - he didn't always tell the truth either; sometimes - the other thing I would say, sometimes I don't think the Council is informed about what the Council workers are doing, I think they hold stuff back from the Council and they find out about it after it's done; I think, on the whole, the Councillors do the best they can - I would like to see the Council workers pulled to heel a bit - like with that forestry thing - her boss wouldn't interfere and that's what cost me money, they should have said "lady, you're way out of line here."
More car parking, the town is getting very busy.
Develop the coast areas - Ohawe; Planning with more areas for industrial buildings.
No comment.; Read the criticism I already stated.
Spunk up King Edward Park and Naumai Park, especially around the holiday season. The gardens are okay but nothing amazing.; Make Ohawe Beach more user friendly, open access to the river, have a barbeque area, like Opunake.; Do more plantings and gardens on roundabouts around main streets and entry into Hawera, north and south.
Road maintenance.
Genuinely listen to public opinion before making decisions; Look after smaller communities better.

Self-selecting sample - online survey

Main street shopping, remove all second hand shops and look for better retail. Walkways are fine, but so much else is needed in this town; More parking.; Make the main street more accessible to drive through. Hawera screams the place with opportunity, but where is it, we need to keep the people shopping in the town.
As someone starting their business, it would be nice to know more about how small businesses can be helped; More summer holiday activities for the kids, not just the reading programme; Get rid of the manual registration of green bins, surely it can be automated.
Remember the small towns, instead of spending all the budget on unnecessary upgrades in Hawera; Keep toilets clean and stocked up.
Roads.; Public Toilets.; General tidiness of the town.
Fixing the roads mentioned earlier.; Replacing the toilets that they took away from the Arcade.; Upgrading the current toilet block at Cornish's Carpark.

Stop charging rural ratepayers for urban facilities and services.; Spend more money in Waverley.
Provide better park/beach facilities, picnic areas.; More information about what's happening in South Taranaki.
Better public toilets; Recycling plastic bags.
Sun shade at the parks.; More power points and air conditioning at the Waverley Community centre.; Rates for local nonprofit organisations to use Community Centre reduced.
Fix the roads.; The main street has a lot of empty shops. They need to try and offer incentives to attract new businesses to Hawera.;
Upkeep of rural roads and roadsides.
Public consultation on up and coming projects.
Toilets down where the boat ramp is; zebra crossing plus humps between the school and the pool; more than nine Christmas lights this year.
Open up a waste dump like Patea; Give back rubbish bins to the marae and kohanga. Survey how often; Come to Te Wairoa-iti Marae and to look at how you can help us to improve our marae.
Hawera in particular is prehistoric - mainly because of the shops/shopkeepers who feel entitled to our business and rather than providing satisfactory shopping experiences to entice customers they block progress and won't allow bigger businesses in. More than half of these shops don't have a website, close early and don't open on weekends. It's outdated. These people need marketing help to bring them into the future.; Council needs a more youthful approach to marketing and social media. And a new website.; There is a huge lack of information when public events are on. Billboards and flyers in windows is not enough. There is barely any marketing done on social media to alert people to events. When events are on, sometimes, important information is left off the notice, including address, which makes it hard for anyone not local and tourists to find the place.
Bring rates down; Prioritise the needs of our communities; Help create more employment.
Talk with farmer about Council removing boxthorn from near Denby Road walkways and offer to replant with something that won't puncture bike tyres.; Korimako Lane is lovely but a lot of money for a lane that leads to nothing as yet.; Road surfaces, is it the foundation work under the seal that causes so many slumps/potholes?
Sort out the feral cats.; Animal control.; LISTEN.
Lower rates, we have very high rates compared to the rest of New Zealand.
Police the roaming dogs more.
Roading. The Council could work better with New Zealand Roothing to keep the roads up to a better standard.
Consult with ratepayers in a meaningful way; listen to what ratepayers say; front up, don't send low echelon staff to town meetings.
Streets.; Lighting.; Footpaths.
Better footpaths in Patea; Better plants; Less rates.
Listen to the people in smaller towns.; Absorb the information of the people.; Do what the people ask.
Develop the beach access and facilities.; Develop food gardens for the public; Create a better concert venue and bring decent and current performers to Hawera.
Fight the overland transmission lines in urban Waverley, rural views will be ruined.
More information.

Fair share of resources among different towns; Public meetings held after hours or have capacity to Skype or phone, in as Patea meetings are always at 4.30pm weekdays and I am working, like others, and cannot attend to express views; Cameras in Patea Main Street to decrease crime. Start working with Police and business people rather than thinking of self as separate entity.
Stop roaming dogs, unsafe for children walking to and from school and do something about the foul water.
Communicate.
Town redevelopment needs to be done quicker; drinking water quality needs improvement - dirty taste; ban Freedom camping in our District.
Public toilets in town.; Swimming lessons to be cheaper.
Advertise events more.
Complete series of books in libraries, without some missing.
Communicate with public better; Give ratepayers a break by cutting CEO salaries instead of always hiking rates up; Do work in smaller towns that is needed.
Spend some money on the roads.
Realistic time frames in delivering projects.; Demolish the existing toilets, by information centre and in old cornish's car park, and rebuild. Possibly add one in the Countdown/Paper Plus area.
Listen more to those in rural areas, who are facing issues every day.; Instead of public meetings, attend Lions, Women Institute meetings, etc.; Be more consistent with rulings.
Stop tagging Waverley as part of Patea. It's a town in it's own right.; Something to attract business into the main street to make it vibrant and busy, self-fulfilling to expand the town.; Get involved when a major town employer is struggling to stay open for whatever reason, ie. Waverley Mill.
Change green waste cost.
Get rid of that dirty man and his belongings; Install proper pedestrian crossings; More parking.
Council subdivision for Eltham, like Stratford are doing for their town.; Sports hub for Eltham; Just look after our town.
Waverley really needs a designated dog park, we have lots of paddocks leased annually that one could be set aside for a dog park and planted with native trees, it would be a wonderful place for people to walk their dogs; plant more trees to beautify the township; main street upgrade - beautification.
Rubbish.; Roads.
Provide an off-lead dog exercise area.; Provide a hockey pitch.
Sun shades over playground equipment.; Repave the roads properly.; Send rubbish via train to Marton.
Listen to the people and not the consultants; Spend a little more money around the smaller towns. \$20,000 to give Eltham an identity - get real;
Put on a decent fireworks show.; Fix the toilets everywhere.
Green waste collected weekly; Dog walking in CBD be sanctioned and approved by South Taranaki District Council upon application.
Communicate with the community; Ask for more community opinions; Actually listen to what's said and do something about it.
Provide more for the youth.; Fix roads.; Better animal control.
Fewer people.

King Edward park has been looking a bit neglected.; The roundabouts.
Make rates cheaper.; Pay mainly on essential service.; cut cost.
South Taranaki District Council should support local businesses.
Keeping on top of NZTA to have state highways in good condition; Pushing for industry to have their management live in South Taranaki; Getting fibre optic broadband into every town in South Taranaki.
Go and look in the Rural areas; Talk to the Rural people and don't just flog them off.
Roundabout or better traffic management at Tawhiti/Glover road intersection; Roundabout or better traffic management at South/Fairfield road intersection.
Water; rivers; reduce Council rates.
Keep community informed of what they change.; Advertise more when they want to change things in town.; Make decisions that are right for each community.
Clear the drainage in Severn Street, Waitotara; Clean Wye Street; Keep an eye on the wild cat and tell the neighbour to keep the grass down so that the rats, possums, and rabbits don't eat all my veggies. PS: Catch all the wild cats.
Fix the Opunake Lake; Fix the tailrace down the main beach.
More things for kids; Walkways.
Better shopping facilities. Things to entice people from out of town to spend money, rather than recycle the towns own money. More diverse range of eateries.
Maintenance of the roads; Advertising; Enforcement of bylaws.
In Waverley, kerbside trees are a vexed problem. Fertilise the new trees and make them thrive. More green.; Where town streets meet the State Highway, there are often pot holes. Two separate bodies have responsibility, and where they meet, each blames the other. The Council could mediate on behalf of residents to get the road surfaces fixed.
There is no area in Waverley township to exercise a dog off a lead - the town needs a dog exercise area within its Town Belt as there is nowhere in town to exercise a dog off lead; the Town Belt is presently leased to departure stock, it should be developed into walking and cycling tracks, and planted with native bush to attract bird life; the playground should have further exercise facilities; the two exercise "machines" are great, but more are needed.
Get rid of the stupid crossing in town; Need more signal on main roads, etc. no engine breaking; Free green waste bins.
Small towns need attention as well.
Footpaths; Roads; Enforcing bylaws.
Better maintenance on unsealed roads, work at getting more of them sealed. Don't forget the smaller roads; Sort out the Districts closed halls. There should be smaller areas to hire when you don't need a large space, and at a reasonable cost. Better thought into the timing of work; The gardens at Manaia Gardens were ripped out before Christmas prior to replanting in autumn. Over the holiday period with plenty of people driving through they looked unloved and untidy.
Have representatives turn up to monthly town meetings; Ensure that those properties, where rain runs off from the street onto properties, are maintained by Council; Support small charities in the area.
Stop freedom camping.
Improve the roads.
Control the loose dog issue; Communicate; Give us something, anything.

Cheaper rubbish dumping at landfill for ratepayers.
Get better walkways for people to exercise on; consult and include more of the smaller towns in the long term plan.
The Council that we have got are reasonable and I am happy with what we have got.
Better roads; Better rubbish facilities and prices; Oxidation pond controls (occasional really bad smell in high winds).
Compulsory green waste bin for every household. Costs should be part of our rates; Expand sewerage supply to those residences on the main road; Fix all the potholes in Eltham before someone gets killed.
Utilise our park a little bit more - more concerts and markets and even Christmas lights; get rid of that homeless man - he's very intimidating and I have heard a lot of visitors for Americarna talking about him - sad.
Spend money on the smaller towns. South Taranaki is not just Hawera.; Make sure different departments are doing their jobs properly, e.g. waste collection, dog control and roading.; Listen to the people and then do what the people want, not just listen then do what ever you want.
Public transport at night.; Uber.
Free green waste disposal; Change the glass only bins to a wheelie bin.
What's the point, you're not going to do it any way.
Roading.; Quality of footpaths.
keep doing events in the parks, love Arts in the park, maybe more music events; see what support you could offer to local clubs and groups, rental of venues is quite high; Clear out the freedom camper that is living in the main street, it really lowers the tone of the town.
It is very hard for them because it is such a huge area, everything has to be replicated. There are seven libraries for a start, so we are never going to get what we want because of that.; If the pool could be open longer for the kids, also a pedestrian crossing in Waverley because we have a big population of young and old, so we need one in the main street, as everyone has to take their chances with the big tankers coming through and it makes it very dangerous.; The Christmas markets have been stopped in Waverley, that was a shame, some more Christmas things, they used to have concerts in the park so it would be nice to have that back or something similar.
Do not increase rates every year; Having people checking bins is a waste of money.
Give us green waste bins; Control dogs roaming; Noise control.
They could be more dog friendly, there are a lot of dogs in town and there's nowhere to go.
Improved effort in waste minimisation, eg. encouraging composting, supporting soft plastic recycling, easier, proper disposal of batteries, light bulbs, etc.; Beautify along the main road corridors into Hawera, as these are currently very unattractive. Planting alone would do wonders.; Improve walking and cycling opportunities for all ages.
Look at towns outside Hawera.
Native biodiversity.
Fix up the roads.
I think they can provide better resources to improve some of the roading in the area.; Provide more funding for amenities for the district where we are. Spend more on amenities in the northern districts.
Better local transport services; I don't know if Council is able to do something to improve the quality of our waterways; Tougher animal control for roaming dogs.

Maybe just roads.
Cheaper rates; Cheaper water rates; Weekend shopping in Hawera.
Better dog control services and cleaner toilets.
Actually act on what people in Eltham need now; Be transparent about collection and spending of revenue; Remove problem dogs immediately and euthanize them if necessary.
Attend our progressive community meetings to update us on laws etc; We have a new Farmsource building in township; New pedestrian crossings needed.
Stop spending money sealing roads unnecessarily.
Animal control. So much red tape when applying for a permit. It's a wonder how anyone gets anything done and it is extremely expensive.
Support local medical services.; Separate facilities for freedom campers but encourage them to come.; Lower fees for local hall use, better accessibility.
Provide land for communal gardens to grow.; Promote Flea Markets.; Pressure governments for funding for safer swimming initiatives and roped round tubes for area where there are rips, for swimmers safety.
Recycling in the business area. I think that's a real anomaly. I worked in town and they wouldn't supply a blue bin, which is now yellow. So all bottles plastic containers were going straight into the landfill. I had an issue with the process. We cleaned out our wardrobes, put plastic coated coat hangers in the recycle bin, we got a bolshie note saying they weren't recyclable. Quite a threatening manner. If I don't get it right they would stop picking up my recycling. Their approach was all wrong, threatening to stop it, it was a one off.
The road in Kaponga.; Remember the small towns.
Condemn the old run down buildings in Kaponga and get the town spruced up. It just makes them an earthquake risk.
Timeliness on a number of services needs reviewing; reduce rates, of course, we have the highest rates in Taranaki and I'm not convinced that rural communities see the benefits; responsive and timely consultation with iwi, particularly on issues that are of importance to iwi.
Be more proactive in monitoring farmers in fencing the waterways; Cull the feral cats in Patea; Stop mass medicating.

17.21 Suggestions on what direction the Council should be heading in

What do you think would be the right direction?

Random sample - phone survey

Keep the rural area roadsides tidier.
All green waste should be free if you are a ratepayer.
I don't know where the Council is at. If they notified the local community about what they are doing, then we could join in with them.
The lack of communication. It's hard to know they are moving in the right direction due to lack of communication.
Let businesses grow and stop all the unnecessary rules and regulations.
They seem to have missed their opportunities for the relocation of the Warehouse and moving businesses out onto Glover Road. They have moved away from the centre of town and the centre of town is not desirable at the moment because of the building being pulled down that are an earthquake risk. I would have liked them to have set up a enclosed shopping mall from White Hart Hotel to Regent Street or Union Street, somewhere around there. I did have the opportunity as a ratepayer to make submissions, but I didn't.
To move forward - I think they are staying put at the moment.
If they all leave and let the new blood in (the Councillors, Mayor, and CEO).
It's pointing back to putting more money into the community and stepping up a bit. Making our place more attractive to our ex-Eltham people who come back and reminisce.
Someone to get off their a**e and do something.
To change the Councillors and put new ones in.
I think we seriously need to have a look at what we are paying for our rates here, as we are paying more here than what they are paying in Wellington.
To be more family-orientated in our facilities, so we don't have to travel so far, so our children will be more occupied, and we don't have to go to Hawera for our needs.
Local government is a fiction.
I think the right direction is recognising the value of Eltham, and promoting and improving it. It is the gateway to South Taranaki, you think they would care about the image it gives.
Finding and prosecuting the people who are responsible for the pollution of all of the rivers in South Taranaki. There is no action being taken by the Council.
They need to reconstruct and get honest people that serve the community, not themselves.

Self-selecting sample - online survey

I think with the extra people coming into the town, the Council isn't making the town grow fast enough. We have only been here for three years, but I haven't seen a lot of improvement in that time. There are a lot of people with money here, but we need to go to New Plymouth to do shopping.
Listen to ratepayers. Stop being so politically correct and scared of your own shadows.
Less bias towards Patea, especially as rates are high.
No information to go on.

Look after the small towns.
Making our towns clean and tidy, giving our kids places they can go and things to do. After all, they are our future instead of it all being located in Hawera.
To look after us ratepayers and provide the services.
Hawera is off the main drag. People need a reason to visit here. This means better shopping around the outskirts with eateries and Nik Nak shops in the centre, South Taranaki. It is falling behind other areas such as Whanganui and Feilding as they are moving with the times. To me, it seems we are twenty years behind everyone else, a new library building doesn't generate new business, it just benefits some people who already live here. I will always go and spend my money in areas such as New Plymouth and Whanganui due to the shops they have there! Already, after several years of living here, I am looking at moving from the area because of the lack of good night life, shopping restrictions, and a general lack of forward-thinking. I will continue to work here, but my money will be spent elsewhere.
They need to modernise and stop thinking like it's 1990.
Listen to the people.
Stop freedom campers, as the ratepayers are accommodating them and get almost no positive return.
You should be able to work that out.
Send out pamphlets to residences and get opinions from everyone. Not everyone has access to the internet.
More surveys like this, so you know how the people feel.



RESEARCH FIRST

CHRISTCHURCH OFFICE

23 Carlyle Street
PO Box 94
Christchurch 8140
Tel: 03 281 7832

OTAGO OFFICE

Level 1, 17 Dunmore Street
Wanaka 9305
Tel: 022 676 8722

WELLINGTON OFFICE

Level 12, 215-229
Lambton Quay
Wellington 6140

TAURANGA OFFICE

PO Box 4632
Mt Maunganui 3141
Tel: 021 0269 2354