



Waste management survey 2020

Table of contents

	Page
Background, objectives and survey method	<u>3</u>
Executive summary	<u>4</u>
General waste/non-recyclable rubbish	<u>5</u>
Recycling	<u>14</u>
Green waste	<u>23</u>
General comments	<u>39</u>
Sample profile	<u>40</u>
Appendix	<u>42</u>

Background, objectives and survey method

Background

The Waitaki District Council has a Waste Management and Minimisation Plan (WMMP) as required by the Waste Minimisation Act of 2008. To assess its progress against the plan, the Council requires a statistically robust measure of how the district's residents are currently managing waste disposal. The research shows the relative differences in waste management by households, businesses, and farms in the Waitaki District.

Research objectives are:

- To establish the chief methods, facilities and services used by residents for waste disposal, and whether these amenities are meeting their needs
- To ascertain the types of waste disposal contracts used by residents and the organisations providing them
- To determine the range of services provided by contractors to residents for disposal of general waste, recycling and compostable waste
- To identify the issues that residents encounter concerning waste disposal and to record residents' views on how the District Council can improve the current waste disposal processes and systems.

Method

- The survey method involved targeted groups of residents receiving an invitation by mail to complete a survey, either online via an embedded link in the letter, or by being sent a hard copy of the questionnaire. The District Council's social media pages also provided a publicly available link to the survey.
- The database of ratepayers and business contacts provided a statistically robust sample of households, businesses and farms as survey recipients. The total sample achieved was n=986. Post data collection the sample has been weighted so it is aligned with known population distributions as contained in the Census 2018.
- At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of +/- 3.0%.
- Interviewing took place from 11 September 2020 to 11 October 2020.

Executive summary

1

Most respondents (81%) use private *kerbside collection* services to manage their general waste. More than two in ten (21%) *take their non-recyclable rubbish to a facility* while a few (7%) deal with their general waste *on-site*. The *single 240-litre wheelie bin* is the most common size of bin used by those who deal with their general rubbish through *kerbside collection*. The *Waitaki Resource Recovery Park* and *Oamaru Refuse Transfer Station* are the most common facilities used by households, businesses and farms in the district.

2

Overall, eight in ten respondents (80%) are satisfied (rating satisfied or extremely satisfied) with the services they use to dispose of their general waste. Businesses are more likely to be satisfied with *kerbside collection* services than households.

3

More than three in five (61%) respondents deal with their recyclable waste through a *recycling facility* while at least two in five use *kerbside collection* services (23%). However, more than one in five *do not recycle* (21%). Only a few (4%) manage their recycling *on-site*. Seven in ten of those who use a *recycling facility* (70%) go to the *Waitaki Resource Recovery Park*. Regarding *kerbside recycling*, three in five (60%) have their recyclable waste collected *on-demand*.

4

Almost two thirds (64%) of households, businesses and farms are satisfied with their recycling method. Satisfaction is relatively high with the *use of a facility* compared with other methods.

5

On-site disposal is the most common method of managing green waste in the district with three in five (60%) respondents using this practice. Nearly a quarter (23%) *dispose of their green waste in the rubbish bin*, 19% use a *green waste facility* and 13% use *kerbside collection* services. Almost half of households (46%) and a quarter of businesses (25%) using a green waste facility go to the *Oamaru Refuse Station*. Satisfaction with green waste disposal is high amongst respondents with close to eight in ten (78%) satisfied with the services they use.

6

Overall, almost all (94%) respondents pay for monthly general waste disposal services while a smaller proportion pays for recycling services (56%) and green waste disposal services (28%). At least half of the respondents indicate preparedness to *pay for Council to provide a kerbside collection service* (51%) and *for a rates-funded kerbside service if such a service reduced the amount of illegal dumping* in the district (52%).

7

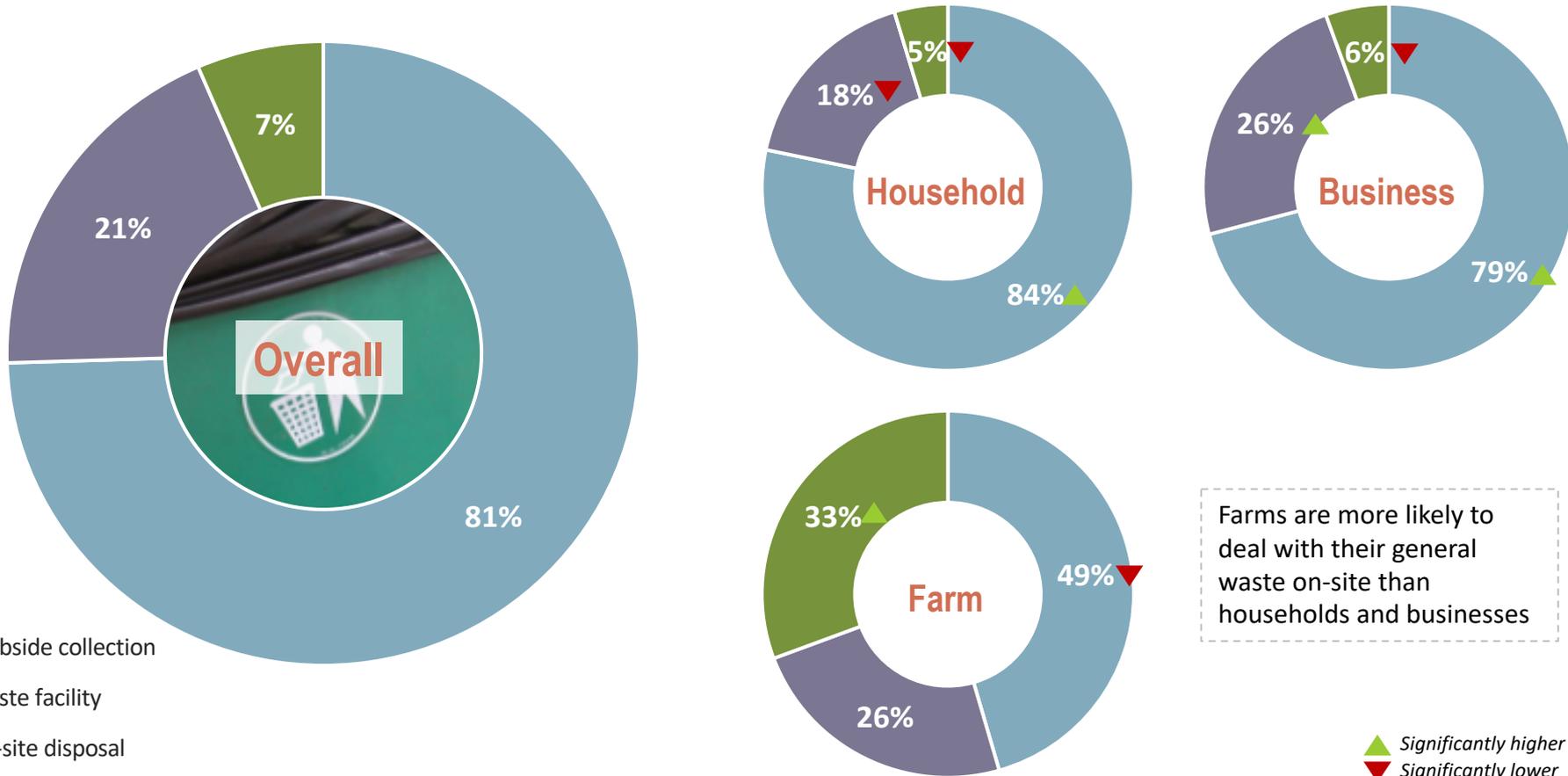
Nearly three quarters (74%) of respondents *would like to see Council do more waste minimisation and education activities*. Suggestions included *info dissemination on recycling and composting*, *provision of more recycling options*, *creation of a three-bin system*, and *conduct of more educational activities in schools regarding recycling*.



General waste/non-recyclable rubbish

Most respondents (81%) deal with their general waste through the *kerbside collection* services of a private company. Just over one in five (21%) *take their non-recyclable rubbish to a facility*, i.e. transfer station or landfill

General waste/non-recyclable rubbish



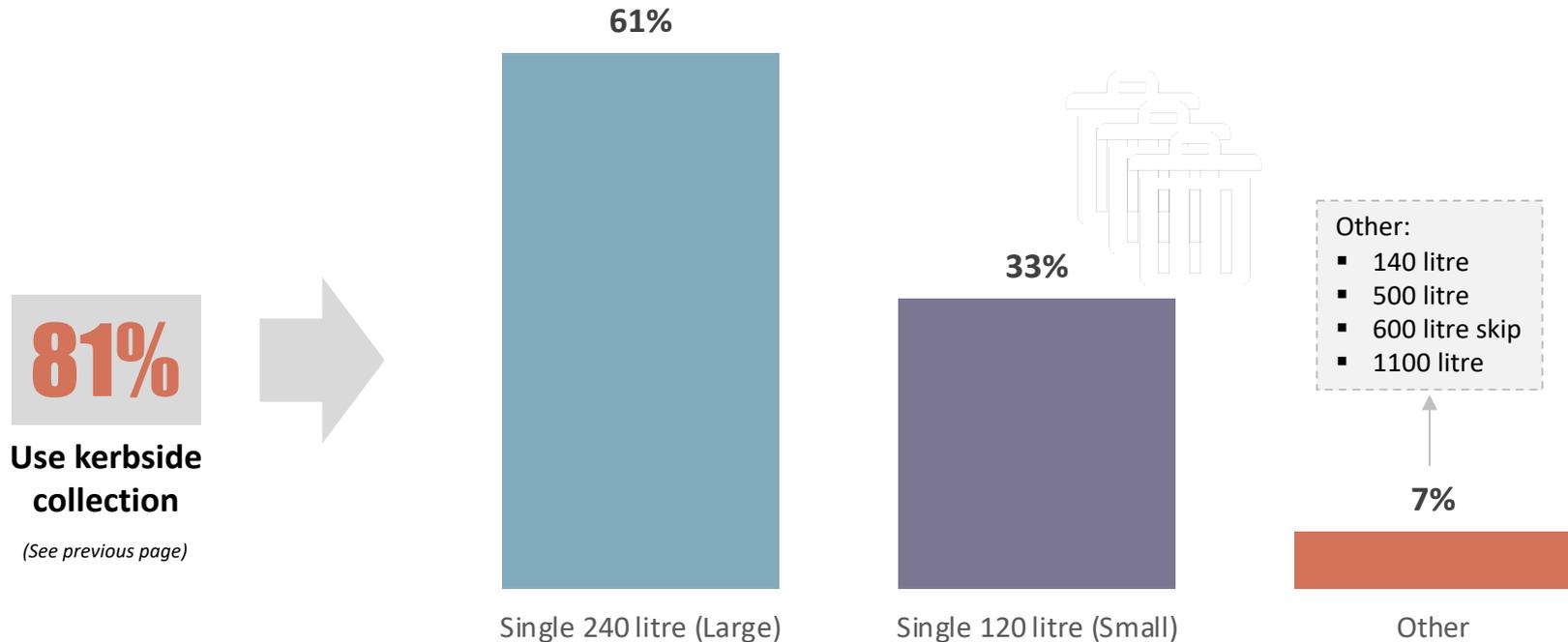
NOTES:

- Total sample: n=986
- Q1: How do you deal with your general waste/non-recyclable rubbish? n=986, Household n=779, Business n=114, Farm n=93

More than three in five respondents (61%) who use *kerbside collection* are using the *single 240-litre (large)* bin while one-third (33%) are using the *single 120-litre (small)* bin

Kerbside collection

2020

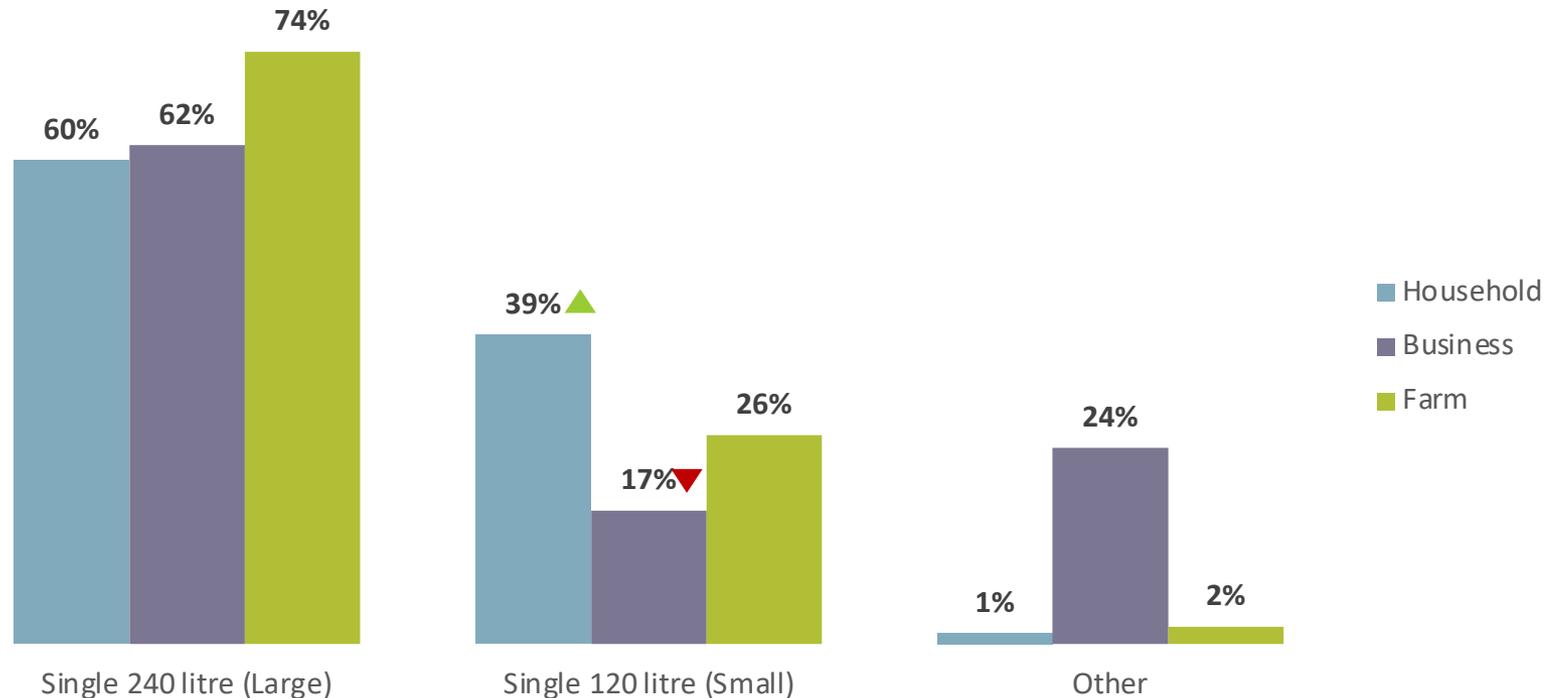


NOTES:

1. Total sample: n=986
2. Q1: How do you deal with your general waste/non-recyclable rubbish?
3. Q2: If you use a kerbside collection for general waste/non-recyclable rubbish, what size of wheelie bin do you have (this will be detailed in your invoice)?

Households are more likely to use the *single 120-litre* bin than businesses. Nearly three-quarters (74%) of farms use the *single 240-litre* wheelie bin

Kerbside collection

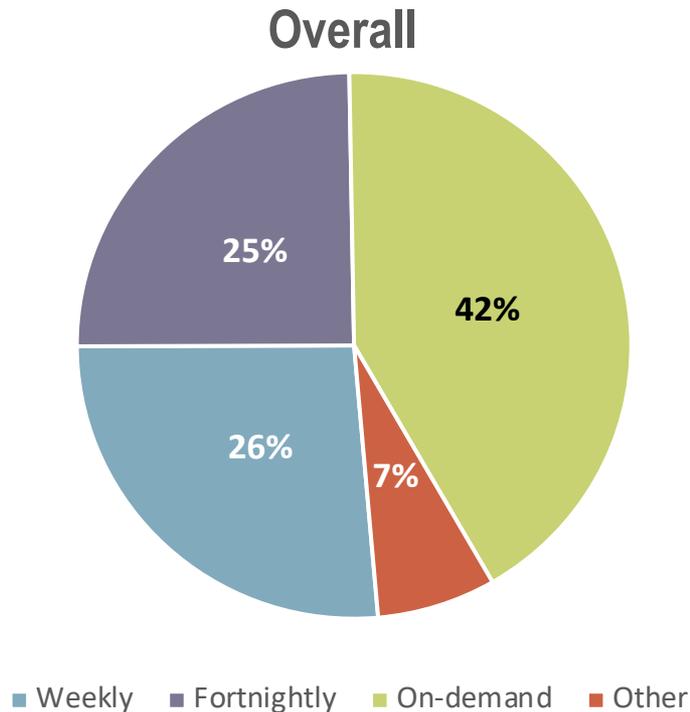


NOTES:

1. Total sample: n=986
2. Q2: If you use a kerbside collection for general waste/non-recyclable rubbish, what size of wheelie bin do you have (this will be detailed in your invoice)?
n=792, Household n=656, Business n=90, Farm n=46

More than half (51%) of respondents have their general waste wheelie bin collected *weekly* (26%) or *fortnightly* (25%). *On-demand* collection is significantly higher for households (45%) compared to businesses (32%)

Frequency of bin collection



Farms are more likely to have their general waste collected fortnightly compared to households and businesses

▲ Significantly higher
▼ Significantly lower

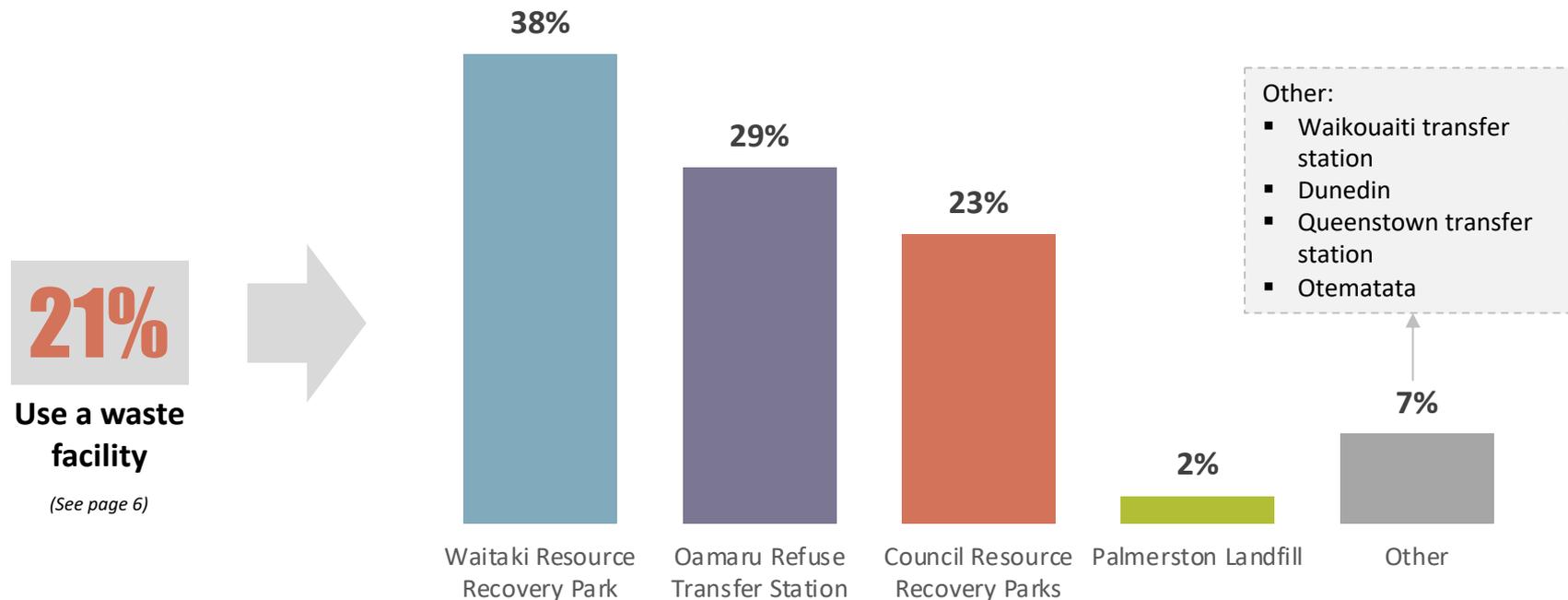
NOTES:

- Total sample: n=986
- Q3: How often is your general waste/non-recyclable rubbish wheelie bin collected? n=792, Household n=656, Business n=90, Farm n=46

The *Waitaki Resource Recovery Park* is on average, the top facility used for dealing with general waste in the district, followed by the *Oamaru Refuse Transfer Station* and *Council Resource Recovery Parks*

Waste facility

Wheelie bin for general waste

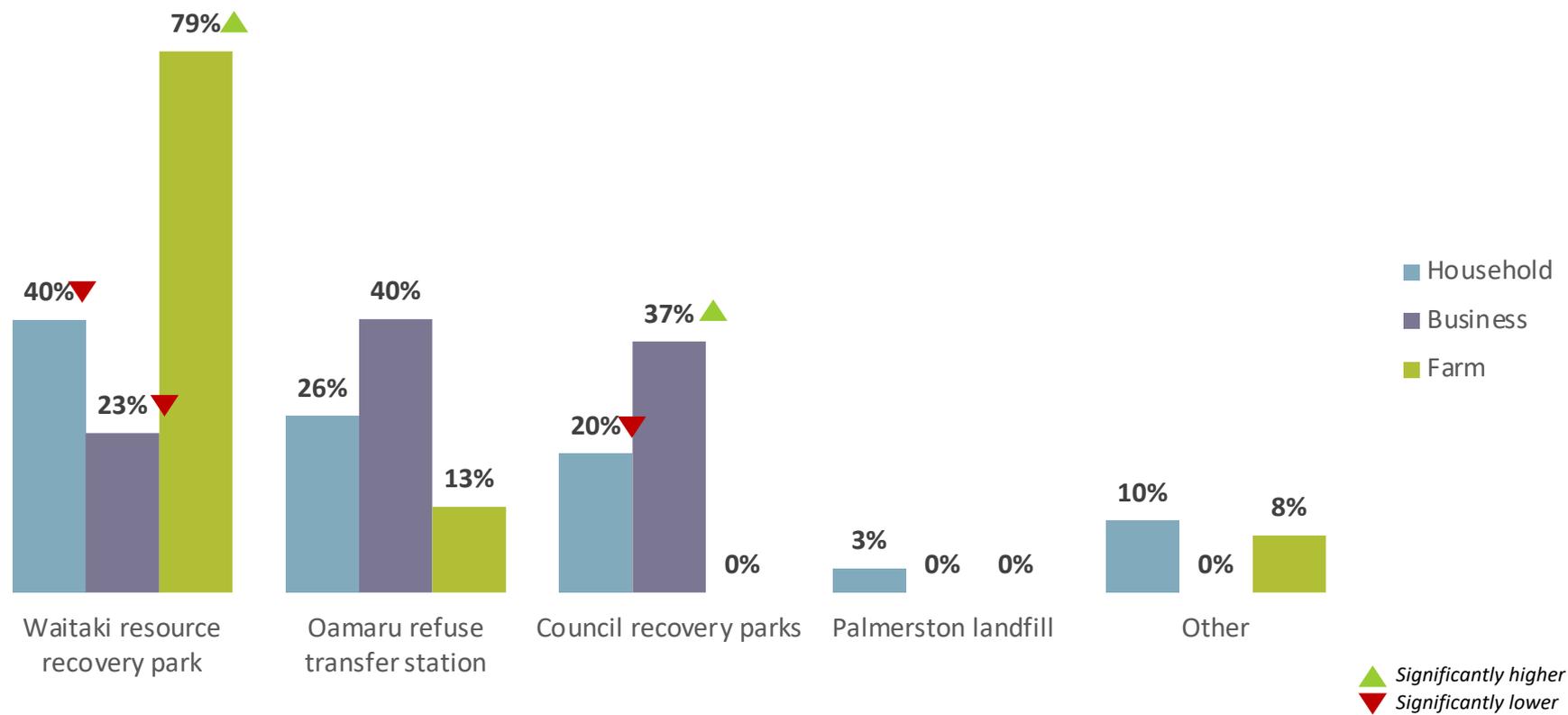


NOTES:

1. Total sample: n=986
2. Q4: If you take your general waste/non-recyclable rubbish to a waste facility, which facility do you use?

Farms are more likely to use the *Waitaki Resource Recovery Park* than households and businesses.
Businesses are more likely to use *Council recovery parks* than households

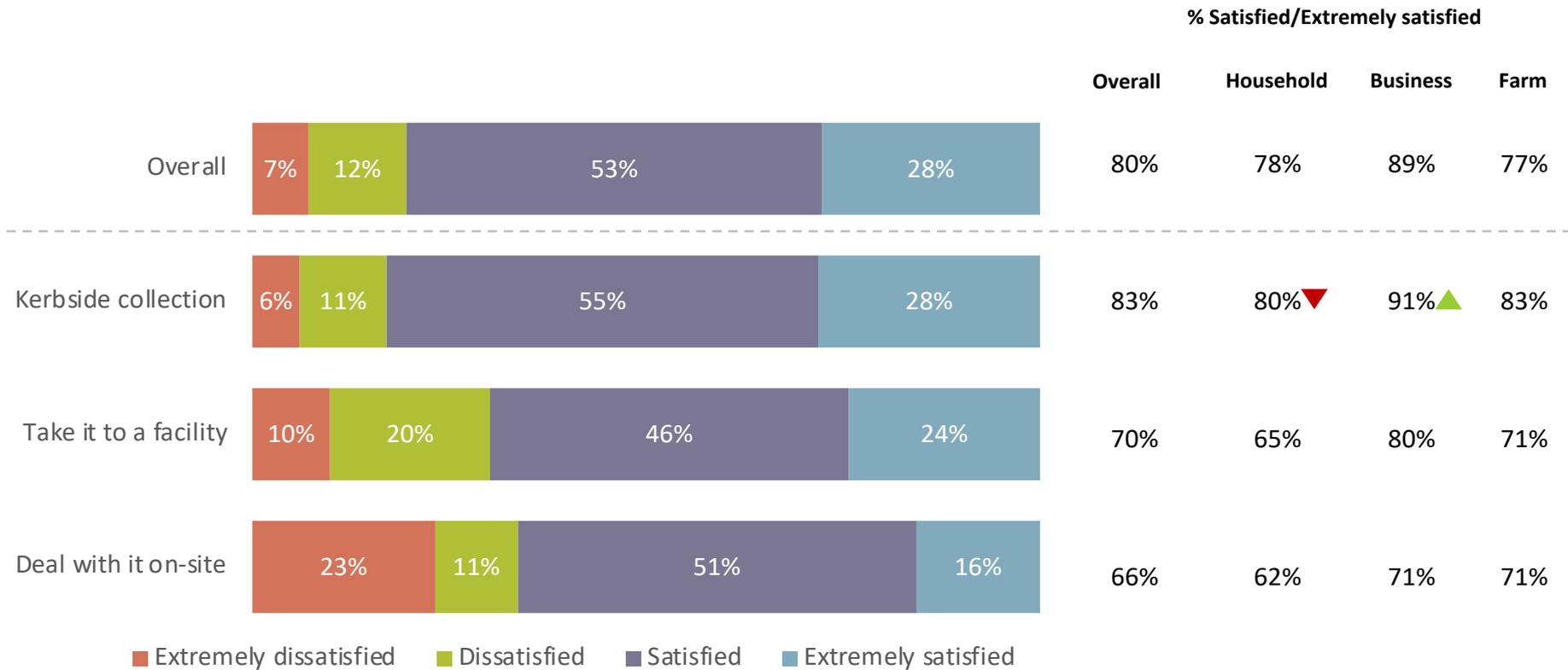
Waste facility



NOTES:
 1. Total sample: n=986
 2. Q4: If you take your general waste/non-recyclable rubbish to a waste facility, which facility do you use? n=197, Household n=143, Business n=30, Farm n=24*
 3. *Caution: small sample size

Eight in ten (80%) respondents are satisfied with the services they use for general waste disposal. Satisfaction with *kerbside collection* is significantly higher amongst businesses than households

Satisfaction with services used for disposal of general waste/non-recyclable rubbish



▲ Significantly higher
▼ Significantly lower

NOTES:
1. Total sample: n=986
2. Q5: Using a scale of 1 to 4 where 1 means 'Extremely dissatisfied' and 4 means 'Extremely satisfied', how satisfied are you with the services that you use to dispose of your general waste/non-recyclable rubbish? n=986, Household n=779, Business n=114, Farm n=93

More than half (51%) of respondents *have no issues with the quality of contracted services they currently use for general waste disposal*. Nearly a quarter (23%) of households say that *on-demand collection is good/and they like the user pays system*. However, households are more likely to think that the services they use for the disposal of general waste are *expensive* than businesses

Reasons for satisfaction/dissatisfaction

		Household	Business	Farm
Happy with the service/no issues/easy and efficient service	51%	50%	57%	36%
On-demand is good/like the user pays system/cost-effective	21%	23%▲	13%▼	19%
It is expensive	19%	22%▲	12%▼	16%
Should be Council run/included in the rates	12%	13%	8%	5%
Recycling needs to be better/more recycling options	8%	8%	8%	12%
We don't get a regular kerbside collection/would like a kerbside collection/don't use them	4%	4%▼	4%	14%▲
They don't turn up/sometimes bins are not picked up/not emptied properly	2%	2%	4%	-
Centres not open enough hours	2%	1%	3%	2%
Need to have larger and more bins/wheelie bins are not big enough	2%	2%	1%	2%
Need a better billing service/more frequent statements/more accuracy	1%	1%	1%	-
Other	3%	2%▼	4%	10%▲

▲ Significantly higher
▼ Significantly lower

NOTES:

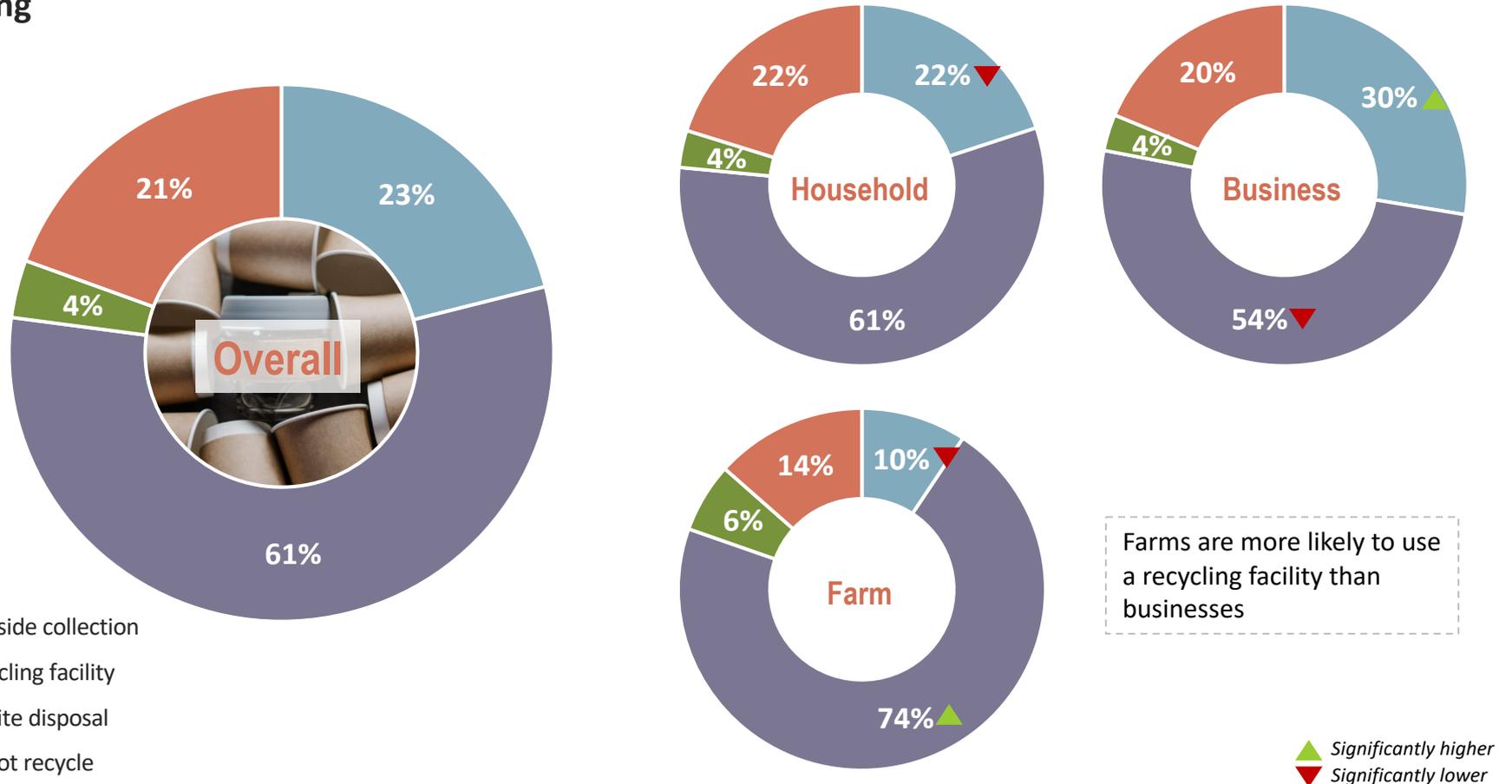
- Total sample: n=986
- Q6: Can you please tell us why you are satisfied/dissatisfied? n=713, Households n=580, Businesses n=75, Farms n=58



Recycling

Overall, the survey results show a majority (61%) of residents use a recycling facility or service. More than three in five (61%) *use a facility for recycling* while almost a quarter (23%) use a *kerbside collection*. However, more than one in five (21%) indicated that they *do not practice recycling*

Recycling

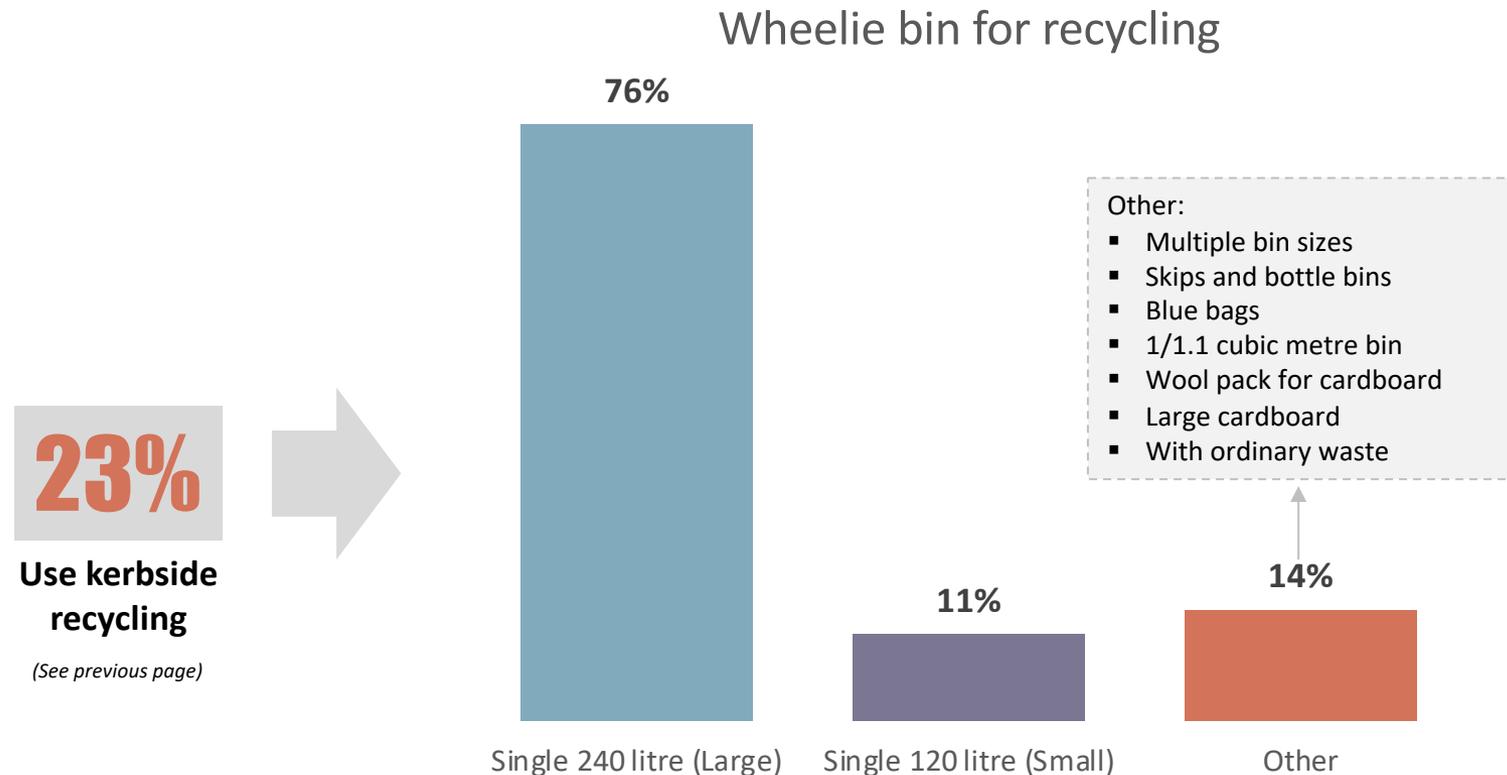


NOTES:

1. Total sample: n=986, Household n=779, Business n=114, Farm n=93
2. Q7: What do you do with recycling?

More than three quarters (76%) of those who use *kerbside recycling* use the single 240-litre (*large*) bin while only a few (11%) use the *single 120-litre (small)* bin

Kerbside recycling

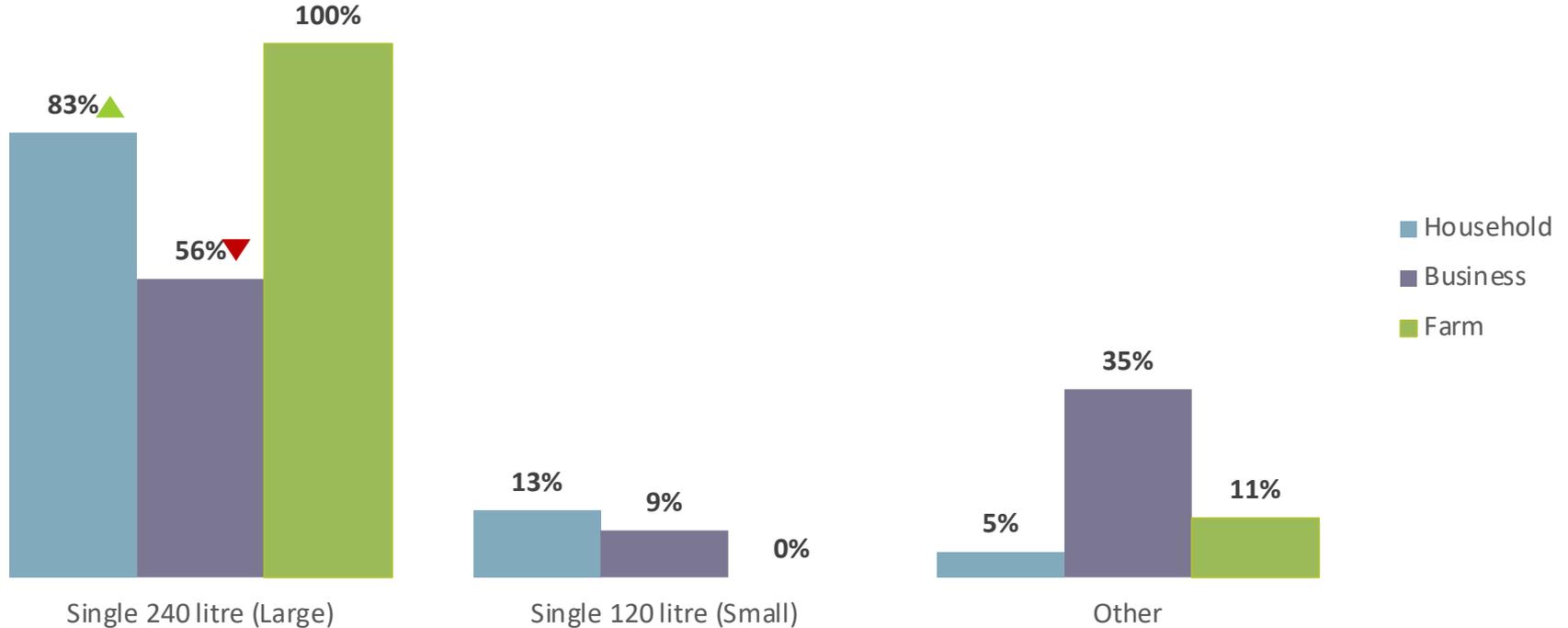


NOTES:

1. Total sample: n=986
2. Q8: If you use a kerbside collection for recycling, what size of wheelie bin do you have (this will be detailed in your invoice)? n=211

A majority of households and businesses use the *single 240-litre* wheelie bin for recycling

Kerbside recycling

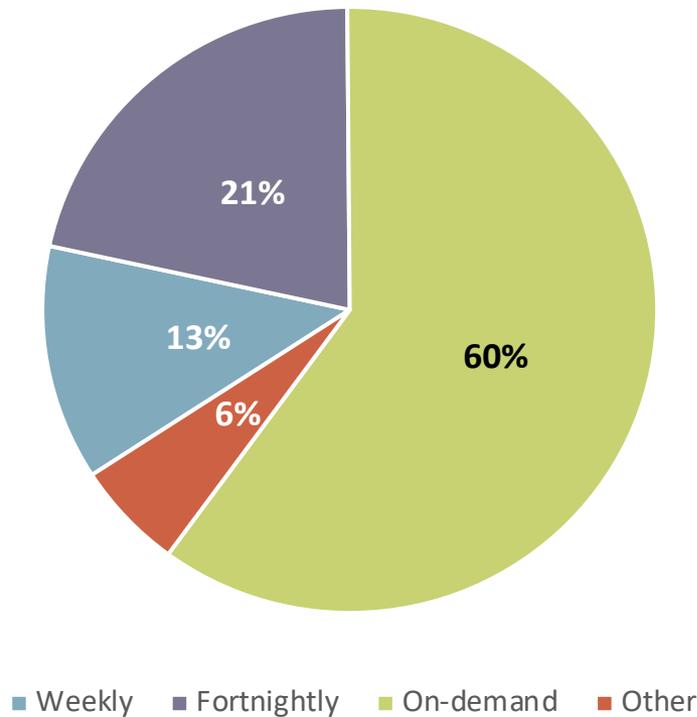


NOTES:

1. Total sample: n=986
2. Q8: If you use a kerbside collection for recycling, what size of wheelie bin do you have (this will be detailed in your invoice)? n=211, Household n=168, Business n=34, Farm n=9*
3. *Caution: small sample size

Three in five (60%) respondents have their recyclable waste collected *on-demand*. *Weekly* kerbside collection is significantly higher amongst businesses than households

Frequency of kerbside collection for recycling



Farms and households are more likely to use kerbside collection fortnightly than businesses

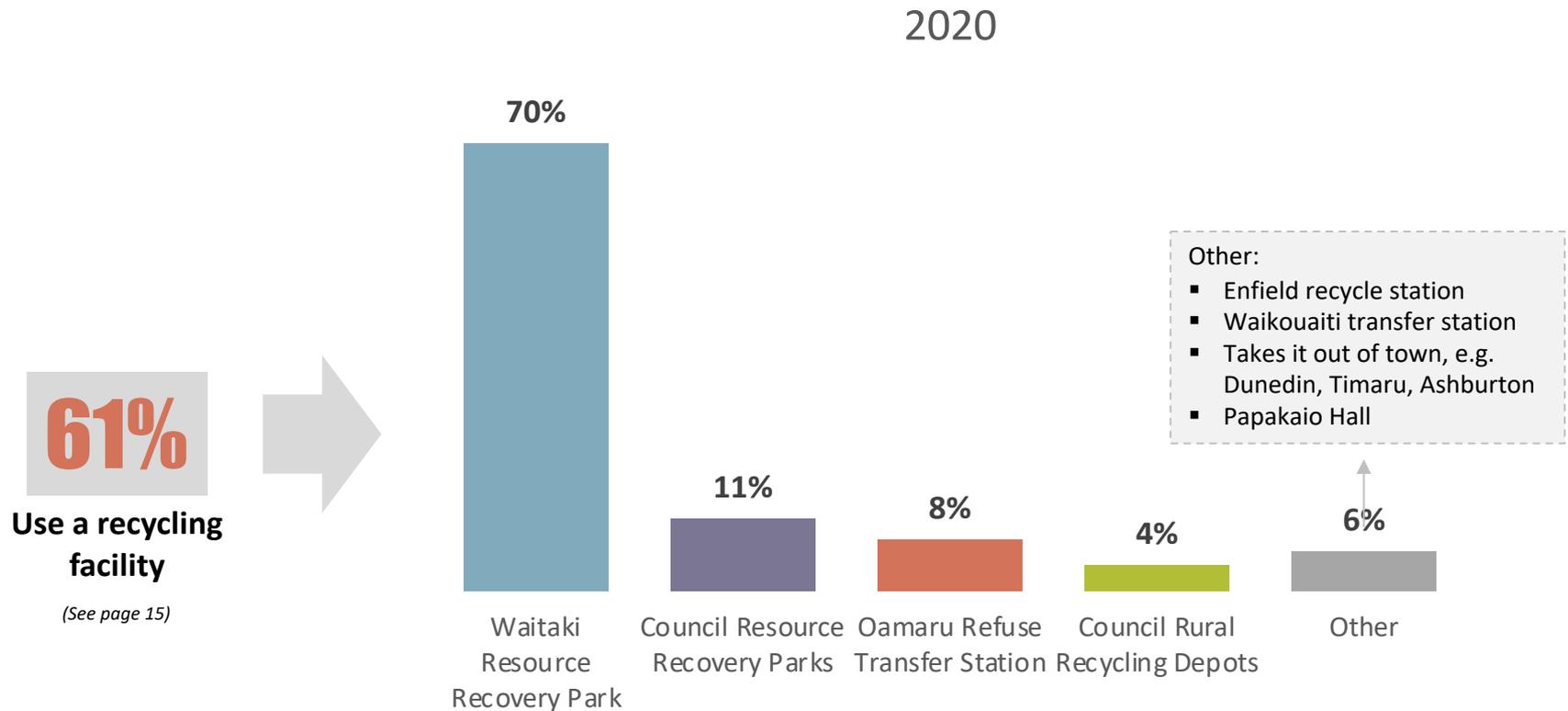
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total sample: n=986
2. Q9: How often is your recycling wheelie bin collected? n=211, Household n=168, Business n=34, Farm n=9*
3. *Caution: small sample size

Of those who use a *recycling facility*, seven in ten (70%) go to the *Waitaki Resource Recovery Park*

Recycling facility

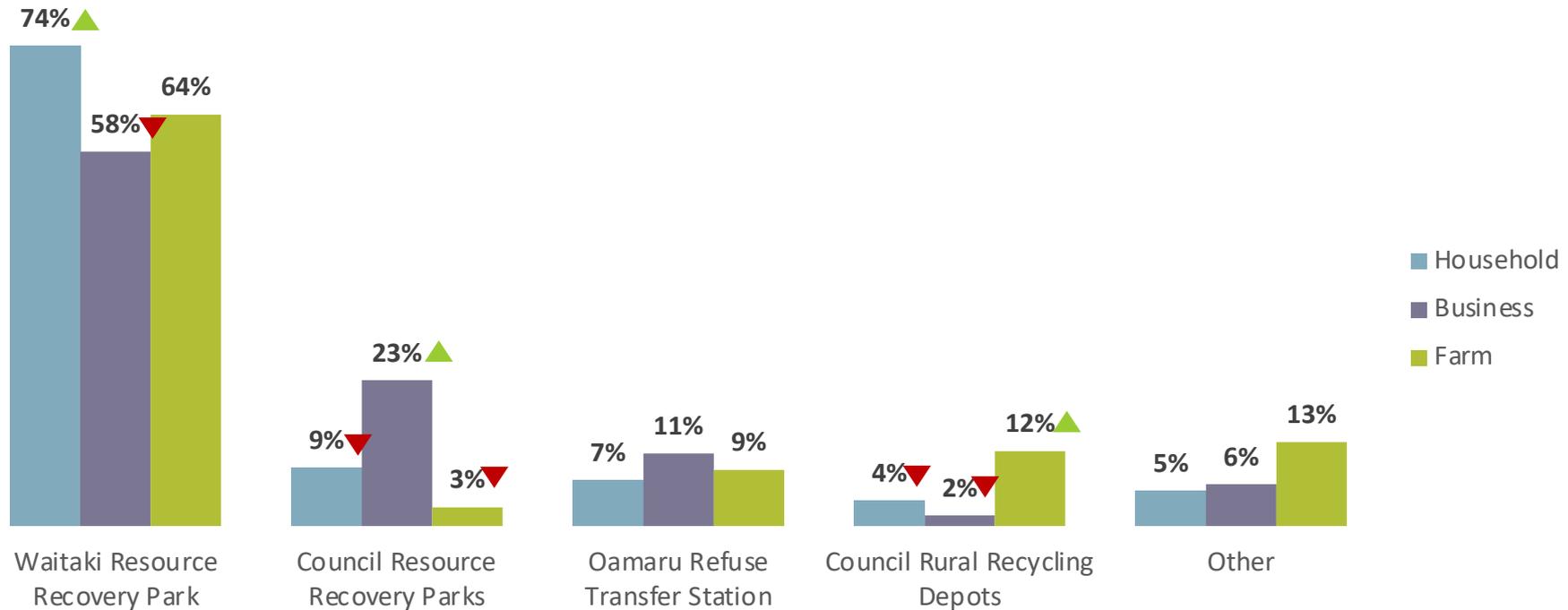


NOTES:

1. Total sample: n=986
2. Q10: If you take your recycling to a facility, which facility do you use? n=609

Most households, businesses and farms take their recycling to the *Waitaki Resource Recovery Park*. However, businesses are more likely to use *Council Resource Recovery Parks* in dealing with their recyclable waste than households and farms

Recycling facility



Households are more likely to go to the Waitaki Resource Recovery Park than businesses

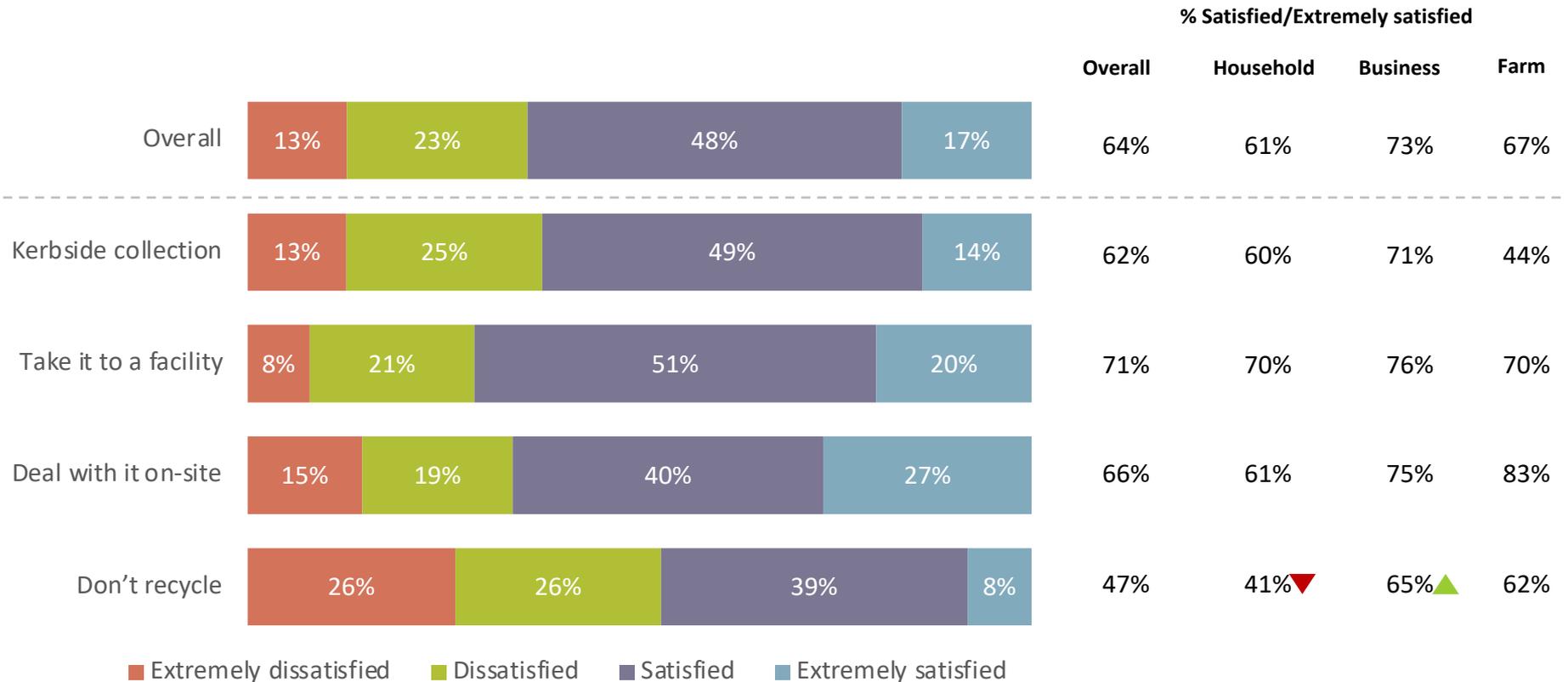
▲ Significantly higher
▼ Significantly lower

NOTES:

- Total sample: n=986
- Q10: If you take your recycling to a facility, which facility do you use? n=609, Household n=478, Business n=62, Farm n=69

Almost two thirds (64%) of households, businesses and farms are satisfied with the recycling method they use. Satisfaction is highest with the use of a *recycling facility*

Satisfaction with recycling method used



▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total sample: n=986
2. Q11: Using a scale of 1 to 4 where 1 means 'Extremely dissatisfied' and 4 means 'Extremely satisfied', how satisfied are you with the services that you use to dispose of your recycling? n=986, Household n=779, Business n=114, Farm n=93

Nearly three in ten (29%) respondents who gave comments about recycling think that *there are too many restrictions on recycling*. At least one in ten believe that the service is *expensive/don't like paying to recycle* (11%) and *should be Council-run/included in the rates* (10%)

Reasons for satisfaction/dissatisfaction

		Household	Business	Farm
Happy with the service/no issues/easy and efficient service/helpful staff	36%	36%	32%	40%
Too many restrictions on recycling/ need to take more plastics, glass, paper	29%	30%	29%	24%
Don't accept newspaper, paper or magazines	12%	13%	12%	9%
It is expensive/don't like paying to recycle	11%	12%	9%	9%
Should be Council-run/included in the rates	10%	11%	9%	1%
It is too hard to recycle/gets put into general waste/gets burnt or buried	10%	10%	10%	7%
Needs to be a kerbside collection/no facilities available	9%	10%	6%	12%
Centres not open enough hours/too far away/too inconvenient	6%	6%	6%	9%
Unhappy that recycling goes into landfill/not confident it is getting recycled	6%	5%	9%	9%
Do not recycle	4%	3%	7%	4%
The recycle centre is messy, muddy/bad service/centre fills quickly	3%	3%	3%	6%
Other	2%	2%	3%	6%

NOTES:

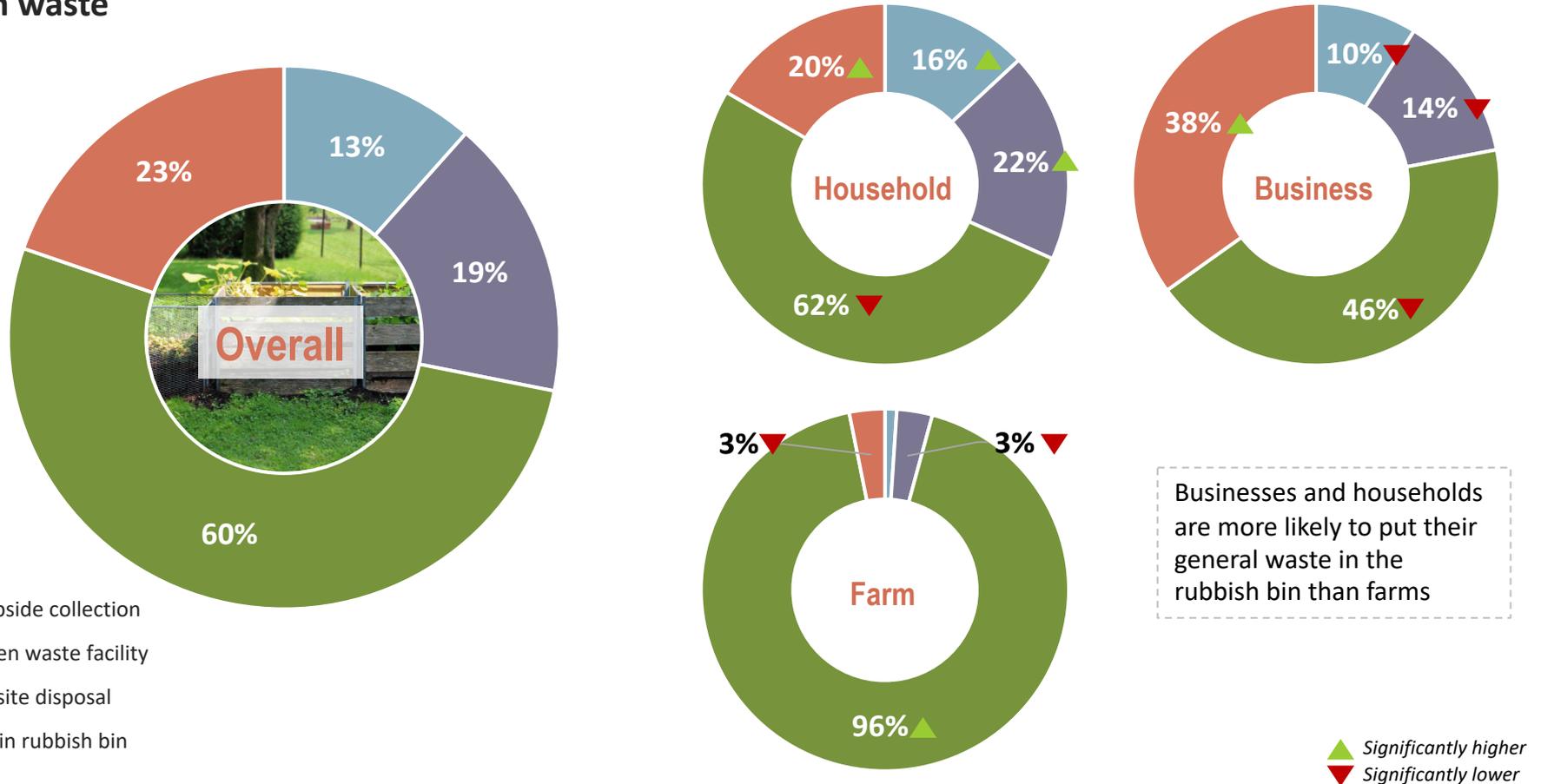
- Total sample: n=986
- Q12: Can you please tell us why you are satisfied/dissatisfied? n=662, Households n=525, Businesses n=69, Farms n=68



Green waste

Most respondents (60%) dispose of their green waste *on-site*. Households are more likely to *take compostable waste to a facility* than businesses and farms

Green waste



NOTES:
1. Total sample: n=986
2. Q13: What do you do with green waste? n=986, Household n=779, Business n=114, Farm n=93

More than a third (36%) of those who use *kerbside collection* for green waste use a *single 240-litre bin*

Kerbside collection for green waste

Wheelie bin for green waste

13%

Use kerbside collection

(See page 24)



36%



Single 240 litre
(Large)

13%



Single 120 litre
(Small)

51%



Other

Other:

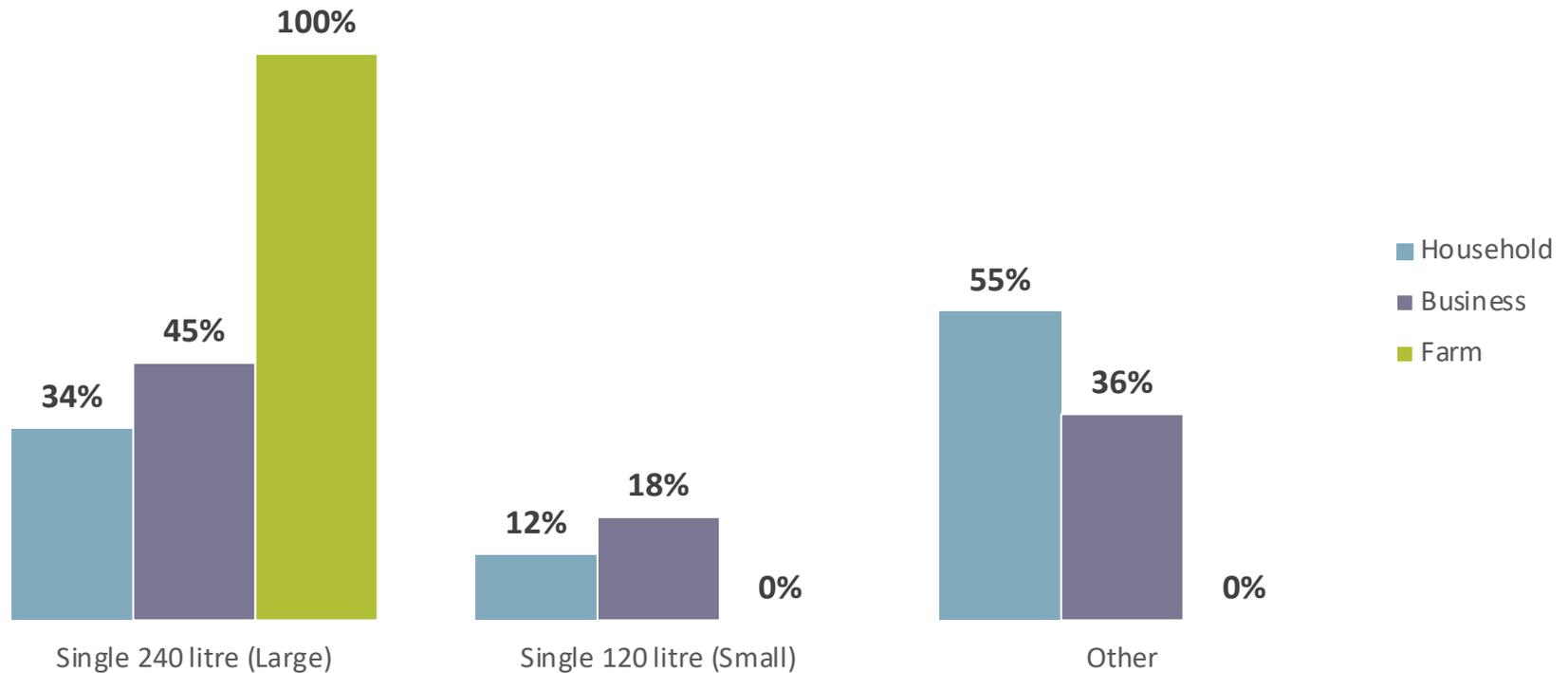
- Wool sack/bale/fadge
- Garden bags
- 40L bin
- Don't have green waste
- Skip

NOTES:

1. Total sample: n=986
2. Q14: If you use a kerbside collection for green waste, what size wheelie bin do you have (this will be detailed in your invoice)?

More than half (55%) of households and more than a third (36%) of businesses use *alternative bins or bags* for green waste *kerbside collection*

Kerbside collection for green waste

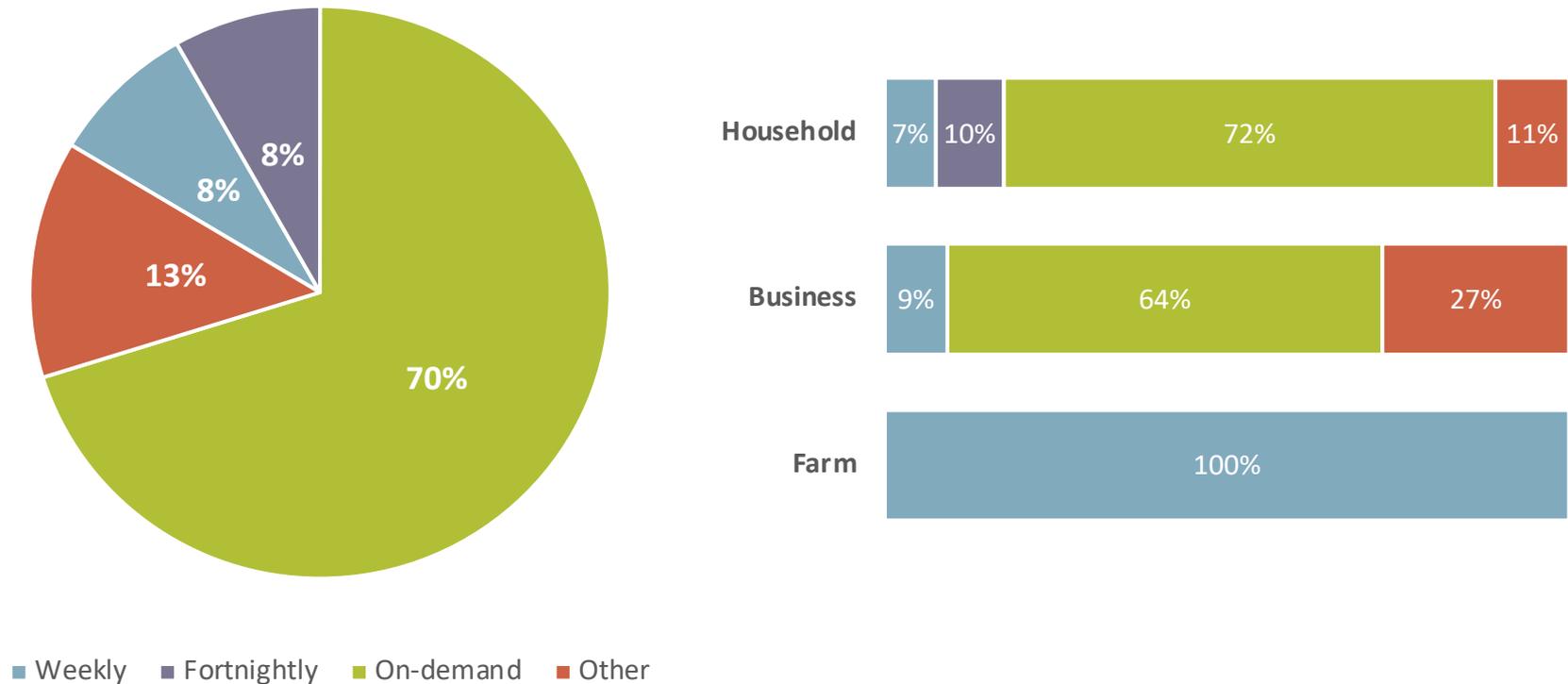


NOTES:

1. Total sample: n=986
2. Q14: If you use a kerbside collection for green waste, what size wheelie bin do you have (this will be detailed in your invoice)? n=133, Household n=121, Business n=11*, Farm n=1*
3. * Caution: small sample size

Seven in ten (70%) green waste wheelie bins are collected *on-demand* while 16% are collected either *weekly* or *fortnightly*

Frequency of green waste wheelie bin collection

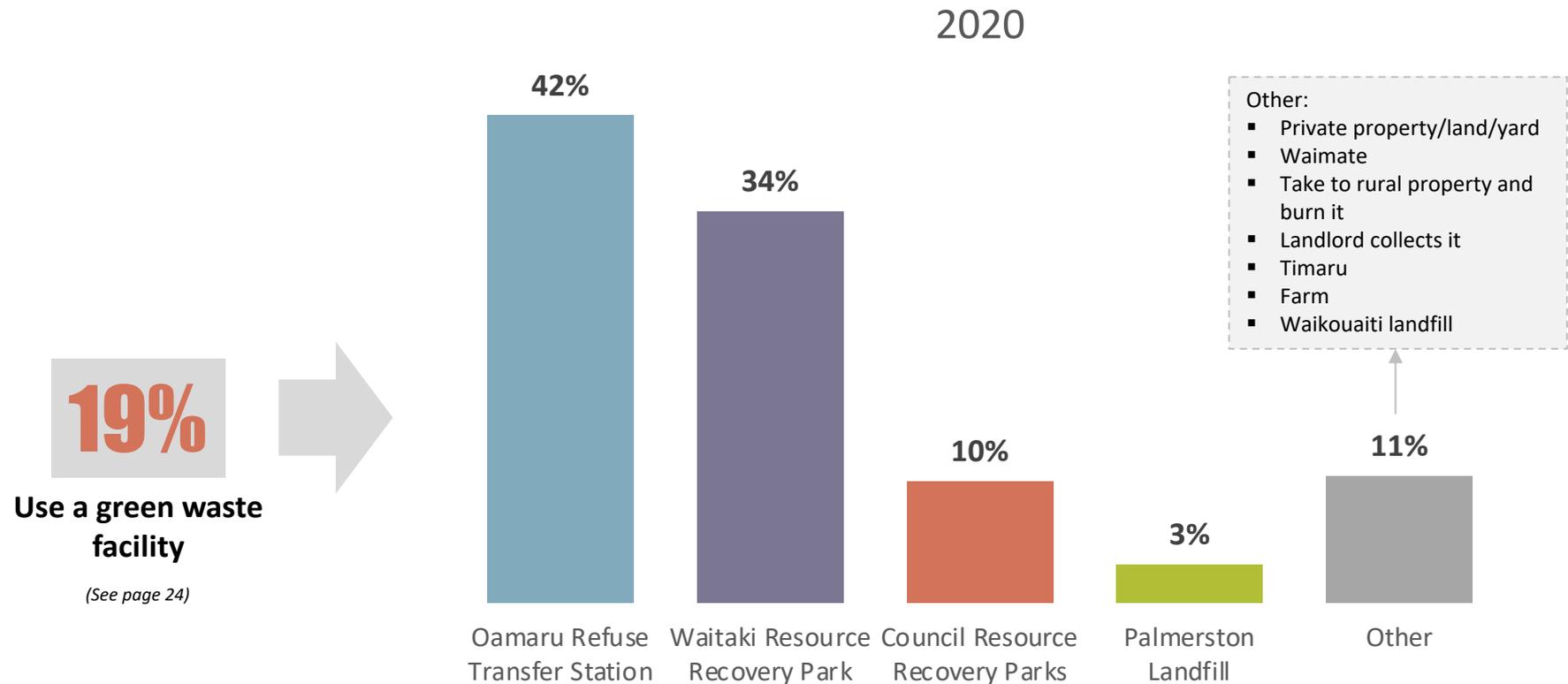


NOTES:

1. Total sample: n=986
2. Q15: How often is your green waste wheelie bin collected? n=133, Household n=121, Business n=11*, Farm n=1*
3. * Caution: small sample size

Nearly two in ten (19%) respondents *use a facility* to manage their green waste. Of those, 42% use the *Oamaru Refuse Transfer Station* while more than a third (34%) go to the *Waitaki Resource Recovery Park*

Green waste facility

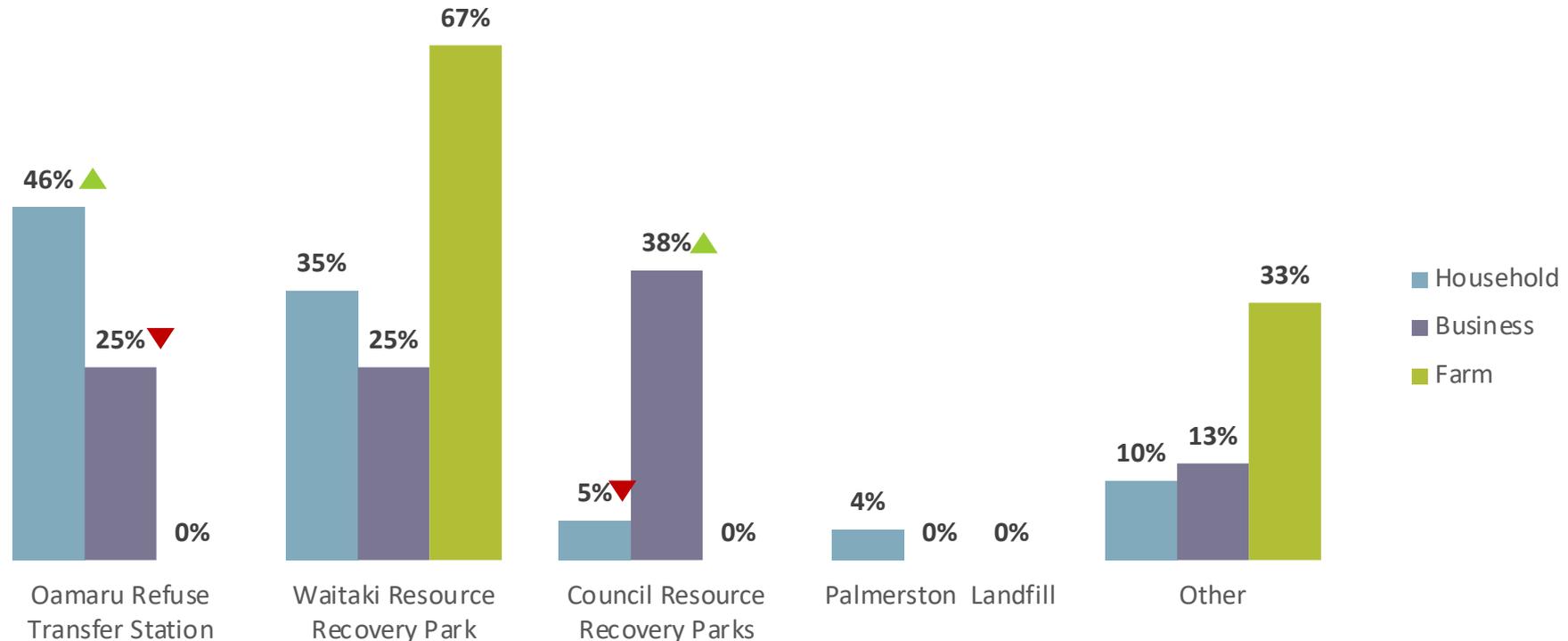


NOTES:

- Total sample: n=986
- Q16: If you take it to a green waste facility, which facility do you use? n=194

In dealing with green waste, businesses are more likely to use *Council Resource Recovery Parks* than households. Meanwhile, households are more likely to go to the *Oamaru Refuse Transfer Station* than businesses

Green waste facility



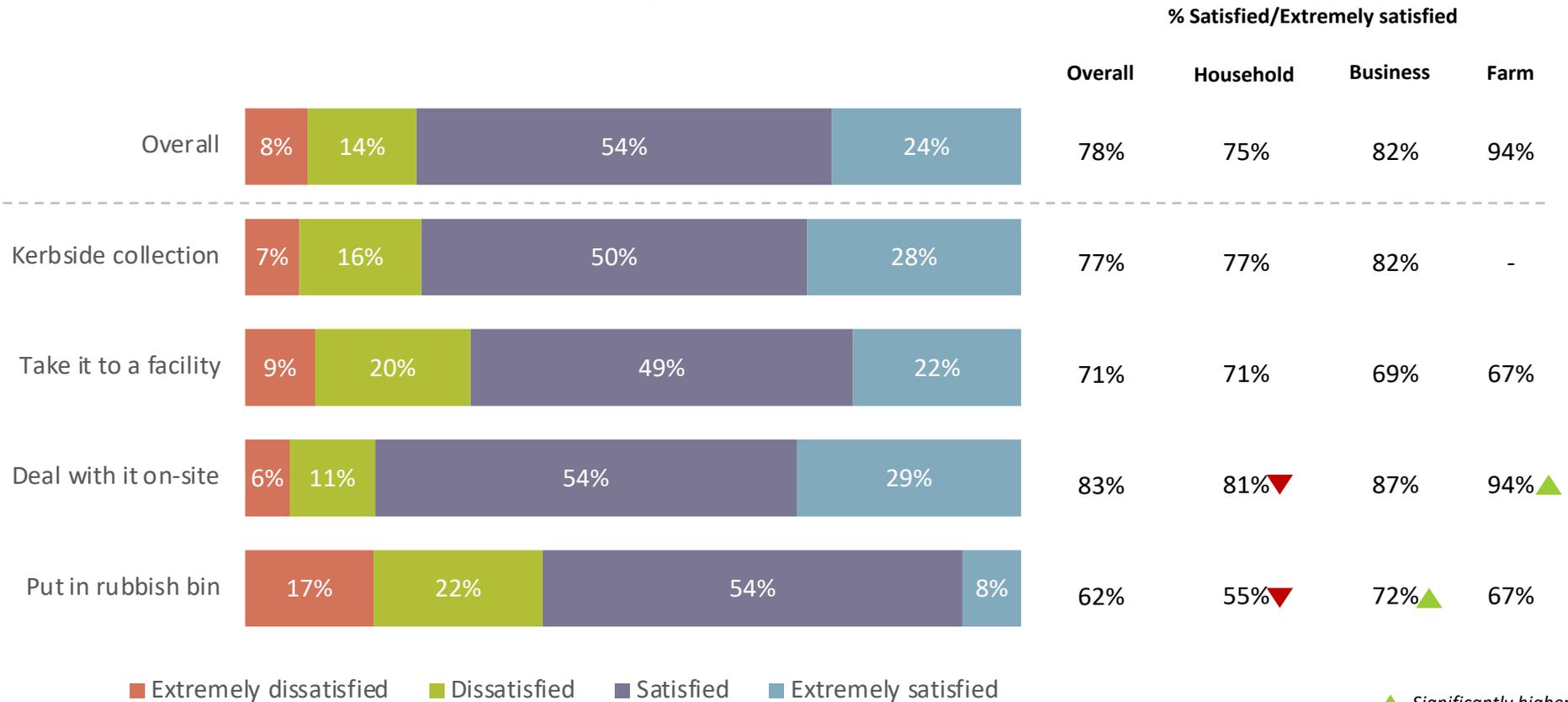
▲ Significantly higher
▼ Significantly lower

NOTES:

1. Total sample: n=986
2. Q16: If you take it to a green waste facility, which facility do you use? n=194, Household n=175, Business n=16*, Farm n=3*
3. * Caution: small sample size

Overall, more than three quarters (78%) of respondents are satisfied with how they dispose of their green waste. Satisfaction is significantly higher amongst farms in terms of dealing with green waste *on-site* than households

Satisfaction with method used to dispose of green waste

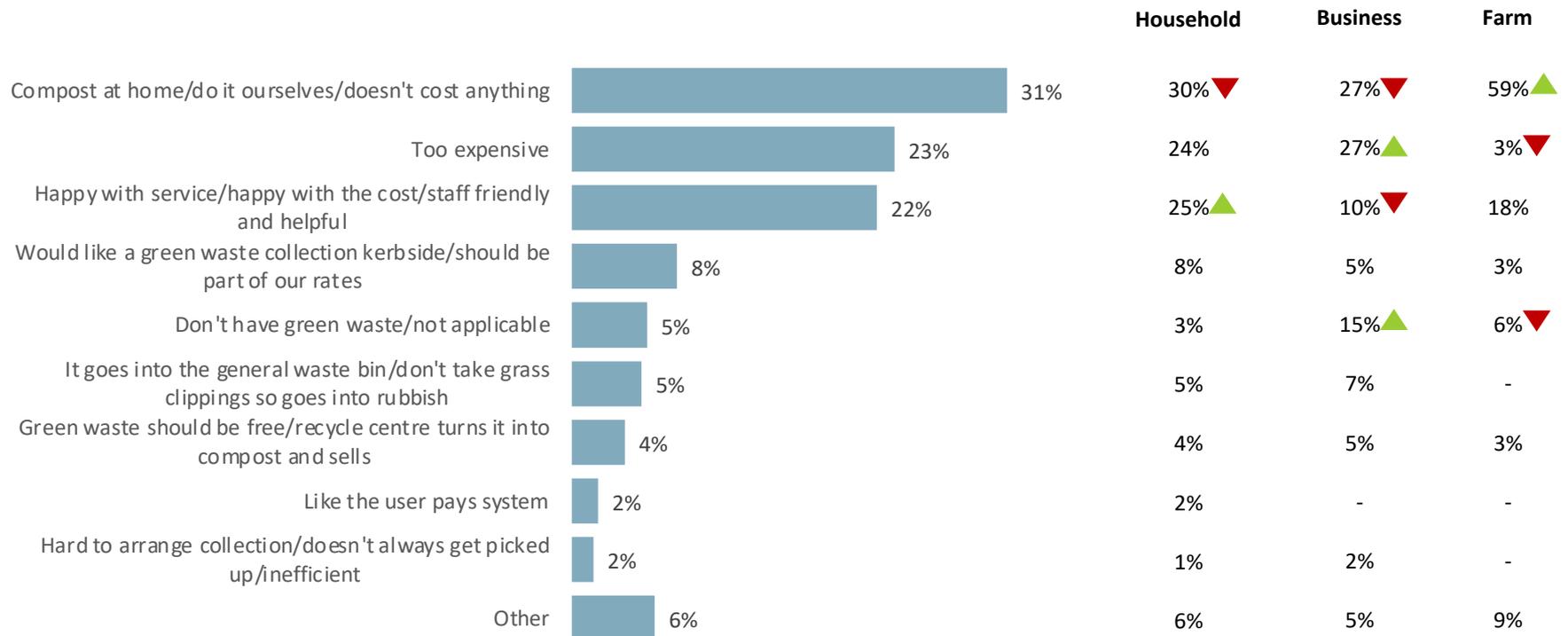


NOTES:

- Total sample: n=986
- Q17: Using a scale of 1 to 4 where 1 means 'Extremely dissatisfied' and 4 means 'Extremely satisfied', how satisfied are you with the services that you use to dispose of your green waste? n=986, Household n=779, Business n=114, Farm n=93

Respondents' comments about green waste management frequently concerned *composting at home*, *expensive cost* and *good service*, amongst other issues

Reasons for satisfaction/dissatisfaction



▲ Significantly higher
▼ Significantly lower

NOTES:

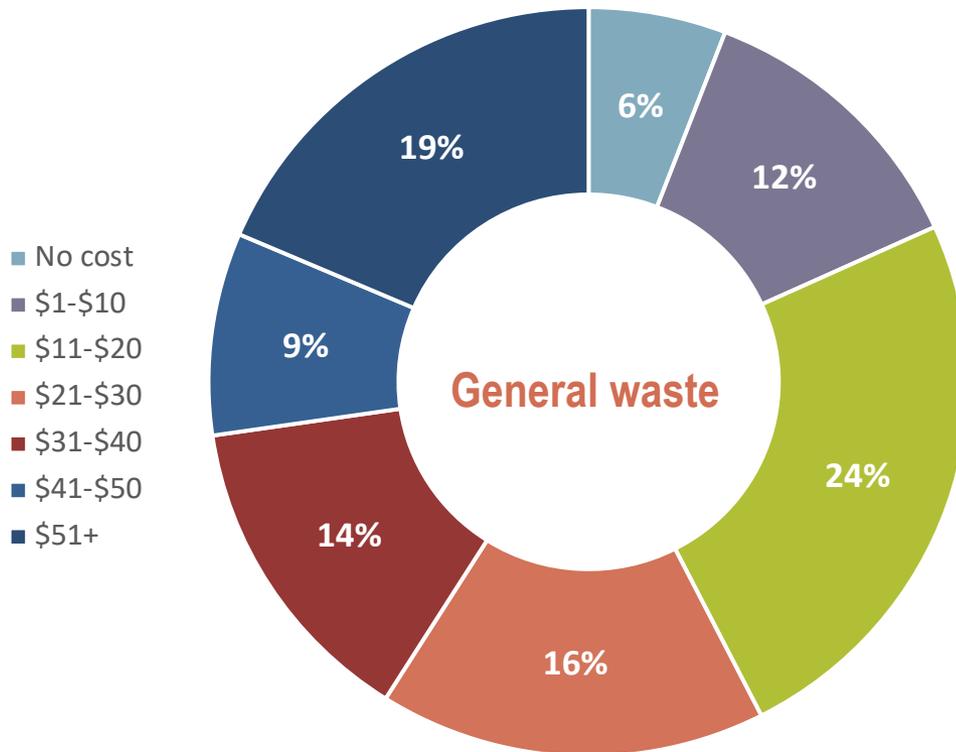
- Total sample: n=986
- Q18: Can you please tell us why you are satisfied/dissatisfied? n=492, Households n=417, Businesses n=41, Farms n=34



Rates-funded kerbside waste collection

Overall, almost all respondents (94%) are *paying private contractors for general waste disposal services* with around a quarter (24%) paying \$11-\$20 every month for such services

Cost of monthly waste disposal services

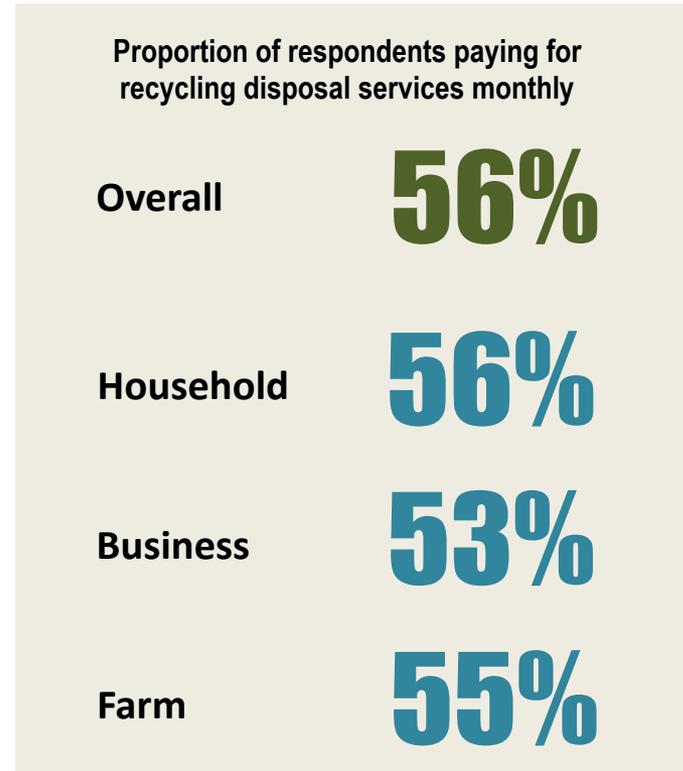
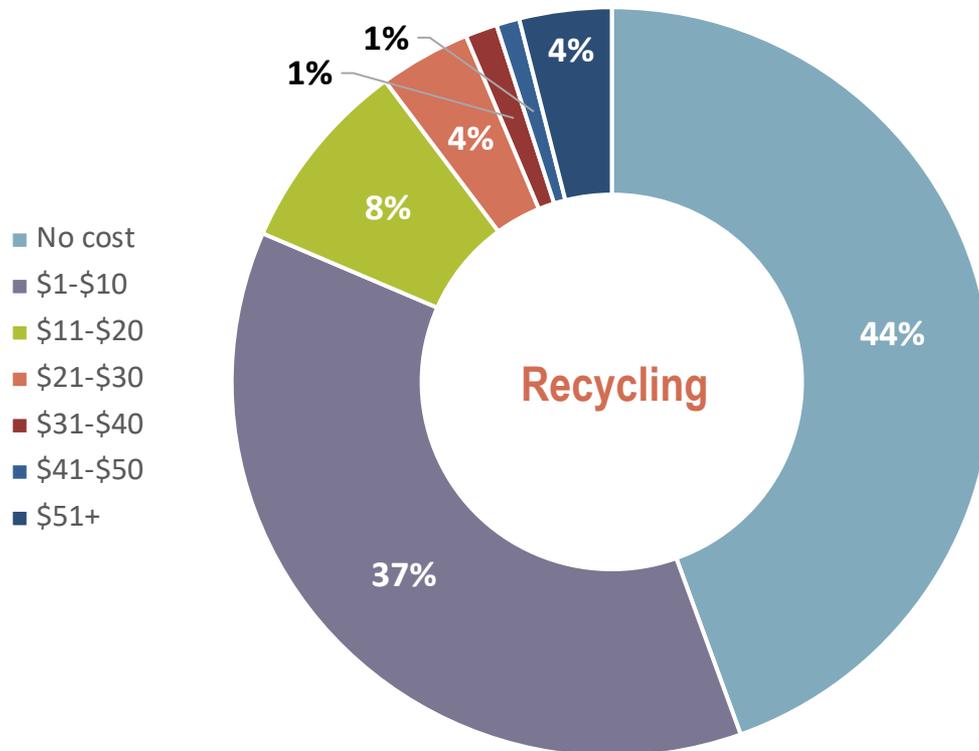


NOTES:

1. Total sample: n=986
2. Q19: On average how much do you pay for waste disposal services each month? n=986, Household n=779, Business n=114, Farm n=93

Fewer than six in ten respondents (56%) are *paying private contractors for recycling services*, with 45% paying \$1-\$20 every month for such services

Cost of monthly waste disposal services

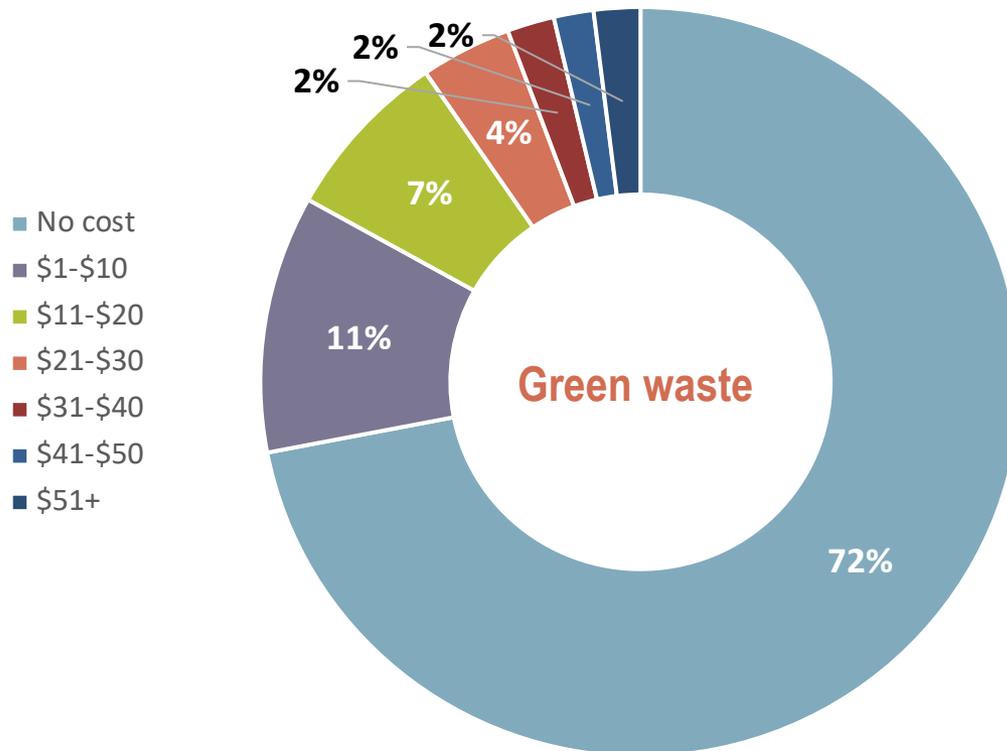


NOTES:

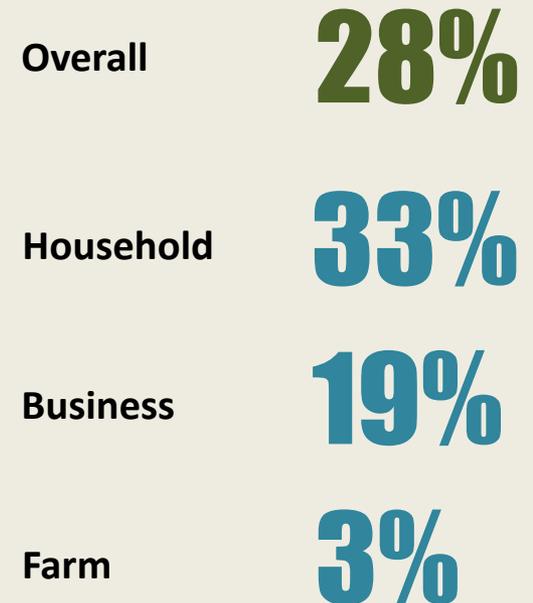
1. Total sample: n=986
2. Q19: On average how much do you pay for waste disposal services each month? n=986, Household n=779, Business n=114, Farm n=93

Most respondents (72%) do not incur any cost in managing their green waste

Cost of monthly waste disposal services



Proportion of respondents paying for green waste disposal services monthly



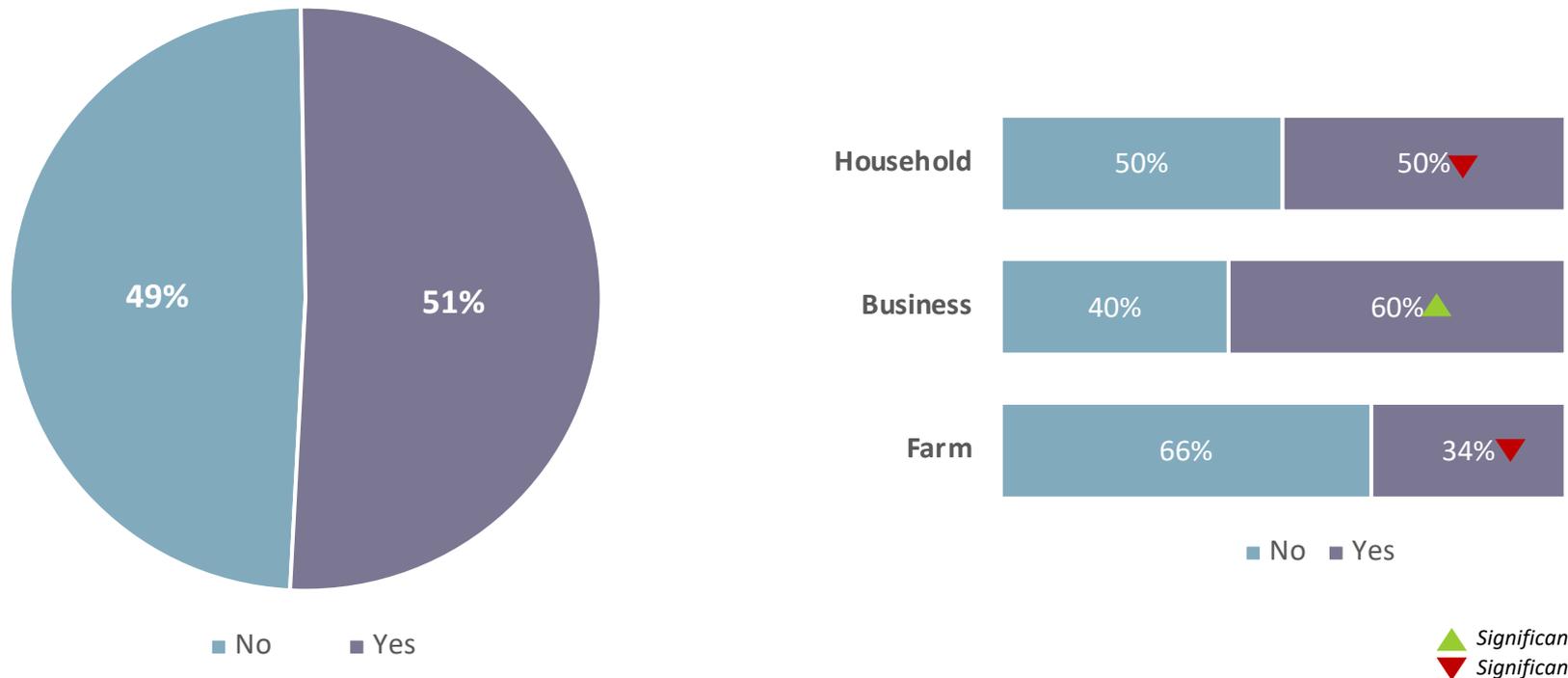
NOTES:

- Total sample: n=986
- Q19: On average how much do you pay for waste disposal services each month? n=986, Household n=779, Business n=114, Farm n=93

The proportion of respondents *prepared to pay for Council-provided kerbside collection service* is slightly larger than those who are not (51% vs. 49%). Businesses are more *prepared to pay for the service* than households and farms

Preparedness to pay for kerbside collection

Proportion of respondents prepared to pay for a Council kerbside waste collection service in their rates at a cost of approximately \$350/year



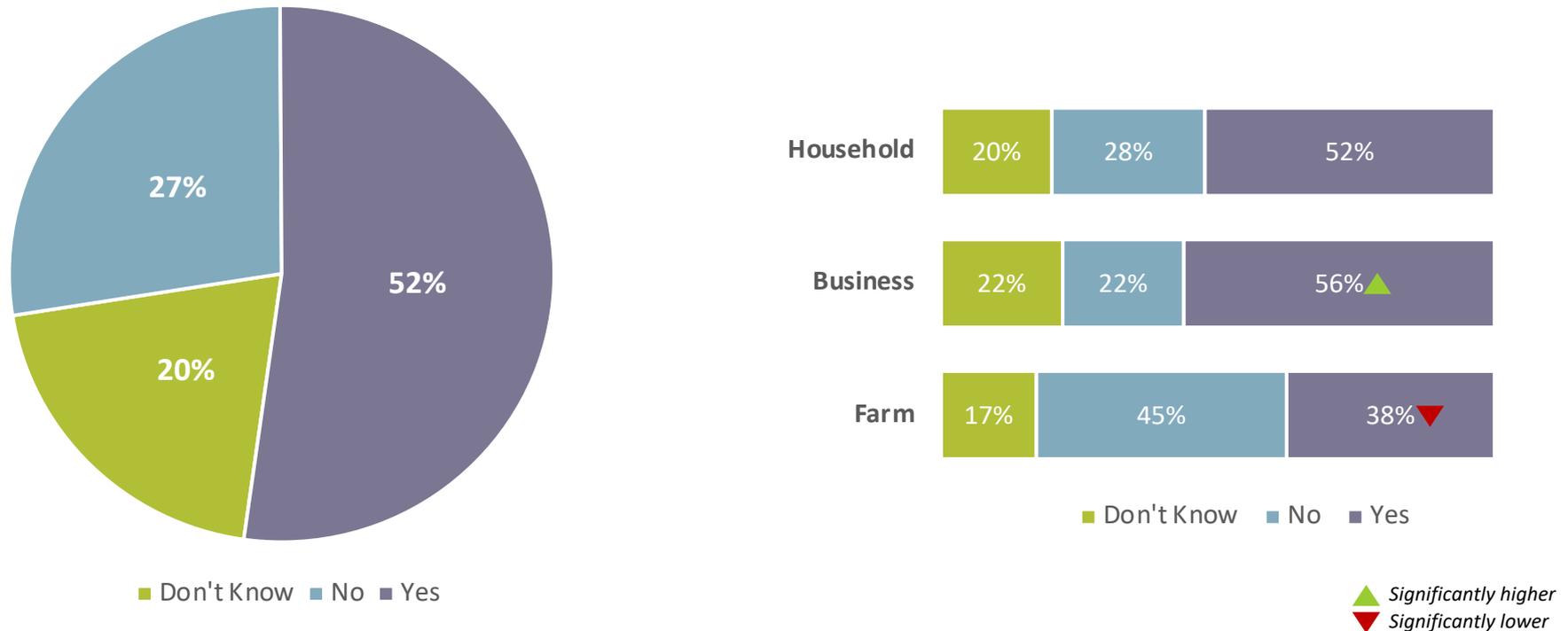
NOTES:

1. Total sample: n=986
2. Q20: Would you be prepared to pay for Council to provide a kerbside waste collection service in your rates at a cost of approximately \$350 per year instead of your current service? n=986, Household n=779, Business n=114, Farm n=93

More than half (52%) of the respondents are *prepared to pay for a kerbside service in their rates* if a Council-provided kerbside collection reduced the amount of illegal dumping, with businesses more prepared to pay than farms

Preparedness to pay for kerbside collection

Proportion of respondents prepared to pay for a kerbside service in their rates if a Council-provided kerbside collection reduced the amount of illegal dumping



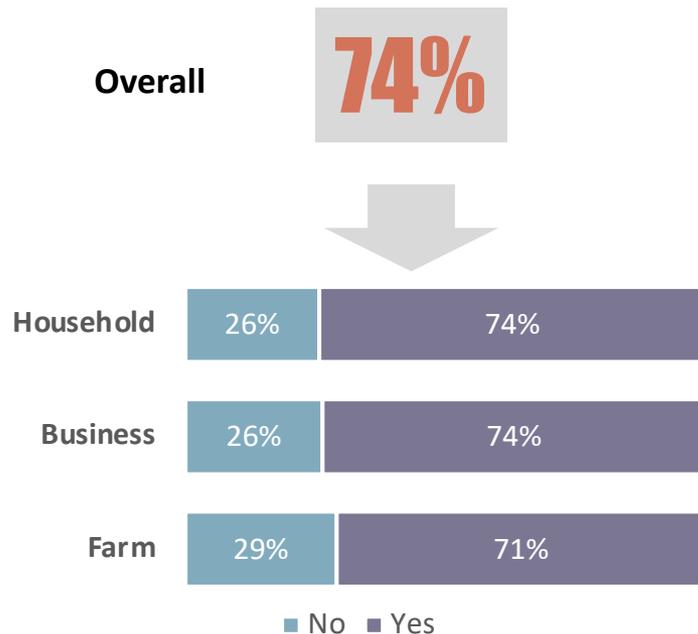
NOTES:

- Total sample: n=986
- Q21: If Council provided Kerbside collection reduced the amount of illegal dumping would you be prepared to pay for kerbside service in your rates? ? n=986, Household n=779, Business n=114, Farm n=93

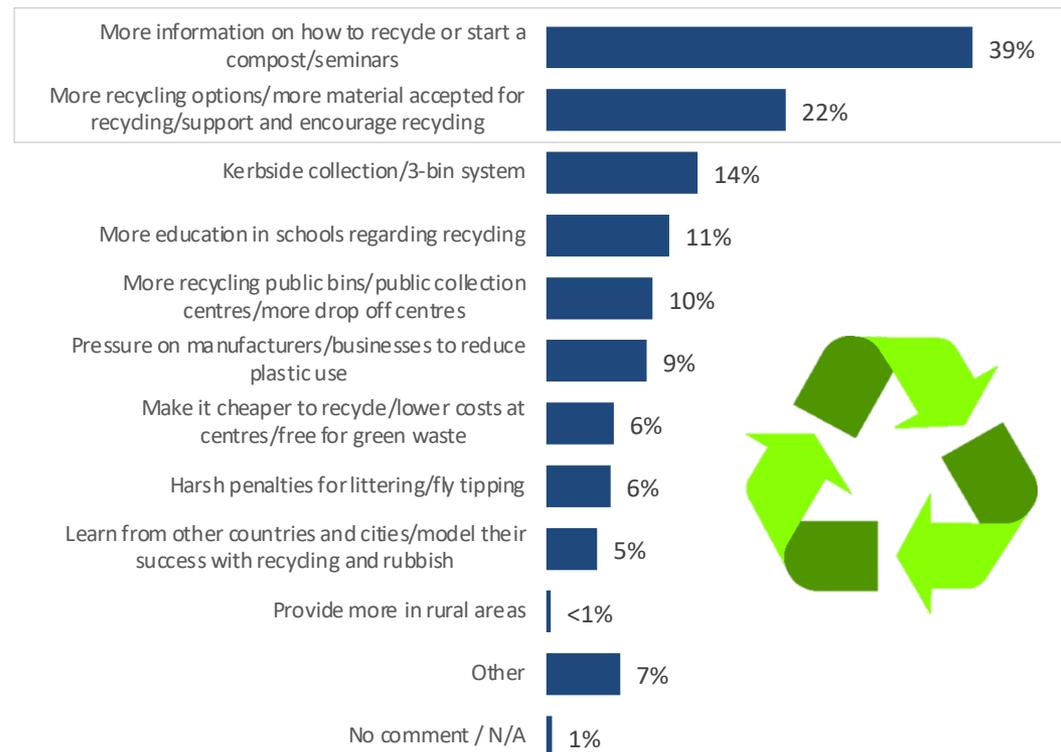
Close to three quarters (74%) of respondents *would like to see the Council do more waste minimisation and education activities* for the district. More than three (61%) in five suggested *more information on how to recycle/compost and more recycling options and support/promotion for recycling*

Waste minimisation and education

Proportion of respondents who would like to see Council do more regarding waste minimisation and education



Waste minimisation and education activities

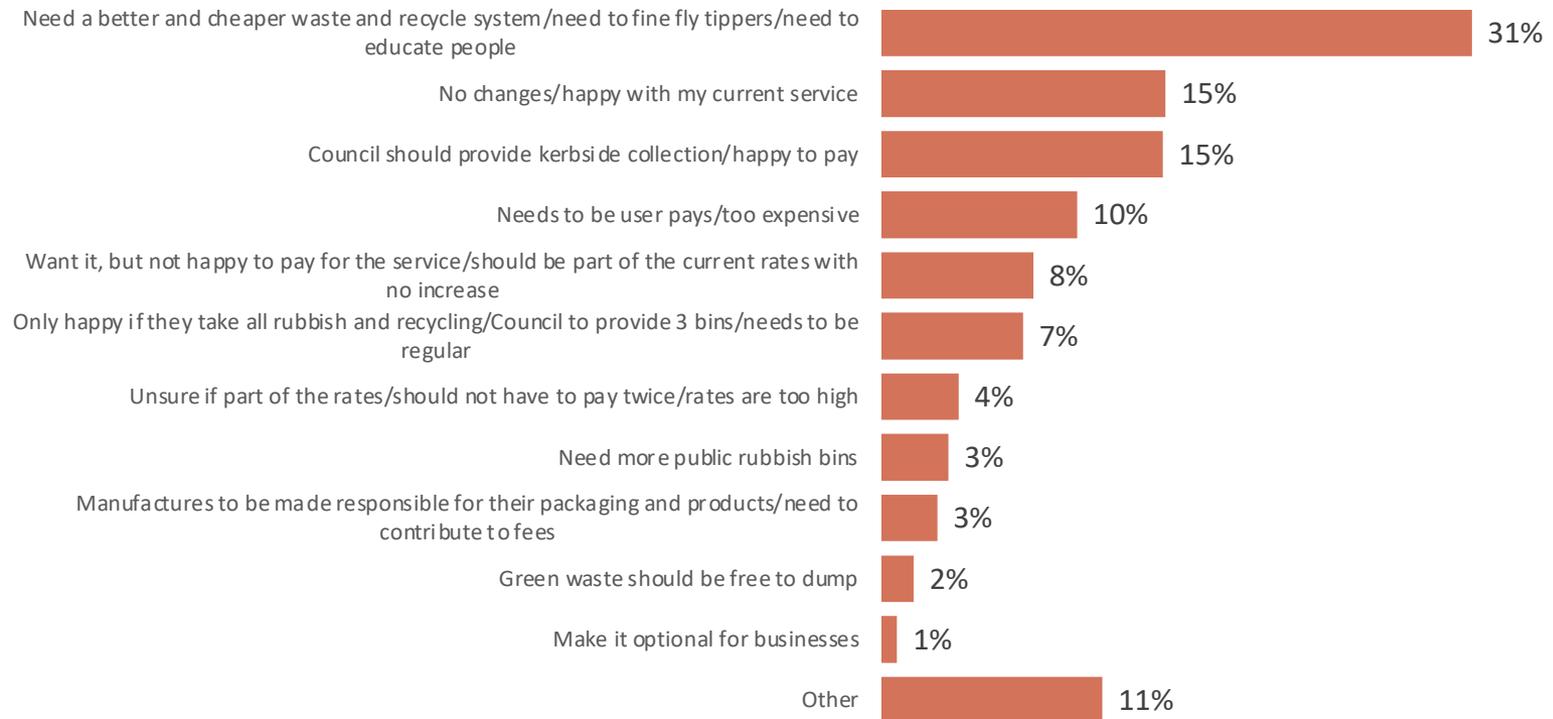


NOTES:

1. Total sample: n=986, Household n=779, Business n=114, Farm n=93
2. Q22: Would you like to see Council do more regarding waste minimisation and education? Yes n=729, No n=257
3. Q23: What minimisation and education activities would you like to see Council do? n=508

A significant proportion of respondents commented on the *need for a better and cheaper waste and recycling system and a Council-provided kerbside collection service*, while a smaller group preferred a *user pays system for managing waste*

General comments



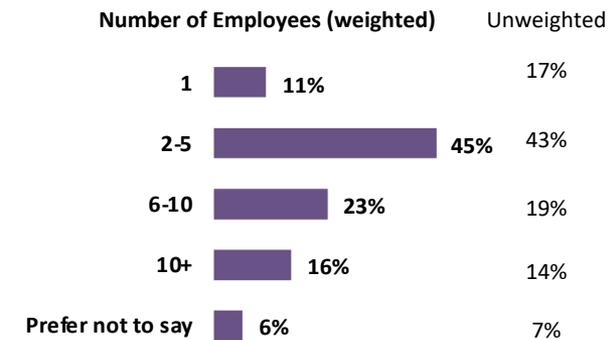
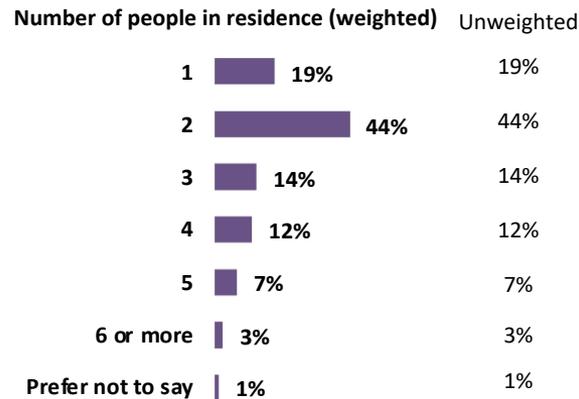
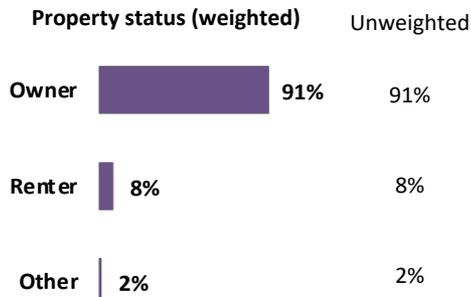
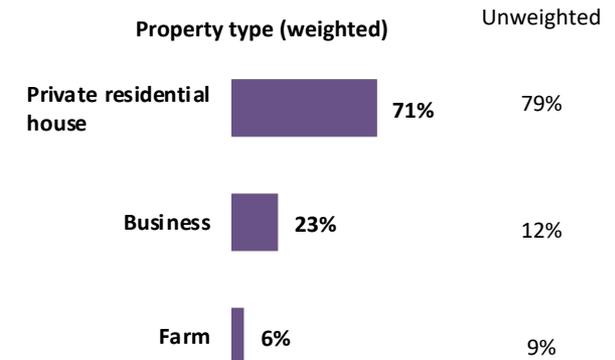
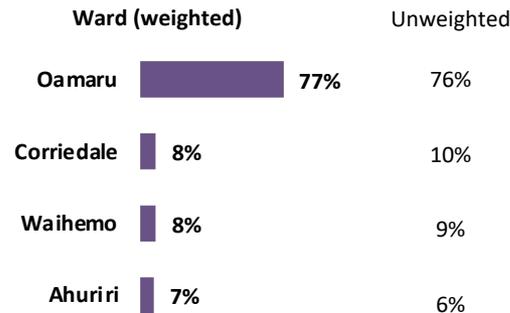
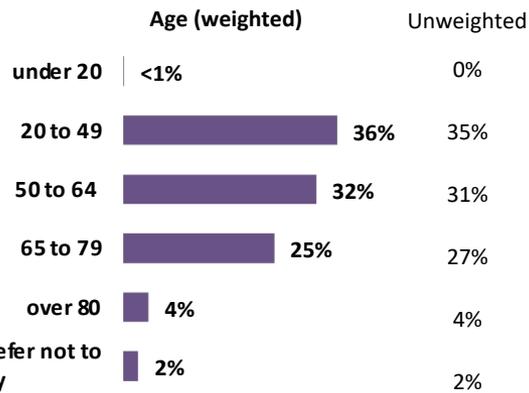
NOTES:

1. Total sample: n=986
2. Q24: Is there anything else you would like us to know? Please specify.; n=340



Sample profile

Sample profile





Appendix

Method of disposal (Q1, Q7, Q13)

	Total	Households	Businesses	Farms	Owners	Renters	Other
General waste – Kerbside collection	81%	84%	79%	49%	84%	88%	83%
General waste – Waste facility	21%	18%	26%	26%	19%	12%	42%
General waste – On-site disposal	7%	5%	6%	33%	5%	7%	0%
Recycling – Kerbside collection	23%	22%	30%	10%	21%	22%	25%
Recycling – Recycling facility	61%	61%	54%	74%	64%	39%	33%
Recycling – On-site disposal	4%	4%	4%	6%	4%	3%	8%
Recycling – Don't recycle	21%	22%	20%	14%	20%	39%	42%
Green waste – Kerbside collection	13%	16%	10%	1%	16%	7%	8%
Green waste – Green waste facility	19%	22%	14%	3%	22%	24%	42%
Green waste – On-site disposal	60%	62%	46%	96%	62%	54%	67%
Green waste – Put with general waste	23%	20%	38%	3%	19%	29%	42%
n=	986	779	114	93	707	59	12

Kerbside bins (Q2, Q8, Q14)

	Total	Households	Businesses	Farms	Owners	Renters	Other
General waste – single 240 litre (Large)	61%	60%	62%	74%	59%	71%	80%
General waste – single 120 litre (Small)	33%	39%	17%	26%	40%	27%	20%
General waste – Other	7%	1%	24%	2%	1%	2%	0%
n=	792	656	90	46	593	52	10
Recycling – single 240 litre (Large)	76%	83%	56%	100%	83%	77%	100%
Recycling – single 120 litre (Small)	11%	13%	9%	0%	13%	15%	0%
Recycling – Other	14%	5%	35%	11%	5%	8%	0%
n=	211	168	34	9	151	13	3
Green waste – single 240 litre (Large)	36%	34%	45%	100%	34%	25%	0%
Green waste – single 120 litre (Small)	13%	12%	18%	0%	11%	25%	0%
Green waste – Other	51%	55%	36%	0%	55%	50%	100%
n=	133	121	11	1	115	4	1

Frequency of bin collection (Q3, Q9, Q15)

	Total	Households	Businesses	Farms	Owners	Renters	Other
General waste – Weekly	26%	19%	52%	11%	18%	29%	40%
General waste – Fortnightly	25%	29%	8%	46%	29%	33%	10%
General waste – On-demand	42%	45%	32%	37%	46%	31%	50%
General waste – Other	7%	7%	8%	7%	7%	8%	0%
n=	792	656	90	46	593	52	10
Recycling – Weekly	13%	3%	35%	0%	3%	0%	0%
Recycling – Fortnightly	21%	26%	9%	44%	26%	38%	0%
Recycling – On-demand	60%	65%	50%	56%	64%	62%	100%
Recycling – Other	6%	6%	6%	0%	7%	0%	0%
n=	211	168	34	9	151	13	3

Frequency of bin collection (Q3, Q9, Q15)

	Total	Households	Businesses	Farms	Owners	Renters	Other
Green waste – Weekly	8%	7%	9%	100%	8%	0%	0%
Green waste – Fortnightly	8%	10%	0%	0%	10%	0%	0%
Green waste – On-demand	70%	72%	64%	0%	71%	100%	0%
Green waste – Other	13%	11%	27%	0%	10%	0%	100%
n=	133	121	11	1	115	4	1

Waste facility used (Q4, Q10)

	Total	Households	Businesses	Farms	Owners	Renters	Other
General waste – Oamaru Refuse Transfer Station	42%	46%	25%	0%	45%	43%	60%
General waste – Waitaki Resource Recovery Park	34%	35%	25%	67%	35%	36%	40%
General waste – Palmerston Landfill	3%	4%	0%	0%	5%	0%	0%
General waste – Council Resource Recovery Parks	10%	5%	38%	0%	5%	7%	0%
General waste – Other	11%	10%	13%	33%	10%	14%	0%
n=	197	143	30	24	131	7	5
Recycling – Oamaru Refuse Transfer Station	8%	7%	11%	9%	7%	13%	0%
Recycling – Waitaki Resource Recovery Park	70%	74%	58%	64%	75%	65%	75%
Recycling – Council Resource Recovery Parks	11%	9%	23%	3%	9%	4%	25%
Recycling – Council Rural Recycling Depots	4%	4%	2%	12%	4%	0%	0%
Recycling – Other	6%	5%	6%	13%	5%	17%	0%
n=	609	478	62	69	451	23	4

Waste facility used (Q16)

	Total	Households	Businesses	Farms	Owners	Renters	Other
Green waste – Oamaru Refuse Transfer Station	42%	46%	25%	0%	45%	43%	60%
Green waste – Waitaki Resource Recovery Park	34%	35%	25%	67%	35%	36%	40%
Green waste – Palmerston Landfill	3%	4%	0%	0%	5%	0%	0%
Green waste – Council Resource Recovery Parks	10%	5%	38%	0%	5%	7%	0%
Green waste – Other	11%	10%	13%	33%	10%	14%	0%
n=	194	175	16	3	155	14	5

Satisfaction with services used – General waste (Q5)

% Satisfied/ Extremely Satisfied

	Total	Households	Businesses	Farms	Owners	Renters	Other
General waste – Kerbside collection	83%	80%	91%	83%	81%	73%	60%
n=	792	656	90	46	593	52	10
General waste – Waste facility	70%	65%	80%	71%	66%	57%	40%
n=	197	143	30	24	131	7	5
General waste – On-site disposal	66%	62%	71%	71%	63%	50%	0%
n=	77	39	7	31	35	4	0
General waste – Total	80%	78%	89%	77%	79%	71%	58%
n=	986	779	114	93	707	59	12

Satisfaction with services used - Recycling (Q11)

% Satisfied/ Extremely Satisfied

	Total	Households	Businesses	Farms	Owners	Renters	Other
Recycling – Kerbside collection	62%	60%	71%	44%	60%	62%	33%
n=	211	168	34	9	151	13	3
Recycling – Recycling facility	71%	70%	76%	70%	70%	70%	50%
n=	609	478	62	69	451	23	4
Recycling – On-site disposal	66%	61%	75%	83%	60%	100%	0%
n=	38	28	4	6	25	2	1
Recycling – Don't recycle	47%	41%	65%	62%	43%	35%	20%
n=	206	170	23	13	142	23	5
Recycling – Total	64%	61%	73%	67%	62%	56%	33%
n=	986	779	114	93	707	59	12

Satisfaction with services used – Green waste (Q17)

% Satisfied/ Extremely Satisfied

	Total	Households	Businesses	Farms	Owners	Renters	Other
Green waste – Kerbside collection	77%	77%	82%	0%	79%	25%	0%
n=	133	121	11	1	115	4	1
Green waste – Green waste facility	71%	71%	69%	67%	72%	71%	60%
n=	194	175	16	3	155	14	5
Green waste – On-site disposal	83%	81%	87%	94%	81%	81%	75%
n=	624	482	53	89	441	32	8
Green waste – Put with general waste	62%	55%	72%	67%	54%	65%	60%
n=	200	154	43	3	132	17	5
Green waste – Total	78%	75%	82%	94%	76%	69%	75%
n=	986	779	114	93	707	59	12

Cost of monthly waste disposal services – General waste (Q19)

	Total	Households	Businesses	Farms	Owners	Renters	Other
No cost	6%	4%	5%	28%	4%	7%	0%
\$1-\$10	12%	13%	10%	14%	14%	2%	0%
\$11-\$20	24%	27%	15%	28%	28%	20%	17%
\$21-\$30	16%	20%	7%	8%	19%	29%	42%
\$31-\$40	14%	15%	10%	10%	15%	19%	17%
\$41-\$50	9%	10%	5%	5%	10%	15%	8%
More than \$50	19%	10%	48%	8%	10%	8%	17%
n=	986	779	114	93	707	59	12

Cost of monthly waste disposal services – Recycling (Q19)

	Total	Households	Businesses	Farms	Owners	Renters	Other
No cost	44%	44%	47%	45%	43%	49%	50%
\$1-\$10	37%	41%	23%	45%	42%	31%	17%
\$11-\$20	8%	9%	5%	6%	9%	8%	25%
\$21-\$30	4%	3%	6%	2%	3%	5%	0%
\$31-\$40	1%	2%	1%	1%	1%	3%	8%
\$41-\$50	1%	0%	4%	0%	0%	2%	0%
More than \$50	4%	1%	14%	0%	1%	2%	0%
n=	986	779	114	93	707	59	12

Cost of monthly waste disposal services – Green waste (Q19)

	Total	Households	Businesses	Farms	Owners	Renters	Other
No cost	72%	67%	81%	97%	66%	76%	58%
\$1-\$10	11%	13%	6%	2%	14%	10%	17%
\$11-\$20	7%	9%	4%	0%	9%	7%	8%
\$21-\$30	4%	5%	3%	0%	4%	7%	8%
\$31-\$40	2%	3%	0%	0%	3%	0%	8%
\$41-\$50	2%	2%	3%	0%	2%	0%	0%
More than \$50	2%	1%	4%	1%	1%	0%	0%
n=	986	779	114	93	707	59	12

Rates-funded waste collection (Q20, Q21, Q22)

	Total	Households	Businesses	Farms	Owners	Renters	Other
Prepared to pay for Council to provide kerbside waste collection service at approx. \$350 per year	51%	50%	60%	34%	48%	68%	83%
Prepared to pay for kerbside service in rates if it reduced illegal dumping	52%	52%	56%	38%	51%	59%	92%
Would like to see Council do more regarding waste minimisation and education	74%	74%	74%	71%	73%	90%	83%
n=	986	779	114	93	707	59	12

Key Research Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Contact us

Please make full use of the resources at our website and call us at any time for fact sheets and advice or input into your next project.