

# Waitaki District Council Residents Survey Topline Results August 2015



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## Key findings

1

Overall, Waitaki District residents appeared to be satisfied with many of the amenities and services provided by the Council.

2

The district was viewed as a safe, attractive place to live and was rated highly for streetscapes such as trees, gardens and hanging baskets.

3

Overall, Waitaki District residents were satisfied with many of the district's amenities, however satisfaction was particularly high for: Oamaru Opera House, libraries, Forrester Gallery, Oamaru Harbour recreational area, parks, reserves, sporting fields and the Aquatic Centre.

4

Lower resident satisfaction was evident for waste services (landfills and transfer stations, kerbside recycling and community recycling providers), as well as the standard and quality of roads.

5

The performance of the Mayor and Councillors and Council consultation with the community also had lower resident satisfaction, suggesting these could be areas of focus to strengthen Council engagement with the local community.

### Satisfaction ratings 80% or higher

Satisfaction Levels (Very Satisfied/Satisfied) with Attributes	Total n=407
Oamaru Opera House	96%
Libraries	95%
District is a safe place to be	94%
Forrester Gallery	93%
Oamaru Harbour	93%
Street trees, hanging baskets and street gardens	90%
Parks and/or reserves	90%
Sports fields	89%
Aquatic Centre	89%
Cemeteries	89%
Playgrounds	86%
Civil Defence Emergency Management	86%
Parking in commercial and shopping areas	85%
Water supply provided	84%
Walkways	82%
Cycleways	82%
North Otago Museum	81%

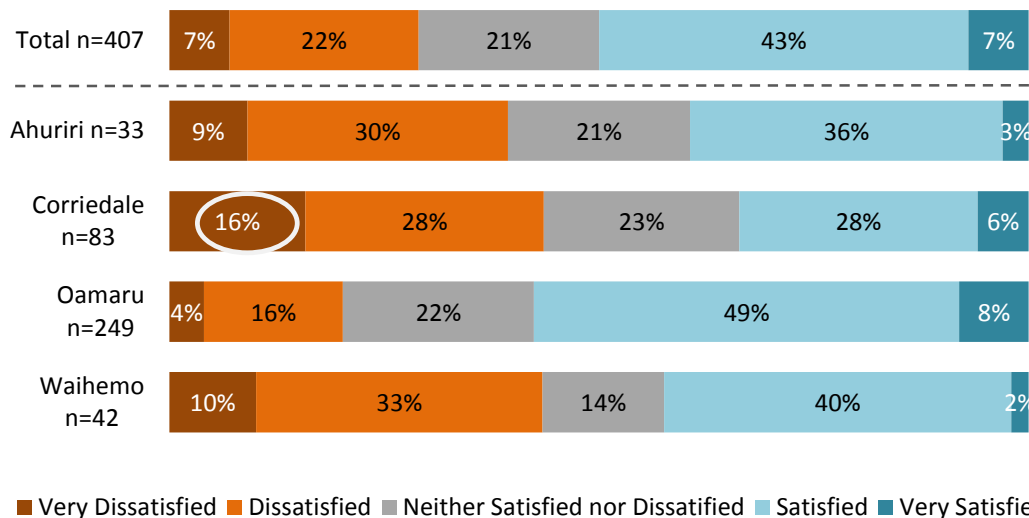
### Satisfaction ratings below 80%

Satisfaction Levels (Very Satisfied/Satisfied) with Attributes	Total n=407
Camping grounds	79%
Publication – <i>The Link</i>	76%
Public toilets	75%
Dog Control Services	71%
Tourism Waitaki	70%
Performance of the Mayor and Councillors	69%
Waste services – community recycling providers	58%
Waste services – kerbside pick up	55%
Standard of roads	54%
Footpaths	51%
Roads safe to drive on	50%
Council’s consultation with the community	50%
Council response with a customer complaint	48%
Waste services – landfills or transfer station	38%

## Detailed Findings

Half of Waitaki residents were satisfied that the roads in the district are safe to drive on

## Road safety



- Oamaru residents were more likely to express satisfaction with roads than residents in other wards
- Significantly more Corriedale residents were *Very Dissatisfied* with the safety of the roads compared to Oamaru residents

Q4. How satisfied are you that the roads in the Waitaki District are safe to travel on?





Reasons for Satisfaction	Total n=202
Roads are satisfactory/pretty good/in good repair	39%
Roads are safe/generally well maintained/none or not too many potholes	28%
Have no problems with roads/good as anywhere else	13%
Roadworks completed/repairs carried out/roads upgraded	6%
Roads have good signage/roadworks are clearly marked	5%
Okay, but room for improvement	4%
Good lighting/good visibility/good width	1%
Other	16%

Reasons for Dissatisfaction	Total n=119
Poor condition/need upgrading/lack of maintenance	63%
Potholes/rough/bumpy/uneven	37%
Poor quality of work/materials/patching	18%
Roads need sealing	11%
Other	56%

*Seem to be well maintained. [Ahuriri]*

*There are no outstanding or persistent bad spots. Pretty happy with roads. There are aspects beyond the District to deal with like erosion etc., but I don't hold the Waitaki District Council responsible for that. [Corriedale]*

*I have not experienced any problems. [Oamaru]*

*Quality of the ones we go on are okay. [Waihemo]*

*Not standing up to the heavy trucks that are using them. Sometimes the road is closed and people are not made aware that it's closed. [Ahuriri]*

*Takes too long for repairs, often hit potholes and damage your vehicle - rural roads. [Corriedale]*

*Grading on the roads is not appropriate for winter conditions. Railroad underpass is not wide enough for two trucks. [Oamaru]*

*Slow to repair the roads. [Waihemo]*

Q4a. (If Very satisfied/satisfied) Why is that? Multiple response  
Q4b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Satisfaction

*Coastal erosion is an issue in the Kakanui area.*

*Due to the amount of dairy effluent it makes the road very dangerous. It erodes cars quickly. I think Council encourages these activities and does nothing about it.*

*I am a good driver and people should take responsibility for themselves.*

*I come from Auckland, and compared to population there are less people on the roads.*

*I have never had an accident.*

*I haven't had many accidents lately.*

*I think they need a lot of attention.*

*It's only when you get to the country that it's unsatisfactory.*

*No reason to say otherwise.*

*Nothing in particular.*

*Past the bridge the road is very busy.*

*Road maintenance required on Weston Ngapara Road and Windsor Road.*

*Some of the roads are not wide enough, and some are gravel and could be sealed.*

*Some of them are just gravel, and when you are following a car a stone can flick up and break a window.*

*Some roads have potholes that haven't been dealt with properly. Some roads could be made wider.*

*The big trucks, especially the sheep and cattle trucks, have to go through the main street and it's hard on the road surfaces, and in the summer they are in bad condition.*

*The frosty roads in the morning are not great. The main highway is not up to standard and has lots of bumps.*

*The potholes only get refilled and don't last long and when it rains and floods the potholes come out again. They only last a few months.*

*The State Highway is full of potholes.*

*The traffic density is low.*

*There are always a few problems and I am happy to accept what we get.*

*There's a wee patch in Arundel Street where there's a dip that's like a hole in the road. Trying to avoid it makes it dangerous. New World and a school are just round the corner of the pothole.*

*They are not too rough.*

## Dissatisfaction



*Some roads are gravel, poorly graded and have bad drainage.*

*The patching is poorly done and continuously needs to be patched again.*

*They have declined in the last 4-5 years since the contractor change.*

*They need doing up.*

*Tourists sometimes drive on the wrong side of the road, causing accidents.*

*Some are very dangerous, they have no metal on them, and we have had a horse float that has gone sideways at 10km due to mud being on the road.*

*I travel a lot on our roads and I think they are shocking.*

*I would like the speed limit dropped on a single lane shingle road, which is windy, with a lot of blind corners.*

*It is dangerous.*

*It seems to take a long time for damage to be repaired.*

*Moeraki area is unsafe.*

*Some gravel roads are pretty rough.*

*Some roads lack signage, when road works are happening there is too much signage, verges are never clear, there is a lack of lighting at intersections and in rural areas.*

*There are gravel roads around here, Corbett Road and Hilderthorpe Road.*

*There are problems on Beach Road.*

*It feels unsafe travelling on Reservoir Road.*

*Not happy with the tarseal down the middle and tarseal on the sides of roads.*

*The roads are not being maintained properly.*

*They are in a shocking condition.*

*They don't get onto maintenance quick enough.*

*They hardly ever get maintained.*

*Beach Road is dangerously eroded and needs to be shifted into the paddocks; the road is falling into the sea.*

*Eden Street and Reed Street are very dangerous if crossing on foot, need more street lights, not safe for pedestrian traffic, there are a lot of elderly units in the area.*

*If they are trying to make Oamaru a better place, then they should be in better condition. They always look like patchwork. A good community needs good roads.*

*Mine traffic.*

*On the east side of the main road - Redcastle Road- needs a good sweep as the metal is very loose.*

*The condition of the roads makes them unsafe to travel on.*

*There are heavy vehicles on the road.*

*There is not enough gravel.*

*They don't communicate with the locals to see what the rivers do before they make improvements.*

*There are too many crashes, not enough signage for tourists when they drive on our roads.*

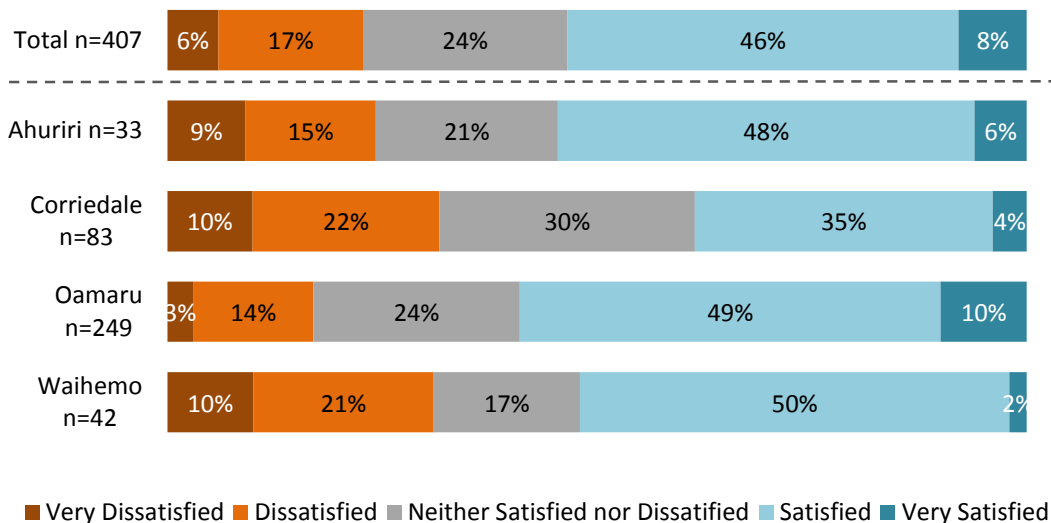
*Tourist drivers in the area are not always safe.*

*We had to wait a very long time before the Maheno railway crossing was fixed and it was very dangerous.*

Q4b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

A little over half of Waitaki District residents were satisfied with the standard of local roads in the district

## Standard of local roads



- Lowest levels of satisfaction was evident among Corriedale residents – less than four in ten (39%) expressed satisfaction
- In comparison almost six in ten (59%) Oamaru residents expressed satisfaction

Q5. How satisfied are you with the standard of local roads in the Waitaki District?



Reasons for Satisfaction	Total n=218
Satisfactory/pretty good condition	33%
Safe/well maintained/good surface/none or not many potholes	33%
Okay, but could be improvements/other places worse/Council doing best it can	11%
Have no problems with the roads/ roads are reliable	15%
Good signage/roadworks clearly marked/good lighting	4%
Other	16%

Reasons for Dissatisfaction	Total n=92
Poor condition/need upgrading/lack of maintenance	75%
Potholes/rough/bumpy/uneven	35%
Poor quality of work/materials/patching	18%
Roads need sealing	13%
Other	42%

*Overall, given the area they aren't doing too bad. [Ahuriri]*

*They are pretty good. [Corriedale]*

*No problems within my experience. [Oamaru]*

*Well maintained and there is nothing wrong with the ones I travel on. [Waihemo]*

*Rural roads need more shingle. In heavy rain the roads are very wet and in winter the wet turns to ice. [Ahuriri]*

*If you want to get rattles in your car it's a good place to be - patchy resealing all over roads, after a while they will need to re seal the whole road, not keep patching. [Corriedale]*

*Irvine Rd, with all the traffic, the repairs (covering the pot holes) have been washed away. It is disgusting, they are a damn disgrace, considering our rates. [Corriedale]*

*Takes too long to repair, potholes and the side of the roads giving out with the big trucks. [Oamaru]*

*Lots of flooding and high accident rates. [Oamaru]*

Q5a. (If Very satisfied/satisfied) Why is that? Multiple response  
Q5b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Satisfaction

*A lot of the roads need to be wider to allow more space to drive on.*

*They could do with better tar seal.*

*I don't have to use them too much. The street that crosses our street has awful edges that look dangerous.*

*I live out in the country and a lot of the gravel roads are quite dangerous. There are potholes on our local roads which are dangerous.*

*If I said I was 'very satisfied' they wouldn't do anything about fixing them.*

*I'm concerned about the safety. Cats' eyes are a great safety feature for roads.*

*I'm not happy about some of them.*

*In the winter they don't do anything to prevent flooding.*

*It is alright outside my house but I can't get a bridge for the driveway. The Council didn't allow it due to cost.*

*It's visible that new things are happening.*

*Keeping roads maintained comes at a price.*

*Roads on the periphery do not have paths. The ones in town have footpaths.*

*Sometimes I think the North End lights were in a different location.*

*The big trucks use the main roads which is good.*

*The graders do not go deep enough and leave holes. Cyclists are not using the cycleway. I drive a large truck and the smaller roads are too narrow for a truck and car.*

*There are bumps on the main highway and some back roads have potholes.*

*There's a road right through my farm.*

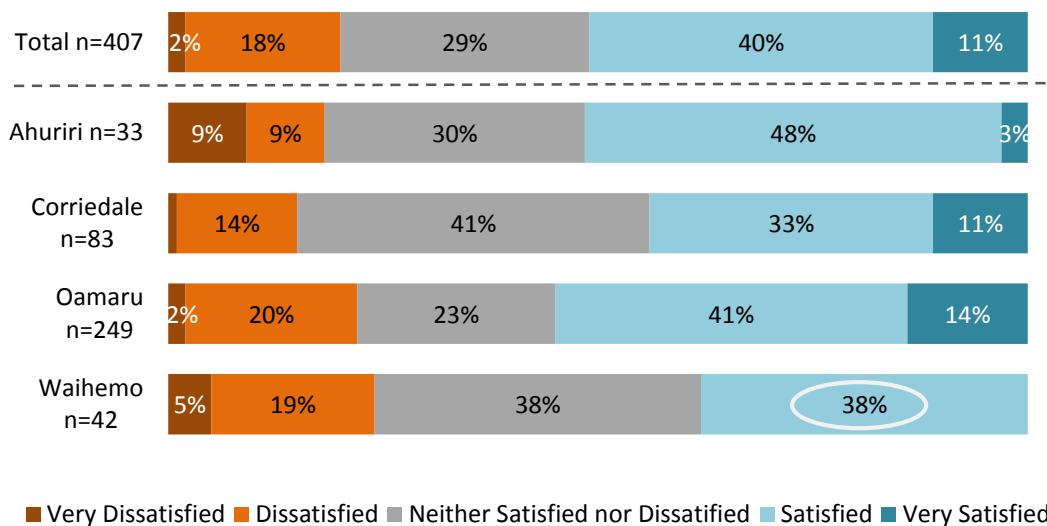
*They are better than the coastal ones.*

*They are maintained but they seem to do things cheaply. I have a shop on the Thames Highway. They tar sealed part of the road and some parts of the road are now cracked.*

*They are maintained to a minimum standard.*

Approximately half of residents were satisfied with footpaths in the District

## Satisfaction with footpaths



- Waihemo residents were less likely than residents in other wards to express satisfaction with footpaths
- Oamaru residents were more likely to be satisfied compared to residents in other wards

Q6. How satisfied are you with footpaths in the Waitaki District?



Reasons for Satisfaction	Total n=234
They are fine/in good condition/lots of them	34%
They are well maintained/tidy/clean/smooth/no cracks	24%
They are adequate/okay, but room for improvement/some areas better than others	13%
They are trying to improve them/new footpaths installed	12%
They are wide enough/safe/good to walk on/good for mobility scooters/have good lighting	10%
Good in town/a sufficient number for the town	5%
Other	12%

Reasons for Dissatisfaction	Total n=84
Poor condition/need upgrading/lack of maintenance	42%
Uneven/bumpy/potholes/rough/slippery	44%
No footpaths/not enough footpaths	21%
Other	48%

*Wide enough, no cracks, up to standard. [Ahuriri]*  
*Don't have any where I am but the ones in Oamaru are fine. [Corriedale]*  
*Ones in town are good – outside town there are not any. [Oamaru]*  
*Maintained and kept well. [Waihemo]*

*Kerbing is required. [Ahuriri]*  
*Some don't exist and some are very rough for old people. [Corriedale]*  
*There are a lot of trees that grow alongside the footpaths and the roots from the trees split the asphalt. [Oamaru]*  
*Guttering is cracked in places, seal breaking. Bits sticking up. [Oamaru]*  
*Footpath is too steep to the road. Too steep for wheelchairs, and also for blind people. Even the guide dog goes around the steep guttering. [Oamaru]*

Q6a. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q6b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response





## Satisfaction

*A few need fixing for people in wheelchairs.*

*Compared to other countries they are good.*

*I don't really use them.*

*I don't use them a lot.*

*I don't use them that much. I'm a farmer.*

*I don't use them.*

*I hardly ever use them.*

*I live in a rural area, so I don't expect much.*

*I only use them when I'm in town.*

*It would be good to have footpaths down Herbert Road.*

*Money has to be spent in lots of places to get them upgraded.*

*Some of them are bumpy and if you get distracted you could trip and stumble.*

*The odd one has a cobblestone sticking up.*

*The overhanging trees need to be trimmed back a bit.*

*There are some that are not suitable for mobility scooters and that sort of stuff.*

*There was a problem outside my house where the tree roots had broken through the pavement, it has now been repaired, and I think it is a waste of money.*

*They are good as long as the traffic doesn't drive on the footpaths.*

*They are near enough.*

*They don't have cars on them.*



## Dissatisfaction

*The cambers are wrong and the quality of repair is poor, the tar they have used to patch the path is leaking.*

*There are patch ups every 6 months on the same area and it's not getting fixed properly.*

*There are too many hills.*

*There is a slope on some of them from the fence to the gutters; since I've got older I notice it more.*

*There is an issue with gutters and distances between the edge of the verge and the roads.*

*They don't last long with vegetation over hanging the footpaths.*

*On one street a scooter tipped over the gutter.*

*Some of them need to be repaired.*

*The roots from the trees split the asphalt on the footpaths.*

*Access is really bad for people with disabilities.*

*Footpaths on Northbridge Drive and Reservoir Road need to be repaired.*

*For people on mobility scooters the area between Ronaldsay Street up through to the Council Office when going from the road to the footpath there is no mound to negotiate.*

*In the shopping area.*

*Rarely do I see concrete footpaths that are great for wheeling things.*

*Some footpaths are nonexistent and some are very rough for old people.*

*Someone can easily hurt themselves.*

*The lack of wheelchair access can be quite dangerous at times.*

*There are over hanging trees, hedges and lichen on footpaths.*

*There is rubbish in the gutters.*

*They are no good for the elderly.*

*They are not good for wheelchairs.*

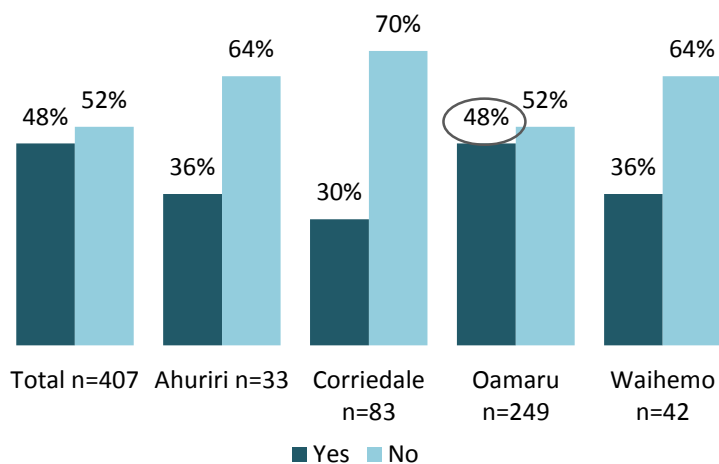
*They are too narrow with the trees growing over them and difficult to access if you are on wheels.*

*They are unsafe for older people.*

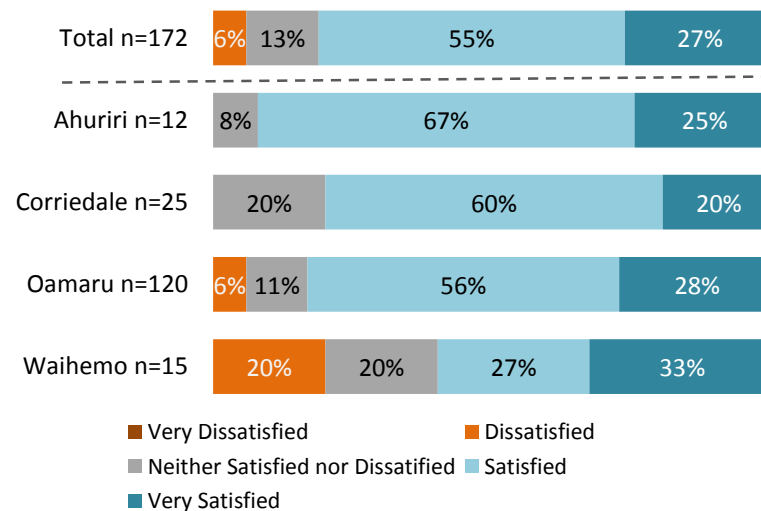
Residents who had used a walkway within the last 12 months were generally satisfied with them

## Usage of Walkways

- Significantly more Oamaru residents have used a walkway in the last 12 months (48%) compared to residents in other wards



- A small number of residents (ten people) indicated some dissatisfaction with walkways



Q7. Have you used a walkway in the Waitaki District in the past 12 months?  
Q7a. How satisfied are you with the walkways in the Waitaki District?(have used walkway within last 12 months)



Reasons for Satisfaction	Total n=140
Well maintained/safe/easy to walk	48%
Very good/good condition/no problem	28%
Peaceful/scenic/good for families and tourism	10%
Good signage	10%
Adequate/some better than others	6%
Accessible/variety	5%
Other	13%

Reasons for Dissatisfaction	Total n=10
Poor condition/need upgrading/lack of maintenance	50%
Lack of awareness of off street walkway network	10%
Lack of connectivity	10%
Other	60%

*They're all pretty good, the ones I've been on are pretty good.*  
[Ahuriri]

*Easy to walk on pushing a pushchair, good sign posting.*  
[Corriedale]

*They are accessible and you can get along them - not dangerous.* [Oamaru]

*It's kept in pretty good condition.* [Waihemo]

*The Glen Warren Reserve was stripped of trees years ago and still looks a mess with broom etc. growing. Cape Wanbrow has been cleared and is that going to take forever to get up and running too?* [Oamaru]

*Would like to see a better walkway by the track near the cemetery.* [Oamaru]

*Not maintained - hadn't been tidied and kept clear so you can actually walk through it properly.* [Waihemo]

*Not safe past the school.* [Waihemo]

Q7b. (If Very satisfied/satisfied) Why is that? Multiple response  
Q7c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfaction

*I don't do a lot of walking.*  
*I have walked on the track at Cape Wanbrow.*  
*I haven't used them much, only to cross the road.*  
*I used the track on horseback and got banned from it.*  
*If it rains they can get muddy and slippery.*  
*It's a bike track; you have to go with it.*  
*It's a community project. The community did work and maintenance on it. Before then it was just mud.*  
*Kaura Hill is a little overgrown.*  
*There are no footpaths in the area, only in shopping centre areas.*  
*There is a lot more money going into walkways than into footpaths and roadings.*  
*There is the odd puddle or slippery bit when it rains.*  
*They don't keep up with the times and cater for the changing abilities and disabilities of the community.*  
*They need to be looked at all the time and checked by someone with authority.*  
*We need a walkway around the bay so the people don't walk on the road.*

### Dissatisfaction

*Cape Wanbrow - this path seemed okay but would be better if all the trees were felled.*  
*It's not safe past the school.*  
*It's nice having somewhere we can walk. Ideally I would prefer trees especially on the Cape Wanbrow.*

Q7b. (If Very satisfied/satisfied) Why is that? Multiple response

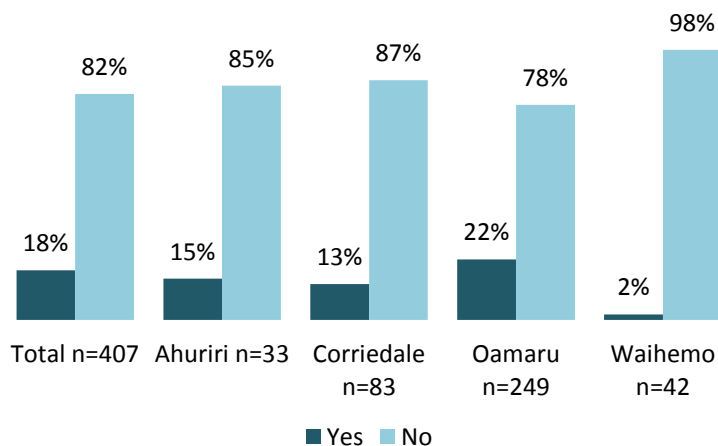
Q7c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Low usage of cycleways in the past 12 months

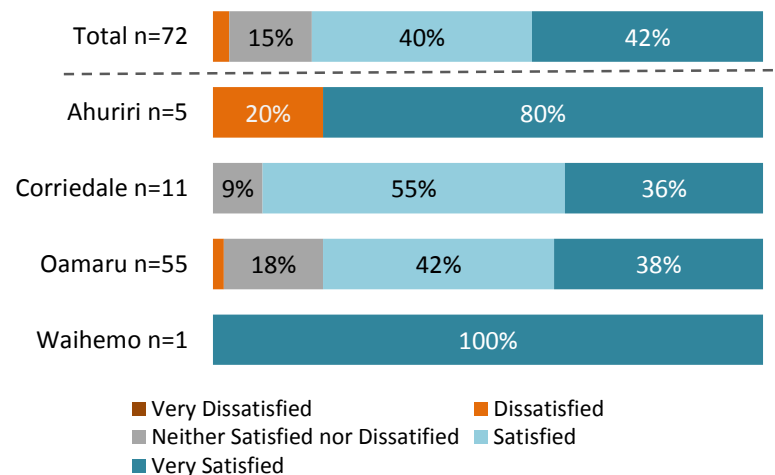
### Usage of cycleways



- Overall, less than one in five Waitaki residents have used a cycleway in the past 12 months



- Few residents across the four wards indicated dissatisfaction (*Very Dissatisfied/Dissatisfied*) with cycleways in the District



Q8. Have you used a cycleway in the Waitaki District in the past 12 months?

Q8a. How satisfied are you with the cycleways in the Waitaki District? (have used a cycleway in past 12 months)



Reasons for Satisfaction	Total n=59
Well maintained/good surface/flat/wide/smooth	47%
Very good/good quality/great effort made/good asset	29%
Safe/usable/easier to ride on than road/well marked out and signposted	22%
Satisfied/okay, but could be better/need more	10%
Other	7%

Reasons for Dissatisfaction	Total n=2
Roads are too narrow	100%

*Well maintained, safe, great asset. [Ahuriri]*

*It's usable and is fine for the local community - maybe needs to be smarter for tourists. [Corriedale]*

*Where they exist, they're good. But the highway needs some more cycle lanes. [Oamaru]*

*We mainly use the Alps to Ocean and the parts we cycle on are fantastic. [Waihemo]*

*They are incomplete. [Corriedale]*

*I was biking on State Highway 1 and there was little room. People coming out of parks is dangerous. Some cycleways have been put on backstreets, hills too steep. [Oamaru]*

Q8b. (If Very satisfied/satisfied) Why is that? Multiple response  
Q8c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

**Satisfaction**



*I am going to Elephant Rocks this weekend, and having to bike on the road is not ideal.  
I would like it to be available for cycles and horse trekking.  
We need more.*

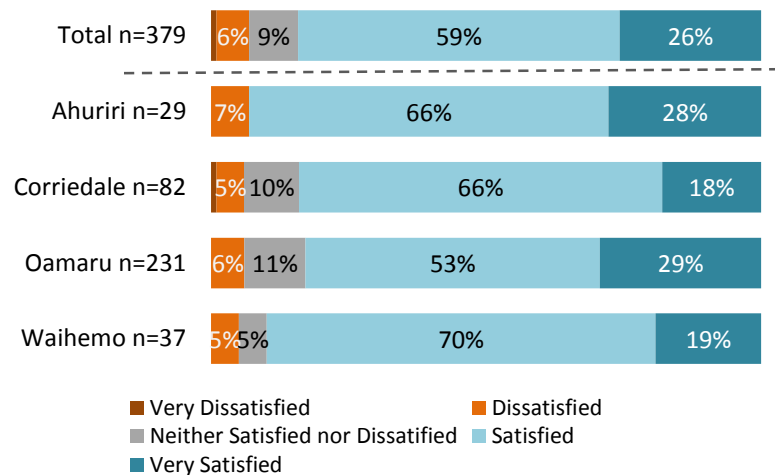
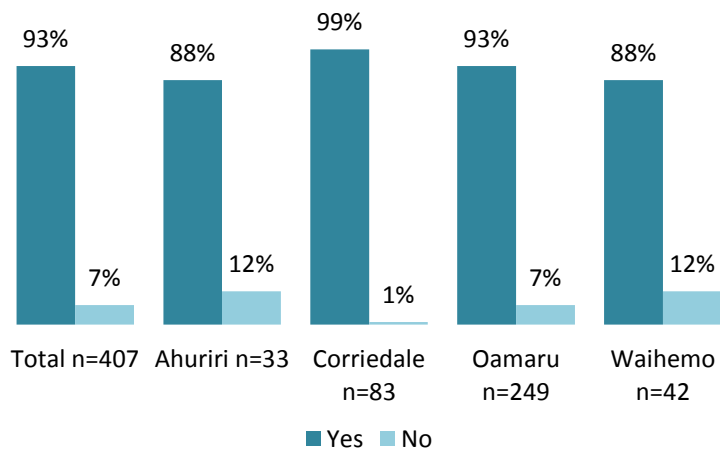
Q8b. (If Very satisfied/satisfied) Why is that? Multiple response



## Relatively high satisfaction with parking in commercial and shopping areas within the district

### Parking in commercial and shopping areas

- Majority of Waitaki District residents, across all four wards, have used parking in the commercial and shopping areas of the district within the past 12 months



Q9. Have you used parking in the commercial and shopping areas in the Waitaki District in the past 12 months?

Q9a. How satisfied are you with parking in the commercial and shopping areas in the Waitaki District? (have used parking in past 12 months)

Reasons for Satisfaction	Total n=320
It's good/it works/plenty available/can usually find one	60%
Mobility parks good/parks in trees good	2%
It's marked/a good layout/a good size/well maintained	6%
Not too expensive/free/cheaper than other places/well managed	15%
Accessible/close by/convenient	21%
It's adequate	5%
Other	11%

Reasons for Dissatisfaction	Total n=24
Not enough parking/need more	32%
Don't like paying/more free parking/no meters	29%
Need more disabled parking	3%
Other	37%

*You can usually find somewhere to park. [Ahuriri]*  
*Generally can park where I want. [Corriedale]*  
*I think we are served very well with the parking and there are plenty of parks. [Oamaru]*  
*No congestion and finding a park was easy. [Waihemo]*

*Hard to turn with new islands put in. Not enough room to manoeuvre. [Ahuriri]*  
*Too expensive. [Oamaru]*  
*Ridge on car park near berm on Thames Street has a ridge that people have to cross which is hard for elderly people to cross. The parking needs thought as to accessibility. [Oamaru]*  
*Some of the parking spaces are too small for utes. [Waihemo]*

Q9b. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q9c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Satisfaction

*Apart from the cars that park in the Precinct, people taking photos of the old buildings get upset if there is a new car in front of an old building. In the hospital they ticket you quickly. You cannot guarantee that you will be out of an appointment in an hour.*

*I am generally quite happy with them although can be a bit tricky if towing a trailer.*

*I ran into a shop and thought there was a 10 minute grace period, but I was wrong.*

*I see the Council meter reader around. It's a good thing that they are policing it.*

*I think people should be paying to park, I see people getting out of their cars and wander off, and we need more traffic wardens.*

*I think we need a few more parking spaces.*

*It's Aquitaine.*

*It's hard to get a car park at certain times of the day.*

*Need more traffic control, some people park their car and jaywalk.*

*There needs to be more free parking.*

*Not enough parks and it's too tight for fit.*

*Parking is okay, but I'm not happy with the parking rates. Ratepayers should not pay. I'm happy for those who are out of town and camper vans to pay.*

*People are responsible.*

*Sometimes there is a lack of parking and it would be nice to have more car parks that are free.*

*The meters go for too long.*

*The parking in the middle of Oamaru can be a bit dangerous with someone entering from both sides, should be able to enter from one side only.*

*The parking lots seem nicer than the roads. I'm not happy with the expensive pricing. I don't like using coins. I want meters that use EFTPOS.*

*The parking slots are a bit narrow.*

*The parking spaces in the middle of Oamaru are not long enough for a lot of older people to back in, they're just too short.*

*The parking warden doesn't come around too often.*

*There is one bit of parking on the main road which needs to have time restrictions so people can stop there for a limited time so there is parking for other people.*

*They are pressed for space because of the growing population.*

*They are served well but I do believe we may need more.*

*They seem okay apart from the price of parking.*

*They've put cement blocks at ends of the parks.*

*We are lucky to have the strip down the middle of the road.*

*You get what you put into it with rates.*

Q9b. (If Very satisfied/satisfied) Why is that? Multiple response

## Dissatisfaction

*It's quite hard to find a park on a Thursday as farmers come into town. It's really hard to get a park.*

*It is difficult to back out of the parks on the left hand side of Meek Street.*

*Need more parks at the hospital.*

*The aquatic centre needs more parking. A lot of areas have free parking which you will never get into.*

*The parking is too tight.*

*There used to be parallel parking.*

*They should pull down some buildings and put in more parking.*

*People who are not disabled are parking in the disability parking, there needs to be more control.*

Most were connected to a water supply that was part of the Oamaru Ward supply (64%)

## Water supply

- Over six in ten (61%) residents surveyed were from the Oamaru Ward resulting in a higher proportion of residents who were connected to Oamaru Ward water (64%)

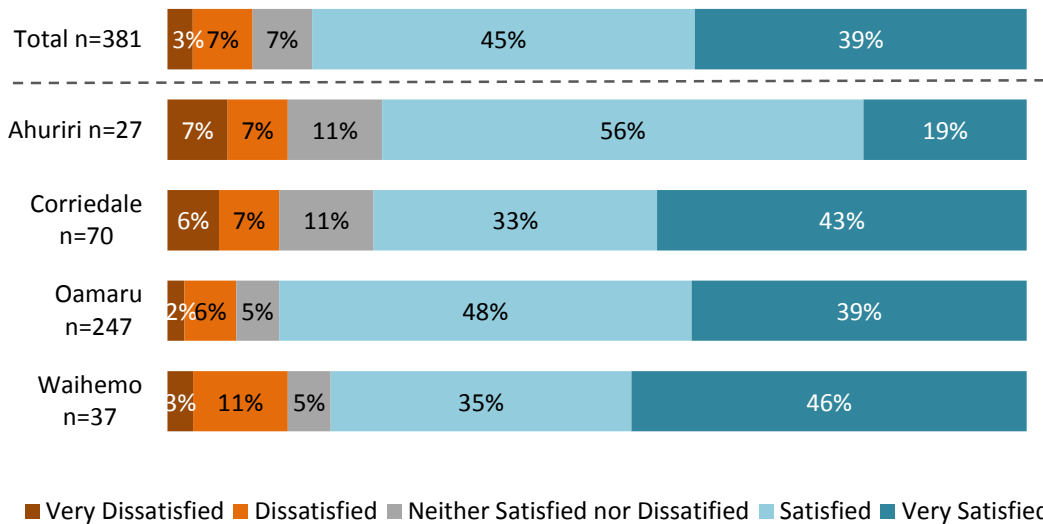
Water supply connected to	n=407
Oamaru, Weston Rural, Enfield, Kakanui – part of the Oamaru Ward	64%
Awamoko, Awahokomo, Duntroon, Herbert/ Waianakarua, Kauru Hill, Lower Waitaki, Otekaieke Rural, Stoneburn, Tokarahi, Windsor – part of the Corriedale Ward	11%
Dunback, Goodwood, Hampden/ Moeraki, Palmerston, Waihemo – part of the Waihemo Ward	8%
Kurow, Lake Ohau, Omarama, Otematata – part of Ahuriri Ward	5%
None	4%
Don't know	6%

Q10. Which water supply are you connected to?

The majority of Waitaki District residents were satisfied with their water supply

## Satisfaction with water supply

- Residents from Ahuriri were notably less likely than residents from other wards to be **Very Satisfied** (19%) with their water supply



Q10a. How satisfied are you with the water supply provided by the Waitaki District Council? (connected to a water supply)



Reasons for Satisfaction	Total n=318
Good quality/clean and clear/taste is fine/not too many additives/good pressure/not expensive	46%
It's okay/better than it was, or other places/no issues or problems/available/it's drinkable/no need for filter	46%
Good service/reliable/well maintained/problems dealt with promptly	17%
Other	9%

*We don't have issues with our supply - water is really good.*  
[Ahuriri]

*It's reliable and good quality.* [Corriedale]

*It is much better than it used to be - not the same sediment that there used to be.* [Oamaru]

*Any issues or any leaks are fixed quickly and the water quality is good.* [Waihemo]

Reasons for Dissatisfaction	Total n=38
Tastes bad (excluding chlorine/chemicals)	26%
Poor quality of water/substandard	23%
Low water pressure/can't always get supply/not notified when supply is turned off	21%
Dirty/discoloured water	13%
Other	79%

*As subdividers, water was not supplied when we were told it was and we were rated and charged for a unit of water that never was there.* [Ahuriri]

*Last on the line and always short of water. Tastes dreadful. Asbestos pipes need changing and renewing, in our district alone had 8 people with cancer in past 3 years through water.* [Corriedale]

*Always boil my jug for water. My jug goes brown after a while.* [Oamaru]

*There have been issues, but we have not been notified of this. Would like to be notified. If they are having issues with the supply for 2 - 3 days we would like to know about it.*  
[Waihemo]

Q10b. (If Very satisfied/satisfied) Why is that? Multiple response

Q10c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Satisfaction

*Could be more purified.*

*I don't like the rates I have to pay, they are too high.*

*I have a water tank and don't have to worry about it running out.*

*I think there is a hint of chlorine in it which is a poison.*

*I use a purifier.*

*In the future I prefer to be with the Oamaru supply, the consistency of the water supply is a problem, if flooding happens they shut the water off because the pipes get blocked.*

*It's reasonable but the quality of the water is bad.*

*I've always got water. We have a rental and I'm very dissatisfied with the water there. There was a break in the line and no water in the tank (Reidston).*

*Sometimes the water is brown because of underground deep well.*

*The water supply is coming under pressure with increased housing development and the asbestos pipe on the farm is past its use by date.*

*There are high amounts of copper in the water.*

*They just had the system put in. They are thinking of replacing it but I don't think they need to change it.*

*Things get stained from the water and I have a filter as sometimes it is dirty.*

*We have a water filter.*

*We use a water filter, have only once had a fault with the supply and there are no impurities.*

*We were on the wrong rates and how they changed it after 20 years has annoyed us.*





## Dissatisfaction

*We don't get enough; there is insufficient water in dry summers.*

*I work in the rural sector and am very familiar with irrigation for farmers and I can confirm that the water that comes out of farm irrigation is better.*

*Only during the last couple of months it's been dirty in the mornings.*

*I don't like the chlorine and bugs in it.*

*It's metered.*

*We filter our water because of the taste, it is terrible.*

*A lot of chemicals are in it.*

*Don't like the chlorine.*

*The hot water pressure isn't that great.*

*Don't like the chlorine and chemicals.*

*I want more water.*

*It is not good quality.*

*It tastes like dirt. I bought a \$600 filter as it tastes that bad.*

*It tastes like chlorine.*

*They are currently digging and working on it so it's not nice to judge.*

*I am against fluoridation; there have been three increases on water meter which is excessive.*

*I'm disappointed there is no fluoride in the water. It was short sighted not to put it in.*

*Its limey and hard water.*

*It's mostly fine, but if you go away for a week you still get charged for a unit.*

*Limited amount of supply and I have to pay over a certain limit.*

*Not sure about the chemical content for horticulture.*

*It smells too much of chlorine.*

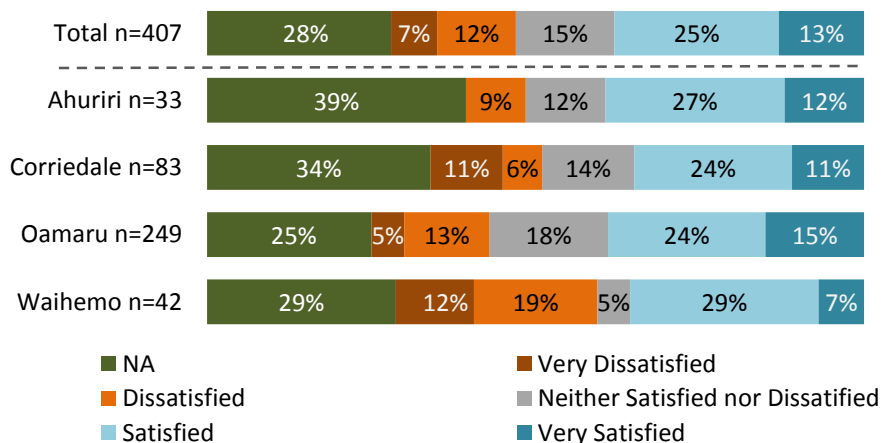
*The water is not filtered as a result of the water freezing.*

*They want to take water from Oamaru.*

*They changed something that was not broken. The reservoir was fine then they went and installed pumps which cost more money.*

Overall, residents appeared slightly polarised regarding waste (landfills or transfer stations)

## Waste - Landfills or transfer stations



- Over a quarter (28%) of Waitaki District residents nominated *Not Applicable* for Waste Services
- Almost four in ten (38%) residents for whom waste services were applicable, were satisfied with the services provided by Council (landfills or transfer stations)
- Just under a third (31%) of Waihemo residents were dissatisfied (*Very Dissatisfied/Dissatisfied*) with these services – more so than residents from other wards

Q11a. How satisfied are you with waste services, including recovery stations, landfill and recycling and kerbside pick up? Provided by Council (landfills or transfer stations)



Reasons for Satisfaction	Total n=154
Excellent/good facilities/no problems/it works	26%
Good service/staff are friendly/helpful/efficient/approachable	22%
Meets needs/happy with some aspects more than others	18%
Available/easy to access/convenient/good opening hours	17%
Well priced/cheap/on time	10%
Well kept/clean and tidy	5%
Lots can be recycled/caters for most things	2%
Other	12%

Reasons for Dissatisfaction	Total n=76
Charges/too expensive/should be free to recycle	49%
No recycling/non existent	34%
Want kerbside collection/bins/have to take to the depot	17%
Poor performance/slow action by Council	10%
Other	55%

*Excellent service, recycling area is looked after. [Ahuriri]  
It's collected, it doesn't seem to be a problem. [Corriedale]  
They are mostly very obliging and the green waste service is great. [Oamaru]*

*No kerbside pickup so no recycling. [Oamaru]  
Very helpful. People make sure everything's where it's supposed to be. [Waihemo]*

*Pay rates for this as well as water and we don't get anything it seems. [Corriedale]*

*None out here, we have to go to Oamaru to get rid of our stuff. We have to pay for this and we have to pay for the council bags to be picked up. [Corriedale]*

*I go through the Awamoa [Bins], Council doesn't do a lot. Need to be like Christchurch. Costs so much to go to dump. [Oamaru]*

*No kerbside pick up so no recycling. [Oamaru]  
Landfill has very little room left. [Waihemo]*

*No wheelie bins for waste, plastic bags where animals can attack them. Not adequate. [Waihemo]*

Q11a. (If Very satisfied/satisfied) Why is that? Multiple response

Q11a. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### **Satisfaction**

*Get rid of the rubbish, that's about it.*

*I am happy with landfill prices but the transfer station is too expensive.*

*I take my rubbish down to the tip in Palmerston. It's as good as I can expect.*

*I understand it can't be open all the time. It is there if you need it.*

*I'm a ratepayer and it's at a level I would expect as a ratepayer.*

*I'm happy with the landfill but not happy that it is closing next March, unless there is a realistic option at the recycling centre. There are some things that you cannot recycle.*

*It goes away once a week.*

*It is a great, small recycling station. It would be better if they took glass.*

*It is actually forced on us but its okay.*

*It meets all our needs.*

*It serves its purpose.*

*It suits me and I don't have to pay extra.*

*It suits us well.*

*It's adequate for my needs.*

*It's quite good but it would be nice if they had a kerbside pickup for recycling.*

*It's satisfactory.*

*Our rubbish doesn't get picked up; the Resource Recovery Park is good.*

*Quite happy, I do my own thing, I can take it to the dump if I want to.*

*The dedication of the recycling with planting and taking most stuff for recycling. Some are a bit picky with recycling they take. We are very fortunate.*

*The recycling centre is great but I'm miffed that I have to pay to dump a bag of general rubbish with Council.*

*They are all right, no problem with them.*

*They are not a bad step up (Delta Dunedin City Council).*

*They are okay.*

*They are up to standard, they don't seem to annoy me but I wouldn't want to live near one.*

*They do the job.*

*They offer a service.*

*We have exactly what we need.*

*You get what you pay for.*



## ***Dissatisfaction***

*I'm from Timaru and people there were provided with recycling bins, I would like the same here.*

*There is no kerbside recycling and we have to buy our rubbish bags and also pay to dump it.*

*They have cave man ideas about the rubbish system here, they charge you for most of the stuff you drop off for recycling, the wheelie bin system was not that good, and why are they not included in the rates? Would like bins for various types of recycled waste.*

*Council doesn't do a lot, we need to be like Christchurch, it costs so much to go to the dump.*

*I think that there's a lot of rubbish around the town. I don't know if this is because the landfills are too expensive or the fines are not high enough. We want more recycling. We pay high rates and it concerns me that we have to have rubbish removed.*

*Bins should be provided.*

*It is too expensive for not a lot of rubbish.*

*Recycling should be free.*

*Some of the charges are a bit steep.*

*Some of the costs are far too high depending on what you're taking and it can be quite variable on who charges you and when.*

*The access to the Palmerston landfill is pretty bad.*

*The landfill is going to fill which is another issue we have to contend with.*

*There are not enough of them.*

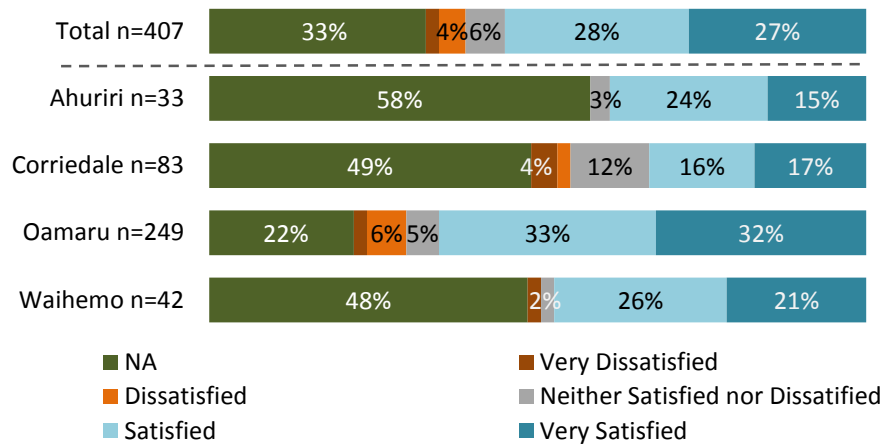
*There is no kerbside pickup so no recycling.*

*We should still have a rubbish collection.*

*I want to know what happens when it fills up.*

More than half of residents were satisfied with kerbside pickup of waste

**Waste - Kerbside pickup**



- For a third (33%) of the Waitaki residents surveyed, kerbside pickup of waste was *Not Applicable*
- Highest levels of satisfaction were evident from Oamaru residents (65%)
- Few users expressed dissatisfaction with the kerbside pick up service

Q11b. How satisfied are you with waste services, including recovery stations, landfill and recycling and kerbside pick up? Provided privately (kerbside pickup)



Reasons for Satisfaction	Total n=223
Reliable/regular/on time/same day/collected at door/reasonable price	50%
Excellent/good service/best scheme	27%
Staff friendly/cheerful/helpful/tidy/efficient/do their job	11%
Convenient/everything collected/ extra taken if needed	7%
Okay/not perfect/serves its purpose	6%
Contactable/problems dealt with	5%
Other	13%

Reasons for Dissatisfaction	Total n=26
Charges/too expensive/should be free to recycle	50%
Want kerbside collection	23%
No recycling/non existent	15%
Poor performance/slow action by provider	4%
Other	42%

*Everything is always picked up, nothing's left behind.*  
[Ahuriri]

*Picked up on time and any problems have been dealt with.*  
[Corriedale]

*They are very reliable, pick it up on time, put plastic bags in the bin.* [Oamaru]

*It's sufficient, they come regularly, the time they come is predictable.* [Waihemo]

*We should get that done by our rates.* [Corriedale]  
*Expensive.* [Corriedale]

*No recycling options and expensive.* [Oamaru]  
*Because the council refuses to do it and should be included in the rates. All the other towns do it, Dunedin, Timaru. Not fair on the elderly to pay for this.* [Oamaru]

*Limited in what they do for recycling.* [Oamaru]  
*No encouragement for recycling, if people are paying for a wheelie bin. Recycling should be free.* [Waihemo]

Q11b. (If Very satisfied/satisfied) Why is that? Multiple response

Q11b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Satisfied

*I do think that we shouldn't be paying twice for rubbish collection.*

*I put a bag out every so often and you drive round and see dogs have gotten in them the street cleaners don't come up Ray Street.*

*I put out the bin and it disappears.*

*I'm dissatisfied that I have to pay for the pick-up privately. The rates should pay for it.*

*It should be free.*

*It's very expensive.*

*It's a private collection, not Council.*

*The cost involved is a bit steep.*

*They even work on public holidays; it is just the price of the bags which is too expensive.*

*We buy bags at the supermarket, it would be better if there were more outlets, previously you could buy from Council, we no longer can, it would be good to be able to buy in bulk supply as it is a weekly service, we used to be able to buy a year's supply of bags.*

*We get private pickup.*

*We have to pay for it.*

*We have to pay for rubbish bags or a wheelie bin; we don't have access to waste transfer for landfills and transfers stations which is part of our rates.*

*Well I don't use it.*

*With the amount of rates that we pay, there should be a public pickup and recycling provided by the Council.*

*You've got to have somewhere to put your rubbish. Awkward when Council gave up general pick up.*

## Dissatisfaction

*It is expensive.*

*It's rubbish.*

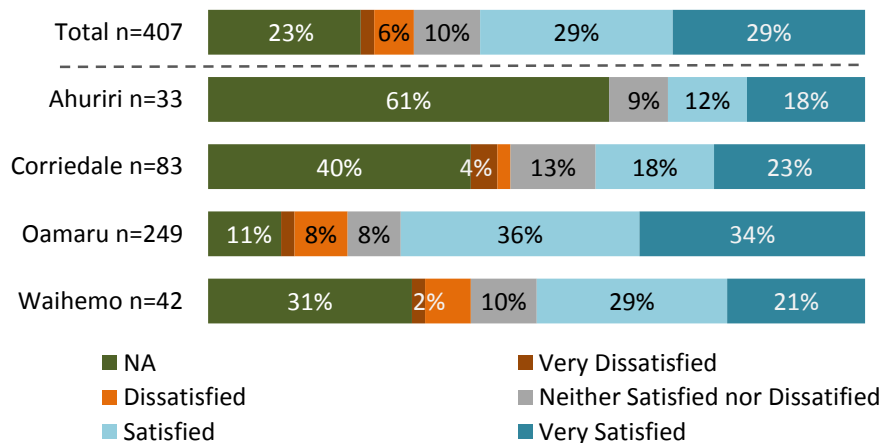
*The Council refuses to do it, it should be included in the rates like Dunedin and Timaru, and it is not fair on the elderly to have to pay for this.*

*We have to pay.*



## Relatively high level of satisfaction with community recycling providers

### Waste – Community recycling providers



- Close to two thirds (61%) of Ahuriri residents did not use a community recycling provider
- Again, highest levels of satisfaction were evident from Oamaru residents (70%)
- Few users expressed dissatisfaction with the service provided

Q11c. How satisfied are you with waste services, including recovery stations, landfill and recycling and kerbside pick up? Provided by Community (community recycling providers)

Reasons for Satisfaction	Total n=239
Volunteers/well run/great system/friendly/helpful/efficient staff	33%
Excellent/very good service/good for community	27%
Accessible/available/easy/convenient/cheap or free/clean/tidy/on time	16%
Cuts down on amount of rubbish/good to have option to recycle	13%
Okay/generally satisfied/fine/no issues/doing a job	12%
Other	13%

Reasons for Dissatisfaction	Total n=36
Charges/too expensive/should be free to recycle	28%
Want kerbside collection/bins/have to take to the depot	21%
No recycling/non existent	11%
Poor performance/slow action by provider	19%
Other	30%

*The guy that does recycling does a good job. [Ahuriri]  
Very good, but needs to be across the whole district.  
[Corriedale]*

*Do a good job and provide a valuable service and provide good bargains in the shop. [Oamaru]  
It's good service, friendly people. [Waihemo]*



*Only able to recycle certain types, have to take the bottles in to town. Get nothing for our rates. [Corriedale]*

*Do not recycle as it is too much of a hassle, would do it if it was easier. This is archaic compared to Ashburton. If it stays the same I want a discount on my rates. We are really just subsidising other ratepayers. Seems silly that we are paying for something and not getting the services. [Corriedale]*

*Inconsistent and unreliable pricing of goods for sale which have been donated by the community. [Oamaru]*

*Illegal rubbish dumping in the area. Rubbish was found eg nappies in the suburban back yard. Piles sinking on a house that was built on an illegal rubbish tip - due to the costs.  
[Oamaru]*

Q11c. (If Very satisfied/satisfied) Why is that? Multiple response

Q11c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Satisfaction



*It's because they handle a lot of stuff.*

*Council are falling short as volunteers are running it. Three times a week for 3 hours a day is just a small window. Council should provide more resources and encourage people to recycle more.*

*Council were very slow to get their act together but one person started it off and they seemed to realise how important it was for the community.*

*Green waste collection would be good.*

*I generally go to Oamaru to drop stuff off. There is one in Palmerston but it isn't open enough.*

*I take it there myself as there is no pick up.*

*I think more people would recycle if it was kerbside.*

*I think things like televisions and electrical stuff are charged over the top when you want people to take them there and not dump them at the tip.*

*If we don't recycle it just goes in a hole on the farm.*

*It would be great if we could take glass and other small items to the recycling station.*

*It's part of the transfer station.*

*Plastics recycling is free, green waste is not, we are forced to pay for outside contractors to pickup as we don't have a car?*

*There should be Council provided recycling bins.*

*They are doing something I believe the Council should be encouraging.*

*They don't need to charge because they sell it anyway.*

*They need to take recycling for free and only charge realistic prices for dumping.*

## Dissatisfaction



*They must keep costs affordable to encourage more people to use it.  
I would like a free recycling pickup. We don't take our recycling to the station.*

*The price discourages people; they are selective on what they will take.*

*I want to have free recycling from the Council.*

*In Palmerston.*

*It is not well run.*

*The people are rude.*

*I would like to see recycling receptacles around the town which bottles can be put in rather than thrown on the ground.*

*It is inconsistent pricing. It can be very expensive sometimes and I wonder where the money goes.*

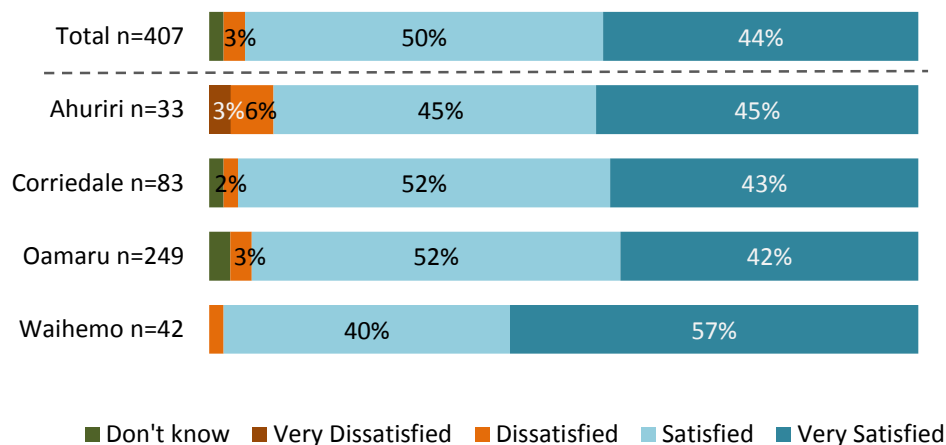
*It's great to have recycling but needs to be a free pick up by Council rather than the community recycling being paid to do it. They've done all the work for the Waitaki DC.*

*The prices are not consistent.*

Majority of residents were satisfied that Waitaki District is generally a safe place

## Waitaki District a safe place to be

*Neighbourhood Support  
New Zealand*



Q12. How satisfied are you that the Waitaki District is generally a safe place to be?



*Neighbourhood Support  
New Zealand*

Reasons for Satisfaction	Total n=383
Feel safe/very satisfied/no reason to be dissatisfied/no issues	37%
Safe at night/no major crime/services are good/plenty of police/CCTV cameras/no gangs	21%
Safe community/small community/good place to live/family friendly/nice people	15%
Fairly safe/a few issues/generally no problems	12%
Safer than other places/safe during the day	9%
Live in the country/pretty quiet/low population	3%
Other	11%

Reasons for Dissatisfaction	Total n=15
Crime taking place/damage to property	33%
Not as safe as it used to be/not safe at night	27%
Common trend/hear things that are of concern	13%
Rough people	13%
Not safe for children	7%
Roads not safe	7%

*Good police presence, good thought for restorative justice, there are CCTV cameras around that catch the kids running around at night. [Ahuriri]*

*Plenty of Police - safe place to live in. [Corriedale]*

*We never lock anything because the community is trustworthy. [Oamaru]*

*Pretty low crime rates. [Waihemo]*

*Stories that we see in the paper around town are of concern. [Ahuriri]*

*Had a lot of crime out there. [Ahuriri]*

*Common trend in NZ. [Corriedale]*

*Rough people around. [Corriedale]*

*I don't think its a safe place to raise kids anymore. [Oamaru]*

*Higher crime rate and abuse. [Oamaru]*

*Crime and so-forth. [Waihemo]*

Q12a. (If Very satisfied/satisfied) Why is that? Multiple response

Q12b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

**Satisfied**

**Neighbourhood Support**

**New Zealand**



*I think there are things that could be done. As a female in any town you don't want to be flopping around although you can get away with it in a small town.*

*Things are happening in Oamaru that are concerning. I always go out with a group. The demographic is different here. People handle alcohol differently.*

*As long as it doesn't deteriorate any more. We have problems where Council have had to install CCTV but it doesn't solve the problem.*

*Don't know if it's any safer than anywhere else.*

*I am concerned about the increase in crime.*

*I can't give an answer.*

*I don't go out of the house much. It's not a good place to drive. There are a lot of accidents.*

*I don't see that we are any different to another district.*

*I have grown up here for the last 18 years, but now there is a high chance of being burgled.*

*I have lived in town for three years; I have to move everything inside because of the amount of traffic.*

*I read in the paper about rascals getting into small-time robbery.*

*I think most people need to crack down on a lot of the trouble that's going on in town. A lot of the local teenagers are ganging up and bullying.*

*I used to live in Auckland.*

*I'm used to the big city and a Council having horrendous debts and ratepayers carrying large burdens. We don't have to deal with that in the Waitaki. It's debt free which is a rarity.*

*It could be better, I see quite a bit of crime.*

*It could be safer. It's better than some places but worse than others.*

*It is as bad as some other areas, every town has people you have to watch out for.*

*It is the same as everywhere, the place seems to be going downhill.*

*It needs a bit more policing across the district, sometimes when I'm driving I see incredibly appalling driving.*

*It's deteriorating with rural areas having increased problems - more vandalism and theft.*

*Mind your own business.*

*Not as good as it used to be, I would think twice about walking alone at night.*

*There are plenty of burglaries and assaults going on.*

*The District isn't as safe as it used be because of reports of people being attacked; crime seems to have increased.*

*There are still some burglars you have to look out for.*

*There are stupid and mindless acts that go on.*

*Think the different people that are coming into the society are changing the aspect of the community, people need to realise that the world around them is changing as well.*

*We are a bit worried about the corner of roads on Eden and Reed Street, for the elderly coming from St Marys and the Council flats, crossing over, pedestrians have to watch as they could be bowled over.*

*We need a by-pass from the State Highway in the middle of town.*



## Dissatisfied

*The crimes and so-forth.*

*I don't think it's safe to walk at night. I don't feel comfortable.*

*I have lived in town for three years; I have to move everything inside because of the amount of traffic.*

*I'm unhappy with the criminal damage to property. I feel personal safety is okay but I think more should be done to prevent property damage.*

*It's not as safe as it use to be. There seems to be more crime but the police and community patrols do a really good job. It would be good to have more good quality video cameras. Prosecution should be more severe for offenders.*

*It's not as safe as it used to be, there is a lot more crime.*

*The raids that are happening aren't good.*

*The roads are not safe, not like they used to me, we have been stuck on roads in a 4 wheel drive, hitting ruts, going sideways and rocks on the road.*

*There are goons around and people having loud parties.*

*There are rough people around.*

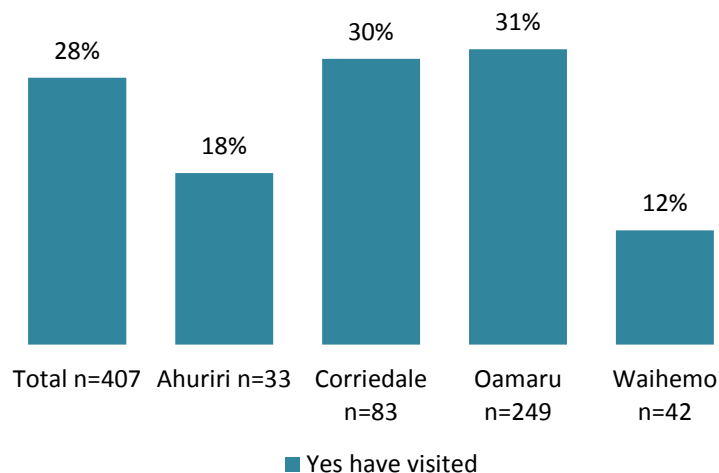
*We have had a lot of crime out here.*



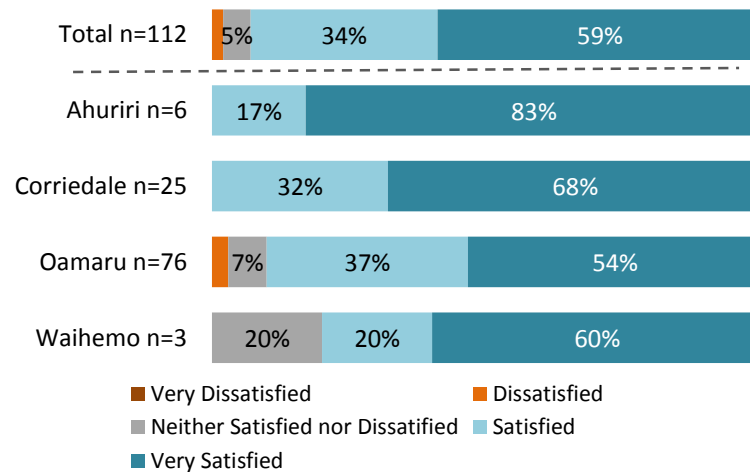
## Low visitation for Forrester Gallery; satisfaction from those who have visited

### Forrester Gallery

- Just over a quarter (28%) of Waitaki District residents have visited the Forrester Gallery during the last 12 months – more likely to have been residents from Corriedale or Oamaru



- Generally high levels of satisfaction (*Very Satisfied/Satisfied*) for the Forrester Gallery from Waitaki District residents who have visited in the past 12 months – 93%



Q13. Have you visited the Forrester Gallery during the past 12 months?  
 Q13a. How satisfied are you with the Forrester Gallery? (visited gallery in past 12 months)

## Forrester Gallery

Reasons for Satisfaction	Total n=104
Excellent/good/interesting facility	49%
Great exhibits/variety of exhibitions/changed regularly/good use of building	20%
Local artists/good for the community/great to have in a small town	18%
Friendly/helpful/knowledgeable staff/people do a good job	13%
Child friendly/school trips organised	9%
Free/accessible/worth having	3%
Other	10%

Reasons for Dissatisfaction	Total n=2
Poor access	50%
Poor exhibits	50%
Other	50%

Q13b. (If Very satisfied/satisfied) Why is that? Multiple response

Q13c. (If Very Dissatisfied/dissatisfied) Why is that? Multiple response

*Always changing the exhibits and they take a lot of tourists there. [Ahuriri]*

*Extremely lucky to have such a nice gallery in a district the size of Waitaki. [Ahuriri]*

*I think for a town this size its wonderful. [Corriedale]*

*The standard of the displays. [Corriedale]*

*There displays are usually interesting. [Oamaru]*

*Good to see local community putting artwork on show instead of people outside community all the time. [Oamaru]*

*They're wonderful, its a great range of things to look at and its not just paintings. [Waihemo]*

*Given the size and the money the people do a really good job - fits the purpose. [Waihemo]*

## Satisfied

*I don't think they have a lot there. They try to change their displays.*

*I have been there once and it was okay.*

*I thought this was ordinary.*

*It's not for me but other people like that kind of thing.*

*They should amalgamate with the Museum.*

*We used to go a lot and spent a lot of time restoring buildings.*

## Dissatisfied

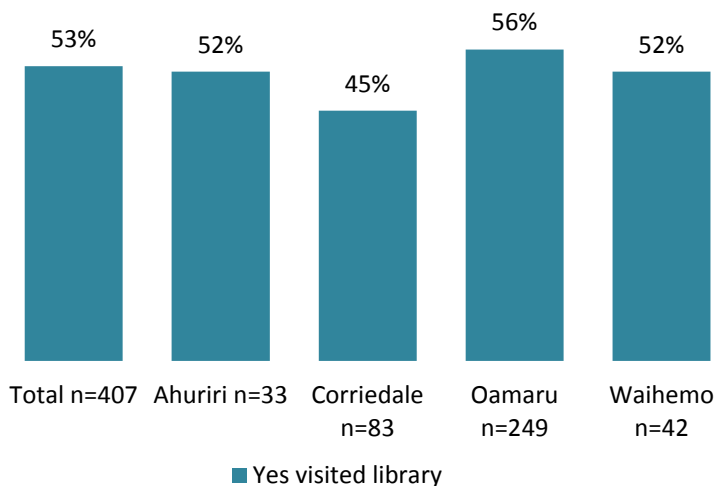
*They could brighten things up a bit more. More variety, I feel they could have more interesting exhibits. It's a beautiful building and it should be earthquake proof.*

Q13b. (If Very satisfied/satisfied) Why is that? Multiple response

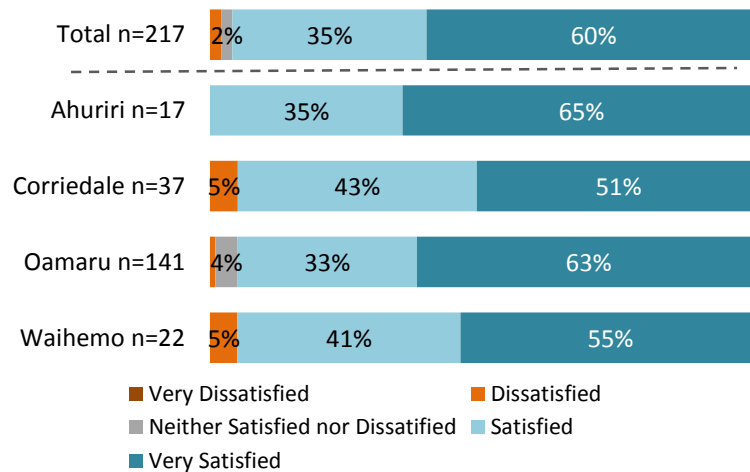
Q13c. (If Very Dissatisfied/dissatisfied) Why is that? Multiple response

Just over half of Waitaki District residents have visited one of the libraries within the past 12 months

## Libraries



- High levels of satisfaction (*Very Satisfied/Satisfied*) from residents who have visited a library in the past 12 months



Q14. Have you visited any of the libraries in the Waitaki District past 12 months?

Q14a. How satisfied are you with services at any of the libraries in the Waitaki District? (visited a library in past 12 months)



Reasons for Satisfaction	Total n=208
Good service/helpful/polite/friendly/knowledgeable staff	54%
Satisfactory/good facility/well run/nice atmosphere/welcoming/accessible	34%
Good selection/everything there/covers all the basics/easy to find what you are looking for	29%
Free Wi-Fi/computers/DVDs/photocopying/good opening hours	7%
Great for children/schools	7%
Other	5%

*Variety. Facilities very good. Supportive of wider communities. [Ahuriri]*

*More new books. [Corriedale]*

*Very helpful if need something. [Oamaru]*

*Good service and welcoming. [Waihemo]*

Reasons for Dissatisfaction	Total n=4
Other	100%

*With all the free wifi it is difficult to get a seat these days - nice that people get free wifi - the ratepayers are actually paying for it all. [Corriedale]*

*Expand range, more books. Don't have a lot. [Corriedale]*

*Lack of books for young adults and it seems to be more for the tourists to use their technical devices. [Oamaru]*

*Don't meet needs of out of town workers. [Waihemo]*

Q14b. (If Very satisfied/satisfied) Why is that? Multiple response

Q14c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*I can find a book to read although the range isn't as up to date as it should be.  
It could be improved. They could get more info out to people and the range of books could be looked at.*

*It is a little bit noisy.*

*No comment.*

*Palmerston could be updated a bit more. It's a bit antiquated.*

*The local library needs an upgrade or update.*

### Dissatisfied

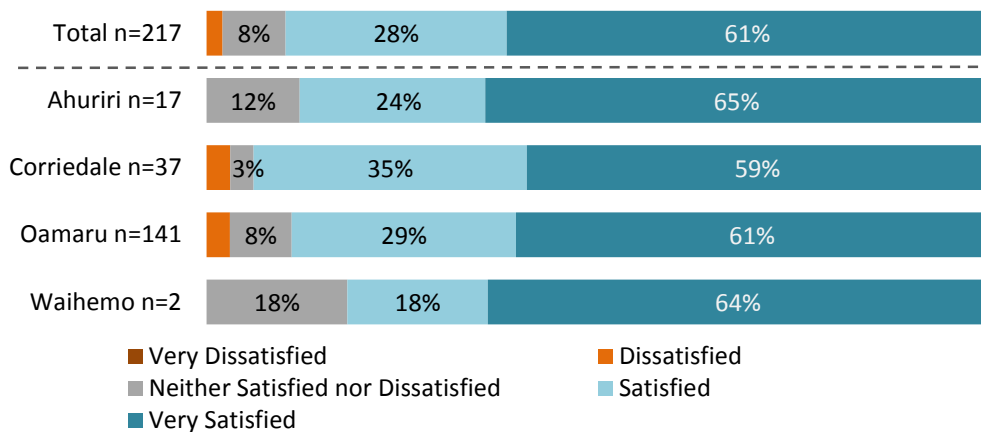
*It doesn't meet the needs of out of town workers.*

Q14b. (If Very satisfied/satisfied) Why is that? Multiple response

Q14c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

Majority of residents who had visited a library were satisfied with the service when they borrowed items

## Library service



Q15. How satisfied are you with the service when you borrowed items at libraries in the Waitaki District? (visited a library in past 12 months)

Reasons for Satisfaction	Total n=193
Excellent/good service/no problem/nice ambience/well laid out	38%
Staff nice/helpful/friendly/efficient/fair	35%
Good reminder system/email alerts/lending times/on-line/computers	17%
Easy to use/self checkout/good ordering system/cheap/free	15%
Good selection of books/in good condition/new books available	11%
Dealt with promptly/whatever requested they try to find	7%
Other	3%



Reasons for Dissatisfaction	Total n=5
Charge/should be user pays	20%

*When we hire movies they're so dirty that they won't play.  
[Corriedale]*

*What do you pay your rates for when we have to pay to rent our library books, it should be a service. [Oamaru]*

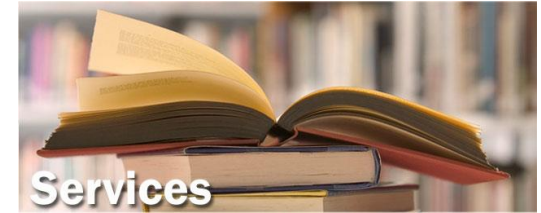
*Fined for having kids books out on my card but if it was my daughters I wouldn't have being fined. I don't think there should be any fines on children's books. [Oamaru]*

Q15b. (If Very satisfied/satisfied) Why is that? Multiple response

Q15c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied



*Sometimes the qualities of CDs are not that good.*

*The library needs to be a quiet place, the computer area should be separate as it is noisy and is treated as a hang-out spot.*

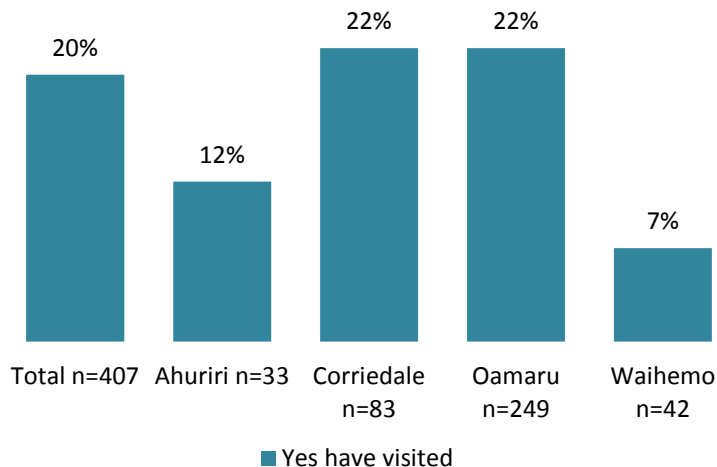
### Dissatisfied

*I went to a concert, which was great, but when I approached the people who organised the event they seemed too busy and I felt that they were not interested.*

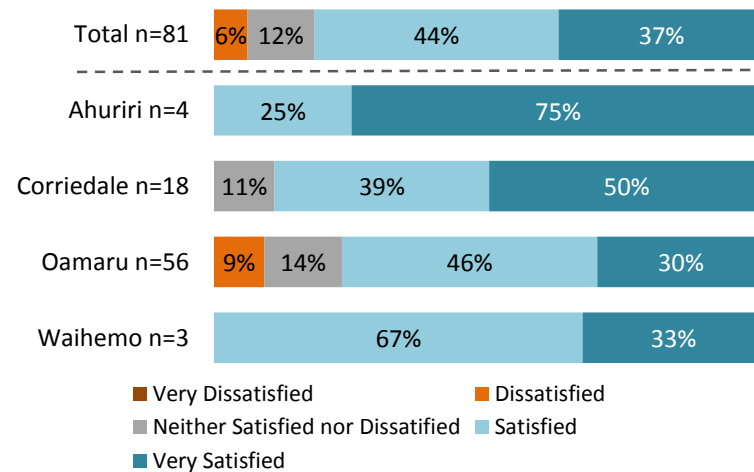
## Most Waitaki residents had not visited North Otago Museum in the past 12 months

### North Otago Museum

- Relatively low visitation – only one in five (20%) have visited the North Otago Museum in the past 12 months



- Residents who had visited the museum were generally satisfied (*Very Satisfied/Satisfied*) – 81%
- Although only a small number of people (five), Oamaru residents were the only ones to express dissatisfaction



Q16. Have you visited the North Otago Museum in the past 12 months?

Q16a. How satisfied have you been with the North Otago Museum over the past 12 months? (visited museum in past 12 months)



Reasons for Satisfaction	Total n=66
Well presented/good and interesting displays/interesting for children	36%
Good/enjoyable/serves it purpose/happy with it	30%
Archives/good local history/lots of information	26%
Friendly/helpful/ staff	14%
Up-to-date/effort made to change it around	9%
Does well for its size/do the best they can	5%
Other	11%

*Work in a very restricted area and do the best they can. It's very small compared to, say, Wellington. [Waitaki]*  
*Tremendous resource, extremely fortunate. [Corriedale]*  
*Atmosphere is good and I've been using archives. [Oamaru]*  
*It covers all the basics, aesthetically pleasing. [Waihemo]*

Reasons for Dissatisfaction	Total n=5
Exhibitions	80%
Functionality/lack of space	10%
Other	100%

*Rarely changed. Displays have been there for 5+ years. Not a necessity to go there as they don't change. [Oamaru]*  
*The display need to be rotated to be inviting, it's pretty static. [Oamaru]*  
*Ok if you can read. But if you have children who aren't fluent readers there's very little there to interest them. If there was something more interactive or hands on that would be good. [Oamaru]*

Q16b. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q16c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*It needs a bigger building.*

*It's not very big and not a big selection on public display.*

*Pity they haven't got enough room to display more.*

### Dissatisfied

*The exhibits remain pretty static, not changed around much. I'd like to see it opened up with more exhibits. It is frustrating that we could have something bigger that would attract more people and tourists.*

*The displays are pretty static; they need to be rotated to make them more inviting.*

*Compared to other towns it doesn't have many interesting things and no direction on how to use them. The exhibition room is called temporary library. It needs to be more exciting and has no integration with tourism. They need a better relationship with Tourism Waitaki. You don't know where to go which can make you miss out on the information.*

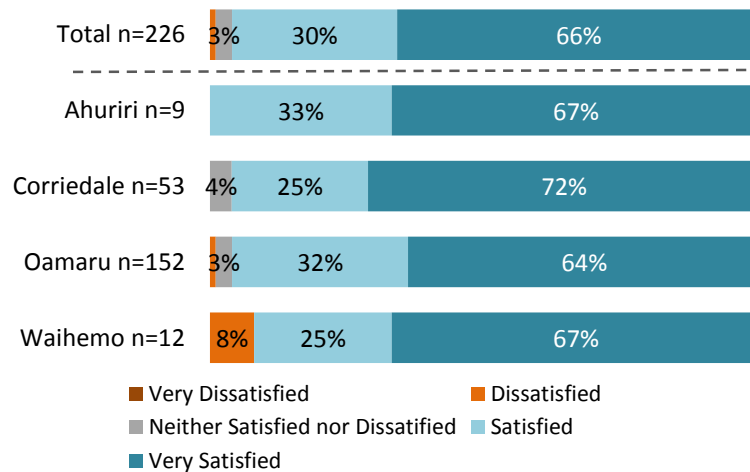
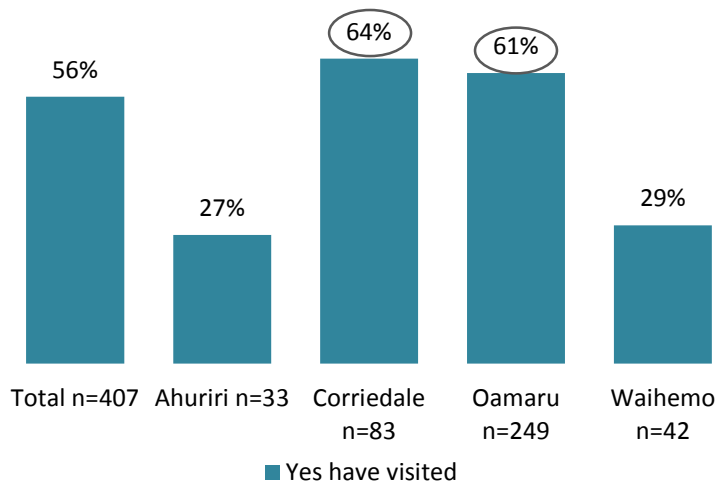
## Significantly more residents from Corriedale and Oamaru visited the Oamaru Opera House

### Oamaru Opera House

- Close to six (56%) in ten residents had visited the Oamaru Opera House in the past 12 months



- Almost all (96%) Waitaki District residents who had visited the Oamaru Opera House in the past 12 months were satisfied with their visit



Q17. Have you visited the Oamaru Opera House in the past 12 months?

Q17a. How satisfied are you with the Opera House? (visited Opera House in past 12 months)



Reasons for Satisfaction	Total n=217
Great facility/great staff/well maintained	69%
I love it/serves its purpose/very nice	26%
Other	5%

*Cost a fortune but it needed to be maintained to a very high standard. [Ahuriri]*

*Love what they've done with the place. [Ahuriri]*

*Great venue, very good lighting outside and safety rails. [Corriedale]*

*Very lovely there now. The atmosphere at the opera house is wonderful. [Oamaru]*

*It's a wonderful building and place to go. [Waihemo]*

Reasons for Dissatisfaction	Total n=3
Price of performances	100%
Lack of awareness of the Opera House as a facility or community facility	33%
Other	166%

*Was like an opera house before but now its not the same - the decoration in the foyer is poor. [Oamaru]*

*Some shows are quite expensive not something they have control over. We have a lot of pensioners but its too expensive. Good job overall. [Oamaru]*

Q17b. (If Very satisfied/satisfied) Why is that? Multiple response

Q17c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*We didn't like it when they had the court going. It felt very intimidating.*

*It needs to be a bit warmer.*

*Nothing stood out when a local primary school had a production there.*

*The service is good, I went to Swan Lake Ballet and I found the seats in the main opera house too uncomfortable for a three hour sitting.*

*You will have to ask the Council about it.*

*They should have better chairs for their musicians.*

### Dissatisfied

*It is cold.*

*It's got to be something I really want to see or hear before I go there.*

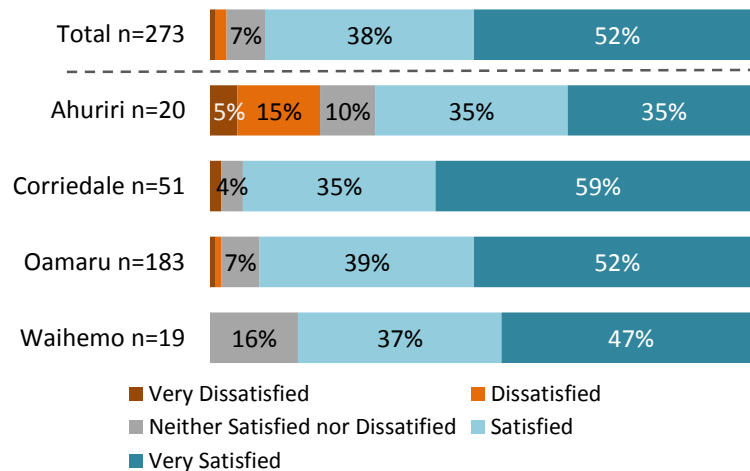
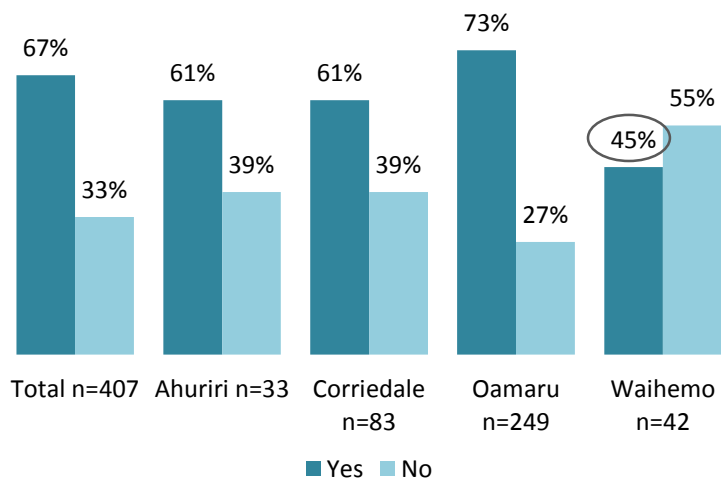
## Relatively high usage of district parks and reserves

### Parks and reserves

- Two thirds (67%) of residents have used a park and/or reserve in the past 12 months
- Waihemo residents significantly less likely to have used a park or reserve than residents from other wards



- Most (90%) Waitaki District residents who had used parks and/or reserves in the past 12 months were satisfied with the parks and reserves



Q18. Have you used any of the parks and/or reserves in the Waitaki District in the past 12months?

Q18a. How satisfied are you with parks and reserves in the Waitaki District? (used parks and reserves in past 12 months)





Reasons for Satisfaction	Total n=245
They are fantastic/the kids love the parks/peaceful/tranquil	63%
Well maintained/safe	53%
Easy access	4%
Better maintenance for some parks is needed	3%
Other	7%

Reasons for Dissatisfaction	Total n=9
Poor upkeep/untidy/improvements needed	44%
Not enough parks and reserves	11%
Other	89%

*Public gardens are very well maintained and excellent.*  
[Ahuriri]

*Oamaru Gardens are beautifully looked after, well maintained - lovely place to visit.* [Corriedale]

*Plenty of good family areas, well maintained.* [Oamaru]

*The local steampunk community has been very active in creating a child friendly area.* [Oamaru]

*Low rainfall. They do not water the trees enough. Fully grown trees die due to lack of water. The council do not care for them.* [Ahuriri]

*No parks I am allowed to ride my horse on.* [Corriedale]

*Dog park needs to be mowed.* [Oamaru]

*Dog park up South Hill isn't mowed regularly so hard to walk through and lots of dog poo.* [Oamaru]

Q18b. (If Very satisfied/satisfied) Why is that? Multiple response

Q18c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*Not sure.*

*Everybody is not happy with unleashed dogs.*

*I was satisfied until they put an old folk's home above the old hospital.*

*There is a shortage of rubbish bins; people need to make effort to put rubbish in bins.*

*Dogs are usually on a lead.*

*There are two or three big trees there, when it's wet it's dangerous because they might fall over.*

*They need a little bit of money injected into them, old man's beard, an invasive species is encroaching, and the river ways were really slippery and needs a bit of safety monitoring.*

*They need to police the no dog rules a little more especially on the playing fields.*

*At King George Park, the Cape they took all the trees down which was unfortunate, it kept the rain off me when I was out for a run.*

*They have made an effort to fix the flooding, the one opposite Orana park floods a lot and the one at the Gardens is good.*

*I only really use the hockey turf.*

*Pretty good but in the last 12 months it has been wet and soggy, perhaps it needs a bit of drainage.*

### Dissatisfied

*The grass is left to burn up in the summer.*

*They've got a dog park near Awamoa Park. Make sure that the dog friendly parks are fenced in.*

*I don't like how they chopped the trees down at Cape Wanbrow, it is a reserve.*

*I went to go fishing and the seals chased us, I think there are far too many seals.*

*I would like to have a park where I can ride my horse.*

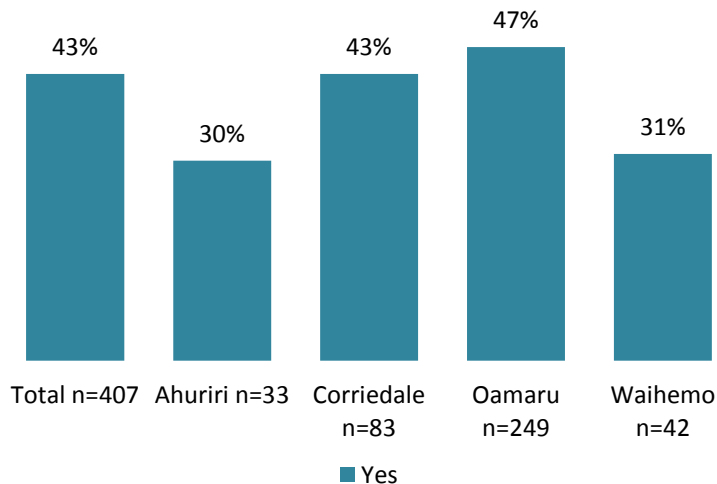
Q18b. (If Very satisfied/satisfied) Why is that? Multiple response

Q18c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

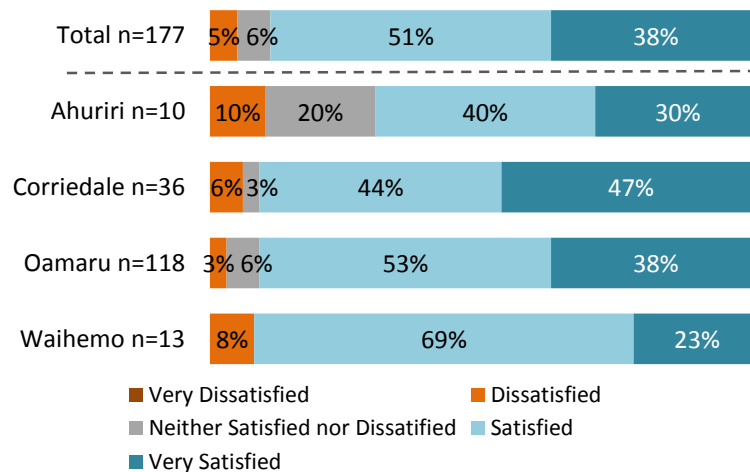
## Overall, high satisfaction with sports fields in the Waitaki District

### Sports fields

- Just over four in ten (43%) Waitaki District residents have used or visited sports fields in the past 12 months
- Oamaru (47%) and Corriedale (43%) residents more likely to have done so than residents from Ahuriri or Waihemo



- Overall 89% of Waitaki District residents who had visited or used sports fields and facilities in the past 12 months were satisfied (*Very Satisfied/Satisfied*)



Q19. Have you used or visited any Waitaki District sports fields in the past 12 months?

Q19a. How satisfied are you with sports fields and facilities in the Waitaki District? (visited sports fields and facilities in past 12 months)



Reasons for Satisfaction	Total n=159
Well maintained/safe	53%
Great facilities/good location	44%
Upgrade the grounds/buildings/facilities/toilets/drainage	9%
Parking (general)	7%
Easy access	6%
We don't have the population to fill the seats	1%
Other	2%

*They have good toilets and things like that, grounds really well maintained. [Ahuriri]*

*I am a croquet player and the Council Whitestone Contracting provide a superb ground - envy of other clubs around the country. Unlike many councils that dictate - our council is willing to listen and try to develop the lawns to meet our requests. [Corriedale]*

*They are really good and available and generally really tidy. [Oamaru]*

*The fields were good, the toilets were not so good, they were in poor condition. [Waihemo]*

Reasons for Dissatisfaction	Total n=8
Poor condition/need upgrading/lack of maintenance	87%
Lack of awareness of sports fields	12%
Other	100%

*Fix the field after the guys did wheelies. [Corriedale]*

*Centennial park not in good condition. [Oamaru]*

*Grass not cut right for cricket - Palmerston and Oamaru. [Oamaru]*

Q19b. (If Very satisfied/satisfied) Why is that? Multiple response

Q19c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*They seem to over-do the facilities.  
The soccer goals have no net and it's not safe.*

### Dissatisfied

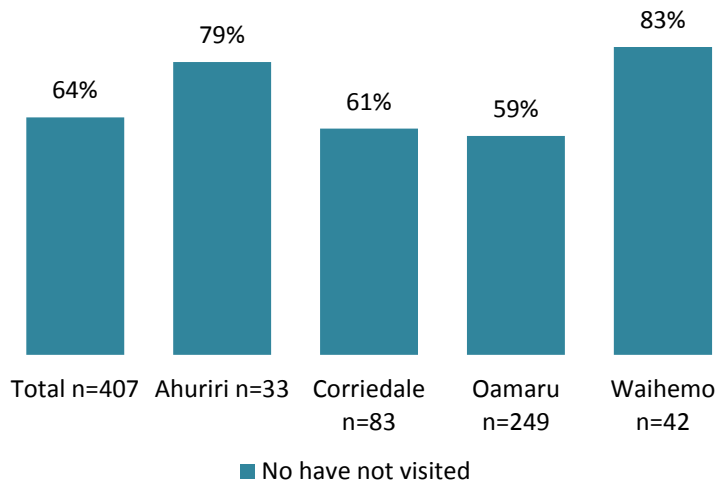
*A bit more shelter would be useful perhaps.  
They could do with more seating.  
The grass is left to burn off in the summer.  
There is a lack of toilets.  
Some don't have toilets for the public.*

Q19b. (If Very satisfied/satisfied) Why is that? Multiple response

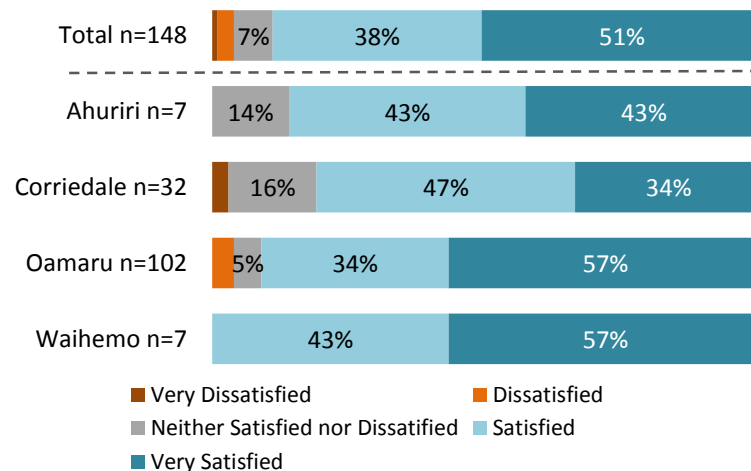
Q19c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

Almost two thirds of residents **had not** visited Waitaki Aquatic Centre in the past 12 months

## Aquatic Centre



- High levels of satisfaction (*Very Satisfied/Satisfied*) (89%) amongst residents who had used the Aquatic Centre



Q20. Have you used or visited the Aquatic Centre in the past 12 months?  
Q20a. How satisfied are you with the Aquatic Centre? (visited aquatic centre in past 12 months)



Reasons for Satisfaction	Total n=132
Great Facility/well run/nice staff	78%
Well maintained/clean	16%
The kids are happy	14%
Could be better	12%
Easy access	2%
Better /upgrade changing rooms	2%
Other	4%

Reasons for Dissatisfaction	Total n=5
Functionality or range of activities	20%
Timetable or opening hours	20%
Entry cost	20%
Other	100%

*The kids seem happy and they learn. [Ahuriri]*  
*Daughter is doing swimming lessons there, good tutors, she really enjoys it. [Corriedale]*  
*A must when the grandchildren come, great that they are not charging adult carers who are watching and not swimming. [Oamaru]*  
*Clean, tidy and the people are lovely. [Oamaru]*

*Changing rooms need to be updated, and the pools aren't clean, my child got sick. [Corriedale]*  
*Management doesn't talk to the swim school and it's not efficient. [Oamaru]*  
*The air quality is quite hot sometimes when sitting and watching. [Oamaru]*

Q20b. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q20c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*The staff are always grumpy.*

*The water temperature is cool for this time of the year so I don't go in the winter as it is not inviting at all. They need to look at when they offer programmes. They make sure that the instructors are booked although it is an advantage when they don't turn up as you get a free swim, but add that up over time and it must be costing the Council money. You are told to like the centre on Facebook and a lot don't have Facebook so don't get the messages that a class has been cancelled.*

### Dissatisfied

*Sometimes there timetabling of our group is a bit annoying as they put our group on a low priority and shift them around, if there is a set time we should have it, the changing rooms are okay.*

*The temperature of the pool is terrible for winter, the main pool is way too cold, and a lot of people have also mentioned this to me. Maybe bump it up a couple of notches.*

Q20b. (If Very satisfied/satisfied) Why is that? Multiple response

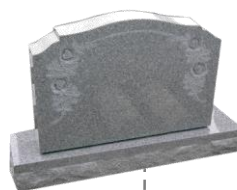
Q20c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



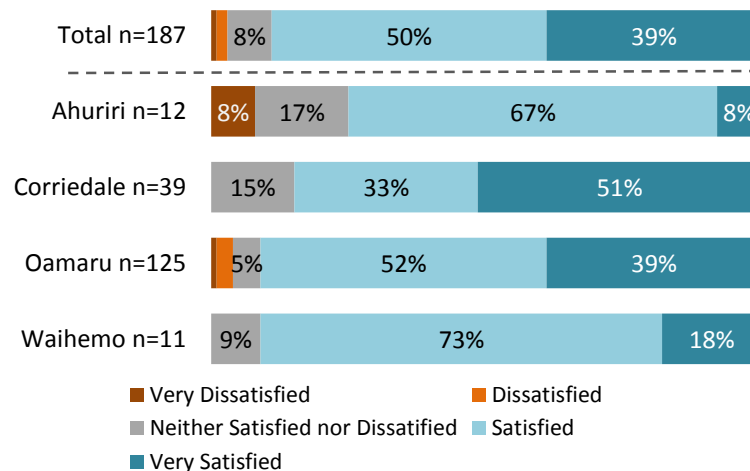
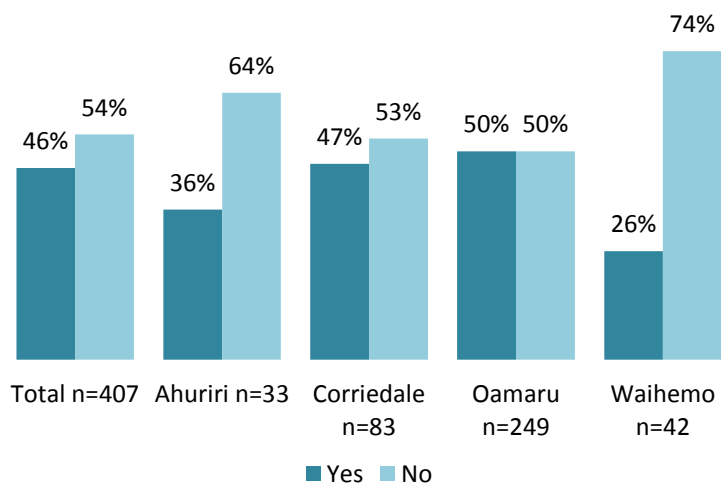
Almost half of residents had used or visited a cemetery in the past 12 months and expressed satisfaction

## Cemeteries

- Waihemo residents were much less likely than residents from other wards to have used or visited a cemetery (74%)



- Overall, the majority (89%) of residents across the four wards were satisfied (*Very Satisfied/ Satisfied*) with cemeteries in Waitaki District (89%)
- Ahuriri residents were less likely than others to be satisfied (note small sample size)



Q21. Have you used or visited a cemetery in the Waitaki District in the past 12 months?

Q21a. How satisfied are you with cemeteries in the Waitaki District? (used or visited a cemetery in the past 12 months)



Reasons for Satisfaction	Total n=166
Beautifully maintained/it's really peaceful/excellent grounds keeper	94%
Needs to be more attention to the individual plots/older section of cemetery	6%
More vessels to place flowers would be good	1%
Rows aren't marked/numbered	1%
It's getting full	1%
Parking	1%
Other	5%

*Most of them are good, was looking in the one in Oamaru, looking for certain grave sites. No numbers at end of rows, would have been easier if rows were marked. [Ahuriri]*

*Maintained beautifully. [Corriedale]*

*We are well served with them and they are always tidy. [Oamaru]*

*It's a lot better then it used to be, there haven't been a lot of rabbits around lately, its horrible to see rabbits digging around graves and things. [Waihemo]*

Reasons for Dissatisfaction	Total n=6
Poor condition/need upgrading/lack of maintenance	50%
Other	100%

*A lot of headstones had no names on them, plots there that we didn't know who they belonged to. The local one was quite rough and ready. [Ahuriri]*

*Old cemetery is in disrepair. [Oamaru]*

*Lack of maintenance. I have complained. On the areas with no sun there's lots of moss. Terrible. The way the lawns are mowed. Especially in the new cemetery. Could get PD boys in to fix. [Oamaru]*

Q21b. (If Very satisfied/satisfied) Why is that? Multiple response

Q21c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*Kurow one was tidied with private funding as I understand.  
One out at Weston, which may be privately owned, was kept very well.  
You have to have them.  
My father served in World War II so I pay my respects to him on Anzac Day and  
Christmas. Apart from that I stay away from them; you don't want to be there every day  
do you.  
People are not arguing there, are they?*

### Dissatisfied

*There are too many conifer trees.  
It is not very well isolated from the surrounding roads; should be more secluded and  
pleasant for visitors.  
There were flowers on the fence line which had been thrown from someone's grave,  
vandalism.*

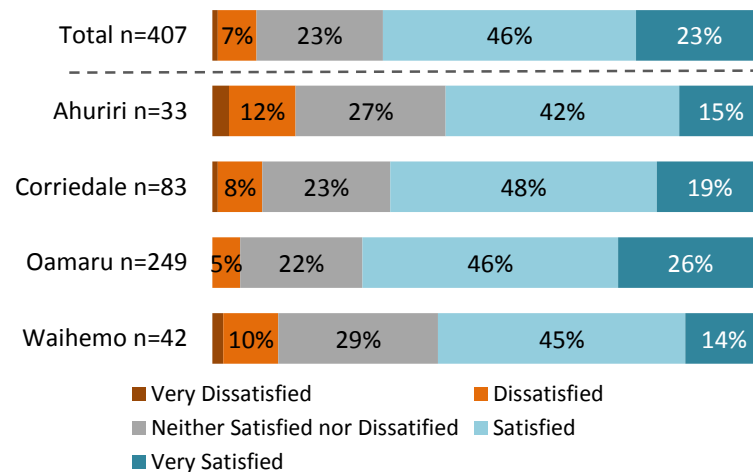
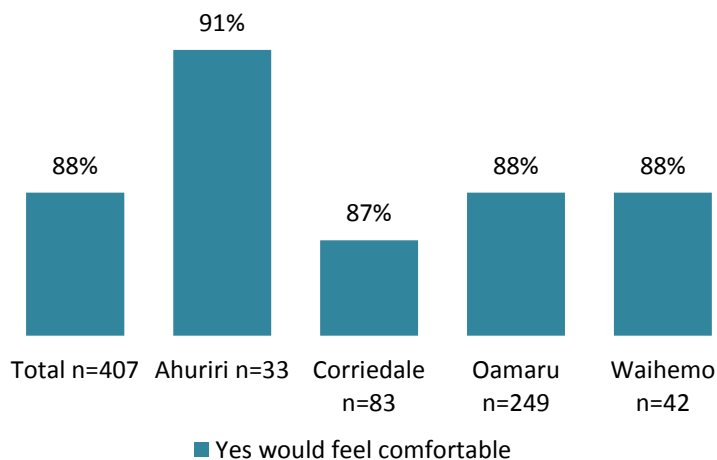
Q21b. (If Very satisfied/satisfied) Why is that? Multiple response

Q21c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

Waitaki District residents were generally comfortable with approaching the Mayor and/or Councillors about an issue, if needed

## Approaching Mayor or Councillors

- Almost seven in ten (69%) Waitaki District residents were satisfied (*Very Satisfied/ Satisfied*) with the performance of the Mayor and/or Councillors
- Residents from Ahuriri (57%) and Waihemo (59%) were slightly less likely to be satisfied than residents from Corriedale or Oamaru
- Close to a quarter of all residents (23%) indicated ambivalence about performance



Q22. Would you feel comfortable approaching the Mayor and/or Councillors if you had a question or issue?

Q22a. How satisfied are you with the performance of the Mayor and Councillors? (would be comfortable approaching the Mayor and/or Councillors)

Reasons for Satisfaction	Total n=280
They do a good job	73%
The Mayor is doing a good job	25%
They're not doing enough/room for improvement	10%
They keep us well informed	2%
Roading is a community issue	1%
Other	3%

Reasons for Dissatisfaction	Total n=32
Mayor's comments not good/disappointed with certain departments of the Council	31%
No satisfaction from talking to them/not helpful/lack of communication with the community	19%
Too much focus on Oamaru/rural areas left out/no support for those struggling	13%
Unwise use of ratepayers' money/not happy with rates charged	9%
Not much happening/not doing an effective job/need to be more accountable	9%
Too many council employees	9%
Difficult to meet with them/no council representative	6%
Other	9%

Q22b. (If Very satisfied/satisfied) Why is that? Multiple response

Q22c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

*I think overall they do a good job, it's only really observation. [Ahuriri]*

*I think they are getting things done, town looks good. [Corriedale]*

*The Mayor's Facebook page - I am very impressed. [Oamaru]*

*Good job not easy to meet everyone's needs. [Waihemo]*



*Because its all about Oamaru and not about the country, we pay the rates and its spent on the town. [Ahuriri]*

*The mayor says one thing and does the other. [Corriedale]*

*They expect the ordinary person to pay rates. [Oamaru]*

*It focusses too much on Oamaru instead of surrounding areas. [Waihemo]*

### Satisfied

*I would hate to have the job myself.*



### Dissatisfied

*Just the failure to do their business well and unwise use of ratepayer's money.*

*Hard to get access to them, have to get the past the front, it still irks me that I could not meet them to discuss an issue I had, there should be a set time and place during the week to be able to speak to a Councillor.*

*I am not satisfied with the irrigation; North Otago should be treated fairly, pushed for irrigation, too expensive for people to go with it, water ways contaminated, affecting neighbours properties.*

*I don't believe they are doing an effective job.*

*I have a house in Oamaru and in Moeraki, small rural towns are being left to their own devices and I think that's unfortunate, roads are built and are privately funded by private investors and the community. The name Moeraki brings a lot of tourists to the district and I think the Council isn't supporting us as much as they should.*

*I have never had any satisfaction from approaching them, just had a lot of stupid comments, just excuses.*

*I run a shop in the north end of town and regularly have to call Council to pick up rubbish, in town they get a regular service, we get a lesser service this end of town and yet we're the entrance to Oamaru, I have to pick up bottles near ATM, no one comes out here even though there are 20 shops out here.*

*I think they could do more for the public and be more accountable.*

*I think they have too many workers, creating too many jobs for people that aren't needed making the rates go up.*

*I'm not happy with the Mayor and his comments which he has put on social media pages about the DHB and the funding for the DHB. I think he is a Mayor and the comments he has made are out of line. I'm not happy that the Council is considering backing the retirement and putting Council funding behind it as I don't think the Council should be doing that.*

*It's a hard question because they're all different. You hear that they are going to spend money on rural roads but there are issues here like near the sea in Oamaru. They need more organisations, planning and listening to the public. People have offered to volunteer but there's a lot of red tape and it's hard to get to the front desk.*

*Quite happy with the performance of the Council however there is a lot of inactivity in certain areas of the Council, the storm water drains in the South Hill area need to be maintained and cleaned on a regular basis.*

### Dissatisfied continued

*Stop spending so much money and stop the rates they charge on properties.*

*The horse riding ranger is not interested.*

*The last Anzac Day service was disappointing.*

*There are a lot of people at the Council, but they do not seem to be doing much, I was told that some of the engineers were not qualified, there are too many departments and more people than was needed, the Development board and Tourist board seems to be an overkill.*

*There doesn't seem to be much communication with the community. The rates seem to be very high. They treat issues as water off the ducks back. They don't want to deal with problems and put them in the 'too hard basket'. New mayor but same old story.*

*There doesn't seem to be much happening in the District and it's a bit disappointing.*

*There is a lack of community engagement in Palmerston and also the derelict town hall in Palmerston, and the near derelict community centre in Palmerston.*

*There is no Council there to represent us. We pay \$2000 and don't even see a Councillor. I used to have a Councillor. They have a Community Council but they are still not represented.*

*There are people that are struggling and needing help but they do not get any help.*

*They are doing something right with facilities, very dissatisfied with Senior Management, have referred things on to the Ombudsman, which is a separate issue from my grandson building a house.*

*They are not very helpful; they are very quick in telling you what you can't do.*

*They can never satisfy everyone, seems they have had controversial issues lately.*

*They don't take much interest in roading, they have seen the roads that they can't go up, I know as someone I know took them there on a bus.*

*We brought up something with the Mayor, we got confirmation and then nothing happened.*

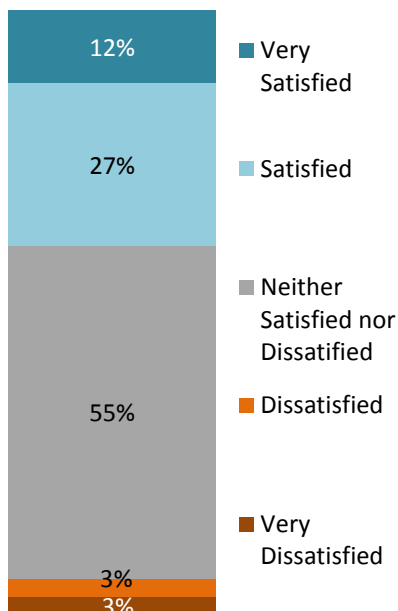
*We don't appear to have a voice, if anything needs to be done it just costs more money, I think Waitaki Council is the most expensive in New Zealand.*

*When it takes nearly 3 years to fix a blocked drain, that they blocked in the first place, paying for the repairs on the inadequate drains and the flooding issues, it makes me feel dissatisfied.*

Over half of Ahuriri residents were ambivalent about the performance of Ahuriri Community Board members

## Ahuriri Community Board members

Ahuriri Ward Residents



Reasons for Satisfaction	n=13
They do a good job	8%
Reasons for Dissatisfaction	n=2
They have their own agendas	100%
Do a lot of good work in the local town/involve the community/keep community well informed	50%

### Satisfied

*They can only do so much, as money is problem, roads need to be done.*

*Overall they do a good job.*

*The ones I know are very approachable and will look into the matters/problems people have.*

*Fight for the area. Make sure the area is not forgotten.*

*In conjunction with local volunteers for the walkway, they have done well with the skate park and walkway that leads to the shops.*

Q23. How satisfied are you with the performance of Ahuriri Community Board members? (residents of Ahuriri Ward) n=33

Q23a. (If Very satisfied/satisfied) Why is that? Multiple response

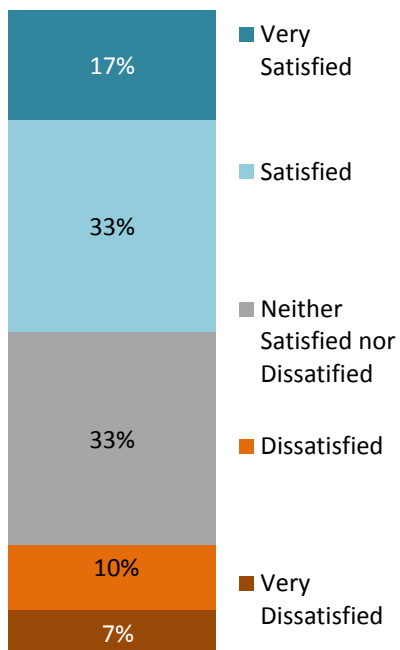
23b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



Half of Waihemo residents were satisfied with the performance of Waihemo Community Board members; a third were ambivalent

## Waihemo Community Board members

### Waihemo Ward Residents



Reasons for Satisfaction	n=21
They do a good job	95%
Other	5%

Q24. How satisfied are you with the performance of Waihemo Community Board members? (residents of Waihemo Ward) n=42

Q24a. (If Very satisfied/satisfied) Why is that? Multiple response

## Waihemo Community Board members

### Satisfied

*They have done a good job.*

*Do their best to represent their ward.*

*They engage in local issues and get stuff done with a limited budget, most of the board members are very approachable.*

*I think she really got in behind and facilitated with the community. Goes about her job in a professional way.*

*Great bunch of people do a damn good job and easy to approach.*

*They have fixed potholes in front of our place when asked.*

### Dissatisfied

*They don't seem to have done much.*

*They have done nothing about the road. I don't see much of the community board members.*

*They support damming.*

*They seem to be 'yes' people. I want people with their own opinion.*

*The roads are bad.*

*A lack of community engagement in Palmerston and also derelict town hall in Palmerston, nearly derelict community centre in Palmerston.*

*The water is my major worry. Otherwise it's average. Delegation from Council which is unclear and not good.*

*Makes the community board hard to work with. Would be good if they didn't have so much power.*

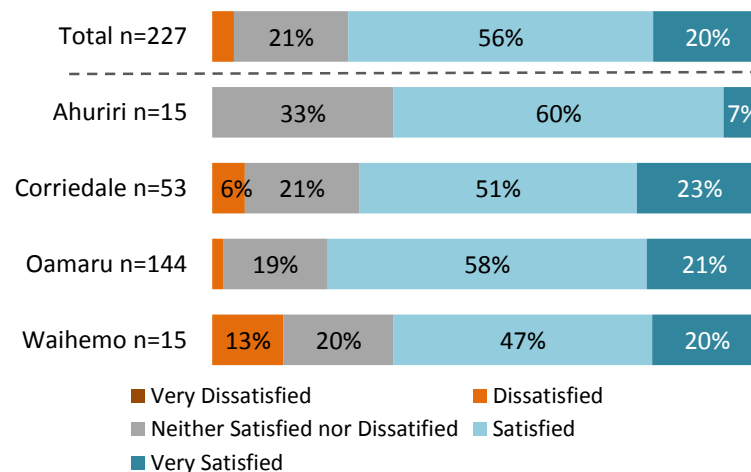
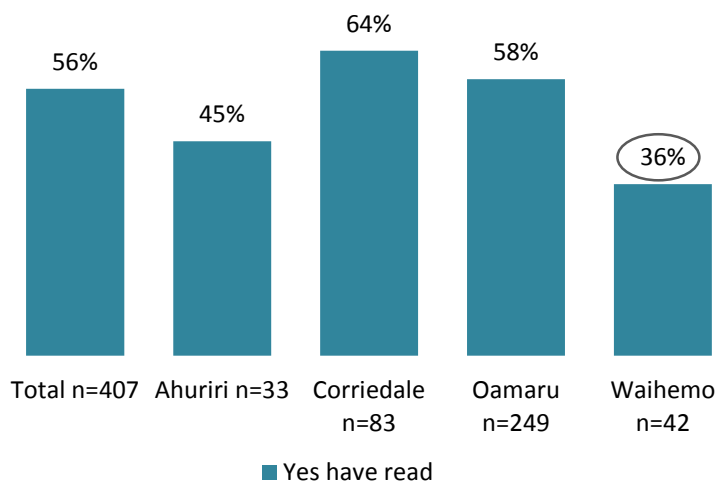
Generally residents who had read *The Link* were satisfied that it was a good source of information

## The Link

- Almost six in ten (56%) Waitaki District residents have read or seen *The Link* publication in the past 12 months
- Waihemo residents were much less likely to have read or seen than Oamaru and Corriedale residents



- Approximately three quarters (76%) of all residents were satisfied (*Very Satisfied/Satisfied*) that *The Link* was a useful source of information
- Highest satisfaction evident from Oamaru and Corriedale residents



Q25. Have you read or seen the Council's publication *The Link* in the past 12 months?

Q25a. How satisfied are you that *The Link* is a useful source of information? (have read or seen *The Link* in the past 12 months)



Reasons for Satisfaction	Total n=172
Keeps me informed	90%
Could be better	4%
The articles don't affect me where I am	2%
Has good articles	1%
Good for visitors to see what's going on	1%
Other	5%

*Good overview of things going on and coming up. [Ahuriri]*

*Good in general but need more topical things. Dog registration fees are due etc and what's coming up, what they are trying to encourage. [Corriedale]*

*It gives people an option to be informed of what is happening in the district. [Oamaru]*

*It has a cross section and snippets of info regarding council activities. [Waihemo]*

Reasons for Dissatisfaction	Total n=8
Little interest or relevance of stories	25%
Frequency of publication (either too frequent or not frequent enough)	12%
Other	87%

*Bit of a waste of money, most of the information is in the paper. [Corriedale]*

*It goes over old ground. [Oamaru]*

*Does not cover environmental issues well. [Waihemo]*

Q25b. (If Very satisfied/satisfied) Why is that? Multiple response

Q25c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Satisfied

*If I read it?*

*Good overview of current events and events coming up in the future.  
I usually get my information about the Council from the Otago Daily Times.*

*Nothing in particular.*

*Nothing in particular.*

*I can't remember what was in it.*

### Dissatisfied

*It doesn't make much sense and not straight forward.*

*There needs to be more information in it.*

*It's a waste of money. I would prefer that they don't waste money on that sort of thing. If you want you can go and find things out yourself.*

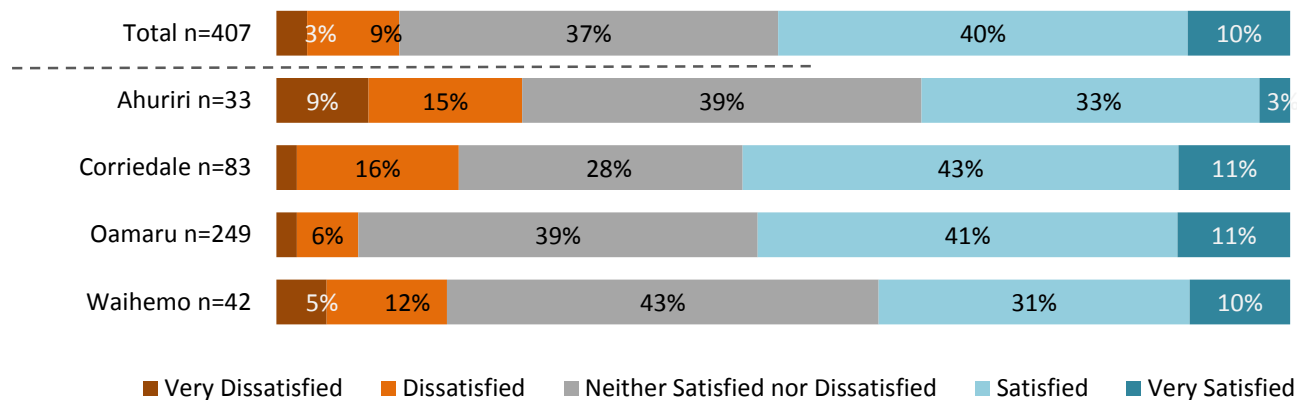
*Very much a press release and not very useful.*

Q25b. (If Very satisfied/satisfied) Why is that? Multiple response

Q25c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

Half (50%) of the residents of Waitaki District were satisfied (*Very Satisfied/Satisfied*) regarding Council’s consultation with the community, while over a third (37%) were ambivalent

## Council consultation



Q26. How satisfied are you with Council’s consultation with the community?



Reasons for Satisfaction	Total n=204
They listen to the community/great public consultation	45%
Council keeps us informed	32%
They do a good job	27%
More needs to be done	3%
Other	13%

Reasons for Dissatisfaction	Total n=51
Unaware consultation is occurring	27%
Perception that decision are already made	21%
Not interested	16%
Unsure how to participate	6%
Too time consuming	4%
Other	76%

*Seem to be communicating reasonably well. [Ahuriri]*  
*It has improved from being unsatisfactory in my mind - now listening to the community more. [Corriedale]*  
*They are doing their best. [Oamaru]*  
*Good intention, I think the consultation with the water supply was gone about poorly, but other than that it's good. [Waihemo]*

*Haven't heard from them, wouldn't know if they bit me. [Ahuriri]*  
*Sometimes it is good, other times the consultation has not been made public until after the decision has been made so no real consultation. [Corriedale]*  
*Issues are massaged before it gets to the community, especially environmental. [Waihemo]*  
*They need to do more with the young people. [Oamaru]*

Q26a. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q26b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Satisfied

*They try to listen, but they don't listen.*

*Sometimes you might think that it's just the Mayor that's doing everything, I would like to see other Councillors get more involved.*

*I am my own opposition.*

*No.*

*I have nothing to do with the Council.*

*I think they're elected to do their job and minimum consultation is required.*

*Opportunities need to be better advertised.*

*I was thinking of the hospital march.*

*Whether they follow-up on consultation is the thing.*

*I wouldn't know a Councillor.*

Q26a. (If Very satisfied/satisfied) Why is that? Multiple response





## Dissatisfied

*They don't listen to the people.*

*We are not given much notice of changes or decisions. There should be more consultation.*

*They just get on with it without a lot of consultation with the community.*

*I feel they don't listen to public enough.*

*Sometimes decisions are made and not explained fully. For example, the cab issue/Changeover of bins; they were going to issue everyone with 3 bins and enough people made a complaint about that. That's a decision that could have been discussed more with the public. If it's something that's going to affect people in town they need to explain why they're doing it. Electric meters sounded like something was going to be done to the electricity supply, for example, taken from other places. They haven't explained exactly what the meter is. The changes have not been explained.*

*Use social media a bit better for consulting.*

*Not advertised enough for me to see when it's happening.*

*Consultation is not done in a way that the majority get a say. Busy people are not able to turn up. More public awareness about consultation is needed and more promotion of the issues.*

*They didn't consult the community about the north end traffic lights.*

*They don't do it enough and when they do they don't listen.*

*They are severely lacking in certain instances.*

*Big issues are fine, for smaller ones the consultation process is harder, I had a small query that I wanted explained to me, rather than write it down I wanted to access them, I had to get the past the front desk, it still irks me that I could not meet them to discuss the issues, there should be a set time and place during the week, for example 12 - 2 pm on a Friday to be able to speak to a Councillor.*

*Consultation happens but nothing afterwards, I wrote to the Mayor about extra toilets needed in Kakanui, I received confirmation that the letter had been received but have had no resolution since.*

*I don't hear a lot about consultation.*

*I don't see anything the Council is doing.*

*I have been to a couple of meetings, they just sat there and said nothing and didn't give any input at all.*

*I haven't heard from them. I wouldn't know them if they bit me.*

*I think they have already made up their minds before they come to the meeting.*

*I want information of what they are doing by mail.*

## Dissatisfied continued

*If you have a problem they won't answer your calls at all and won't solve your issue because they don't answer.*

*Not worried about outsiders, we got snowed up here (2 foot) it was 6 days before they graded the roads, the grader will come to the mine but not go any further.*

*Our local bridge at Slaughter Yard Road was closed, we had no notification by mail or phone calls about the closure, there was no effort to communicate beyond a small sign that was not obvious.*

*The feedback is poor.*

*There is no consultation in Palmerston.*

*They get an idea and push for it, but it isn't always what we want.*

*They need to be more accountable.*

*They need to cut costs for rates.*

*They put in cycle ways and I thought that horses would be allowed but now they are trying to stop horses going on them. They seem to over ride the community wishes, they do not seem to consult with people, they put things in the paper for this and that, it is the first you hear of it and it is too late by then.*

*They took away the parks and redesigned the street without consultation.*

*This is the only time I've been consulted about anything.*

*We built a business here and needed to build a new building, there were horrific expenses which made us wonder if we should start a business here, unnecessary extraordinary expenses.*

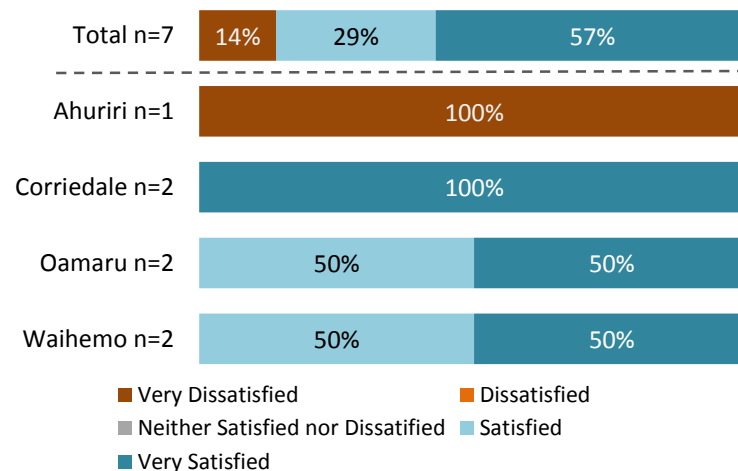
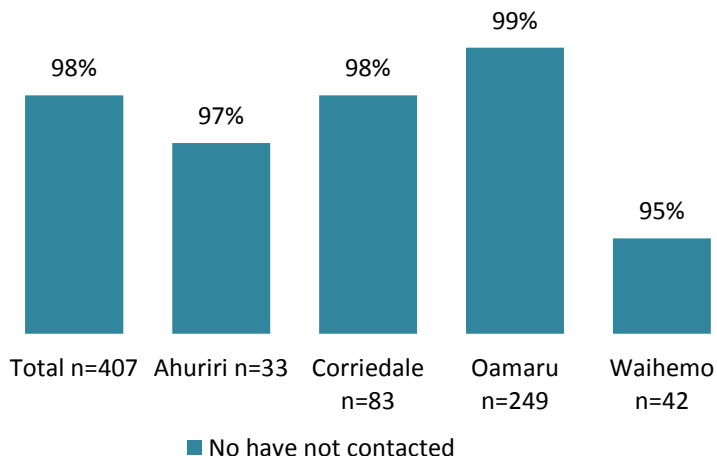
*We don't get a say, they make the decision and do it.*

*We were consulted over the Herbert water scheme, not enough testing done.*

*What consultation? I haven't been asked for anything in general terms.*

# Waitaki District residents generally have not contacted the Council regarding Civil Defence Emergency Management in the past 12 months

## Civil defence



Q27. Have you contacted Council regarding Civil Defence Emergency Management in the past 12 months?  
 Q27a. How satisfied are you with Civil Defence Emergency Management? (have contacted in past 12 months)



Reasons for Satisfaction	Total n=6
Do a great job	100%
They need a mock emergency test	40%

*Very responsive. Like their local knowledge of local issues.  
DO NOT LIKE the regional approach to rural fire.  
[Corriedale]*

*Know that there have been some big changes, new innovation new ideas, need to be tested see how well they can deal with an emergency. [Oamaru]*

*Local civil defence, I am satisfied - up to date with what's required. [Waihemo]*

Reasons for Dissatisfaction	Total n=1
Poor response to enquiry or request	100%
Other	100%

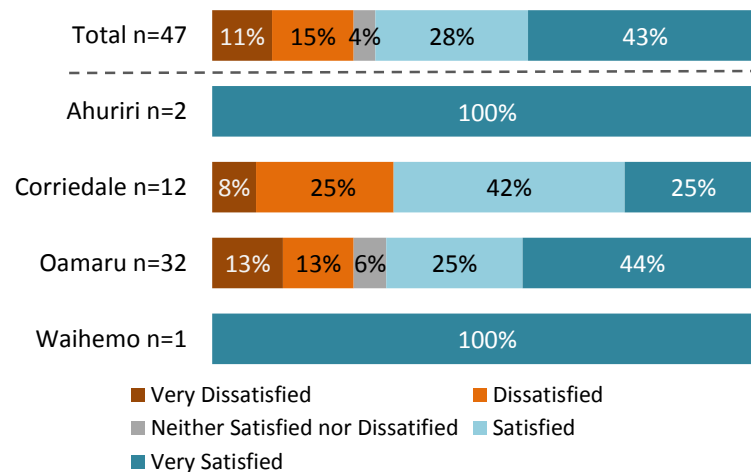
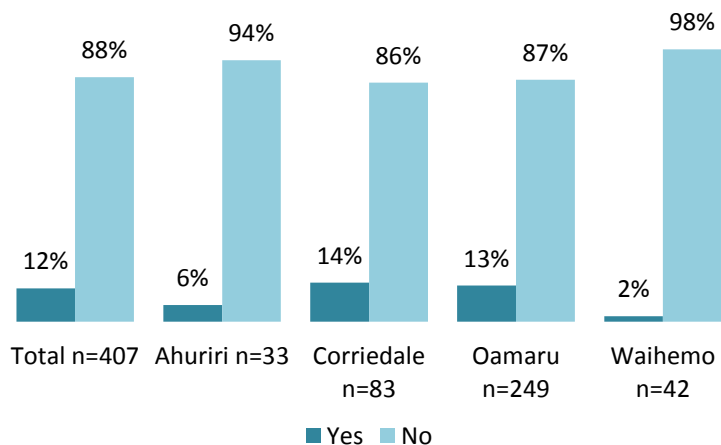
*They dropped a bottle of milk and newspaper out of a chopper but didn't do anything about the roads. [Ahuriri]*

Q27b. (If Very satisfied/satisfied) Why is that? Multiple response

Q27c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

Approximately one in ten residents have used Waitaki District Dog Control services in the past 12 months – most were satisfied with the service

## Dog control services



Q28. Have you used Dog Control services in the past 12 months?  
Q28a. How satisfied are you with Dog Control services? (used services in past 12 months)



Reasons for Satisfaction	Total n=33
Fast/efficient/goes the extra distance	94%
Room for improvement	9%

Reasons for Dissatisfaction	Total n=12
Poor response to complaint	50%
Not enough control/enforcement	25%
Too many roaming/uncontrolled dogs	17%
Dogs fouling	17%
Owners are irresponsible	8%
Other	83%

*On holiday in New York recently our dog pulled chain out of ground and a lady took it back to her house - Dunedin dog people got number then phoned Waitaki people who phoned me in New York. Within 3 hours dog was back and happy again. Made a really concerted effort to find us. [Ahuriri]*

*Had a dog wandering and they were out straight away, they dealt with situation very well. [Corriedale]*  
*Efficient, nice to deal with. Do their job very well. [Oamaru]*  
*Very quick service. [Oamaru]*

*Slow to react. [Corriedale]*  
*She had to go do another call out while at one with sheep on the road and never came back. [Oamaru]*  
*Live near a school and took 3 attempts to get dog roaming around and another aggressive dog was complained about and it was not handled well - not taken seriously. [Oamaru]*

Q28b. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q28c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



## Dissatisfied

*Dog owners to be charged more to pay for a street cleaner for the main road.*

*They fixed the problem for a week and didn't follow up.*

*I rang up about barking dogs and I wasn't impressed about the information they gave me.*

*Rang once about the neighbour's dog, promised a lot of stuff and didn't deliver. He didn't even seem to remember who they were when they ring, due to lack of action, the next day.*

*They are slow to react.*

*A dog was harassing farm animals.*

*Dog registration is \$18 per dog for rural areas. I don't see any rangers. A draconian tax to be honest.*

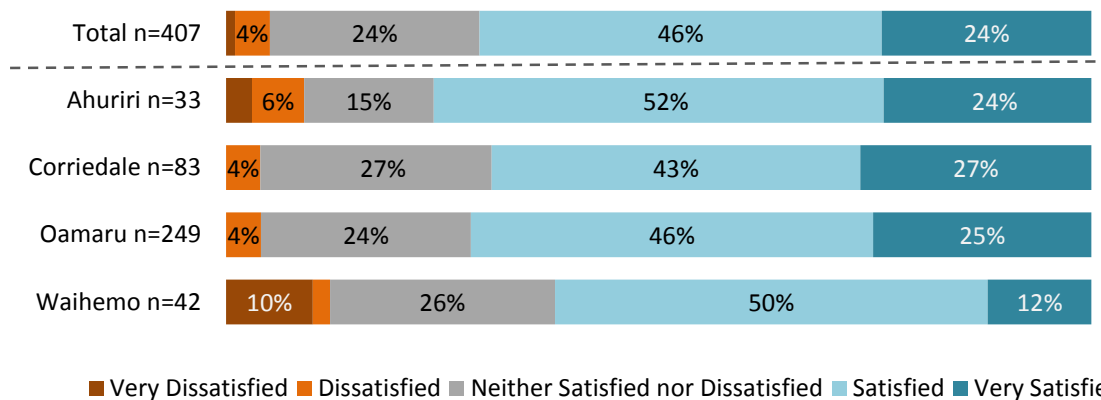
*The animal control person had to go to another callout while already at one with a sheep on the road and she never came back.*

*They are stretched to cover everything and need more staff.*

Q28c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

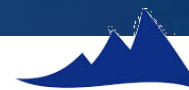
Overall, Waitaki residents were satisfied with Tourism Waitaki's efforts to attract tourists to the district

**Tourism Waitaki**



Q29. How satisfied are you with Tourism Waitaki efforts to attract tourists to the Waitaki District?





## TOURISM WAITAKI

*Bringing in a lot of people, a lot of traffic, advertising.*  
[Ahuriri]

*They're really starting to advertise for Oamaru and being involved in promotion of Oamaru eg Steampunk and Victorian Heritage, Oamaru Stone symposium. Seems to be a lot more info out and about Oamaru.* [Corriedale]

*There are a tremendous amount of tourists in the Precinct.*  
[Oamaru]

*Quite a bit going on. Often something in the paper.*  
[Waihemo]

*I don't see any effort made, only effort I see is to expand dairy in the area.* [Ahuriri]

*They keep pushing the penguins, and there's more than penguins in town.* [Corriedale]

*So much in-fighting between different factions - regarding what would get the funding. If they all worked together as a group then it would be better for tourists.* [Oamaru]

*Kaitaki beach lacks toilet facilities, really needs to be resolved.* [Waihemo]

Reasons for Satisfaction	Total n=287
They are doing a great job/Innovative	50%
There are lots of events/advertising and promotion of the area/the young people are involved/upgrading areas of significance	45%
It is bringing more people to the area/great for the local economy	37%
More can/should be done	4%
Other	9%

Reasons for Dissatisfaction	Total n=22
Waste of money/waste of time/not working to full potential/money spent at expense of locals	30%
Not enough effort made/not much going on/need to do more	26%
Town not utilised/New attractions need promoting/same attractions being promoted	22%
None or not enough tourists/need to encourage tourists to stay longer/all year round	13%
Tourist guides unprofessional/new blood needed	9%
Lack of facilities	4%
Not environmentally friendly/tourism destroyed/an eyesore	13%

Q29a. (If Very satisfied/satisfied) Why is that? Multiple response

Q29b. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



**TOURISM**WAITAKI

### Satisfied

*They don't advertise enough.*

*They are no good to me or the locals, they dirty the country.*

*I don't want the farmers' rates spent chasing tourists to the towns.*

*They could interact a little bit more.*

*There is too much emphasis on tourists, instead of locals.*

*They are going to have to put a turn table in to get the trains running again.*

*They can't do too much because they've got to have assistance from people.*

*I believe it's good to attract the tourists, but I've only got a rough idea on what the organisation is.*

*The new cycle way is good*

Dissatisfied



*I just think they should be doing more. Not enough people stop here. We have a beautiful town and it's not utilized.*

*I think they are a waste of money, if they come they come.*

*It is a waste of time, they do nothing for us and we have to pay for their facilities.*

*Landscaping some areas is not environmentally friendly, for example the cutting of the trees at the Cape, some areas in Upper Waitaki are good.*

*Not seen in our area.*

*Seems to be a lot of people working at the Council, are they doing what that they are paid for, it just seems to be static, a lot of tourists seem to come to town to visit the Steampunk, penguin colony or Moeraki boulder and not really visiting the town to look at our buildings, is Tourism Waitaki having a hand in that?*

*Steampunk is an eyesore. Oamaru is all about heritage and that should be the focus. I think the Steampunk cafe is horrible looking and impact the visual attraction of the harbour. The older buildings are being neglected.*

*The tourist guides have unprofessional outfits and they are pretty poor and unprofessional.*

*There are no positive attitudes to achieve great ideas.*

*There could be a lot of things that they could be doing more for tourism, but they are not working to their full potential, in our community there's nothing done with it.*

*There's not much going on. All you can do is go to the penguin colony and that's all. Steampunk seems boring.*

*They can do a lot more; they are marketing the aspects of Oamaru the wrong way.*

*They don't seem to be doing a great deal.*

*They keep pushing the penguins and there is more than penguins in town.*

*They need to get new blood and people in to the tourism part, there is a lot of potential, just opened our own arts and crafts fair, Victorian Precinct, it is a new idea but doesn't seem to be welcomed in the area.*

*They spend too much money on things that aren't necessary.*

*They're building up tourism and the ordinary ratepayers aren't getting things.*

*We need to try and make tourists stay longer.*

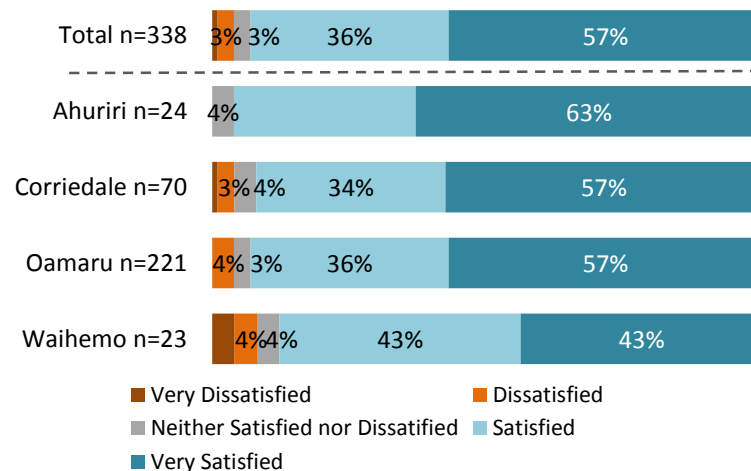
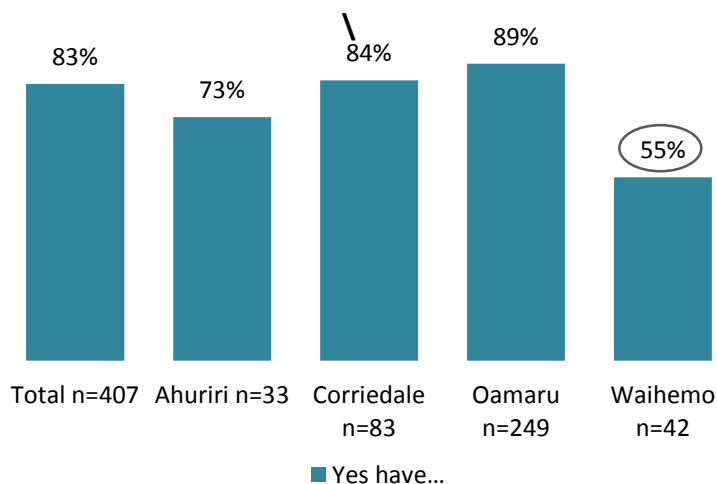
*What they have done to Moeraki has destroyed the tourism in that district.*

*You don't see much of it happening at this time of the year. The only part of the town that make people come is the Steampunk stuff.*

The majority of Waitaki District residents had visited the Oamaru Harbour recreational area in the past 12 months

## Oamaru Harbour recreational area

- Visitation less likely from Waihemo residents – 55% had not visited in the past 12 months



Q30. Have you visited the Oamaru Harbour recreational area over the past 12 months?  
 Q30a. How satisfied are you with the Oamaru Harbour recreational area? (had visited in past 12 months)



Reasons for Satisfaction	Total n=314
It has been beautifully and imaginatively transformed	72%
The kids love it	27%
Well maintained	23%
People want to go there/great for the economy	22%
Room for improvement	7%
Other	5%

Reasons for Dissatisfaction	Total n=13
More maintenance/steam train/harbour/wharf	38%
Not suitable for younger children	15%
Impractical	15%
More management	8%
Too much money spent	8%
Other	23%

*Great development of harbour areas. [Ahuriri]*  
*Utilised by heaps of people - safe environment. [Corriedale]*  
*Amazing great asset for the district. [Oamaru]*  
*Unique area with historic buildings. [Waihemo]*

*Not suitable for young children, suitable more for 12 onwards, nice to see some stuff for younger children. [Corriedale]*  
*They put a big cafe in front of the harbour, right where the kids play, blocks the view as well, they have a lot of land out back where they could have put it! [Oamaru]*  
*It hasn't been looked after properly since 1955. [Waihemo]*

Q30b. (If Very satisfied/satisfied) Why is that? Multiple response  
 Q30c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

### Satisfied

*There is room for improvement, a tidy up is needed.  
They're a bit slow making changes, slowness relates to a lack of money to do it.*



### Dissatisfied

*A good playground to have in the town, Council need to have a bit more management in that park, the old train tracks to attract tourists.  
I think it's quite dangerous in parts. First time got hit in the head by elephant tusks. Don't think its overly safe for kids. Have to watch kids like a hawk because 10yrs and up okay but not for 4yr olds.  
I think the playground is impractical and doesn't fit with the Oamaru heritage. It looks out of place and not 'aquatic' enough in the themes. The walkways are nice.  
I think they have spent too much of the rate payers money on it and the sea wall should be left to fall down.  
It is absolutely fantastic, that's impressive development and it appeals to both visitors and our own community, I can't speak highly enough of it, it is just amazing.  
The wharf needs fixing and the harbour needs dredging.  
They should dredge it, the harbour is dead to fishing, and the break water needs a lot of attention.  
They've done up the harbour really well but there used to be open access to the wharf that the fishing boats tie up at, there used to be vehicular access to that, they have put a barrier across it so only key holders can get on with a vehicle, so on cold windy days you can't sit in your vehicle and put fishing rod out.  
To me they should be helping out the steam train more because that is one of the reasons I go to the harbour.  
What they have done, they have done well, and they just need to do more of the same.*

Q30b. (If Very satisfied/satisfied) Why is that? Multiple response

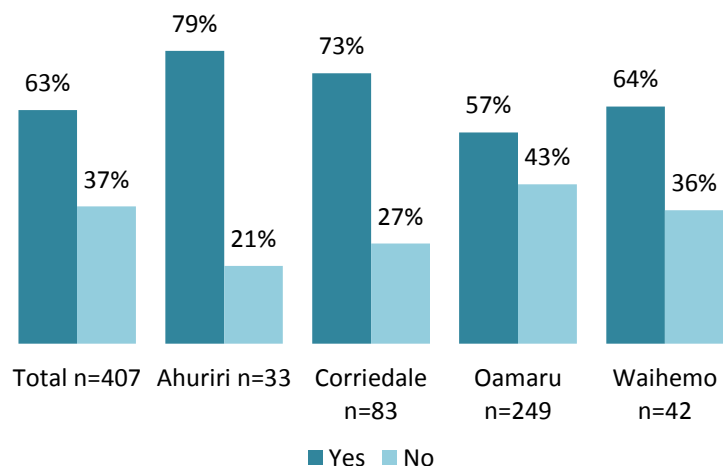
Q30c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Residents were mostly satisfied with the district's public toilets

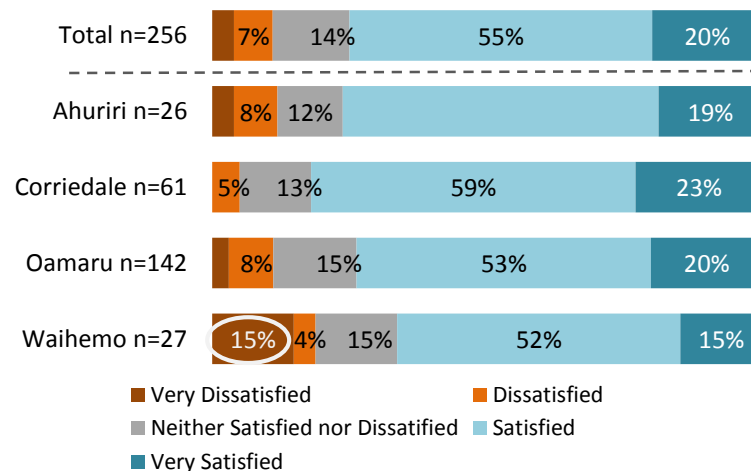
### Public toilets



- Almost two thirds (63%) of residents had used or visited a public toilet in the past 12 months. Highest usage evident from Ahuriri and Corriedale residents.



- A significantly higher number of Waihemo residents (compared to residents in other wards) were *Very Dissatisfied* (15%). Waihemo residents appeared twice as likely (19%) to be dissatisfied overall than other residents



Q31. Have you used or visited any public toilets in the past 12 months?  
Q31a. How satisfied are you with the public toilets? (used or visited public toilets)



Reasons for Satisfaction	Total n=192
Well maintained/nice and clean	92%
Some are locked at night/why are they reducing the number of toilets?/need more toilets	9%
Room for improvement/needs upgrading/checked more regularly	9%

Reasons for Dissatisfaction	Total n=27
Cleanliness/dirtiness (including smell)	67%
Condition (ie needs upgrading/improving)	52%
Lack or poor access (ie wheel chair or push chair access)	7%
Other	56%

*They vary depending on community. Smaller community ones better maintained. [Ahuriri]*

*Generally tidy and clean. [Corriedale]*

*They are clean and tidy and we are well served with them. [Oamaru]*

*Usually clean, tidy and working. [Waihemo]*

*Vandalism and things make it look disgusting. [Ahuriri]*

*Lack of facilities in outlying districts. [Corriedale]*

*No seat at the North End ones near the shopping centre. [Oamaru]*

*Also maintenance of things which have broken – Palmerston. [Waihemo]*

Q31b. (If Very satisfied/satisfied) Why is that? Multiple response

Q31c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response



### Dissatisfied



*They are always locked.*

*Not enough of them.*

*There was no seat on the North End ones near the shopping centre.*

*They should be policed and monitored more often.*

*Some are not open. The one near police station is closed all the time.*

*They are disgusting.*

*They are unhygienic.*

*It could be better.*

*They are not well maintained.*

*There is a lack of facilities in the outlying districts.*

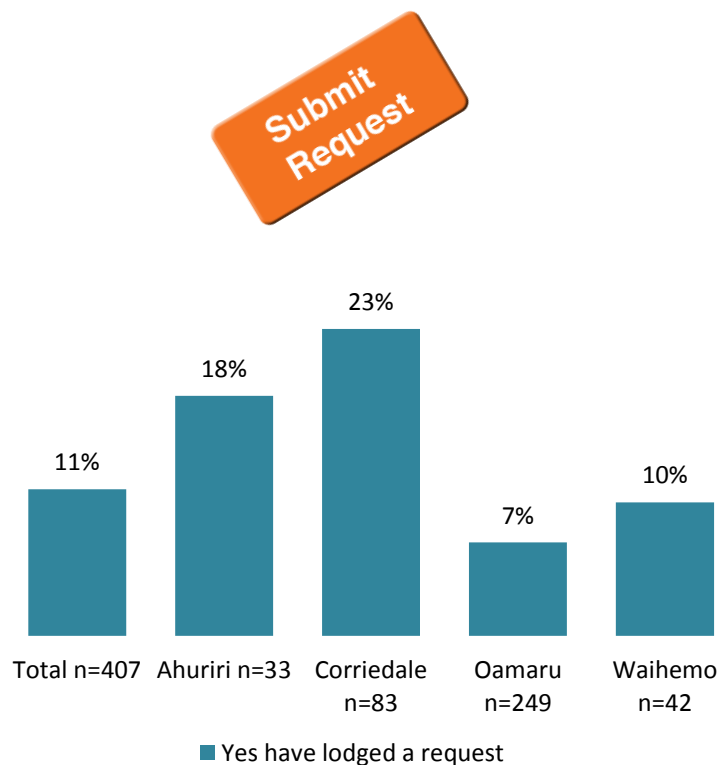
*There needs to be more dump stations around Palmerston.*

*Toilets were blocked.*

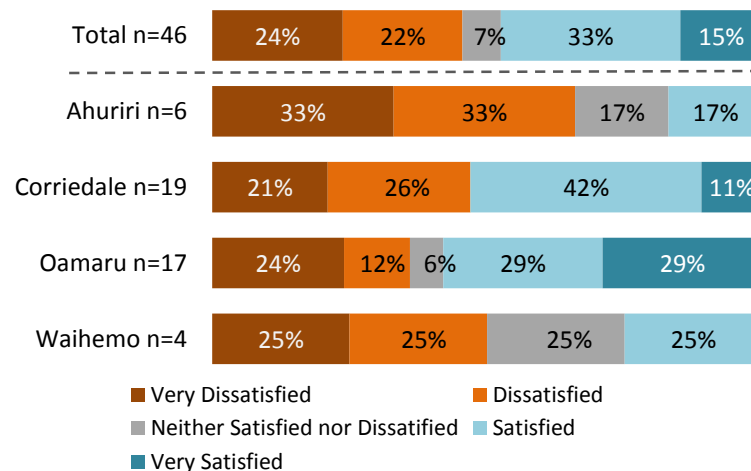
Q31c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Few residents had lodged a complaint about roads or footpaths in the past 12 months

### Lodged a customer request to Council



- Waitaki District residents who had lodged a customer request regarding roads or footpaths appeared polarised in terms of satisfaction with the time for response from Council
- Forty eight percent were satisfied (*Very Satisfied/Satisfied*) with the time of the response, 46% were dissatisfied (*Very Dissatisfied/Dissatisfied*)



Q32. Have you lodged a customer request to Council over the past 12 months regarding roads or footpaths?  
 Q32a. Were you satisfied with the time of the response from Council? (lodged a customer request)

**Submit Request**

Reasons for Satisfaction	Total n=22
Excellent timeframe for response	43%
Satisfied	39%
Not happy with outcome	17%
Responded eventually	4%
Other	4%

Reasons for Dissatisfaction	Total n=21
No response/lack of communication	33%
Takes too long/have to chase up	29%
Nothing done/paperwork lost	24%
Hard to talk to right person/get an appointment	14%
Cost involved	5%

*Reasonable time, you have to ask for roads to be patched, they should have a routine of patching roads and we shouldn't have to ask. [Ahuriri]*

*They responded in the end. [Corriedale]*

*It was done in a day. [Oamaru]*

*Satisfied with time but not the response - about a street in Moeraki - Cleddy Street. [Waihemo]*

*They don't answer your question, they don't call back. [Ahuriri]*

*They didn't respond to my letter regarding bridge closure. [Corriedale]*

*I had to ring up and find out, keep hassling to get a reply. I rung about a particular thing and they said they couldn't make me an appointment for 2 weeks. Someone rang me back 1 month after I had called at which stage I went personally to councillors to find out. [Oamaru]*

Q32b. (If Very satisfied/satisfied) Why is that? Multiple response

Q32c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

**Submit  
Request**

### Satisfied

*I call them every three days.*

### Dissatisfied

*I can't talk to the person face to face, I can't get past reception.*

*I didn't get a response, it was during the wet weather last year and they had a lot on their plate, so it's not that bad.*

*I had to get a permit to use a heavy truck on the Council road, it cost \$150 here compared to \$10 in South Canterbury, I had to bring in outside engineers, what is the use of having them in Waitaki?*

*I have had no response at all from them.*

*I have to call them every 3 days.*

*I have to continually chase them up regarding roads and water coming off roads onto my property.*

*I haven't had a response, still waiting for feedback.*

*I haven't heard back from the Council.*

*I made a request regarding kerbs which needed cleaning of leaves to prevent flooding. It took a year and I had to go in and ask again.*

*Nobody responded the first time.*

*I think they are not going to fix the drain; it's been going on for 30 years.*

*It is very hard to talk to the right person.*

*It took 6 months to fill one pothole and they should have filled another three in the same street.*

*It took too long to say no.*

*Nothing seems to happen, lots of people complaining but nothing gets done.*

*Nothing was done.*

*The paperwork got lost, no one was informed and it dragged on for 2 years and it is still not fixed.*

*They took their time to get back to me, but they did the job in the end.*

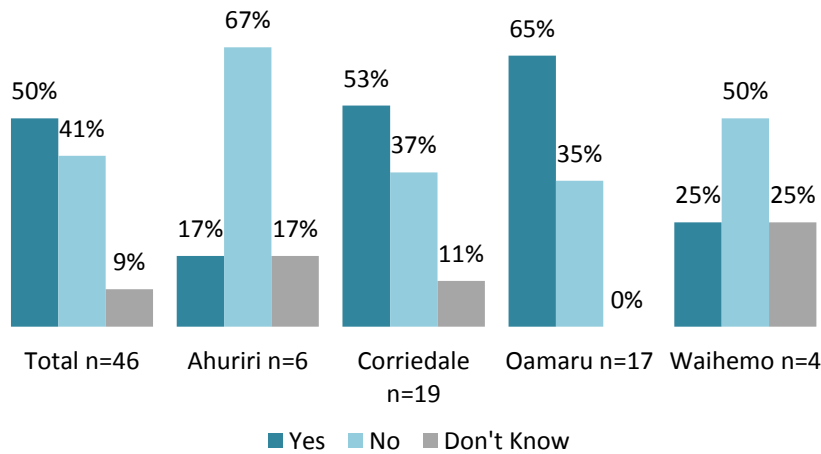
*We had local people maintaining our local District but they lost the work. They should have been kept in the District as the local company did a better job.*

Q32b. (If Very satisfied/satisfied) Why is that? Multiple response

Q32c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

The reported request was resolved for **half** of Waitaki residents

**Resolved issue**



Q32d. Was the issue resolved?

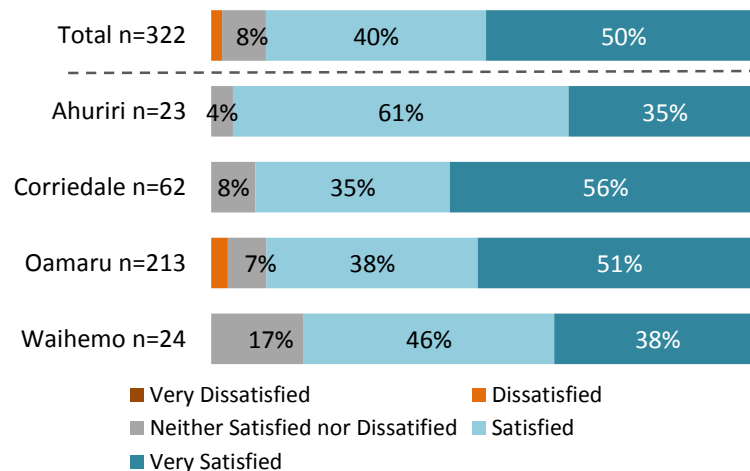
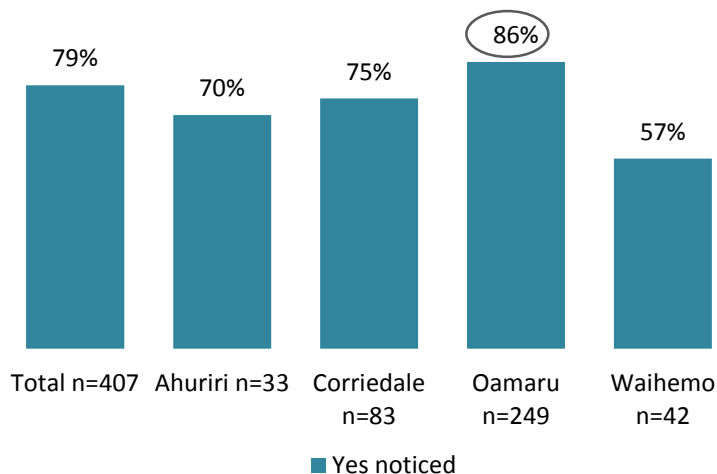
Most residents had noticed street trees, hanging baskets and street gardens in the past 12 months; significantly so for Oamaru residents

## Street trees, hanging baskets, street gardens

- Waihemo residents were the least likely to have noticed (57%)



- Overall, Waitaki residents were satisfied (*Very Satisfied/Satisfied*) with streetscapes over the past 12 months (90%)



Q33. Have you noticed any of our street trees, hanging baskets and street gardens in the past 12 months?  
 Q33a. How satisfied are you with streetscapes over the past 12 months?



Reasons for Satisfaction	Total n=289
Well maintained looks great	97%
Visitors comment how lovely they are	3%
Money could be better spent	1%
Other	2%

*They all look nice, money could be better spent. [Ahuriri]*

*Very colourful, attractive display. [Corriedale]*

*I love the hanging baskets over Christmas and the trees make the town beautiful. [Oamaru]*

*Stunning - adds extra to the roofline. [Waihemo]*

Reasons for Dissatisfaction	Total n=8
Poor condition/need upgrading/lack of maintenance	25%

*Seem to pull the flowers up before they are ready - during the heritage week the gardens were bare. [Oamaru]*

*Some of them are hanging over the footpaths. Would have thought the council would check to make sure they are not over the footpaths. [Oamaru]*

*Would like to see some landscaping around the historic precinct, it can look a bit bleak. I think landscaping could really help. [Oamaru]*

Q33b. (If Very satisfied/satisfied) Why is that? Multiple response

Q33c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

### Satisfied

*I would like to see more of a variety of bushes, they are all the same, but I understand it would be a big thing to rip up all the current bushes.*



### Dissatisfied

*I don't like the vandalism.*

*During Heritage week they pulled the flowers up before they were ready, the gardens were bare.*

*Some of them are hanging over the footpaths; I would have thought the Council would check to make sure they are not over the footpaths.*

*They are not noticeable enough.*

*We don't need them.*

Q33b. (If Very satisfied/satisfied) Why is that? Multiple response

Q33c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

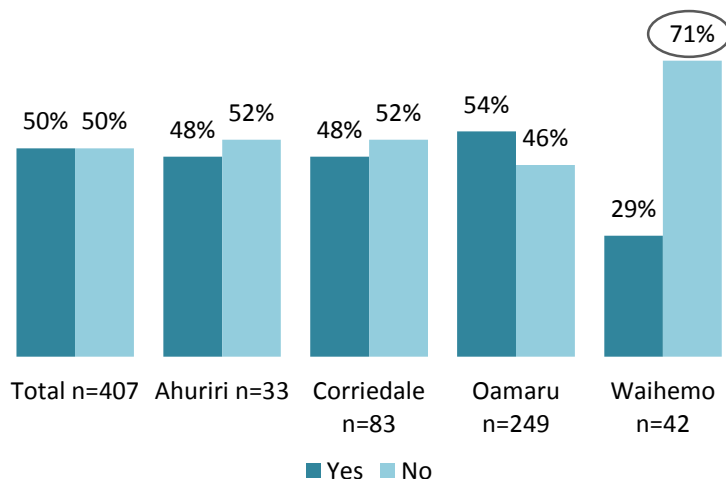


Waihemo residents were significantly less likely to have used or visited a playground than other residents

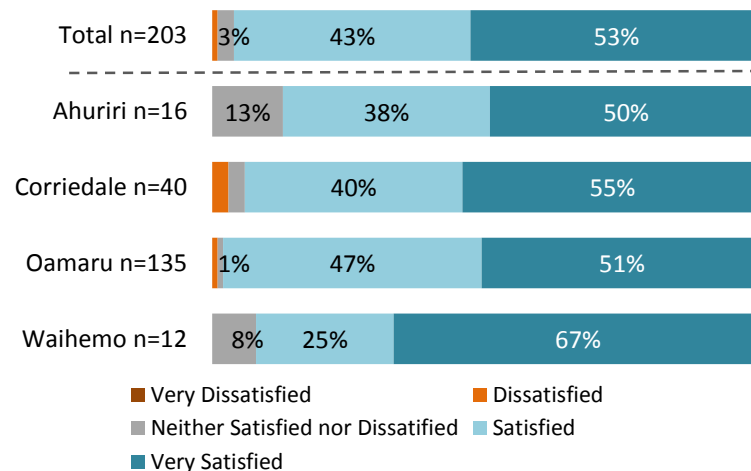
## Playgrounds



- Half (50%) of Waitaki Districts residents had used or visited a playground in the past 12 months
- Waihemo residents were significantly less like to have use or visited a playground than other residents (71% had not used or visited)



- High levels of satisfaction (*Very Satisfied/Satisfied*) from all residents who had used or visited a playground



Q34. Have you used or visited any playgrounds in the past 12 months?

Q34a. How satisfied are you with playgrounds over the past 12 months? (used or visited playgrounds in past 12 months)



Reasons for Satisfaction	Total n=195
The children are happy/I'm happy	44%
Well maintained/tidy/clean	36%
Unique modern equipment is nice/lots of room/challenging	17%
Really safe	16%
Lots of variety	15%
Needs fencing	2%
Needs more -seating/bins/picnic tables/equipment	1%
Other	8%

*The kids love them, the one thing that could be looked at is fencing around them. [Ahuriri]*

*Open space, plenty of room for grandkids to play. [Corriedale]*

*It's imaginative, a place where I would take children to play. [Oamaru]*

*Good facilities for the kids. Somewhere to take dogs too. [Waihemo]*

Q34b. (If Very satisfied/satisfied) Why is that? Multiple response



### Satisfied

*At the Oamaru Gardens the play equipment had a gap on the roundabout (near the toilet block), it may need attention, and otherwise it's great.*

*From my understanding, a lot of the features in the Steampunk playground have come from the community pressuring the Council to include them.*

*There are a few minor safety issues to be sorted.*

*The Oamaru public playground has been sanitised too much they have taken away all the unsafe things but not replaced it and the older children are missing out.*

*The bottom of the swimming pool and garden needs a non slip surface.*

*It would be nice to have some park or playground in rural areas such as the Duntroon area.*

*They are a little bit boring with normal swings and things. There is nothing too exciting about them, but the Steampunk one is great, very creative.*

*It's doing good things for the town*

*It lacks some of the charm of older playgrounds. I think the 'rat wheel' is too dangerous.*

*The only complaint is that the Gardens playground has fallen away compared to the harbour so the kids don't want to go there.*

*They are trying to fix them up so it's a work in progress.*

### Dissatisfied

*There is a lack of stuff for younger aged children at the playground at the harbour; the playground at the gardens does cater for younger children.*

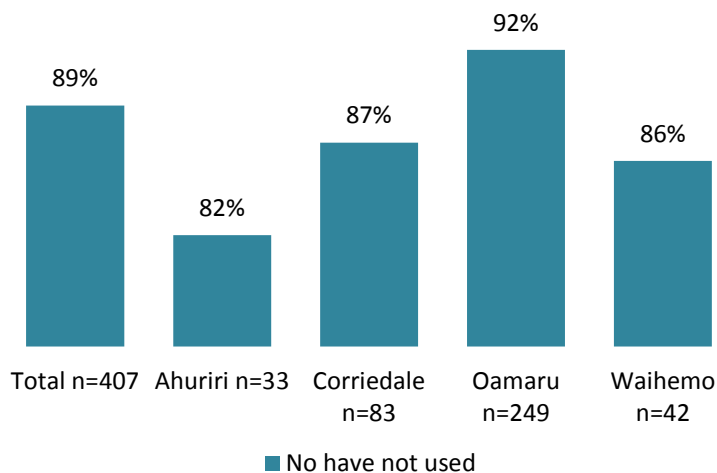
*There is a lack of equipment. They have taken out the lovely old stuff and not replaced it. I can see them rotting at the storage units. It is a shame.*

Q34b. (If Very satisfied/satisfied) Why is that? Multiple response

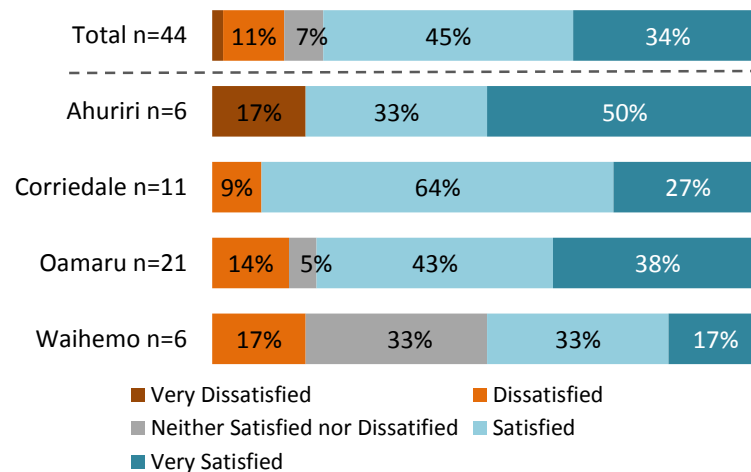
Q34c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Low usage of camping grounds in the past 12 months

### Camping grounds



- Waitaki residents who had used a camping ground in the past 12 months tended to be satisfied (*Very Satisfied/Satisfied*) – 79%



Q35. Have you used a camping ground in the Waitaki District over the past 12 months?

Q35a. How satisfied are you with the camping grounds over the past 12 months? (used camping ground in past 12 months)



Reasons for Dissatisfaction	Total n=6
Management of the facility	33%
Fees	33%
Cleanliness/condition of facility	33%
Other	66%

*Council have handed over the responsibility to DOC - or in the process of doing so - and that wasn't well consulted either. [Ahuriri]*

*Charge too much for not a lot, places not well kept, rip off for what they supply. [Corriedale]*

*Lack of facilities. [Oamaru]*

Q35b. (If Very satisfied/satisfied) Why is that? Multiple response

Q35c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Dissatisfied



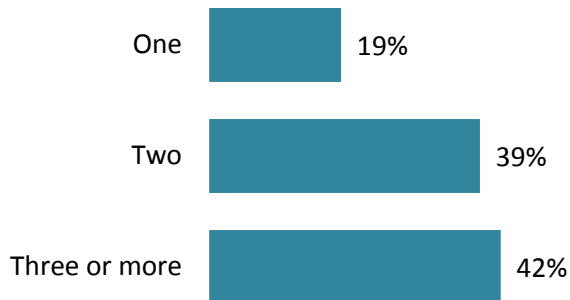
*There is lack of facilities.*

*The access is poor to some sites; hard to get there. Some are also too close to the main roads.*

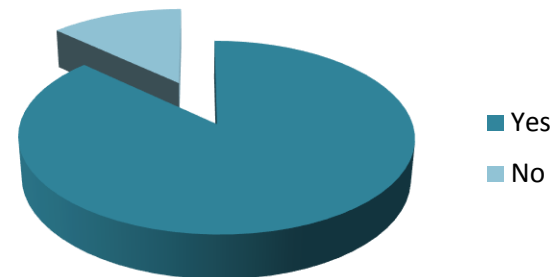
Q35c. (If Very dissatisfied/dissatisfied) Why is that? Multiple response

## Demographic profile

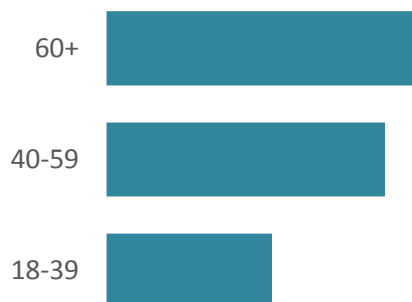
### Household size



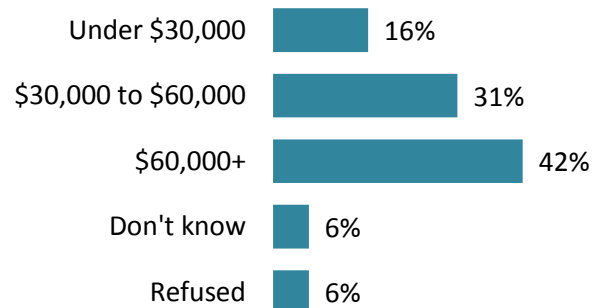
### Waitaki District Council Ratepayer



### Age



### Annual household income before tax



Q36. Would you please tell me how many people usually live in your household?

Q38. Are you a Waitaki District Council ratepayer

Q1. Which of the following age groups do you belong to?

Q37. Which of these best describes your total annual household income being the total income, including benefits, before tax? Single response n=407