

# RESIDENT SATISFACTION SURVEY

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PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

**SOUTHLAND DISTRICT COUNCIL**

**JUNE 2020**



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**NB: Please note the following explanations for this report:**

- Figures that are comparably lower than percentages for other respondent types.
  - Figures that are comparably higher than percentages for other respondent types.
- Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from [www.flaticon.com](http://www.flaticon.com)

## SITUATION AND OBJECTIVES

The mission statement for Southland District Council reads ...

*"Working together for a better Southland."*

Council has engaged a variety of approaches, both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's to conduct its Residents Survey in April 2019 and June 2020.

The survey determines how well Council is performing in terms of specific services/facilities offered and consultation with its residents.

## RESIDENT SURVEY SPECIFICATIONS

### Sample Size

This Resident Satisfaction Survey was conducted with 382 residents of Southland District.

The survey is framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviewers were spread across the five Wards as follows:

Mararoa Waimea	90
Waiiau Aparima	92
Oreti	105
Waihopai Toetoe	75
Stewart Island/Rakiura	20
	<hr/>
	382

### Interview type

Interviewing was conducted mainly by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

### Sample selection

The white pages of the telephone directory were used as the main sample source, with every "xth" number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

Because of the COVID-19 pandemic it was decided that no face-to-face interviews should be done this year. Instead an online panel recruited by Dynata was used. 20 interviews were conducted with residents aged 18 to 44 years and 12 with those aged 45 to 64 years.

Quota sampling was used to ensure an even balance of male and female respondents.

A target of interviewing 100 residents aged 18 to 44 years was also set.

Households were screened to ensure they fell within the Southland District Council's geographical boundaries.

## Respondent selection

Respondent selection within the household was also randomised, with the eligible person being the man/woman normally resident in the household, aged 18 years or over, who had the last birthday.

## Call backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

## Sample weighting

Weightings were applied to the sample data, to reflect the gender and age group proportions in the area as determined by Statistics New Zealand 2018 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Southland District. Bases for subsamples are shown in the Appendix.

## Survey dates

All interviews were conducted from Thursday 11th June to Saturday 27th June 2020.

Dates when different Alert Levels came into force:

- COVID-19 Alert Level 4 came into force at 11:59pm Wednesday 25 March 2020.
- COVID-19 Alert Level 3 came into force at 11:59pm Monday 27 April 2020.
- COVID-19 Alert Level 2 came into force at 11:59pm Wednesday 13 May 2020.
- COVID-19 Alert Level 1 came into force at 11:59pm Monday 8 June 2020.

### Comparison data

Comparison has been made, where applicable, with previous surveys. These surveys were not conducted by NRB.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Where survey results have been compared with previous years, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

### Margin of error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample size	Reported percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 382 respondents, at a reported percentage of 50%, is plus or minus 5%.

## Response rate

The response rate for the 2020 Southland District Council Residents Telephone Survey was **74%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

## Significant difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 382 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Resident Satisfaction Survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

## EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Southland District Council residents, to the services provided for them by their Council and their elected representatives.

The Southland District Council commissioned the Resident Satisfaction Survey as a means of measuring their effectiveness in representing the wishes and the viewpoints of their residents. Understanding residents' opinion and needs will allow Council to be more responsive towards its citizens.



## 2020 RESULTS

	Overall (including don't know) %
<b>Solid waste</b>	
Percentage of residents satisfied (very satisfied/satisfied) with ...	
Location of the refuse transfer stations	75
Wheelie bin collection	69
Location of the recycling centres	65
Opening hours of the refuse transfer stations	61
<b>Governance</b>	
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	70
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	43
<b>Communication</b>	
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	49

## COMPARISON RESULTS (OVERALL)

	Southland 2020		Southland 2019	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
<b>Refuse and recycling</b>				
Location of refuse transfer stations	75 ↑	10 =	70	8
Wheelie bin collection	69 =	7 =	72	8
Location of the recycling centres	65 =	10 =	68	8
Opening hours of refuse stations	61 =	14 =	57	10
<b>Governance</b>				
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	70 ↓	26 ↑	75	21
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	43 =	22 =	40	19
<b>Communication</b>				
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	49 =	19 =	51	15

Key: ↑ slightly above the 2019 result  
 ↓ slightly below the 2019 result  
 = similar/on par to the 2019 result

## 2020 RESULTS (EXCLUDING DON'T KNOWS)

	2020 Base %	2020 %
<b>Solid waste</b>		
Percentage of residents satisfied (very satisfied/satisfied) with ...		
Wheelie bin collection	298	91
Location of the refuse transfer stations	317	89
Location of the recycling centres	282	87
Opening hours of the refuse transfer stations	281	81
<b>Governance</b>		
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	364	73
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	373	44
<b>Communication</b>		
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	371	50

## COMPARISON - RESULTS (EXCLUDING DON'T KNOW)

	Southland 2020		Southland 2019	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
<b>Refuse and recycling</b>				
Wheelie bin collection	91 =	9 =	90	10
Location of refuse transfer stations	89 =	11 =	91	10
Location of the recycling centres	87 =	13 =	89	10
Opening hours of refuse stations	81 =	19 =	85	15
<b>Governance</b>				
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	73 ↓	27 ↑	78	22
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	44 =	22 =	41	20
<b>Communication</b>				
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	50 ↓	19 =	61	17

Key: ↑ slightly above the 2019 result  
 ↓ below/slightly below the 2019 result  
 = similar/on par to the 2019 result

Note: Results exclude don't know readings

## 2020 RESULTS BY WARD

	Ward				
	Mararoa Waimea %	Waiau Aparima %	Oreti %	Waihopai Toetoe %	Stewart Island/ Rakiura* %
<b>Solid waste</b>					
Percentage of residents satisfied (very satisfied/satisfied) with ...					
Wheelie bin collection	74	85	70	63	-
Location of the refuse transfer stations	83	65	80	63	90
Location of the recycling centres	80	65	76	53	-
Opening hours of the refuse transfer stations	71	49	67	46	90
<b>Governance</b>					
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	67	73	73	75	56
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	40	48	47	36	29
<b>Communication</b>					
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	48	51	43	48	69

\* caution: small base (N=20)

## 2019 RESULTS BY AREA - OVERALL

	Area	
	Rural %	Urban %
<b>Solid waste</b>		
Percentage of residents satisfied (very satisfied/satisfied) with ...		
Location of the refuse transfer stations	68	84
Wheelie bin collection*	55	90
Location of the recycling centres	61	73
Opening hours of the refuse transfer stations	55	69
<b>Governance</b>		
Percentage of residents who have confidence (very confident/somewhat confident) in Council decision-making	72	69
Percentage of residents satisfied (very satisfied/satisfied) that Council decision-making reflects local and District needs	44	41
<b>Communication</b>		
Percentage of residents satisfied (very satisfied/satisfied) with Council communications	48	50

\* Council provides a wheelie bin service for rubbish and recycling to all properties within particular boundaries, usually townships. The service is available to people in rural areas, en route to townships, where practicable.

## SUMMARY OF EXTERNAL KPI'S AGAINST 2020 RESULTS\*

Activity		Target %	2020 Result*
<b>Solid waste</b>	Percentage of residents satisfied with the wheelie bin collection	90	91
	Percentage of residents satisfied with the location of the refuse transfer stations	80	89
	Percentage of residents satisfied with the location of the recycling centres	80	87
	Percentage of residents satisfied with the transfer station opening hours	80	81
<b>Governance</b>	Percentage of residents who have confidence in Council decision-making	85	73
	Percentage of residents that Council decision-making reflects local and District needs	85	44
<b>Communication</b>	Percentage of residents satisfied with Council communications	50	50

\* 2020 results excludes those residents who are unable to comment

## REFUSE AND RECYCLING

### Overall satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Not applicable/ Don't know %
The location of the refuse transfer stations <sup>†</sup>	23	52	<b>75</b>	7	3	<b>10</b>	16
The Wheelie Bin collection	40	29	<b>69</b>	4	3	<b>7</b>	24
The location of the recycling centre	21	44	<b>65</b>	7	3	<b>10</b>	25
The opening hours of the refuse transfer stations	17	44	<b>61</b>	11	3	<b>14</b>	25

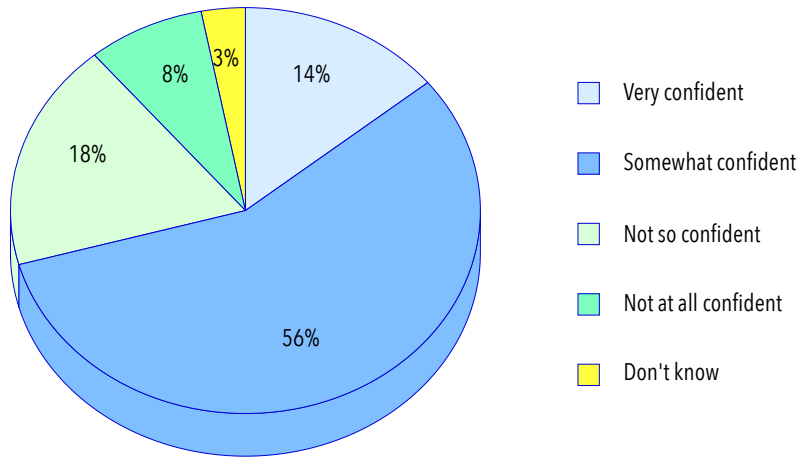
<sup>†</sup> does not add to 100% due to rounding



# GOVERNANCE

## How confident are residents in Council decision making

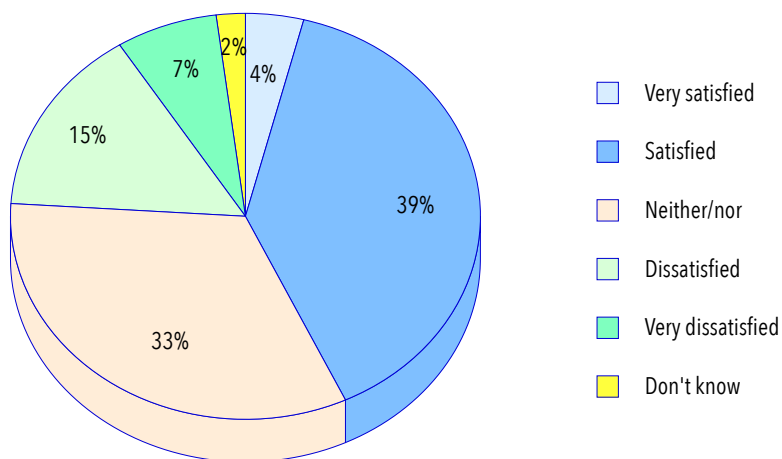
Overall



(Does not add to 100% due to rounding)

## How satisfied are residents that Council decision making reflects local and district needs

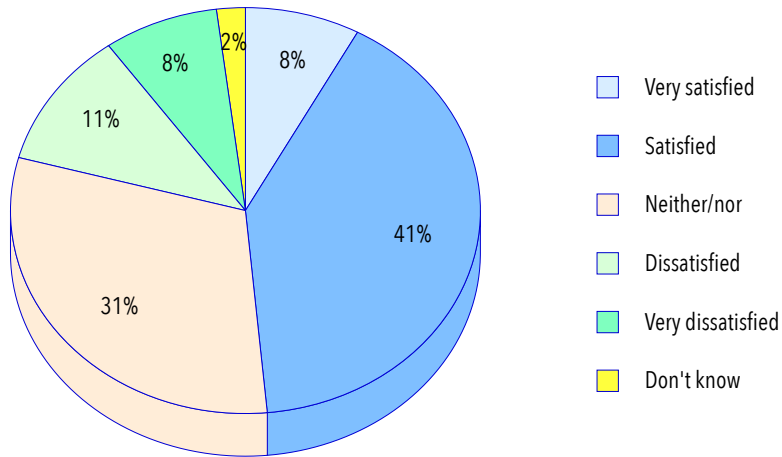
Overall



## COMMUNICATION AND ENGAGEMENT

### Satisfaction with Council communication

Overall



(Does not add to 100% due to rounding)

## MAIN FINDINGS

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with a Peer Group of similar Local Authorities.

For New Plymouth District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the **Provincial Peer Group** as those Territorial Authorities where from 66% to 91% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Ashburton District Council  
 Gisborne District Council  
 Gore District Council  
 Grey District Council  
 Hastings District Council  
 Horowhenua District Council  
 Marlborough District Council  
 Masterton District Council  
 Queenstown Lakes District Council

Rotorua Lakes Council  
 South Waikato District Council  
 Taupo District Council  
 Thames Coromandel District Council  
 Timaru District Council  
 Waipa District Council  
 Whakatāne District Council  
 Whangarei District Council

NB: where bases are small (<30) no comparison have been made. For small bases, the estimates of results are not statistically reliable due to the high margin of error.

For Stewart Island-Rakiura Ward, where the base is 20, the margin of error is ±21.9%.

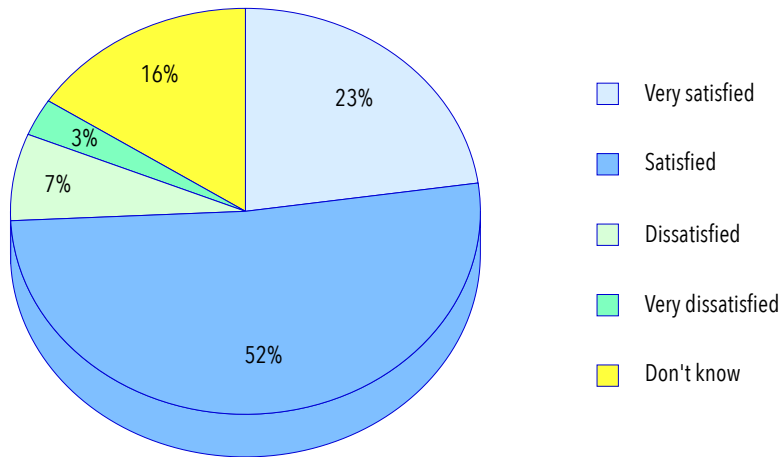
2020 Base = 382 350 telephone, 32 online  
 2019 Base = 381 telephone  
 2017 Base = 542 telephone, 66 online  
 2014 Base = 751 telephone  
 2011 Base = 842 self-completion survey

## REFUSE AND RECYCLING

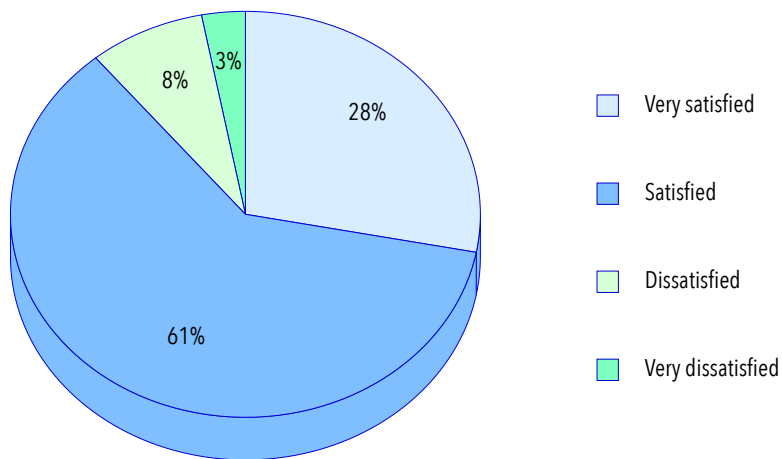
## REFUSE AND RECYCLING

### *i. The location of the refuse transfer stations*

#### *Overall*



#### *Overall - excluding don't know*



Base = 317

Overall, 75% of residents are satisfied with the location of the refuse transfer stations (70% in 2019), while 10% are dissatisfied. 16% are unable to comment (22% in 2019).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Of those residents who are able to comment (excluding the 16% who said 'don't know'), 89% are satisfied and 11% are dissatisfied.

### Satisfaction with location of refuse transfer stations

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Not applicable/Don't know %
<b>Overall*</b>							
2020†	23	52	<b>75</b>	7	3	<b>10</b>	16
2019	24	46	<b>70</b>	5	3	<b>8</b>	22
Excluding don't know							
2020†	28	61	<b>89</b>	8	3	<b>11</b>	-
2019†	31	60	<b>91</b>	7	3	<b>10</b>	-
2017†	33	51	<b>84</b>	11	6	<b>17</b>	-
2014	37	41	<b>78</b>	15	7	<b>22</b>	-
2011†	19	62	<b>81</b>	15	5	<b>20</b>	-
<b>Ward</b>							
Mararoa Waimea	24	59	<b>83</b>	4	3	<b>7</b>	10
Waiau Aparima†	22	43	<b>65</b>	8	6	<b>14</b>	20
Oreti	25	55	<b>80</b>	5	-	<b>5</b>	15
Waihopai Toetoe	20	43	<b>63</b>	11	2	<b>13</b>	24
Stewart Island/Rakiura**	24	66	<b>90</b>	10	-	<b>10</b>	-
<b>Area</b>							
Rural	17	51	<b>68</b>	6	4	<b>10</b>	<b>22</b>
Urban	<b>32</b>	52	<b>84</b>	9	1	<b>10</b>	6

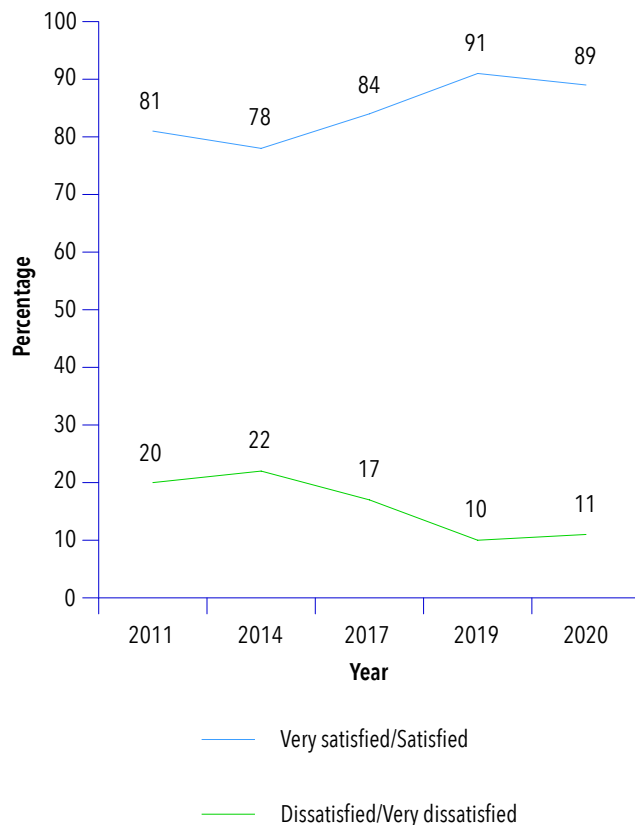
% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* readings prior to 2019 **exclude** don't know

\*\* caution small base

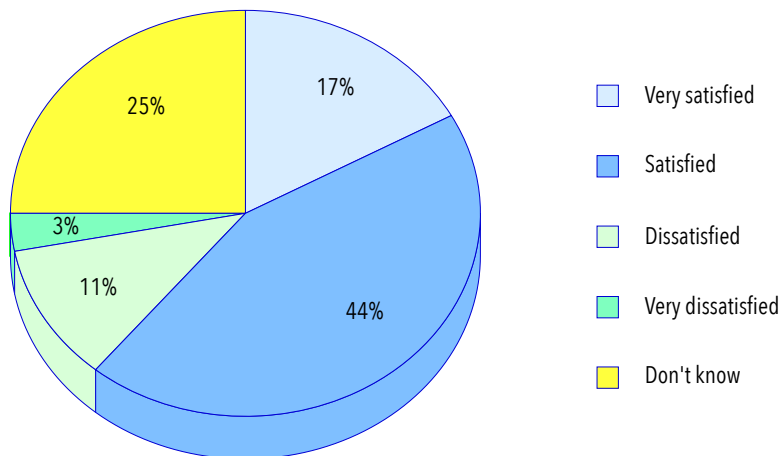
† does not add to 100% due to rounding

*Location of refuse transfer stations (excluding don't know)*

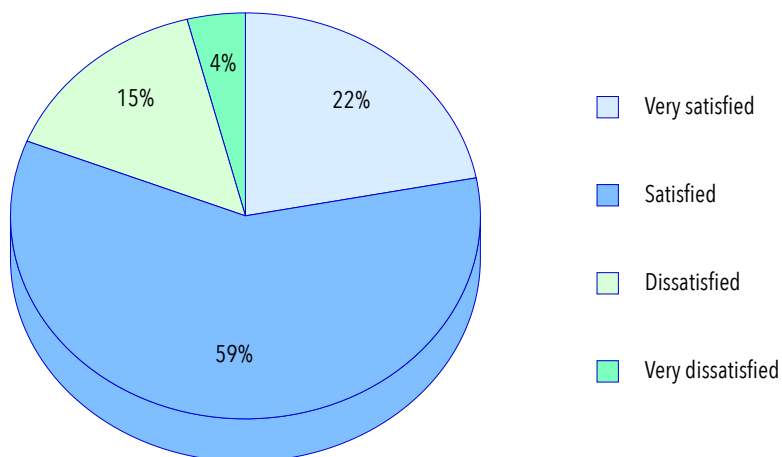


## ii. Opening hours of the refuse transfer stations

### Overall



### Overall - excluding don't know



Base = 281

Overall, 61% of residents are satisfied with the opening hours of the refuse transfer station (57% in 2019), while 14% are dissatisfied (10% in 2019). 25% are unable to comment (34% in 2019).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied. However, it appears that residents aged 65 years or over are **slightly less** likely to feel this way, than other age groups.

Of those residents who are unable to comment (excluding the 25% who said don't know), 81% are satisfied and 19% dissatisfied.



### Satisfaction with the opening hours of the refuse transfer stations

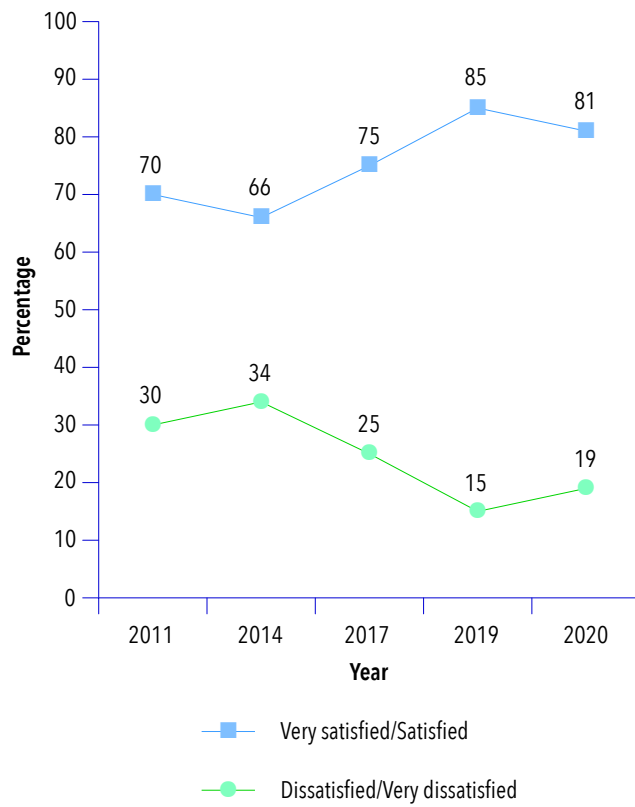
	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Not applicable/ Don't know %
<b>Overall*</b>							
2020	17	44	<b>61</b>	11	3	<b>14</b>	25
2019†	17	40	<b>57</b>	8	2	<b>10</b>	34
Excluding don't know							
2020	22	59	<b>81</b>	15	4	<b>19</b>	-
2019	25	60	<b>85</b>	12	3	<b>15</b>	-
2017	28	47	<b>75</b>	18	7	<b>25</b>	-
2014	22	44	<b>66</b>	25	9	<b>34</b>	-
2011	11	59	<b>70</b>	22	8	<b>30</b>	-
<b>Ward</b>							
Mararoa Waimea	22	49	<b>71</b>	13	-	<b>13</b>	16
Waiau Aparima	9	40	<b>49</b>	12	5	<b>17</b>	34
Oreti†	19	48	<b>67</b>	9	3	<b>12</b>	22
Waihopai Toetoe	10	36	<b>46</b>	13	4	<b>17</b>	37
Stewart Island/Rakiura**	39	51	<b>90</b>	5	-	<b>5</b>	5
<b>Area</b>							
Rural	12	43	<b>55</b>	9	3	<b>12</b>	<b>33</b>
Urban	<b>24</b>	45	<b>69</b>	14	3	<b>17</b>	14
<b>Age group</b>							
18-44 years	14	44	<b>58</b>	11	3	<b>14</b>	28
45-64 years	17	44	<b>61</b>	15	4	<b>19</b>	20
65+ years†	22	44	<b>66</b>	4	1	<b>5</b>	30

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* readings prior to 2019 **exclude** don't know

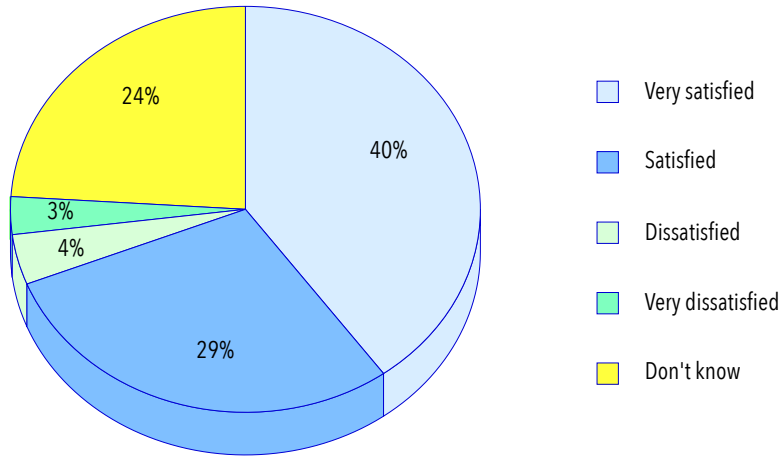
\*\* caution: small base

† does not add to 100% due to rounding

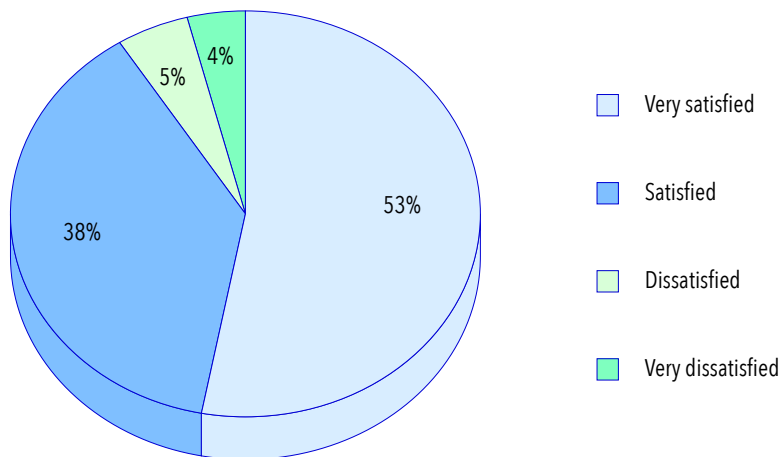
*Opening hours of the refuse transfer stations (excluding don't know)*

### iii. The wheelie bin collection

#### Overall



#### Overall - excluding don't know



Base = 298

Overall 69% of residents are satisfied with the wheelie bin collection (72% in 2019), including 40% who are very satisfied.

7% are dissatisfied and 24% are unable to comment (21% in 2019).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Of those residents who are able to comment (excluding the 24% who said don't know), 91% are satisfied and 9% dissatisfied.

## Satisfaction with wheelie bin collection

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Not applicable/Don't know %
<b>Overall*</b>							
2020	40	29	<b>69</b>	4	3	<b>7</b>	24
2019†	40	32	<b>72</b>	5	3	<b>8</b>	21
Excluding don't know							
2020	53	38	<b>91</b>	5	4	<b>9</b>	-
2019	50	40	<b>90</b>	6	4	<b>10</b>	-
2017†	56	38	<b>94</b>	3	2	<b>5</b>	-
2014	60	33	<b>93</b>	5	2	<b>7</b>	-
2011	34	59	<b>93</b>	5	2	<b>7</b>	-
<b>Ward</b>							
Mararoa Waimea	42	32	<b>74</b>	3	1	<b>4</b>	22
Waiau Aparima	44	41	<b>85</b>	5	1	<b>6</b>	9
Oreti†	48	22	<b>70</b>	6	4	<b>10</b>	21
Waihopai Toetoe	35	28	<b>63</b>	3	6	<b>9</b>	28
Stewart Island/Rakiura**	-	-	-	-	-	-	<b>100</b>
<b>Area</b>							
Rural	30	25	<b>55</b>	6	3	<b>9</b>	<b>36</b>
Urban	<b>55</b>	<b>35</b>	<b>90</b>	1	1	<b>2</b>	8

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

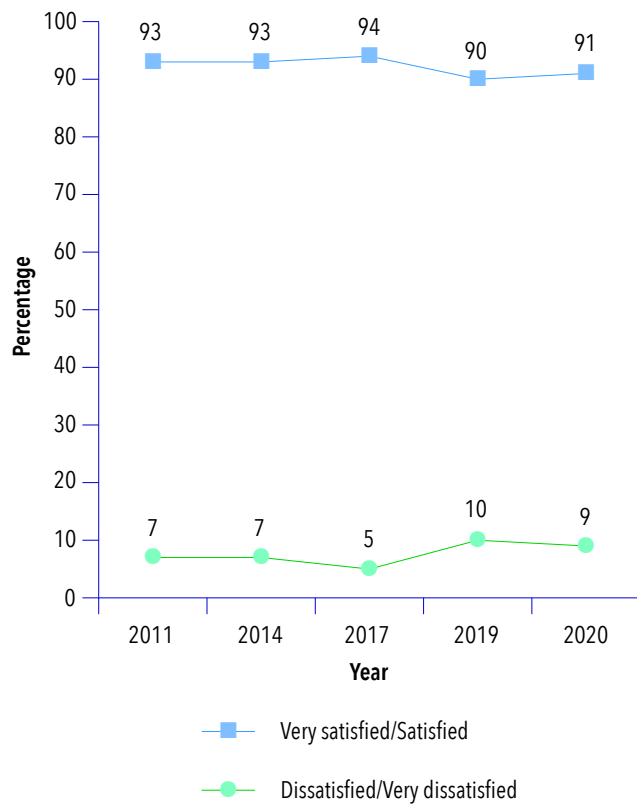
\* readings prior to 2019 **exclude** don't know

\*\* caution: small base

◇ Council provides a wheelie bin service for rubbish and recycling to all properties within particular boundaries, usually townships. The service is available to people in rural areas, en route to townships, where practicable.

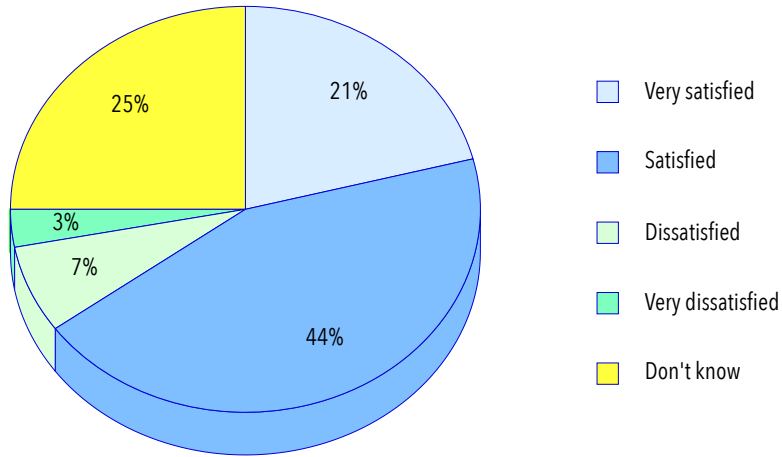
† does not add to 100% due to rounding

### Wheelie bin collection (excluding don't know)

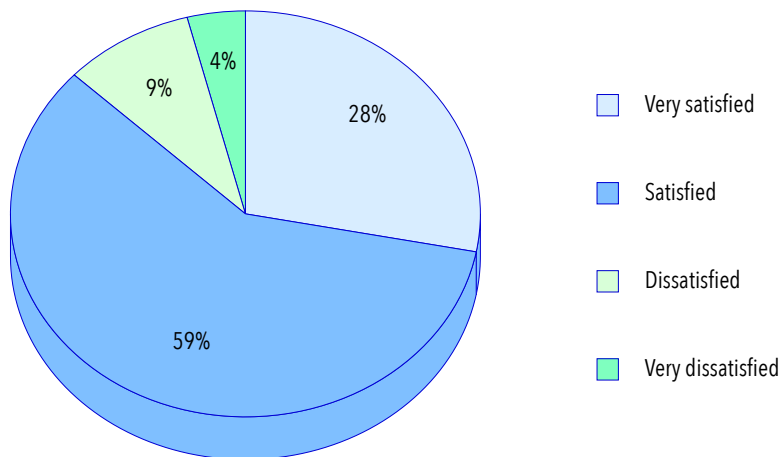


### iv. The location of the recycling centres

#### Overall



#### Overall - excluding don't know



Base = 282

65% of residents are satisfied with the location of the recycling centres (68% in 2019), while 10% are dissatisfied. 25% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Of those residents who are able to comment (excluding the 25% who said don't know), 87% are satisfied and 13% dissatisfied.

### Satisfaction with the location of the recycling centres

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Not applicable/Don't know %
<b>Overall*</b>							
2020	21	44	<b>65</b>	7	3	<b>10</b>	25
2019	23	45	<b>68</b>	6	2	<b>8</b>	24
Excluding don't know							
2020	28	59	<b>87</b>	9	4	<b>13</b>	-
2019†	30	59	<b>89</b>	8	2	<b>10</b>	-
2017	35	48	<b>83</b>	11	6	<b>17</b>	-
2014	31	48	<b>79</b>	15	6	<b>21</b>	-
2011	18	59	<b>77</b>	17	6	<b>23</b>	-
<b>Ward</b>							
Mararoa Waimea	26	54	<b>80</b>	6	1	<b>7</b>	13
Waiau Aparima	19	46	<b>65</b>	5	7	<b>12</b>	23
Oreti	26	50	<b>76</b>	4	1	<b>5</b>	19
Waihopai Toetoe†	17	36	<b>53</b>	17	4	<b>21</b>	25
Stewart Island/Rakiura**	-	-	-	-	-	-	<b>100</b>
<b>Area†</b>							
Rural	16	45	<b>61</b>	6	3	<b>9</b>	<b>31</b>
Urban	<b>29</b>	44	<b>73</b>	9	3	<b>12</b>	16

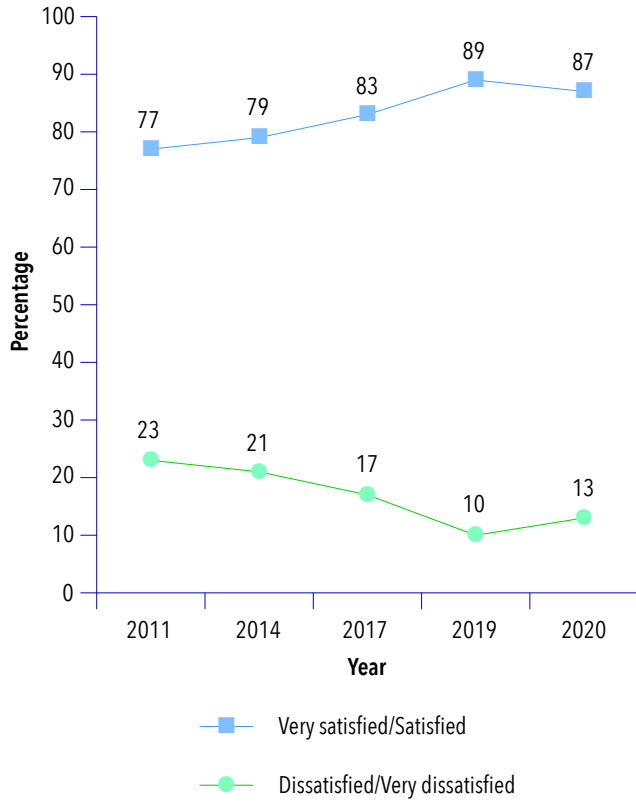
% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\* readings prior to 2019 **exclude** don't know

\*\* caution: small base

† does not add to 100% due to rounding

*Location of the recycling centres (excluding don't know)*



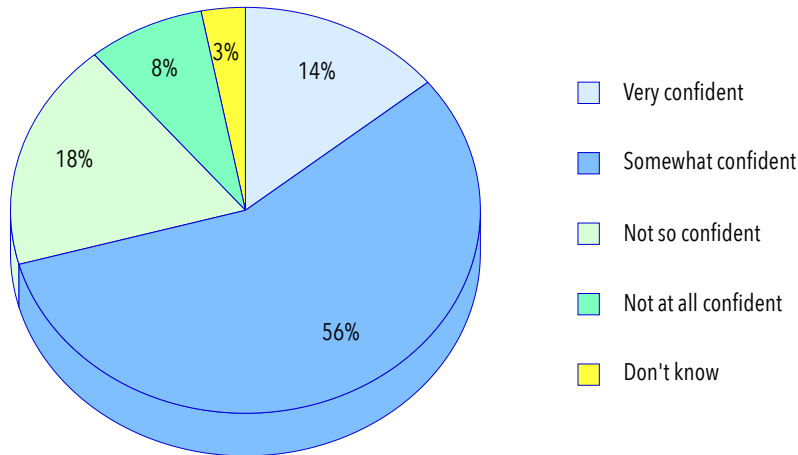


## GOVERNANCE

## COUNCIL DECISION MAKING

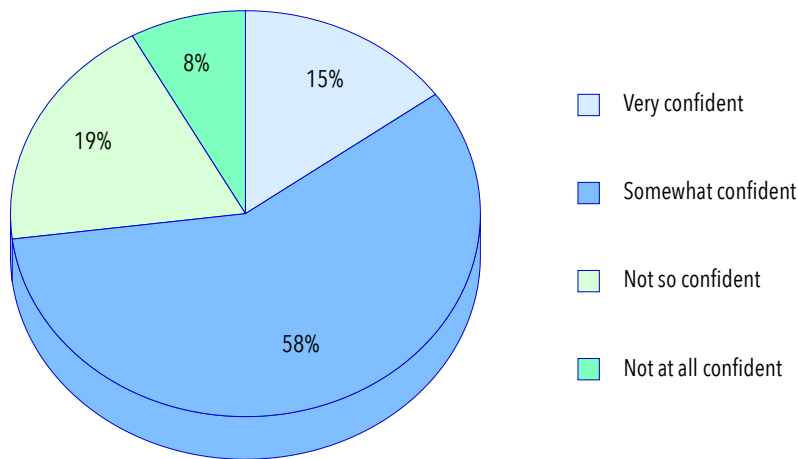
### i. How confident are residents in Council decision making?

#### Overall



(does not add to 100% due to rounding)

#### Overall - excluding don't know



Base = 364

70% of residents are very confident/somewhat confident in Council decision making (75% in 2019), while 26% are not so confident/not at all confident (21% in 2019).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not so confident/not at all confident. However, it appears that residents aged 18 to 44 years are **slightly less** likely to feel this way, than other age groups.

Of those able to comment, excluding the 3% who said don't know, 73% are very confident/somewhat confident (78% in 2019), while 27% are not so confident/not at all confident (22% in 2019).

## How confident are residents with Council decision making

	Extremely confident %	Very confident %	Somewhat confident %	Not so confident %	Not at all confident %	Don't know %
<b>Overall</b>						
2020 <sup>†</sup>	-	14	56	18	8	3
2019 <sup>†</sup>	-	13	62	17	4	3
Excluding don't know						
2020	-	15	58	19	8	-
2019	-	14	64	18	4	-
<b>Ward</b>						
Mararoa Waimea	-	12	55	17	15	1
Waiau Aparima <sup>†</sup>	1	13	59	16	10	2
Oreti <sup>†</sup>	-	15	58	15	5	8
Waihopai Toetoe <sup>†</sup>	-	19	56	20	4	2
Stewart Island/Rakiura* <sup>†</sup>	1	12	43	43	-	2
<b>Area</b>						
Urban	-	16	56	18	8	2
Rural	1	12	56	19	8	4
<b>Age group</b>						
18--44 years <sup>†</sup>	-	17	60	17	3	2
45-64 years	-	10	58	18	12	2
65+ years	2	16	43	21	10	8

% read across

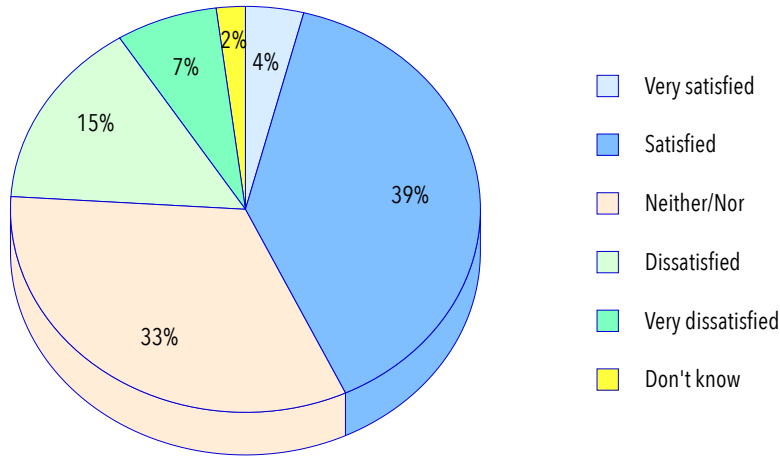
NB: not asked prior to 2019

\* caution: small base

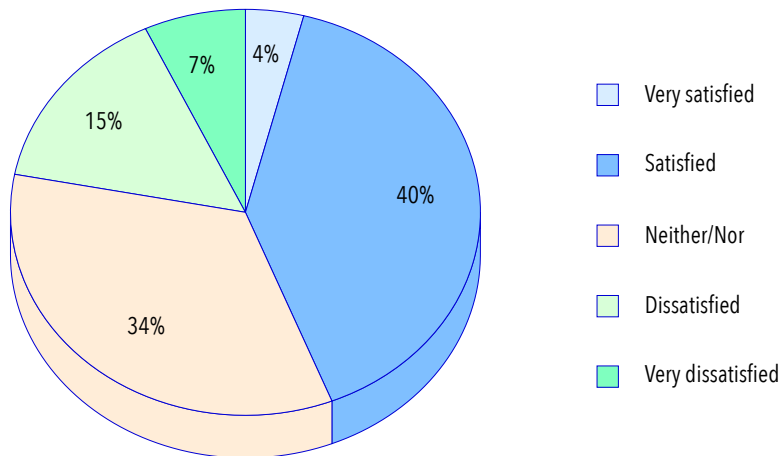
<sup>†</sup> does not add to 100% due to rounding

## ii. Level of satisfaction

### Overall



### Overall - excluding don't know



Base = 373

43% of residents who are satisfied that Council decision making reflects local and District needs, while 22% are dissatisfied. 33% are neither satisfied nor dissatisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Excluding those who are unable to comment (excluding the 2% who said don't know), 44% are satisfied and 22% dissatisfied.

### How satisfied are residents that Council decision making reflects local and district needs

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Neither/Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Don't know %
<b>Total District</b>								
2020	4	39	<b>43</b>	33	15	7	<b>22</b>	2
2019	4	36	<b>40</b>	39	16	3	<b>19</b>	2
Excluding don't know								
2020	4	40	<b>44</b>	34	15	7	<b>22</b>	-
2019†	4	37	<b>41</b>	40	17	3	<b>20</b>	-
<b>Ward</b>								
Mararoa Waimea	2	38	<b>40</b>	33	16	11	<b>27</b>	-
Waiau Aparima†	3	45	<b>48</b>	30	11	9	<b>20</b>	1
Oreti	7	40	<b>47</b>	30	12	4	<b>16</b>	7
Waihopai Toetoe	4	32	<b>36</b>	37	23	4	<b>27</b>	-
Stewart Island/Rakiura**	-	29	<b>29</b>	46	13	10	<b>23</b>	2
<b>Area</b>								
Rural†	5	39	<b>44</b>	33	14	8	<b>22</b>	2
Urban	2	39	<b>41</b>	33	17	6	<b>23</b>	3

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\*\* caution: small base

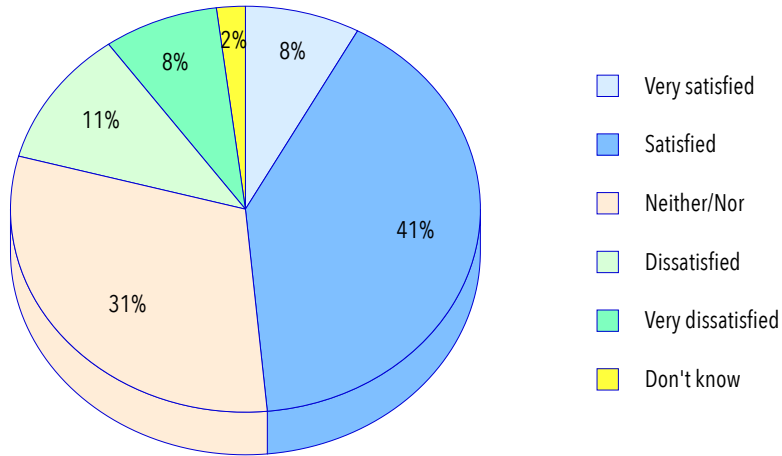
† does not add to 100% due to rounding

NB: not asked prior to 2019

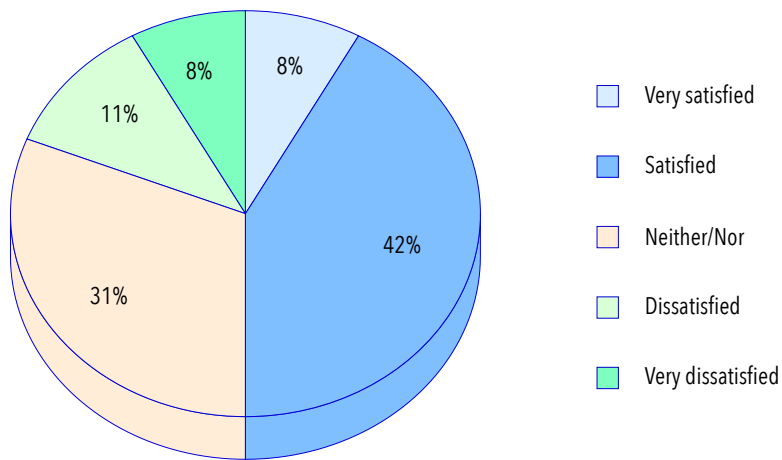
## COMMUNICATION AND ENGAGEMENT

# SATISFACTION

## Overall



## Overall - excluding don't know



Base = 371

49% of residents are satisfied with Council communication (51% in 2019), while 19% are dissatisfied (15% in 2019). 31% are neither satisfied nor dissatisfied (18% in 2019) and 2% are unable to comment (16% in 2019).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are dissatisfied.

Excluding those residents who are unable to comment (the 2% who said don't know), 50% are satisfied (61% in 2019) and 19% are dissatisfied.

## Satisfaction with Council communication

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Neither/Nor %	Dissatisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Don't know %
<b>Total District</b>								
2020†	8	41	<b>49</b>	31	11	8	<b>19</b>	2
2019	10	41	<b>51</b>	18	13	2	<b>15</b>	16
Excluding don't know								
2020	8	42	<b>50</b>	31	11	8	<b>19</b>	-
2019	12	49	<b>61</b>	22	15	2	<b>17</b>	-
<b>Ward</b>								
Mararoa Waimea	9	39	<b>48</b>	30	14	8	<b>22</b>	-
Waiau Aparima	4	47	<b>51</b>	28	10	11	<b>21</b>	-
Oreti	10	33	<b>43</b>	40	7	6	<b>13</b>	4
Waihopai Toetoe	8	40	<b>48</b>	24	16	8	<b>24</b>	4
Stewart Island/Rakiura**	10	59	<b>69</b>	24	5	-	<b>5</b>	2
<b>Area</b>								
Rural	9	39	<b>48</b>	31	10	9	<b>19</b>	2
Urban†	7	43	<b>50</b>	30	13	6	<b>19</b>	2

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings and the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

\*\* caution: very small base

† does not add to 100% due to rounding

NB: not asked prior to 2019



## APPENDIX A: Base by sub-sample

	Actual residents interviewed	*Expected numbers according to population distribution
<b>Gender</b>		
Male	191	198
Female	191	184
<b>Age</b>		
18-44 years	100	166
45-64 years	115	140
65+ years	167	76

\* Interviews are intentionally conducted to give a relatively robust sample base within each Area. Post-stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 2 to 5.

## APPENDIX B: Verbatims

### Q.5 Do you have any further comments about any of the questions we have asked?

- *"A full service recycling centre is needed at Te Anau."*
- *"A lot of rural people are disadvantaged, we don't have the facilities. We pay huge rates with very little facilities, have no wheelie bins, library over half hour away."*
- *"All good carry on doing good."*
- *"All satisfied."*
- *"Being rural we feel like a minority and our opinions don't count. Decisions that are made by council have no flow on effect for rural communities even though we are taxed for it."*
- *"Building consents. We have tried for ages to get our building consents and it's just ridiculous. The council push us around."*
- *"Change of laws about whitebaiting; he fishes in the surf at Aparima."*
- *"Communication must be better. Roading, poor condition of gravel roads."*
- *"Communication not good, closed office and moved to library not good move."*
- *"Community boards should have been kept; nothing gets done; their road is closed because of flooding; trees need to be cut; in spite of requests. The road is the bottom end of Waiau road."*
- *"Consultation with locals about spraying road frontages and gorse is shocking. The company they use the men have no protective gear and when it's windy the wind blows the spray back on them. The council are over zealous with spray. Monkey Island Beach, Gemstone Bay, when tides wash into the bay they wash up all the rubbish. The people should be ashamed of themselves that dump like this."*
- *"Council has asked the volunteers who run the pool to pay for the water swimming pool. Very dissatisfied."*
- *"Council is disassociated with grass roots. An example is this survey with its focus on refuse and recycling and not many other major matters."*
- *"Council spraying, doesn't relate well to farmers. They have an organic farm. Not much support for organic farmers, lack of consultation. No integrated policy between councils."*
- *"Council takes too long to make decisions."*
- *"Council went round in circles about a building consent for a gravel pit and it took 7 years."*
- *"Council were to meet with us on our property on Elswick Street, never turned up, we had contractors on site. We arranged another meeting told them I wanted every thing in writing, for my lawyer never heard back now over 18 months ago. Very dissatisfied."*
- *"Derelict buildings in the town."*
- *"Dissatisfied because does not have recycling at home location."*
- *"Do very good as far as I know."*
- *"Does our recycling actually get recycled or does it go to the landfill? I'm very particular about my recycling and would like to know for sure that it is going where it should go."*
- *"Doing okay."*
- *"Don't have a wheelie bin service as part of rates."*
- *"Don't have facilities such as lighting, footpaths, etc."*
- *"Due to location, have to pay for own wheelie bin so not satisfied."*
- *"Dump hours currently too restrictive for shift workers, the waste transfer stations need to close later."*
- *"Educational pamphlet about recycling needed."*
- *"Everything fine."*
- *"Everything is fine."*

- *"Flooding no communication, closed camping ground no camping. Not enough accommodation in Riverton. Had to put dog down then got registration letter. Too expensive for camping. Bad flooding in Wyndham, no idea what's happening."*
- *"Footpaths in Albany Street, Riverton were supposed to be done 2 years ago and they are not going to do them until 2021, I'm not happy about this. It's important especially for the people in the retirement village because they have to walk on the road and it's dangerous."*
- *"For contractors the refuse station in Winton needs to be open better hours especially in summer."*
- *"For what we pay in our rates to them we don't receive anything."*
- *"Green waste wheelie bin would be good idea."*
- *"Happy with wheelie bins."*
- *"Have to pay for own recycling; a lot being sent to the tip. The council needs to do more in tidying up roads. She is concerned about their spraying."*
- *"Have to pay for own water and recycling bins, due to location."*
- *"He has them to look at water flooding, and they ignored it (Java Road); he has done the work himself. People were dumping rubbish in the river in Dipton; they did nothing."*
- *"Historically there have been some issues regarding the effect of tourism and how is administered. At one stage they offended us with the way they would administer without adequate consultation. The way the electricity supply has been administered in terms of the fact we should have the benefits of the ownership of the power company. This respondent is rather cynical about the value of these surveys."*
- *"I am unhappy at the unfair charges at the transfer station for different trailers, I pay far more for my bigger trailer than I should."*
- *"I am very dissatisfied with the Mayor in so much as I was involved with the CDA, not acknowledging voluntary input of CDA members. They were never thanked for their input over the years, should be acknowledged to all members by letter, was all voluntary."*
- *"I don't think this survey asks enough questions about infrastructure, consents, office service, etc. I've been waiting on a consent for 3 years, why are these type of questions re consents not in this questionnaire?"*
- *"I have a pot hole with water coming out of it outside my property, 21 Drury Street, Colic Bay west. We need a digger and an engineer because it's a large pot hole and getting larger, I asked for this a year ago and nothing has happened, it's very unsatisfactory. I've been in twice to get something done and still nothing has been done. I need to be present when the engineer comes."*
- *"I have been in touch with a local engineer but nothing has happened. We can't get any action from the council. We are in Riverton and just don't get much help."*
- *"I have concerns about the future of recycling in Southland, I don't know how committed the district council is to maintaining a proper recycling service."*
- *"I just feel that we've been encouraged to go to recycling rather than rubbish and the recycling bin is too small. At Queens Birthday they turned up too early at 8.30am and we all missed it, we had no warning. They need to come later. Disillusioned with Council decision making, putting rates up but they didn't take a cut in their salaries. They are not listening to us at all. The great white elephant has been mismanaged from day one and it is still being mismanaged. The cycle track."*
- *"I like the way they put out information that the district council puts out."*
- *"I live in a council flat and the councillor down here is awesome and comes to see us. Wyndham."*
- *"I pay rates and don't get any rubbish facilities. I have to pay for an independent contractor to pick up my rubbish."*
- *"I tell you mate I don't like any of them."*
- *"I think I would like to see the council be conservative about their spending on infrastructure, for the rates we are paying now."*

- *"I think it would be better if the recycling centre was open at the weekends more often. It is also quite expensive."*
- *"I think sometimes as we are on Stewart Island we miss out on some things at times."*
- *"I think that the discussions with the community are at odd hours that don't fit with what the community want. Also we get no newspapers any more to give us information. And radio advertising is superficial and the website is confusing. The council should reside within the district. All the staff and council are in the city and are disconnected with the district."*
- *"I think the dissension in the ranks portrayed in the media, if that is reality, very disappointing, that people in those positions clearly have dissension."*
- *"I think the round the mountain cycle trail is ill considered as we already have one. The recycling centre is a bit bare, we could have more stuff and materials there than we do. More people need to put things there. It could be managed better. We are in Manapouri we are supposed to have someone here as a go to person but we don't know who it is. We need a better council person here."*
- *"I think they should build a recycling plant in Southland. I don't think they promote and facilitate community mindedness, and encourage communities to come together."*
- *"I was involved with the community board here. It was concluded that the council would change over to community boards. The council had already made up their minds and we felt disappointed we had no say. We don't know what is going to happen and the money we had will be reduced and used elsewhere. We don't know what is happening here and in the future."*
- *"I would like to see an improvement in the maintenance of the rural roads."*
- *"I would like to see our local community board make local decisions and have a bit more of a voice in decisions in our local area."*
- *"I would like to see outcomes that are more community driven."*
- *"I'm not happy with the rate in which Edandale is getting run down fast. It needs some good people to help run it and that's all for now, eg, we had a local paper but we don't have one anymore. They ask for feedback but don't often always action it."*
- *"If the rubbish could be picked up once a week in Blackmount."*
- *"In lockdown or public holidays there is no paper and some people do not get papers, and they do not know whether to put their wheelie bins out."*
- *"In the situation at the moment they should not be putting the rates up. People can't afford it with COVID-19."*
- *"Is there any council communication? We only hear when the council is blowing their own trumpet we don't hear about anything else. Also the tip doesn't open until 2pm each day which is useless. You have a trailer load of stuff ready to go then have to wait half the day."*
- *"It is very expensive to live here."*
- *"It should be left to the council and the CEO shouldn't be poking his nose in with decision making, they are a bit selfish, they look after themselves rather than looking after the people."*
- *"It was good having the wheelie bins but now they pick up the bottles."*
- *"It would be handy to have some bins in neighbourhoods that we could put bottles and clothing in and other recyclable goods. It's not always convenient to go to the tip when you are working shift work and they hours don't suit shift workers. Green waste which is turned into compost and sold. Why do we have to pay to dump this, it should be free."*
- *"It's the roads and things, in the country the roads are not good and it takes a long time to get anything done."*
- *"Lack of transfer station and recycling centre, respondent unaware and dissatisfied."*
- *"Level of technical things okay, but so many simple things that could vastly reduce waste. Waste not put together to carry out provisions of waste minimisation act. Has no teeth whatever and not reduced waste at all. Could not answer how much separate refuse there. So much waste, basically going to 'find another planet'."*

- *"Living in rural community it is all about Invercargill."*
- *"Maybe they could consider tarsealing the road by the primary school. Heddon Bush Primary School. The bus has had problems. It has done damage to the underside of the bus."*
- *"More accountability of council staff."*
- *"More waste recycling needs to be processed, particular electronic waste."*
- *"Museum to be closed in Wyndham; nowhere else to build a museum; council should help more."*
- *"My dealings with the council have all been bad, library in Te Anau, the building department is in that facility, and I am dissatisfied about that. Rates are too high, and I get the impression that the council takes no notice of what the citizen request. Many years ago I was living in Otatara on the outskirts of Invercargill, I was very satisfied with them."*
- *"Need more effort with recycling location options. Decision making does not always reflect local opinion, eg, piping of sewerage from Te Anau to Manapouri went against local and logical and sensible wishes."*
- *"No, council is good overall."*
- *"No, all good, hope the rates don't go up."*
- *"No, fair and relevant."*
- *"No footpaths in Winton. All other places have footpaths so why don't we. It is just gravel here."*
- *"No further comment; they are doing the best they can."*
- *"No I am happy."*
- *"No problems we live in a fairly isolated community so dealings with council directly are rare. But we have no great problems with them."*
- *"No really. We would like to see the rates held and not going up every year. We don't get any services here on the farm. Such as the rubbish collection. Some areas down the road get it, but we don't."*
- *"No they are straightforward questions and everything is fine."*
- *"No wheelie bin collection on Otautau-Rays Bush Road."*
- *"No, they are very pointed. Looking for a certain range of answers. Wheelie bin, one in summer I am very dissatisfied, but in winter it is fine because it is cold, needs to be picked up weekly in summer, goes rotten in heat."*
- *"No. Just they need to advise the public before they take action, eg, they destroyed a playground and then told the public who were upset. If they had informed the public before we could have saved the playground. We are the ratepayers."*
- *"No. Just when they say services there is a lack of them, eg, footpaths. On main road into Wyndham, footpaths redone when road redone, moss grows straight through. They are not concrete."*
- *"No. Not satisfied with the rates system, a lot of increases for not much visible change. Services are cut but rates going up, office in Te Anau being moved into library."*
- *"Not at the top of my head. Just general dissatisfaction."*
- *"Not really, no. I think the COVID-19 situation has made people more aware of the farming procedure. Let the farmers farm. I believe in conservation but you have to let the farmers get on with it. It will be farming production that will get us out of this situation."*
- *"Not really. The roads haven't improved lately, the maintenance of them. Mind you I used to do that as a job so am probably over critical."*
- *"Nothing stands out. There has been talk about beefing up the banks of the rivers to help with flooding. We were all evacuated from Wyndham. Some attention to floodbanks needed. Footpaths need attention. North side of Redan Street, past medical centre needs looking out and the south side of Redan Street is very uneven. The council has been very slow to react on getting things done. Have started jobs and not finished them. Mentioned macrocarpa trees at the golf club. The council was going to do a job there but in the end it was done by the golf club but council made money out of the trees they felled."*

- *"Opening hours of the transfer station, they should be more. They should be open every day. The charges. Instead of charging for a trailer load include the cost in our rates and have no charge at the transfer station and that would stop people dumping rubbish. The performance of the Southland Council in some areas is very poor."*
- *"Our council can't work together effectively as adults. Projects budgets always blow out to extreme measures. We are still a drab city with very limited offerings that are created by council (not including natural outdoor surroundings). Where does all our regional money go?!"*
- *"Over many issues, the Southland District Council is a poor communicator and needs to provide more information about what it is doing in Southland."*
- *"Overall council does a pretty good job."*
- *"Perform okay most times."*
- *"Personal contact with council bordering on corrupt. The elected people don't have any say they are puppets to the managers and paid council staff."*
- *"Petitions ignored, no notice of what residents say."*
- *"Pretty good of the 5 councils I've lived in."*
- *"Rates are very high for people in the country; no services to speak of; road needs to be sealed; milk tankers are always tearing it up."*
- *"Rates are very high."*
- *"Re governance, as a ratepayer I get no info from my ward member, non existent, community board also do not communicate with Oreti members. Who is the ward member? Other 2 ward members we do not hear from. Bitterly disappointed with governance, have no say in plan for 2020, 21."*
- *"Re refuse, price is too high, tipping happens because of huge cost."*
- *"Recent flooding has affected fibre cabling around Winton."*
- *"Recycle bins are a waste of money, it only goes to the dump. They don't get much in the way of services in rural areas."*
- *"Recycling, is it actually recycled? Rumour has it that it is not."*
- *"Recycling, need to separate glass. Need a commercial entity to take recycling."*
- *"Recycling, no incentive for rural to recycle through provision of bins."*
- *"Recycling centres are awesome, more problems with the council communicating with people. Lumen Maternity Centre closing should of been fought for by the council."*
- *"Refuse station gets bogged down after rain driving through stinking waste."*
- *"Regulatory section, eg, building consents not efficient, poor communication, slow response to building consents, etc."*
- *"Rubbish bins fall over in high winds."*
- *"Rural ratepayers do not benefit from recycling directly so I could not answer those questions."*
- *"Seem okay no great problems, rates always complained about for cost for services provided."*
- *"Seem okay what they do."*
- *"Serious concern over control of cats very disruptive of local birds why do we pay dog registration and limits when no limits on cat ownership, cat faeces very bad on the dolphins."*
- *"Sewage scheme about piping sewage to Manapouri and spraying it in air. The area chosen is impervious. Dog rates have gone up significantly in coming year from 1 July."*
- *"Sewer pipe, Te Anau to Manapouri, a very bad idea; very expensive to build and run; dumbest thing they have ever done."*
- *"Some of the things they do are not very good. They need to listen to people more."*
- *"Sometimes wonder about the recycling bins as to what can go in them."*
- *"South end of Winton, old buildings need to be upgraded."*
- *"Te Anau, needs more leaf clearing."*

- *"Te Anau recycling centre needs to be emptied more often it's always overfull and it needs to be emptied every couple of days. This comment reflects pre-lockdown, I'm not sure what it is like at the moment."*
- *"The amount we pay for rates and what we get for them in rural areas, don't use many of them, probably just rubbish collection but get charged for them."*
- *"The closure of the Winton library due to virus concerns is not appreciated."*
- *"The communication that they were using in the free weekly newspaper has ceased since lockdown, and they are not putting it in another free newspaper instead. The refuse is too far away is it a 40 minute drive from beyond Ohai."*
- *"The council are doing a very good job."*
- *"The council don't do a very good job clearing leaves from the drains."*
- *"The council is not doing a very good job keeping hedges cut. The respondent is in a council flat which is not being well-maintained."*
- *"The council needs to provide more information and education about recycling, and how best to dispose of various waste materials."*
- *"The council provides no services at all. No services for rates paid."*
- *"The council put in a footpath outside her place, but it disappeared in two years. She feels that she gets very little in return for rates of two and a half thousand dollars. She thinks that the council doesn't meet the needs of poor people in the district."*
- *"The decisions made by council often don't reflect our local board. The decisions seem to be cut and dried before we have a chance to speak on it."*
- *"The footpaths need a lot of work. The library is taking too long to reopen. There is no newsletter from the council."*
- *"The issues I have with the rubbish collection is the wharf area. We did have bins at the wharf. And at the shop. I have been in discussions with council for a long time. We need to have bins at the wharf because boats come in with bags of rubbish and there is nowhere to put it. It needs to be put in bins and removed properly. They need to accommodate the fishermen's needs and tourist boats."*
- *"The location of the recycling centre should be where the old dump was. The recycling bags are too dear."*
- *"The opening hours of our tip is not long enough. Very difficult to get to when you work. Also the recycling centre is next door to the Tuatapere rugby club which is not very slightly."*
- *"The recent debacle over consents was handled badly by council and the current follow up process is not much better. Text about an appointment I had no idea about was dreadful."*
- *"The recycling centre is always full, often full and overflowing. It is not emptied enough."*
- *"The recycling in Winton should be 24 hours and the local community halls should have more of the yellow bins, from a farmer who pays a lot of rates but we don't get our rubbish picked up, so we need easy accessible in local community, best scenario would be our own bins like the town township."*
- *"The recycling system at Otautau should be like the one in Invercargill with the same frequency and complexity of recycling."*
- *"The recycling thing needs to be open 24 hours."*
- *"The sewerage being piped to Manapouri is a huge financial burden on rate payers. It's also not ecologically friendly either. I'm not happy. The airport still doesn't have a licence in Manapouri, it has been discussed for roughly 2 years but it's still not functional or making any money for the region."*
- *"The Southland District Council lack compassion and place profits ahead of ethics. The council accepted a lower tender for recycling services and replaced a team of special needs people who were doing a good job handling recycling. These people were treated badly."*
- *"The Southland District Council staff dominate public meetings, and don't let local people and interests have a fair hearing. The council overrides local opinions and decisions."*

- *"The times don't suit me. Different hours would suit me better. Later in the evening would be better. We seem to pay twice for a refuse collection service. We pay for our collection on our rates and again at the dump when we go. We are one of the highest rated districts in the country and they waste money on things no one uses and that are not necessary. Like the footpaths."*
- *"The transfer station is far too expensive; as a result people dump their rubbish on the river bank. The council don't take any trouble to communicate with people; they do something, then tell. Another example: they put gardens in the main street in Otautau, which was a nuisance; then they were going to pay the same man who put them in to take them out."*
- *"The transfer station should be in the industrial area where the power station is, not in a really prime spot. It would be a better location where all the other rubbish and operations are. It is also closer to the main village. A lot of the decisions are made by council employees. Our elected members seem to have no say."*
- *"The wheelie bin model could be more developed to allow for the easier separation of glass and paper."*
- *"There are no camping grounds in Otautau and we need another one. Or something like that in this area."*
- *"There have been issues with the maintenance of the playground at Riverton, previous efforts by local residents to maintain and tidy up have been overtaken by the council without acknowledgement or appreciation."*
- *"There is only one public toilet in Athol which is ridiculous. I don't any communication from them at all, not happy with rubbish collection as they need to come every week and not once a fortnight."*
- *"They are doing a good job as far as they can."*
- *"They are doing a lot for what they get in rates."*
- *"They do good what to know about the library."*
- *"They don't communicate well, tore up his lawn and others in the street. He was held up for nearly three months when he wanted to build a hangar for his aircraft. Have to email inspectors for simple drainage work. He makes dump stations for motor homes, offered to do this for free locally, but they didn't want it."*
- *"They don't do things that really need to be done. The local pedestrian crossings in Winton are dangerous and really need attention but they don't look at these things. The elderly struggle with these."*
- *"They need to consult the public. We never know what is going on. There is talk of an amalgamation I think."*
- *"They say they put people first but they don't. I don't think they are looking at the big picture. We haven't had an art gallery or museum for a long time and it is 2020. They had no right to shut them when they did. They are not thinking about peoples needs. They put the handicapped people off running the refuse station. They liked doing it and it makes a difference to their lives. They never talk to me, I only read things in the paper. I don't hear much from them."*
- *"They should listen to the residents more. Particularly in regard to recycling."*
- *"They shouldn't spend so much on glossy publications."*
- *"Three projects the council went ahead with and cost a lot of money and didn't consult the public at all. They were major ones and were very, very expensive. Round the mountain cycle trail. The sewage is being taken from Te Anau to Manapouri and the airport too. It is unbelievable why did this need to happen. They didn't consult the public on these three issues."*
- *"To me the council does not get the right questions to ask."*
- *"Unhappy when the CDAs were merged into community boards; less knowledge of what is happening in local area. A lot of people were unhappy with it."*



- *"Very dissatisfied as we live in a rural residential area and our neighbours have set up a commercial contracting yard right in our view. We went to the council and got a consent to have them stopped but they were allowed to go ahead anyway. Whenever we contact the council we get no help whatsoever. They just say that someone else is dealing with it. We now have no view whatsoever even though we are rural and this will have devalued our property."*
- *"Very dissatisfied with local roading, potholes and corrugations, eg, Wilanda Road."*
- *"Waste transfer stations need to be able to recycle more types and quantity of plastics."*
- *"We are in Winton and our rubbish centre only opens 2 or 3 days a week and the hours aren't long enough. Should be open every day."*
- *"We don't even have a council rubbish collection and yet we pay the same rates. We are in Bowns. Admittedly there are only 3 houses where we live so I know that is why but it just isn't the point."*
- *"We don't have a council office in Te Anau. It is much better being able to go in and pay rates or actually talk to someone."*
- *"We don't have a pick for our wheelie bin collection and no recycling collection either. We have to organise it ourselves and pay for it. Pay a private company."*
- *"We need weekly rubbish collection of the red bin, bi weekly collection is a health hazard with household waste becoming putrid and unbearably smelly."*
- *"We put a building consent in before lockdown and got a bill for an invoice but could not get anywhere with council over the building consent. I am not well informed in that, they should inform us council need to improve their communication in all areas."*
- *"Weekly would be better rather than fortnightly."*
- *"What is council communication? I am of the opinion that the council needs to get back to basic services and stop worrying about tourists. The new cycle trail is a waste of council money. It could have been done without all this expense."*
- *"Wheelie bin collection is dangerous in my street, Castle Street is dead end, very dangerous when truck backs."*
- *"Wheelie bins put around near car parks may get people to use them and not dump rubbish."*
- *"Wheelie bins, could we have extra bin for green waste please?"*
- *"While the recycling is generally well done, there is a lack of clear communication between the district council and the public in Manapouri and Te Anau, berms and verges have been left to get overgrown and cover footpaths, making it difficult for elderly people to use them safely. The policy to cut the council controlled berms, present elsewhere in southland, should be operating in Te Anau and surrounding towns."*
- *"Why does Belford township not have a recycling centre?"*
- *"Why publish a flash booklet instead of a newsletter."*
- *"With the communication I think the community board here on Stewart Island could be better as the majority of the southland newsletter does not have very much local information for us."*
- *"Worst three years he had on community board; minutes unreliable; manipulate things to suit themselves. Dangerous intersection in Wyndham, lady near killed before they action."*
- *"Would like a freedom camping site or motor home site set up in the town, as in other towns."*
- *"Would use wheelie bin service if available."*
- *"You are not happy with somebody being able to build house in cosy knot, how did they get a permit, for consent to put a fire in it, the man built on, and there is not anybody meant to be living there, there is three cribs there and now this guy is building another crib there, and the original house had a power pole through the house, where they have built on how could they get a permit and the council sign it off. Get off your arse and do something you are a pack of clowns, could not make a decision if they tried."*

No/None/Not really/Nothing/No comment (189 Residents).