



# AGENDA

## RĀRANGI TAKE

### NOTICE OF AN ORDINARY MEETING OF

# COUNCIL

to be held on **Thursday 23 April 2020** commencing at **1.00 pm**  
via Zoom

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Chairperson: His Worship the Mayor

Members: Cr Carruthers (Deputy)  
Cr Hart  
Cr Kennedy  
Cr Martin  
Kw Tumahai

Cr Davidson  
Cr Hartshorne  
Cr Keogan  
Cr Neale  
Kw Madgwick

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In accordance with clause 25B of Schedule 7 of the Local Government Act 2002, members will attend the meeting by audio or audiovisual link.

## **Council Vision:**

*We work with the people of Westland to grow and protect our communities, our economy and our unique natural environment.*

## **Purpose:**

The Council is required to give effect to the purpose of local government as prescribed by section 10 of the Local Government Act 2002. That purpose is:

- (a) To enable democratic local decision-making and action by, and on behalf of, communities; and
- (b) To promote the social, economic, environmental, and cultural well-being of communities in the present and for the future.

### **1. KARAKIA TĪMATANGA OPENING KARAKIA**

Kia hora te marino  
Kia whakapapa pounamu te moana  
Hei hurahai mā tātou  
I te rangi nei  
Aroha atu, aroha mai  
Tātou i a tātou katoa  
Hui e! Tāiki e!

May peace be widespread  
May the sea be like greenstone  
A pathway for us all this day  
Give love receive love  
Let us show respect for each other  
Bind us all together!

### **2. NGĀ WHAKAPAAHA APOLOGIES**

### **3. WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST**

Members need to stand aside from decision-making when a conflict arises between their role as a Member of the Council and any private or other external interest they might have. This note is provided as a reminder to Members to review the matters

on the agenda and assess and identify where they may have a pecuniary or other conflict of interest, or where there may be a perception of a conflict of interest.

If a member feels they do have a conflict of interest, they should publicly declare that at the start of the meeting or of the relevant item of business and refrain from participating in the discussion or voting on that item. If a member thinks they may have a conflict of interest, they can seek advice from the Chief Executive or the Group Manager: Corporate Services (preferably before the meeting). It is noted that while members can seek advice the final decision as to whether a conflict exists rests with the member.

#### **4. NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE URGENT ITEMS NOT ON THE AGENDA**

Section 46A of the Local Government Official Information and Meetings Act 1987 states:

- (7) An item that is not on the agenda for a meeting may be dealt with at the meeting if –
- (a) the local authority by resolution so decides, and
  - (b) the presiding member explains at the meeting at a time when it is open to the public, –
    - (i) the reason why the item is not on the agenda; and
    - (ii) the reason why the discussion of the item cannot be delayed until a subsequent meeting.
- (7A) Where an item is not on the agenda for a meeting, –
- (a) that item may be discussed at the meeting if –
    - (i) that item is a minor matter relating to the general business of the local authority; and
    - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
  - (b) No resolution, decision, or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.

#### **5. NGĀ MENETI O TE HUI KAUNIHĒRA MINUTES OF MEETINGS**

Minutes circulated separately

#### **6. NGĀ TĀPAETANGA PRESENTATIONS**

#### **7. ACTION LIST** (Pages 6 – 7)

## 8. PŪRONGO KAIMAHI STAFF REPORTS

- Financial Report – March 2020 (Pages 8 - 21)
- Commercial Rating Process (Pages 22 - 27)
- Local Government Funding Agency (Pages 28 - 31)
- Development West Coast Westland Sports Hub (Pages 32 - 53)
- Ross Endowment Fund (Pages 54 - 62)
- Resident Satisfaction Survey 2020 (Pages 63 - 245)

## 9. KA MATATAPU TE WHAKATAUNGA I TE TŪMATANUI RESOLUTION TO GO INTO PUBLIC EXCLUDED

(to consider and adopt confidential items)

Resolutions to exclude the public: Section 48, Local Government Official Information and Meetings Act 1987.

The general subject of the matters to be considered while the public are excluded, the reason for passing this resolution in relation to each matter and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of the resolution are as follows:

Item No.	General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for the passing of this resolution
1.	Confidential Minutes – 27 February 2020	Good reason to withhold exist under Section 7	That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason or withholding exists.  Section 48(1)(a)
2.	Sunset Point Tourism Infrastructure Contract	Good reason to withhold exist under Section 7	That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason or withholding exists.  Section 48(1)(a)
3.	Westland Holdings Limited	Good reason to withhold exist under Section 7	That the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of



				information for which good reason or withholding exists.
				Section 48(1)(a)
<b>4.</b>	Ocean Business Case	Outfall	Good reason to withhold exist under Section 7	That the public conduct of the relevant part of the proceedings of the meeting would likely to result in the disclosure of information for which good reason of withholding exists.

**DATE OF NEXT ORDINARY COUNCIL MEETING – 28 MAY 2020  
COUNCIL CHAMBERS, 36 WELD STREET, HOKITIKA**

### Council Meetings - Action List

Date of Meeting	Item	Action	Completion Date/Target Date	Officer	Status
<b>28.06.18</b>	Kaniere School Students – Cycle trail	Council staff to get back to the Kaniere School Students regarding the proposal.	April 2020	DA	Council Engineers are working on a solution for road crossing near the Kaniere School. Transportation Manager has discussed the proposal to the Head Master of the school and has received support to proceed. Awaiting final pricing.
<b>04.04.19</b>	Speed Limits	Extension of some limits and open conversation with road users on suitable speed limits.	June 2020	DA	Council agreed to carry out a formal review on speed limits within the Westland District road network. This will involve full formal public consultation (in accordance with the timelines set in item 5.3 of the Report to Council) and the receipt and hearing of submissions prior to formally adopting any speed limit changes into the revised bylaw. Consultation to start in May 2020.
<b>18.04.19</b>	Transfer of Pensioner Housing to Destination Westland	Strategy Document to be developed with a working group.	May 2020	CE	Working with CE of DW on future pensioner housing strategy. Consultant scope received for the work. DW Board has requested their CEO seek further consultant proposals to ensure due diligence
<b>27.06.19</b>	Manatu Whakaaetanga Partnership Agreement	Agreement has been signed by Te Rūnanga o Ngati Waewae.	Mar 2020	Mayor	Agreement to be signed by the Chair of Te Rūnanga o Makaawhio. Plans to sign the agreement yet to be confirmed. To be planned on a future Southern Induction tour (date TBC)
<b>27.06.19</b>	Cass Square	Working Group have met and overall concept discussed. District Assets to provide layout concept for further consideration with the Working Group.	June 2020	DA	An overarching plan is required for Cass Square. Sits within the Community work program. Any concept must now be taken into account around the future use of the Racecourse Reserve. Fiona Scadden leading Racecourse Reserve master planning program.
<b>25.07.19</b>	Haast Civil Defence and	Council resolved to release funds from the Marks Road Reserve Fund for Stage One	May 2020	CE	Sale and purchase agreement to be resolved and working through with the party concerned. In discussion with John Cowan

<b>Date of Meeting</b>	<b>Item</b>	<b>Action</b>	<b>Completion Date/Target Date</b>	<b>Officer</b>	<b>Status</b>
	Community Development	- Purchase of Civil Defence Equipment for the Haast Community.			he expects Resource Consent to be lodged in March. Further correspondence with JC to progress this.
<b>25.07.19</b>	Carnegie Building Project	The CE to seek additional external funding to minimise or eliminate the Council additional funding commitment.	On going	CE	Applications lodged with Lotteries and Regional Culture and Heritage Fund completed.  New report to come Capital Projects and Tenders committee on project update.
<b>22.08.19</b>	Fox Landfill	Council support staff in progressing their investigations into the engineering methodology, financial implications and funding mechanisms of the long-term options.	March 2020		Golders have been contracted to complete a site assessment in partnership with MfE & WDC. Golders have completed their site assessment and are compiling a report.
<b>28.11.19</b>	Marks Road – Sale of Land for FENZ	Special Consultative Procedure.	Feb 2020	Community Development Advisor	Consultation underway – meeting held in Haast on the 18 <sup>th</sup> Feb. FENZ have identified another parcel of land for Haast that does not require Marks RD Reserve land.
<b>28.11.19</b>	Iwi representation around the Council table	Mayor to write to the Minister of Local Government seeking advice.	In progress	Mayor & CE	Response received from DIA. Further discussions to be completed on next steps.

# Report



**DATE:** 23 April 2020

**TO:** Mayor and Councillors

**FROM:** Accountant

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## FINANCIAL PERFORMANCE: MARCH 2020

### 1 SUMMARY

- 1.1 The purpose of this report is to provide an indication of Council's financial performance for nine months to 31 March 2020.
- 1.2 This issue arises from a requirement for sound financial governance and stewardship with regards to the financial performance and sustainability of a local authority.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by Council as part of the Long Term Plan 2018-28.
- 1.4 This report concludes by recommending that the Council receive the financial performance report to 31 March 2020, attached as **Appendix 1**.

### 2 BACKGROUND

- 2.1 The Council receives monthly financial reporting so that it has current knowledge of its financial performance and position against targets and objectives adopted in the Long Term Plan 2018-28.

### 3 CURRENT SITUATION

- 3.1 The Financial Performance Report has had some changes made to the format and the actual data presented.
- 3.2 The information in the report is now of a more summarised nature, with only permanent variances over \$25,000 having comments. Temporary differences which are mainly budget phasing are not now commented as these will either approximate budget by the end of the financial year, or become a permanent variance which will be noted.
- 3.3 A more detailed financial report is being provided to the Audit and Risk Committee on a quarterly basis.
- 3.4 With the inclusion of the sustainability report, it is not now necessary to include such detail to Council in the financial report, as the key business indicators are included in the sustainability report.
- 3.5 The Financial Performance Report to 31 March 2020 is attached as **Appendix 1** and contains the following elements:

3.5.1 Sustainability Report

3.5.2 Statement of Comprehensive Revenue and Expense

3.5.3 Notes to the Statement of Comprehensive Revenue and Expense

3.5.4 Revenue and Expenditure Graphs

3.5.5 Debtors

3.5.6 Debt Position

3.5.7 Capital Expenditure

### 4 OPTIONS

- 4.1 The Council can decide to receive or not receive the report.

## 5 SIGNIFICANCE AND CONSULTATION

5.1 This report is for information only and, while feedback is invited from Council in order for staff to continue to improve the quality of information provided, no assessment of significance or consultation and no options analysis is required.

## 6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

6.1 The report is for information only, the report is to inform the Council on the monthly financial position, and therefore financial implications are discussed within the body of the report itself.

## 7 RECOMMENDATION

A) **THAT** the Council receive the Financial Performance Report to 31 March 2020

**John Kagagi**  
**Accountant**

**Appendix 1: Financial Performance to March 2020**

# Appendix 1



## Financial Performance Year to March 2020

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# Sustainability Report

Total revenue	Total expenditure	Total surplus/(deficit)
<b>\$19.48M</b>	<b>\$18.41M</b>	<b>\$1.08M</b>
Is 6.98% more than the total budget of \$18.21M	Is 7.67% more than the total budget of \$17.09M	Is 3.64% less than the total budget of \$1.12M

## SUSTAINABILITY

**Rates to operating revenue** **62.85%**

Rates Revenue	\$12.24M
Operating Revenue	\$19.48M

62.85% of operating revenue is derived from rates revenue. Rates revenue includes penalties, water supply by meter and is gross of remissions. Operating revenue excludes vested assets, and asset revaluation gains.

**Balanced budget ratio** **105.84%**

Operating revenue	\$19.48M
Operating expenditure	\$18.41M

Operating revenue should be equal or more than operating expenditure. Operating revenue excludes vested assets and asset revaluation gains. Operating expenditure includes depreciation and excludes landfill liability and loss on asset revaluations. Year to date revenue is 105.84% of operating expenditure.

**Interest to rates revenue (LGFA Cov.)** **3.92%**

Net interest and finance costs	\$0.48M
Rates Revenue	\$12.24M

3.92% of rates revenue is paid in interest. Our set limit is 25% of rates revenue. Net interest is interest paid less interest received. Rates revenue includes penalties, water supply by meter and gross of remissions.

**Interest to operating revenue** **2.46%**

Net Interest and finance costs	\$0.48M
Operating revenue	\$19.48M

2.46% of operating revenue is paid in interest. Our set limit is 10% of operating revenue. Net interest is interest paid less interest received.

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**Liquidity Risk (LGFA Cov.)****133.24%**

Gross debt	\$18.62M
Undrawn committed facilities	\$3.98M
Cash and cash equivalents	\$2.21M

The liquidity risk policy requires us to maintain a minimum ratio of 110% which is also an LGFA covenant. Our current liquidity risk is 133.24%

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**Essential services ratio****106.28%**

Capital expenditure	\$4.29M
Depreciation	\$4.03M

Capital expenditure should be equal or more than depreciation for essential services, for year to date capex is 106.28% of depreciation. Essential Services are Water Supply, Wastewater, Stormwater and Rooding.

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## Statement of Comprehensive Revenue and Expenditure

Statement of Comprehensive Revenue and Expense							
For the period ended March 2020							
	Notes	Full Year Forecast (\$000)	Full Year Budget (\$000)	YTD Budget (\$000)	Actual YTD (\$000)	Variance YTD (\$000)	Var/Bud %
<b>Revenue</b>							
Rates	01	16,064	16,437	12,392	12,245	(147)	-1.2%
Grants and subsidies	02	5,312	4,162	3,296	4,446	1,150	34.9%
Interest Revenue	03	52	82	61	26	(35)	-57.0%
Fees and Charges	04	1,884	2,009	1,507	1,382	(125)	-8.3%
Other revenue	05	1,885	1,360	957	1,383	426	44.6%
<b>Total operating revenue</b>		<b>25,198</b>	<b>24,049</b>	<b>18,212</b>	<b>19,483</b>	<b>1,270</b>	<b>7.0%</b>
<b>Expenditure</b>							
Employee Benefit expenses	06	3,997	4,090	3,062	2,961	(101)	-3.3%
Finance Costs	07	696	740	555	506	(49)	-8.9%
Depreciation	08	6,868	6,316	4,737	5,143	406	8.6%
Other expenses	09	12,662	11,836	8,742	9,797	1,055	12.1%
<b>Total operating expenditure</b>		<b>24,223</b>	<b>22,982</b>	<b>17,096</b>	<b>18,407</b>	<b>1,311</b>	<b>7.7%</b>
<b>Operating Surplus/(Deficit)</b>		<b>975</b>	<b>1,068</b>	<b>1,116</b>	<b>1,076</b>	<b>(41)</b>	<b>-3.6%</b>

# Notes to the Statement of Comprehensive Revenue and Expense

*Comments are provided on permanent variances over \$25,000 only.*

## **01 Rates**

Actual rates income is lower than budgeted mainly due to an unbugeted Rates remission granted to Glenfern Villas as a result of changing their ownership structure.

## **02 Grants and subsidies**

The variance is mainly due to unbudgeted grants received during the year for following projects;

- \$500k for Carnegie Building strengthening project.
- \$234k for Responsible Camping project.
- \$364k for WCWT Cowboy Paradise March flood repairs and cycleway maintenance

## **03 Interest revenue**

Interest revenue is lower than planned due to declining interest rates in the market.

## **04 Fees and charges**

This is mainly due to lower than expected refuse fees received from Hokitika (\$198k under) partially offset by higher than planned refuse fees received from Franz Josef collections (\$102k over) as it was used as an alternative transfer station to Fox Glacier during the flood event.

## **05 Other revenue**

This is mainly due to \$250k funding received from Westland Racing Club as part of their asset transfer to the Council and \$50k funds received for Mayoral flood fund from NEMA both of which were not budgeted for.

## **06 Employee benefit expenses**

Mainly due to vacancies in District Assets, Resource Management and Finance.

## **07 Finance costs**

This variance is mainly due to lower than expected interest rate prevailing in the market and efficient liquidity management.

## **08 Depreciation and amortisation**

Current year actual depreciation is calculated using last year's revalued assets, which were not available when depreciation budgets were set up for 2019/2020 Annual Plan.

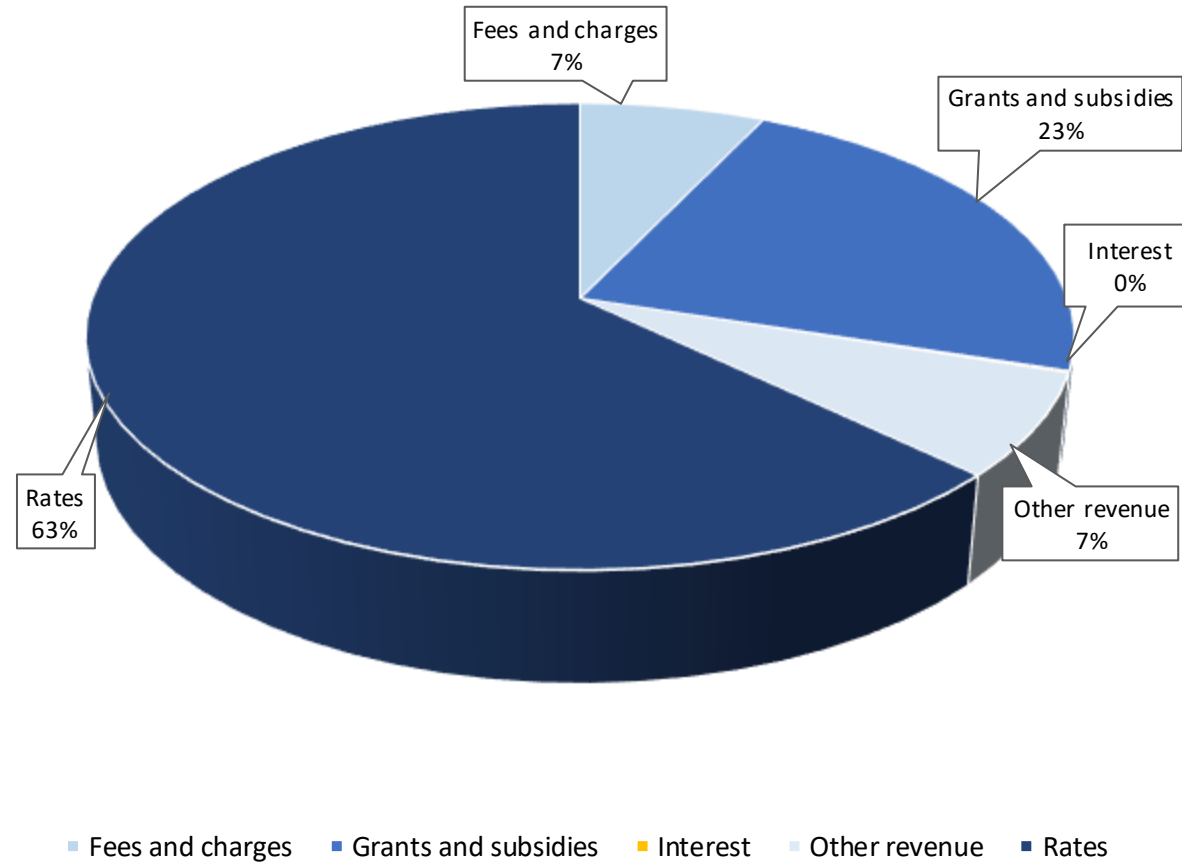
## **09 Other expenses**

This is mainly due to increased insurance premiums, unbudgeted \$150k Three mile grant payment to Hokitika Lions for Lazar Park and unbudgeted contractor cost incurred on following projects;

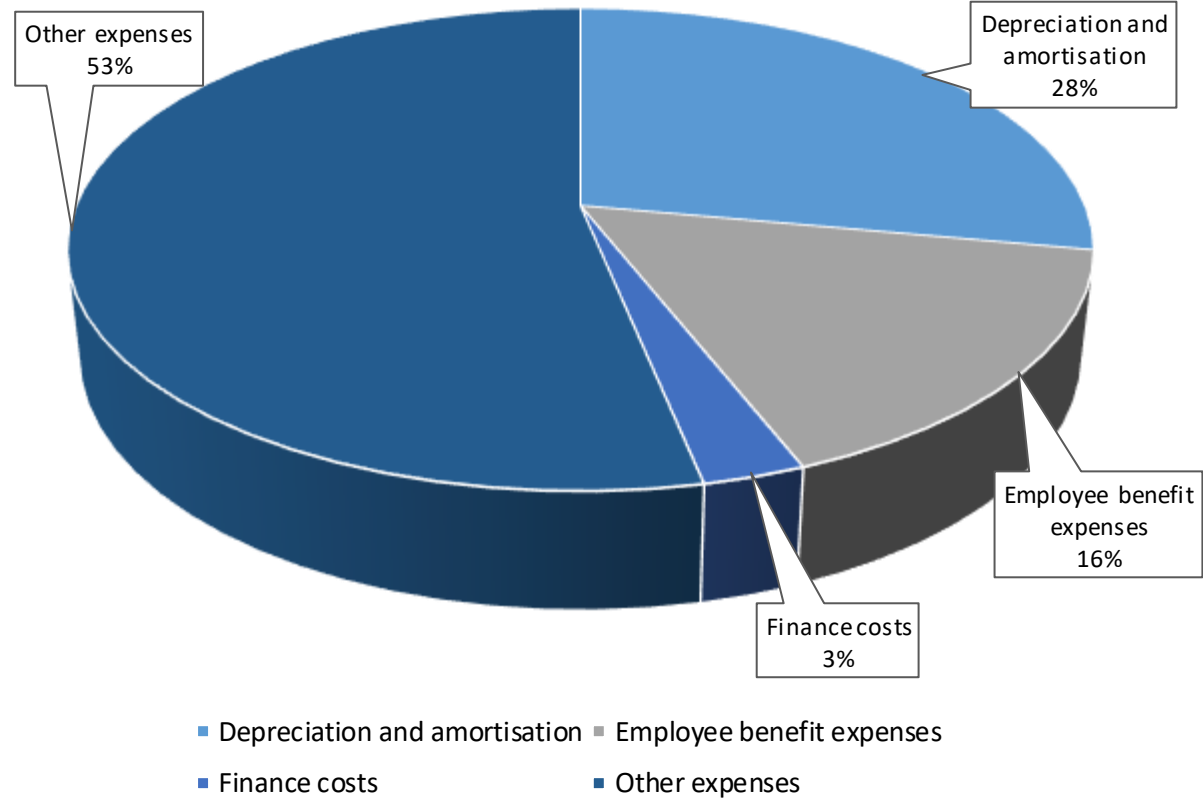
- Asset management plan.
- Civil defence work due to December flood event.

# Revenue & Expenditure Graphs

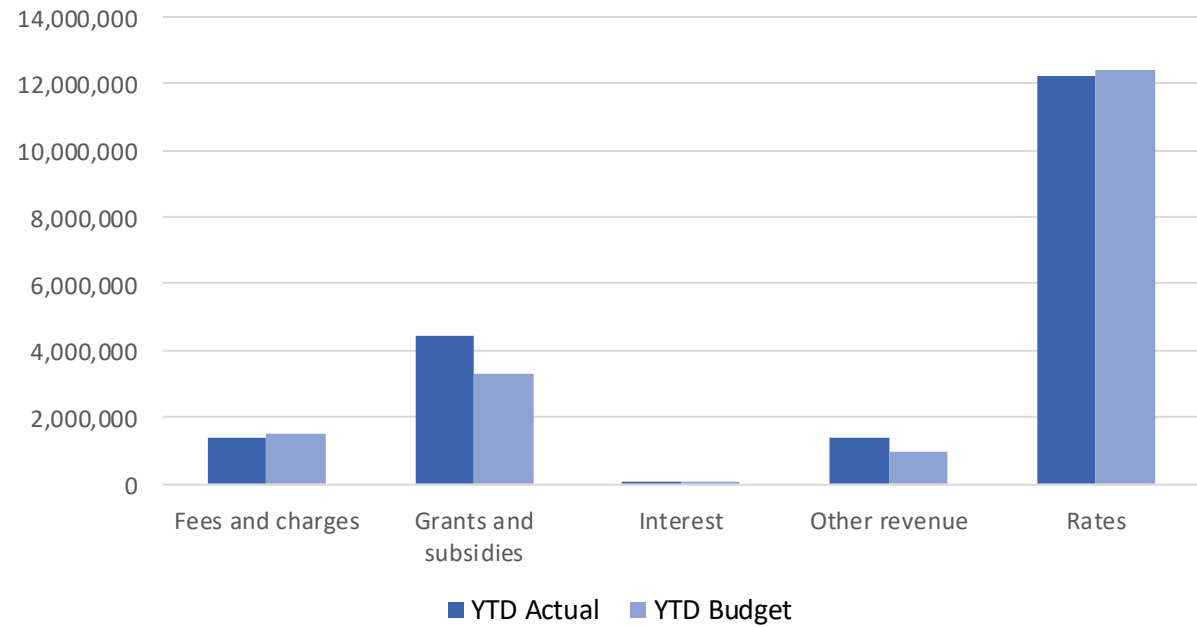
### Operating Revenue Actual Year to March



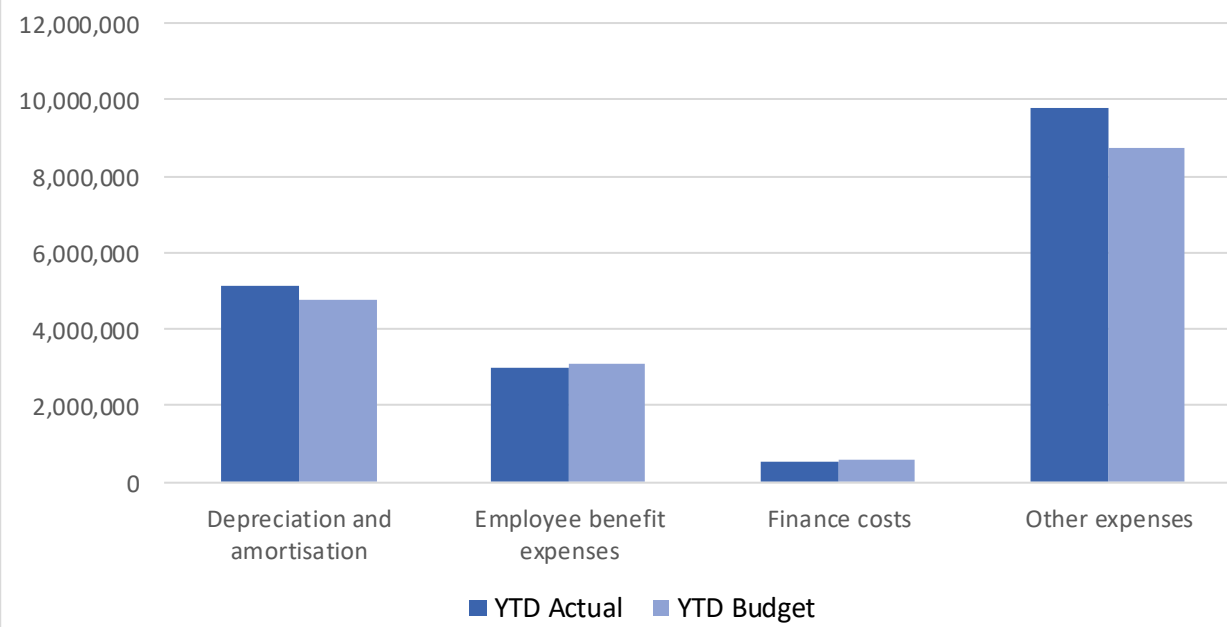
### Operating Expenditure Actual Year to March



### Operating revenue



### Operating expenditure



## Debtors as at 31 March 2020

Type	Over 90 Days	60-90 Days	30-60 Days	Current	Balance (\$)
Building Consents	13,222	-	9,087	12,188	34,497
Building Warrants	1,185	-	92	403	874
Resource Consents	83,137	-	413	13,105	96,655
Sundry Debtors	241,969	-	55,007	276,538	573,515
<b>Grand Total</b>	<b>339,513</b>	<b>-</b>	<b>64,599</b>	<b>301,428</b>	<b>705,541</b>

## Rates Debtors as at 31 March 2020

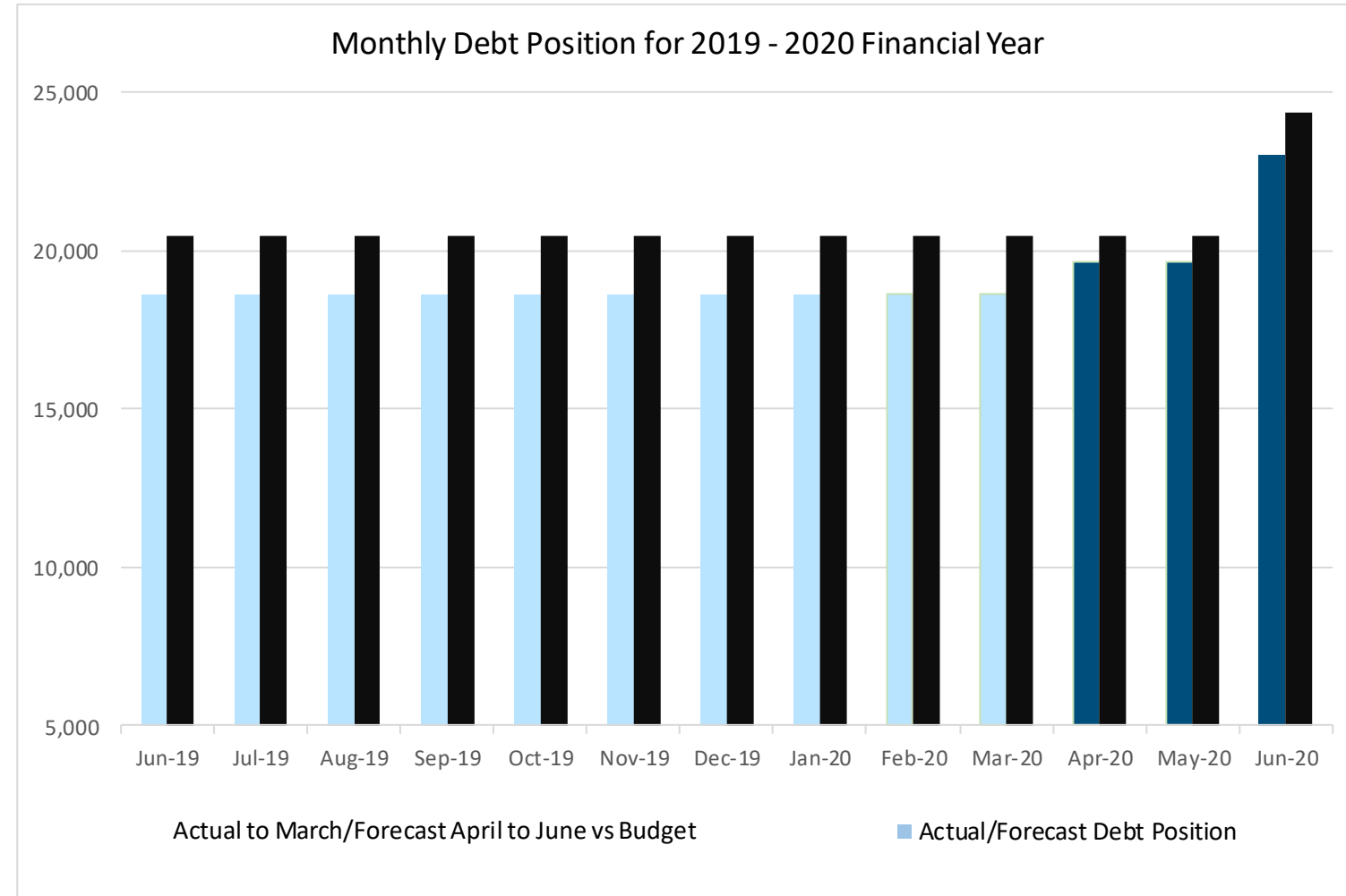
<b>Rates Debtors at 29 February 2020</b>		<b>865,432</b>
Rates instalment		
Less payments received	-	540,983
Paid in advance change		166,771
Previous years write offs		-
Write offs		-
Penalties		17,486
Discounts		-
		-356,726
<b>Total Rates Debtors at 31 March 2020</b>		<b>508,705</b>
Arrears included above at 31 March 2020		508,705
Arrears at 31 March 2019		871,079
<b>Increase/(decrease) in arrears</b>		<b>-362,374</b>

# Debt Position

	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Actual/Forecast Debt Position	18,618	18,618	18,618	18,618	18,618	18,618	18,618	18,618	18,618	18,618	19,618	19,618	22,976
Budget	20,446	20,446	20,446	20,446	20,446	20,446	20,446	20,446	20,446	20,446	20,446	20,446	24,339

## Forecast Debt Position for 2019-2020 Financial Year

Forecast as at	<b>Mar-20</b>
Opening Balance	18,618
Loan funded capex forecast	5,976
Forecast repayments 2019-20	(1,618)
<b>Forecast balance June 2020</b>	<b>22,976</b>



\*\$1,000,000 short term funding was drawn down from the Local Government Funding Agency on 8 April and is included in the forecast for April. This funding will mature on 28 May, at which point the loan will be drawn down to cover the capital expenditure projects undertaken and completed during the 2019-2020 budget year.

# Capital Expenditure

CAPITAL EXPENDITURE 2019-2020				
	Full Year Annual Plan (AP)	YTD Actual Expenditure	YTD Spent as a % of AP	Notes
Community Services	10,250	-	0%	This project is on hold at the moment however it is expected to be completed before the end of the financial year.
Leadership	344,475	80,042	23%	Mainly due to delays in Information management (DMS project) and Chambers refurbishment project. IT renewals are also lower than planned however forecasting to catch up over the coming months through to the end of the financial year.
Leisure Services & Facilities	649,118	258,230	40%	This is mainly due to delays in Civil Defence - EOC project.
Solid Waste	254,200	26,950	11%	This is mainly due to delay in the Butlers intermediate capping project.
Stormwater	1,840,125	43,049	2%	Except for the Hokitika - Mains upgrade programme, none of the projects have been started yet. That is the reason for the lower capital spending compared to the annual plan. Some of the pump upgrade projects are unlikely to go ahead as planned in this year as indicated by the managers.
Transportation	2,765,448	1,091,578	39%	Although the YTD spending is low compared to the annual plan, managers have indicated that most of the capital projects will be completed before the year end.
Wastewater	3,510,827	1,711,806	49%	Mainly due to delays in Hokitika - Outfall structure project and WWTP upgrade projects for Hokitika & Fox Glacier.
Water Supply	1,782,466	120,331	7%	YTD actual spending is lower than planned due to various operational reasons. However managers are expecting that most of the projects will be completed over the next few months through to the end of the financial year.
<b>Total Capital Expenditure</b>	<b>11,156,909</b>	<b>3,331,986</b>	<b>30%</b>	



## Capital Expenditure - Carryovers

CAPITAL EXPENDITURE- 2019-2020 CARRYOVERS				
	Full Year Annual Plan (AP)	YTD Actual Expenditure	YTD Spent as a % of AP	Notes
Community Services	115,000	-	0%	Franz Josef Urban Revitalisation Plan is on hold.
Leadership	108,857	76,403	70%	Council Headquarters refurbishment work is ongoing and is expected to finish majority of the work by the end of the financial year.
Leisure Services & Facilities	2,338,676	1,576,076	67%	Haast conveniences, Sunset point and waterfront projects are ongoing and are expected to be completed by end of this year.
Solid Waste	48,740	33,407	69%	Haast cell capping and new cell preparation has started and is expected to be completed in this financial year.
Stormwater	260,000	45,644	18%	Mainly work on Jollie St extension which is being re-scoped, Managers are expecting a delay with this project .
Transportation	125,000	-	0%	Footpaths work is expected to begin in the next financial year.
Wastewater	1,017,574	166,841	16%	Only Fox Glacier and Hokitika WWTP has started. Most projects are expected to be carried over into the next financial year due to capacity limitations.
Water Supply	744,232	420,234	56%	All the WTP projects have begun and are ongoing but unlikely to be completed within this financial year due to operational reasons.
<b>Total Carryover Capital Expenditure</b>	<b>4,758,079</b>	<b>2,318,605</b>	<b>49%</b>	
<b>Total Unbudgeted Capital Expenditure</b>	<b>1,325,630</b>	<b>801,457</b>	<b>60%</b>	
<b>Total Capital Expenditure</b>	<b>17,240,618</b>	<b>6,452,048</b>	<b>37%</b>	

# Report



**DATE:** 23 April 2020  
**TO:** Mayor and Councillors  
**FROM:** Group Manager: Corporate Services

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## COMMERCIAL RATING PROCESS

### 1 SUMMARY

- 1.1 The purpose of this report is for the Council to review and adopt the updated Commercial Rating Process.
- 1.2 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.3 This report concludes that the updated Commercial Rating Process be adopted by Council attached as **Appendix 1**.

### 2 BACKGROUND

- 2.1 The issue of residential properties in the Westland District being used in full or part to offer Airbnb facilities has resulted in an imbalance of rating treatment for larger commercial entities that are fully commercially rated.
- 2.2 To address this imbalance Council directed staff to carryout processes to determine the properties that were offering Airbnb and commercially rate them appropriately.
- 2.3 Staff provided a process document for Council approval which documented how staff would determine the rating of these properties.

### 3 CURRENT SITUATION

- 3.1 It is a very difficult and time consuming process in determining properties that are used for Airbnb or holiday let purposes. Use of websites where these properties are advertised or other ratepayers advising staff have been the most successful way to determine the use of these properties. The process involves staff contacting ratepayers and informing them they will be rated commercially from the next financial year and the ratepayers then have time to respond to this.
- 3.2 The process included a threshold of \$15,000 before a property was deemed to be treated as commercial in full or part.
- 3.3 Council have asked staff to review the threshold in order to make the rating fair and equal to a fully commercial accommodation provider.
- 3.4 The updated policy has been reviewed by staff and the threshold has been removed, therefore any property offering accommodation services will be treated as a commercial entity.
- 3.5 For holiday homes and short term holiday accommodation the property will be 100% commercially rated.
- 3.6 Where the property is a primary residential property offering a room/s in the primary residential property, the property will be deemed 50% commercial.
- 3.7 If the ratepayer can provide evidence that the commercial activity in the property is less than 50%, then staff can determine a ratio different to the 50%.
- 3.8 Proof could be in the form of an Accountants letter, or a tax return.
- 3.9 The impact of this change in process by removing the threshold may result in Airbnb closures, however the positive impact of this will be that there will potentially be more rental properties available for persons coming to the coast to live and work. It should also streamline the process and make it easier for the rates officer to administer.
- 3.10 If Council adopt the new process, staff will be able to start this process from 1 July 2020 and the changes in any rating categories will take place in the following financial year 2020-2021.

## 4 OPTIONS

- 4.1 Option 1: Adopt the updated Commercial Rating Process.
- 4.2 Option 2: Request staff make further changes before adopting the updated Commercial Rating Process
- 4.3 Option 3: Do not adopt the updated Commercial Rating Process

## 5 SIGNIFICANCE AND ENGAGEMENT

- 5.1 Council processes are internal documents and are administrative in nature and therefore assessed as having low level of significance.
- 5.2 Wider community engagement is not necessary.

## 6 ASSESSMENT OF OPTIONS

- 6.1 Option 1: Adopt the updated Commercial Rating Process.
  - 6.1.1 Staff can carry out a review of properties that were previously under the threshold of \$15,000 after 1 July 2020, and will contact the affected parties advising of the review. There is a financial implication in carrying out this review in staff time and administration costs.
  - 6.1.2 Some ratepayers will stop offering Airbnb, however this could positively impact the rental market in the District.
  - 6.1.3 These properties receiving commercial revenue will then similarly be paying a commercial rate in the same way that a fully commercial entity will do.
- 6.2 Option 2: Request staff make further changes before adopting the Commercial Rating Process.
  - 6.2.1 Any process staff follow must align with Councils Rating Policy, The Local Government (Rating) Act 2002 and Local Government Act 2002.
  - 6.2.2 Significant changes could potentially make Councils rating system unwieldy to administer resulting in increased costs to Council and/or further staffing requirements in the rates activity.

6.2.3 Any significant changes may require all current Accommodation providers to be reviewed.

6.3 Option 3: Do not adopt the updated Commercial Rating Process.

6.3.1 Staff would continue to administer the current process which as determined previously, does not address the imbalance of Commercial rating between fully commercial entities and those that are getting the commercial revenue from offering Airbnb while only being charged a residential rate.

## 7 RECOMMENDATION

A) **THAT** Council adopt the Commercial Rating Process.

**Lesley Crichton**

**Group Manager: Corporate Services**

**Appendix 1:** Commercial Rating Process with tracked changes.

## Appendix 1

### Council procedure: Identifying commercial activity for rating purposes

This is a procedure for staff to determine whether **small business activities** fall within the commercial rating category in Councils Rating Policy 2019. Such a determination is required when a business is operating within a residential or rural zone, or from a residential building that is located within an industrial/ commercial or tourist zone.

#### 1.0 Background:

Council has chosen capital value as the basis to calculate the general rate. A differentiated general rate is applied based on the *use* of the rating unit.

#### 2.0 (Some of the) definitions from the Rating Policy 2019:

##### Residential:

*a) Land not identified as commercial, rural, rural residential or services (properties as defined by Schedule 1, LGRA that receive only charges for services. and either:*

- *Located in Kumara, Hokitika, Kaniere, Ross, Harihari, Whataroa, Franz Josef Resort, Franz Josef, Fox Glacier or Haast and has a District Plan zone of residential, residential mixed, coastal settlement, small settlement, tourist; or*
- *Land used for a residential purpose with a District Plan zone of rural and connected to a reticulated Council township water supply and less than 4ha; or*
- *Land predominantly used for a residential purpose with an industrial/commercial or tourist District Plan zone;*
- *Land located at Seaview that is not used for a commercial purpose.*

*b) A residential purpose is land that is primarily used for the purposes of residential accommodation in a dwelling, apartment or institutional home, not more than 5 extra people are boarding with the residents, and no persons are employed or contracted other than for the purposes of caring for residents or boarders.*

##### Commercial:

*a) Any land used for a commercial purpose and any land in an industrial/commercial or tourist zone unless it is identified used for a residential, services or rural purpose.*

*b) A commercial purpose is land that is used for the purposes of the sale of food, services and other commodities (excluding those identified as rural) and merchandise or the provision of services or professional advice.*

*- For example this includes taverns, restaurants, utility networks, electricity generation activities, agricultural contractors, mineral processing (not extraction), timber milling (not felling), intensive farming or horticulture, manufacturing, tourism activities and accommodation.*

*- Council will identify commercial purposes where advertising of the commercial activity is undertaken. Advertising includes: signage on or near the property, on vehicles, in print, radio, TV or other media, on websites or other electronic media or by direct mail. Commercial does not include any part of rural zoned land that meets the definition of rural purpose.*

*- Commercial purposes does not include small hobbies, sale of personal items or the occasional provision of services from a home where only one person is involved in the activity and no other persons are employed or contracted and turnover is assessed as minimal and incidental to the household income.*

*c) Any residential or rural zoned land used for commercial purposes. Where a rating unit has more than one use, a division of the rating unit will be undertaken.*

#### 3.0 Application of the Rating Policy definitions:

##### 3.1 The rating use category "Residential", part b) -

**Council will accept that someone is a boarder if proof of tenancy is supplied e.g. a tenancy agreement.**

**Advertising of the business activity is a basis for Council to make an initial decision to rate the property as commercial.** You will be notified about Council's assessment and asked to respond to the Council if the assessment is incorrect, including if the proportion of commercial activity on the property has been incorrectly determined.

Holiday homes and secondary homes used for short term holiday accommodation are considered to be fully commercial properties.

3.3 The rating use category "Commercial", part b), bullet point 3 –

Where a primary dwelling offers a room/s for holiday accommodation, the property will be considered to be 50% "commercial".

4.0 Calculation of rates:

If you have mixed use activity occurring on a site then the commercial rate can be determined by Council to be proportional to the commercial activity provided that proof of the proportionment such as an Accountants letter is provided.

5.0 Discretion:

If the property owner does not supply adequate information to Council for a rates calculation to be made, then the Rates Officer, or Finance Manager or Group Manager Corporate Services have discretion to make the determination. This discretion is aligned with the financial and decision-making delegations that these staff have.

## ADDITIONAL NOTES

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### **New Zealand income tax**

*Refer to [www.ird.govt.nz](http://www.ird.govt.nz) › Business income tax › Filing business income tax returns*

### **The Westland District Plan**

If you live in a residential, township, rural-residential or rural area of the District you may require resource consent to operate a small business. You should enquire further so you can ascertain what activity is permitted to be carried out from the property.

# Report



**DATE:** 23 April 2020  
**TO:** Mayor and Councillors  
**FROM:** Group Manager: Corporate Services

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## NEW ZEALAND LOCAL GOVERNMENT FUNDING AGENCY (LGFA) AMENDMENTS

### 1 SUMMARY

- 1.1 The purpose of this report is to outline the proposed amendments to the LGFA to enable approved council-controlled organisations to borrow directly through the LGFA borrowing programme.
- 1.2 This issue arises due to Council being a member of the LGFA borrowing programme as a borrower, and there are a series of resolutions required to execute legal documents.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council receives the report, authorises the Chief Executive to execute the CE Certificate, and authorises two elected members to execute the following deeds for the purposes of:
  - i) Amendment and Restatement Deed (Multi-issuer Deed); and
  - ii) Amendment and Restatement Deed (Notes Subscription Agreement).

### 2 BACKGROUND

- 2.1 Council is a member of the LGFA borrowing programme as a borrower.
- 2.2 LGFA has proposed amending its borrowing programme by making amendments to certain LGFA documents, including the:
  - i) Multi-issuer Deed;



- ii) Guarantee and Indemnity (Council is not party to this document); and
- iii) Notes Subscription Agreement.

Amendments to the LGFA Shareholders' Agreement have previously been approved and LGFA will enter into a deed to record those changes.

2.3 The purpose of the proposed amendments is to:

- i) enable approved council-controlled organisations to borrow directly through the LGFA borrowing programme (on the basis of guarantees from and/or sufficient uncalled capital issued to their parent local authorities);
- ii) allow local authorities to apply to LGFA to be tested at the group level rather than at the parent level (for compliance with LGFA covenants);
- iii) increase the amount of borrower notes required to be subscribed for when borrowing from LGFA; and
- iv) make certain other technical improvements to the borrowing programme.

### 3 CURRENT SITUATION

3.1 In order to amend the LGFA documentation, each local authority member of LGFA is required to enter into certain deeds of amendment and restatement. Council therefore intends to make a formal resolution to execute the following legal documents:

3.1.1 Amendment and Restatement Deed (Multi-issuer Deed); and

3.1.2 Amendment and Restatement Deed (Notes Subscription Agreement).

Council will ask the Chief Executive to sign a section 118 Chief Executive Certificate (in relation to the documents noted at 3.1. and 3.2.).

3.2 The documents at 3.1.1 and 3.1.2 have been prepared by LGFA's solicitors, Russell McVeagh. Simpson Grierson reviewed and approved the documents on behalf, and from the perspective, of the Shareholders' Council of LGFA (which includes the Crown and nine Councils). The Chief Executive Certificate has been prepared by Simpson Grierson.

3.3 Council is requesting that authority for signing the above mentioned documents be delegated to two elected members of Council. Council will also ask the Chief Executive to sign the Chief Executive Certificate.

#### 4 OPTIONS

- 4.1 Option 1: Receive the report and make the necessary authorisations.
- 4.2 Option 2: Not receive the report and not make the necessary authorisations.

#### 5 SIGNIFICANCE AND ENGAGEMENT

- 5.1 The matter is administrative in nature, and has therefore been assessed as being of low significance.
- 5.2 Community engagement regarding this matter is not necessary.

#### 6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

- 6.1 Option 1: Receive the report and make the necessary authorisations.
- 6.2 Option 2: Not receive the report and not make the necessary alterations.
- 6.3 The financial implications have been assessed and are considered minimal.

#### 7 PREFERRED OPTION(S) AND REASONS

- 7.1 Option 1 is the preferred option as there is no impact to Council at this point. The nature of the amendments are to allow for the provision of lending to council-controlled organisations and other improvements, any lending would need to go through the same rigorous process that is currently undertaken.

#### 8 RECOMMENDATION(S)

- 1. **THAT** Council receives the “New Zealand Local Government Funding Agency (LGFA) Amendments Report”.
- 2. **THAT** Council notes the contents of that report.
- 3. **THAT** Council authorises the Council’s entry into the documentation noted in that report.
- 4. **THAT** Council authorises two elected members, being Cr and Cr to execute the following deeds for the purposes of recommendations 3. above.
  - a) Amendment and Reinstatement Deed (Multi-issuer Deed); and

- b) Amendment and Restatement Deed (Notes Subscription Agreement).
5. **THAT** Council authorises the Chief Executive to execute the Chief Executive Certificate and such other documents and take such other steps on behalf of Council as the Chief Executive considers it is necessary or desirable to execute or take to give effect to recommendations 3. above.

**Lesley Crichton**  
**Group Manager: Corporate Services**

# Report



**DATE:** 23 April 2020  
**TO:** Mayor and Councillors  
**FROM:** Chief Executive

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## DEVELOPMENT WEST COAST (DWC) WESTLAND SPORTS HUB

### 1 SUMMARY

- 1.1 The purpose of this report is to advise council of some changes in the oversight of the DWC Westland Sports Hub and seeks council's preferred direction for ongoing ownership and funding for the covered structure.
- 1.2 This issue arises from the imminent ownership of the new Sports Hub structure once it has been issued its certificate of compliance. There are some differences of opinion regarding the original MOU signed between Westland District Council (WDC) and the Westland High School (WHS) on the 20<sup>th</sup> March 2018. Some aspects of the MOU no longer reflect the direction the WHS and the Sporting Codes wish to take.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending:
  - **THAT** Council endorses Option 1 Council will consult with the Community through the Annual Plan process on taking ownership and the associated costs thereof on the Covered Structure.
  - **THAT** Council instruct the CE to modify the MoU to ensure that Community and Council interests are fairly represented and is clear on costs and accountabilities between WHS and WDC.
  - **THAT** Council includes the ownership and costs in the Draft Annual Plan.

## 2 BACKGROUND

- 2.1 In February 2018 WHS wrote to WDC requesting the WDC accept vesting of the covered court structure to Council on completion of the DWC Westland Sports Hub. This was based on the fact that the Ministry of Education (MoE) did not see the structure as a direct requirement for the school -for teaching and learning purposes. Therefore, MoE do not want to accept ownership of the structure as this would put WHS into a financial commitment it could not afford. Council staff have not sighted the MoE decision or been in contact with MoE themselves.
- 2.2 The letter to WDC by WHS highlighted the expected income and operating costs.
- 2.3 A report was tabled at the 22<sup>nd</sup> February 2018 council meeting recommending that Council consult via a special consultative procedure on the issue of ownership of the covered structure with the Hokitika Rating district. The report also recommended WDC protect its financial interest by entering into a lease or cost sharing/recovery agreement with WHS to offset or recover the cost of ownership.
- 2.4 The final resolution of council was:
- Moved Cr Carruthers, seconded Cr Havill and **Resolved** that Council agrees that ownership of the covered courts being developed at Westland High School be vested to Council on the condition that a Memorandum of Understanding be entered into on terms and conditions satisfactory to the Council.*
- This consultation was not undertaken.
- 2.5 An MOU as signed on the 20<sup>th</sup> March 2018 between WDC CE and Acting WHS Principal Ross Willcocks.
- 2.6 As the covered structure would be included under Community assets once vested to Council, under the significance and engagement policy the covered structure would be included as a strategic asset of Council.
- 2.7 Council should have consulted on the ownership of the asset before the decision was made about ownership. It is important for Council to understand the Community appetite for Council ownership and therefore ongoing operating costs to be funded by the Hokitika Community Rating district
- 2.8 A new group was formed called the DWC Westland Sports Hub User Advisory Group who developed a Terms of Reference (ToR) which came into effect from 1 July 2019. In some instances the ToR contradicts the MOU between WDC & WHS.

- 2.9 WDC has provided in kind support by project managing the covered court structure on behalf of all parties.
- 2.10 The DWC Westland Sports Hub opening occurred on the 6<sup>th</sup> March 2020.

### 3 CURRENT SITUATION

- 3.1 A meeting was between WDC, WHS & the Chair of the DWC Westland Sports Hub User Advisory Group on the 10<sup>th</sup> March 2020 to discuss the management of the DWC Westland Sports Hub. During that meeting it became apparent that all parties had different expectations on the management and funding of the covered court structure.
- 3.2 It also became clear that the required consultation had not taken place.
- 3.3 A second meeting was held on the 12<sup>th</sup> March to agree on a way forward to align all stakeholder expectations.
- 3.4 WHS is currently recruiting for a Sports Hub Coordinator to manage the bookings of the facility and oversee the day to day running of the sports hub. This would not be a cost to Council or ratepayers.

### 4 OPTIONS

#### 4.1 Option 1.

- 4.1.1 Council will consult with the Community through the Annual Plan process on taking ownership and the associated costs thereof on the Covered Structure.
- 4.1.2 Council instruct the CE to modify the MoU to ensure that Community and Council interests are fairly represented and is clear on costs and accountabilities between WHS and WDC.
- 4.1.3 Council includes the ownership and costs in the Draft Annual Plan.

Based on the meeting of the 12<sup>th</sup> of March the recommendations are the following:

#### **Management of the Sports Hub**

WHS will manage the day to day operation of the sports hub via the recruitment of a Sports Hub Coordinator.

The sporting codes and other users of the facility will pay subs to the school to be held in reserve for the purpose of funding the Sports Hub Coordinator role and covering minor maintenance requirements (<\$2,500).

Any grants, sponsorship and donations will also be held in reserve for future capital or operating costs.

The Management Committee as set out in the MOU will still oversee all major maintenance and capital items prior to any commitments being made.

### **Insurance**

WDC will provide Public Liability and Material Damage Insurance for the covered structure. This cost would be funded by the Hokitika Community Rate.

### **Depreciation**

The structure is made up of two distinct components. The first is the steel structure which has an expected life of 50 years. The second component is the structure cover which has a 30 year life expectancy. Accounting Standards require depreciation to be charged on assets to ensure funding for replacement or upgrades at end of expected life.

WDC sourced information from Grey District Council in regards to the Westland Recreation Centre where they depreciate but do not fund the depreciation. This is primarily due to the fact that they have approximately 40% of their loan with banks so they have the ability to utilise that equity once the loan is paid off. As the Covered Structure would be vested to Council this option is not available to Council. The depreciation charge would need to be funded by Hokitika Community Rate.

### **Ground Lease**

A draft lease for the structure was supplied to WDC by the Ministry of Education (MoE). This was a standard lease and did not reflect the nature of the agreement being considered between WDC and WHS. WDC reviewed the lease and has recommended some amendments. The lease is still sitting with MoE for a final version.

### **MOU**

The MOU between WDC & WHS will need to be revised and resigned based on the proposed amendments

### **Strategic Asset**

Under Councils significance and engagement policy the ownership of the covered structure will then form an asset under Community assets and therefore will require consultation as part of the Annual Plan process.

#### **4.2 Option 2**

An MOU agreement was signed by WDC & WHS on the 20<sup>th</sup> March 18 (see appendix 1). WDC may consider that it holds to this agreement whereby all points in the agreement are still considered valid.

## **5 SIGNIFICANCE AND ENGAGEMENT**

5.1 This matter is one of high significance based on the following:

- This structure affects the current and future wellbeing of the district by providing a venue for the communities to aspire their sporting and recreational talents
- There is a large contingent of organisations affected by or interested in the facility
- There is a requirement for future financial assistance for the facility for the Hokitika Rating Community

5.2 The level of engagement for this would be targeted primarily for the Hokitika Rating Community through the Annual Plan process.

## **6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)**

### **6.1 Option 1.**

The Sports Hub is a wonderful asset for the Hokitika Community and the district, and meets the Community outcomes in the Local Government Act 2002 in regards to wellbeing.

However, the Sports Hub will primarily be used solely by the school during the hours of 9.00 am until 3.00 pm each weekday, only after that will be available for use by sporting codes, and not by the Community at large.

The overall management of the facility on a day to day basis would be undertaken by the role of a Sports Hub Coordinator, which is vital to coordinate between the various codes and to ensure use of the venue is optimised. Any requirements for the use of the facility outside the normal sporting codes can also be coordinated through this role. WDC would need to be confident that as long as it retained its involvement in the Management Committee that any significant issues would be discussed prior to making any future commitments.



The reserve fund held by WHS would be used for meeting daily basic maintenance requirements. All significant maintenance would need to be passed through the Management Committee prior to committing and funding.

The financial implications for the Hokitika Community rating district are that Insurance and Depreciation will need to be funded via the Hokitika Community Rate.

It should also be noted that as central government taxes pay for educational facilities, there is essentially a double payment by the Hokitika Community Ratepayers for the upkeep of the facility. Members of sporting codes who are Hokitika Community Ratepayers and use the venue will also effectively be paying twice, through usage fees and their rates.

It is also possible that property rates will need to be charged, as once the ownership of the structure is vested to Council it is no longer educational land under the LGA 2002.

## 6.2 Option 2.

Because there is a disparity in regards to the future expectations of the management of the facility it is unrealistic to mandate that the existing MOU between WDC and WHS is still workable. It has also been highlighted that if WDC were to control the funds that there would be a significant reduction in grants and sponsorship.

In regards to WDC managing this day to day coordination of the facility this would detract from council's ability to perform its core functions.

## 6.3 Financial Implications

### Project Capital Costs

Component	Capital Value	Life Expectancy	Warranty Period
Sports Hub Steel Structure	\$1,147,359	50 years	10 Years (paint system only)
Sports Hub Shade Covering	\$527,000	30 years	20 Years

## Potential Impact on Hokitika Community Rate

Indicative costs of Council Ownership	\$
Insurance *	5,476
Depreciation **	40,514
<b>Total indicative annual costs</b>	<b>45,990</b>

\*Insurance premiums reflect fair value of asset and will be revalued on a 3 yearly basis as per Council policy and Accounting Standards, and changes in market factors.

\*\*Depreciation reflects fair value of asset and will be revalued on a 3 yearly basis as per Council policy and Accounting Standards.

\*\*\*Rates charge unknown at this time.

## 7 PREFERRED OPTION(S) AND REASONS

7.1 The preferred option is **Option 1**.

7.1.1 Council will consult with the Community through the Annual Plan process on taking ownership and the associated costs thereof on the Covered Structure. This asset supports members of the community by providing a state of the art facility for sporting and recreational use for a number of organisations and stakeholders.

7.1.2 Council instruct the CE to modify the MoU to ensure that Community and Council interests are fairly represented and is clear on costs and accountabilities between WHS and WDC.

7.1.3 Council includes the ownership and costs in the Draft Annual Plan.

## 8 RECOMMENDATION(S)

- A) **THAT** Council endorses Option 1 Council will consult with the Community through the Annual Plan process on taking ownership and the associated costs thereof on the Covered Structure, and
- B) **THAT** Council instruct the CE to modify the MoU to ensure that Community and Council interests are fairly represented and is clear on costs and accountabilities between WHS and WDC, and

- C) THAT Council includes the ownership and costs in the Draft Annual Plan.

**Simon Bastion**  
**Chief Executive**

- Appendix 1:** Westland Sports Hub MOU between WDC & WHS  
**Appendix 2:** Letter from WHS 5 Feb 2018 Westland Sports Hub  
**Appendix 3:** DWC Westland Sports Hub User Advisor Group Terms of Reference



## Westland Sports Hub

**AGREEMENT** made this 20th day of March 2018.

**Memorandum of Understanding between Westland District Council (“the Council”) and the Westland High School Board of Trustees (“as representing the Westland High School”)**

### Scope of Agreement

This agreement is specifically related to the covered courts structure to be built over the Westland High School hard courts. The Ministry of Education will retain ownership of the actual hardcourt surface, its ongoing operations, maintenance and associated costs.

### Background


The Westland High School Board of Trustees has been leading a project to build a structure over the existing netball courts and upgrade the gymnasium and sports fields.

Westland District Council considers the project to be of significant benefit to its ratepayers as the facilities will be available and well used by local sporting and community groups and for community events.

The Ministry of Education does not wish the Westland High School Board of Trustees, and hence the Ministry, to own this asset due to the fact that the facility will primarily serve a community need and is not a teaching requirement. For that reason it does not want to be responsible for the construction, ownership, management and funding of the capital, operational, ongoing maintenance and depreciation of the asset.

**Whereby it is agreed as follows:**

1. The Westland District Council will take over the project management from tendering to project sign-off, alongside the successful tenderer. This will be based on a turnkey project.
2. The Westland District Council will own the resulting asset. It will be recorded on its database of assets.
3. The Westland District Council will be responsible for the ongoing management, maintenance, insurance (including public liability) and depreciation costs of the structure.
4. The Westland District Council will set in place a Management Committee for the asset. This will include the following:
  - Westland District Council's District Assets Manager (or delegate)
  - Westland District Council Finance Manager
  - Westland High School Building Development Committee Chairperson (or their representative)
  - Westland High School Finance Manager
  - Representatives of the primary codes using the asset
5. The Westland District Council, in consultation with the Management Committee will set and retain the fees for the use of the covered courts. It will also establish and retain the funding from grants and sponsorship of the courts.
6. The Westland District Council will underwrite the asset. All revenue generated will be lodged in a reserve account which will be used to fund the costs of operation including depreciation. Any residual will be invested back into this asset. Should this fund grow above the amount perceived to be required for the long term operation of the asset and beyond the amount of required depreciation, the funds will be distributed to a related or like purpose agreed to by the Management Committee.
7. Both parties agree to actively manage and maintain the facilities to a high standard, meeting all Health and Safety obligations and ensuring that neither the hard court area nor covered structure will fall into disrepair.
8. The Westland High School Board of Trustees will allow continued access by the community to the courts at reasonable cost.
9. Westland District Council, in consultation with the Management Committee, will determine the users and nature of activities that can be undertaken within the covered structure. This could include locking the facility after dark for security purposes.
10. Both parties of this Memorandum have a right to renew any clause in this agreement at any time by agreement through renegotiation.

Signed:  Date: 20-03-2018

**Ross Willcocks – Acting Principal Westland High School**

Executed by Westland District Council

Signed:  Date: 20 Mar 2018.

**Simon Bastion – Chief Executive for Westland District Council**





# Westland High School

Everyone successfully navigating their own journey

Mr Kim Judd  
Chairperson  
Building and Development Committee

5<sup>th</sup> February 2018

The Chief Executive Officer  
Westland District Council  
PO Box  
Hokitika

Dear Simon,

**RE: Owners of the Westland Sports Hub Covered Complex**

The purpose of the letter is to request the Westland District Council to consider taking ownership of the covered court structure proposed to be built over the netball courts at the Westland High School as part of the Westland Sports Hub.

The current position is that, while the Ministry of Education is in support of the project in principle, they do not see the structure as a direct requirement for the school itself for teaching and learning purposes. They therefore do not want to take ownership and thus be responsible for the capital, maintenance, depreciation and liability of an asset that primarily serves a community rather than a school need. The Ministry has indicated they would not allow development of the covered court structure if this was to lead to added financial commitment ~~that Westland High School cannot afford~~. Hence ownership of the structure cannot sit with the Ministry, the school or the board of trustees.

We have provided an overview from the feasibility study of this component of the project.

The Westland High School Building and Development Committee is currently managing this project and would welcome the opportunity to discuss this proposal with you in more detail.

We welcome your consideration of this request.

Yours sincerely,



Kim Judd  
Chair  
Building and Development Committee  
Westland High School

# Westland Sports Hub

## Project Overview

### Current Situation

The sports facilities at Westland High School provide the base for many of the sporting codes in Hokitika and the surrounding communities. The need to upgrade these has existed for over a decade. The opportunity of \$1.5 million MDI funding has created the catalyst for this to be undertaken and for the school and the Hokitika community to gain much needed quality facilities.

While a gymnasium enhancement, covering the courts and upgrading the fields are proposed, the project management committee have identified a small upgrade to the gym and the covered courts is the priority within the funding that exists.

The information below provides an overview of the proposed construction, maintenance and operating costs of this facility.



## The Covered Courts

### The Structure

The facility proposed has been constructed in many countries and a number have now been built in New Zealand, particularly in Auckland at schools and sports facilities. The structure is a hot dipped galvanized frame that has a 30 year warranty and 50 year life span. The fabric is a high quality PVC membrane with the 20 year warranty and life expectancy of 30 years. Features include no glare, excellent light transmission, no joins to trap dirt or moisture and absorption of the noise from rain and voices. If damaged or vandalised the cover can be repaired.



Concept Sketch

### Capital Cost

The price of \$1,100,000 - \$1,700,000, as outlined below, has been received for two sizes of covers. These have been based on estimates from one of the companies that has built a number of these structures in New Zealand. This estimate includes lighting, PA system, court fencing, windbreak fencing and side walls options. Court resurfacing with a Rebound Ace surface has also been included as an option. The larger preferred structure can cover three or four courts depending on the configuration. The smaller structure provides cover for two courts. The price does not include ground work and stormwater.

Covered Court	40.5m x 38 m	72m x 38m
Main Structure	800,000	\$1,400,000
Rebound Ace Surface	100,000	180,000
Option 1: Curtain 2 sides	60,000	90,000
Option 2: Curtain 3 sides	100,000	120,000
Stormwater and Ground Work	TBC	TBC
Resource Consent	TBC	TBC

## Project Funding

The greatest limitation on this project is available funding and this will ultimately determine the size of facility and level of work that can be undertaken in upgrading the gymnasium and ancillary facilities. The table below presents the likely funding sources and possible amounts from each.

Currently the MDI funding has been confirmed by the Westland District Council and is going before the February meeting of Development West Coast for their confirmation. A grant of \$10,000 has also been received from the West Coast Community Trust. A Lottery application is proposed to be made in mid-2018. The Westland High School BOT has indicated they can contribute \$100,000 from their 5YA funding. A special application is proposed to be made to the Ministry of Education. Similar applications have been successfully lodged in other areas for these types of projects. The level of funding has been based on these however early indications are this funding may not exist for this covered structure. The likelihood of further funding for the gymnasium is unknown. The gaming trusts on the West Coast have smaller amounts of funding. A \$50,000 may be realistic over time. Some clubs have indicated they either have existing funds or are willing to fundraise for the project. A fundraising campaign will be launched once detail of the facility ownership is confirmed. A total of \$100,000 is considered a realistic target to raise initially.

Source	Proposed Funding
MDI	1,500,000
Lottery Community Facilities Fund	500,000 - \$750,000
WHS	100,000
MOE	400,000 – 450,000
Other Government	TBC
Gaming Trusts	50,000
West Coast Community Trust	10,000
Sports Codes, Youth, Community, Other Funding	100,000
<b>Total Funding</b>	<b>\$2,260,000 – 2,960,000</b>



### Maintenance Costs

Maintenance for the covered courts is expected to be a structural check and clean every three years as outlined below. Painting is not considered necessary.

Maintenance Costs			
Structural Check and Cleaning	Fully certified structural and fabric roof check Clean every 3 years/36 months, preferably at the end of summer.	Approx. 3 yrs cost \$8,700.00 + GST	Note: It is proposed the local fire brigade could be approached to undertake the clean as part of an exercise.
Painting	The structure is painted with a triple-coat wet paint protective system which is guaranteed with a 20 year life span.	No allowance for repaint costs should be required.	

### Operating Budget

Income is proposed to be based on an annual fee to the main codes for their season and an hourly fee to casual users, naming rights, sponsorship and grants.

The main expenditure proposed is for a part-time facility manager. Along with managing the bookings and operations of the facilities, a key function of this role would be to establish and retain the sponsorships. The cost of power will depend on usage of the lights. This is based on \$2.64 per hour to power 40 LED lights and calculated at .30 cents per kw/h based on power rates for the West Coast. The estimate for insurance has been supplied by the school's insurer, Crombie Lockwood. Two options have been provided, a \$1 million complex would be \$3,700 + GST per annum and the larger \$1.7 million complex would be \$5,800 + GST per annum. The estimate is for full cover of the entire structure against losses from fire, general damage (either accidental or malicious) as well as natural disaster.

Income	Number	Duration	Amount	Total
<b>User Fees</b>				
Hokitika Netball teams	20	15	\$500	\$10,000
Other users (Tennis, Rugby, Soccer)				\$5,000
<b>Sponsors, Grants and Donations</b>				
Naming Rights	1		\$5,000	\$5,000
Sponsors	20		\$500	\$10,000
Gaming, WCCT and Other Grants				5,000
<b>Total Income</b>				<b>\$35,000</b>
<b>Expenses</b>				
Facility Management	20	20	\$25	\$10,000
	10	20	\$25	\$5,000

Power	200hrs	\$5.28		1,000
Maintenance				3,000
Insurance				5,800
<b>Total Expenditure</b>				<b>\$19,800</b>

### Project Timing

The draft project timeline has been prepared as follows:

#### **October 2017 – March 2018**

Confirmation of Ownership and Management Committee and Project Management Resource  
 Gymnasium - Detail Design Planning and Costing  
 Covered Courts – Detailed Design and tender process  
 Funding Campaign launched  
 MDI Funding confirmation  
 Ministry of Education Funding Sought

#### **April - August 2018**

Progression of fundraising  
 Concept Design Planning and tender/QS obtained  
 Lottery Community Facility Grant Application lodged

#### **November 2018 – February 2019**

Construction of Covered Courts (6 weeks)

#### **March 2019**

Project Completion

**Concept Sketches**

Concept sketches have been prepared for the facility. It is noted that the raised roof would not be desirable on the Hokitika complex proposed as this would let the rain in.

**Concept Sketches for the Hokitika Covered Courts**







# DWC WESTLAND SPORTS HUB

## DWC Westland Sports Hub User Advisory Group Terms of Reference

### 1. Purpose

The purpose of this Terms of Reference (TOR) is to establish:

1. The working relationship between the DWC Westland Sports Hub User Advisory Group (The Group), Westland Sports Hub Management Committee (The Committee), DWC Westland Sports Hub Facility Manager (The Manager) and Westland District Council (WDC). The Membership of The Group and The Committee are set out as clause 2 (Membership of The Group and The Committee).
2. The role of The Group.
3. How The Group will operate.

### 2. Membership of The Group and The Committee

**The DWC Westland Sports Hub Advisory Group.** The Group will comprise:

- 2 x Basketball
- 2 x Badminton
- 2 x Netball
- 2 x Tennis
- Westland High School HOD PE
- Westland High School Principal

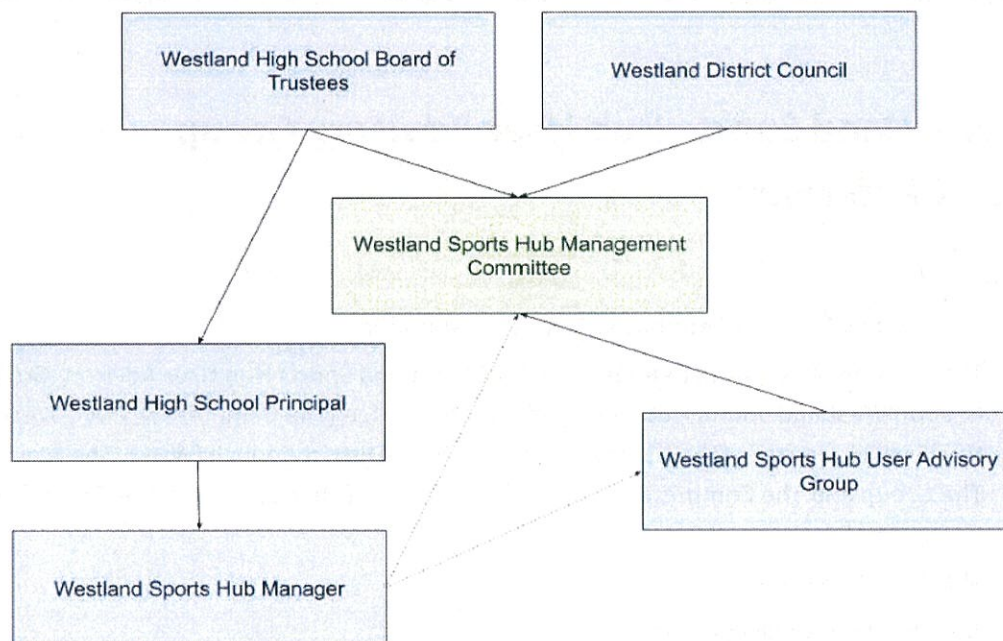
Additional people can be co-opted to The Group as agreed.

**Westland Sports Hub Management Committee.** The Committee will comprise:

- Westland District Council's Asset Manager (or delegate)
- Westland District Council Finance Manager
- Westland High School Building Development Committee Chair (or their representative)
- Westland High School Finance Manager
- Chair of the DWC Westland Sports Hub Advisory Group

The Westland Sports Hub Management Committee is constituted as per the Memorandum of Understanding between The Westland District Council and The Westland High School Board of Trustees. This is attached as [Appendix 1](#).

**Overarching Governance and Management Structure:**



### 3. Role and Scope

The role of The DWC Westland Sports Hub User Advisory Group (The Group) is to achieve the capital funding required and the provision of long-term sustainable funding streams for The Sports Hub, including raising funds to cover The Manager role. The Group will act as an interface between the Users and The Committee, via the Chair. The Group will also liaise with the DWC Westland Sports Hub Manager.

The scope of facilities that comprise the DWC Westland Sports Hub include:



1. The covered court structure being built over the four netball courts owned by the Westland District Council.
2. The sports pavilion being developed in the classroom adjacent to the Metalwork Classroom, which is owned by Westland High School.
3. The community use of the Gymnasium and toilet blocks owned 66% by Westland High School 33% by the community.
4. The Fields and Uncovered Courts, which is owned by the Ministry of Education (Westland High School).

#### **4. Term**

This Terms of Reference is effective from July 2019 and will be ongoing until terminated by agreement between the parties. The Terms of Reference will be reviewed prior to the 30th June 2020.

#### **5. Responsibilities**

##### **Manage the Fundraising**

The Group (via the school as the account holder) will organise campaigns to gain financial support through grants, sponsorships, and donations to assist with the capital and operating costs of the facility. The school will hold a register of all funding applications and grants received.

##### **Facility Operations**

To liaise with The Manager over the operation of the facility and alert the manager to any issues rising and collaborate in their resolution. To represent the needs of the sporting codes in the operation of the facility.

The Chair of The DWC Westland Sports Hub User Advisory Group will be the official spokespeople for The DWC Westland Sports Hub User Advisory Group. All media contact will be referred to The Chair in the first instance, who will then liaise with The Manager and Principal.

#### **6. Meetings**

The Group will hold an Annual Meeting once a year between February and April where the members sitting on The Group will be confirmed. The Group will elect a chairperson, deputy chairperson and secretary at this meeting. A meeting quorum of 5 is required.

Decisions will be made by consensus (i.e. members are satisfied with the decision even though it may not be their first choice). If not possible, a majority vote will apply and if tied, The Group Chair will make the final decision with a casting vote.

Meeting agendas, minutes and correspondence will be managed and provided by the Secretary.



Meetings will initially be held fortnightly at Westland High School and revert to an agreed timeframe that should not be longer than two monthly between meetings. If required subgroup meetings will be arranged outside of these times at a time convenient to subgroup members.

#### **7. Amendment, Modification or Variation**

This Terms of Reference may be amended, varied or modified in writing after consultation and agreement by The Committee and Westland High School.

Signed

Signed

Iain Murray  
Principal  
Westland High School

Angela Keenan  
Chair  
Westland Sports Hub User Advisory Group

Date:

Date:

**Appendix 1:** [Memorandum of Understanding between The Westland District Council and The Westland High School Board of Trustees.](#)

# Report



**DATE:** 23 April 2020  
**TO:** Mayor and Councillors  
**FROM:** Community Development Advisor

---

## ROSS ENDOWMENT FUND

### 1 SUMMARY

- 1.1 The purpose of this report is to advise Council that the Ross Community Society would like to utilise funds from the Ross Endowment Fund.
- 1.2 This issue arises from a request from the Ross Community Society who would like to use a portion of the Ross Endowment Fund to repair cladding and guttering on the Ross Community Squash Courts.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council approves the release of funds from the Ross Endowment fund to repair the cladding and guttering on the Ross Community Squash Courts.

### 2 BACKGROUND

- 2.1 The Ross Endowment Fund is “for a purpose that benefits some or all of the Ross area” and currently stands at \$67,368.09

### 3 CURRENT SITUATION

- 3.1 The Ross Community Society discussed the Ross Community Squash Courts at the Monday 2 March 2020 meeting, with repeated weather and rain events, the damage to the Ross Community Squash Courts guttering and cladding has been exacerbated. The Ross Community Squash Court Working Group brought to the Ross Community Society monthly meeting costs of repair, and a submission signed by 105 residents asking to apply to the Ross Endowment Fund to meet the cost of repairs.
- 3.2 The Ross Community Society moved that a request be put to Council to access the Ross Endowment Fund to repair cladding and guttering on the Ross Community Squash Courts.
- 3.3 The current quote is \$15,913.25, and to accommodate additional unforeseen expenses once cladding is removed during the proposed maintenance which may see additional costs, these are not to exceed \$30,000 from the Ross Endowment Fund

### 4 OPTIONS

- 4.1 **Option One:** Approve the release of funds from the Ross Endowment Fund to pay for the repair of the cladding and guttering not to exceed \$30,000. The remainder of the fund be retained for future benefit to some or all of the Ross area.
- 4.2 **Option Two:** Do not approve the release of funds from the Ross Endowment Fund.

### 5 SIGNIFICANCE AND ENGAGEMENT

- 5.1 This is low level of Significance, and the Ross Community Society have undertaken the appropriate type of engagement by discussing the need to have repairs done and the benefit to the Ross Community.
- 5.2 The Ross Community Squash Club Working Group brought submissions and a request to the Ross Community Society, where it was agreed at the 2 March 2020 meeting that a request be made to Council to utilise the Ross Endowment Fund to pay for repairs to the Ross Community Squash Courts.

## 6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

- 6.1 Option One: The advantage of supporting this community initiative is assisting the Ross Community to maintain a facility that benefits this community as set out in the purpose of the Ross Endowment Fund.
- 6.2 Option Two: Not approving the request to access the Ross Endowment Fund means that more funds remain and are accumulated for later projects that benefit the Ross Community. Not approving also means that a community facility will deteriorate further as the community struggle to find funds to repair the Ross Community Squash Courts.
- 6.3 There are no financial implications for Council.

## 7 PREFERRED OPTION(S) AND REASONS

- 7.1 The preferred is **Option One**: Approve the release of funds from the Ross Endowment Fund to pay for the repair of the cladding and guttering, this is not to exceed \$30,000 from the Ross Endowment Fund.

The remainder of the fund be retained for future benefit to some or all of the Ross area.

## 8 RECOMMENDATION(S)

- A) **THAT** funds be released from the Ross Endowment Fund to pay for the repairs to cladding and guttering as per the quote with the facility to draw on funds up to \$30,000 should unforeseen additional expenses come to light during the proposed repairs. The remainder of the fund be retained for the future benefit to some or all of the Ross area.

**Sarah Brown**  
**Community Development Advisor**

**Appendix 1:** Ross Community Preferred Quote  
**Appendix 2:** Support letter from Ross Community Society



Wayne Eagle &lt;jsebuild@gmail.com&gt;

**Total price**

1 message

Wayne Eagle <jsebuild@gmail.com>  
To: Wayne Eagle <jsebuild@gmail.com>

Wed, Mar 11, 2020 at 10:23 AM

Total quote price for repairs to Ross Squash Court.

7653.25  
2760.00  
4500.00  
1000.00

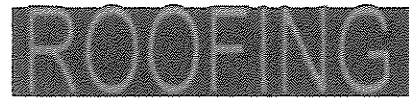
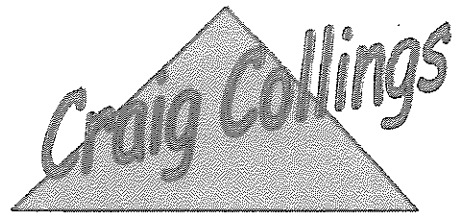
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Total.           \$ 15913.25 [ including GST ]

---

112 Chapel Road  
R.D. 2  
RANGIORA 7472

Ph/fax (03) 3128 839  
Email: cacollings@xtra.co.nz



Quote For: Wayne Eagle

I wish to submit my quote to for work to be done at the Ross Squash Courts.

.40	ColorSteel Corrugate	
	ColorSteel Flashings	
	ColorSteel Fixings	
	Accommodation	
	Cartage and Travel	
	Labour	\$6,655.00.
	Plus 15% G.S.T	\$ 998.25.
		<u>\$7,653.25.</u>

The price is subject to price increase on materials only.

Yours sincerely,

Craig Collings

20 November 2019

**Fwd: Ross squash Court.**

1 message

**Pierson Scaffolding Pierson Scaffolding**  
<piersonscaffolding@gmail.com>  
To: Wayne Eagle <jsebuild@gmail.com>

Tue, Feb 18, 2020 at 7:29 AM

----- Forwarded message -----

From: **Pierson Scaffolding Pierson Scaffolding** <piersonscaffolding@gmail.com>  
Date: Mon, 7 Oct 2019, 11:49 AM  
Subject: Re: Ross squash Court.  
To: Wayne Eagle <jsebuild@gmail.com>

Hi Wayne & Team

Based on square metreage of 80sqm our quote for Ross Sqash Court is as below:  
Erection and Dismantling = \$2,000.00  
Rental \$100 per week  
Cartage \$2 per km = \$200.00 + GST

If you have any queries regarding the above please do not hesitate to contact me further  
021 317 633.

Cheers Richard

**Phil Pierson**                      **Richard Pierson**  
M: 027 222 4037                      021 317 633  
E: piersonscaffolding@gmail.com  
89 Bealey Street  
Hokitika 7810

= 2800.00  
957-360.00  
-----  
\$ 2760.00

**PIERSON SCAFFOLDING SERVICES LTD**

On Mon, 7 Oct 2019 at 07:53, Wayne Eagle <jsebuild@gmail.com> wrote:

Hey Richard  
Could you please give me a quote to scaffold the Ross squash court as they want a price to replace exterior wall cladding.  
Thanks.  
Wayne Eagle  
JSEBUILD ltd  
10 Aylmer st., Ross.



Wayne Eagle <jsebuild@gmail.com>

## Repairs to Ross Squash Court

1 message

Wayne Eagle <jsebuild@gmail.com>

Wed, Mar 11, 2020 at 10:16 AM

To: Wayne Eagle <jsebuild@gmail.com>

To. Ross Squash Court Committee  
From. JSE BUILD Ltd  
10 Aylmer St., Ross.  
LBP no 103 491

Please find enclosed costs to reclad the existing Hardys clad walls using color steel.

Remove existing cladding , supply and replace any rotten timber, dispose of old materials. \$ 4500.00  
This price includes GST. Please phone to clarify any part of the above.

Thanks.

Wayne Eagle  
0272 444727



**Ross Squash Court.**

1 message

Wayne Eagle <jsebuild@gmail.com>

Fri, Mar 6, 2020 at 10:05 AM

To: Wayne Eagle <jsebuild@gmail.com>

To.                        Ross Squash Court Committee  
 From.                     JSEBUILD ltd  
                               10 Aylmer St., Ross  
                               0272 444727

Please find enclosed costs to repair Bulkhead inside main entrance door that has been damaged by water leaking in from roof. The repair would come out approx 600mm from the concrete wall with rotten timber and ply cladding being replaced. Please note this does not include painting.

To repair and modify ends of internal gutter and rainhead collector box so this problem does not occur again

Materials.	500.00
Labour.	500.00
 Total.	 1000.00

This price includes GST.  
 Please phone to clarify any part of the above.  
 Thanks.  
 Wayne Eagle

**Sarah Brown**

---

**From:** Trevor Lister <trevorlister949@gmail.com>  
**Sent:** Monday, 16 March 2020 4:31 PM  
**To:** Simon Bastion  
**Cc:** Sarah Brown  
**Subject:** Ross Squash Court Building Repairs

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Our March Community Society meeting received a report from our working group considering the state of the Ross Squash Court. The building has leakages occurring in its roof and wall cladding.

The working group have identified the problem areas and sought quotes for remedial work. Those were passed onto the Council's Liaison officers present at the meeting.

The indicated costs of the immediately obvious remedial work is \$15,913.25. We ask that this sum be released from the Ross Endowment Fund so we may get the work underway.

We are also aware that work of this nature often exposes further issues not apparent on initial inspection. We request that a contingency amount of up to \$30,000 be put aside, for draw down should such be found necessary on closer inspection.

Thank you.

Trevor Lister  
Chairperson Ross Community Society.

# Report



**DATE:** 23 April 2020

**TO:** Mayor and Councillors

**FROM:** Strategy and Communications Advisor

---

## **RESIDENT SATISFACTION SURVEY 2020**

### **1 SUMMARY**

- 1.1 The purpose of this report is to inform Council of the results of the 2020 Resident Satisfaction survey and provide information on improvements and areas of reduced satisfaction compared to the 2018 survey.
- 1.2 This issue arises from the 2020 Resident Satisfaction survey, which was conducted for Council by National Research Bureau (NRB) between Friday 24 January and Sunday 9 February 2020.
- 1.3 Council seeks to meet its obligations under the Local Government Act 2002 and the achievement of the District Vision adopted by the Council in May 2018, which are set out in the Long Term Plan 2018-28. These are stated on Page 2 of this agenda.
- 1.4 This report concludes by recommending that Council:
  - 1.4.1 Receives the report and attached Appendices.
  - 1.4.2 Directs staff to make the information contained in Appendix 1: Communitrak™ Survey, Public Perceptions and Interpretations of Council Services and Representation, and Appendix 2: Appendices available to the public on Council's website.

### **2 BACKGROUND**

- 2.1 A Resident Satisfaction Survey is conducted by Council on a bi-annual basis. Recent previous surveys took place in January 2018 and March 2016 and were conducted by NRB on Council's behalf. Questions are based on the

'satisfaction' performance measures that Council adopts in the Long Term Plan.

- 2.2 The benefit of contracting a company such as NRB is their ability to provide comparison data from Council's previous resident satisfaction survey, and to compare with other local authorities across New Zealand and similarly constituted local authorities. Westland District Council is a 'rural' authority for the purposes of comparing with similarly constituted local authorities.
- 2.3 Interviews were held with 403 residents between Friday 24 January and Sunday 9 February 2020. Most of the interviews were conducted over the phone by selecting phone numbers from the white pages. There were also 20 face-to-face interviews of residents aged 18 – 44 conducted in the Hokitika Ward as residents of this age group are less likely to have landline phones.
- 2.4 In late February and early March 2020 NRB supplied Council with:
  - 2.4.1 Communitrak™ Survey, Public Perceptions and Interpretations of Council Services and Representation (Appendix 1)
  - 2.4.2 Communitrak™ Survey, Appendices of Verbatim Responses to the Open-Ended Questions (Appendix 2)
  - 2.4.3 Westland DC 2020 Survey Report Data (Appendix 3)
  - 2.4.4 Summary of Communitrak™ Survey Results (Appendix 4)

### 3 CURRENT SITUATION

- 3.1 Based on a comparison between the 2018 survey and the 2020 survey, Council has significantly improved in the following area:
  - 3.1.1 Protection from dogs and wandering stock – 8% of residents have personally contacted Council about dogs and wandering stock in the last year. 64% are satisfied with the protection from dogs and wandering stock (2018: 39%), while 36% are not very satisfied (2018: 61%). Resident satisfaction in this area is slightly higher than the peer group and national average.
    - 3.1.1.1 The main reasons mentioned by very / fairly satisfied residents were: good service / efficient; quick / prompt service.
    - 3.1.1.2 The main reasons residents were dissatisfied were: poor service / response to complaints; poor service from ranger; too hard on

owners; need more control / more enforcement / need to be stricter.

3.2 Based on a comparison between the 2018 survey and the 2020 survey, Council's service has significantly deteriorated in the following areas:

3.2.1 Parks and Reserves – 71% of residents have personally used or visited a park or reserve in the last year. 90% are satisfied with parks and reserves (2018: 94%), while 10% are not very satisfied (2018: 6%). Resident satisfaction and dissatisfaction in this area is higher than peer group and national average.

3.2.1.1 The main reasons residents say they are very satisfied with parks and reserves are: clean / tidy / well maintained.

3.2.1.2 The main reasons residents say they are fairly satisfied are: clean / tidy / well maintained.

3.2.1.3 The main reason residents say they are dissatisfied are: better facilities for children; playgrounds need upgrading / fencing.

3.2.2 Performance of the Mayor and Councillors – 41% of residents rated performance very or fairly good over the past year (2018: 58%). 18% rate the performance as not very good (2018:11%). Southern Ward and shorter term residents were less likely to rate performance as very / fairly good.

3.2.3 Satisfaction with the way Council involves the public – 36% of residents are very satisfied / satisfied with the way Council involves the public (2018: 46%). 28% are dissatisfied / very dissatisfied (2018: 20%). Residents who are very satisfied / very satisfied is below the peer group and national averages.

3.3 Community Halls were included for the first time in the 2020 survey.<sup>1</sup> 43% of residents have used a community hall in the past year. 93% are satisfied with the standard of the community halls (Peer group: 86%, National average: 80%) and 7% are dissatisfied (Peer group: 5%, National average: 7%).

3.3.1.1 The main reasons residents say they are very satisfied with community hall are: neat and tidy / clean; great / good facilities.

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<sup>1</sup> While Council does not own most of the community halls in the district, this activity has a satisfaction measure in the 2018-28 Long Term Plan. The Resident Satisfaction survey is the best way to collect data for this measure.

3.3.1.2 The main reasons residents say they are fairly satisfied are: well-maintained / very good standard / good condition.

3.3.1.3 The main reason residents say they are dissatisfied are: needs maintenance / showing age / run-down.

3.4 Environmental Health (food premises, camping grounds, hairdressers and funeral directors, and nuisances) was included for the first time in the 2020 survey. 8% of residents have personally contacted Council regarding Environmental Health in the past year. 54% are satisfied with the quality of advice received and 46% are dissatisfied. There are no peer group or national average for this activity.

3.4.1.1 The main reasons residents say they are very / fairly satisfied with the quality of advice received are: did what was asked / good service / good advice.

3.4.1.2 The main reason residents say they are dissatisfied are: nothing done / rules not enforced.

3.5 A number of satisfaction measures did not show a significant overall change in resident satisfaction, and were similar to peer group and national average, including: public toilets, reliability of the transfer station service, refuse and recycling collection service, and library services.

## 4 OPTIONS

4.1 **Option 1:** Council receives the report and attached appendices and directs staff to make Appendix 1 and 2 available on the Council website.

4.2 **Option 2:** Council does not receive the report and attached appendices and does not direct staff to make Appendix 1 and 2 available on the Council website.

## 5 SIGNIFICANCE AND ENGAGEMENT

5.1 This report and attached appendices are of an administrative nature and for Council's information. There are no decisions that affect the community and no consultation is necessary.

## 6 ASSESSMENT OF OPTIONS (INCLUDING FINANCIAL IMPLICATIONS)

- 6.1 By receiving the report and appendices and making Appendix 1 and 2 available on the website Council is recognising the importance of sharing information to the public. Appendix 1 and 2 contain an analysis of the survey results and a summary. There are no financial implications for this option.
- 6.2 If Council does not receive the report and appendices staff may not be able to use the information contained in the appendices to understand the public's perception of council services and make improvements. The information is also required for reporting in the Annual Report and Long Term Plan. If the report and appendices are not received staff will have to rely on outdated data for these documents. If Council does not make the Appendix 1 and 2 information available on the Council website there may be a perception that Council has not performed well and does not wish to disclose this. There are no financial implications for this option.

## 7 PREFERRED OPTION(S) AND REASONS

- 7.1 The preferred option is option 1. By receiving the report and appendices Council will increase understanding of how satisfied residents are with Council services. Directing staff to make the information in Appendix 1 and Appendix 2 available on our website will recognise that Westland District Council is working towards being as open and transparent as possible.

## 8 RECOMMENDATION(S)

- A) **THAT** Council receives the report and appendices.
- B) **THAT** Council directs staff to make the information contained in Appendix 1: Communitrak™ Survey, Public Perceptions and Interpretations of Council Services and Representation, and Appendix 2: Appendices available to the public on Council's website.

**Emma Rae**  
**Strategy and Communications Advisor**

**Appendix 1:** Communitrak™ Survey, Public Perceptions and Interpretations of Council Services and Representation

**Appendix 2:** Communitrak™ Survey, Appendices of Verbatim Responses to the Open-Ended Questions

**Appendix 3:** Westland DC 2020 Survey Report Data

**Appendix 4:** Summary of Communitrak™ Survey Results

# COMMUNITRAK™ SURVEY

## PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

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PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

**WESTLAND DISTRICT COUNCIL**

**JANUARY / FEBRUARY 2020**



National Research Bureau Ltd  
PO Box 10118, Mt Eden, Auckland, New Zealand  
P (09) 6300 655, [www.nrb.co.nz](http://www.nrb.co.nz)



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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

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in July/August 2009, March 2016, January 2018 and January/February 2020.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse, where applicable, perceived performance,
- Council introduced questions reflecting areas of interest to Westland District.

## COMMUNITRAK™ SPECIFICATIONS

### Sample size

This Communitrak™ survey was conducted with 403 residents of the Westland District.

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

Sampling and analysis was based on the three Wards and the interviews spread as follows:

Northern	141
Hokitika	161
Southern	101
	<hr/>
	403
	<hr/>

### Interview type

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

### Sample selection

The relevant white pages of the telephone directory were used as the 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.

This year 20 face-to-face interviews were done in the Hokitika Ward with residents aged 18 to 44 years, as this group is increasingly difficult to obtain by phone.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were determined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

A target of interviewing approximately 80 residents, aged 18 to 44 years, was also set.

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

## Respondent selection

Respondent selection within the household was also randomised, with the eligible person being the man or woman, normally resident, 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 actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2018 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Westland District. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of respondents interviewed.

## Survey dates

All interviews were conducted from Friday 24th January to Sunday 9th February 2020.

## Comparison data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak service includes ...

- comparisons with a national sample of 750 interviews conducted in October/November 2018,
- comparisons with provincial, urban and rural norms.

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

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.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

## Comparisons with National Communitrak™ results

Where survey results have been compared with Peer Group and/or National Average results from the October/November 2018 National Communitrak™ Survey, 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 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

## Response rate

The response rate for the 2020 Westland District Council was **70%**, 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 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Communitrak™ 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 Westland District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The Westland District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand.

## SNAPSHOT



**71% of residents have personally used or visited a park or reserve in the District, in the last 12 months. Of these, 90% are satisfied with the District parks and reserves.**



**In 2020, 81% of residents have personally used an unsealed road in the District. Of these residents, 24% are not very satisfied with the standard and safety of Council's unsealed roads.**



**In general, 77% of residents understand how Council makes decisions.**



**60% of residents feel Westland District is definitely a safe place to live.**



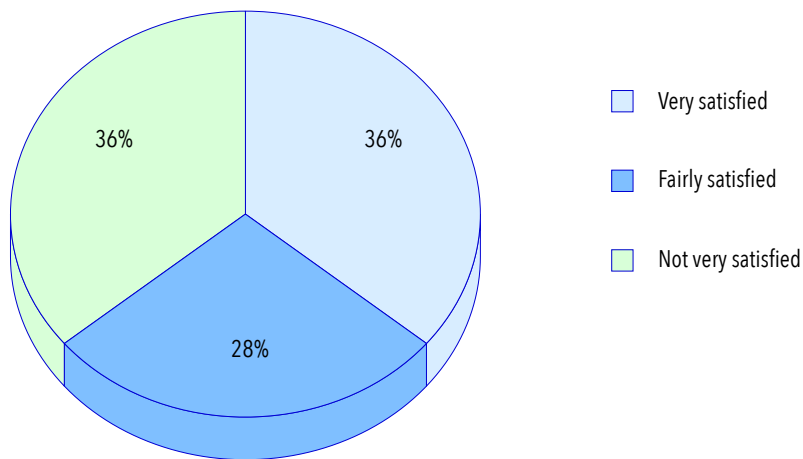
## COUNCIL SERVICES/FACILITIES/ACTIVITIES

### Satisfaction with services/facilities

#### Dogs or wandering stock

8% of residents have personally contacted Council about dogs or wandering stock in the last year.

#### *Satisfaction with the protection provided from dogs and wandering stock - contacted Council*

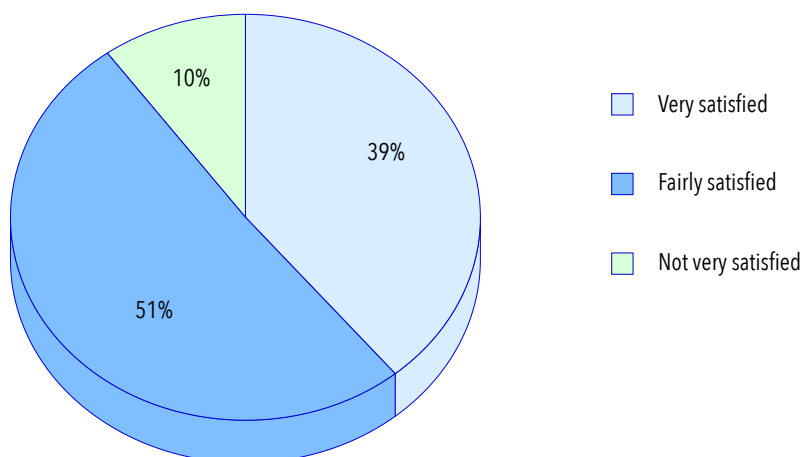


Base = 33

#### Parks and reserves

In the last year, 71% of residents have personally used or visited a park or reserve.

#### *Users/visitors*

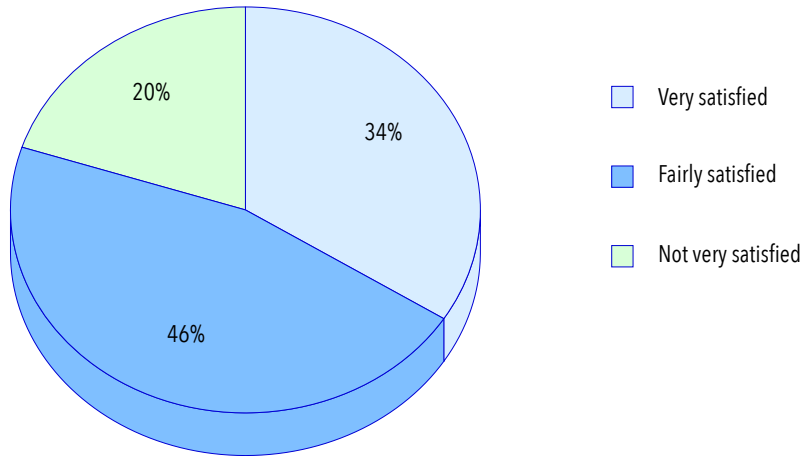


Base = 264

### Public toilets

53% of residents have personally used a public toilet in the District, in the last year.

#### Users

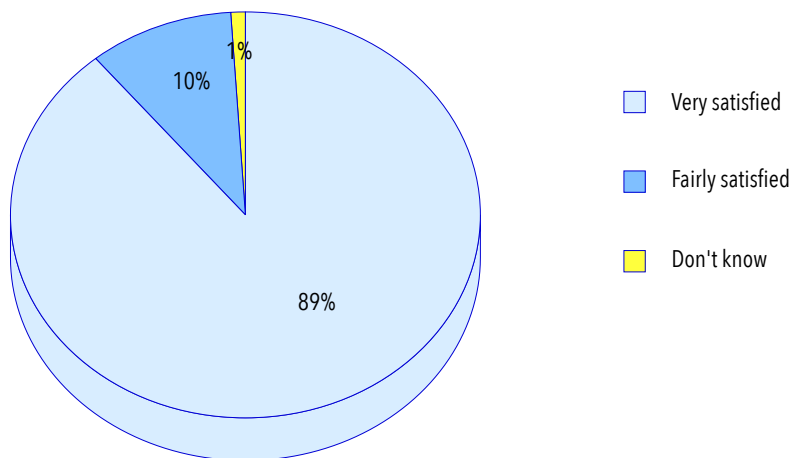


Base = 200

### Public library services

In the last year, 44% of residents have personally used any Westland library service in the District.

#### Users

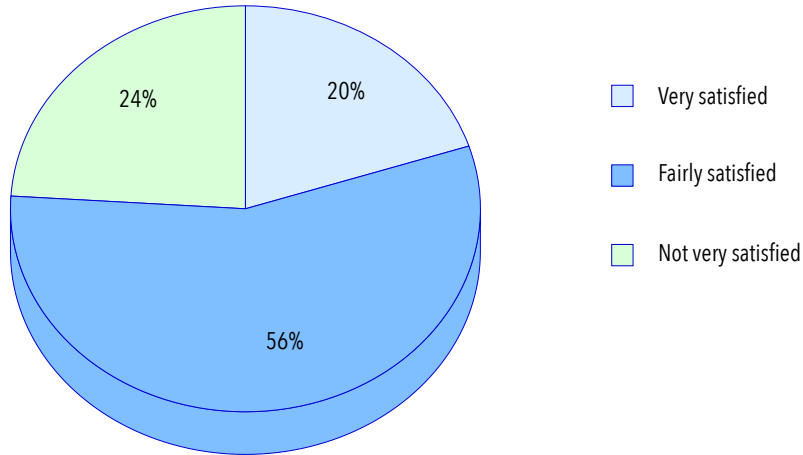


Base = 170

### Unsealed road

81% of residents have personally used an unsealed road in the District, in the last year.

#### *Satisfaction with the standard and safety of Council's unsealed roads - users*

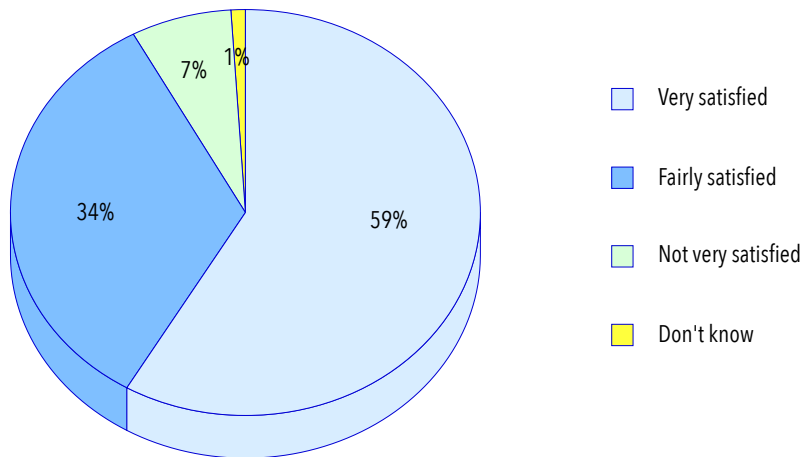


Base = 313

### Community halls

In the last year, 45% of residents have personally used a community hall in the District.

#### *Satisfaction with the standard of the community halls- users*

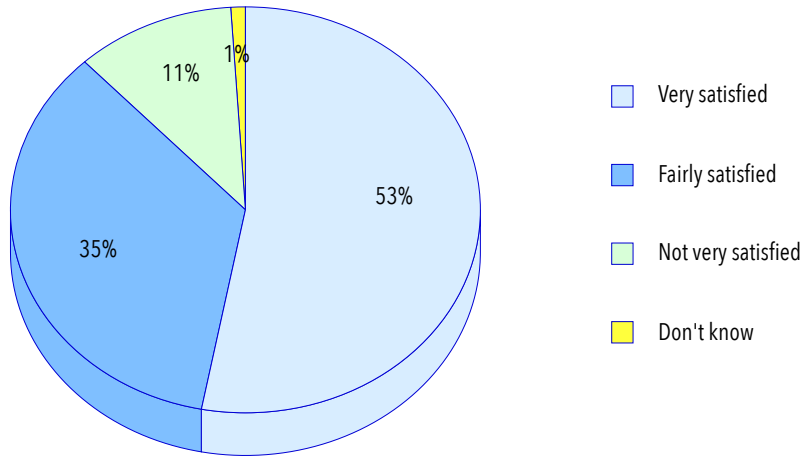


Base = 175  
(Does not add to 100% due to rounding)

### Refuse and recycling collection service

73% of residents are provided, where they live, with a regular refuse and recycling collection service, by Council.

#### *Satisfaction with service received - regular refuse and recycling collection service provided by Council*



Base = 304

## Percent not very satisfied - comparison summary

The percent not very satisfied is **slightly higher** than the Peer Group Average for ...

	Westland %	Peer Group %	National Average %
• parks and reserves	10	3	5

For the remaining services or facilities for which comparative data is available, Westland District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• public toilets	20	19	16
• reliability of the transfer station service	14	*14	*20
• refuse and recycling collection service	11	**8	**9
• library services	-	3	3
• protection provided from dogs and wandering stock	36	†37	†40
• standard of community halls	7	††5	††7

\* Peer Group and National Average readings refer to households user ratings for **refusal disposal in general (ie, landfill sites)**.

\*\* Peer Group and National Average readings relate to satisfaction with **rubbish collection** for households provided with the service.

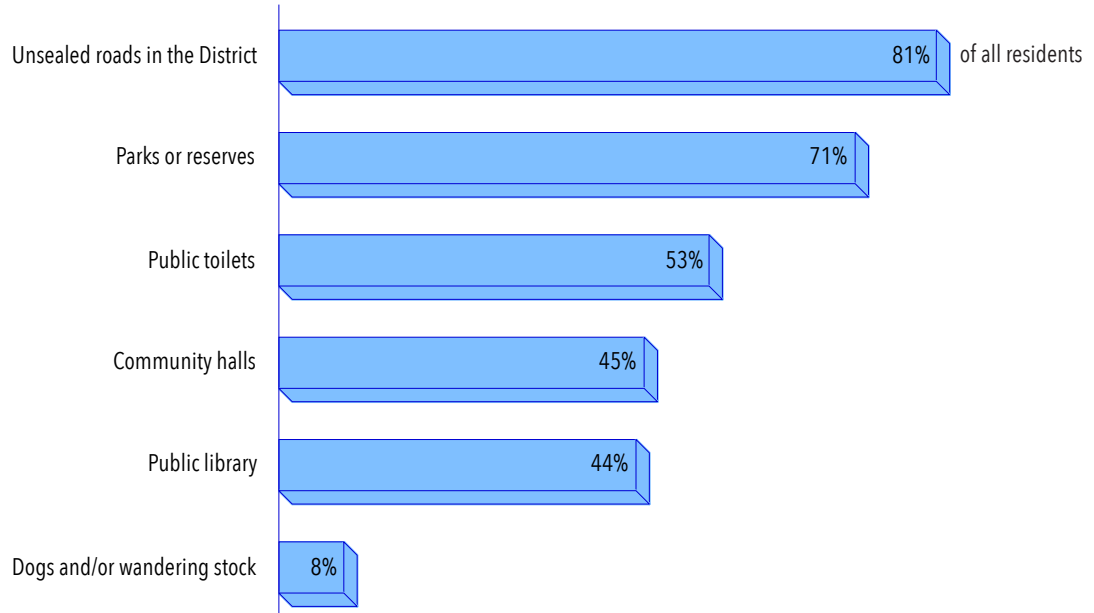
† Peer Group and National Average readings refer to households who have contacted Council about **dogs**.

†† Peer Group and National Average readings relate to household satisfaction with **public halls**.

NB: Peer Group and National Averages refer to **household** users/visitors

### Frequency of personal use - Council services and facilities

*Percentage of residents who have personally used/visited the following services/facilities in the last year ...*

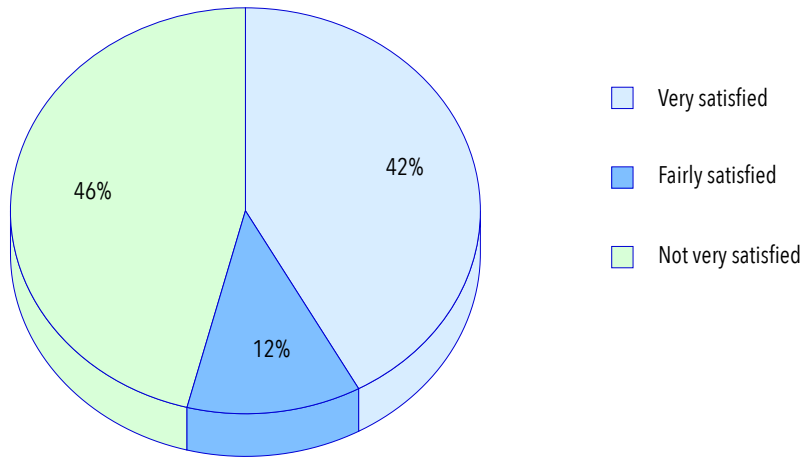


## CONTACTED COUNCIL

### Environmental health

8% of residents have contacted Council regarding environmental health, in last year.

*Satisfaction with the quality of the advice received - contacted Council*

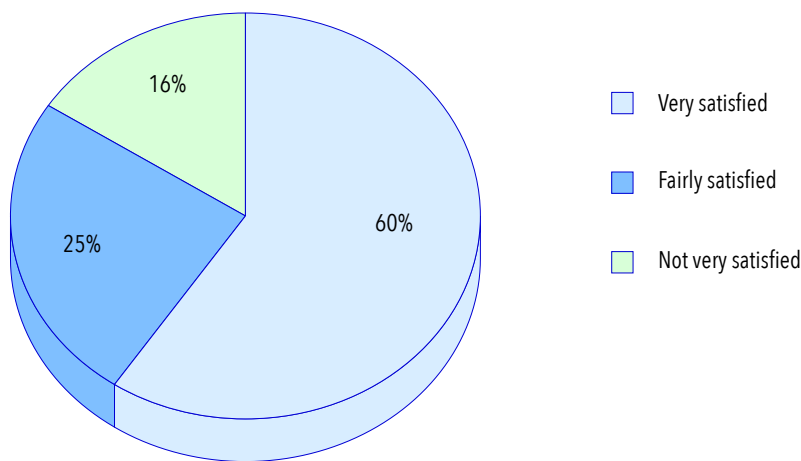


Base = 33

### Liquor licencing

In the last year, 2% of residents have contacted Council regarding liquor licences matters.

*Satisfaction with the quality of the advice provided - contacted Council*



Base = 9\*

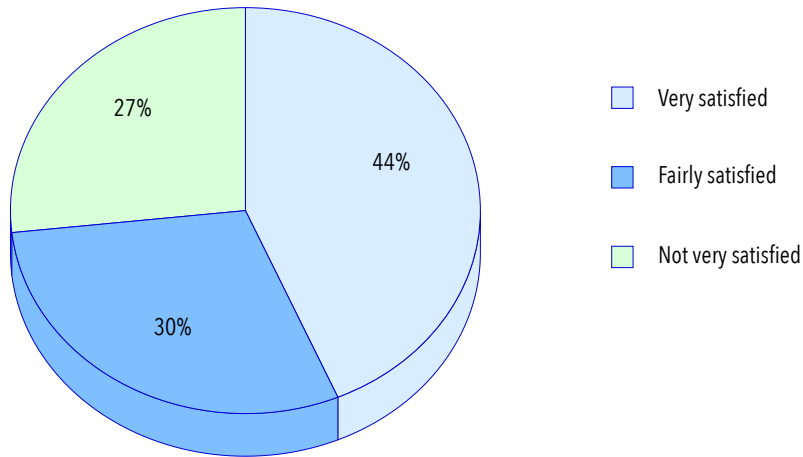
\* caution: very small base

(Does not add to 100% due to rounding)

### Customer services centre

Excluding environmental health or liquor licencing issues, 34% of residents say they personally have contacted the Customer Services Centre, either in person, by phone and/or by email.

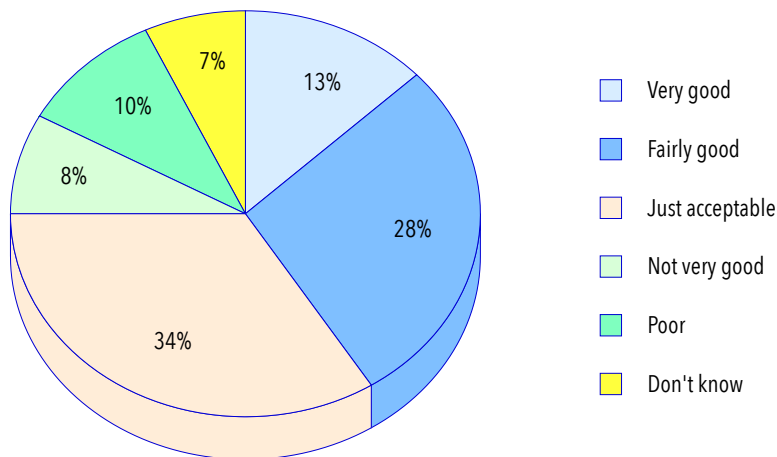
#### Satisfaction with service received - customer services centre



Base = 139  
 (Does not add to 100% due to rounding)

### Leadership

#### Overall



Westland District residents rate the performance of the Mayor and Councillors below the Peer Group Average (56%) and the National Average (51%), in terms of their performance being very/fairly good.

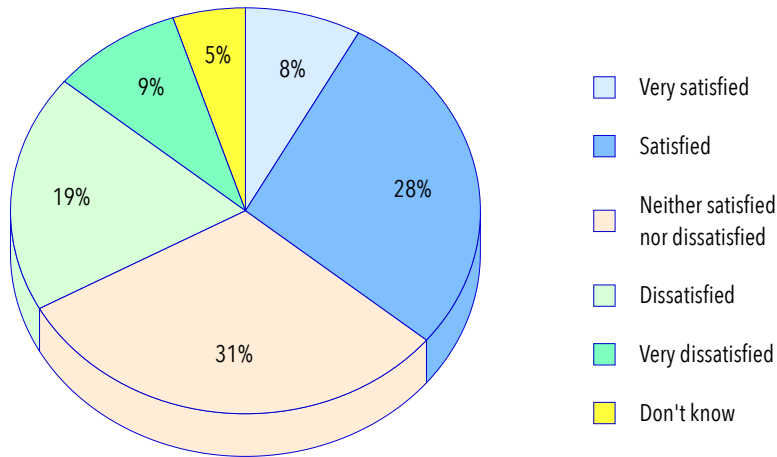


## LOCAL ISSUES

### Council consultation and community involvement

In general 77% of residents understand how Council makes decisions.

*Satisfaction with the way Council involves the public in the decisions it makes: Overall*

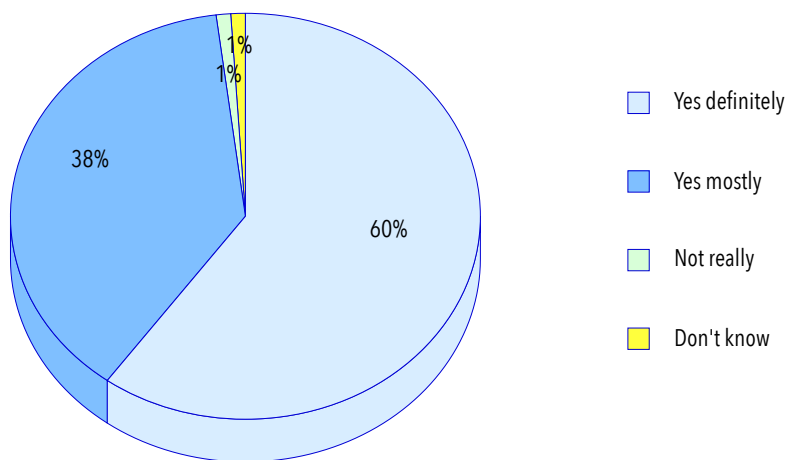


(Does not add to 100% due to rounding)

The very satisfied/satisfied reading (36%) is below the Peer Group (53%) and National (44%) Averages.

### Public safety

*Is Westland generally a safe place to live? Overall*



The percent saying 'Yes definitely' is above the Peer Group Average (49%) and National Average (35%).

## MAIN FINDINGS

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

For Westland District Council, this Peer Group of similar Local Authorities are those comprising a rural area, together with a town(s) or urban component.

NRB has defined the Rural Peer Group as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

Included in this Peer Group are ...

Buller District Council  
 Carterton District Council  
 Central Hawke's Bay District Council  
 Central Otago District Council  
 Clutha District Council  
 Far North District Council  
 Hauraki District Council  
 Hurunui District Council  
 Kaikoura District Council  
 Kaipara District Council  
 MacKenzie District Council  
 Manawatu District Council  
 Matamata Piako District Council  
 Opotiki District Council  
 Otorohanga District Council  
 Rangitikei District Council

Ruapehu District Council  
 Selwyn District Council  
 South Taranaki District Council  
 Southland District Council  
 South Wairarapa District Council  
 Stratford District Council  
 Tararua District Council  
 Tasman District Council  
 Waikato District Council  
 Waimakariri District Council  
 Waimate District Council  
 Wairoa District Council  
 Waitaki District Council  
 Waitomo District Council  
 Western Bay of Plenty District Council

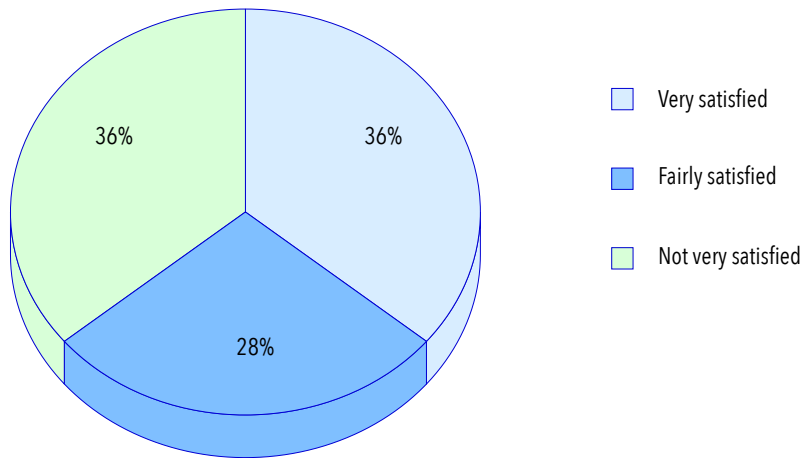
## COUNCIL SERVICES/FACILITIES

## RESIDENTS OVERALL

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents not very satisfied were asked to say why they felt this way.

### i. Protection provided from dogs and wandering stock

#### Personally contacted Council in last 12 months



Base = 33 (margin of error ±17.1%)

8% of residents have personally contacted Council about dogs and wandering stock in the last year. Of these, 64% are satisfied with the protection provided from dogs and wandering stock (39% in 2018), while 36% are not very satisfied (61% in 2018).

The percent not very satisfied is similar to the Peer Group<sup>†</sup> and National Averages<sup>†</sup>.

As the bases for all Wards and socio-economic groups are small no comparisons have been made.

<sup>†</sup> readings refer to **households** who have contacted Council about **dogs**

### Satisfaction with the protection provided from dogs and wandering stock

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council</b>					
2020	36	28	<b>64</b>	36	-
2018	15	24	<b>39</b>	61	-
2016°	9	20	<b>29</b>	71	-
<b>Comparison*</b>					
Peer Group Average (Rural)	30	29	<b>59</b>	37	4
National Average	28	28	<b>56</b>	40	4
<b>Ward**</b>					
Northern	39	34	<b>73</b>	27	-
Hokitika	32	25	<b>57</b>	43	-
Southern	69	-	<b>69</b>	31	-

% read across

\* Peer Group and National Average readings refer to households who have contacted Council about **dogs**

\*\* caution small/very small bases

° 2016 reading relates to satisfaction with protection provided from dogs and wandering stock for **households** who have contacted Council

† does not add to 100% due to rounding

The main reasons mentioned by residents<sup>†</sup> who are very/fairly satisfied are ...

- good service/efficient, mentioned by 65% of residents<sup>†</sup> who are very/fairly satisfied,
- quick/prompt service, 25%.

(caution: small base, N=21)

The main reasons\* residents<sup>†</sup> are not very satisfied with the protection provided from dogs and wandering stock are ...

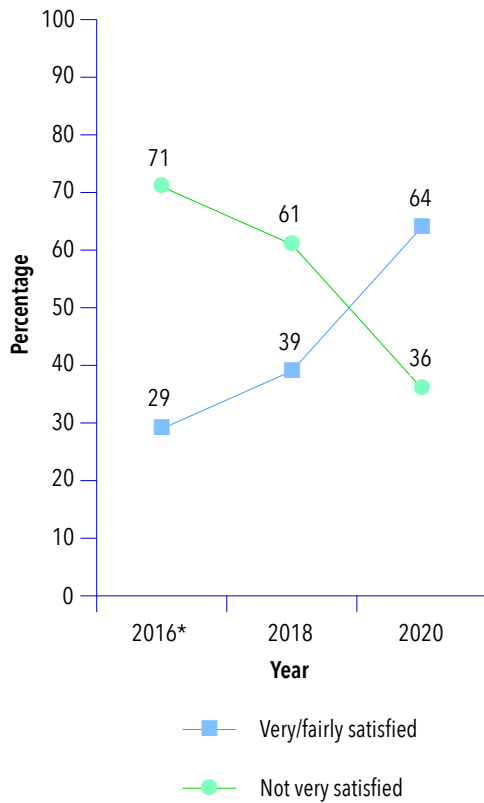
- poor service/response to complaints/poor service from ranger, mentioned by 46% of residents who are not very satisfied,
- too hard on owners, 16%,
- need more control/more enforcement/need to be stricter, 11%.

(caution: small base, N=12)

\* multiple responses allowed

† residents who have personally contacted Council about dogs or wandering stock (N = 33)

*Protection provided from dogs and wandering stock - personally contacted Council*

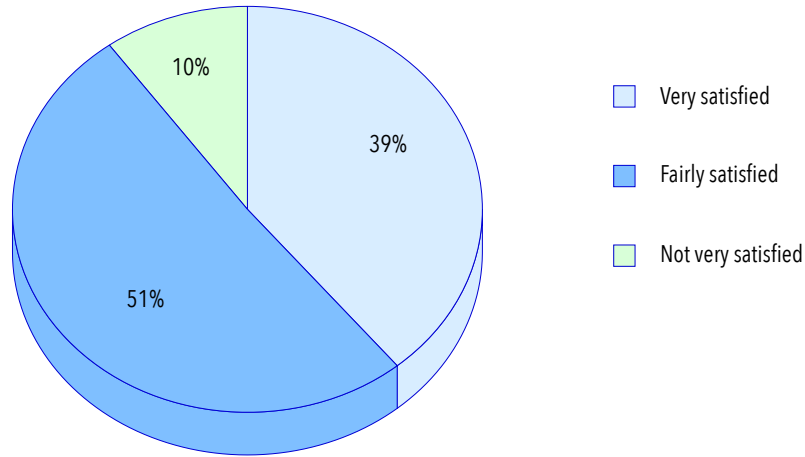


\* 2016 reading relates to satisfaction with protection provided from dogs and wandering stock for **households** who have contacted Council

Recommended satisfaction measures for reporting purposes:  
Contacted Council = 64%

## ii. Parks and reserves

### Users/visitors



Base = 264

71% of residents have personally used or visited a park or reserve in the last year.

Of these, 90% are satisfied with parks and reserves, including 39% who are very satisfied (46% in 2018). 10% are not very satisfied (6% in 2018).

The percent not very satisfied is slightly above the Peer Group Average and on par with the National Average (household users).

Residents<sup>†</sup> with an annual household income of \$40,000 to \$60,000 are more likely to be not very satisfied with the District's parks and reserves, than other income groups<sup>†</sup>.

<sup>†</sup> those residents who have personally used/visited a park or reserve in the last 12 months, N=264



## Satisfaction with parks and reserves

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Users/visitors</b>					
2020	39	51	<b>90</b>	10	-
2018†	46	48	<b>94</b>	6	1
2016*	40	47	<b>87</b>	12	1
<b>Comparison*</b>					
Peer Group Average (Rural)	56	40	<b>96</b>	3	1
National Average	64	30	<b>94</b>	5	1
<b>Ward</b>					
Northern†	43	47	<b>90</b>	11	-
Hokitika	45	48	<b>93</b>	7	-
Southern	21	64	<b>85</b>	15	-
<b>Household Income</b>					
Less than \$40,000 pa†	51	44	<b>95</b>	6	-
\$40,000-\$60,000 pa	39	37	<b>76</b>	24	-
\$60,001-\$100,000 pa	38	53	<b>91</b>	9	-
More than \$100,000 pa	31	66	<b>97</b>	3	-

Base = 264

% read across

\* 2016 reading and Peer Group and National Average readings refer to household users/visitors of parks and reserves

† does not add to 100% due to rounding

The main reasons\* residents† say they are very satisfied with District parks and reserves are ...

- clean/tidy/well maintained, mentioned by 64% of residents† who are very satisfied,
- good place for kids/families/playgrounds, 14%,
- lovely facilities/trees and gardens/beautiful scenery, 11%.

The main reasons\* residents† say they are fairly satisfied are ...

- clean/tidy/well maintained, mentioned by 40% of residents† who are fairly satisfied,
- better facilities for children/playgrounds need upgrading/fencing, 10%,
- good facilities/good range of facilities/plentiful, 9%,
- good place for kids/families/playgrounds, 7%.

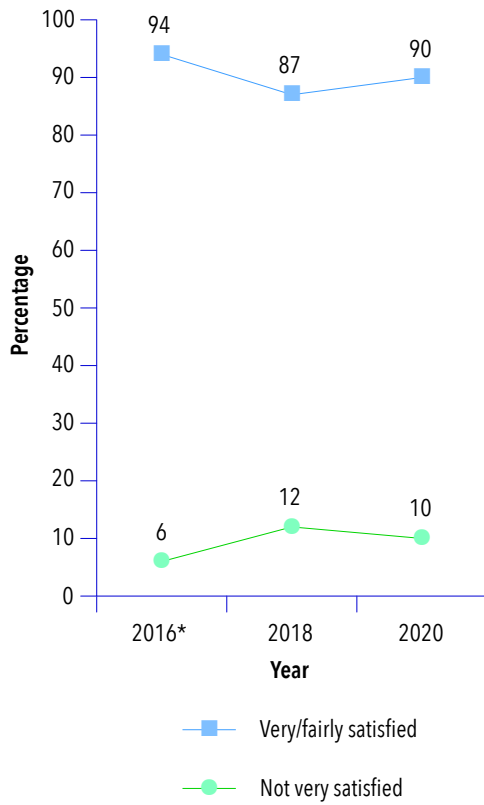
The main reasons\* residents† say they are not very satisfied are ...

- better facilities for children/playgrounds need upgrading/fencing, mentioned by 43% of residents† who are not very satisfied,
- better facilities/need improving, 28%,
- not well maintained/need better upkeep/beautification, 24%.

\* multiple responses allowed

† those residents who have personally used/visited a park or reserve in the last year (N = 264)

*Parks and reserves - personal users/visitors*

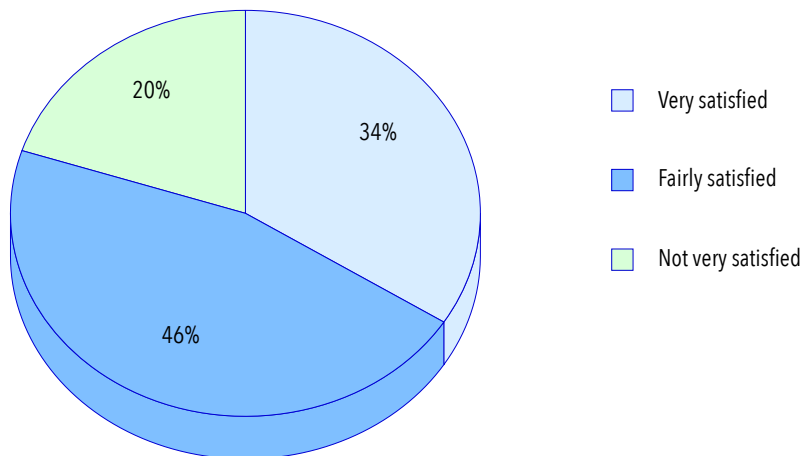


\* 2016 reading refers to household users/visitors of parks and reserves

Recommended satisfaction measures for reporting purposes:  
Users/visitors = 90%

### iii. Public toilets

#### Users



Base = 200

53% of residents have personally used a public toilet in the District in the last year. Of these, 80% are satisfied and 20% are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average for household users.

Residents† more likely to be not very satisfied with public toilets are ...

- residents aged 18 to 44 years,
- residents who live in a three or more person household.

† residents who have personally used a public toilet in the last year, N=200

## Satisfaction with public toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Users</b>					
2020	34	46	<b>80</b>	20	-
2018	32	48	<b>80</b>	20	-
2016†	17	52	<b>69</b>	31	1
<b>Comparison*</b>					
Peer Group Average (Rural)	30	45	<b>75</b>	19	6
National Average†	29	51	<b>80</b>	16	5
<b>Ward</b>					
Northern†	38	48	<b>86</b>	15	-
Hokitika	30	46	<b>76</b>	24	-
Southern	34	46	<b>80</b>	20	-
<b>Age</b>					
18-44 years†	20	49	<b>69</b>	32	-
45-69 years	45	46	<b>91</b>	9	-
70+ years†	51	38	<b>89</b>	10	-
<b>Household Size</b>					
1-2 person household	40	47	<b>87</b>	13	-
3+ person household	29	46	<b>75</b>	25	-

Base = 200

% read across

\* 2016 reading and Peer Group and National Averages refer to household users of public toilets

† does not add to 100% due to rounding

The main reasons\* residents† are very satisfied with public toilets are ...

- clean/tidy/well maintained, mentioned by 84% of residents† who are very satisfied,
- good standard of toilets/good condition/modern, 16%.

The main reasons\* residents† are fairly satisfied are ...

- clean/tidy/well maintained, mentioned by 50% of residents† who are fairly satisfied,
- dirty/smelly/need cleaning more often/floors wet, 26%,
- poor standard/out dated/need upgrading/improvements, 23%.

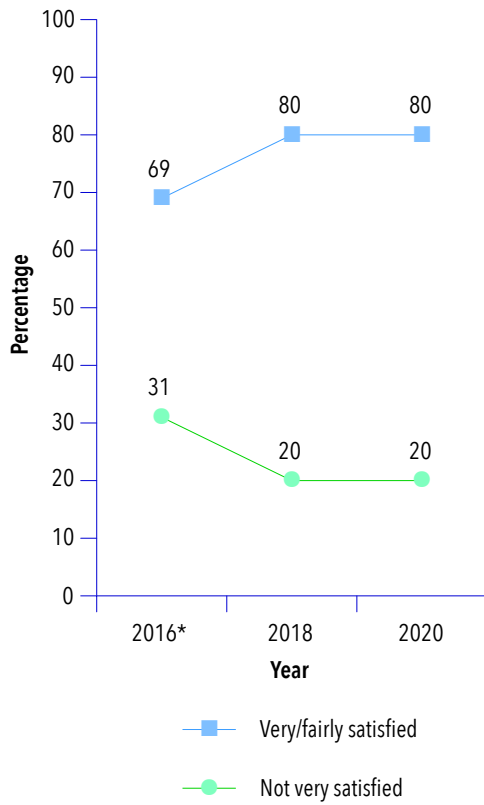
The main reasons\* residents† are not very satisfied are ...

- dirty/smelly/need cleaning more often, mentioned by 79% of residents† who are not very satisfied,
- poor standard/outdated/need upgrading/improvements, 26%,
- need more toilets/not enough for tourist numbers, 9%.

\* multiple responses allowed

† residents who have personally used a public toilet in the last 12 months, N=200

*Public toilets - personal users*

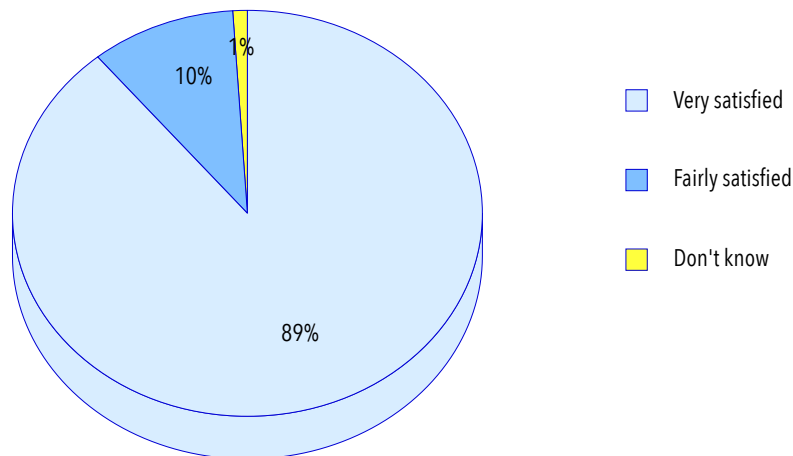


\* 2016 reading refers to household users of public toilets

Recommended satisfaction measures for reporting purposes:  
Personal = 80%

#### iv. The library services

##### Users



Base = 170

44% of residents say they have used any Westland library service, in the last year. Of these "users", 99% are satisfied with library services.

The percent not very satisfied (0%), is similar to the Peer Group and National Averages for household users.

The main reasons\* residents† are very satisfied are ...

- staff are good/helpful/friendly/good customer service from staff, mentioned by 61% of residents† who are very satisfied,
- good range/selection of books/new books/resource material, 41%,
- children's area/activities/programmes, 23%.

The main reasons\* residents† are fairly satisfied are ...

- staff are good/helpful/friendly/good customer service from staff, mentioned by 51% of residents† who are fairly satisfied,
- good range/selection of books/new books/resource material, 37%.

The reason\* the one resident† is not very satisfied with the library service is ...

*"Hokitika library, I couldn't get onto their computer or join the library because I cannot get online from the library. I don't have a computer."*

\* multiple responses allowed

† residents who have personally used/visited a public library in the last year, N=170



### Satisfaction with the library services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Users</b>					
2020	89	10	<b>99</b>	-	1
2018*	84	16	<b>99</b>	-	1
2016**	84	14	<b>98</b>	1	1
<b>Comparison**</b>					
Peer Group Average (Rural)†	67	22	<b>89</b>	3	7
National Average	78	17	<b>95</b>	3	2
<b>Ward</b>					
Northern	92	8	<b>100</b>	-	-
Hokitika†	90	8	<b>98</b>	-	1
Southern	81	19	<b>100</b>	-	-

Base = 170

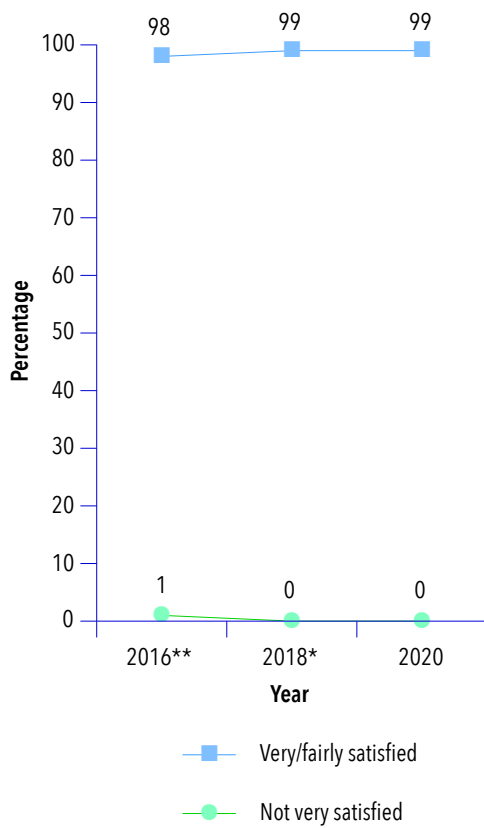
% read across

\* 2018 reading refers to those residents who have personally used/visited a public library in the District in last year

\*\* 2016 reading and Peer Group and National Averages refer to **household** users of public libraries

† does not add to 100% due to rounding

*Library services - personal users*



\* 2018 reading refers to those residents who have personally used/visited a public library in the District in last year

\*\* 2016 reading and Peer Group and National Averages refer to **household** users of public libraries

The main reasons\* residents† say they have not used any library service or visited a library in the District in the last year are ...

- buy books/have own books/get from another source/get books online, mentioned by 22% of residents†,
- don't read/not a reader/don't read very often, 18%,
- too busy/do other things/don't have time, 17%,
- don't have a library/too far away, 12%,
- read other material/newspapers/magazines/internet/computer, 11%.

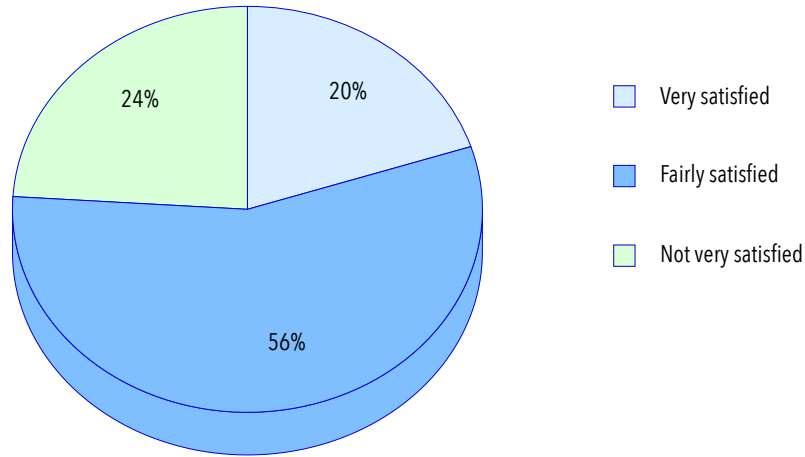
\* multiple responses allowed

† those residents who say they **have not** personally used a library in the District in the last year, N=233

Recommended satisfaction measures for reporting purposes:  
Users = 99%

## v. *Standard and safety of Council's unsealed roads*

### Users



Base = 313

81% of residents have personally used an unsealed road in the District.

Of these, 76% of residents<sup>†</sup> are satisfied with the standard and safety of Council's unsealed roads, while 24% are not very satisfied. These readings are similar to the 2018 results.

There are no comparative Peer Group and National Averages for this reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> not very satisfied with the standard and safety of Council's unsealed roads. However, it appears that the following residents are **slightly less likely** to feel this way ...

- men,
- residents with an annual household income of \$60,001 to \$100,000.

<sup>†</sup> residents who have personally used an unsealed road in the District, in the last year, N=313

### Satisfaction with the standard and safety of Council's unsealed roads

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Users</b>					
2020	20	56	<b>76</b>	24	-
2018	20	54	<b>74</b>	26	-
2016*	11	59	<b>70</b>	27	3
<b>Ward</b>					
Northern	22	51	<b>73</b>	26	1
Hokitika	23	57	<b>80</b>	20	-
Southern	13	61	<b>74</b>	26	-
<b>Gender</b>					
Male	20	59	<b>79</b>	20	1
Female†	20	53	<b>73</b>	28	-
<b>Household Income</b>					
Less than \$40,000 pa	17	53	<b>70</b>	30	-
\$40,000-\$60,000 pa	19	51	<b>70</b>	28	2
\$60,001-\$100,000 pa	22	62	<b>84</b>	16	-
More than \$100,000 pa†	20	52	<b>72</b>	27	-

Base = 313

% read across

\* 2016 readings relate to **all** residents

† does not add to 100% due to rounding

The main reasons\* residents† are very satisfied with the standard and safety of Council's unsealed roads are ...

- well maintained, mentioned by 42% of residents† who are very satisfied,
- good/reasonable condition, 19%,
- happy with them/fine/okay/what you expect, 15%.

The main reasons\* residents† are fairly satisfied are ...

- do the best they can/good in view of weather conditions, mentioned by 17% of residents† who are fairly satisfied,
- well maintained, 12%,
- happy with them/fine/okay/what you expect, 11%.

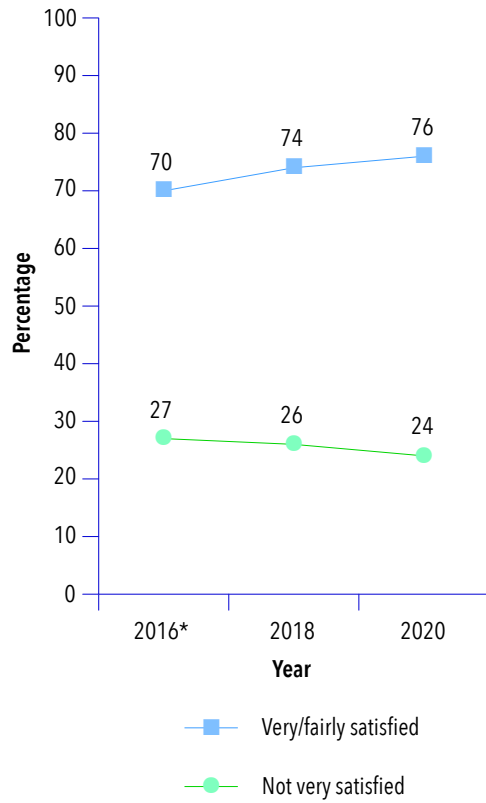
The main reasons\* residents† are not very satisfied are ...

- potholes/rough/uneven/corrugations/poor condition, mentioned by 55% of residents† who are not very satisfied,
- poorly maintained/need better maintenance/slow to repair/needs grading, 44%,
- need sealing/dust problems, 18%.

\* multiple responses allowed

† residents who have personally used a sealed road in the last year, N=313

*Standard and safety of Council's unsealed roads - personal users*

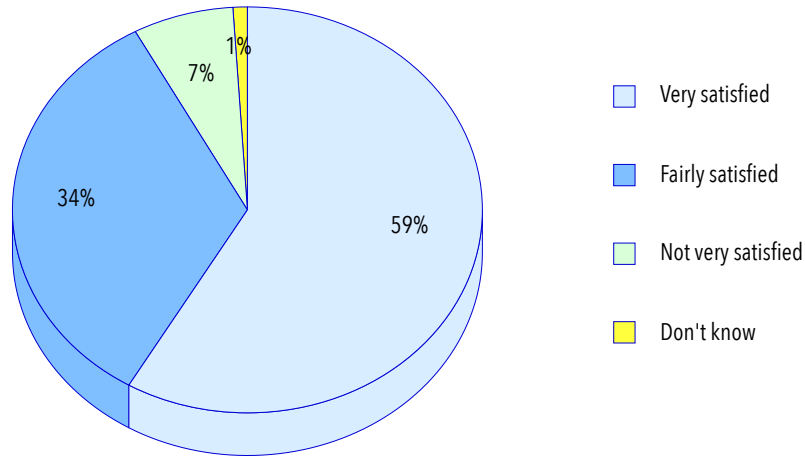


\* 2016 reading relates to **all** residents

Recommended satisfaction measures for reporting purposes:  
Users = 76%

## vi. Community halls

### Users



Base = 175

45% of residents say they have used a community hall in the last year. Of these, 93% are satisfied with the standard of the community halls and 7% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> not very satisfied with the standard of community halls.

<sup>†</sup> those residents who say their household has used a community hall in the last year, N=175



### Satisfaction with the standard of the community halls

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Users</b>					
2020**†	59	34	<b>93</b>	7	1
<b>Comparison*</b>					
Peer Group Average (Rural)	41	45	<b>86</b>	5	9
National Average	35	45	<b>80</b>	7	13
<b>Ward</b>					
Northern	56	33	<b>89</b>	11	-
Hokitika	62	36	<b>98</b>	1	1
Southern†	58	33	<b>91</b>	9	1

Base = 175

% read across

\* Peer Group and National Average readings relate to household satisfaction with public halls

\*\* not asked prior to 2020

† does not add to 100% due to rounding

The main reasons\* residents† are very satisfied with the standard of community halls are ...

- neat and tidy/clean, mentioned by 30% of residents† who are very satisfied,
- great/very good facilities (unspecified), 23%,
- brings community together/well utilised, 19%,
- well maintained/very good standard/good condition, 18%,
- new facility/renovated/been/being upgraded, 18%.

The main reasons\* residents† are fairly satisfied are ...

- well maintained/very good standard/good condition, mentioned by 24% of residents† who are fairly satisfied,
- okay/no problems/serve purpose, 12%,
- new facility/renovated/been/being upgraded, 12%.

The main reasons\* residents† are not very satisfied are ...

- needs maintenance/showing age/rundown, mentioned by 62% of residents† who are not very satisfied (caution small base N=11),
- underfunded/community looks after it, 27%,
- needs cleaning/tidying, 22%.

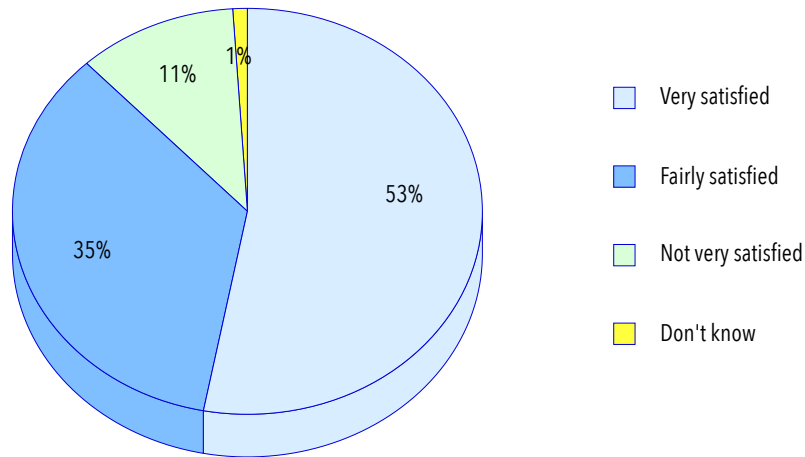
\* multiple responses allowed

† residents who have personally used a community hall, in the last year, N=175

Recommended satisfaction measures for reporting purposes:  
Users = 93%

## vii. Refuse and recycling collection service

### Service provided



Base = 304

73% of residents say Council provides them with a regular refuse and recycling collection service. Of these, 88% are satisfied, including 53% who are very satisfied (63% in 2018) and 11% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages for **rubbish collection** (service provided).

Residents<sup>†</sup> who live in a three or more person household are more likely to be not very satisfied with the refuse and recycling collection service, than those who live in a one or two person household, in terms of those residents<sup>†</sup> not very satisfied with refuse and recycling collection.

<sup>†</sup> those residents who say Council provides them with a regular refuse and recycling collection service, N=304

### Satisfaction with refuse and recycling collection service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Service provided</b>					
2020	53	35	<b>88</b>	11	1
2018	63	27	<b>90</b>	9	1
2016†	56	32	<b>88</b>	12	1
<b>Comparison*</b>					
Peer Group Average (Rural)	52	36	<b>88</b>	8	4
National Average	59	29	<b>88</b>	9	3
<b>Ward</b>					
Northern	58	33	<b>91</b>	9	-
Hokitika	49	36	<b>85</b>	14	1
Southern	59	36	<b>95</b>	5	-
<b>Household Size</b>					
1-2 person household†	60	32	<b>92</b>	6	1
3+ person household	42	40	<b>82</b>	18	-

Base = 304

% read across

\* Peer Group and National Average readings relate to satisfaction with rubbish collection for households provided with the service

† does not add to 100% due to rounding

The main reasons\* residents† are very satisfied with refuse and recycling collection service are ...

- regular/reliable/consistent, mentioned by 53% of residents† who are very satisfied,
- good service/do a good job/good standard/well run/no problem, 35%.

The main reasons\* residents† are fairly satisfied are ...

- regular/reliable/consistent, mentioned by 25% of residents† who are fairly satisfied,
- bins not big enough/size of bins/need more bins, 20%,
- good service/do a good job/good standard/well run/no problems, 16%,
- would like glass collected, 16%.

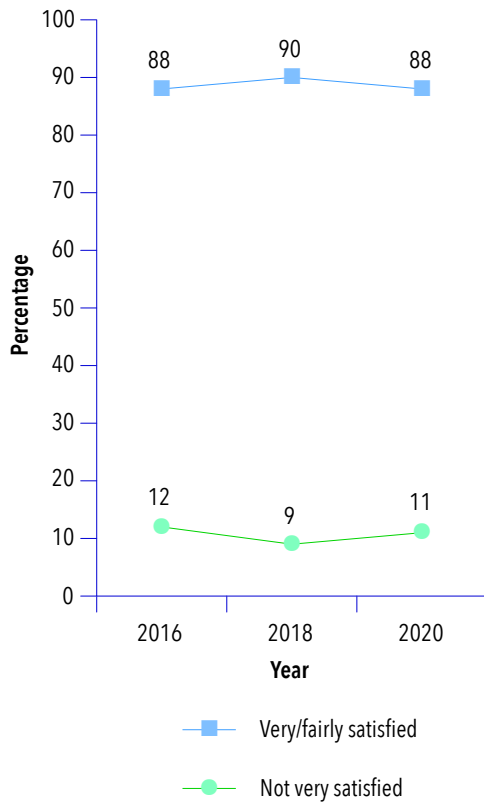
The main reasons\* residents† are not very satisfied are ...

- bins not big enough/size of bins/need more bins, mentioned by 37% of residents† who are not very satisfied,
- needs to be more frequent/more frequent over holiday period, 34%,
- would like glass collected, 33%.

\* multiple responses allowed

† those residents who say Council provides them with a regular refuse and recycling collection service, N=304

*Refuse and recycling collection service - service provided*



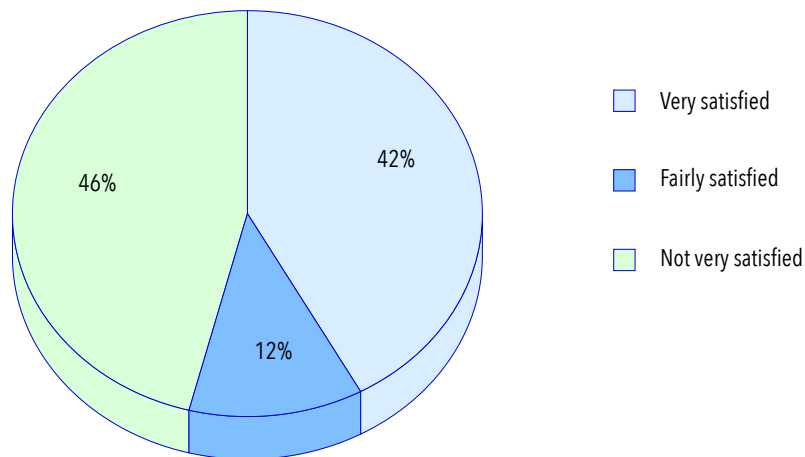
Recommended satisfaction measures for reporting purposes:  
Service provided = 88%

## CONTACT WITH COUNCIL

## ENVIRONMENTAL HEALTH (IE, FOOD PREMISES, CAMPING GROUNDS, HAIRDRESSERS AND FUNERAL DIRECTORS AND DEALING WITH NUISANCES SUCH AS NOISE (DAYTIME) AND LITTER

### i. Satisfaction with quality of advice

#### Personally contacted Council re environmental health issues



Base = 33

8% of households say they have personally contacted Council regarding environmental health. Of these, 54% are satisfied with the quality of the advice received and 46% are not very satisfied.

There are no Peer Group and National Averages for this reading.

As the bases for all Wards and most socio-economic groups are small no comparisons have been made.

† residents who personally contacted Council regarding environmental health



### Satisfaction with quality of advice re environmental health issues

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council</b>					
2020*	42	12	<b>54</b>	46	-
<b>Ward**</b>					
Northern	31	17	<b>48</b>	52	-
Hokitika	22	17	<b>39</b>	61	-
Southern	75	3	<b>78</b>	22	-

Base = 33

% read across

\* not asked prior to 2020

\*\* caution small/very small base

The main reasons\* residents<sup>†</sup> are very satisfied/fairly satisfied\*\* are ...

- did what was asked/good service/good advice, mentioned by 76% of residents<sup>†</sup> who are very/fairly satisfied,
- quick/prompt response, 22%.

\*\* caution: small base N=16

The main reasons\* residents<sup>†</sup> are not very satisfied<sup>‡</sup> are ...

- nothing done/rules not enforced, mentioned by 30% of residents<sup>†</sup> who are not very satisfied,
- don't like response/outcome, 22%.

<sup>‡</sup> caution: small base N=17

\* multiple responses allowed

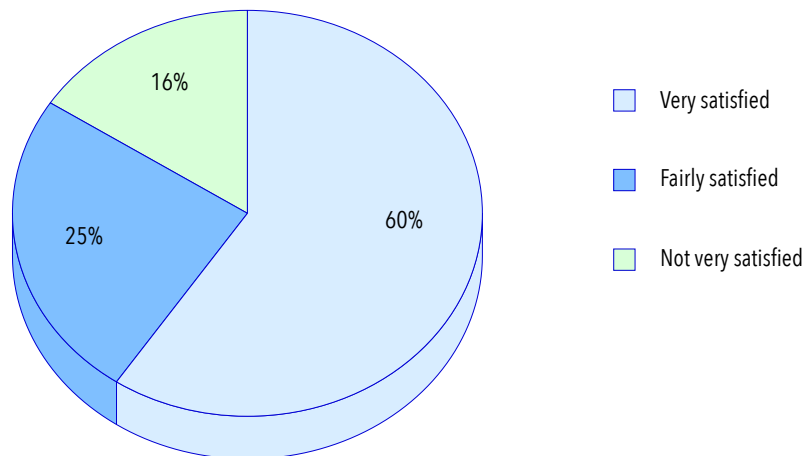
<sup>†</sup> residents who have personally contacted Council regarding environmental health, in the last year, N=33

Recommended satisfaction measures for reporting purposes:  
Contacted Council = 54%

## LIQUOR LICENCING ISSUES

### i. Satisfaction with quality of advice

#### *Personally contacted Council re liquor licencing issues*



Base = 9

Caution: very small base

2% of households say they have personally contacted Council regarding liquor licencing issues. Of these, 85% are satisfied with the quality of the advice received and 16% not very satisfied.

There are no Peer Group and National Averages for this reading.

As the bases for all Wards and socio-economic groups are very small no comparisons have been made.

### Satisfaction with quality of advice re liquor licencing issues

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted Council</b>					
2020*†	60	25	<b>85</b>	16	-
<b>Ward**</b>					
Northern	100	-	<b>100</b>	-	-
Hokitika	50	39	<b>89</b>	11	-
Southern	53	-	<b>53</b>	47	-

Base = 9\*\*

% read across

\* not asked prior to 2020

\*\* caution: very small bases

† does not add to 100% due to rounding

The main reasons\* residents† are very/fairly satisfied with the quality of advice provided on liquor licence matters are ...

*"Advice re a club was quicker than before and strict and fair."*

*"The rules we are governed by work in our favour."*

*"Have had no hassles in last few years."*

*"Straightforward process carried out satisfactorily."*

*"Mission accomplished, I got my liquor license."*

*"There is a staff member who is not up to it. The inspector of licensed premises is not particularly helpful."*

*"Doesn't think that it is really enforced like it should be."*

The main reasons\* residents† are not very satisfied are ...

*"Not being addressed adequately."*

*"The person we had to deal with was unnecessarily difficult, in the end we got a license for the community hall, becoming more of hassle every year, dealing with person who makes each year difficult even though no changes in the law to warrant extra questioning."*

\* multiple responses allowed

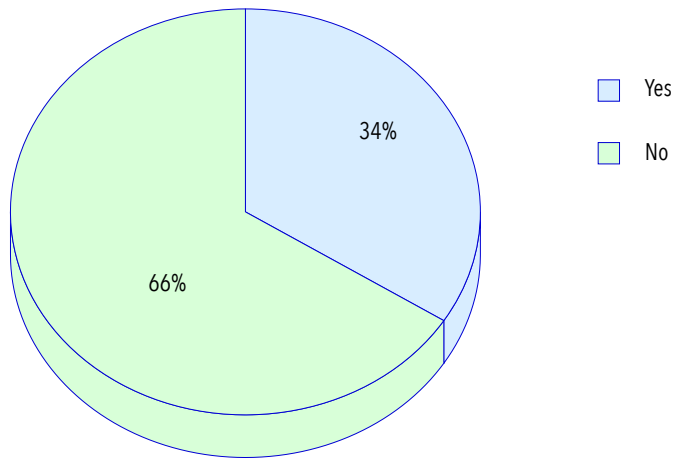
† residents who have personally contacted Council regarding liquor licencing issues, in the last year, N=9 (caution: very small base)

Recommended satisfaction measures for reporting purposes:  
Contacted Council = 85%

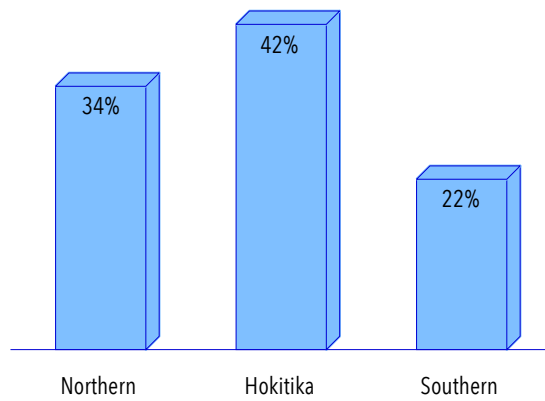
## CUSTOMER SERVICES CENTRE

### i. Contacted?

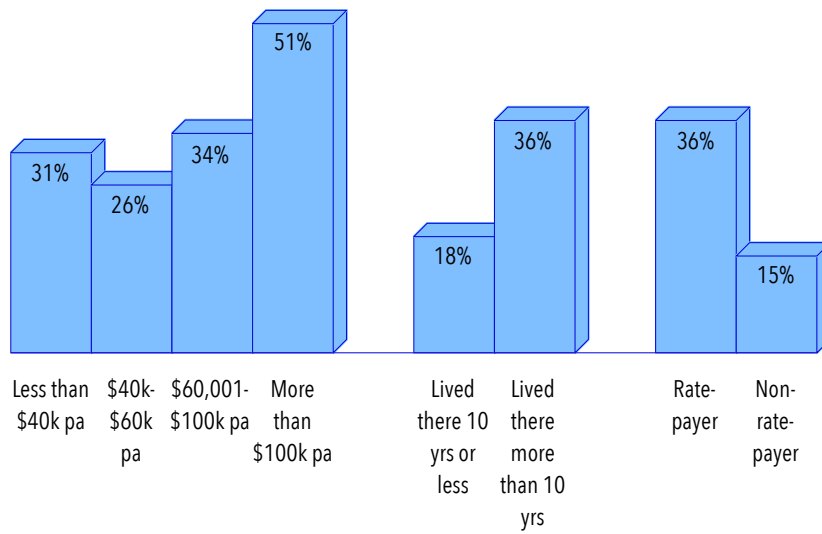
Overall



Percent saying 'yes' - by Ward



*Percent saying 'yes' - comparing different types of residents*



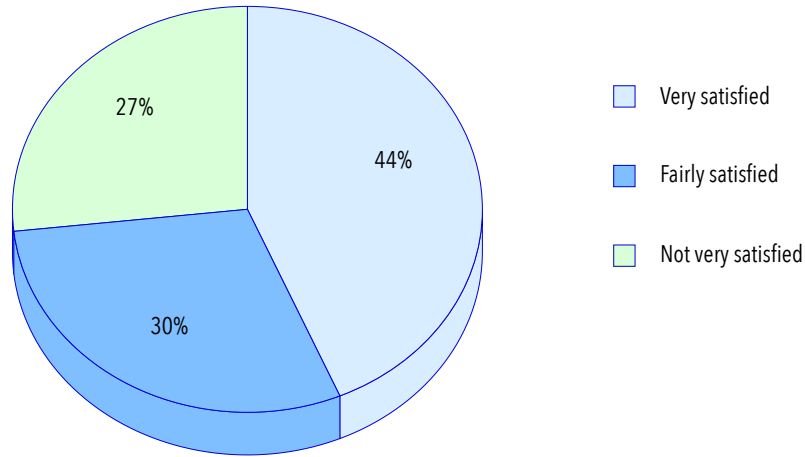
Excluding environmental and liquor licencing issues, 34% of residents say they have personally contacted the Customer Services Centre, either in person, by phone and/or by email.

Residents more likely to say 'Yes' are ...

- Northern and Hokitika Wards,
- residents with an annual household income of more than \$100,000,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

## ii. Level of satisfaction

### Personally contacted customer services centre



Base = 139

74% of residents<sup>†</sup> are satisfied with the service they received, including 44% who are very satisfied. 27% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who are not very satisfied with the service received.

<sup>†</sup> the 34% of residents who say they, or a member of their household, have contacted the Customer Services Centre, N=139



## Satisfaction with service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
<b>Contacted customer service centre - personally</b>					
2020	44	30	<b>74</b>	27	-
2018	57	21	<b>78</b>	21	-
<b>Contacted i-SITE/customer service centre - household</b>					
2016	76	18	<b>94</b>	5	1
<b>Ward</b>					
Northern	39	34	<b>73</b>	27	-
Hokitika†	44	29	<b>73</b>	26	-
Southern*	50	24	<b>74</b>	26	-

Base = 139

% read across

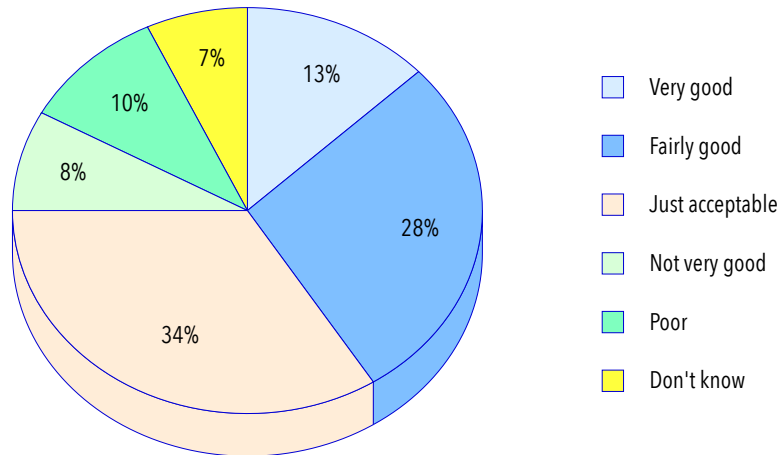
\* caution: small base

† does not add to 100% due to rounding

## LEADERSHIP

## PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR

### Overall



41% of Westland District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (58% in 2018), while 34% rate their performance as just acceptable (24% in 2018). 18% rate the performance of the Mayor and Councillors as not very good/poor (11% in 2018) and 7% are unable to comment.

Westland District residents rate the performance of the Mayor and Councillors below the Peer Group and National Averages, in terms of their performance being very/fairly good.

Residents **less likely** to rate the performance of the Mayor and Councillors over the past year as very/fairly good are ...

- Southern Ward residents,
- shorter term residents, those residing in the District 10 years or less.

### Summary table: performance rating of the Mayor and Councillors in the last year

	Rated as ...			
	Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<b>Overall</b>				
Total District				
2020	41	34	18	7
2018	58	24	11	7
2016†	31	35	31	4
<b>Comparison</b>				
Peer Group Average (Rural)†	56	25	9	9
National Average	51	27	13	9
<b>Ward</b>				
Northern	44	33	16	7
Hokitika	45	32	16	7
Southern†	32	38	24	7
<b>Length of Residence</b>				
Lived there 10 years or less†	29	30	23	19
Lived there more than 10 years	43	34	17	6

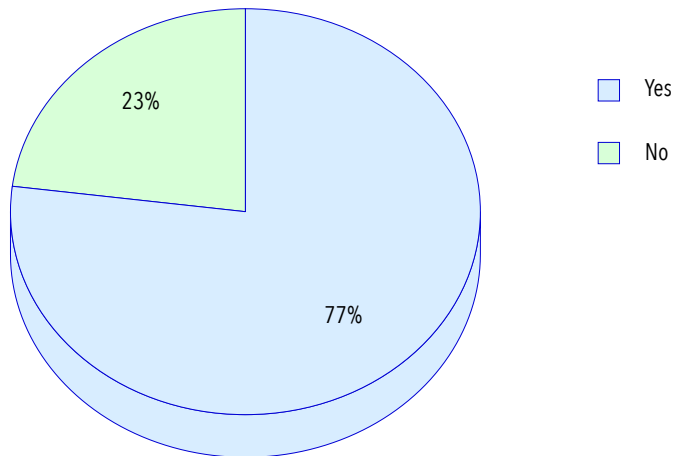
% read across

† does not add to 100% due to rounding

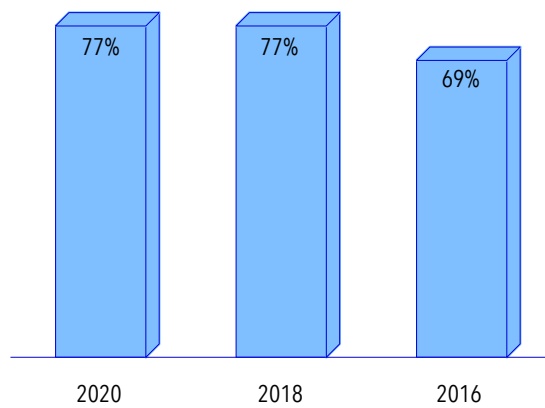
## CONSULTATION AND COMMUNITY INVOLVEMENT

## DO RESIDENTS UNDERSTAND HOW COUNCIL MAKES DECISIONS

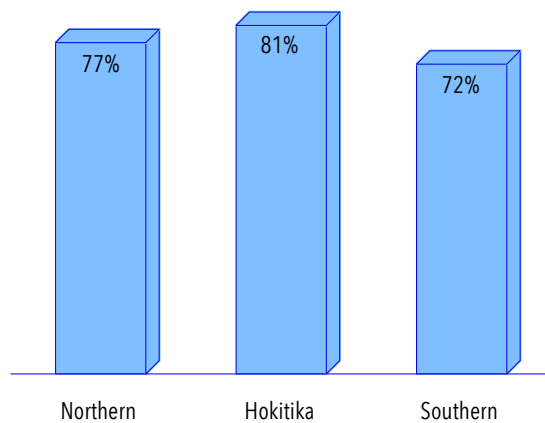
### Overall



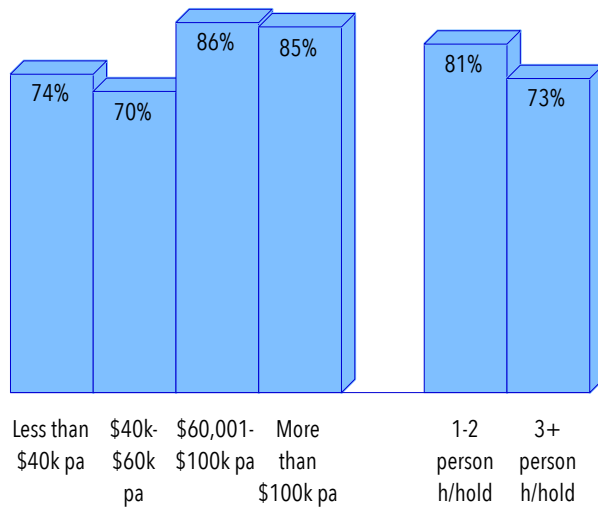
### Percent saying 'yes' - comparison



### Percent saying 'yes' - by Ward



*Percent saying 'yes' - comparing different types of residents*



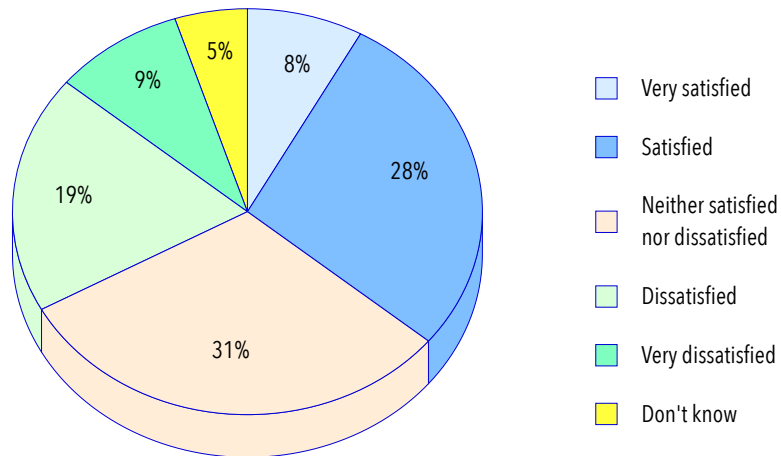
77% of Westland District residents say that in general, they understand how Council makes decisions. This is similar to the 2018 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say 'Yes'. However, it appears that the following residents are slightly more likely to do so ...

- residents with an annual household income of \$60,001 or more,
- residents who live in a one or two person household.

## SATISFACTION WITH THE WAY COUNCIL INVOLVES THE PUBLIC

### Overall



36% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes (46% in 2018), while 28% are dissatisfied/very dissatisfied (20% in 2018). 31% are neither satisfied nor dissatisfied and 5% are unable to comment.

The very satisfied/satisfied reading (36%) is below the Peer Group and National Averages.

Residents more likely to be **very satisfied/satisfied** are ...

- NZ European residents,
- longer term residents, those residing in the District more than 10 years.



### Summary table: level of satisfaction with the way Council involves the public in the decisions it makes

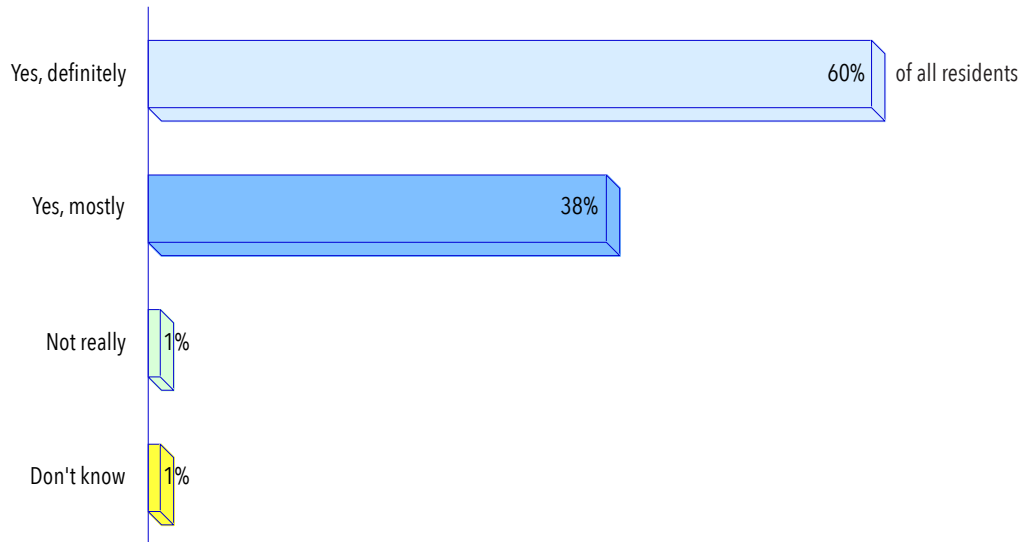
	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/ very dissatisfied %	Don't know %
<b>Overall</b>				
Total District				
2020	36	31	28	5
2018†	46	30	20	5
2016	29	28	39	4
2009	53	22	22	3
<b>Comparison†</b>				
Peer Group Average (Rural)	53	22	19	7
National Average	44	29	19	7
<b>Ward</b>				
Northern	38	29	27	6
Hokitika	38	28	29	5
Southern†	31	39	25	4
<b>Ethnicity†</b>				
NZ European	39	30	27	5
NZ Māori/other	23	39	32	5
<b>Length of Residence</b>				
Lived there 10 years or less†	25	42	23	11
Lived there more than 10 years	38	30	28	4

% read across

† does not add to 100% due to rounding

## PERCEPTION OF SAFETY

*Do residents feel their District is generally a safe place to live?*



## Perception of safety

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Unsure %
<b>Overall</b>					
Total District					
2020	60	38	1	-	1
2018	68	31	1	-	-
<b>Comparison</b>					
Peer Group Average (Rural)	49	45	5	1	-
National Average	35	57	6	1	1
<b>Ward</b>					
Northern	59	40	1	-	-
Hokitika	60	37	2	-	1
Southern	61	38	-	1	-
<b>Gender†</b>					
Male	66	30	2	-	1
Female	53	46	-	-	-
<b>Ethnicity</b>					
NZ European	58	40	1	-	1
NZ Māori/other	71	24	5	-	-

% read across

† does not add to 100% due to rounding

Not asked prior to 2018

60% of all residents feel Westland District is definitely a safe place to live (68% in 2018), while 38% say it mostly is (31% in 2018) and 1% think it is not really a safe place to live.

The percent saying "Yes, definitely" is above the Peer Group Average (49%) and the National Average (35%).

Residents more likely to say "Yes, definitely" are ...

- men,
- NZ Māori/other ethnicity.

The main reasons\* residents feel Westland District is definitely a safe place to live are ...

- friendly community/people look after each other/everybody knows each other, mentioned by 33% of residents who say Westland District is definitely a safe place to live,
- low crime/not much crime, 22%,
- size of the place/small population/rural/isolation, 14%.

The main reason\* residents feel Westland District is mostly a safe place to live is ...

- not as safety as it used to be/a bit more crime/have to lock doors, mentioned by 19% of residents who say Westland District is mostly a safe place to live.

The main reasons\* residents feel Westland District is not really/definitely not† a safe place to live are ...

- not as safe as it used to be/a bit more crime/have to lock doors, mentioned by 37% of residents who say Westland District is not really/definitely not a safe place to live,
- need better policing/better police presence, 24%.

† caution: small base N=6

## APPENDIX

### Base by sub-sample

	Actual residents interviewed	*Expected numbers according to population distribution
<b>Ward</b>		
Northern	141	131
Hokitika	161	170
Southern	101	102
<b>Gender</b>		
Male	192	203
Female	211	200
<b>Age</b>		
18-44 years	82	157
45-69 years	188	187
70+ years	133	59

\* Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 5.

# **COMMUNITRAK™ SURVEY**

## **APPENDICES OF VERBATIM RESPONSES TO THE OPEN-ENDED QUESTIONS**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

**WESTLAND DISTRICT COUNCIL**

**JANUARY / FEBRUARY 2020**



**National Research Bureau Ltd**  
PO Box 10118, Mt Eden, Auckland, New Zealand  
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### Q3 Reasons why satisfied, not very satisfied with protection provided from dogs and wandering stock

#### Good service, efficient

##### Very satisfied

- *"The dog controller answered your questions well."*
- *"I reported on a dog that wasn't tied up and another dog over the back that was threatening, and their response was fantastic."*
- *"Dog ranger came. All sorted, neighbour's dog no problem."*
- *"They did what they said they would do about the wandering dogs."*
- *"Rolleston Street, dog hardly barks now."*
- *"Dogs next door. The dog situation was sorted out. Otira Highway in Kumara."*
- *"Excellent service."*
- *"The dogs involved were rounded up and dealt with."*
- *"Handled well a good outcome a barking dog. Arthur Town Road, Ruatapu."*
- *"Man I spoke to very helpful and quick to act, went to his mobile but responded within five minutes. Good advice sorted the situation. Old Christchurch Road."*

##### Fairly satisfied

- *"Generally good response."*
- *"Dog ranger attended to the cattle."*
- *"The dog ranger was a very cooperative person."*

#### Quick, prompt service

##### Very satisfied

- *"They really dealt with it quickly."*
- *"Immediate and effective response."*
- *"It was an immediate response."*
- *"Notified the council of a dog and they came the same day and picked it up."*
- *"Hokitika. Came straight away from the office to collect dog, Tudor Street."*

#### Other positive comments

##### Fairly satisfied

- *"Dog control officer eventually did something."*

#### Dogs wandering

##### Not very satisfied

- *"The dogs are still wandering."*

#### Need more control, more enforcement, need to be stricter

##### Not very satisfied

- *"Her dog got bitten by another dog. She thought that the council could have done more about it."*



### Poor service, response to complaints, poor service from ranger

#### Fairly satisfied

- "Dog control person was a bit vague about consequences for respondent's dog."
- "Didn't get back to me about the wandering dog."

#### Not very satisfied

- "Dog rangers just me to fill in papers and the dogs are still barking."
- "Cat killed by dog, Hampden Road, Council did nothing. We were not impressed with the attitude of cat owners, dog taken away but given back. Dog owner lives on your street, nothing happened to dog and still wandering, property not fenced."
- "Nothing was done about the complaint."
- "Dog ranger attended to the cattle."
- "Dog complaint for eight years council keep going to wrong house. I keep phoning Mehrtens Road, number 17, that's me Krogons Road where dog is, Arahura."
- "Our dog on street and registered, when picked up my dog was very scared. And I'm sure something happened complained and never heard back."

### Unsatisfactory outcome

#### Fairly satisfied

- "The dog ranger has been seen Kumara since but has never caught the offending dog."

### Too hard on owners

#### Fairly satisfied

- "Neighbour's dog contacted about. Council too hard on dog owners with fees."

#### Not very satisfied

- "You had a dog on your property three months old, a dog controller came here because a woman said I had a dog locked up in a shed, and I had to lock it because when I came home from the farm there was three female dogs across the road, dog controller came and another dog of mine was not registered, and he put a fine on me for \$300 for not having it registered and I had been in hospital."
- "Council staff wanted to impound stray dog, we wanted to help the owner, but met with not a good attitude from the council staff. Ended up council staff knew the owner and changed his tune, not very community orientated."

### Other negative comments

#### Fairly satisfied

- "But hard to get hold of at times."

#### Not very satisfied

- "Hall Street, have aggressive barking dogs. Eight dogs in one street."
- "Noise complaint about dogs barking in both Bealey and Hall Streets between Gibson Quay and Weld Street."
- "Increase in dog registration."

## Q6 Reasons why satisfied, not very satisfied with parks and reserves

### Clean, tidy, well maintained

#### Very satisfied

- *"They kept tidy and mowed, all over the area."*
- *"It is always neat and tidy, well maintained Cass Square."*
- *"Cass Square, is kept in pristine condition."*
- *"They all look neat and tidy, paths kept up and in good order, gardens weeded. Cass Square and Prosser Brush."*
- *"Very tidy."*
- *"Rugby soccer clean."*
- *"Its kept well. Council does a good job, ie, Cass Square."*
- *"It was well kept and tidy."*
- *"And no rubbish about."*
- *"Well mown. Community park in Fox Glacier."*
- *"Well kept."*
- *"Tidy, no litter."*
- *"Historic place and you do a good job keeping it tidy."*
- *"Everything was up to scratch."*
- *"And kept in very good order."*
- *"Cass Square Park, well maintained."*
- *"Cass Square is very well looked after."*
- *"The lawns are mowed."*
- *"Clean tidy and well maintained."*
- *"Very busy place, Lanier, tidy, clean."*
- *"Just well maintained and good people doing the job, Cass Square."*
- *"Dickson Park, well maintained."*
- *"Do some hiking, well kept, clean and tidy."*
- *"Tidy and getting maintained."*
- *"Cass Square, very tidy, well looked after."*
- *"The Kumara Park grass is kept mowed and the water fountain works and the gates to playground work well."*
- *"Lake Kaniere Scenic Reserve, track is well maintained and toilets clean."*
- *"Nice grass and well maintained. Cass Square."*
- *"The Kumara Park grass is kept mowed and the water fountain works and the gates to playground work well."*
- *"Very tidy. Kaniere Lake."*
- *"I live close to the water reservoir at Kumara and use the facilities there frequently. They are of a high standard."*
- *"Looked after well maintained."*
- *"Tidy good for the town. Foreshore in front of town. Hokitika."*
- *"Council does good job with maintenance, etc."*
- *"I take my wife out at Cass Square every day is well maintained with gardeners who we chat to, lawns are mowed with cricket pitch, well utilised."*
- *"Kirk Square - they keep the gardens and facilities neat and tidy."*
- *"Well maintained and kept tidy, the majority of them."*
- *"It's always neat and tidy with no rubbish."*
- *"Kept tidy, clean and others using the park. Cass Square."*
- *"The Cass reserve is very well maintained, well looked after. The grounds are always tidy."*
- *"Cass Square. Its very well maintained."*

continued ...

**Very satisfied (continued)**

- *"They are well maintained especially Dixon Park and Kiata Reserve."*
- *"It was good-everything was good, not litter there, it was tidy, Cass Square."*
- *"The facilities good, and parks tidy."*
- *"Cass Square very pleasant and well maintained and took her grandchildren to the playground."*
- *"Very satisfied with the way Cass Square is kept that's the only one I'm associated with, well maintained, it looks good."*
- *"Park corner of hall and park, where old scouts hut were, well maintained."*
- *"The parks around Hokitika are well maintained and the council staff are making an effort to keep them neat and tidy."*
- *"Cass Square. It was well kept."*
- *"Cassidy Square, I use this often, it is well kept and very enjoyable and always in good condition."*
- *"In good order, tidy and clean."*
- *"Ogilvie Park is in good condition."*
- *"Very Tidy Jacksons Bay."*
- *"Nice and Tidy. Cass Square park."*
- *"Cass Square Nice and tidy it was fine."*
- *"Always clean and tidy Cass Square, Hokitika."*
- *"They are well maintained."*
- *"Track is well maintained."*
- *"Nice and tidy Prosser Brush where the big wheelbarrow is in Kaniere."*
- *"Cass Square, Hokitika. Everything is good upkeep."*
- *"Nice neat and tidy Cass Square Hokitika."*
- *"Very Tidy Cass Square Hokitika."*
- *"All tidy neat well cared for Cass Square Hokitika."*
- *"Well kept, Cass Square, Hokitika."*
- *"It's Dixon Park and it's well maintained."*
- *"Cass Square well looked after Hokitika."*
- *"Clean park."*
- *"Apart from some park lawns needing a mow over summer, the parks are tidy and well maintained. Cass reserve is one of these."*
- *"I use a park in Harihari and it is very well maintained."*
- *"Prosser Brush walking track, Hokitika. Well kept, take dog."*
- *"Lake Kaniere, its was maintained, tidy, no litter."*
- *"Cass Square Tidy under playgrounds well kept."*
- *"Prossers walk, Hokitika, nice and tidy, well looked after, bins empty."*
- *"Hokitika Gorge, Lake Mahinapua, well maintained."*
- *"They are all good. Grey power rooms in town and Cass Square and they are both good and clean. The ones at the beach are clean and Tancred Street are good too. Clean."*

### Fairly satisfied

- *"They are clean. There are less rubbish bins now but haven't seen left rubbish in general. It is a common trend not to have rubbish bins. I would notice if people leaving rubbish because of no bin."*
- *"And they are working on Laser Park."*
- *"It was clean and tidy, no rubbish around. Lake Kaniere."*
- *"The Kaniere area is very well maintained."*
- *"Well maintained in Hokitika township cannot remember name of the reserve."*
- *"I find they have tidy and well kept parks and reserves, Mahangapoi reserve."*
- *"No rubbish."*
- *"It's lovely and clean, Cass Square."*
- *"Cass Square, they've spent lots of money to keep it quite good."*
- *"All look in good condition. Cass Square very good."*
- *"They are well maintained."*
- *"Tidy, etc, well mown looks pretty good. Just general."*
- *"And it's well maintained. Harihari Reserve."*
- *"Well maintained It use the Kapitea Dam and I use the cycle way and Lake Kaniere Reserves."*
- *"Clean and tidy in Cass Square."*
- *"The parks and reserves are well kept."*
- *"They are quite well maintained."*
- *"They are fairly well maintained."*
- *"They are nothing special but are well maintained."*
- *"I think they're good, they're maintained available for everybody to enjoy."*
- *"Cass Square was tidy and clean."*
- *"She spent a nice day at Lake Kaniere. The tracks are well maintained."*
- *"Our public square in Hokitika is kept very well."*
- *"They are well looked after."*
- *"Nice and tidy and well maintained, free of litter, well utilised Cass Square, Ross Park, took young family to play."*
- *"All fine good condition, the ones I go too."*
- *"Thought Prosser outskirts of Hokitika, quiet, well maintained, no litter, mown."*
- *"I think that the Council can only afford upkeep to a certain level of the park and reserves. The Hokitika Gorge is very enjoyable and well maintained."*
- *"Cass Square well looked after."*
- *"Cass Square is in good condition."*
- *"Cass Square, tidy and well looked after."*
- *"Cass Square, taken kids to playground, tidy and well maintained."*

### Good facilities, good range of facilities, plentiful

#### Very satisfied

- *"Varied."*
- *"All very good. People need to be more clean."*
- *"Good parking and toilets, Lake Kaniere Reserve."*
- *"Good facilities and reasonably tidy."*
- *"Good facilities and well maintained."*
- *"Good cleaning and upgraded frequently."*
- *"Good wide range things to do."*

### Fairly satisfied

- *"What they have at the park, at Cass Square."*
- *"We have a wide range of reserves in the district."*
- *"They are used by a lot of people, sports people, runners, joggers, walkers, people from the rest home, Cass Square. Used to have tai chi there."*
- *"They are good and well maintained in the Hokitika."*
- *"General comment, pleased moderately with facilities."*
- *"They are good."*
- *"Was what I expected, good facilities Mahinapua reserve."*
- *"Plentiful."*
- *"Mainly we pretty much got we need, sports grounds, skate parks, the playground's pretty basic but the skate park and sports grounds are pretty good."*
- *"Cass Square facilities are modern enough and well kept enough."*
- *"It's got all the facilities that we need."*

### Good place for kids, families, playground

#### Very satisfied

- *"Got what the kids need for playing."*
- *"Lot for the kids to do at the park and bush walks."*
- *"For age group my children are has everything we need, between 8-14."*
- *"Well maintained and plenty for the grandchildren to play can't remember the name it was in Hokitika."*
- *"I have a nine year old granddaughter who I look after during school holidays and she enjoys the parks and reserves and the activities that are in the parks and reserves. Prestons Bush, Cass Square, beach front reserves, Prosser Brush."*
- *"Nice little park and stuff for the kids to play on at Cass Square."*
- *"Slides, monkey bars are good for kids they enjoy."*
- *"Kids like it."*
- *"Prosser Brush Reserve, it's nice and short and easy for little children."*
- *"The nephew there he enjoys it."*
- *"Cass Square great for the children."*

#### Fairly satisfied

- *"The playground is good."*
- *"The kids like it. Cass Square."*
- *"Probably because I have young children and there is plenty of activities for normal children at Cass Square."*
- *"The parks have everything we needed for the kids to play in playground, Cass Square."*
- *"Reinstating a park in Hokitika township at the beach."*
- *"You walk through the place every week, gardeners there, nice and tidy, kids playing in the park, well used, gardens tidy, Cass Square park."*
- *"Use a playground, Cass Square, another play area has been shut down for maintenance and for a while we couldn't use it, open now, kids enjoy it, plan to make it a hub for kids especially skate parks, would be great for the community, would be fantastic, extension for the kids as they get older."*
- *"Okay and played on the swings with the kids."*

### Walkways, walking tracks, bushwalks, cycle tracks

#### Very satisfied

- "Cycle trail, Kaniere trail very beautiful."
- "Lake Matheson, lovely walk."
- "I do the cycle trails. They are well maintained, eg, all cycle trails in area."
- "Nice short walk, Prosser Brush."
- "They do a great job with the tracks."

#### Fairly satisfied

- "Good walking tracks."
- "Adequate tracks good."
- "Walking tracks in good condition."

### Lovely facility, trees and gardens, beautiful scenery

#### Very satisfied

- "Cass Square is beautiful."
- "Cass Square and had lunch there and it was very pleasant."
- "Parks are beautiful."
- "It is well kept and gardens look good, Cass Square."
- "They are well maintained and gardens lovely."
- "It looks lovely, at Lake Kaniere area."
- "Cass Square impressed with the appearance."
- "It looks good. Kaniere reserve is nice. Cass Square and it is nice with the flower beds. Wadeston Park where they play rugby is good. The heritage walk is lovely and sunset point is very nice."
- "The gardens are well kept. Cass Square."
- "Beautiful trees and birds you can listen to, Prosser Brush."

#### Fairly satisfied

- "It's just a recreational area, Lake Mahinapua Reserve. It's actually set up with facilities for camping self-contained and freedom campers, toilet facilities are there and that. You can see where freedom campers have been. Facilities are set and suited and it's a lovely recreational area to spend time with family."
- "Harihari Reserve. I go there as it's nice atmosphere."
- "Kept well just beautiful in that area."
- "Gardens are nice."

### Council do a good job, best they can within budget

#### Very satisfied

- "She thought that the men who worked on the reserve did a wonderful job."
- "They do a good job."
- "Because they do a lot of good work there. The Hokitika Gorge."
- "They are doing good job."

### Good for events, Sports

#### Very satisfied

- "Great facility for events."
- "Good surface for football, and kids park."
- "Great for events, wild foods, etc, rugby, and kids park."

#### Fairly satisfied

- "Cass Square for running. It was fine."

### Been, being upgraded, improved, progressing

#### Very satisfied

- "Cass Square has improved."
- "Been upgraded, park corner of hall and park."
- "Upgrade from what it was, foreshore in front of town. Hokitika."
- "Kaniere Reserve and Kowhitirangi up the gorge where a lot of work has been done."

#### Fairly satisfied

- "Sunset Point. Like the way its progressing."
- "They are working on Laser Park."

### Feel safe, safe for kids

#### Very satisfied

- "Safe there, varied, been here all my life."
- "Feel very safe when out and about."
- "I have a lot of visitors take them there safe."
- "Safe for the kids."
- "Safe for kids."
- "Well maintained and safe for kids, Cass Square, etc."

#### Fairly satisfied

- "Generally, they seem to be safe for my grandchildren."
- "I guess it is because of the safety fence around the park the main road in Harihari."

### Accessible, good location

#### Very satisfied

- "Easy access with mobility scooter. Cass Square."
- "Easy to access."
- "It's easily accessible. We live at Kaniere, they can bike there, Cass Square."
- "Hokitika gorge, Lake Mahinapua, good access, tracks, well looked after."

#### Fairly satisfied

- "Local to me here easy access to and from."
- "It's handy to our place and tidy."
- "Kaniere and Mahinapua. Access is good."
- "In great locations."
- "Easily accessible."

### Alright, okay, good, happy with them

#### Very satisfied

- "Cass Square, Hokitika Seems okay nothing I would I change."
- "Mahinapua Reserve and camping ground. It was okay."

#### Fairly satisfied

- "No issues."
- "They are okay, nothing bad about them."
- "Things normal. Lake Kaniere."
- "Parks and reserves generally, fine."
- "They are okay."

#### Not very satisfied

- "The reserves are alright."



## Maintained by locals not Council

### Very satisfied

- *"We look after it ourselves for the fire service and we maintain it."*
- *"I think we do quite well with our parks and reserves. The only thing that we have to do in Ross is that we have to mow the sports fields and some lawns. There is no contract for the recreational fields to be mowed. We're just wondering why really that some grass verges get mowed and some don't? Grey area of responsibility."*
- *"She said that she is developing a park with the help of other local people. It is hard work but is a great attraction. However, the drains around the park need to be cleared."*
- *"We have volunteers that keep the reserve in good shape. Kokatahu Pony Club Reserve, I thinking is owned by the Council."*

### Fairly satisfied

- *"Because most of it has been done by locals and the council has not done anything at the Harihari Park."*
- *"Ross Community Reserve, well maintained by the local Ross community."*
- *"I think that the council has put minimal attention to it and relied on volunteers to keep it up to scratch. Prosser Brush."*

## Well utilised

### Very satisfied

- *"Well utilised."*
- *"Well used, Ogilvie Park."*
- *"Well used, Dixon Park."*

### Fairly satisfied

- *"The parks that we use are generally rugby parks. Cass Square is well used and in reasonable condition."*
- *"Well utilised. Cass Square."*

## Other positive comments

### Very satisfied

- *"They are not overcrowded."*
- *"I have been going out there for over 60 years and it hasn't changed."*
- *"They are cool they are protecting natural resources for future generations. Their condition is good. General Parks and reserves in the district."*
- *"No worries everything is okay."*
- *"Dogs on leads people polite."*

### Fairly satisfied

- *"I visit a reserve for hunting."*
- *"No freedom campers, Mananui, nice places."*



### Room for improvement, could be better, need upgrading

#### Very satisfied

- *"Some need draining gets too wet."*

#### Fairly satisfied

- *"I would be very satisfied if I thought there was some plan to improve and build up parks and reserves, eg, Cass Square hasn't changed in years."*
- *"Lake Kaniere and Cass Square, little outdated and need doing up."*
- *"We are a small community and lucky to have them. Could be better, pretty old fashioned, eg, Cass Square."*
- *"Some need better drainage."*
- *"We use the Mahinapua Walkway, we suggest that walkways could be higher so when it rains the water would drain away. The boardwalks can be flooded sometimes."*
- *"Could always do bit more with playground, put a roof on."*
- *"Fox Glacier walk, it's not open at the moment, has been washed with weather. The walk needs to be of a better quality, so it doesn't get washed out, ie, further from rivers and higher in the bush."*
- *"Need update, getting worn and in need of repairs."*

### Not very well maintained, need better upkeep, beautification

#### Fairly satisfied

- *"You were not satisfied with the condition of the grounds at the cemetery in Hokitika."*
- *"The track behind Lake Kaniere has not been kept up in maintenance."*
- *"The road around the Wilderness Trail is not as well maintained."*
- *"Sometimes grass could be a bit tidier. Greymouth."*
- *"Hokitika cemetery seems to be less tidy than it was years ago."*
- *"Entrance to Hokitika from the north is a disgrace. Gorse and long grass. Not good advertising of a lovely town."*
- *"Cass Square can be untidy but generally is good."*
- *"High rates are being charged, and it is not always apparent that the parks and reserves are maintained to the appropriate level. It seems that not a lot happens."*
- *"Cass Square doesn't have a lot of trees or garden. It could be prettied up. It would be nice to see more gardens."*
- *"Could be cared for bit better."*
- *"Hokitika Graveyard no caretaker now so poorly maintained grass overgrown weeds around the graves untidy never was."*
- *"Lake Kaniere reserve has too many potholes, could do with better maintenance."*
- *"Cass Square, worse for wear."*

**Not very satisfied**

- *"Because it is overgrown and left not maintained Pauareka Road reserve."*
- *"The Kumara area needs a lot of water blasting, long grass, the Tiramara lions parks has been shut down. Council very slack."*
- *"Grandstand needs to be repaired."*
- *"Lions Park was will maintained and since the Council have taken it over it has been left so that it's no longer an attractive area when you take grandchildren to play on it, it's very grubby and the mats underneath are slippery."*
- *"Long grass, lack of service in that area. Harihari."*
- *"They are in a dreadful state. Mainly Cass Square and Wadeston Island. Very unkempt and a mess, both of them."*
- *"Problem is that they don't maintain them. Eroded rims track have to crawl up."*
- *"The parks are suffering from neglect by the Council."*
- *"Hokitika cemetery, dog litter in the cemetery. Uncontrolled dogs roaming. Cass Square also can have uncontrolled dogs and litter."*
- *"The area along the Hokitika the heritage area walk, lack of maintenance on the shrubbery, overgrown along the river, pathway edges are not mown, they the council said they didn't have it in their budget, contractors claim."*

**Better facilities, need improving, Need more****Very satisfied**

- *"But there needs to be a shady spot."*
- *"Needs updating, put in water fountains, etc. Hokitika needs a dog park."*

**Fairly satisfied**

- *"But there is not an abundance, eg, bike park being put in by Westland Primary, a council facility like this would be nice."*
- *"I found we do preseason training on one of parks and it is full of prickles. That type of grass should not be used on a playing field especially when they have spent 1200000 after each wild food festival."*
- *"There's one in particular for me which needs work, Cass Square needs more shade and, even some sunshade sails would be good or trees."*
- *"Possibly a little more seating. There's only one seat and its broken(by the hedge) and one picnic table, and there's one seat facing the wrong way. Cass Square."*

**Not very satisfied**

- *"Weld Street, no shade for children. Needs updating."*
- *"Need more seating lack of seating."*
- *"Road toward sunset point is full of potholes."*
- *"Nowhere where we can take a dog for a run."*
- *"I think more could be done, from visiting other areas there are more picnic areas and sheltered and shaded areas that we don't have."*
- *"Disgusting no public bins, for rubbish, Lake Kaniere, pathetic, throw it in the shrub because there is nowhere else to put it."*
- *"There aren't enough dog walking areas."*

### Lack of toilets, need more, better, cleaner

#### Very satisfied

- *"Prosser Brush is always in good condition. But it could do with a toilet."*

#### Fairly satisfied

- *"But there are no toilets."*
- *"The quality of the ablutions could be improved."*
- *"The toilets there need an upgrade. Cass Square."*
- *"More toilets and showers. Lake Kaniere and Cass Square."*
- *"Not enough toilets for everyone, too many tourists."*
- *"Upgrading was needed. New toilets for example, Ross."*
- *"The parks I visit in Hokitika could do with an upgrade to toilets."*

#### Not very satisfied

- *"New toilets."*
- *"Toilets too far away, Cass Square."*
- *"No toilets, Mahinapua Track, so not so good."*
- *"In the main park in the town there are not enough tables or toilets."*
- *"Toilets too far away, especially when you have a toddler."*

### Litter, rubbish, lack of rubbish bins, need more

#### Very satisfied

- *"Needs more checks for broken glass this is a big problem."*

#### Fairly satisfied

- *"Some litter has been building up in the parks and reserves I use."*
- *"There have also been examples of fly tipping and dumping of rubbish in some of the parks I visited."*
- *"I am very critical of the rubbish collection in the park."*
- *"Lake Kaniere very crowded and with rubbish left in summer. The gorge is unmanageable and Mananui is better."*
- *"Cass Square had broken glass not cleared away. Overall satisfied."*

### Better facilities for children, playgrounds need upgrading, fencing

#### Very satisfied

- *"Needs fencing around kids area."*

#### Fairly satisfied

- *"Could be better in Cass Square, more facilities and playthings for the kids."*
- *"Playgrounds terrible in my opinion."*
- *"Ross Domain could see more for younger children."*
- *"A bigger skate park."*
- *"Cass Square needs a few new playground equipment."*
- *"Dixon Park. There is no fence along the waterway at all. There are many children there and no fence along the creek."*
- *"Too big, not enough for tiny tots families."*
- *"Probably because my kids are a wee bit older now but maybe updating the parks for the younger kids making them a wee bit more exciting, maybe offering a fully fenced area for the smaller kids instead of being so open like at Cass Square."*
- *"I just think it is not good that it is nit fenced, but everything else is okay. Where the little kids play there is a driveway where the big trucks come in and out."*

**Not very satisfied**

- *"Not fully fenced, Cass sand play equipment not too. Simple and old. At Cass Square."*
- *"I'm thinking about the Cass Square which is the main one in town and I think that the playground area there is a bit limited, unimaginative. It's reasonably well maintained and things but it's just like any other playground anywhere it doesn't have any personality any West Coast characteristics."*
- *"There is nowhere in Hokitika where we can take our grandchild, who is in a wheelchair."*
- *"Children's playground area in Kumara. The grass is so long a child would disappear in it."*
- *"Quite dangerous and not age appropriate, not fenced in, unsafe."*
- *"Park needs changes, not fenced off."*
- *"No fence put up we have had to fund raise to put one up to keep kids safe. Harihari playground Feel council should pay to keep kids safe on a main highway not the parents Toddlers just bolt across busy road!"*
- *"The parks for the kids are shocking especially when you go to visit places like Rangiora and see what the kids have there to play on. We go to the Ross School playground because the council playground is not child friendly at Cass Square. For a child two to four years age it's not safe. Okay for the older ones."*

**Other negative comments****Very satisfied**

- *"The cut up wood in Lake Kaniere is just a waste. People should be able to use it for firewood. Someone could go in with four wheeled bike and bring it out for old people."*

**Fairly satisfied**

- *"I'm fed up with cyclists hooning though Prosser Brush when I want to go for a walk, they are not supposed to be in there."*
- *"At Jackson Bay there are issues with camping, rubbish build-up and fishing boats and trailers using the reserve. There are clashes over this use."*
- *"AMP Show at Hokitika Otira Parks and Reserves are more natural than the ones at Hokitika."*
- *"Some of the parks have been sullied by people who don't care about the environment."*
- *"Getting balance of sport and commercial events, advertised right, would be hand for committees on events."*
- *"Lazer Park has been dug up for redevelopment and it's taking a long while to complete."*

**Not very satisfied**

- *"Closed program for littlies. Cass Square."*
- *"He doesn't know what could be done. He thinks it's a lost cause."*
- *"The local playground has been condemned, and the community cannot afford the \$50,000 needed to upgrade it."*
- *"Ross recreation area; the community council doesn't allow the mower to be used for the archery or Grimmond Avenue this year, this needs to change. New oaks planted & a Chinese memorial area."*
- *"Getting balance of sport and commercial events, advertised right, would be hand for committees on events."*
- *"There is 1080 everywhere and it's not safe. Mahinapua reserve is not safe."*
- *"Cass Square. Cross because the rugby fields are out of action due to the wild food festival. This is not what the park was intended for."*
- *"Cass Square also can have uncontrolled dogs."*

## Q9 Reasons why satisfied, not very satisfied with public toilets

### Clean, tidy, well maintained

#### Very satisfied

- *"It was clean everything was done that should be done, one down by the beach in Hokitika, and the one by the museum."*
- *"The toilets in Hokitika are very clean."*
- *"They are well looked after in the Harihari area."*
- *"Very clean."*
- *"They were clean and tidy and well maintained in the northern area."*
- *"It was nice and clean at all times of the day the one behind Carnegie building."*
- *"On beach, very clean."*
- *"Very clean and tidy in Hokitika township."*
- *"Beautifully clean."*
- *"Clean, one on the beach."*
- *"Clean and kept to a good standard."*
- *"In Hokitika in the main centre on Wells Street, the toilet was private in a corner in the centre and it was clean."*
- *"Behind the Pensioners rooms in Hokitika. Clean."*
- *"The toilet in Ross very clean and tidy and spot on."*
- *"Clean and tidy."*
- *"They are clean and tidy. The people who look after them do a great job."*
- *"And clean and tidy."*
- *"Clean and tidy, waterfront at sunset point."*
- *"It was very clean. Hokitika one and Kumara Junction."*
- *"The one in Hokitika by the museum is very clean and well maintained."*
- *"Cass Square, spotless."*
- *"It was very clean and tidy. The one by the museum."*
- *"Clean and well serviced."*
- *"Nice and clean and tidy."*
- *"The toilets are always clean."*
- *"Clean and smelt nice."*
- *"The toilets are clean and well maintained by council staff. The ones I use are new and fit for purpose."*
- *"They are clean and tidy."*
- *"Clean and tidy."*
- *"Knows the man who cleans them, Hokitika, no mess, in Cass Square, not far from library, up the road. All clean and tidy."*
- *"Clean available and maintained in Hokitika."*
- *"The toilets in Hokitika at the museum."*
- *"Facilities are clean and tidy, more toilets have been built to handle the tourist numbers."*
- *"Toilets by Museum in Hokitika, always clean when I visit."*
- *"They are well maintained clean and tidy."*
- *"Nice tidy sites and are kept clean."*
- *"Beach toilets at Hokitika, Revell Street and behind museum They are clean and well maintained."*
- *"Clean and tidy, smelt good, by the museum."*
- *"Used one in Haast township and it was clean and modern."*
- *"Clean. Lots of people using them."*
- *"I have used several and am satisfied with the cleanliness."*

continued ...

**Very satisfied (continued)**

- *"In Harihari. It was very clean, but probably cleaned by locals. Not the council."*
- *"Clean and tidy."*
- *"Hokitika, toilet was clean and well maintained."*
- *"They are always clean."*
- *"The ones I have used have been clean and tidy."*
- *"They are well maintained by the Museum and by the Supermarket."*
- *"They are nice and clean."*
- *"Kept nice and clean Franz Josef toilets."*
- *"Clean and tidy, Tancred Street maybe, not sure of street name, Hokitika."*
- *"The toilet she used was clean."*
- *"Hokitika, Tancred Street, nice and clean."*
- *"The local woman who looks after them keeps them in pristine condition."*
- *"Tancred Street, nice and clean, Hokitika."*
- *"Central Greymouth opposite the Police Station and they are very well maintained."*
- *"Well maintained."*

**Fairly satisfied**

- *"Clean and tidy, the ones in Tancred Street."*
- *"They were clean, the one at Ross."*
- *"It was clean and tidy the time I use it. The one in town, Revell Street or Sewell Street in Hokitika."*
- *"They are not dirty, Hokitika."*
- *"They were clean and tidy the ones in town."*
- *"Downtown Hokitika, clean enough."*
- *"Hokitika, public, reasonably clean."*
- *"Most of the District toilets are fairly clean and usable."*
- *"They are nice and clean, Hokitika ones by the beach."*
- *"Hokitika's toilets in the town area on Tancred Street, clean and hygienic, definitely show that they are maintained."*
- *"Tancred Street, Hokitika. It's clean, but nearly always there is water which wets my trousers."*
- *"Clean in a reasonable state, no rubbish."*
- *"Just a standard toilet relatively clean and maintained."*
- *"It was reasonably clean, neat and tidy in Hokitika, in the museum block."*
- *"Reefton clean, also Greymouth clean."*
- *"Hokitika restrooms, at least they are clean."*
- *"Women's Centre in Town and that is always clean and tidy."*
- *"It was clean. Cleaners did a good job. In Tancred Street."*
- *"Usually clean and tidy all the toilets in the district."*
- *"Public toilets in Hokitika, clean and tidy, in Cass Square."*
- *"Fairly clean."*
- *"Generally, they are pretty clean."*
- *"It was clean and tidy. At the museum and a club, grey power club."*
- *"They were clean and tidy."*
- *"Toilets at Cass Square are okay, they do get cleaned."*
- *"They are usually clean and tidy."*
- *"Quite tidy."*
- *"Cass Square and outside the Museum and kept clean."*
- *"They are mostly clean and tidy."*
- *"The toilets I use in the main towns in the district are clean and tidy."*
- *"Tancred street, clean, maintained."*

continued ...



**Fairly satisfied (continued)**

- "Old museum in Tancred Street clean and well serviced."
- "Satisfied, clean and tidy."
- "Clean and tidy, by the Carnegie building."
- "Tidy and didn't smell, the one next Carnegie building."
- "Franz Josef toilets were clean."
- "It was clean and okay to use."
- "At Lake Mahinapua the toilets were quite clean, not too bad really, fairly, okay we were all surprised how good they were, they're the only ones we used that I can think of."

**Good standard of toilets, good condition, modern****Very satisfied**

- "Clean and relatively new at Haast and Fox Glacier, Franz Josef Glacier."
- "In Hokitika the toilets are very good."
- "They are fabulous. Very new at Haast."
- "Town centre, very good."
- "Good facilities in the Harihari."
- "The Hokitika toilets and they were very good."
- "The toilets at Whataroa are being renewed and when finished they will be very satisfactory. The old ones were terrible."
- "Franz Josef and Okarito toilets are good."
- "They are very good and clean at my local community centre, Harihari."
- "Cleanliness and overall appearance."

**Fairly satisfied**

- "Nicely presented on the outside Tancred Street."
- "Harihari and Whataroa really good."
- "They are in reasonable condition Cass Square and outside the Museum."

**Not very satisfied**

- "But the toilets in Harihari good."
- "By museum its clean and good."
- "Fox Glacier, Harihari, Whataroa, they were tidy and upgraded."

**Toilet paper, soap, handtowels supplied****Very satisfied**

- "There is paper and hand clean provided."
- "Good, everything is okay, soap, toilet paper and clean."
- "Very good Soap toilet paper clean."
- "Clean everything was there Cass Square Hokitika."

**Fairly satisfied**

- "Soap there, clean. In Hokitika."
- "And there's always good soap and towels Tancred Street."
- "Soap and paper provided."
- "Lake Kaniere toilets, were clean, tidy with loo papers."

**Good location, easily accessible, handy, more of them****Very satisfied**

- "They are convenient."
- "Easy access, kept reasonably clean."
- "More toilets have been built to handle the tourist numbers."
- "There are now more public toilets now that the cycleway has them and the ones on the beach front are useful."

**Fairly satisfied**

- *"They are easy to access, Tancred Street."*
- *"It was convenient and suitable for purpose. The museum one."*

**Okay, adequate, alright, average****Fairly satisfied**

- *"Only just up to standard."*
- *"It was usable but not flash."*
- *"It provides a sufficient service."*
- *"In reasonable condition."*

**Not very satisfied**

- *"Average not the best for tourist town."*
- *"The ones down the beach are okay if it's not tourist season."*
- *"Museum toilet was basic but clean."*
- *"It was okay, just okay. Harihari area and Whataroa."*

**Other positive comments****Very satisfied**

- *"He is a local, so they are easy to find."*

**Fairly satisfied**

- *"They are there, they are available, we have them."*
- *"No real problem there."*

**Need more toilets, not enough for tourist numbers****Very satisfied**

- *"But not enough of them."*
- *"However, there are only two. When tourists arrive in bus loads, there are queues. There is no toilet at the local service station, so people who stop there for petrol also use the toilets. She thinks that the council needs to install more."*

**Fairly satisfied**

- *"You do not think there is enough public toilets in the district, even up until last night I see men standing on the side of the road, and I am right in town."*
- *"They need more toilets out of town, we have freedom campers. Highway 73 they have put some in."*
- *"Could do with more toilets in Hokitika area."*
- *"The toilets are a bit too far from Cass Square."*
- *"Kumara junction no services out here. Not happy about spending rate money on council building. Would like public toilets, or playground, reserve or parks here in Kumara."*
- *"However, there are only three women's toilets, which is not enough when visitors arrive."*
- *"There should be more of them around, along the beach there needs to be one at the other end of town, a lot of people spend time at the beach."*

**Not very satisfied**

- *"In general, there are not enough toilets, especially in summer when there are many tourists there."*
- *"There are not enough public toilets in our area otherwise they are good and clean."*



## Dirty, smelly, untidy, need cleaning more often, floors wet

### Fairly satisfied

- *"Some of them are not as clean as other, through overuse. The ones at the beach front in Hokitika."*
- *"Not that clean."*
- *"Not cleaned often enough."*
- *"Hokitika Gorge toilets, fairly and not very satisfied because of the smell, distinct urine smell, wondering whether the drainage is working properly? Maybe so many people using it and maybe not keeping up with the maintenance and cleanliness using it, it was packed, 50 camper vans using the facility."*
- *"Town Centre toilet, toilet was so so in cleanness."*
- *"Service more regularly such a busy little town."*
- *"The disabled toilet in Hokitika is not always as clean as the others."*
- *"I know that how difficult it is to keep clean and tidy."*
- *"Floors wet. Hokitika Gorge."*
- *"The ones we have used. Kumara one is not being kept clean by people who use it."*
- *"Some are great not so great. Fox Glacier not cleaned often enough."*
- *"Hokitika ones on beach could be cleaner."*
- *"Could be better, need cleaning more in busy season."*
- *"It was the time of the year and was quite well used, down at the beach, not very clean."*
- *"Franz Josef not so good due to volume of use."*
- *"Cass Square, cleanliness varies."*
- *"Near the Library. It's okay, the floor is always wet. Could be cleaner."*
- *"But the ones in smaller places are not clean."*
- *"Not very clean, could be cleaner, they're not scrubbed but get wiped over. I don't think that's good enough."*
- *"Clean but could be a better."*
- *"Clean but not spotless, Hokitika, can't remember name of street sorry."*
- *"Kids don't like the toilets in town ,too smelly."*
- *"They're not that clean, clean more regularly do wash outs. Along the beach."*

### Not very satisfied

- *"Unclean dirty and full of rubbish at Kumara."*
- *"Toilets on the main street in Fox Glacier, not cleaned often enough."*
- *"Sports ground in Kumara is not particularly well maintained. Does it need a new cleaner?"*
- *"The toilets beside the museum. Dirty, and not cleaned often enough in Hokitika."*
- *"Disgusting, dirty, not cleaned enough."*
- *"Need cleaning more often, lots of tourists here and they get lots of use, especially in summer and when events only."*
- *"Again, a general comment about the frequency of cleaning which I'd like to see increased."*
- *"Ross and Harihari. They are smelly, and there is stuff on the floor. In Harihari toilets there is food and used cigarettes on the floor."*
- *"Middle of town near museum, always dirty."*
- *"The public toilets in Hokitika, ie, Beach and Town. Cleanliness is a problem, need to be cleaned properly, they smell."*
- *"Gross, is all I'd say about the public toilets in town."*
- *"The toilets in town an embarrassment to council, need cleaning more often."*
- *"Hokitika toilet. It was quite dirty."*
- *"Not very clean, rubbish in the toilets."*

continued ...

**Not very satisfied (continued)**

- *"It needs more cleaning. It's the local toilet at the foodbank."*
- *"Smelly and water on the floor. Not cleaned enough. Tancred Street, Hokitika."*
- *"Not very clean."*
- *"Hokitika ones not really clean."*
- *"No good, not clean, urine on the ground, smelly, beach front, Hokitika."*
- *"Need cleaning more often, daily."*
- *"Needed cleaning, smelly, Tancred Street, Hokitika."*
- *"Beach toilets need cleaning."*
- *"Museum, not clean."*

**Poor standard, outdated, need upgrading, improvements****Fairly satisfied**

- *"Not up to standard, don't clean or check them often enough."*
- *"Cass Square needs updating and toilet at beach, okay."*
- *"In Hokitika, near museum, could do with an upgrade."*
- *"Rather old."*
- *"It's a mixed bag, some of the newer ones are good, but the ones at Cass Square are disgusting. Cass Square ones are old and need upgrading, the whole building."*
- *"Hokitika public toilets, these are older. They could do with an upgrade. However, they are more than adequate."*
- *"Cass Square, needs sprucing up."*
- *"Standard not very good, old and shabby Cass Square."*
- *"There is room for improvement, in general."*
- *"In Hokitika, near the museum. It's starting to show signs of age. Needs work done on it."*
- *"The one in the museum, it tidy and not always clean, before lunch, during the week, old and worn, needs an upgrade."*
- *"Hokitika, by the museum, pretty basic, old and tired, needs repaint, good going over, can't remember if they had hand driers?"*
- *"Used older ones by museum, not very impressed."*
- *"Need updating far too old."*

**Not very satisfied**

- *"Cass Square don't appear to be very well maintained."*
- *"Just need upgrade, Hokitika."*
- *"They could have an update, but they were clean enough."*
- *"They are rundown, but they are now renewing them. Whataroa, Harihari area, they were just old. They are getting money from Shane Jones fund."*
- *"They are in need of upkeep, the same as they were 30 years ago, Cass Square."*
- *"One at the museum is old. Clean but needs an update."*
- *"Need updating. Middle of town near museum."*
- *"Need upgrading. Hokitika ones poor."*
- *"The toilet I've used, especially by the Plunket Rooms are not in good order and not pleasant to use."*

### Need toilet paper, soap, other facilities

#### Very satisfied

- *"The ones we have a very good but there are not enough of them or rubbish bins. This is at the mouth of the river and there is a need for rubbish bins definitely in the summer."*
- *"Would be nice if a change table was in there, one of those fold down ones. Really good if we had one so good to use."*

#### Fairly satisfied

- *"The toilets in Greymouth never have toilet paper in there."*
- *"I would like to know why they have fixed the public toilets at Kapitea Dam. Lights gone, soap is gone."*

#### Not very satisfied

- *"No paper, was soap though."*
- *"No paper, no soap."*

### Not always open, locked

#### Fairly satisfied

- *"Sometimes locked too early, eg, during school holidays."*
- *"Behind the museum, Cass Square one is not always open, difficult when you have children."*

### Other negative comments

#### Very satisfied

- *"In Hokitika hot water is far too hot."*
- *"Hokitika central by the museum. Sometimes freedom campers use it to wash their dishes."*

#### Fairly satisfied

- *"The public toilets in Ross are presently not operative. They built a new one and it wasn't opened for the busy season, really disappointed. It looks like all the power is connected because everything goes on at night but it's not being used."*
- *"Woodstock toilets and they are quite public. It'd be better if they more private."*

#### Not very satisfied

- *"Gardens full of weeds and grass not mowed. So bad took round up and sprayed the grounds myself, Fox Glacier."*
- *"Can't get a walking frame into them to go to the toilet. No wheelchair entrance either."*

## Q12 Reasons why satisfied, not very satisfied with library services

Good range, selection of books, new books, resource material

### Very satisfied

- "Granddaughter very happy to find books she liked."
- "Good turnover of new books."
- "Good resources."
- "Good selection."
- "Selection of book."
- "The library is well stocked."
- "Good books."
- "Very impressed good books."
- "Good selection of books and friendly staff."
- "Good selections of books for kids and adults."
- "There appears to be a good selection of books for both of us."
- "Large amount of books, you can put holds on."
- "Can get what I want and good selection."
- "Books I wanted."
- "Have a very good public library, tons of books."
- "Good books all in order. I will start using it again soon for myself."
- "There is always a good selection of books."
- "Books always available."
- "Good book stock."
- "Good range of books at our library including books for all ages Kumara Anglican Church outreach library service, from Hokitika Library."
- "Has latest books."
- "Good selection of books."
- "Lots of books."
- "I am a regular user and do a lot of reading."
- "Good range of books."
- "Has a good range of books."
- "The kids enjoy the selection of books down there."
- "Availability and variety of books."
- "Good books."
- "Great selection of books."
- "Good selection of books."
- "There are a good selection of books and a good selection of DVDs."
- "Excellent good selection of books."
- "Okarito library service has a wide range of books."
- "Plenty of books."
- "Sort of get the books out that I want, good variety, up to date, don't use wifi."
- "Great stock of books."
- "Outstanding, go there twice a week, library is better than Waimate, new books, outstanding selection."
- "Good selection of books."
- "I like reading like books, Hokitika, Westland District."
- "It's the only one in Haast. They have a great range of books and the librarian is very helpful."
- "They have plenty of books and the staff are helpful."
- "Lots of books."
- "Nice selection of books, Hokitika."

continued ...

**Very satisfied (continued)**

- *"Great selection of books."*
- *"Extremely good for small town, good collection of books."*
- *"The books are good. Good choices."*

**Fairly satisfied**

- *"They have a good range of books."*
- *"Good selection of books."*
- *"Plenty of books there."*
- *"Westland library, it has the books that you needed, required."*

**Good layout, well organised, set up, areas well separated****Very satisfied**

- *"Well set out."*
- *"Very quiet space, good for study at home these distractions, I could focus when studying for my exams."*
- *"Is quiet."*
- *"Easy enough to find stuff. Staff are good."*
- *"Excellent, user friendly large variety of books."*

**Staff are good, helpful, friendly, good customer service from staff****Very satisfied**

- *"Nice people that work in the library, in Hokitika."*
- *"Hokitika library have wonderful staff."*
- *"We get our books and the people who work there are very considerate."*
- *"Staff is good and good service."*
- *"Friendly staff and always helpful."*
- *"Fabulous staff."*
- *"Helpful staff."*
- *"Very helpful staff."*
- *"Friendly staff."*
- *"Staff great."*
- *"Friendly staff."*
- *"Very friendly staff."*
- *"It's a good place, welcoming staff."*
- *"Staff helpful."*
- *"It is wonderful, staff make it this way."*
- *"The staff are good- friendly and helpful."*
- *"Great workers in there and they will get things in for you."*
- *"Good service. Get books in for you."*
- *"They are always excellent. Staff are very helpful, ie, Hokitika Library."*
- *"Helpful staff."*
- *"The girls were great in the library."*
- *"Staff are excellent."*
- *"Staff good, good feeling there. Tolerant of children."*
- *"Helpful staff, Westland District library."*
- *"Prompt service."*
- *"Knowledgeable and helpful staff."*
- *"The staff are nice."*
- *"Friendly and helpful staff."*
- *"Friendly staff."*
- *"Great staff."*

continued ...

**Very satisfied (continued)**

- *"Excellent staff."*
- *"Good staff, Hokitika."*
- *"They are very helpful, and books are good."*
- *"In there the other day, Hokitika, I go in there with my wife and because she has eye problem, I look for the books for her, and the librarian was very helpful, I go every week."*
- *"The staff are always polite, helpful and forthcoming."*
- *"And staff friendly and helpful."*
- *"Hokitika library has very good staff."*
- *"The staff are friendly and efficient."*
- *"The staff are always friendly and happy to help me."*
- *"Hokitika Library 100 percent satisfied. Staff help with scanning documents. Staff are very helpful, 10 out of 10 for staff, wonderful service and very cheap."*
- *"Mainly due to the staff who are very helpful, user friendly."*
- *"Good staff."*
- *"Service is amazing. Very helpful."*
- *"If you don't know something, they'll just "oh yeah, hang on" and they'll find it for you. They're good ladies."*
- *"I know them all there."*
- *"I always get good service there."*
- *"Fantastic, friendly staff accommodate us by getting in books, kids get there books out."*
- *"Hokitika Library staff were helpful."*
- *"Staff gets book in on request. Pleasant staff."*
- *"They are helpful staff, no problem when they send away for a book that I want."*
- *"The staff are very helpful."*
- *"The customer service is excellent."*
- *"Tancred Street, Hokitika branch, very friendly and efficient staff."*
- *"Very pleasant staff."*
- *"Great staff, selection of material."*
- *"Staff polite and efficient."*
- *"The library in Ross is run by dedicated volunteers and offers a good service in the books it has."*
- *"They are very helpful and give good service."*
- *"Staff are great, helpful, smiling, good info."*
- *"The staff are lovely as well as having good books."*
- *"Hokitika library; good, useful staff."*
- *"I recommend books and they order in, which is good service."*
- *"Staff friendly."*
- *"It's lovely, they've got a lot of books that I like and if they haven't, I ask them, and they try and get it for me. They're really lovely, the ladies that work in there, very helpful."*
- *"The staff have been amazing, always willing to help and go and find a book if we can't find one, the staff in there are pretty amazing."*
- *"Good service and helpful staff who will source books when asked for by customers."*
- *"Good selection of books, staff very nice. Hokitika."*
- *"Staff good, Hokitika."*
- *"Helpful staff."*
- *"Good selection of books and the staff are good, they're helpful, any enquiries they're straight onto it."*
- *"Friendly staff, happy to help always."*

continued ...

**Very satisfied (continued)**

- "Good staff, helpful. Good books."
- "Staff helpful with computers."
- "The library staff are friendly and give good service."
- "People wonderful, kind, always smiling."
- "Believe they do a good job with what they have available the library is very small, you just basically find something suitable, get books sent down every three months, they can recent editions they can order."
- "Staff very helpful and go out of their way to help."

**Fairly satisfied**

- "I have good service, the people are helpful."
- "I went in and got what I wanted done, it was good service, asked if had a book and they got it for me."
- "The staff are helpful."
- "Good staff."
- "They order them in if they don't have them."
- "The staff are good but sometimes too busy to help."
- "The staff are helpful, and she can find everything she wants."
- "Fantastic, staff are fantastic, really helpful, responsive, really good."

**Internet, online services, free wifi, Computer access, photocopying.****Very satisfied**

- "Good internet access, easy access."
- "They have very good online stuff now. Took my granddaughter there and there was lots for her to do."
- "Have computers."
- "Free wifi."
- "Lots, printing."
- "Computer."
- "Needed to do emailing and they have that facility."
- "Computer access is good. Westland District Library."
- "Free wifi."
- "I use their internet."
- "Can use it online."
- "Ask for my time sheets to be emailed, when I go into the libraries I use."
- "I use the online service and I am very happy with this service."
- "Continues to modernise with technology."
- "Good for photocopying. Very helpful."
- "Well utilised people using wifi, etc."
- "Staff willing to source a book, and helpful with printers and printing a document."

**Fairly satisfied**

- "I get emails there. Cannot do that now. They changed the system."

**DVDs, ebooks, videos, large print****Very satisfied**

- "They are innovative, have other things going on, dvds. They keep video selection up to date."
- "They have an ebook facility now."
- "Videos."
- "Hire out films from there."
- "I can get large print books there."
- "DVD, all really nice in there."



## Children's area, activities, programmes

### Very satisfied

- *"Lots of things for the kids, good in holidays."*
- *"So much there for the kids to read and do."*
- *"Kids' stuff is lots."*
- *"They're brilliant. I have had very good service. They offer lots of activities for younger children."*
- *"Kids can spend time there themselves. Have been on school trips there, they have a fabulous programme, Hokitika library."*
- *"Lots of stuff for kids as well."*
- *"Things for kids, it is well resourced, Hokitika library."*
- *"For school children it is very clean and tidy."*
- *"Good activities for kids."*
- *"Seats for kids, events in school holidays."*
- *"They have reading for the children."*
- *"Plenty of activities for children."*
- *"Five plus, they put on a really good children's craft week and we went to one of the days."*
- *"It has an awesome kids corner and even a time for the little ones."*
- *"Plenty for children to do."*
- *"The Hokitika library has run a really good holiday programme which involved my children."*
- *"Very kid friendly."*
- *"The staff there were amazing they read a story to the children and they did a regular story time for anyone who wants to take their children in there."*
- *"School programme, great also."*
- *"Good place for kids and they enjoy going there."*
- *"Kids love it."*
- *"Love library, the books, toys."*
- *"Books variety something for the kids, and programmes, well utilised."*
- *"They just really, really inclusive for all kids the head librarian does a really good job, lots of activities for the kids, after school, holiday reading programmes and a baking challenge kids. They're really good at our library. We're really lucky."*
- *"Very helpful, my eldest son just loves going there, great with our youngest kid the staff are."*
- *"Really good, my kids love all the books and toys."*

## Newspapers

### Very satisfied

- *"They have a wide range of newspapers to read."*

## Good communication

### Very satisfied

- *"They always get in touch when there are events in the Library."*
- *"Well publicised (events)."*
- *"Lots of community notices, tourists even use."*
- *"Westland District Library. They keep good communication with the public."*
- *"Provide all sorts of access to info on what's going on in the community."*



### Good service, well run.

#### Very satisfied

- "Good service, prompt service."
- "And good facilities."
- "Well run."
- "It's a very good service."
- "Great service!"
- "The service is very good."
- "Great service."
- "Service good."
- "Good service."
- "Everything is really good, service, books everything."
- "Good asset for the town well run by the ladies."
- "Well managed always."
- "Good service, Hokitika."
- "They have very good service. Hokitika."
- "Love library, very good, great place, well serviced."
- "The Haast Library is suitable for me and it's well run."
- "Service good, Hokitika."
- "Great service, Hokitika."
- "Because it's a really great library with excellent services and staff. It's amazing."

### Very good, great, good facilities (unspecified)

#### Very satisfied

- "Hokitika Library is very satisfactory."
- "Everything I need."
- "Always use the Hokitika library, excellent."
- "Hokitika gets absolutely brilliant as a comment."
- "It's everything a suburban library should be."
- "Very good."
- "Library very good."
- "Could not speak more highly of them. Great."
- "Great Sewell Street, Hokitika."
- "The library in Hokitika is very good."
- "Very satisfied really good. Love it, staff so friendly."
- "It is a good library in Hokitika."

### Community facility, events, courses, activities for all ages

#### Very satisfied

- *"Starting to do things with community, cooking, clothes swap."*
- *"Book reading, clothes swap."*
- *"Their events are well run and publicised."*
- *"They also run good courses."*
- *"Great social place."*
- *"Good activities for family, community needs this facility."*
- *"Also, very good at inviting the community in with community events."*
- *"Well utilised, community meeting place."*
- *"I use the Hokitika library, I have ordered books and go to talks there."*
- *"Hokitika library, staff are great and so are events."*
- *"It has a good range of books, and has great book sales, I have bought a lot of books cheaply recently."*
- *"Westland Library is very good with good staff and workshops."*
- *"Well utilised by the community."*
- *"Like the JP there on a Wednesday, find you hard to find books, also helped me load a book on a kindle."*
- *"The library is a good community resource run by caring people and is community orientated."*

#### Fairly satisfied

- *"Attends as a Justice of the Peace on a Wednesday."*

### Lovely facility, clean and tidy, nice surroundings, well maintained

#### Very satisfied

- *"Library and nice surrounding, Hokitika."*
- *"Maintained well. Clean."*
- *"They keep it neat and tidy, Hokitika library."*
- *"Comfortable and inviting to go into."*
- *"Good facility, online with you."*
- *"Nice surroundings."*
- *"The library is quite new."*
- *"Neat and tidy, well maintained, always several people in there."*
- *"It's a lovely place to go."*
- *"Well maintained."*
- *"Maintained and tidy."*
- *"Clean and tidy, Hokitika."*
- *"Maintained well."*
- *"Clean, tidy, good selection of books Hokitika."*
- *"Just nice and light and airy and clean."*
- *"Tidy."*
- *"Everything nice about the place."*
- *"Well maintained, always clean and welcoming."*

#### Fairly satisfied

- *"Tidy and maintained facility."*

### Good location, convenient, easily accessible

#### Very satisfied

- *"It is easy access to go to."*
- *"Handy to town."*
- *"Convenience."*
- *"Great and nice location to sit and read."*
- *"Hokitika Library is very easy to use, easy access."*

#### Fairly satisfied

- *"Handy."*

### Okay, good, happy with it

#### Fairly satisfied

- *"Incredibly challenging running a library, so it's okay."*
- *"A good library."*

### Other positive comments

#### Very satisfied

- *"Our roster system works well."*
- *"Good hours."*
- *"The volunteer service works well. Kumara Anglican Church outreach library."*
- *"Hours are consistent."*

### Need more books

#### Very satisfied

- *"But need much more books."*
- *"It's good but I wish they had more popular books like the Handmaids Tale. Need to fund more modern books. Well known ones."*
- *"Need more books, latest books, good selection."*

#### Fairly satisfied

- *"The Hokitika Library sometimes doesn't get new releases in very often. I read a lot so it's a bit frustrating otherwise they do a good job."*

### Longer hours

#### Very satisfied

- *"I'm used to longer hours."*
- *"The one in Harihari is tiny, and the woman who runs it is paid to keep it open for a few hours only."*
- *"At the Haast hall, only open one day and librarian is very helpful."*

### Other negative

#### Fairly satisfied

- *"She said people get only a limited amount of time to use the computer. Sometimes there are no Sunday papers in the library."*

### Other

- *"They should charge for books. One dollar each would be reasonable. Westland District Library."*

### Q13 Reasons why they have not used or visited a library in the District

#### Don't read, not a reader, don't read very often

- "Not a big reader."
- "I don't read books."
- "I don't read books-have never read a book."
- "Tend to buy books from op shop."
- "Don't read now."
- "I am not a big reader."
- "I'm not a very good reader."
- "Not much of a reader."
- "I don't do a lot of reading."
- "Not her thing. Not a reader."
- "Don't read books."
- "Not a great reader."
- "I'm not a great reader."
- "Don't read books."
- "Educated when I was young but not a good reader."
- "Do not read very much."
- "Don't read much now."
- "I don't read books."
- "Because I do not read books."
- "I do not read and everything online now."
- "I don't read books much."
- "Do not do a lot of reading."
- "She doesn't read a great deal."
- "I am not a book person."
- "My daughter and wife do but I don't read much."
- "Not a big reader, but my partner makes up for me."
- "He doesn't read much."
- "Doesn't read much."
- "He doesn't read much."
- "Do not read books."
- "Don't read much and I'm not a reader so I don't go."
- "Not a bookworm."
- "Don't read books and not interested."
- "I am not a great reader."
- "Not a reader."
- "Don't read any books."
- "I'm not a great reader."
- "I don't read books never been to a library."
- "Don't read a lot."
- "Don't read books."
- "No interest in reading."
- "Don't do a lot of reading, do other things instead, I've changed."
- "I don't read a lot."
- "Not a reader."

### Use kindle, ebooks, audio books, download books

- *"Read electronic books."*
- *"Don't need to as I download the books on my phone, I am not a member of the library and I like to buy my own books. When I want to know something, Mr Google is used."*
- *"I have a lot of books and read on my kindle but have been told it is very good."*
- *"I have an ebook."*
- *"Haven't used it in the last 12 months because it is easier to use my iPad."*
- *"Don't use them, I download books when I want to read."*
- *"Proud owner of a reader, kindle."*
- *"I have a kindle and I use that to read online."*
- *"Have kindle and use that for reading books."*
- *"We use a kindle, no need to go to the library."*
- *"Two hours away."*
- *"I download books."*
- *"I use audio books."*
- *"I use electronics."*
- *"Get my books from Amazon or kindle."*

### Read other material, newspaper, magazines, internet, computer

- *"Like reading the paper and I read about every single word. Plus, my husband uses his smart phone and computer a lot."*
- *"Read paper in morning and that's it."*
- *"I used the internet."*
- *"Am computer freak."*
- *"You can bring everything to play on the internet and that."*
- *"The internet is fabulous, but the family use the library to read a locally produced book that wasn't on the internet."*
- *"I buy all my magazines and books. I just don't really like libraries very much, libraries in general. I don't like the smell of them. Old books have a smell about them."*
- *"Read mostly magazines."*
- *"I only read the newspapers."*
- *"Use my own computer, I know it is a good place."*
- *"Don't need to go there, use the internet."*
- *"Mainly as I have a computer and I can do most things online."*
- *"All on internet I feel these days for kids."*
- *"Well I don't have any real need to go to the library I have the internet and newspapers every day."*
- *"Do my reading online."*
- *"Can get what needed online."*
- *"Get papers delivered."*
- *"Because of internet. Uncle Google will tell you everything you want to know."*
- *"Ease of online access these days."*
- *"Find everything on the computer now."*
- *"Never had a need to use with internet."*
- *"I read books online."*
- *"Am 82, I use a computer for information."*
- *"Use computer instead. Read newspapers at home."*

### Buy books, get from another source, have own books, get books online

- "Got a heap of my own books."
- "Can get some from friends."
- "Buy couple of books and magazines which suits you."
- "Tend to buy books from op shop."
- "I can find everything online now."
- "Plenty of books at home."
- "I have enough reading material around the house."
- "Have enough farming journals at my home."
- "I decide which books I want to read, and I order them from the bookshop."
- "I've got plenty of reading without going to the library, but I believe it's good."
- "Basically, I tend to buy books I like."
- "Don't need to, I have my own book."
- "I buy a book if I want one."
- "I have plenty to read at home."
- "I buy books I have my own library."
- "I don't have the need. I have plenty to read without going to the library."
- "Because I belong to a book club."
- "Can just do it online."
- "Got books that I have at home."
- "I'm not interested, have my own books, I read them."
- "Buy own books."
- "Just prefer to buy books now and again."
- "Had plenty of books to read. Due to return."
- "He orders books online."
- "Buy books."
- "I tend to read my own books bought from the op shop and don't use the Council libraries."
- "Plenty books at home."
- "Tends to buy books rather than use the library."
- "Well I have a ton of books in my bookshelf."
- "Have a large collection of my own."
- "I have been reading books from friends."
- "I read my own books."
- "I collect books myself a prolific reader got all that I need here no need to go to the library."
- "He has plenty of his own books."
- "No reason because my daughters an avid reader she just seems to accumulate a lot of books through the school library and has a small library of her own."
- "He finds it easier to buy books online."
- "Tend to buy secondhand books."
- "Plenty of books at home."
- "I have a huge collection at home."
- "She has plenty of books at home."
- "I probably have enough to read here at home."
- "I'd rather buy a book, I don't like reading used books. I like a new book. I buy a book and give it away."
- "Has an extensive library."
- "I get books from friends if I do."
- "She had a lot of books and got books from other people."
- "I have no interest really. I buy my own books."

continued ...

### Buy books, get from another source, have own books, get books online (continued)

- *"I just buy my books not a great reader."*
- *"I read my own books."*
- *"I have my own books."*
- *"Have family who give me books, no need to go to the library, it comes to me by my friends and family."*
- *"I just don't get around to it. I use other means."*
- *"We tend to have a good supply of books at home for our children and my employer in Greymouth has a library and we do most of our research online."*
- *"Go there with the grandkids and they're happy but I personally don't use the library, if I want to read a book, I'll buy it."*
- *"I don't bother with that, I have my own magazines which keep me busy, had nothing from the library, ever."*
- *"Because I prefer to buy my own books because if I am ever at home unable to go out, I will have books to read."*

### Too busy, do other things, don't have time

- *"Because of time restraint, I do read, but I am very busy."*
- *"I think the way my life is I don't have a lot of time for reading."*
- *"No time to read books."*
- *"Working hours too big."*
- *"I am busy at work, time factor."*
- *"Just busy, my lifestyle and what I do."*
- *"I work out of town and don't have time to go."*
- *"Working and do not have time."*
- *"I haven't got time to read."*
- *"I don't have time."*
- *"Don't find the time."*
- *"Love garden more than books."*
- *"Don't have time to read. I would love to in the coming future when I have retired and will have more time to."*
- *"No time for the library."*
- *"No opportunity."*
- *"Plenty books at home."*
- *"No real reason. No time for books, I'm on my own."*
- *"Just don't have time at present."*
- *"No time to read, I have my own books."*
- *"Lack of time."*
- *"Too busy to read."*
- *"Because I haven't got time to read, I'm a farmer on my own."*
- *"Have no time at present."*
- *"I don't get time to read books."*
- *"She used to take her young son to the library, but she has been busy working and also has injured her leg."*
- *"Is often busy."*
- *"I don't have the time to use the library."*
- *"I have not had time to read."*
- *"Been too busy."*
- *"Too busy got a lot on."*
- *"I'm too busy with my job."*
- *"I don't have time to read."*
- *"Don't have time, too busy to go."*
- *"Too busy, no time really."*
- *"Too busy."*

### Don't have a library, too far away, don't drive

- *"Because we cannot get there, because we do not drive."*
- *"We are out of town, the travel, 10km away."*
- *"An hour or so away."*
- *"Too far."*
- *"I don't visit libraries much, it is about 20km away."*
- *"I live on a farm and don't go to the library."*
- *"Probably because we are south of Hokitika and the distance is too far."*
- *"Live in Whataroa, too far to go."*
- *"We don't have a library."*
- *"It is about 48kms to the library."*
- *"Difficulty of access due to distance."*
- *"I only go to Hokitika once a month as it hour and half and a bad day it takes two hours when you are held up at a one way bridge. Its 116km away from my farm."*
- *"No library in Fox Glacier."*
- *"Doesn't travel out from Kumara apart from groceries."*
- *"Lack of access."*
- *"We live too far away from a library."*
- *"I live a long way from the library."*
- *"We live too far from the library service."*
- *"The Hokitika library is too far away."*
- *"I have difficulty getting around, one at the school, 5km out of the town, access is the problem, would like a mobile service."*
- *"The library is too far away."*
- *"I don't live near a library and its 2.5 hours away."*
- *"Hokitika an hour away, Whataroa at school, don't do anymore, don't use internet, mean nothing to me."*
- *"Can't go there because I can't drive so it's too difficult."*
- *"I live too far away, 25 kms away from my residence, I have an extensive range at home, don't get much for my rates but that is the price to pay for living in paradise."*

### Watch TV

- *"Watch TV, do not read books."*
- *"The TV for information."*

### Too old, poor eyesight, poor health

- *"My eyesight is not good enough."*
- *"Failing eyesight but used to use it and it was very good."*
- *"Only have one eye, cannot read well."*
- *"Poor eyesight."*
- *"I am not as mobile as I used to be."*
- *"I am in and out of hospital regularly so don't have time."*
- *"I have just got a new pair of glasses and I couldn't read very well in the last year."*
- *"Don't read because of poor eyesight."*
- *"I'm partially blind so it would be a bit difficult."*
- *"I am too old to read books!"*
- *"Can't concentrate on reading, health not good."*
- *"My eyesight is not great now unfortunately."*
- *"Have sore eyes and I can't read."*



### No need, don't use a library

- *"Just don't go to libraries."*
- *"I have no reason, just don't go."*
- *"Don't use."*
- *"Haven't felt the need."*
- *"Don't use library. I don't need one."*
- *"No real need."*
- *"No need to."*
- *"Not me, but a member of the household uses the Hokitika one."*
- *"We have no need to go there."*
- *"I have no need for it. I don't use libraries."*
- *"I don't use the library."*
- *"No need to."*
- *"Used to use when at school, no need now."*
- *"Don't have any use for the library."*
- *"Haven't needed it."*
- *"Not in the habit of using the facility."*
- *"No need to go the library."*
- *"I have no need to."*

### Not interested, not my thing

- *"Do not go to library. Not interested."*
- *"No interest in it."*
- *"It doesn't interest me, just prefer to buy books now and again."*
- *"I'm not interested."*
- *"We're not members of the library."*

### Just haven't been, slack, lazy

- *"Too lazy."*

### Library hours don't suit

- *"Not available, as community library only open during the day and as I work, I cannot use the facility in Fox Glacier."*
- *"Live in Haast, library opens there once a month."*
- *"My jobs actually taken me away and I'm not there during the hours that the library's open."*
- *"I work in Greymouth so it does not suit the times I can get there."*
- *"They are only open on a Saturday afternoon, but they will get materials if I request them."*
- *"Not open when I am working. Maybe when I retire."*

### Limited range of books, can't get them online

- *"Don't go to library anymore because I have read all the books about trains on the library."*
- *"Not much there."*
- *"We're going to provide books online but have not provided the service as planned."*
- *"They also don't stock the kind of books I am into just now."*
- *"Have read a lot of books there and haven't seen any new ones, so left it until you get around to wanting to read from there."*
- *"Kumara library books never change. There should be a reciprocal arrangement with Grey district for books to be rotated as there is nothing with Hokitika."*

#### Use Greymouth library, school library, library outside district

- *"Because I'm a School Principal with access to such facilities."*
- *"We live halfway between Hokitika and Greymouth. Do our shopping in Greymouth and use library there, it is closer."*
- *"I go to Greymouth Library weekly."*
- *"I went to a different one, but our service is good."*
- *"I visit the Grey Libraries."*
- *"There is a small library at the school where books are dropped off."*
- *"Kids use school one instead."*

#### Holiday home, work outside district

- *"Just have a holiday home in the area."*
- *"I work in Greymouth."*
- *"I don't go to Hokitika very often, I work in Greymouth."*
- *"Don't live here full time and it's a bit awkward."*
- *"We live out lake Kanieri, a bach here, had library cards, not wanting to, just don't need to, live full time in Canterbury."*

#### Others

- *"They wouldn't let me join when I walked in the door and told me I had to go online. So, I didn't bother just walked out, a lot of older people don't have computers or connection to internet, I didn't feel welcome at all!"*
- *"I haven't been going out much."*
- *"In the past I visited libraries and found too much choice and always came out without books, so I don't visit libraries anymore."*

## Q16 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the standard and safety of Council's unsealed roads

### Good, reasonable condition

#### Very satisfied

- *"I didn't have any difficulty driving over it. It's of a good standard."*
- *"Took an unsealed road to work years ago, went on it recently and it was in great condition. The old Christchurch, Kawaka Road."*
- *"Because the standard of road that the western county can provide is superb for the amount of money they have to spend on it. Fine by me."*
- *"Lake Kaniere Road, very satisfied with state of road."*
- *"Dorothy Falls Road. It's in very good order."*
- *"Adairs Road, good quality and well maintained."*
- *"Generally, roads in good condition."*
- *"No problem, no sharp bits, was okay. Road that goes through to Christchurch."*
- *"In good condition Stafford Loop Road, Hokitika."*
- *"Good condition."*
- *"Haugh Road, it was good condition, just been graded Hokitika."*

#### Fairly satisfied

- *"Reasonable condition mostly."*
- *"The road is in good condition."*
- *"Use Stafford Loop Road. It was dry and not a lot of other traffic, so it was fairly good and not a lot of damage to the road."*
- *"Most of the unsealed roads I use are generally up to the job of handling a lot of traffic and seem to be able to be reasonable in lasting before they need maintenance."*
- *"Lake Kaniere and the Hokitika gorge were in reasonable condition."*
- *"I belong to a walking group and they are in quite good condition for walking and driving."*
- *"Old Christchurch Road, reasonable condition for less usage."*
- *"Totara Valley Road, in reasonable condition and I appreciate the fact that it does get maintained."*

### Good surface, smooth

#### Very satisfied

- *"Humps Beach, seemed alright, even surface, safe yes."*
- *"Good surface just graded no potholes Hau Hau Road, Kaniere Goes through to Blue Spur Road."*

#### Fairly satisfied

- *"They were partially sealed, in good condition, the one that cuts across from Stafford to highway going to Arthurs Pass, maybe the Old Coach Road?"*

## Well maintained

### Very satisfied

- *"The Cape Terrace Road is well maintained? Not sure if that is in this district."*
- *"Maintained regularly."*
- *"Kept in good order."*
- *"Well maintained in Humphreys Gully."*
- *"Top end of Greenstone Road is well maintained."*
- *"Gillams Gully Road and Poerua River Road are usually very well maintained and as good as you can expect a metal road to be."*
- *"General comment is that they are well maintained and safe."*
- *"The damage has been repaired well and reasonably timely. Dorothy Falls Road."*
- *"After storms, they attended fixes on roads very quickly."*
- *"They are maintained in reasonable condition in general."*
- *"Old Christchurch Road is maintained well."*
- *"Well maintained roads."*
- *"Roadmen in the district do a great job, in difficult conditions."*
- *"They have been previously washed out but now they are pretty good."*
- *"The blokes who maintain the roads do a pretty good job but are poorly served by the bureaucracy in Hokitika."*
- *"Adairs Road, good condition and well maintained, few potholes."*
- *"Key roads fixed very quickly after the flooding and washout at Fox Glacier."*
- *"I came down here from the North Island, I lived on a gravel road for years. They are well maintained."*
- *"The ones around Ross are well maintained."*
- *"Since they fixed it up in the spring a lot better. Poerua River Road."*
- *"Kawahaka Road, Hokitika, well looked after."*
- *"It's the bypass. Stafford Loop Road, only small amount of unpaved. It's well maintained."*

### Fairly satisfied

- *"Around the Haast area roads are cleared after storms and well maintained."*
- *"Potholes get filled, Cascade Road, Turnbull north and south."*
- *"Only one grader driver, he does the circuit three or four times a year. They maintain it well. The Milltown Road off Lake Kaniere, other roads are pretty good, don't hear complaints."*
- *"It had some flood damage and they had prepared in pretty quickly, Oneone, Poerua river."*
- *"Could not tell me the name but I was satisfied with the maintenance."*
- *"All of them pretty well maintained."*
- *"Serpentine Road kept fairly well."*
- *"They are well maintained."*
- *"Well maintained."*
- *"Hunts Beach Road usually well maintained."*
- *"It feels like there is an attempt to keep them maintained, eg, Adairs Road."*
- *"The maintenance is mostly good, but there are many roads to maintain, so sometimes they fall behind."*
- *"Reasonably maintained."*
- *"Generally, well maintained."*
- *"Use Jackson River Road to go hunting. Well maintained."*
- *"They're fairly well maintained in Kowhitirangi area."*
- *"Hau Hau Road between Blue Spur and Kaniere This is reasonable well maintained."*

## Well graded, graded

### Very satisfied

- "Seem to grade there regularly."
- "How long the grader has been on them."
- "If they keep my road graded, Adair Road, I am happy."
- "The ones I use are usually well graded, Kowhitirangi, and the Old Christchurch Road."
- "Well graded and maintained. Bold Head Road."
- "Usually well-graded."
- "Well graded wide enough Stafford Loop Road, Hokitika."
- "Just graded a few days before up the back of the lake by Kaniere whatever it is can't remember."

### Fairly satisfied

- "I live up one and the grader comes every so often."
- "They get graded regularly Cascade Road, Turnbull north and south."
- "The road is regularly graded."
- "They regularly grade and maintain it. Allen Road."
- "They keep the roads well-graded."
- "The grader comes about once every three months. He doesn't expect much, because the roads are mostly used by the cockies."
- "They are usually well-graded."
- "They are mostly well-graded."
- "The roads are mostly well-graded."

### Not very Satisfied

- "Adair Road, we get it graded, potholes in Arahura (gave negative comments)."

## No potholes, only a few potholes, fix potholes

### Very satisfied

- "There was not many potholes."
- "Road behind Lake Kaniere. No potholes and well maintained."
- "100% better than they were 10 years ago. Contractors have more staff on the job and potholes, ie, Cascade Road, North and South Turnbull Road."
- "Any unsealed road you can expect the odd pothole. It's okay."
- "Good, kept good, not full of potholes."
- "Bold Head Road, no potholes pretty good really."
- "No potholes Hau Hau Road, Kaniere, goes through to Blue Spur Road."
- "Kawhaka Road, Hokitika, no potholes."

### Fairly satisfied

- "The potholes are filled in."
- "Council does repair potholes."
- "Fix the potholes."
- "Not a lot of potholes."
- "It's okay, no potholes. It is graded occasionally. Not sure of name of road."
- "Can tolerate a few potholes."
- "There is no potholes, the Stafford Loop."
- "A few potholes but okay to drive on. Black Creek Road."
- "The potholes are filled in."
- "There are only a few potholes."

### Need to drive carefully, need to keep speed down

#### Very satisfied

- *"Well, you need to drive to the conditions."*
- *"Hendes Ferry Road, have always used unsealed roads, so know how to drive on them."*

#### Fairly satisfied

- *"Brought up with them, drive to the conditions."*
- *"My Landcruiser copes well and problems revolve around driver behaviour."*
- *"We have been brought up on gravel roads and we treat them with respect."*
- *"Okay provided you drive to the conditions."*
- *"Christchurch Road, only as safe as the person driving on them. Drive carefully then they are safe."*
- *"Drive with care."*
- *"Got to drive to the conditions."*
- *"I am aware that it an unsealed road and you have to be more careful. Reasonable standard. The one that goes out to the George and the extension of Stafford Loop."*

### Happy with them, fine, okay, what you expect

#### Very satisfied

- *"Not too bad to drive on."*
- *"I haven't thought about it they seem okay."*
- *"Weren't too bad, the ones we were on."*
- *"The road to sunset point is good, all things considered."*
- *"Okay ones around here."*
- *"All fine ones I've driven on."*
- *"I am quite happy with them ie Lake Kaniere Road, Stafford Loop."*

#### Fairly satisfied

- *"Don't have a need to use them all, they serve my purposes when I do."*
- *"There are not of a great standard but are also not of a very poor standard."*
- *"Don't bother me need more money spent on the main highway."*
- *"The ones I have used have been alright."*
- *"Don't use often, they are okay."*
- *"Sealed definitely better but unsealed roads okay."*
- *"Lots, not too bad."*
- *"They're pretty good. Apart from the farmers using them for cattle races, shit for miles, they're pretty good but the standard of the roads are pretty good, the one that I'm talking about is the Upper Kokatahi, Tarara Road, I presume the council maintains the roads through the rimu tailings and that's in good condition."*
- *"She has had no trouble with them, quite good."*
- *"This is in Kumara district and they roads are quite good."*
- *"Because I know it is an unsealed road I am satisfied, it is what I expect."*
- *"It was good for a gravel road. I go on a few gravel roads in the district. Northern Ward."*
- *"Been okay the ones we have been on."*
- *"Most of the roads are not too bad, the gravel ones."*
- *"It's still an unsealed road isn't it they're never going to be that great."*
- *"Part of road used is okay. Stafford Road."*

## Do the best they can, good in view of weather conditions

### Very satisfied

- *"They have a very big job and are doing their best."*

### Fairly satisfied

- *"They have a lot of roads to work on and they do their best. The council people are friendly."*
- *"They try to maintain them, in extreme weather you can only do so much, they can't do everything, roads around Lake Kaniere area."*
- *"Most are sealed and unsealed ones are kept fairly well and okay."*
- *"Roads okay."*
- *"Adairs Road varies on weather in the district."*
- *"Because of the wet weather recently the council have done a good job."*
- *"Considering the weather that comes to Westland have done a pretty good job."*
- *"Depends on the weather. Do the best they can."*
- *"Shingle road is hard to maintain."*
- *"Because they require a lot of work due to climate of the area."*
- *"The council do their best, but you have to accept that with weather bombs it is hard to keep roads always well maintained."*
- *"I know we have a small rating base and there are lots of roads to cover and they are maintained to the best of the Councils financial ability, eg, the Old Christchurch Road."*
- *"Roads are in good nick generally, given the number of vehicles on them and the weather on the West Coast."*
- *"The roads suffer flood damage but there is only so much you can do to maintain them."*
- *"Mainly wet weather does not help with maintenance."*
- *"They try and keep on top of the roads. It's hard here if we get lots of rain because the potholes happen really quickly."*
- *"Know they are working on them."*
- *"Work is in progress on many country roads. Hope to have done by winter if weather permits."*
- *"The council tries as best it can to keep the roads open and graded."*
- *"It is a big job to keep these roads maintained with the weather conditions found on the Coast, particularly when weather bombs cause flooding."*
- *"The council does try to keep the roads in good shape, she uses an unsealed road every day."*
- *"Do a good job keeping the roads open."*
- *"They are what they are, weather and wash outs always going to be a problem."*
- *"The roads are affected by the weather, and sometimes this makes them a problem to drive on."*
- *"The council do their best, I give them credit for that, go down McCarthy Road, used as a cow track."*
- *"Walk the roads going along to Dorothy Falls, between end of settlement at Hans Bay. Bridges were taken out at a storm, council did their best."*

### Not very satisfied

- *"There are a lot of unsealed roads and we have a lot of rain. Small population make it hard to maintain. I can use another road to avoid unsealed, eg, road to glaciers, I realise these must take priority."*
- *"Council do best, lots of them around this area."*



### Safe to drive on, wide enough

#### Very satisfied

- *"Old Christchurch Road felt safe."*
- *"They are safe to drive on."*
- *"Not bothered, they're safe enough, my husband drives on them, nothing dangerous has ever happened on an unsealed road."*
- *"They seem okay. It would be great if all roads were sealed but obviously with their budget it's not possible, no problems with the unsealed roads."*
- *"Wide enough Stafford Loop Road, Hokitika."*

#### Fairly satisfied

- *"Hokitika Gorge, not too bad, reasonably, wide enough."*
- *"I didn't crash, two used regularly, Nielsons Road, road to Hokitika Gorge, Nielson wide enough, my walking road, other widened recently much improved."*
- *"They are fine, they don't bother me, they are roads. I find them safe."*

### Needs upgrading

#### Fairly satisfied

- *"There should be more upgrades."*

#### Not very satisfied

- *"Not graded enough."*

### Poorly maintained, need better maintenance, slow to repair, needs grading

#### Fairly satisfied

- *"Westroads are not doing their remedial work properly, and perhaps more peer reviews."*
- *"It could have done with a grade but not too bad."*
- *"Just not graded regularly enough most of the roads."*
- *"Used unsealed roads good. Unused not so good. Ones the tourist are great others need gravel thrown over."*
- *"I think it needs to be graded more frequently, Hau Hau Road."*
- *"Need grading, all the country roads around here, more often."*
- *"Sometimes the roads are not well graded."*
- *"Lake Kaniere storm damage last year not repaired."*
- *"We have quite a bit of rainfall and they require quite a bit of maintenance. Our roading maintenance guys are great, eg, Gillespies Beach Road. It might need more a bit more maintenance due to the high use of this road."*
- *"They are not as good as they could be, although the Council is trying to do something about them. The old West Coast Road could be improved."*
- *"Too many potholes and contractors don't know how to fill in, so they last."*
- *"Some well-maintained, can always be better."*
- *"Bold Head Road and the Old Christchurch Road. The potholes need to repaired more often."*
- *"It's a big job to keep the roads up to scratch but more maintenance is needed."*
- *"Need work, old Christchurch."*
- *"We do a lot of work way up the back and the big cycleway(that runs throughout NZ) is one road they should upgrade it and do a bit more, a lot of cyclists use it."*



### Not very satisfied

- *"We are still waiting for road repairs from flooding damage last March. Our road is not regularly graded or repaired. German Road and Humphreys Gully west."*
- *"Not good going over Stafford Loop, needs maintenance."*
- *"They are never graded and no upkeep on them in general."*
- *"A part of the dual carriage way on the West Coast Wilderness trail which is owned by Trust Power but council are meant to be looking after it but not looking after it. I saw someone sprain their ankle on it the other day."*
- *"Between Tudor and Spencer Streets, the Tudor Street entrance should be Council maintained."*
- *"It is the road where the whitebaiters go but it is not graded very often. Last time my husband filled it in himself."*
- *"Needs grading more frequently the unsealed roads."*
- *"Lack of maintenance 100% especially in the rural areas, absolutely bloody shocking! Bad! Very dangerous out our way, all the way out Kokatahi area all the roads in that area. Ungraded single lane and potholed well used road, Beach Road, Kakapotahi Road and Bold Head Road."*
- *"The maintenance is non-existent, they just patch it up occasionally. Most of the roads around the area are like this."*
- *"Don't get graded or maintained not often enough, very rough."*
- *"They are too rough and not looked after."*
- *"All unsealed roads need maintaining more, roads appalling!"*
- *"The council chooses which roads it maintains, and neglects some. He has had to put gravel on a particular road because the council didn't do it."*
- *"Only some of the roads are maintained regularly."*
- *"After the grader has graded not enough metal is replaced soon enough, Poerua River Road."*
- *"Road into Kokatahi is unsafe (it's a sealed) and I feel its unsafe as the shoulder is too narrow and there is lots of traffic on it. Lake Kaniere road is also a road you would only drive on if you are going to be carefully. Council is too slow on repair work. The sealed roads are off concern to me because they are potholed, narrow and have waves on them and I consider them dangerous."*
- *"Goldsborough Road, a bit rough, needs a grade."*
- *"Generally, there is a lack of maintenance. All the unsealed roads around Whataroa lack grading and are poor as a result."*
- *"Our sealed roads need sweeping, they're covered with gravel from the storm. Waiho Flat Road."*
- *"Not enough maintenance, Old Christchurch Road, Hokitika."*
- *"The roads I drive on are as rough as guts, not well maintained."*
- *"The problem is the repair jobs don't last very long. There is no quality with the repairs to the unsealed roads. Near the Bold Head Road has been fixed but there is a lot of traffic in that area and the repairs don't last very long."*
- *"Lake Kaniere to Kokatahi, lots of slips still not cleared, has been graded over."*
- *"In the Whataroa area. Waitangi Taona Road. The Waiho Flat Road. Level of maintenance is marginal on these roads."*

## Need sealing, dust problems

### Very satisfied

- *"Bit dusty, Adairs Road, Hokitika, south of."*

### Fairly satisfied

- *"We had unsealed road they had water guys come and water down dust, now sealed."*
- *"But the roads could do with watering to keep the dust down."*
- *"The Serpentine Road is almost always dusty and recent sealing by our letterbox has been much appreciated."*
- *"Getting worse and more traffic. Old Christchurch Road needs to be sealed as far as Cranleaf."*
- *"Stafford Road, a pity it's not finished."*
- *"A bit dusty, Kaniere."*
- *"Just outside Hokitika 4km of road by Highway 6 and the main road into Hokitika near campground. Would be good if this was sealed as it the only small part not sealed."*
- *"Mill Road needs a little bit of tarseal. There are two elderly couples up there and it is difficult for them. Otherwise the roads are not too bad."*
- *"Sealing the Kumara of the Old Christchurch Road would save the council a lot of work."*
- *"Very dusty, Cement Lead Road, gets pot holey, main road to kumara, it is signed to go slower because of the dust on the road."*
- *"Would be nice to see them sealed, the Stafford Loop."*

### Not very satisfied

- *"Old West Coast Road unsealed in parts."*
- *"They put a pipe in Gibson Quay and left it unsealed and it caused a lot of dust."*
- *"It's a high use road by trucks and there is constant dust, Golf Links Road."*
- *"In Nielson Road, should tarseal it, it has potholes, it is narrow, and a lot of people use it, because I think the GPS sends the tourists that way."*
- *"The dust coming off the Serpentine Road is abhorrent and dangerous."*
- *"Dust it creates, Blue Spur Road, off that road."*
- *"I feel that they could be sealed. Goldsborough, just past camping ground. The rest is sealed so why not this small bit (about 5km)."*
- *"They are potholed and dusty and dangerous of fence posts in the road reserve, only 4 to 5kms from town and we have to use it every day. Cement Lead Road in particular."*
- *"Poerua River Road, lot of traffic issues, this and I believe this needs to be to be sealed."*
- *"Mill Road, Kokatahi, we need it sealed, six houses here, the rest of the roads are excellent."*
- *"The Stafford Loop Road has a 2km section which has never been sealed, it's stupid and silly because it's of poor quality."*
- *"The Old West Coast Road needs a lot of sealing."*
- *"On Pinetree Road there are new houses, Russell Road area which should be sealed."*

## Potholes, rough, uneven, corrugations, poor condition

### Very satisfied

- *"It's an unsealed road, you can't expect too much from them, the only unsealed road that's no good is the one that goes down to Wadeson Island, too many potholes and it never gets graded or anything unless the league club does it but the road's not their responsibility."*

### Fairly satisfied

- *"They are usually good, sometimes can have deep gouges, don't know name of road or where it was."*
- *"The condition is not the greatest but there are a lot of roads to maintain."*
- *"Need to fill a few potholes but expect that on the coast with our rainfall."*
- *"Wanganui Flat Road is a bit rough and floods at times."*
- *"Some of them are good and some are not. Some have rough surface of potholes and they are not graded and compacted."*
- *"Waiho Road could do with more work re potholes."*
- *"Averagely maintained. There's a long distance between maintenance runs on those roads - potholes ruts etc. Averagely maintained on unpaved roads."*
- *"Because we use the truck to go fishing, the roughness of the roads is okay otherwise they are terrible."*
- *"Sometimes they get potholes."*
- *"Nielson Road, lots of potholes."*
- *"The unsealed roads between Harihari and Ross have a lot of potholes."*
- *"Potholes at times for La Fontaine Road."*
- *"The Old Christchurch Road is very corrugated. I use a lot of them."*
- *"Kawaka Road, in the past have had an experience of corrugated condition of road."*
- *"Adairs Road fairly rough."*
- *"Roads have lots of potholes, needs service more often."*
- *"Alright use a lot, lots of potholes."*
- *"Bold Head Road is very, very prone to potholes and not serviced as well as it should be. We have had a lot of rain last year so that's understandable and had lots of slips on the main highway. Everyone understands the side roads take a back seat but in season it does get used by the milk tankers and whitebait season so needs better maintenance. A lot of tourists use it as well."*
- *"Roads do have potholes, eg, gravel section on Nielson Road but otherwise OK."*
- *"Condition is variable;*
- *"They are still open but are potholes, especially Stafford Loop and Kumara Bush, ie, Old Christchurch Road and Mitchells Road."*
- *"Into Lake Mahinapua area roads area have bad potholes."*
- *"Extension of Donovan Drive, part of a subdivision, not in great condition."*
- *"But still have potholes which is understandable."*
- *"The one that goes to Whataroa River I used after the floods not good, haven't been back since. Potholes and corrugation, Brough Road also lots of potholes."*
- *"Takes more driving skills a few potholes, can't think where it was I went. Sorry."*
- *"Heaps of potholes."*
- *"They could be in better condition One One Road. Also the far end the La Fontaine Road."*
- *"Lots of potholes washed out in places Blue Spur Hokitika."*
- *"Kakapotahi Road, this road is in disrepair and you need 4 wheel drive to use it."*
- *"They were okay but we had to slow down. There are some potholes. Going to the Mahina Boar Lake."*
- *"Potholes, local roads coming off the main road to Jackson Bay, I try not to use the gravel roads too often."*

### Not very satisfied

- *"Because they are not safe, going to the dump, and we have a health centre in town with huge pot holes entering it, and it is dangerous for people walking."*
- *"They are potholed and dusty and dangerous of fence posts in the road reserve, only 4 -5kms from town and we have to use it every day. Cement Lead Road in particular."*
- *"They are full of potholes."*
- *"They are full of potholes, milk tankers go up and down, they knock hell out of road. Not enough gravel on them, Bold Road, Waitaha Road and the roads going to beaches and rivers."*
- *"All unsealed roads in district are terrible, especially one at cemetery. They terrible. Too many potholes and uneven."*
- *"In shocking condition and very unsatisfied, eg, Fox Glacier to Gillespies Beach. Storm damage to the footpaths still have not been repaired in the village."*
- *"Big potholes and uneven."*
- *"Wanganui, Peterson, potholes rough."*
- *"Potholes and scouring out of the road, deep crevasses wherever the water runs. Used by lots of people but nobody's looking after it. A part of the dual carriage way on the West Coast Wilderness trail."*
- *"I went up one it was potholed, Cascade Road, wouldn't take my car up there."*
- *"The one I mostly use is quite rough in one place."*
- *"Ruatapere Road from the main road to the beach has been damaged by road users. Buses and freedom campers also staying beneath the sign stating no camping."*
- *"They are very corrugated and lots of potholes, the Old Christchurch Road."*
- *"The road in Ross which leads to the water treatment plant and the reservoir regularly scours after heavy rain."*
- *"Is not safe due to corrugations in road, Old West Coast Road."*
- *"Have a property down the Hokitika Gorge, they keep gravelling the road all the time and don't fill in the potholes properly John Olsen Road, not filling it in only loose gravel, before you know it, it becomes empty, waste of thousands of dollars."*
- *"They are terrible. Scally Road, you couldn't even drive down it as it was so bad. No one knows how to look after a sealed Road. Arthurs Road needs doing by the council rather than the residents. Most of the roads in the area are really bad."*
- *"Full of potholes in Nielson Road."*
- *"Adairs Road, my son lives down there, it's a pot holey, dusty road. It's a wonder they haven't done a petition. You wouldn't want to meet a truck coming the other way."*
- *"Most unsealed roads have potholes."*
- *"On the way to the watering hole, Old Christchurch Road, gets a lot of use, corrugated due to all those different vehicles, no watering a lot of dust."*
- *"They are in an appalling condition across the district, and even though the weather and flooding means they are badly affected a lot of the time, more could be done."*
- *"Old Christchurch Road, after rain gets very corrugated, which is difficult for drivers."*
- *"Very pot holey, Waiho Flat Road."*
- *"Old Christchurch Road high volume of traffic and many potholes and a lot of dust."*
- *"Short cut through Stafford Loop but had corrugated corners and difficult to drive."*
- *"The road to Wadeson Island, and it's terrible, full of potholes but the league club do work there and try to fix it, but I've only got a little car and the potholes are massive and full of water."*
- *"Potholes not filled in just put on the top loose metal. Whanganui Flat Road bad, overall they are rough."*
- *"One road in particular was full of potholes."*
- *"Potholes terrible Hokitika South, Adairs Road."*

continued ...

**Not very satisfied**

- *"Potholes, Old Christchurch Road, Hokitika."*
- *"Our local unsealed roads are quite reasonable but the sealed roads out to Kokatahi and Kowhitirangi are extremely poor."*
- *"Well unkept potholes shocking, Davidson Road, Arahura Valley."*
- *"Nielson Road shocking condition for a road, Hokitika, Kaniere."*
- *"1. Gillespies Beach Road and 2. Old Christchurch Road, potholes and corrugations so not well maintained. Isn't keeping on top of the amount of traffic."*
- *"Continuous pot holing, Old Christchurch Road."*

**Narrow road, needs widening****Fairly satisfied**

- *"The road going around Kaniere Lake has got skinnier since the floods. It is harder for cars to pass each other, makes it risky."*
- *"Not all corners are signposted and in places only one car can go at a time."*
- *"Its gets a lot of traffic, on Christchurch Road, great if it was wider."*
- *"Too narrow, too many cyclists taking up road."*

**Not very satisfied**

- *"There's no room for two trucks to pass without getting their wheels in the grass verge. Used to do the maintenance regularly but not anymore, common sense stuff not done! Kokatahi area."*
- *"Roads need be wider, especially way cyclist, are around our areas now, with cycle was are in thing."*
- *"It's not wide enough for two trucks and cars. Golf Links Road."*
- *"It's a narrow road that goes to Gillespies Beach."*
- *"There are a lot of tourists using our roads and they are not wide enough. There are a lot of single lane bridges. Kaniere - Kowhitirangi Road is where we live."*
- *"Old Christchurch Road, partly corrugated, too narrow, should be widened."*
- *"Grade down the middle of the road, potholes, bird, too narrow whale, grade in the middle makes it hard to drive on, Waitangi the best road cause one operator used for his business, the rest are terrible, spend more on other bits of roads, then just one, narrow roads need to be widened, only one lane on most."*

**Roadsides need attention****Fairly satisfied**

- *"It probably needs to have the mower maintain the line of sight for cars take the bush back from the road more, and then there's fly tipping."*
- *"Some not maintained, get overgrown and potholes, Cement Lead Road."*
- *"Russell Road not well maintained on the verge. Not mowed or metalled. Used to be done but not now."*

**Not very satisfied**

- *"Roads are getting worse. Long grass. Mitchell Road."*
- *"Overgrown edges on sides. Old Christchurch Road."*

### Safety issues, speed limits, tourists

#### Very satisfied

- *"In McArthur Road, road users are travelling too fast for the gravel."*

#### Fairly satisfied

- *"Dorothy Falls is a bit of a hazard with tourists."*
- *"But there is a problem with tourists who stop in the middle of the road, drive on the wrong side and make life dangerous for the locals."*
- *"Grimmond Avenue, Ross has coarse gravel and needs some finer gravel overlay, because people have been hurt. It is dangerous."*
- *"The road to the Hokitika Gorge is busy and used by drivers who don't know the conditions and don't drive appropriately."*
- *"Shortcut to get to Christchurch or coming, dairy farms down around there, mainly cars and tourists, tourists use it and don't drive to the conditions."*
- *"Fox Glacier to Gillespies Beach. Speed limit of 60km per hour is inappropriate."*
- *"Not all corners are signposted."*

#### Not very satisfied

- *"Lots of problems. Been to visit mayor. Complaining 100km area. Eight accidents last year one outside gate. Dropped to 80km but now raised to 100km. Loose gravel dangerous. Milk tankers use it too."*
- *"The road cycle trail at Cass shares use with pedestrians and young children and the Hokitika Cass Road is just dangerous."*
- *"Found tourists don't take well to unsealed roads, quite dangerous, roads are narrow and windy, we live in a rainforest, strangers don't appreciate, funding required for widening the roads, back roads don't have markers, got to be careful when travelling at night, side ditches where people can slide into, not broad enough, end up in the ditch, need to treat them with respect."*
- *"Speed limit of 100km per hour is inappropriate."*

### Flooding, drains need clearing

#### Fairly satisfied

- *"Wanganui Flat Road floods at times."*
- *"Kokatahi Road, Kowhitirangi Road, all gravel roads need regular tidy. Culverts need cleaning out."*
- *"However, when it rains heavily, the main road is dangerous to drive on and the back roads are flooded."*

#### Not very satisfied

- *"The gravel roads we get a lot of flooding. They are pretty rough, weather contributes but maintenance not up to speed, Jackson Cascade Road ones up Turnbull, the north and south side. Mainly all the gravel roads maintenance is a bit slack. We do get a lot of rain."*
- *"The drain needs to be cleared because it flows over the road."*
- *"The road to Lake Kaniere the rain washed it out but I think it is now fixed up."*
- *"We have had a lot of floods in the area effects the unsealed roads, can't blame the council."*
- *"Remu Road ponds water."*



### Heavy traffic, trucks causing damage

#### Fairly satisfied

- *"Our unsealed roads are not designed for the type of traffic that uses them."*
- *"Old Christchurch Road moderate usage but heavy vehicles."*

#### Not very satisfied

- *"Shocking. West roads have big potholes caused by big trucks."*
- *"Lots of trucks hard to keep up to scratch."*
- *"Tankers take up all the road, don't go down that road if tankers are around, those who live on it do."*

### Other positive comments

#### Very satisfied

- *"No problems."*
- *"La Fontaine Road which we use to access our animals and we have no problems with it."*

#### Fairly satisfied

- *"Since the Lake Kaniere Road has been opened. Small section has been sealed recently, fantastic, very grateful. Serpentine Road."*
- *"Recent sealing by our letterbox has been much appreciated."*
- *"I never have any problems put it that way. I never had any problems when I used them."*

### Other negative comments

#### Fairly satisfied

- *"Not easy for people with walking problems, Mill Road."*
- *"Some signposts not clear so get lots of tourists on wrong road."*

#### Not very satisfied

- *"On my road, Haddock Road, we pay approximately \$16,000 rates by the farmers and we only have had a market peg sprayed around."*
- *"My car will not let me use the unsealed roads I have to do a U turn, great difficulty Cron Road."*
- *"No marker pegs, eg, Old Christchurch Road."*

## Q19 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the standard of the community halls

### New facility, renovated, been, being upgraded

#### Very satisfied

- "New kitchen and facilities."
- "They have done it up well, the one in Ross."
- "Very new, a really nice hall."
- "Regent amazing, well restored."
- "Nice pleasant construction building in Harihari."
- "The Ross Community Hall. They are doing it up and it looks good."
- "Fox Glacier Community Hall is great being brand new."
- "I've been to the RSA which is new."
- "She went to the RSA Hall, which is a brand new building and very nice."
- "Done up the hall at Ross."
- "Fine nothing bad to say about it. We use the Reynolds room renovated and they have put in sofas, plus this is different format, to the norm."
- "Brilliant new building in Harihari, heat pumps inside lovely."
- "New great job Harihari one."
- "Been done up no mice in cupboards anymore. Whataroa community hall."
- "It was a new hall which all the community enjoyed."
- "Revell Street, Hokitika, been done up warm inside."
- "Good new hall, RSA Hall, Hokitika, in town."
- "The Whataroa Hall, it has just been done up."
- "Been upgraded in kitchen, Ross."

#### Fairly satisfied

- "Relatively new, Harihari, so maintenance is pretty good."
- "The RSA building in Hokitika brand new so needs no maintenance."
- "Ross community for daughters 21st, looking old, getting work done on it, updating the kitchen, and main hall."
- "Mataroa upgraded so good."

### Great, very good facilities (unspecified)

#### Very satisfied

- "Grey power rooms are very good."
- "Had a wedding there, great."
- "Kumara Hall is very good."
- "Ross Hall attended for a funeral. Very satisfactory."
- "Harihari Hall gets full marks."
- "Great place Regent Theatre for events."
- "Hokitika pensioners rooms, very happy."
- "Harihari Hall, excellent."
- "Seaview Hall is fine."
- "Very good hall."
- "RSA Hall, it's a nice hall and we meet there."
- "Donovans Hall is good."
- "Fox Glacier community centre is very good."
- "Great facilities."
- "Ross one very good."
- "The old theatre works well."
- "Our local hall is great, the Kokatahi Hall."
- "Done good job good assets."
- "Love it the Regent Theatre."
- "Good facilities."



**Fairly satisfied**

- *"Lovely facilities."*
- *"Kumara Hall is awesome."*
- *"Grey power rooms are very good. Church hall is very good too."*
- *"The Theatre in Hokitika, good premises."*

**Well maintained, very good standard, good condition****Very satisfied**

- *"Well looked after."*
- *"The regent theatre and very well maintained, only been once, and was very taken with it."*
- *"Well maintained."*
- *"Ross Centennial Hall is being well maintained."*
- *"It is terrific and well looked after Boys Brigade Hall."*
- *"Pensioners Hall are very well maintained."*
- *"The Ross hall is well maintained."*
- *"In good condition, eg, Regent Theatre."*
- *"Well maintained and clean and tidy, Regent Theatre."*
- *"Bruce Bay is a lovely community hall and well maintained."*
- *"I'm on the hall committee and we work very hard to keep it maintained and you get help from council although it takes time (endowment money.) We had to earthquake proof it as well and that's all happening and prior to that we put in a kitchen and re-roofed it."*
- *"Haast Hall is well maintained, the upkeep is of a high standard."*
- *"Kiata Hall, it's well maintained."*
- *"Kokatahi Hall, very good standard."*
- *"Kumara Hall is of a high standard and is appreciated by the community."*
- *"Very well looked after, toilets clean, I am impressed. Regent Theatre and the Old Lodge Hokitika."*

**Fairly satisfied**

- *"Seem to be kept well, grey power rooms has had new kitchen. They are all in good condition and have reasonable halls, boys brigade hall and grey power one, and west reap hall."*
- *"It is well painted and maintained, Kumara Hall."*
- *"Regent Theatre is neat and tidy, well maintained. People like to go there."*
- *"Kokatahi Hall is very good, always ongoing maintenance, pretty reasonable."*
- *"12 Camp Street, brass band hall. Maintenance issues dealt with."*
- *"Well maintained. Hokitika Hall."*
- *"It was in a poor state but it has been repaired over last year, ie, Whataroa Community Hall. They have done a pretty good job on the repairs."*
- *"Often quite draughty but generally well maintained."*
- *"Ross community for daughters 21st, looking old, getting work done on it, updating the kitchen, and main hall."*
- *"Reasonably maintained. Located in Haast township, and Okuru."*
- *"They are in good order generally. The Kokatahi Hall is pretty good."*
- *"Seaview hall, good condition."*
- *"Harihari still upgraded in good condition, I meet with a group in Harihari once a month."*

## Neat and tidy, clean

### Very satisfied

- *"Because always clean."*
- *"Kept clean."*
- *"Very clean."*
- *"Clean and tidy and comfortable."*
- *"Very clean, Ross community hall."*
- *"Clean and tidy. The Regent Theatre used as a community area."*
- *"Clean and tidy, Kumara Hall."*
- *"Tidy Lazar Park."*
- *"It's okay, kept tidy."*
- *"They are quite clean, eg, Harihari community hall."*
- *"Hokitika Hall, clean and tidy."*
- *"Clean and well kept."*
- *"They are well maintained and kept clean and tidy. They suit the type of functions and events I attend. I and my friends enjoy using them."*
- *"Its clean and tidy, Scout Hall."*
- *"Well maintained. With clean toilets."*
- *"Condition of hall is tidy and surrounds tidy, both Fox Glacier and Harihari."*
- *"They are always clean and tidy, and up to standard."*
- *"Regency Theatre, clean, safe and toilets and well maintained."*
- *"Neat and tidy at Ross."*
- *"Ross Hall, clean and tidy."*
- *"Clean, tidy, new facilities are great."*
- *"Good, clean, tidy, Seaview above hill in town."*
- *"It was clean and tidy, well looked after."*
- *"Seaview, good for a get together. Nice and tidy."*
- *"Toilets were clean, kitchen good, very clean. In Harihari."*
- *"It was very tidy. Bruce Bay Hall and Haast Hall. Both good and tidy."*
- *"The halls around here are really good to get hold of you need to use anything, they're clean, easy to get the key, oldish but pretty good to use."*

### Fairly satisfied

- *"It is clean and tidy."*
- *"Most of them are reasonably clean and well maintained."*
- *"Clean and tidy for what we were doing, yeah."*

## Well equipped, everything you need

### Very satisfied

- *"Everything is there. Kumara Hall."*
- *"Ross Hall on the main street."*
- *"Furnishing very good."*
- *"Got modern conveniences and good kitchen."*
- *"They have all you need there, toilets up to speed, the Haast Hall."*
- *"Everything was there that was required."*
- *"Amenities great, Regency Theatre."*
- *"Ross community hall, main road, used well for family and friend celebrations, kitchens good, functional, clean."*
- *"Chairs available, lighting good."*

### Fairly satisfied

- *"The one she uses is clean and well kept, and more equipment is being provided."*

### Brings community together, well utilised

#### Very satisfied

- *"Well patronised."*
- *"Regent Theatre is very community minded, based and allows the community to come together."*
- *"It caters for all types of groups. It is the Boys Brigade hall."*
- *"Well utilised, eg, Lazar Park."*
- *"It's good we still have them to use for community events."*
- *"Kumara Community Hall, more people are using this than they have ever done in its history. This is good to see as it's a big facility."*
- *"It's always busy at Regent Theatre."*
- *"Use Regent a lot, shows, movies lots of events."*
- *"Great community venue, lovely and inclusive."*
- *"The hall is a great facility. It is used for funerals and for all sorts of community events."*
- *"It is well used and appreciated the Kokatahi Hall."*
- *"Our theatre has great facilities lots of shows there."*
- *"Ross Hall, not too bad, go in there three times, kids use it, school plays use, group activities, well utilised."*
- *"It is well used and appreciated (Kokatahi Hall)."*

#### Fairly satisfied

- *"Everybody uses them, Ross Hall on the main street."*
- *"The Boys Brigade Hall is an ace facility, it has a very high ceiling suitable for basketball, badminton, wooden floor, community supported when built, regularly available for community events, built to earthquake standard."*
- *"Facility that's available and is well used and kept clean."*
- *"Kokatahi Hall Works well for community, eg, Whataroa Hall Great for AMP Show use."*
- *"Do shows."*

### Okay, no problems, serve the purpose

#### Very satisfied

- *"The halls I have visited have been fit for purpose."*
- *"Whataroa one was all okay, fine to use."*

#### Fairly satisfied

- *"They are okay, just a country hall. Ross Hall on the main street."*
- *"Harihari Community Hall, no problems."*
- *"Served their purpose the ones I have been in."*
- *"She doesn't use them often, but they seem all right."*
- *"Used the Kumara Hall for Fire Service training and it worked fine. It is used for Work Seminars also and there have been no problems."*
- *"All right."*
- *"Kokatahi Hall was adequate."*
- *"They are okay. Pensioners' room in Revell Street, boys brigade room at racecourse, Scout Hall."*

### Nice old building, looks good

#### Very satisfied

- *"Because it looks fantastic but does need some repairs now."*

#### Fairly satisfied

- *"Kowhitirangi Valley Hall, nice old building."*

### Other positive

#### Very satisfied

- *"Have used the Kumara Hall, because it is very convenient."*
- *"Well run."*
- *"I'm on the Hall Committee and our new committee are very good."*

#### Fairly satisfied

- *"Feel fairly satisfied, is a good thing."*
- *"People make it a good place to go for grey power meetings."*
- *"It was safe to use."*

### Needs maintenance, showing age, rundown

#### Very satisfied

- *"Ross Hall, not 100% happy with this, a flickering light for over a year."*
- *"No upgrades by council or maintenance."*
- *"Haast Hall needs a little spent on it."*
- *"They could be updated but they're still good and hold heaps of people."*

#### Fairly satisfied

- *"Seaview Hospital Community Centre now in private ownership, less available than it was under private health, needs repair, roof leaks, poorly maintained."*
- *"Kokatahi Hall is great but needs maintenance."*
- *"Seaview Hall is a bit of a disgrace. It's disgusting, the others are old but not so disgusting."*
- *"They could do some work, Haast Hall roof leaks a little bit, they are quite good."*
- *"All iron on outside needs replacing. Kowhitirangi Valley Hall."*
- *"Need updating our halls in town."*
- *"Could be kept a little better. Spend a little more money. Looking a bit tired. Ross Hall."*
- *"Some money needs to be invested in them, some could do with an upgrade, the Okura Hall and the Haast Township Hall, the toilet facilities in Haast and a kitchen upgrade in Okura being looked at."*
- *"Starting to get old, showing their age out in Seaview."*
- *"The Hall in Ross is old and is limited in some of its facilities when there is a big crowd."*
- *"It was a bit run down as it hadn't been used for years and years but it was safe to use, the Lions Club of Hokitika were gifted the hall by council. Council still own the land but Lions Club Hokitika own the building."*

#### Not very satisfied

- *"Leaking and needs attention."*
- *"One of them leaks, Okura hall."*
- *"Run down not a very nice place to be. Kowhitirangi Hall."*
- *"It needs a caretaker and it's left in poor condition, the toilet and showers don't work, ie, Haast Hall."*
- *"The Haast hall has had no maintenance done to it in a while."*
- *"The local hall needs a lot of maintenance. The Whataroa Hall."*

### Underfunded, community looks after it

#### Very satisfied

- *"It is run by the community not the council and we do the upkeep and the revenue comes to the community. The council pay for some things."*
- *"The community look after it. Kowhitirangi Hall."*
- *"Ruth Bay Community Hall, community raises funds to maintain the hall."*
- *"Done up by the public mainly."*
- *"Okarito Hall, near Franz Joseph. Hall is very good, it is looked after by community though and funded by community."*

#### Fairly satisfied

- *"Community keeps it up to scratch, committee, etc."*
- *"Community run. Have to raise funds to maintain it. Ahaura one."*
- *"Regent Theatre delivers amazing service and deserves more support from Council."*
- *"It was okay but people keep it tidy not the council. There is a committee that looks after it. The Kumara Community Hall."*
- *"Good asset but underfunded."*

#### Not very satisfied

- *"Lack of funding for maintenance."*
- *"They're pretty average, there's too many of them for everyone to be maintained. There's not enough money, not enough people to maintain them all."*
- *"The council doesn't do anything to maintain our halls. The Council doesn't maintain them, the community volunteers and raises funds to maintain them. They also don't pay any insurance."*

### Needs more seating, equipment, utilities

#### Very satisfied

- *"Seats could be better, Regent Theatre."*

#### Fairly satisfied

- *"No hot water, Seaview."*
- *"Could do with more seating, etc."*
- *"Acoustics could be improved."*
- *"Fox Glacier community Centre Gym equipment could be newer and there could be more equipment."*

#### Not very satisfied

- *"Ross Hall, disappointing features internally. Seems a bit bare Ross Hall."*
- *"Not well heated. Needs repiling. Brass."*

### Needs cleaning, tidying

#### Fairly satisfied

- *"The one at Seaview needs cleaning up, toilets dirty and hall needs tidying up."*

#### Not very satisfied

- *"Stuff that had come out of the hall was dumped at an exit and grounds are all weedy the outside looks untidy. Happy with the inside."*

### Parking, access issues

#### Very satisfied

- *"Parking problem, Harihari."*

#### Fairly satisfied

- *"Weld Street, access not good for disabled."*

### Other negative comments

#### Very satisfied

- *"Because the windows are clean, we can see the men peeing across the road, and the hall is where the public toilets are on the main highway."*

#### Fairly satisfied

- *"Regency Theatre. Movies sometimes have technical troubles. Management not always friendly."*
- *"Management not so good. The Theatre in Hokitika."*
- *"The only negative thing was when the council placed a rubbish bin in front of the Anzac plaque just before Anzac Day which needed to be removed."*
- *"Hall could be bit cheaper for schools and charity events to use."*
- *"Is very much under used."*

### Other

#### Fairly Satisfied

- *"There is not really a community hall in Hokitika. The hall there is actually the movie theatre."*

## Q22 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the regular refuse and recycling collection service

Good service, do a good job, good standard, well run, no problems

### Very satisfied

- "All done well."
- "We put our bins and they empty them. No complaints."
- "I have very little waste and its well taken care of. My bin could be collected once a month."
- "Moorhouse Street, great service."
- "A good service."
- "Sail Street, good service."
- "Lake Kaniere Road works well and no hassles."
- "A very good service."
- "Always good, Brittan Street."
- "No problems all good."
- "No problems."
- "It is a good service."
- "It gets collected."
- "Never had any problems, Jolly Street."
- "Kaniere Road, no hassles, good job."
- "Gets rid of all of my rubbish."
- "Good service."
- "They pick up the rubbish and recycling and have no problems."
- "The job is done without trouble Kumara Junction."
- "No hassles, very tidy."
- "Picked up."
- "No complaints, Park Street."
- "They collect the recycling and do a good job."
- "They do a good job, I'm in Kumara Junction."
- "Fox Glacier the contractor in my area does a good job."
- "You just put them out and they take them away. That's good."
- "I put it out and its collected."
- "Very well done."
- "Its organised and regular."
- "They come the take it away and don't complain."
- "They do a good job they pick it up at the end of the driveway."
- "I live in Tudor and the rubbish collection is very satisfactory."
- "Fine, no problems."
- "We pay for it but does get rid of the rubbish."
- "Come each week do a good job always taken."
- "Weekly service it is fine."
- "Good service come each week turn about Kaniere Road."
- "I put the bins out and when I come back they're empty, that's what I'm after."
- "Our rubbish collection works well and regularly. Hall Street."
- "Good service turnabout weeks, Hokitika."
- "The collection service is efficient. I am in Ross."
- "Do it week about, no complaints, refuse could be bigger, recycling a good size."
- "Good service regular turnabout. Hokitika Airport Drive."
- "Good pick up service turnabout, Rolleston Street, Hokitika."
- "Good service regular, Gibson Key, Hokitika."
- "We put the bin out and it is emptied out."
- "They come and empty my drum and do a good job."
- "No complaints from this household."



**Fairly satisfied**

- *"Always gets taken."*
- *"It takes the rubbish."*
- *"They always seem to pick it up no problems."*
- *"Do job and collect our rubbish."*
- *"Pick up from gate, good job."*
- *"Service is good if you need to use it."*
- *"Whataroa I personally don't use it but everyone I know who is using it is satisfied."*

**Regular, reliable, consistent****Very satisfied**

- *"It is always picked up on the day it is supposed to be picked."*
- *"It is always picked up on time, and we can put it out just before that time."*
- *"Bins emptied every week."*
- *"T is picked up on time."*
- *"Collected, never missed."*
- *"Rubbish gets picked up every week."*
- *"It's on a regular basis."*
- *"Picked up regularly."*
- *"All we have to do is put it out and they regularly pick up, usually on time."*
- *"They come promptly, on time."*
- *"Regular and on to it in Humphreys Gully."*
- *"It is every Monday, either rubbish or recycling, they always do it."*
- *"Regular time, Revell Street."*
- *"No problems they come on time and we have had nothing wrong."*
- *"The people pick it up weekly."*
- *"The service is very regular, even on public holidays."*
- *"Always reliable."*
- *"Come on time and pick up rubbish."*
- *"They turn up on a designated day and they take it away and we have an opportunity to do some recycling. I think the volume of the bins is ample."*
- *"We have a couple of bins provided, and they pick up one once a week and do a good job."*
- *"Picked up regularly."*
- *"Hokitika. It happens every week about the same time."*
- *"Close to the Westland Dairy Factory. I can just about set my watch to the time there come. So, they are very regular."*
- *"Collection is reliable."*
- *"They pay someone to do this job and they do a good job."*
- *"They are always there, there has never been any trouble."*
- *"Because they do it when they say they are going to do it."*
- *"It is very regular and always on time."*
- *"Never miss, very good."*
- *"Regular and on time. Kaniere Road."*
- *"Consistent pickups and a good service."*
- *"Do pick up consistently."*
- *"Consistently collected."*
- *"They come regularly and take it away."*
- *"Because consistent."*
- *"It's very regular."*
- *"It is always on time. Never fails."*

continued ...



**Very satisfied**

- *"They come every week without fail, sometimes their timing of the collection could be more regular."*
- *"Gets collected once a week."*
- *"It's collected once a week for recycling, the alternative week rubbish."*
- *"We put the bin out on the right week and when we come home from work its emptied. They even empty them on public holidays, mind you we're paying through the nose for it."*
- *"Alternate arrangement of rubbish then recycling week, Rolleston Street."*
- *"It's a very regular service."*
- *"It works well and its always collected regularly."*
- *"Rubbish is taken away regularly when I put it out and no mess."*
- *"So, one week the recycling goes out and the next week the rubbish goes out."*
- *"Regular service."*
- *"The collection is regular and always on time."*
- *"5km out of Hokitika, even if a public holiday there is still a pickup and you can set your clock by them."*
- *"South side, regular, good service."*
- *"The service is regular and reliable."*
- *"Every Tuesday our rubbish is taken away. Good service."*
- *"Usual wheelie bins, they are always emptied on time."*
- *"They are very regular."*
- *"The collection is done regularly and while it can be difficult to limit the rubbish to the bin size, I am happy with the service."*
- *"The service is regular and on time in Hokitika."*
- *"Recycling and garbage alternate weeks."*
- *"Can't complain. Always collected on time."*
- *"St James Street in Ross, reliable service."*
- *"It's always on time."*
- *"Always collected, good job."*
- *"Pick up regularly, keep to time."*
- *"It just gets picked up once a week no problem pretty good, never missed us."*
- *"Come once every two weeks."*
- *"Turnabout good service, regular, Tudor Street, Hokitika."*
- *"Always comes, on time."*
- *"The rubbish is picked up on time."*
- *"Regular pick up, turnabout in weeks."*
- *"Good as gold, pick up regular."*
- *"Bonner Drive and a regular service that is reliable."*
- *"Park Street, regular and reliable."*
- *"Picks up on time."*
- *"Consistent service."*

**Fairly satisfied**

- *"It is usually reasonably regular."*
- *"They are done every week."*
- *"They are regularly picked up, once a fortnight for rubbish and recycling, on alternate weeks."*
- *"They are regular and come when supposed to, once a week alternate for rubbish and recycling."*
- *"They've got their set days you've just got to have your bin out on the right day."*
- *"The collection is regular."*
- *"They do my rubbish once a month, I don't have much and recycle every six to eight weeks."*
- *"Regular."*
- *"Pick when they say, good."*
- *"Gets picked up, regular time, late in the day, Keoghans Road."*
- *"The service is very regular."*
- *"It's a regular service."*
- *"The service is regular, however."*
- *"Consistent service."*
- *"I try to put the right things in the right bin, I put it out every fortnight, truck comes as usual, always collected."*
- *"Because most of the time they pick it up. If they do their job, I am happy."*
- *"They always get it done when it needs to be done on alternate weeks."*
- *"It's a regular collection every week."*
- *"It is regular, Gladstone area."*
- *"The service is reliable and regular."*
- *"Usually on time."*

**Wonderful, excellent, happy to have service.****Very satisfied**

- *"Wonderful service."*
- *"I only have to take it to the footpath."*
- *"In the history we've had a private contractor who wasn't so good but the present one, MasterGuard, their service is brilliant. I think they might have a camera to check what's going into the bins. If they haven't I'd be happy to pay for it, quite happy."*
- *"Take it weekly to the end of the road. Hau Hau Road."*
- *"Recycling day today and very happy."*
- *"It is excellent."*
- *"Kiata area is well served."*
- *"Hamden Street is well looked after."*
- *"It is a small town, get rubbish taken away but not glass."*
- *"Jolly Street is very well looked after."*

**Fairly satisfied**

- *"7km out of Hokitika, so that the service is provided is appreciated."*

### Pick it all up, don't leave rubbish, tidy

#### Very satisfied

- *"They don't leave it on the road, in Kumara."*
- *"Stand bins up straight, come in holidays, don't drop rubbish."*
- *"Pick up the rubbish nicely."*
- *"Always on time and clean."*
- *"Tidy collectors, Revell street."*
- *"There is no rubbish left lying around."*
- *"Very tidy."*
- *"Even if it is a bit overfull, they still take it away."*
- *"It's done neatly tidily and efficiently."*
- *"Clean and regular service."*
- *"Very tidy."*
- *"Consistently collected and no mess left."*
- *"Do not leave a mess."*
- *"Put bins out and its regularly collected and there is no mess left and they arrive on time."*
- *"Tidy rubbish collectors, always on time."*
- *"No mess is left behind."*
- *"Very tidy."*
- *"Pick up everything. Even public holidays."*
- *"They don't leave rubbish behind."*
- *"The rubbish is picked up every time, nothing left behind."*
- *"Collectors leave the place tidy."*

#### Fairly satisfied

- *"They tidy up the streets, clean gutters."*
- *"I put things in the wrong drum and so does my mother, but no-one seems to complain."*
- *"They collect it, it gets done, no litter left behind."*
- *"The rubbish bins appropriate sizing, collectors don't leave a mess."*
- *"Reliable and they take it all."*
- *"Clean collection."*

### Like bins, bins big enough

#### Very satisfied

- *"We have bins."*
- *"I think the volume of the bins is ample."*
- *"Happy with the rubbish bin size."*

#### Fairly satisfied

- *"I don't need much, so what I get I am happy with, bins size adequate."*

### Okay, satisfactory, reasonable

#### Very satisfied

- *"Quite satisfied, they're all right."*
- *"Our household okay with service."*
- *"Our household okay with this service."*

**Fairly satisfied**

- *"My rubbish gets taken out and brought by my neighbour, not by council. We pay our rates for that, they do it satisfactorily."*
- *"They could always do better, nothing is perfect. We get fortnightly service, only two of us."*
- *"They do a reasonable job, collect refuse and recycling."*
- *"It is tendered to people, but they provide a reasonable service."*
- *"It does the job. It's adequate."*
- *"It's okay but hang on we pay for this service. Not Council."*
- *"Pretty good service."*

**Other positive comments****Very satisfied**

- *"We can also recycle glass and metal."*
- *"Tuesday pick up. Good for women on there own."*
- *"Come on time and pick up rubbish, will advertise if not."*
- *"The recycle centre is really clean and tidy with nice staff. Hau Hau Road."*
- *"Good pick up service. Recycling centre clean and tidy."*

**Fairly satisfied**

- *"Not too noisy and collect all rubbish. Kaniere Road."*
- *"Collect bottle rubbish."*
- *"Recycling service is fine."*
- *"Learn to put the rights stuff as they reject it."*

**Would like glass collected****Very satisfied**

- *"The only negative is we cannot recycle glass at roadside."*
- *"But there is no glass collection, which he thinks is a mistake."*
- *"Not happy that we do not have a collection for bottles. Otherwise very good."*
- *"It would be really good to recycle glass at the kerbside."*
- *"Except they don't collect glass."*
- *"Consistent service but need to have a glass collection point."*
- *"The transfer station is close to our house. It's a good service except there is no glass recycling service."*
- *"They don't collect glass. I live right in Hokitika."*
- *"The only problem is that there is no glass collected. Otherwise the service is okay."*

**Fairly satisfied**

- *"Would like to see glass recycling return."*
- *"Now we have a little wheelie bin for general rubbish emptied once a fortnight as part of the rates, but the yellow bin takes all recycling except glass. Why!?!? It means everybody has to make that trip to the tip which is very expensive. We live in a rural area and we've noticed people tend to dig a hole and bury their rubbish which we don't want to do."*
- *"We don't get glass recycling, have to take it in town. They come every Monday."*
- *"It's unfortunate that glass isn't collected at the gate, though we have the opportunity to deliver it ourselves."*
- *"Would like to have glass collection, used to have it but they dropped it."*
- *"Good but they need to collect glass for recycling."*
- *"There is no glass collection. The service is regular, however."*
- *"Would like the glass to be recycled."*
- *"Serpentine Road, glass bottles not recycled."*

continued ...

**Fairly satisfied**

- *"Why don't they recycle glass here, and not put them in the general waste, glass is recyclable?"*
- *"Could be better with recycling with more variety, eg, glass collection good."*
- *"More glass recycling needs to be done, Kumara needs to have a collection like Greymouth."*
- *"It would be better if glass was picked up."*
- *"There is no glass pickup."*

**Not very satisfied**

- *"Because you cannot recycle glass, it's got to go in your rubbish bin."*
- *"There is no recycling service for glass."*
- *"We can't recycle bottles, so we have to travel 18kms each way to dump bottles."*
- *"They are not collecting glass and a lot of people are getting rid of glass in the general rubbish."*
- *"Glass recycling should be included as well."*
- *"There is not enough bins, we don't have anything for glass, they don't want it in general or recycling."*
- *"No green waste or glass recycling, lived here for nine years and no glass recycling, use their innovation and concept to use up all the waste, don't believe they are working towards zero waste."*
- *"A lot of things you can't throw away, glass."*
- *"It could be a lot better, they don't recycle our glass for us. I think there could be more focus on recycling. They took away the glass and I don't know how the old people get on."*

**Bins not big enough, size of bins, need more bins****Very satisfied**

- *"Rubbish tins could be bigger."*
- *"Satisfied with the service, but find the rubbish bins too small, Kumara highway junction, between junction and new bridge."*
- *"Bins could be bigger."*
- *"Bins not big enough for families."*
- *"Refuse could be bigger, recycling a good size."*

**Fairly satisfied**

- *"The bins could be bigger."*
- *"Feel that the rubbish bins should be as big as the recycling bin because if there's too much in the bin or rubbish on the ground they'll reject it. Rubbish bin could be bigger due to the time frame that they're running to."*
- *"The recycling bin is bigger than the rubbish, twice the size."*
- *"Green bin not big enough but collection is good."*
- *"Rubbish drums could be bigger."*
- *"Bins for garden waste need to be larger."*
- *"Bins need to be bigger."*
- *"Should be optional to pay extra for more bins for each home."*
- *"The general waste bin needs to be bigger."*
- *"Good but insufficient for our needs, we sometimes burn or rubbish."*
- *"Rubbish bins need to be bigger."*
- *"So, I would recommend the rubbish bins be a bit bigger and the recycling bins a bit smaller, would be happier, Golf Link Road."*
- *"Could be better, rubbish bins too small."*
- *"The green recycling bin needs to be larger to handle the stuff I want to put in it."*
- *"Okay, need bigger bins."*
- *"Rolleston Street the rubbish bin is small for a household."*
- *"Green bin not big enough."*

**Not satisfied**

- *"Having to take our own bottles, green bin too small, then we have to pay when go to dump."*
- *"Ross township rubbish needs a larger bin or a weekly service."*
- *"General waste needs bigger bins, we recycle, but green bin too small."*
- *"Bins could be bigger and should be weekly not fortnightly."*
- *"Collect recycling every two weeks in a large bin, and a small bin alternatively, not big enough for a family of four, do it weekly."*
- *"We are rural and it is a big homestead and we only have a wee bin. We have to order extra wheelie bins to cope with the extra rubbish. It is a big rural property."*
- *"We just have a small rubbish bin and I would like a bigger one. Alpine View is my street. Bigger bins would be more helpful to match the recycle bin as they have in the bigger cities."*
- *"Bins not big enough for families."*
- *"Little green bins too small. Need bigger ones."*
- *"And I would like to see the rubbish bin the same size as the recycle bin because we only get it collected once a fortnight, even though we give scraps to animals and compost it's still full and can overflow."*

**Needs to be more frequent, more frequent over holiday period****Very satisfied**

- *"Good service but prefer weekly rubbish collection."*

**Fairly satisfied**

- *"Good but not sufficient over Christmas time when not collected as often."*
- *"Should be every week."*
- *"Would be good if the rubbish could be collected weekly."*
- *"Collection needs to be weekly."*
- *"The collection needs to be weekly, not fortnightly. Overall, it's a good service."*
- *"At Christmas time when you've got a ton of stuff it's a problem it annoys you but otherwise it's okay."*

**Not very satisfied**

- *"Recycling is great but rubbish collection is once a fortnight, is not frequent and needs to be weekly especially in summer."*
- *"It's only once a fortnight, it could be once a week."*
- *"It is alternate weeks and we only have two bins."*
- *"Kumara recycling should be increased over the holiday period."*
- *"Every second week pick up is not enough for families."*
- *"Like to see the rubbish weekly not fortnightly."*
- *"Two weeks not enough."*
- *"Pickups are too far apart being fortnightly."*
- *"Both bins need collecting every week, not big enough."*
- *"We have general rubbish and recycling and they alternate weekly, so your rubbish doesn't get picked up for two weeks, so we have to store it all. It needs to be weekly."*
- *"The service is fine but not the frequency. They come fortnightly, refuse collection and recycling."*

### Too expensive, have to pay

#### Very satisfied

- *"But now they charge for green waste."*
- *"Well it gets taken out. They do their job, but we do pay dearly for it."*

#### Fairly satisfied

- *"I purchased an extra bin. Council told me I would not have to pay any more once than the 90.00 I paid. Now they say I do and bill me on rates an extra amount of 500.00."*
- *"Opposed to being charged to dump it, I get charged at Hokitika dump (green waste)."*
- *"Need more bins, expensive to use dump."*

#### Not very satisfied

- *"We pay for green waste, weekly collection of rubbish, ie, small bin, green waste collection."*
- *"We have to pay for it not from council, think we should. Kokatahi we live."*
- *"Tip most expensive in country, too expensive for general town folk to use."*

### Would like green waste collection

#### Very satisfied

- *"Would like to see us have a green waste bin."*

#### Fairly satisfied

- *"Green waste would be great."*
- *"Reliable but could use a manure green bin."*
- *"Need a green rubbish collection."*
- *"Need to recycle more, no green waste, overall districts."*

#### Not very satisfied

- *"We need another bin for green waste."*
- *"No green waste."*

### Don't recycle, all goes to same place

#### Very satisfied

- *"All goes to the one place."*

#### Fairly satisfied

- *"But there are whispers that everything goes into one place, including the recycling."*
- *"Don't think that recycling is happening."*
- *"Could separate glass from other collections."*

#### Not very satisfied

- *"I am concerned that the rubbish collected for recycling is not actually recycled at the local dump by the council. It seems that the Kumara dump is not doing what it should be doing."*
- *"Glass just gets buried, love them to look into alternative glass, green options, reduce waste, separate glass recycling, believe defeat the purpose but believe all bins get dumped, would like to."*



### Recycle more, more intense, don't take everything (excluding glass, green waste)

#### Very satisfied

- "Recycle more please, need a separate bin."
- "Good service generally. But would like an annual inorganic collection."

#### Fairly satisfied

- "I don't think they do enough to recycle."
- "I think the recycling could be more intense."
- "Good service but cannot put plastic containers in, only glass paper, etc."
- "Other plastics."
- "I have to drive to the tip three times a month to get rid of things that should be recycled."
- "The recycling is privately owned. They don't take everything, only milk bottled, so it is limited."

#### Not very satisfied

- "More done with recycling, needs to be done by council. NZ well behind Australia in this field."
- "Also, in other areas a spring clean opportunity is provided for getting unwanted items collected from street frontages, not available here."

### Collectors rough, don't do good job, not always reliable

#### Fairly satisfied

- "The pick-up time is a bit slack in Hokitika."
- "Last week my rubbish was only half emptied, ie, Kumara."
- "New machine, smashed bottles seen on street."
- "The timing is always a bit erratic, from week to week. This is in Cobden."
- "Beach Street, rubbish often left in bin, not properly emptied."
- "Sometimes I'm satisfied and sometimes I'm not satisfied, especially over the holiday period I was putting a bin out for a neighbour and over the holidays the bins were not emptied properly. There was stuff still left in the bin, job done in a hurry. I don't know how many bins in our street were like that but at least two."

#### Not very satisfied

- "They put it out to contract, the way they treat the bins, just pick them up and drop them on the ground anywhere, not always in front of own house. If spill rubbish they just leave it there, they won't pick bins up if fall over or knocked over."
- "Because of the inadequate handling of the rubbish, after collection."
- "They leave it untidy at times, bins fall over and it is a hazard for old people."
- "The bin is not always fully emptied, possibly because she always pushes the rubbish down."
- "Not here all the time, leave the rubbish out, may wait sometime to have it emptied, otherwise okay, come fortnightly, so may miss, Hans Bay Road."

### More information, better communication

#### Fairly satisfied

- "In holiday times we never know if coming or not, get no notification."
- "Need glass recycling facility. Unsure about disposal options."
- "Our refuse collection happens 90% of the time A few times there has been rubbish left in the bin and the reason for this has not been communicated, eg, Blue Spur on outskirts of Hokitika."
- "Also need to educate people about where to put rubbish bins in a convenient place, eg, not right in front of letter box as this not inconvenience postal delivery."



### Other negative comments

#### Very satisfied

- *"We don't have a recycling service."*
- *"The collection is regular and on time week to week. Our communal letterbox has been hit by the rubbish guys a couple of times."*

#### Fairly satisfied

- *"Gentleman who collects it knocked at door and abused them for not having it out! Rubbish was out! Hall Street."*
- *"The truck only comes to the end of the driveway, which is 500 metres from the house."*
- *"Very regular but why have two vehicles."*
- *"The rubbish truck breaks down quite a lot."*
- *"The landfill bin needs to be bigger."*

#### Not very satisfied

- *"I run a business and no bin is provided for my work from home. Given the level of rates I pay, this is not good enough."*

### Other

#### Very satisfied

- *"I do have a problem with collection of rubbish from the rubbish bins at the parks, ie, Hokitika Township and Kumara Sportsground. It should have been cleared before Christmas and it wasn't. It took council a long time to clear this over the holiday period (Christmas, New Year). When I phoned it was fixed."*

## Q25 Contacted Council regarding environmental health - quality of advice

### Quick, prompt response

#### Very Satisfied

- *"Because they attended to the rubbish, we rang about, as soon as they could."*
- *"Noise, quick to respond."*
- *"Noise during the day, starting in the morning and they had the bass up as loud as it would go. It was dealt with pretty much straight away there were no problems. The police were involved as well and other neighbours had complained. However, some of them weren't satisfied because they couldn't manage to get hold of the council."*
- *"Contact about noise and Mark Dixon was prompt and very good."*
- *"When I phoned regarding rubbish at Christmas, New year period at Kumara sports ground it was cleared very promptly. I feel more regular clearance of bins in these areas should happen over the holiday periods as the area has more visitor and therefore more rubbish in public rubbish bins."*

### Did what was asked, good service, good advice

#### Very Satisfied

- *"Noise control. They did act on my call. A lot of noise after hours."*
- *"Rang about spraying roadside. I did not know if blackberries had been sprayed so I could pick them."*
- *"Council chased up some rubbish that was dumped near us, caught the person after I complained."*
- *"The camping issues at Jackson Bay are handled usually well, given the pressures of use."*
- *"He has always had very good dealings with the council."*
- *"More rubbish bins were placed in a range of locations to deal with the rubbish left by freedom campers."*

### Other positive

#### Very Satisfied

- *"Road dust as a health hazard plus stones flying."*

### Lack of knowledge

#### Not very satisfied

- *"They did not seem to know what was going on, they were not sure if it was their responsibility or the regional council."*

### Don't accept responsibility, don't listen

#### Not very satisfied

- *"They are not listening to the people of the town regarding freedom camping, they are blaming the Government, which is not good."*
- *"Moved seven months ago and had CuSO<sub>4</sub> (copper sulfate) turned her hair blue and referred her to a plumber rather than testing the water."*

### Nothing done, rules not enforced

#### Fairly Satisfied

- *"They said they would attend to it, but I am not sure if they did."*

#### Not very satisfied

- *"Have contracted council about noise and nothing was done in Hokitika and the noise is holes in the street Fitzherbert Street."*
- *"Regarding litter, reported rubbish and nothing happened. Ross to Kakapotahi Beach."*
- *"The response to the freedom camping changes need to be enforced."*
- *"Live on Hau Hau Road, council contracted trucks who do the roads, do not keep wetting the roads to keep the dust down, it ruins our ability to sit comfortably outside and enjoy the outside because of the dust thrown up around the road, very disappointed with council as we have communicated regularly with them in order to give them the means to address this issue, rectify it and we are ignored, problem."*
- *"Because the council run their stormwater into our campground and the council have had it on their books for years to fix the problem and every time there's a change of council, they forget what needs to be done, the staff are pathetic, they've got no backbone. They make the laws and the council members enforce the laws."*
- *"We live near a high school, put in a crossing, the cars go past fast, no crossing, kids come out of the school and throw their rubbish out, no bins anywhere but in town, few refuse bins for visitors let alone locals, every third street have a bin, ie, schools, public areas lack bins."*

### Poor communication, consultation

#### Fairly Satisfied

- *"Not in favour of the waste energy plants. A cheap one is mooted, need to consult with the population before a decision made so that everyone can be fully informed as to what is mooted."*

#### Not very satisfied

- *"Contacted them regarding water quality in Fox Glacier. Put out boiled water notice but very few people got the message."*
- *"The head of the Council refused to listen to the Ross community council's concerns about freedom camping."*
- *"The council did not consult with the community at all about allowing freedom campers there, or where they should go."*

### Slow to act, takes too long.

#### Not very satisfied

- *"Difficult to manage fly tipping. Rubbish was eventually removed."*
- *"Noise control officer came from Greymouth which takes too long."*

### Don't like response, outcome

#### Not very satisfied

- *"Resource consent and dog control. Staff come back but not good answer."*
- *"Camping ground the freedom campers in Bruce Bay have caused accidents. We approached the council, but they were more interested in the campers than us. They have since closed the camp."*
- *"Nothing really happened, freedom campers, they are a nuisance, was at Bruce Bay, warned council of the location being dangerous given it was on a corner."*
- *"Concern was proximity of beehives, and associated consequences and dangers."*

### Other negatives

#### Fairly Satisfied

- *"Number of compliance officers seems to have reduced."*

## Q28 Contacted Council regarding liquor licencing issues - quality of advice

100% handtab

### Very satisfied

- *"Advice re a club was quicker than before and strict and fair."*
- *"The rules we are governed by work in our favour."*
- *"Have had no hassles in last few years."*
- *"Straightforward process carried out satisfactorily."*
- *"Mission accomplished, I got my liquor license."*

### Fairly satisfied

- *"There is a staff member who is not up to it. The inspector of licensed premises is not particularly helpful."*
- *"Doesn't think that it is really enforced like it should be."*

### Not very satisfied

- *"Not being addressed adequately."*
- *"The person we had to deal with was unnecessarily difficult, in the end we got a license for the community hall, becoming more of hassle every year, dealing with person who makes each year difficult even though no changes in the law to warrant extra questioning."*

## Q35 Reasons for feeling that Westland District is a safe place, not a safe place to live

### Low crime, not much crime

#### Yes, definitely

- "Have no issues with any violence or theft out my way."
- "As a holiday home we have no difficulty with people interfering with the house."
- "I think crime is incredibly low and anything negative is jumped on."
- "Crime not around here."
- "Don't worry about break ins and feel safe."
- "Have a reasonably low crime rate and I have been here forever, no gangs or anything."
- "Not a victim of any crime."
- "Not a lot of major crime."
- "Low crime rate."
- "Very good. Low crime. Safe."
- "Definitely a good place to live, never heard any violence in our community, not affected by any violence, I do keep my eyes open."
- "The crime rate is not particularly high. It's a low crime area."
- "There is not much crime here."
- "In this part there is no gang influence and very little crime."
- "Not much crime."
- "No trouble."
- "I have never had any burglaries, vandalism, haven't felt threatened or frightened to go out on street."
- "Safe due to lack of damage and low crime."
- "We feel safe because there is not a lot crime."
- "Would say low crime rate."
- "Low crime rate."
- "Low crime rate and people feel safe."
- "Only a small amount of crime here. Westland overall."
- "Just I think it's pretty safe environment, there's not a lot of crime or natural disasters."
- "We have never had any major problems, only one burglary in over 10 years."
- "Don't see crime."
- "There is not much crime, just a safe place to live in."
- "You don't hear of any robberies, break-ins, etc."

#### Yes, mostly

- "We only hear about odd people causing problems, it is not in your face all the time."
- "There is not burglaries and violence like in the big centres."
- "There is crime but generally it is a safe place to live. Not many robberies or assaults on the street."
- "Because it just seems this way. We have lots of people going down this dual carriageway late at night, but on the whole, I feel pretty safe. Haven't heard of lots of break-ins or maybe I'm just not connected to the community or know what's going on, doesn't seem to be too many problems with break-ins, etc. I know Greymouth has problems. Hokitika is definitely more of a tourist town, air bnbs or owned homes."
- "We have an absence of major crime."
- "We have not got the crime wave here yet."
- "Low rate of major crime and violence."
- "There are not too many hoodlums, and everyone has a job."
- "There are not a lot of negative issues, not a lot of crime."
- "It is good if you walk around the streets no problem little crime in area Hokitika."
- "I don't feel threatened living in the area. We don't get a lot of theft or vandalism and we look after each other."
- "Not a lot of crime here."

### No problems, never had a problem, no issues

#### Yes, definitely

- *"We haven't had any problems."*
- *"There is not much that happens."*
- *"Lived here all my life, had seven kids, we all were safe, no issues."*
- *"Have not seen any trouble in this area."*
- *"Never had any problems."*
- *"No evidence that makes you feel unsafe."*
- *"I have no reason to think otherwise."*
- *"Nothing much happens here so I feel safe."*
- *"Never have any problems, so feel safe."*
- *"Had no problems."*
- *"Very safe and have never been threatened."*
- *"Have live here for 70 plus years without major hassles."*
- *"Had no problems at all."*
- *"Nothing has ever happened to him. He can walk around the town with anyone at any time and feel perfectly safe."*
- *"No issues."*
- *"I have never had any issue happen to make me feel concerned."*
- *"In this part there is no gang influence and very little crime."*
- *"Haven't had any issues."*
- *"Nothing happened to me and my family that is unsafe, crime, etc."*
- *"Population the way its laid out never seems to be a problem, we are here at major holidays, been to the wild festival, no trouble ever there, very well organised, feel safe there."*

#### Yes, mostly

- *"Good invoice not for the children. Not threatened."*
- *"Generally, no risk to safety."*
- *"Not had reason to feel unsafe."*
- *"I have lived here over 50 years, haven't any complaints."*
- *"Lived here for 30 years and had no trouble."*
- *"No reason to think otherwise, very happy in the community."*
- *"Live on my own and I have never felt uncomfortable."*
- *"No troubles."*
- *"No threats in my experience."*
- *"You can walk to the pub and walking around the district without any hassle."*

### Friendly community, people look after each other, everybody knows each other

#### Yes, definitely

- *"There is always somebody around keeping an eye on things, we are in a very good neighbourhood."*
- *"Community environment makes it like this."*
- *"Everyone looks out for each other. Very safe."*
- *"I am a born and bred West Coaster, it's a good environment and safe place due to the great community."*
- *"I think people know each other in these districts and they support and look out for each other."*
- *"Everybody knows everybody, and people look out for each other."*
- *"Watch out for each other."*
- *"Feel very safe mostly law abiding people, wonderful community."*
- *"Because we are a really caring community."*

continued ...

### Yes, definitely

- *"It is a nice community."*
- *"People watch out for each other."*
- *"We know our neighbours and we don't get the bikie gangs and riff raff here. I feel safe."*
- *"Because of the community spirit."*
- *"Think we have got a really good climate, and have a good community, make me feel safe."*
- *"Small population helps make the feeling pleasant, as everyone at least recognises most others."*
- *"People are more caring and look out for one another."*
- *"Just good people who are genuinely interested in their districts."*
- *"Community as a whole quickly does its best to help particularly in major weather events. They see what needs doing and get in there and do it."*
- *"People are nice and good citizens."*
- *"Everyone knows everyone and they all get along."*
- *"My district is very friendly, and people generally keep to themselves."*
- *"Lot of trust and community spirit with each other."*
- *"I think Hokitika is a good town and community and I feel safe."*
- *"You can go out and catch fish or shoot a deer. Humans are no threat."*
- *"It's a small district in terms of population, and people know one another and respect one another."*
- *"I have lived in the North Island and go back up there sometimes. You have to lock up every time up there but here there is no problem."*
- *"It is her home and people look after one another."*
- *"We have a sense of community."*
- *"It is a friendly community."*
- *"Good old fashion country values with great community spirit."*
- *"I think it's pretty good, knowing my neighbours helps, would recognise it if strangers were about."*
- *"We all look after each other around my parts of the West Coast, Harihari."*
- *"Everyone knows everyone, one way in, one way out."*
- *"Nice and safe everyone knows each other. Neils Beach, six people live here, holiday homes."*
- *"Lifestyle here, everyone knows everyone, we look after each other."*
- *"Small community, we all know each other."*
- *"It's a small community and everyone knows everyone else. The gangs don't move here."*
- *"It's a small community and everyone knows everyone."*
- *"Trust in a small town, everyone looks after each other."*
- *"Would not get a safer place in NZ, no problems with security."*
- *"Anywhere on the coast is safe I feel. Close community."*
- *"Good strong community."*
- *"Small community, good neighbours Lovely place."*
- *"The community is friendly, and we know each other."*
- *"Township look out for each other, we're happy here."*
- *"Everyone pretty friendly."*
- *"Area safe, know people, neighbour, we have no problems."*
- *"Everyone knows each other."*
- *"Community spirit and everyone pulls together."*



## Yes, mostly

- "People know everybody."
- "People know other people and care for them, unlike the council."
- "Think that small communities always have that sense of security, you're possibly a little more comfortable in that environment because you know most people."
- "It's a small community and the people are pretty bloody good considering."
- "It is a good, friendly community and people look after each other as we all know each other."
- "People look after each other in regional areas."
- "Small population we all know each other."
- "It's a small community, and everyone knows everyone."
- "Good neighbours."
- "Neighbours look after each other."
- "Close community."
- "Nice place here, people here friendly, community people know each other."
- "People look after one another and are good people."

## Size of the place, small population, rural, isolation

## Yes, definitely

- "It is a small country community and is self-policing. If anyone comes and starts playing up the locals sort it out because the police have so far to go. The Ross cop is based 30 minutes north. We are in the middle."
- "In our area we are pretty rural, and we don't have any problems."
- "Well I feel safe. Family feels safe. We're out in the country I have no reason not to feel safe, there's not too many arseholes living out here in the country, it'd be different in town."
- "Lack of population, less crazy."
- "He lives in a rural area."
- "Feel safe personally, low population helps."
- "The remoteness helps."
- "I am in one off the most remote districts in the country and it is very safe."
- "He lives in a quiet area."
- "Very isolated, no threats."
- "I'm rural, living out in the bush, so maybe town is not that way but I don't even lock my house. I wouldn't think of anything happening out here."
- "Town small and good people in the area."
- "Lack of population, low crime rate."
- "Small community."
- "We are very isolated and away from the Main Highway. We feel safe."
- "Live in the middle of nowhere. Read about things in the newspaper about old ladies being beaten up, I feel safe, I know the community, and they know me."
- "I don't lock my doors, where I live miles from anywhere, no social disturbances of any significance."
- "We don't have any trouble with crime because we're a small town."
- "Lack of population."
- "Lack of people."

## Yes, mostly

- "Probably because it's so isolated."
- "This is a little town and we don't have many problems."
- "We are pretty isolated, and we don't have much crime."
- "Not too many people live here."
- "It is still rural NZ."



### Good police presence, police have things under control, police do a good job

#### Yes, definitely

- *"Because it's possible that the police would ask me to help block the road to catch a person. I feel involved and I feel that they're doing a good job, I think we're much safer here because almost any constable is a community constable, small enough to care is what they'd put on a brochure."*
- *"Well looked after."*
- *"The local policeman in Haast has done an excellent job and works well with the community in dealing with potential trouble. Unfortunately, he is about to leave, this is not good."*
- *"We have good policemen in the area I live in, the community is well-policed."*
- *"There is a good police presence. The police now better understand rural issues."*
- *"Police here not much trouble really."*
- *"Have police patrolling around often, don't know about down South Westland."*
- *"Where I live, Hokitika, in town I feel safe. We have a policeman here."*

#### Yes, mostly

- *"Good police in community."*
- *"The police are really good, so we don't have too many problems."*
- *"It's a small town and the police keep an eye on the people who might cause trouble."*

### A safe place to live, always been safe, never felt unsafe, just feels safe, safe any time

#### Yes, definitely

- *"I can go to town without feeling that I am going to be attacked."*
- *"Where I live, straight across road is where I was born, every time I go to see the council I get well received, I looked after the Kumara cemetery for years, and I always feel safe in the district."*
- *"We wouldn't live here otherwise."*
- *"60 years living here and never felt unsafe."*
- *"Just feel that way."*
- *"West Coast, a nice and safe place to live."*
- *"Wouldn't be living here if it wasn't."*
- *"Feel very safe."*
- *"Feel safe in Westland environment for many years."*
- *"He has never felt unsafe."*
- *"I just feel it is safe."*
- *"I personally feel safe."*
- *"Very safe in the southern ward."*
- *"Would not get a safer place in NZ. No problems with security."*
- *"Through experience and general feeling about Hokitika."*
- *"We feel safe and happy here."*

#### Yes, mostly

- *"We are farming so our situation is different, but you feel very safe."*
- *"Feel quite safe in your home."*
- *"Reasonably safe place."*
- *"I feel safe when I go out anywhere."*

### Safe at night

#### Yes, definitely

- *"Quite safe to walk around at night."*
- *"Hokitika is well lit at night."*
- *"A feeling of safety at night in the area."*

### Safer than other places

#### Yes, definitely

- *"It just is, not too much trouble compared to other places."*
- *"Compared to the rest of NZ we don't have any major incidents."*
- *"We haven't got the crime that other cities have."*
- *"It very safe when I deal with other parts of the country."*
- *"Crime is low compared to cities and other towns."*
- *"Best place after living all over the place."*
- *"I have lived in the North Island and go back up there sometimes. You have to lock up every time up there but here there is no problem."*
- *"Because I've lived in South Auckland and feel pretty safe here, for family."*
- *"Probably because we are away from the problems that inflict large populations in NZ in general."*
- *"Never felt safe in Christchurch."*
- *"Compared to other places, the cities."*

#### Yes, mostly

- *"It is reasonably safe in comparison to other areas, no high crime rate."*
- *"Because we are so much better off than many other areas."*
- *"Have lived in Christchurch, dodgy characters there."*

### Can leave doors unlocked, cars unlocked, leave windows open

#### Yes, definitely

- *"She doesn't lock the door and is able to carry out her job delivering rural mail without any worries."*
- *"Don't live in an urban environment. I can leave my door unlocked when I leave my house. I can wander alone as a woman without feeling unsafe."*
- *"Don't lock my house."*
- *"We don't have to lock our houses in our area. The locals all look after each other. I'm involved with the local fire brigade."*

### Crime is everywhere in NZ, to be expected, no place is safe

#### Yes, definitely

- *"Most of New Zealand's low crime."*

#### Yes, mostly

- *"It's like with any place your safe, always that part of me could be unsafe."*
- *"It's basically on the thing that you're always going to find undesirables in an area and Westland has quite a few, there's a lot of people who cause problems anywhere."*
- *"The unexpected can happen anywhere."*
- *"Changes to society, make it not completely safe."*
- *"No place is totally safe. Its reasonably safe."*
- *"Don't know, no place is definitely safe to be, no reason other than that, no place is perfectly safe, always a risk."*
- *"Normal amount of crime like other towns, pharmacy got burgled, never solved."*
- *"Everywhere, young people noisy, throw bottles, general normal behaviour of young people, people pretty good in the community."*

### Nice place to live, good environment, clean and tidy, lived here all my life

#### Yes, definitely

- *"I was born and grew up here, and there is different ethnic groups now and I feel just as safe."*
- *"Good place to live."*
- *"It is the best place to live. We have everything here, we can live off the land if we need to. We have fish and food. We have generators and could sustain ourselves for months. The gold mine machinery makes up self-sustainable."*
- *"Just what it is like on the West Coast. Great place to live. Best kept secret in New Zealand."*
- *"I wouldn't live anywhere else, I love it here."*
- *"It is good, I like the place, it is nice and quiet."*
- *"He just likes it there."*
- *"Lived in Westland all her life."*
- *"Fantastic place to live."*
- *"It is a peaceful place to live and the lifestyle is excellent."*
- *"Have lived here all my life and love the Coast."*
- *"In a quiet, safe location."*
- *"I've lived there for a long time and never had any problems, don't have any problem with the people that live around me here at all."*
- *"Just feel safe, have lived here all my life."*
- *"Born here happy to live here."*
- *"It's quite a cool little place, odd rogue but not often, been here a long time."*
- *"I'm a coaster and I feel safe here. It's a magnificent place to live."*
- *"Apart from roads, it is a clean and tidy place."*

#### Yes, mostly

- *"I shifted away to Invercargill then I come back. It is good here. Been back 56 years."*
- *"Safe, lived here all my life."*
- *"Not too bad, decent place."*

### Safe for kids, good place to bring up kids, safe for families

#### Yes, definitely

- *"Safe for kids to be out on their own without undesirables hanging around."*
- *"About safety for families."*
- *"Lived here 39 years. Safe place to bring up children."*
- *"Bought family up in the area."*
- *"Great to bring up kids, close to nature, beaches, etc."*
- *"I feel it is a lovely small community, I can bring my child up safely. There is not much crime in our area."*
- *"Good place to raise kids. Safe place and good sense of community and spirit."*
- *"Good place to bring up a family."*
- *"Great place to bring up the kids, neat great community."*
- *"Because I have a nine year old and an 11 year old, my children were still out playing out by the road at 9:15pm and I would quite happily let my children get on a bike and bike into town. Definitely a safe place for families and children."*
- *"No concerns to my safety or my family safety."*
- *"Because it's where we as a family feel safe to live."*
- *"Good to bring up kids, safe and it's home."*
- *"Great place to bring up children."*

#### Yes, mostly

- *"It is generally safe and a good place to raise children."*

### Road, footpath, safety could be better, traffic issues (excluding tourists)

#### Yes, definitely

- *"Can't use walkers on footpaths overall not good. Dangerous, broken, cracked, uneven, Hokitika is the same. You can walk half a km to get up the other side of the road."*
- *"The speed of the traffic passing through our village, Hannah's Clearing, is very fast. A lot of traffic doesn't adhere to the speed zone."*

#### Yes, mostly

- *"In Sewell Street, just before Park Street, a visitor from Wellington fell on a cracked footpath, so that's dangerous."*
- *"Dangerous footpaths for elderly scooter riders in street and the driveway entrances to people's houses that are very steep for scooter riders. The section from Sewell Street to Fitzherbert Street, has no footpath by the railway lines on Hampden Street."*
- *"Except for traffic that speeds through it is safe. No street lighting, more and more traffic here."*
- *"Get brassed off with trucks, tankers, etc. Need to look at speed restrictions. West Coast Road coming into Greymouth."*
- *"Roads need upgrading."*
- *"Lots of people go speeding through town, ie, Harihari."*
- *"Our roadings not all that good but that's the government roads, not the council."*
- *"There is a serious problem with traffic speeding through Harihari. People have to cross the road from the park to use the toilets, and children especially are at risk because of this. She thinks that judder bars should be installed to slow the traffic down."*

### More gangs, drugs, criminal activity

#### Yes, mostly

- *"There is drug issues moving into our areas."*
- *"I guess I do a lot of community work with drug and alcohol issues, puts a dampener on the safe place we live."*
- *"In any town that has a meth problem, is an unsafe area. There is meth in Hokitika and therefore is unsafe."*
- *"Criminal activity going on."*
- *"A little crime only in the area, but the gangs are becoming noticeable."*
- *"Increasing use of meth, know where to look, fights vandalism, car crimes, burglaries, have a rough idea, getting more gangs around, West Coast nice and open."*
- *"South of Hokitika is good. In the towns more of a drug problem."*
- *"The area is safe, but we are getting some drug dealers coming in."*
- *"The amount of drugs being found in the Westland district."*
- *"There is a small increase of small crime in our area and P habits."*
- *"There are a lot of drugs about, especially 'P', but I still feel safe, still can leave doors unlocked, although I do live in the country."*

#### Not really

- *"There can be quite a few gangs in the rural areas, but it is okay in town."*

## Not as safe as it used to be, a bit more crime, have to lock doors

### Yes, mostly

- *"Lately there has been a lot more theft about and we have to lock up more."*
- *"We have people attacking us."*
- *"More thieving going on, everything from cars, houses, boats."*
- *"More burger lies than there used to be."*
- *"More crime."*
- *"Because there is more incidence of violence either relating to alcohol or other reasons."*
- *"Concern about bikie gangs possibly moving in and associated drugs."*
- *"The local community does have some undesirable issues going on. That is why I am not totally happy."*
- *"Getting more and more crime."*
- *"Generally safe but some crime exists, eg, theft and spotlighting (shoplifting?)."*
- *"Not as safe as used to be. More crime such as burglaries."*
- *"We get a lot of people from outside the area, safety has changed a bit and we now have to lock our cars and houses. It is still reasonably safe."*
- *"I am aware about the increase in crime in Westland, makes me more aware of my own safety."*
- *"It's reasonably safe but there have been some burglaries."*
- *"Before Christmas, there were some attempted burglaries of garages in my neighbourhood. There has been thieving and people invading properties. The police are more busy than they used to be, and while I live in a safe place, I have to lock up more than I used to."*
- *"More petty crime theft around the district, Hokitika overall."*
- *"Not many strangers here, tiny bit of vandalising at the present time."*
- *"There is a little bit of small crime arriving, it's changing a bit. It used to be very safe, we could leave our homes unlocked."*
- *"We have a friendly community but there is a little bit of small crime. We now have to lock our doors but, in the past, we didn't have locked doors."*
- *"There is a time, downtown, hear of the odd fight, nothing too serious."*
- *"A lot of theft around here lately. Never really was much, now have to lock up, we do have a police station here Hokitika."*
- *"There have been some robberies recently."*
- *"I suppose it's a few things that go on that I am not satisfied with, happens."*
- *"Think things are changing, in the population changing, a lot more people in town, like years ago you knew everybody, but now it's a lot more populated, a lot more tourists, but we're still lucky to live in a nice town, but we shouldn't be too blasé, we have to lock our doors these days."*

### Not really

- *"Two murders close by, and not connected to each other, has made me feel not as safe as I should be, especially as they were done by locals."*
- *"Going to work I am worried about my property being emptied out and little things have gone missing from my property, apart from this it is relatively safe."*

## Need better policing, better police presence

### Yes, mostly

- *"Police not doing enough for crime."*

### Not really(Q28)

- *"Police don't respond or are very slow."*

### Tourists, visitors behaviour, their driving, place is busier

#### Yes, definitely

- *"The worry is the roads and tourists driving on the wrong side of the road."*

#### Yes, mostly

- *"Get lots of tourists who cannot drive properly."*
- *"It's a lot busier now than earlier on in years, lots more tourists around now."*
- *"Apart from tourist drivers it is safe."*
- *"It's reasonably safe but there are the campervans parked on the street. Makes it dangerous to back out of a car park. The tourists speed through and could run someone over. They go through town far too fast."*
- *"Holiday makers are everywhere, blocking up the roads, otherwise we like it here."*
- *"We have too many tourists on the road."*
- *"Generally a safe place to live, dumb drivers on our roads, don't stick to the left hand rule, we need speed restriction on Bruce Bay but nothing has happened, it will be tourists, you can tell by the rental vehicle, see them speeding and overtaking on dangerous parts of the road, slowing down at the wrong part of the road, only in the country for a few days and driving so dangerously."*
- *"The tourist traffic on the road, can be dangerous, campervans and rental car, have had an experience where they have been slow on the Haast Road, passing on dangerous places, there are no overtaking bays, they will go 60km an hour vs 100."*

### Other specified safety issues

#### Yes, mostly

- *"I have lived in rural areas most of my life and generally find where I live now to be safe. However, I have a neighbour who likes to fire guns on his property, and bullets whistling around is a real concern."*
- *"Some street lighting is not good enough, a streetlight near my home with a broken bulb has yet to be replaced."*
- *"The water supply is not very good, and the power supply is also not very good, making it sometimes unsafe for people's health, ie, Fox Glacier."*
- *"Water quality is a bit of a concern. The District Council could enforce the ridge line to ridge line buffer zone around each water catchment as discussed with residents after a petition several years ago."*

### Natural hazards, earthquake prone, weather

#### Yes, definitely

- *"Good outside of the environment things, eg, rain, feel safe."*

#### Yes, mostly

- *"Natural hazards."*
- *"We are an earthquake prone area, live by the sea, river and get a lot of rain."*
- *"Water quality is a bit of a concern. The District Council could enforce the ridge line to ridge line buffer zone around each water catchment as discussed with residents after a petition several years ago."*
- *"Just the fact of being cut off with floods, etc."*
- *"We live right on a major fault line and within a km of the beach."*
- *"Other than the rain, safe place, never had any problems at Ross."*
- *"The sea rising could be an issue. And earthquakes, we are on the fault line. Very little land between sea and mountains."*
- *"The weather is pretty bad."*

#### Not really

- *"Some of the infrastructure is rather vulnerable to natural hazards."*



## Strangers, riff raff, undesirables in the community

### Yes, mostly

- *"Because you feel now, they are getting a few rat bags in the areas."*
- *"Only odd ones you can be wary of."*
- *"Safe at the moment but this could change with movements of people in the community."*
- *"Newer inhabitants have slightly less community focus, so things are changing."*
- *"Most of the troublemakers seem to come from outside the district."*
- *"Always an element of theft in a country area and some new people have different values."*
- *"More people who are not a good influence coming into town."*
- *"I have friends who are police officers and they tell me there are some ratbags in the community, but mostly I feel safe."*
- *"Because of a boy who comes from Greymouth who walks around like a bulldog with a big huge cassette radio on his shoulder playing Eminem really loud. He's about 22 to 25, a big boy, quite intimidating looking, I don't make eye contact with him. I do feel a bit intimidated. I imagine he'd intimidate quite a few people, why can't he put earphones on his music. It's not nice music."*
- *"A few riff raffs coming in from over your way (Christchurch) to come and live here, it's not what it used to be like, you can't leave your doors unlocked, etc, but most people feel pretty safe."*

### Not really

- *"No, definitely not."*
- *"Given freedom campers site within 2km of our place, having random people passing us each night, they stop and look at our place, don't feel safe cause of all the strangers in the community, I don't feel I can let my windows open, door unlocked."*

## Others

### Yes, definitely

- *"However, I don't think the Council is the reason for that."*
- *"People are too laid back to think about murdering someone, it's boring here, good place to be if you want to be a recluse."*
- *"I'm pretty happy."*
- *"Council are muppets."*
- *"I have a medical alarm."*
- *"Good roads."*

### Yes, mostly

- *"If there is any crime, murders, etc, all family oriented, not random."*
- *"Mostly, unless you are a tourist."*
- *"This is not just a Council responsibility."*
- *"It is easy to drive around without too many road works."*
- *"I think it is your own responsibility to keep safe."*

### Not really

- *"Another concern that this respondent has is that he would like to see the Council to encourage another medical practice to establish to give competition to the existing practice."*

### Council does a good job

#### Yes, definitely

- *"Potential problems for older people with mobility issues are minimised by the Council."*
- *"The council and its employees do a good job of keeping people safe."*
- *"Council tries hard to make it safe."*
- *"The council has done a good job of keeping the place safe."*

#### No reason

#### Yes, mostly

- *"No real reason just feel safe."*
- *"No but it's not definitely."*

### Know what's happening, watch out for others, cameras, good civil defence, etc

#### Yes, definitely

- *"People know what's happening and we can track someone down."*
- *"Haven't been here long, good security cameras in town area."*
- *"It has good plans in place for Civil Defence."*
- *"Local people help the police and look after other people."*
- *"We are all proactive about keeping each other safe."*



Sampling and analysis was based on the three Wards and the interviews spread as follows:

Northern	141
Hokitika	161
Southern	101
	403

Percent not very satisfied - comparison summary

The percent not very satisfied is slightly higher than the Peer Group Average for ...

	Westland %	Peer Group %	National Average %
parks and reserves	10	3	5

For the remaining services or facilities for which comparative data is available, Westland District performs on par with/similar to other like Local Authorities and Local Authorities nationwide on average for the following ...

public toilets	20	19	16
reliability of the transfer station s	14 *14		*20
refuse and recycling collection ser	11 **8		**9
library services	-	3	3
protection provided from dogs and wandering stock	36 †37		†40
standard of community halls	7 ††5		††7

- \* Peer Group and National Average readings refer to households user ratings for refusal disposal in general (ie, landfill sites).
- \*\* Peer Group and National Average readings relate to satisfaction with rubbish collection for households provided with the service.
- † Peer Group and National Average readings refer to households who have contacted Council about dogs.
- †† Peer Group and National Average readings relate to household satisfaction with public halls.

NB: Peer Group and National Averages refer to household users/visitors

#### Satisfaction with the protection provided from dogs and wandering stock

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council	2020	36	28	64	36	-
	2018	15	24	39	61	-
	2016°	9	20	29	71	-
Comparison*						
Peer Group Average (Rural)		30	29	59	37	4
National Average		28	28	56	40	4
Ward**						
Northern		39	34	73	27	-
Hokitika		32	25	57	43	-
Southern		69	-	69	31	-

% read across

\* Peer Group and National Average readings refer to households who have contacted Council about dogs

\*\* caution small/very small bases

° 2016 reading relates to satisfaction with protection provided from dogs and wandering stock for households who have contacted Council

† does not add to 100% due to rounding

### Satisfaction with parks and reserves

		Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Users/visitors						
	2020	39	51	90	10 -	
	2018†	46	48	94	6	1
	2016*	40	47	87	12	1
Comparison*						
	Peer Group Average (Rural)	56	40	96	3	1
	National Average	64	30	94	5	1
Ward						
	Northern†	43	47	90	11 -	
	Hokitika	45	48	93	7 -	
	Southern	21	64	85	15 -	

Household Income					
Less than \$40,000 pa†	51	44	95	6	-
\$40,000-\$60,000 pa	39	37	76	24	-
\$60,001-\$100,000 pa	38	53	91	9	-
More than \$100,000 pa	31	66	97	3	-

Base = 264

% read across

\* 2016 reading and Peer Group and National Average readings refer to household users/visitors of parks and reserves

† does not add to 100% due to rounding

#### Satisfaction with public toilets

		Very satisfied	Fairly satisfied	Very/Fairly sa	Not very satis	Don't know
		%	%	%	%	%
Users						
	2020	34	46	80	20	-
	2018	32	48	80	20	-
2016†		17	52	69	31	1
Comparison*						
Peer Group Average (Rural)		30	45	75	19	6
National Average†		29	51	80	16	5

Ward				
Northern†	38	48	86	15 -
Hokitika	30	46	76	24 -
Southern	34	46	80	20 -
Age				
18-44 years†	20	49	69	32 -
45-69 years	45	46	91	9 -
70+ years†	51	38	89	10 -
Household Size				
1-2 person household	40	47	87	13 -
3+ person household	29	46	75	25 -

Base = 200

% read across

\* 2016 reading and Peer Group and National Averages refer to household users of public toilets

† does not add to 100% due to rounding

#### Satisfaction with the library services

Very satisfied	Fairly satisfied	Very/Fairly sa	Not very satis	Don't know
%	%	%	%	%

Users						
	2020	89	10	99 -		1
2018*		84	16	99 -		1
2016**		84	14	98	1	1
Comparison**						
Peer Group Average (Rural)†		67	22	89	3	7
National Average		78	17	95	3	2
Ward						
Northern		92	8	100 -	-	
Hokitika†		90	8	98 -		1
Southern		81	19	100 -	-	

Base = 170

% read across

\* 2018 reading refers to those residents who have personally used/visited a public library in the District in last year

\*\* 2016 reading and Peer Group and National Averages refer to household users of public libraries

† does not add to 100% due to rounding

Satisfaction with the standard and safety of Council's unsealed roads

		Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Users	2020	20	56	76	24 -	
	2018	20	54	74	26 -	
2016*		11	59	70	27	3
Ward						
Northern		22	51	73	26	1
Hokitika		23	57	80	20 -	
Southern		13	61	74	26 -	
Gender						
Male		20	59	79	20	1
Female†		20	53	73	28 -	
Household Income						
Less than \$40,000 pa		17	53	70	30 -	
\$40,000-\$60,000 pa		19	51	70	28	2
\$60,001-\$100,000 pa		22	62	84	16 -	
More than \$100,000 pa†		20	52	72	27 -	

Base = 313

% read across

\* 2016 readings relate to all residents

† does not add to 100% due to rounding

Satisfaction with the standard of the community halls

	Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Users					
2020**†	59	34	93	7	1
Comparison*					
Peer Group Average (Rural)	41	45	86	5	9
National Average	35	45	80	7	13
Ward					
Northern	56	33	89	11	-
Hokitika	62	36	98	1	1
Southern†	58	33	91	9	1

Base = 175

% read across

\* Peer Group and National Average readings relate to household satisfaction with public halls

\*\* not asked prior to 2020

† does not add to 100% due to rounding



Satisfaction with refuse and recycling collection service

		Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Service provided						
	2020	53	35	88	11	1
	2018	63	27	90	9	1
2016+		56	32	88	12	1
Comparison*						
Peer Group Average (Rural)		52	36	88	8	4
National Average		59	29	88	9	3
Ward						
Northern		58	33	91	9 -	
Hokitika		49	36	85	14	1
Southern		59	36	95	5 -	
Household Size						
1-2 person household†		60	32	92	6	1
3+ person household		42	40	82	18 -	

Base = 304

% read across

\* Peer Group and National Average readings relate to satisfaction with rubbish collection for households provided with the service

† does not add to 100% due to rounding

### Satisfaction with quality of advice re environmental health issues

	Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Contacted Council 2020*	42	12	54	46	-
Ward**					
Northern	31	17	48	52	-
Hokitika	22	17	39	61	-
Southern	75	3	78	22	-

Base = 33

% read across

\* not asked prior to 2020

\*\* caution small/very small base

Satisfaction with quality of advice re liquor licencing issues

	Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
Contacted Council 2020*†	60	25	85	16	-
Ward**					
Northern	100	-	100	-	-
Hokitika	50	39	89	11	-
Southern	53	-	53	47	-

Base = 9\*\*

% read across

\* not asked prior to 2020

\*\* caution: very small bases

† does not add to 100% due to rounding

Satisfaction with service

	Very satisfied %	Fairly satisfied %	Very/Fairly sa %	Not very satis %	Don't know %
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Contacted customer service centre - personally

	2020	44	30	74	27 -	
	2018	57	21	78	21 -	
Contacted i-SITE/customer service centre - household						
	2016	76	18	94	5	1
Ward						
	Northern	39	34	73	27 -	
	Hokitika†	44	29	73	26 -	
	Southern*	50	24	74	26 -	

Base = 139

% read across

\* caution: small base

† does not add to 100% due to rounding

Summary table: performance rating of the Mayor and Councillors in the last year

		Rated as ...			
		Very good/Fa	Just acceptab	Not very goo	Don't know
		%	%	%	%
Overall					
Total District					
	2020	41	34	18	7
	2018	58	24	11	7

2016†	31	35	31	4
Comparison				
Peer Group Average (Rural)†	56	25	9	9
National Average	51	27	13	9
Ward				
Northern	44	33	16	7
Hokitika	45	32	16	7
Southern†	32	38	24	7
Length of Residence				
Lived there 10 years or less†	29	30	23	19
Lived there more than 10 years	43	34	17	6

% read across

† does not add to 100% due to rounding

Summary table: level of satisfaction with the way Council involves the public in the decisions it makes

Very satisfied	Neither satisf	Dissatisfied/v	Don't know
%	%	%	%

Overall  
Total District

	2020	36	31	28	5
2018†		46	30	20	5
	2016	29	28	39	4
	2009	53	22	22	3
Comparison†					
Peer Group Average (Rural)		53	22	19	7
National Average		44	29	19	7
Ward					
Northern		38	29	27	6
Hokitika		38	28	29	5
Southern†		31	39	25	4
Ethnicity†					
NZ European		39	30	27	5
NZ Māori/other		23	39	32	5
Length of Residence					
Lived there 10 years or less†		25	42	23	11
Lived there more than 10 years		38	30	28	4

% read across

† does not add to 100% due to rounding

Perception of safety

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely %	Unsure %
Overall					
Total District					
2020	60	38	1 -		1
2018	68	31	1 -	-	
Comparison					
Peer Group Average (Rural)	49	45	5	1 -	
National Average	35	57	6	1	1
Ward					
Northern	59	40	1 -	-	
Hokitika	60	37	2 -		1
Southern	61	38 -		1 -	
Gender†					
Male	66	30	2 -		1
Female	53	46 -	-	-	
Ethnicity					
NZ European	58	40	1 -		1
NZ Māori/other	71	24	5 -	-	

% read across

† does not add to 100% due to rounding

Not asked prior to 2018

Base by sub-sample

Actual resident \*Expected numbers according to population distribution

Ward

Northern	141	131
Hokitika	161	170
Southern	101	102

Gender

Male	192	203
Female	211	200

Age

18-44 years	82	157
45-69 years	188	187
70+ years	133	59

\* Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 5.



**NATIONAL RESEARCH BUREAU LTD**

PO Box 10118, Mt Eden, Auckland, New Zealand

P (09) 6300 655, [www.nrb.co.nz](http://www.nrb.co.nz)

To: Emma Rae

From: Ken Sutton and Janette Simpson

Of: Westland District Council

Date: 24 February 2020

Dear Emma,

**SUMMARY OF COMMUNITRAK™ SURVEY RESULTS**

The following is a summary of your Communitrak™ survey results and, of course, detail will be provided in the report.

If you have any queries, please give one of us a call.

Kind regards,

Ken Sutton

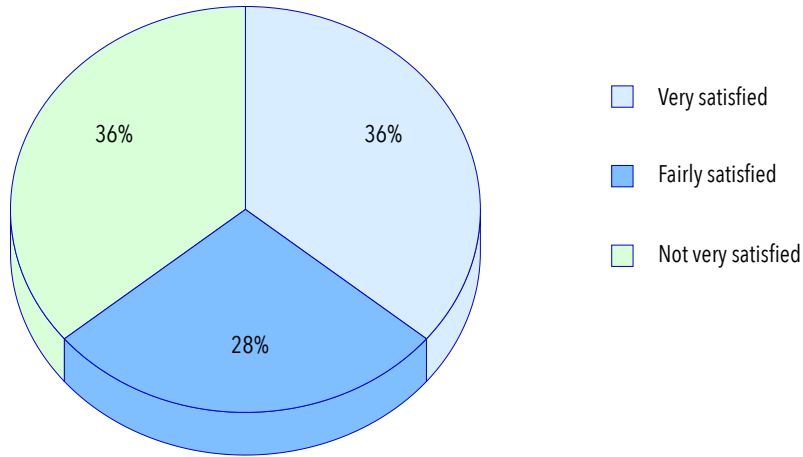
Janette Simpson

**National Research Bureau Ltd**

## DOGS OR WANDER STOCK

8% of residents have personally contacted Council about dogs or wandering stock in the last year.

### *Satisfaction with the protection provided from dogs and wandering stock - contacted Council*

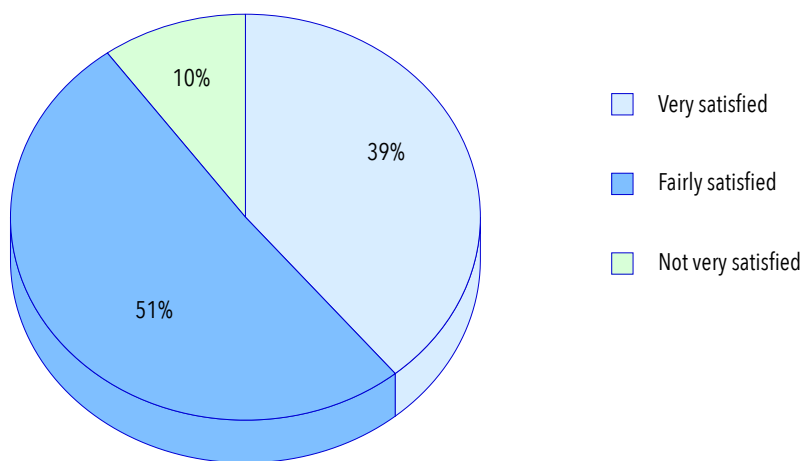


Base = 33

## PARKS AND RESERVES

In the last year, 71% of residents have personally used or visited a park or reserve.

### *Users/visitors*

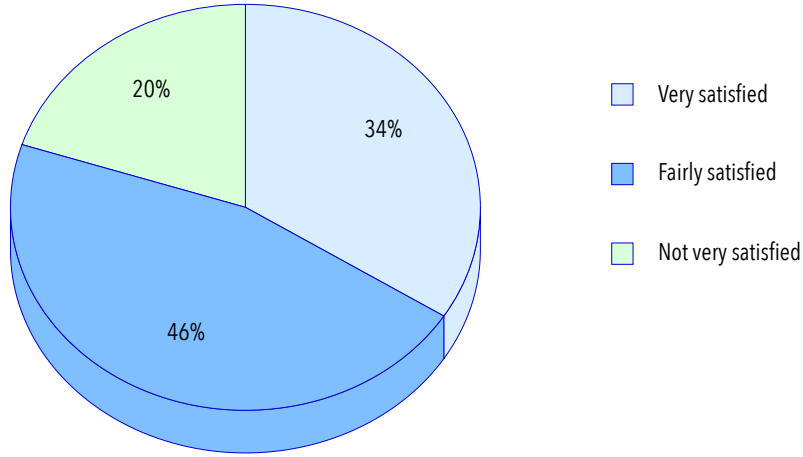


Base = 264

## PUBLIC TOILETS

53% of residents have personally used a public toilet in the District, in the last year.

### Users

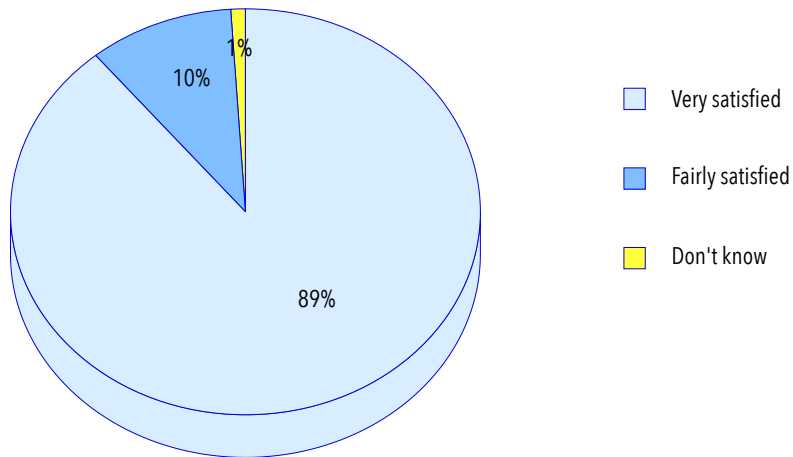


Base = 200

## PUBLIC LIBRARY SERVICES

In the last year, 44% of residents have personally used any Westland library service in the District.

### Users

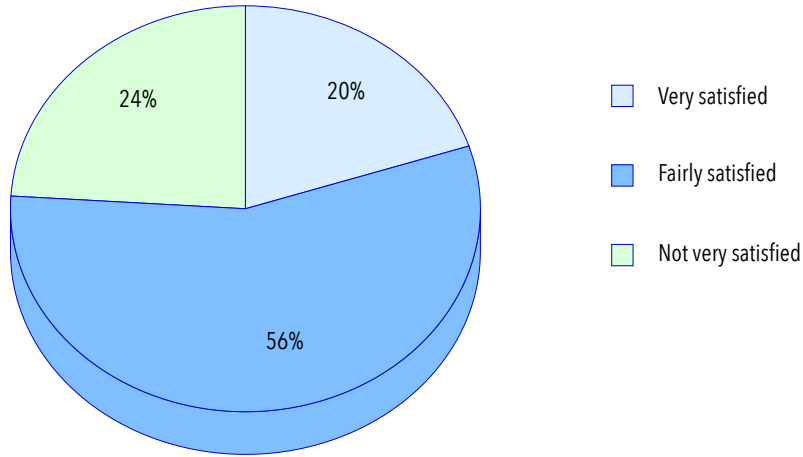


Base = 170

## UNSEALED ROAD

81% of residents have personally used an unsealed road in the District, in the last year.

*Satisfaction with the standard and safety of Council's unsealed roads - users*

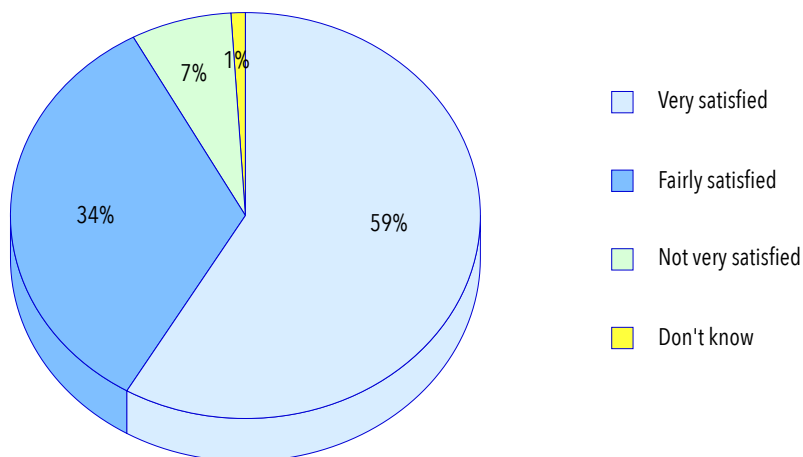


Base = 313

## COMMUNITY HALLS

In the last year, 45% of residents have personally used a community hall in the District.

*Satisfaction with the standard of the community halls- users*

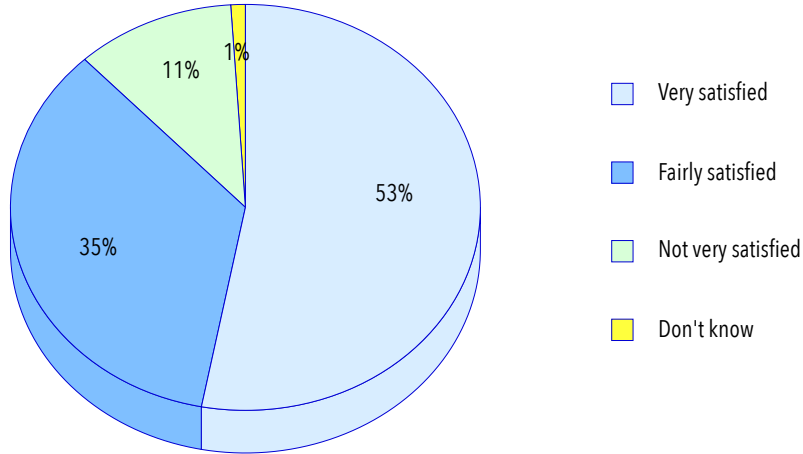


Base = 175  
(Does not add to 100% due to rounding)

## REFUSE AND RECYCLING COLLECTION SERVICE

73% of residents are provided, where they live, with a regular refuse and recycling collection service, by Council.

*Satisfaction with service received - regular refuse and recycling collection service provided by Council*



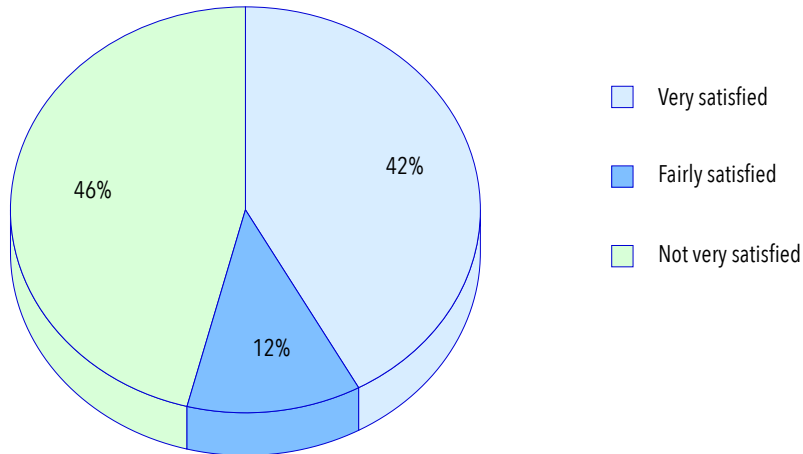
Base = 304

## CONTACTED COUNCIL

### Environmental health

8% of residents have contacted Council regarding environmental health, in last year.

*Satisfaction with the quality of the advice received - contacted Council*

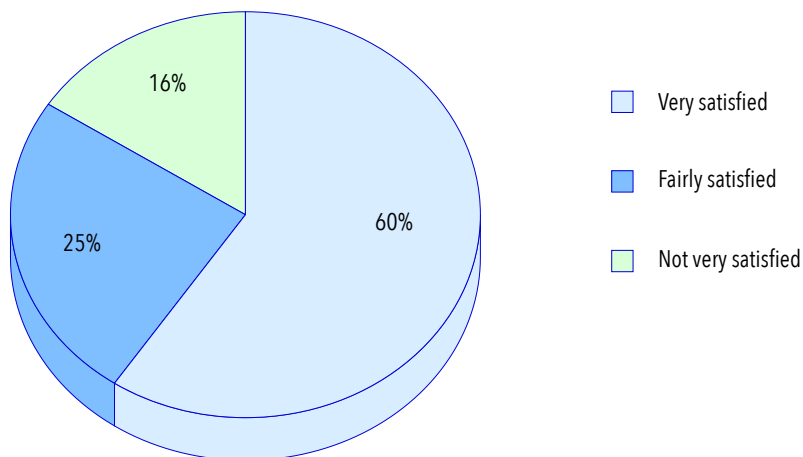


Base = 33

### Liquor licencing

In the last year, 2% of residents have contacted Council regarding liquor licences matters.

*Satisfaction with the quality of the advice provided - contacted Council*



Base = 9\*

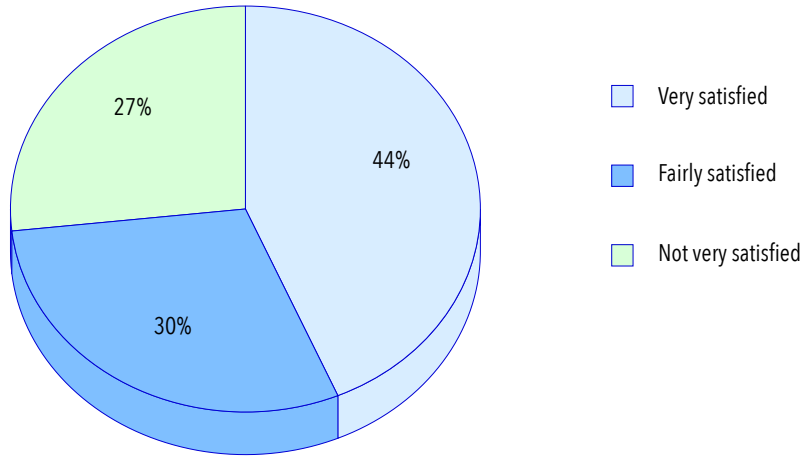
\* caution: very small base

(Does not add to 100% due to rounding)

### Customer services centre

Excluding environmental health or liquor licencing issues, 34% of residents say they personally have contacted the Customer Services Centre, either in person, by phone and/or by email.

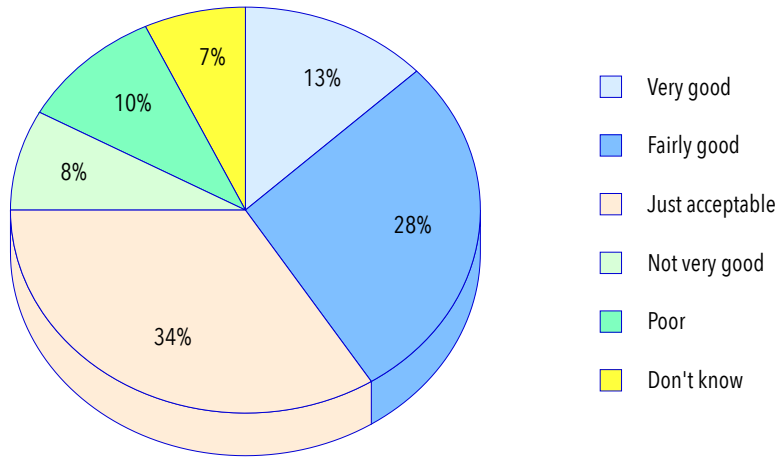
#### Satisfaction with service received - customer services centre



Base = 139  
(Does not add to 100% due to rounding)

# LEADERSHIP

Overall



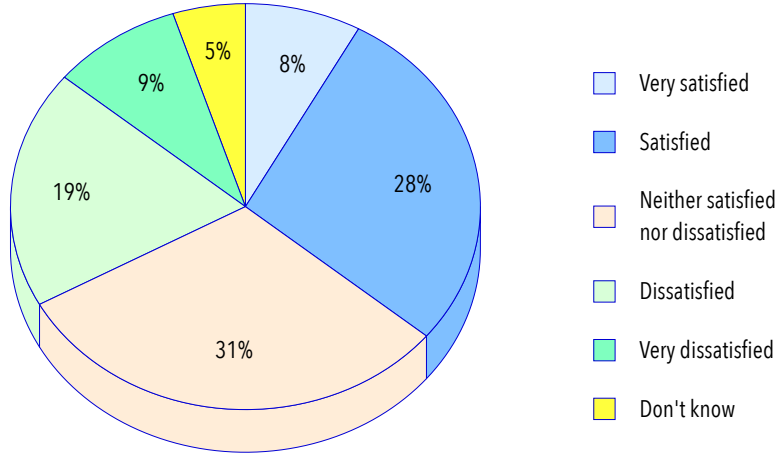


## LOCAL ISSUES

### Council consultation and community involvement

In general 77% of residents understand how Council makes decisions.

*Satisfaction with the way Council involves the public in the decisions it makes - overall*



### Public safety

*Is Westland generally a safe place to live?*

*Overall*

