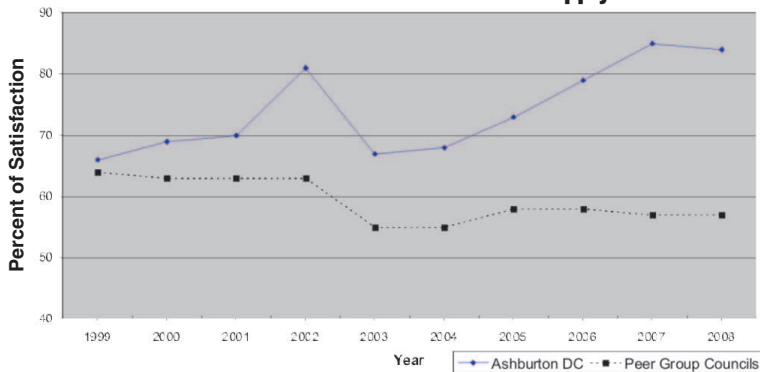
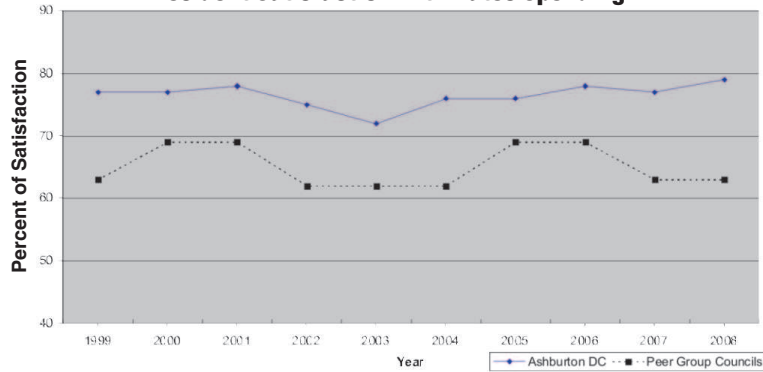


Resident Satisfaction With Water Supply



Overall community satisfaction with drinking water supply in the District has continued to remain high, with 84% of respondents satisfied with their water. Satisfaction with drinking water supply has steadily increased since 1999 when it recorded just 65%.

Resident Satisfaction with Rates Spending



Overall satisfaction with rates spending in the Ashburton District is the highest it has been in the last ten years, with 79% of respondents satisfied with the way rates are spent.

Council again rates well in resident survey

Council's annual National Research Bureau survey results for 2008 show that overall Ashburton District residents are more satisfied than in other similar areas of New Zealand.

Ashburton District performed better than its peer group of similar councils in 17 of the 19 activities compared.

Mayor Bede O'Malley said, the results of the survey were extremely pleasing and reflected the commitment Council had to serving the needs of the District.

"What is even more pleasing is that these results have come at a time when the Council is experiencing unprecedented demand for services as the District grows.

"While overall the results are very pleasing the survey results and comments from the residents surveyed still give us some things to work on," he said.

In June, 402 Ashburton District residents participated in Ashburton

Peer Group Comparison (32 Like Councils throughout New Zealand)

SERVICE/FACILITY	ASHBURTON 2008 % Very/Fairly Satisfied	PEER GROUP AVERAGE 2007 % Very/Fairly Satisfied
Roading	78	76
Footpaths	74	61
Stormwater	66	57
Water Supply	84	57
Wastewater	81	59
Solid Waste Management	81	61
Solid Waste Collection	87	67
Public Conveniences	56	73
Employment & Business Development	70	51
Tourism Promotion	88	69
Library	84	87
Parks & Reserves	97	89
Sportsfields & Playgrounds	92	88
Cemeteries	82	75
District Planning	62	53
Animal Control	79	69
Rates Spending	79	63
Mayor and Councillors	69	56

District Council's annual residents' survey. Residents were randomly selected to answer questions over the phone relating to Council's performance in a number of areas such as water, parks and recreation, roading and footpaths and quality of life in the District.

Resident satisfaction with drinking water supply in the District has continued to climb, with

84% of residents satisfied with their water supply in this year's annual resident survey. Satisfaction with drinking water supply has been steadily increasing since 1999 when it recorded just 65%.

Council has worked with communities and invested in upgrade programmes for drinking water schemes throughout the District to improve both water quality and

security of supply. As a result of the upgrade programme, satisfaction with urban water supply has increased 13% to 86% since 2002, and satisfaction with rural water supplies has increased 16% to 72% over the same period.

Services and Operations committee chair Bev Tasker is pleased the investment and ongoing improvements made in the

drinking water schemes is resulting in such an increase in community satisfaction. Cr. Tasker says, "It is wonderful to see Council's commitment to ensuring people connected to community water schemes have reliable drinking water is having the desired results, with residents obviously enjoying better water."

When residents were asked to name one thing they most liked or approved of in the past year the most popular responses were the Ashburton Trust Event Centre, roading and traffic issues and the performance of Council. The most common responses from participants when asked to name one thing that came to mind regarding Council's actions, decisions or management during the last few months that they disliked or disapproved of were water supply quality and charges, followed by roading and traffic issues.

The survey asked residents if they thought the District is better,

about the same, or worse, as a place to live compared to three years ago. One third of residents surveyed thought that it was better than what it was three years ago, and half thought that it was about the same.

When residents were asked how they rated the overall quality of life in Ashburton District, 93% thought it was good or very good.

The telephone survey has been conducted every year since 1993 and its purpose is to provide objective information about the Council to Audit New Zealand relating to achievement targets in the Annual Plan as well as providing feedback about how the community views the Council's conduct and performance.

Census figures were used to determine the proportion of interviewees drawn from each ward – Ashburton 220, Eastern 85 and Western 97. The selection included 201 men and 201 women. The margin of error is 6.9%.

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