



RESEARCH FIRST



ASHBURTON DISTRICT COUNCIL

# ANNUAL RESIDENTS' SURVEY



RESEARCH REPORT  
April 2017

# Contents

## Annual Residents' Survey

## Disclaimer

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# 1

## Executive Summary

This document reports the results of the 2017 Ashburton District Council Annual Residents Survey. A total of 500 residents were surveyed, stratified by age, gender and location to match the District population. Table 1.1 gives a summary of the satisfaction measures captured in the survey.

### 1.1 Summary of Satisfaction Measures

	Actual, 2017	Actual, 2016	% Change	Measure	Met?
Overall performance	74%	72%	2%		
Sports fields, overall	100%	97%	3%	85%	✓
Ashburton Domain, overall	99%	98%	1%	95%	✓
Playgrounds, overall	98%	98%	0%	85%	✓
Cemeteries, overall	97%	97%	0%	90%	✓
Rural fire services	95%	95%	0%	85%	✓
Emergency management/Civil Defence	95%	97%	-2%	85%	✓
Public library, overall	94%	98%	-4%	95%	✗
Public flowerbeds & displays	94%	97%	-3%	85%	✓
Community events, overall	94%	92%	2%	85%	✓
Public conveniences, overall	93%	91%	2%	80%	✓
Social services	91%	91%	0%	85%	✓
Property information services	91%	85%	6%		
Tourism promotion	91%	87%	4%	90%	✓
Council staff	91%	84%	7%		
Website	90%	82%	8%		
Environmental monitoring/public health	90%	75%	15%		
Contact, overall	89%	78%	11%		
Arts & culture, users of AETC or Museum	87%	69%	18%		
Level of information	87%	79%	8%	80%	✓
Arts & culture	86%	66%	20%	80%	✓
Drinking water, overall	84%	81%	3%		
Quality of information	83%	75%	8%	85%	✗
Animal control, overall	82%	83%	-1%	80%	✓
Building services, overall	82%	74%	8%		
Alcohol licensing	82%	86%	-4%	75%	✓
Economic development	80%	79%	1%	80%	✓
Planning activities	80%	71%	9%	75%	✓
Ashburton Museum, overall	78%	70%	8%		
Advocacy	78%	65%	13%	70%	✓
Mayor and Councillors	76%	72%	4%	80%	✗
Rates spend, overall	76%	64%	12%		
EA networks centre, users	75%	89%	-11%	85%	✗
Community consultation	75%	69%	6%	60%	✓
Rubbish & recycling, overall	67%	63%	4%		
Unsealed roads	59%	58%	1%	50%	✓
Sealed roads	54%	54%	0%		

# 2

## Research Design

### 2.1 Context

The Ashburton District is one of the most progressive and inviting regions of New Zealand. It has been described as “a vibrant and outstanding business and recreational environment to live, work and play right in the heart of the most fertile farming, recreational and tourism regions of Canterbury”. The Ashburton District has a population of approximately 33,700, 17,000 of whom live in Ashburton (the largest town in the District and the second largest in Canterbury).

The Ashburton District Council is the local government authority for the District. Each year the Council surveys residents in the District about their opinions on a wide ranging list of services and issues pertaining to the Council, and the services it delivers to the residents of the district. The information provided by the survey results helps the Council determine its work programme and budget priorities in the future. In 2017, the Council contracted Research First to conduct the Annual Residents’ Survey.

### 2.2 Research Method

Ashburton District Council has used a telephone survey for its annual residents’ surveys in the past, and this is the method that Research First continued to use for the 2017 survey. This method was the best choice because the number and range of households in the Ashburton District with access to a telephone is considerably higher than the number of households with access to the internet<sup>1</sup>.

Moreover, keeping the survey design the same as that used in previous years allowed for direct year on year comparisons. A telephone survey approach also:

- Provided better quality results (because the presence of a telephone interviewer reduces errors and addresses potential biases resulting from interpretation problems on behalf of the participants);
- Provided results that are representative of the views of a geographically dispersed population; and
- Provided results that can be extrapolated to an audience with a high degree of accuracy (because of the use of probability samples).

1. At the 2013 Census only 1% of households in the Ashburton District had no access to a telephone, internet, or fax machine. 87% had access to a telephone, 85% had access to a mobile phone, and 73% had access to the internet.

## 2.3 Research Sampling

The 2017 Ashburton District Council Annual Residents' Survey was conducted by a telephone survey designed to obtain the views of the Ashburton community. A random database of telephone numbers was obtained covering the Ashburton area. This included a sample from Research First's cellphone-only database. After piloting the survey to ensure consistency and respondents' ability to comprehend and credibly respond to the questions, data collection took place between March 8<sup>th</sup> and March 28<sup>th</sup>. Note that this is earlier than data collection in previous years; the research timeline was shifted to better fit Ashburton District Council planning and reporting cycles. Data collection was randomised within each household to ensure the sample included a spread of respondents based on age, location and gender, with a quota system being used to ensure the sample was representative of Ashburton District.

The 2017 Ashburton District Council Annual Residents' Survey involved 500 completions. The maximum margin of error for the sample is +/-4.3% (at the 95% confidence interval). This means that Council can have confidence in the results for the sample as a whole, but the results for subsamples such as ward, age and gender are less precise. Of the total valid calls answered and qualifying, the response rate to the survey was 47%.

## 2.4 Data Analysis

As in 2016, the 2017 Ashburton District Council Annual Residents' Survey used a two-point scale for most questions. This scale is used to lessen the ambiguity of residents' responses, and give Council a clearer picture of their performance. Note that this scoring system is different to that used before 2016, and therefore the data captured in the trend analysis can be presumed to provide indicative trends when compared to data from previous years.

In some cases, respondents chose to answer 'don't know' rather than rate a service or facility. Where this is the case, these responses have been removed from the analysis and subtotal of respondents calculated.

# 3

## Demographics of Research Sample

The following tables show the sample achieved and the demographic information obtained. The data set closely matches the population of the District; this means that the sample is robust and representative of District residents.

### 3.1 Location

	Number of Respondents	Percentage of Respondents	Estimated actual population <sup>2</sup>
Urban	271	54%	59%
Rural	229	46%	41%
<b>Total</b>	<b>500</b>		

### 3.2 Age

	Number of Respondents	Percentage of Respondents	Estimated actual population <sup>3</sup>
18-24	41	8%	9%
25-34	55	11%	18%
35-44	95	19%	17%
45-54	100	20%	18%
55-64	89	18%	16%
65+	120	24%	22%
<b>Total</b>	<b>500</b>		

### 3.3 Gender

	Number of Respondents	Percentage of Respondents	Estimated actual population <sup>4</sup>
Male	236	47%	51%
Female	264	53%	49%
<b>Total</b>	<b>500</b>		

### 3.4 Ratepayers

	Number of Respondents	Percentage of Respondents
Yes	425	86%
No	70	14%
Unsure	5	1%
<b>Total</b>	<b>500</b>	

2. Location estimates were provided by Ashburton District Council.

3. Subnational population estimates, as at 30 June 2016

4. Subnational population estimates, as at 30 June 2016

### 3.5 Income

	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
Less than \$30,000 per year	57	11%
\$30,000 - \$50,000 per year	85	17%
\$50,000 - \$70,000 per year	92	18%
\$70,000 - \$100,000 per year	81	16%
More than \$100,000 per year	115	23%
Declined	70	14%
<b>Total</b>	<b>500</b>	

### 3.6 Time Lived in Ashburton

	<b>Number of Respondents</b>	<b>Percentage of Respondents</b>
5 years or less	39	8%
6 to 10 years	49	10%
More than 10 years	405	81%
Unsure	7	1%
<b>Total</b>	<b>500</b>	

# 4

## Environmental Services

### 4.1 Emergency Services

Residents were asked if they are satisfied or dissatisfied with:

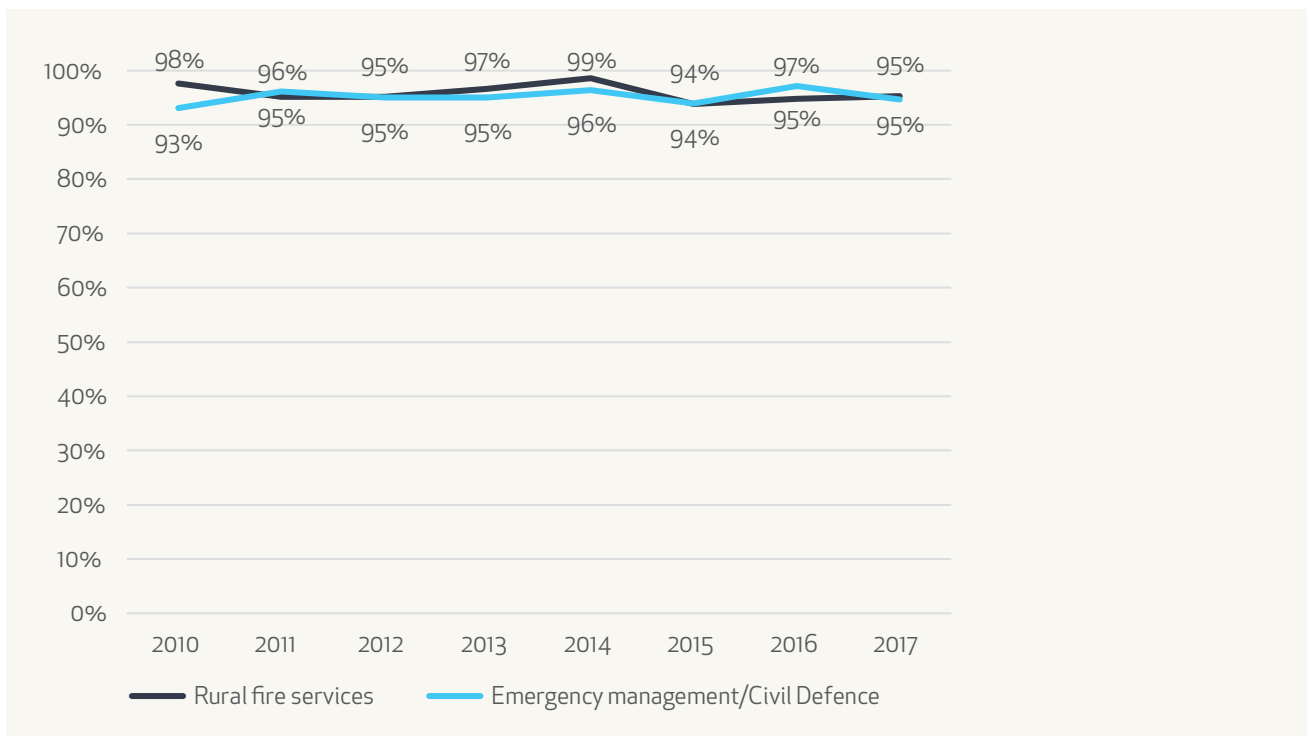
- Rural Fire Services; and
- Emergency management (Civil Defence)

Residents reported a high level of satisfaction with both emergency management and Rural Fire Services (both 95%). These results are in line with high satisfaction levels recorded in previous years.

#### 4.1 Satisfaction with Emergency Management

	Satisfied	Dissatisfied	Subtotal
Rural fire services	95%	5%	427
Emergency management/Civil Defence	95%	5%	377

#### 4.2 Satisfaction with Emergency Management, Over Time





Residents who were dissatisfied with emergency management were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

#### 4.3 Dissatisfaction with Rural Fire Services

	<b>Number of Respondents</b>
Requires more funding/ Paid not voluntary	7
Pollution/ danger from burnoffs	7
Bureaucratic issues	3
Poor responsiveness	3
Other	1
<b>Subtotal</b>	<b>20</b>

#### 4.4 Dissatisfaction with Emergency Management/Civil Defence

	<b>Number of Respondents</b>
Poor local organisation	6
Poor manangement/ leadership	5
Poor communication/ visibility	5
Poor emergency notification	4
Other	1
<b>Subtotal</b>	<b>20</b>

## 4.2 Regulatory Services

Residents were asked if they had made use of animal control, building inspection services, planning services or property information services. These were infrequently used.

### 4.5 Use of Regulatory Services

	Have used
Animal control	10%
Building services	22%
Planning services	13%
Property information services	29%

Residents were asked if they are satisfied or dissatisfied with regulatory services, including:

- Animal control;
- The amount of parking available;
- Alcohol licensing;
- Planning activities (including resource consents, rules about urban and rural planning and the District Plan);
- Building services (being the inspection of new buildings and alterations to existing buildings to ensure compliance with building and safety regulations);
- Property information services (including the provision of Land Information Memorandums); and
- Environmental monitoring and public health (including noise, smell, and litter control, and licensing food and other premises).

Overall, residents were most satisfied with the performance of the property information services and environmental monitoring. Notably, residents who had used animal control were less satisfied with this service. Only half of the residents who had filed a complaint with animal control were satisfied with how their complaint was addressed.

#### 4.6 Satisfaction with Regulatory Services

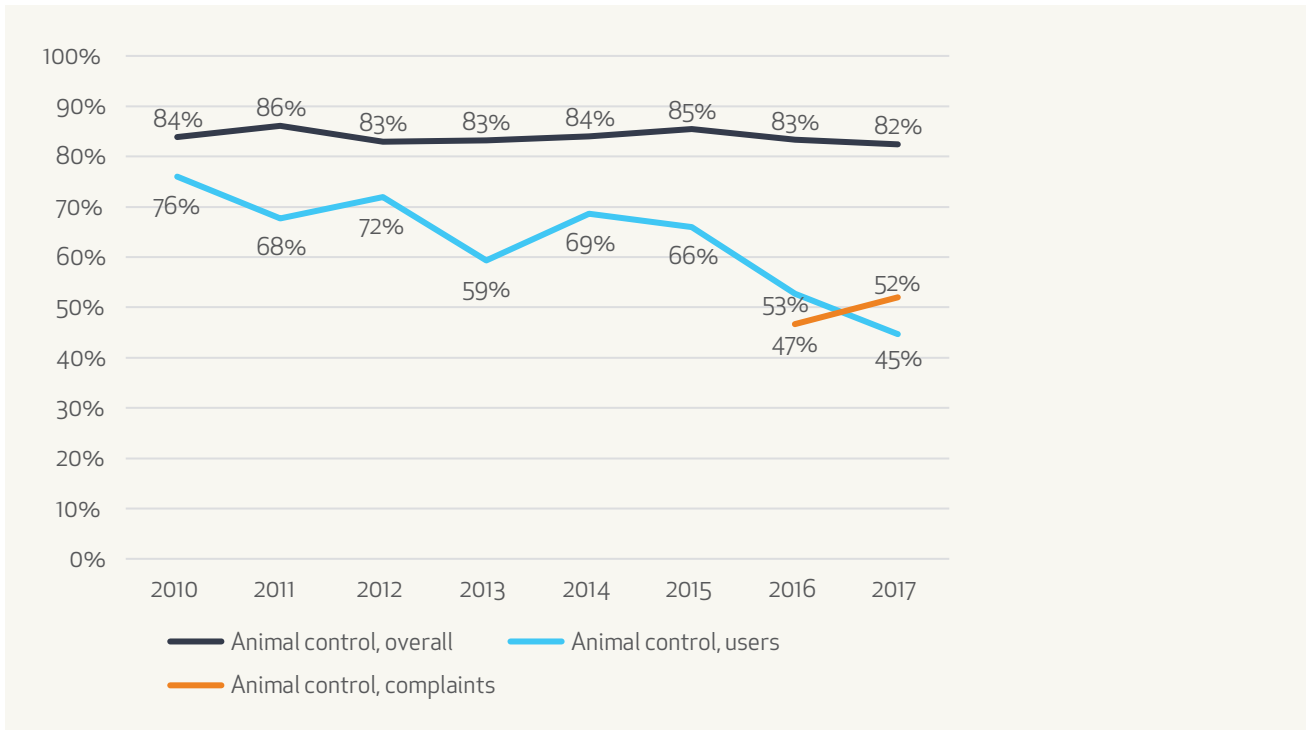
	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Subtotal</b>
Animal control, overall	82%	18%	455
Animal control, users	45%	55%	47
Animal control, complaints	52%	48%	50
Parking availability	84%	16%	488
Alcohol licensing	82%	18%	422
Planning activities, overall	80%	20%	401
Planning activities, users	62%	38%	55
Building services, overall	82%	18%	395
Building services, users	78%	22%	106
Property information services, overall	91%	9%	403
Property information services, users	89%	11%	135
Environmental monitoring/ public health	90%	10%	441

When analysed over time, satisfaction with building and planning activities has improved in 2017. Conversely, satisfaction with animal control among users has continued to decline.

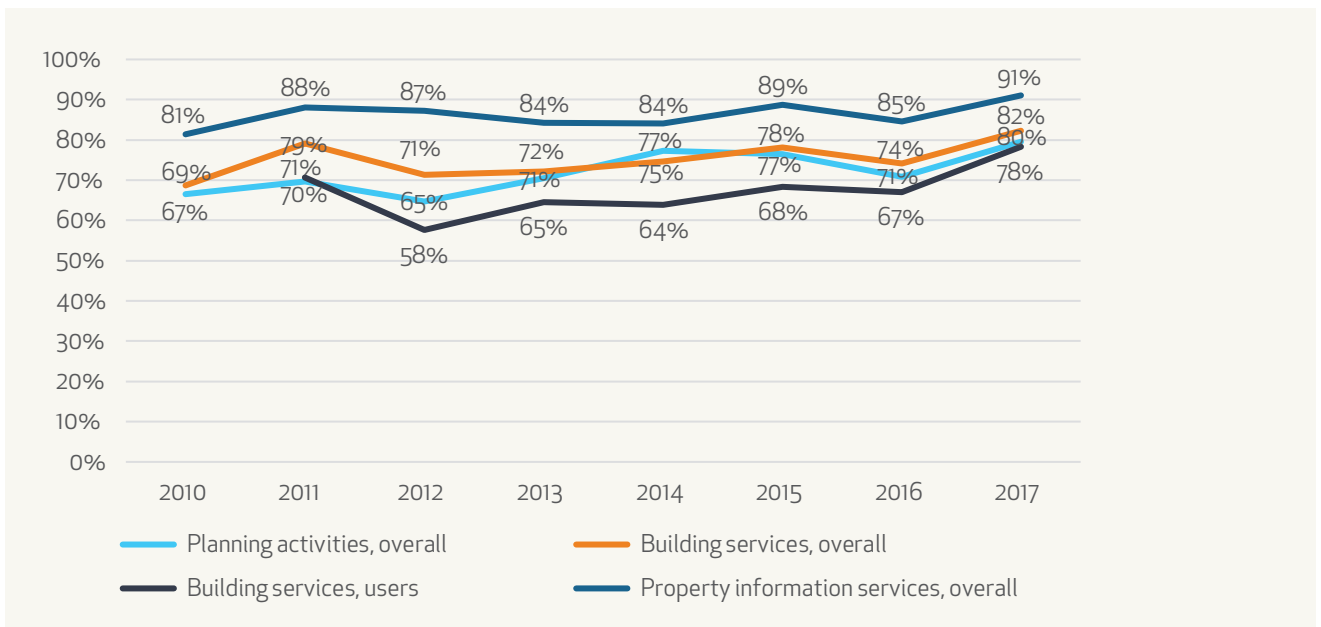
Note that environmental monitoring and public health has not been analysed over time because the wording of the question changed in 2017<sup>5</sup>.

5. In 2017, the description of the service read: "Council's environmental monitoring and public health services, including noise, litter control, and food safety in commercial premises"; in 2016, it read: "Council's environmental monitoring and public health services, including noise, smell and litter control, monitoring water and air, and licensing of food and other premises."

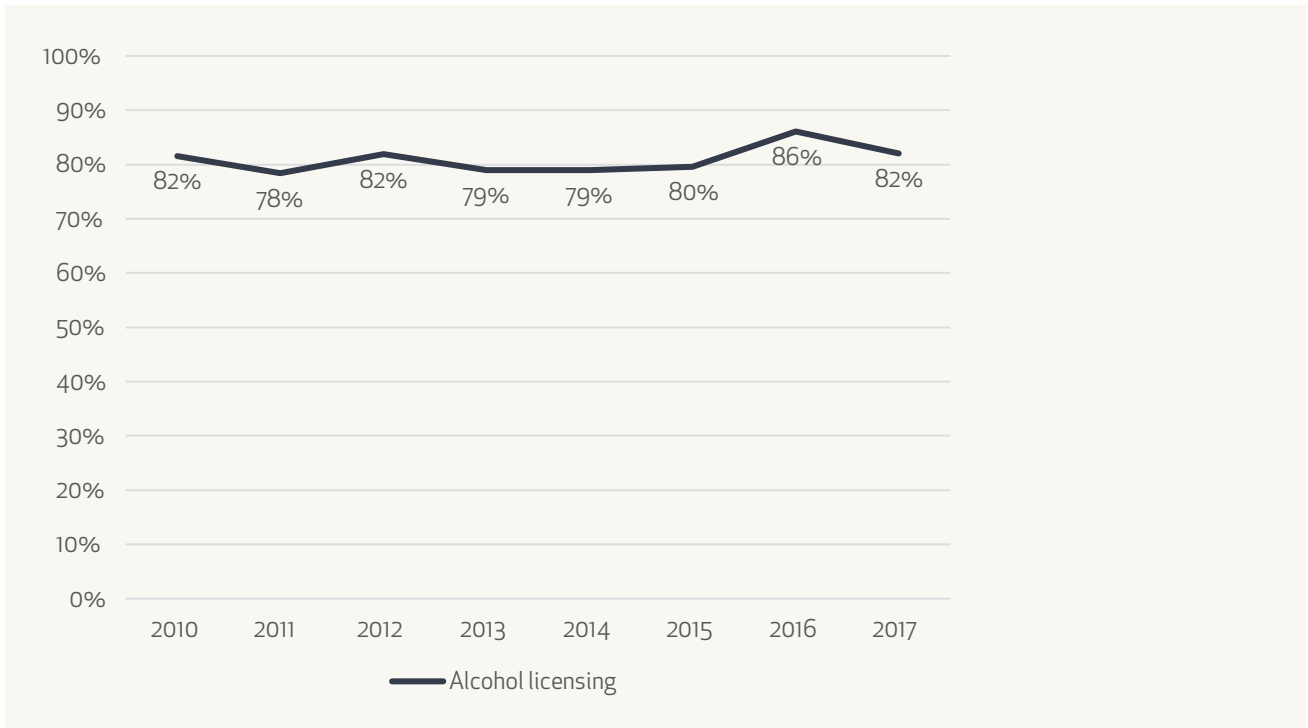
#### 4.7 Satisfaction with Animal Control, Over Time



#### 4.8 Satisfaction with Building and Property Services, Over Time



#### 4.9 Satisfaction with Alcohol Licensing



Residents who were dissatisfied with regulatory services were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four.

#### 4.10 Dissatisfaction with Animal Control

	Percentage of Respondents
Dogs roaming/ nuisance/ danger	73%
Slow/ ineffectual response to complaints	29%
Cats roaming/ nuisance	10%
Not enough onus on owner responsibilities/penalties	6%
Poor stock control	4%
Other	8%
<b>Subtotal</b>	<b>80</b>

#### 4.11 Dissatisfaction with Parking Availability

	Percentage of Respondents
Not enough parking in general	64%
No consideration of CBD worker parking/ long term shopper parking	16%
Need more/extended free parking	10%
Cost prohibitive	6%
Meter monitoring/ fines system too strict	5%
Other	16%
<b>Subtotal</b>	<b>77</b>

#### 4.12 Dissatisfaction with Alcohol Licensing

	Percentage of Respondents
Too many liquor licensed premises/ too accessible	42%
Opening hours of liquor premises	16%
Unhappy with licensing process for events/ small business	16%
Youth drinking issues	14%
Council slow/ ineffectual/ ignorant regarding licensing laws	12%
Other	36%
Don't know	1%
<b>Subtotal</b>	<b>76</b>

#### 4.13 Dissatisfaction with Planning Activities

	Percentage of Respondents
Processes take too long	17%
Overly bureaucratic	16%
Zoning/ property issues	15%
Poor transparency/ communication	11%
Water management issues	11%
Poor overall district planning/leadership	11%
Indecisiveness/ too much outside consultation	10%
Other	40%
<b>Subtotal</b>	<b>82</b>

#### 4.14 Dissatisfaction with Building Services

	Percentage of Respondents
Processes take too long	36%
Costs too high	21%
Overly bureaucratic	14%
Too strict/ officious regarding regulatory compliance	14%
Poor transparency/ communication	12%
Staff issues (inspectors unavailable, poor attitude, poor availability)	12%
Other	30%
Don't know	3%
<b>Subtotal</b>	<b>66</b>

#### 4.15 Dissatisfaction with Property Information Service

	Percentage of Respondents
Accessibility issues (unavailable, too hard to get)	22%
Takes too long	19%
Costs too high	19%
Don't know	8%
Information sometimes incorrect	8%
Privacy concerns	6%
Improve online/digital options	6%
Other	19%
<b>Subtotal</b>	<b>36</b>

#### 4.16 Dissatisfaction with Environmental Monitoring/Public Health

	Percentage of Respondents
Litter control needs improvement	19%
Noise control needs improvement	19%
Water/air pollution issues	12%
Poor availability/quality of public health services	10%
Environmental monitoring not effective enough	10%
Other	31%
Don't know	10%
<b>Subtotal</b>	<b>42</b>

# 5

## Service Delivery

### 5.1 Drinking Water

Respondents were asked which water scheme they are connected to (if any). Most were connected to the Ashburton supply (52%). One-third of respondents (34%) were not connected to any Council-provided supply.

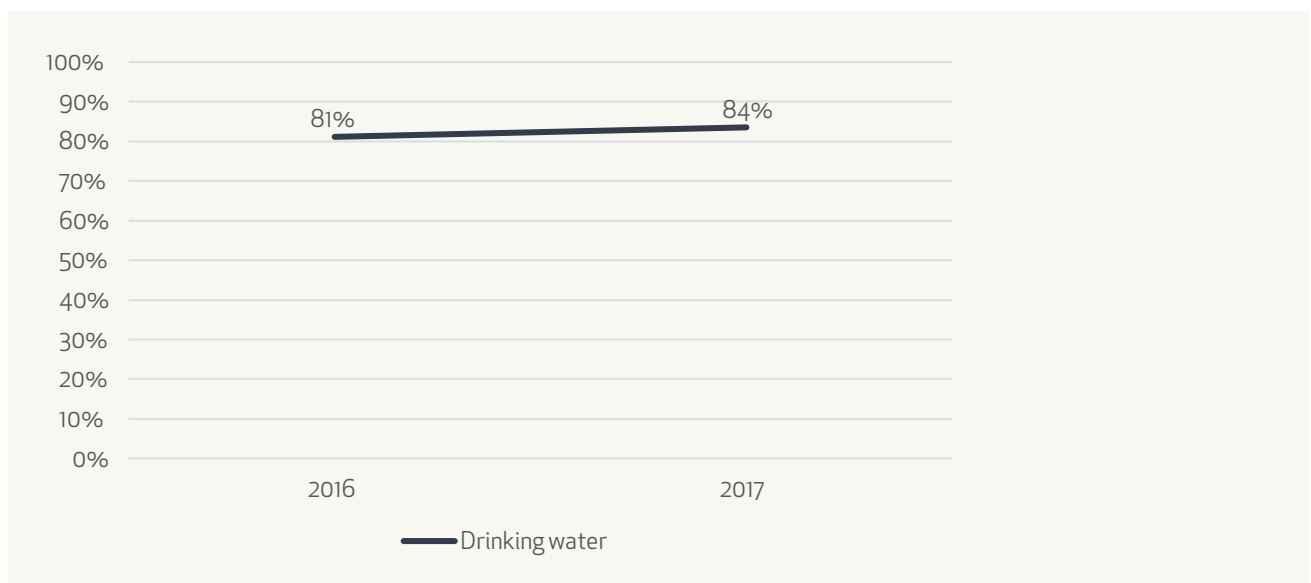
Residents were asked how satisfied they are with the quality of the water supply they are connected to. Please note that supplies with an asterisk (\*) denote low base sizes. These results are indicative only and should be read with caution. Overall, 84% of residents were satisfied with the water supply.

#### 5.1 Satisfaction with Drinking Water Supply

	Satisfied	Dissatisfied	Subtotal
Overall	84%	16%	328
Ashburton	84%	16%	261
Methven*	81%	19%	32
Rakaia*	87%	13%	15
A Council-provided rural water supply*	85%	15%	20

Overall satisfaction in 2017 is in line with satisfaction with in 2016 (84% compared to 81%).

#### 5.2 Satisfaction with Drinking Water Supply





Residents who were dissatisfied with the water supply were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four.

### 5.3 Dissatisfaction with Drinking Water

	Percentage of Respondents
Taste unpleasant	44%
Too much chlorine/ fluoride	44%
Prefer filtered/boiled/bottled water	17%
Too many chemicals/ additives in general	11%
Cloudy/dirty appearance	7%
Water management lacking	7%
Water systems need upgrading	7%
<b>Subtotal</b>	<b>54</b>

## 5.2 Parks and Open Spaces

Residents were asked if they had made use of various parks and open spaces. The Ashburton Domain and Lake Hood were most popular (86%).

### 5.4 Use of Parks & Open Spaces

	Have used/ visited
Cemeteries	59%
Sports fields	67%
Playgrounds	63%
The Ashburton Domain	86%
Lake Hood	86%

Residents were asked if they are satisfied or dissatisfied with a range of parks and open spaces, including:

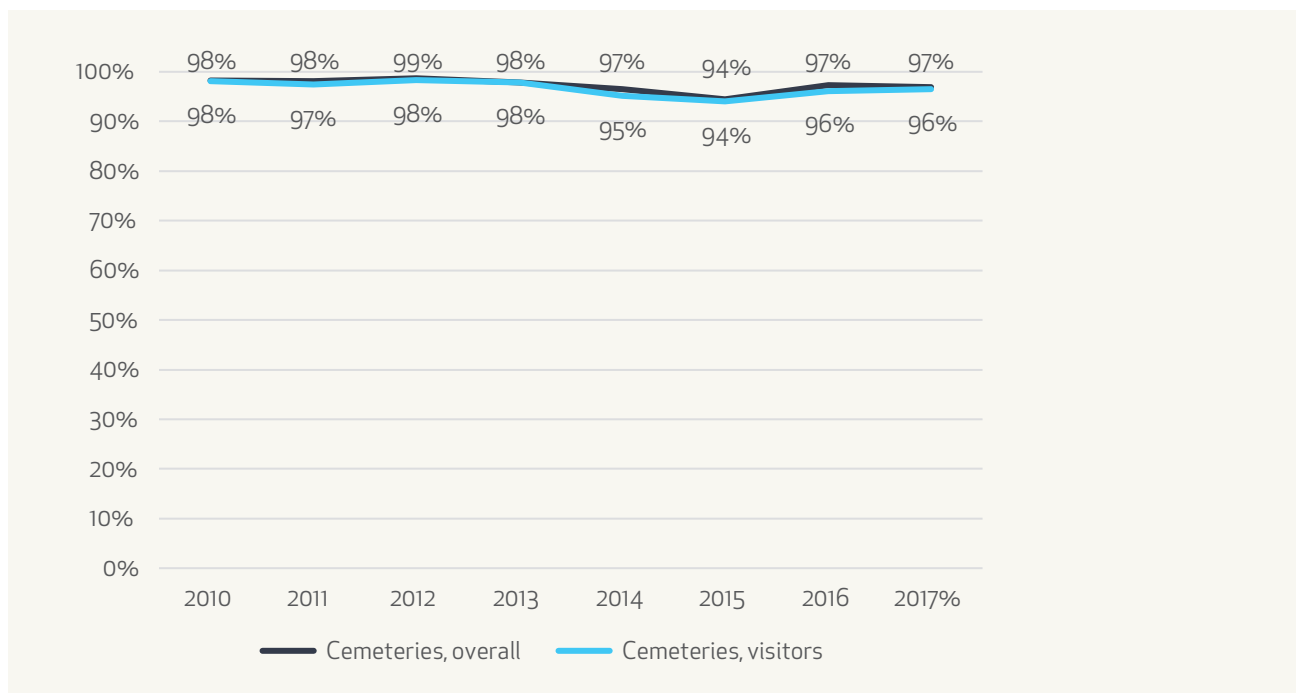
- Public flowerbeds and displays;
- Cemeteries;
- Sportsfields;
- Playgrounds; and
- The Ashburton Domain.

Residents were overwhelmingly satisfied with all parks and open spaces. There was little difference between service users and all residents. Services have consistently performed well over the measured period.

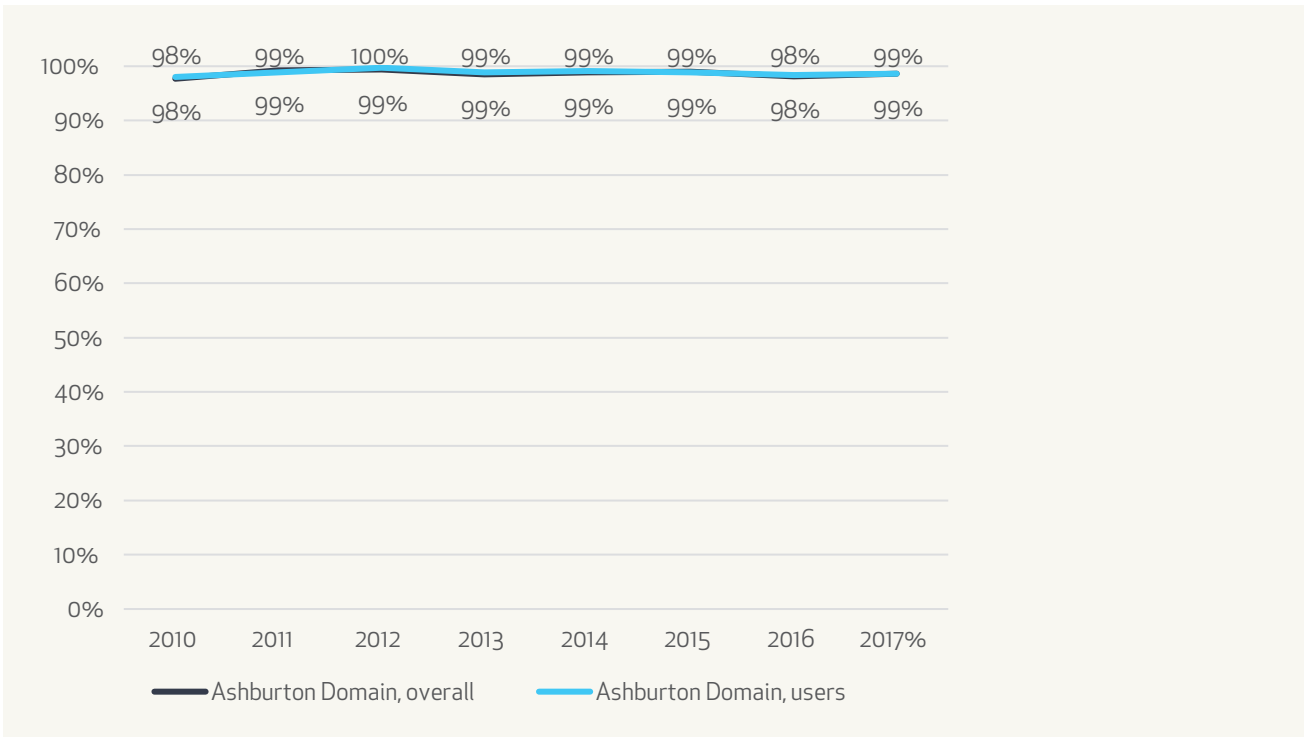
### 5.5 Satisfaction with Parks and Open Spaces

	Satisfied	Dissatisfied	Subtotal
Public flowerbeds and displays	94%	6%	496
Cemeteries, overall	97%	3%	391
Cemeteries, visitors	96%	4%	283
Sports fields, overall	100%	0%	441
Sports fields, users	100%	0%	321
Playgrounds, overall	98%	2%	456
Playgrounds, users	97%	3%	309
Ashburton Domain, overall	99%	1%	487
Ashburton Domain, users	99%	1%	428

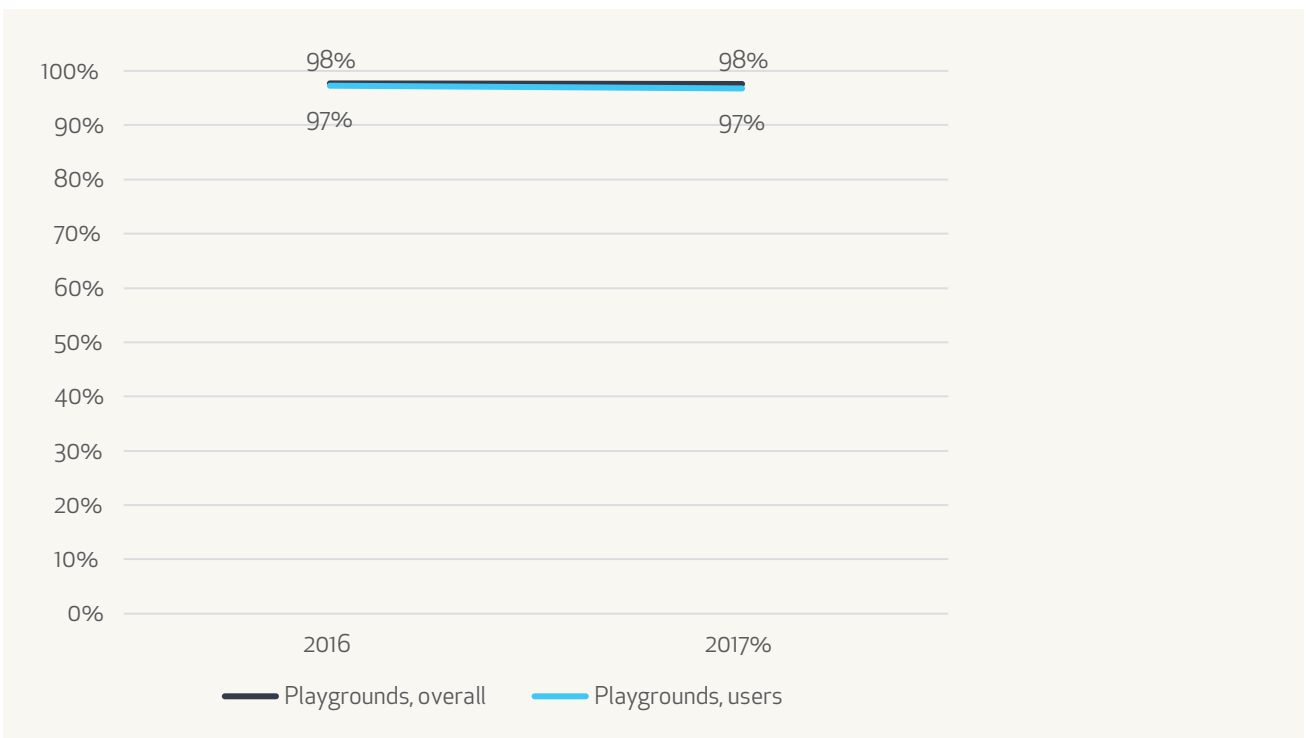
### 5.6 Satisfaction with Cemeteries, Over Time



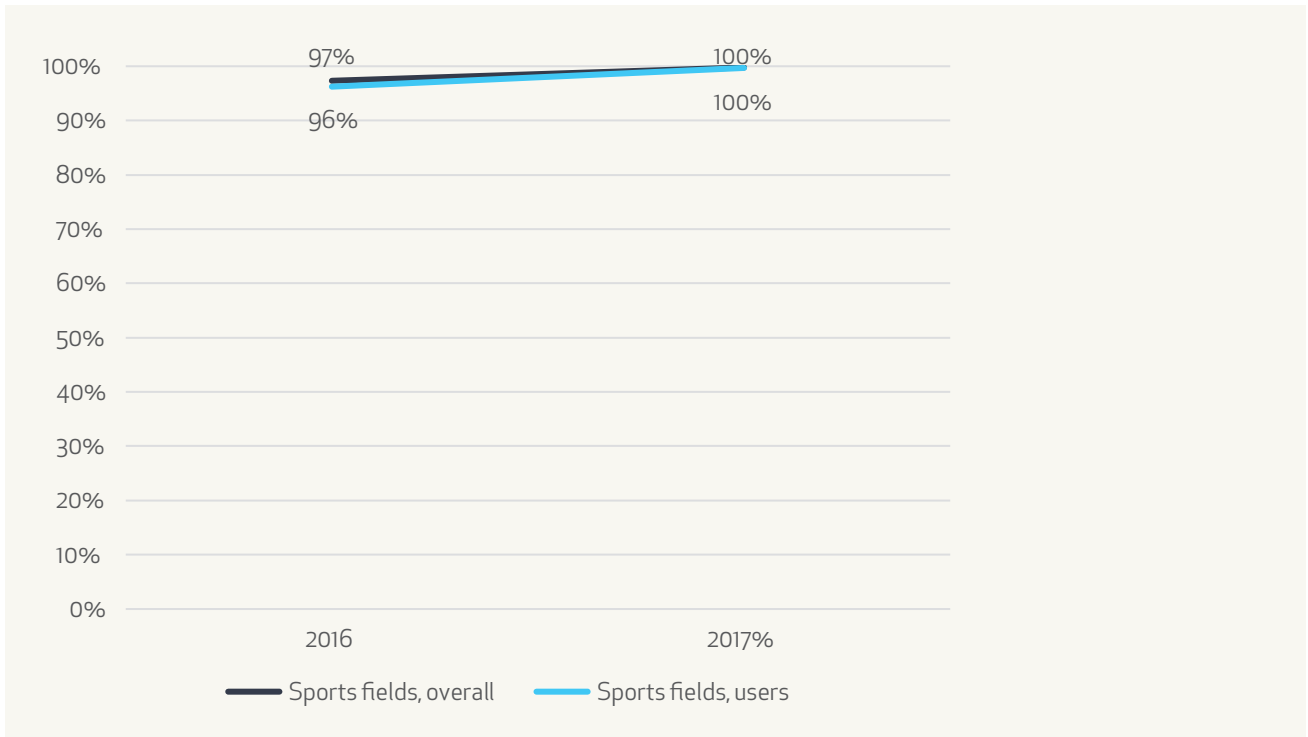
### 5.7 Satisfaction with Ashburton Domain, Over Time



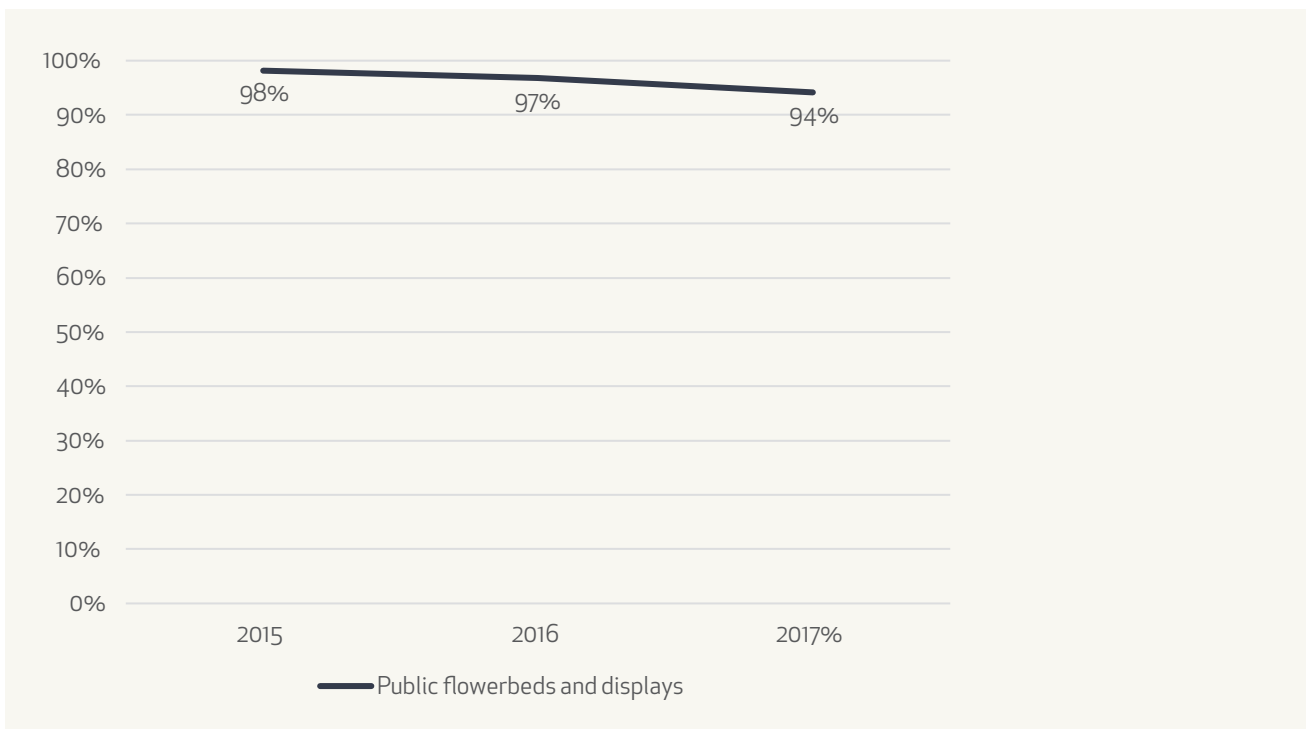
### 5.8 Satisfaction with Playgrounds, Over Time



### 5.10 Satisfaction with Sportsfields, Over Time



### 5.11 Satisfaction with Public Flowerbeds & Displays, Over Time



Residents who were dissatisfied with parks and open spaces were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

#### 5.12 Dissatisfaction with Public Flowerbeds and Displays

	<b>Number of Respondents</b>
Poor maintenance	16
Not as good as they used to be	7
Poor variety/quality	5
Council spends too much/ not enough	4
Overwatered during water restrictions	4
<b>Subtotal</b>	<b>29</b>

#### 5.13 Dissatisfaction with Cemeteries

	<b>Number of Respondents</b>
Lawns/green areas need maintenance	8
Need more maintenance/upkeep in general	5
<b>Subtotal</b>	<b>12</b>

#### 5.14 Dissatisfaction with Playgrounds

	<b>Number of Respondents</b>
Poor variety of equipment/ range of ages catered to	7
Poor maintenance	4
Not enough	2
<b>Subtotal</b>	<b>11</b>

#### 5.15 Dissatisfaction with Ashburton Domain

	<b>Number of Respondents</b>
Poor maintenance	4
Specific equipment/feature requests	3
<b>Subtotal</b>	<b>7</b>

## 5.3 Public Conveniences

Residents were asked if they had made use of public conveniences in Ashburton. More than half of residents had used one.

### 5.16 Use of Public Conveniences

	Have used
Public conveniences	63%

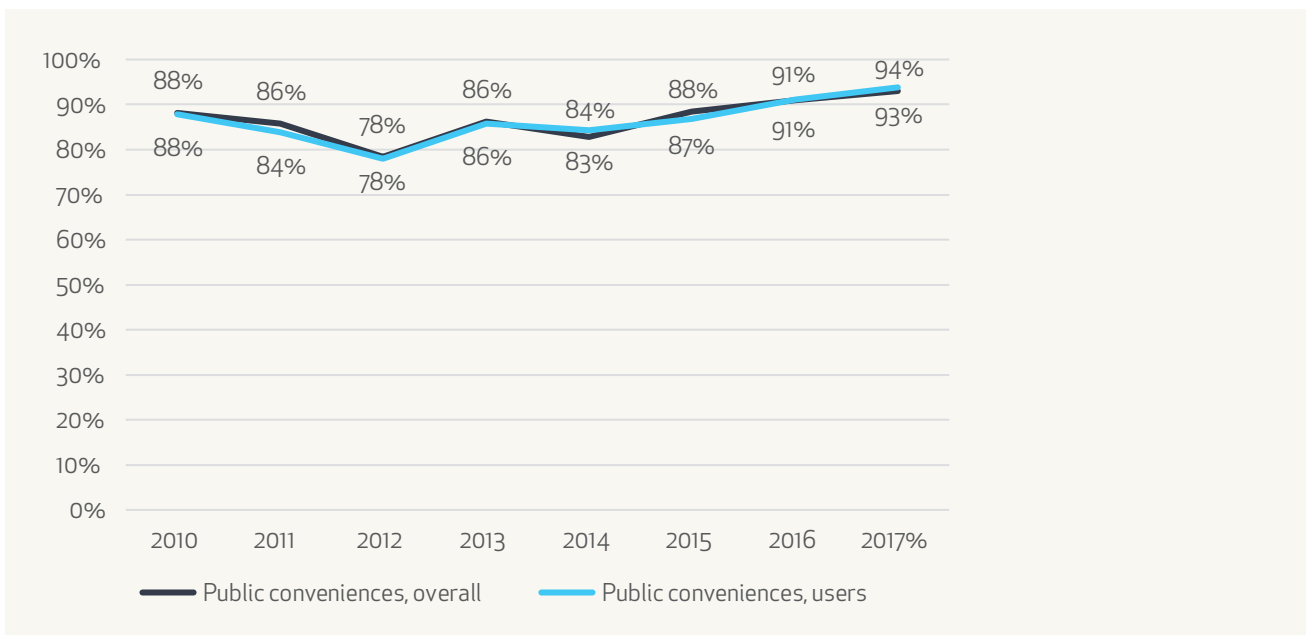
Residents were asked if they are satisfied or dissatisfied with public conveniences. Overall, 93% were satisfied with them.

### 5.17 Satisfaction with Public Conveniences

	Satisfied	Dissatisfied	Subtotal
Public conveniences, overall	93%	7%	386
Public conveniences, users	94%	6%	291

Results over time show that the 2017 data points for public conveniences are in line with previous results. The Council has consistently performed well in these areas. Notably, there was little difference between perceptions of users and perceptions overall in regard to public conveniences.

### 5.18 Satisfaction with Public Conveniences, Over Time



Residents who were dissatisfied with public conveniences were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

#### 5.19 Dissatisfaction with Public Conveniences

	<b>Number of Respondents</b>
Unclean/unhygienic	14
Not enough	12
Need upgrading/functionality improved	7
<b>Subtotal</b>	<b>27</b>

## 5.4 Recreation & Leisure

Residents were asked if they had made use of a range of recreation and leisure facilities. The EA Networks Centre was most popular (77%), followed by the public library (55%).

Use of the library has dropped since 2016, when it was used by 65% of residents. This continues a trend observed in 2016. Use of the EA Networks Centre has increased (up from 66% in 2016).

#### 5.20 Use of Recreation and Leisure Facilities

	<b>Have used</b>
The public library service	55%
The EA Networks Centre	77%
The Ashburton Museum	40%

Residents were asked if they are satisfied or dissatisfied with recreation and leisure services, including:

- Arts and culture (being operation of the Ashburton Museum and provision of grant funding to the Ashburton Art Gallery and Events Centre);
- The public library service;
- The EA Networks Centre; and
- The Ashburton Museum.

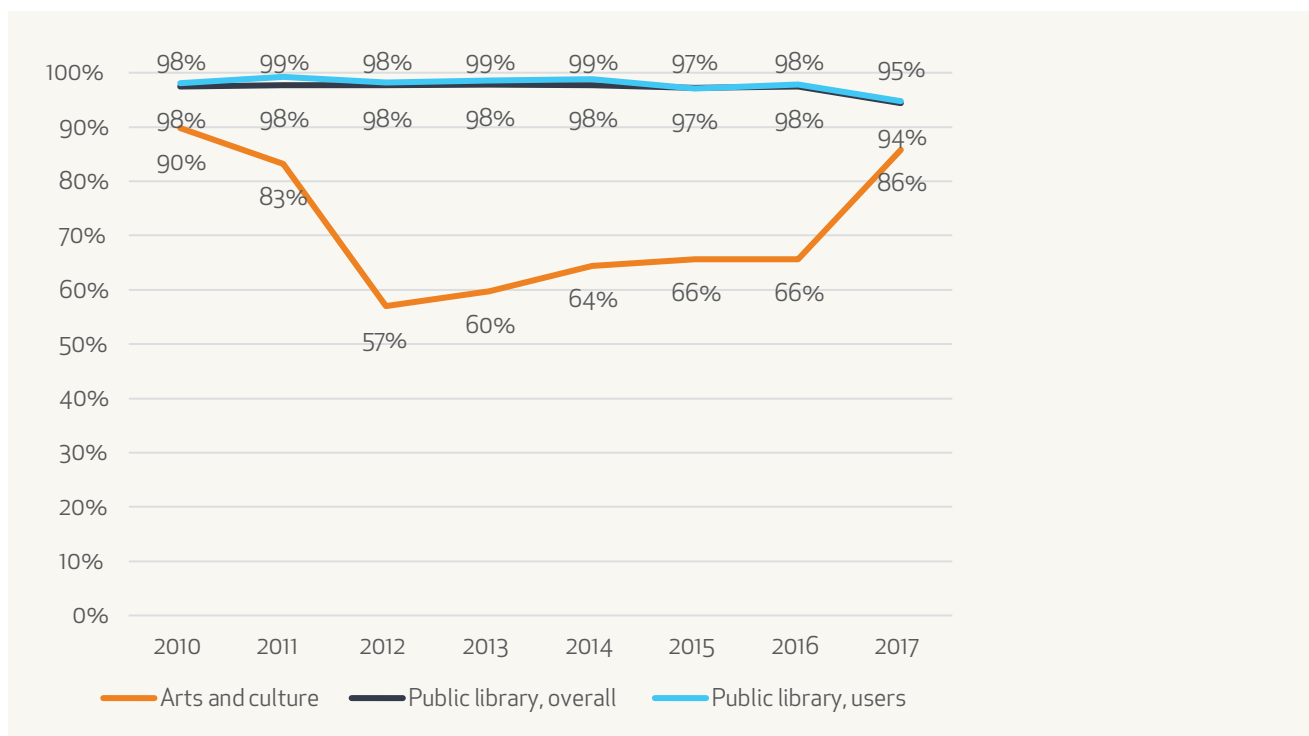
Satisfaction was highest for the public library (94% overall) and arts and culture (86% overall). Satisfaction was lower for the EA Networks Centre (76% overall).

### 5.21 Satisfaction with Recreation and Leisure Facilities

	Satisfied	Dissatisfied	Subtotal
Arts & culture, overall	86%	14%	437
Arts & culture, users of ATEC or Museum	87%	13%	353
Public library, overall	94%	6%	410
Public library, users	95%	5%	267
EA Networks Centre, overall	76%	24%	438
EA Networks Centre, users	75%	25%	373
The Ashburton Museum, overall	78%	22%	341
The Ashburton Museum, users	88%	12%	191

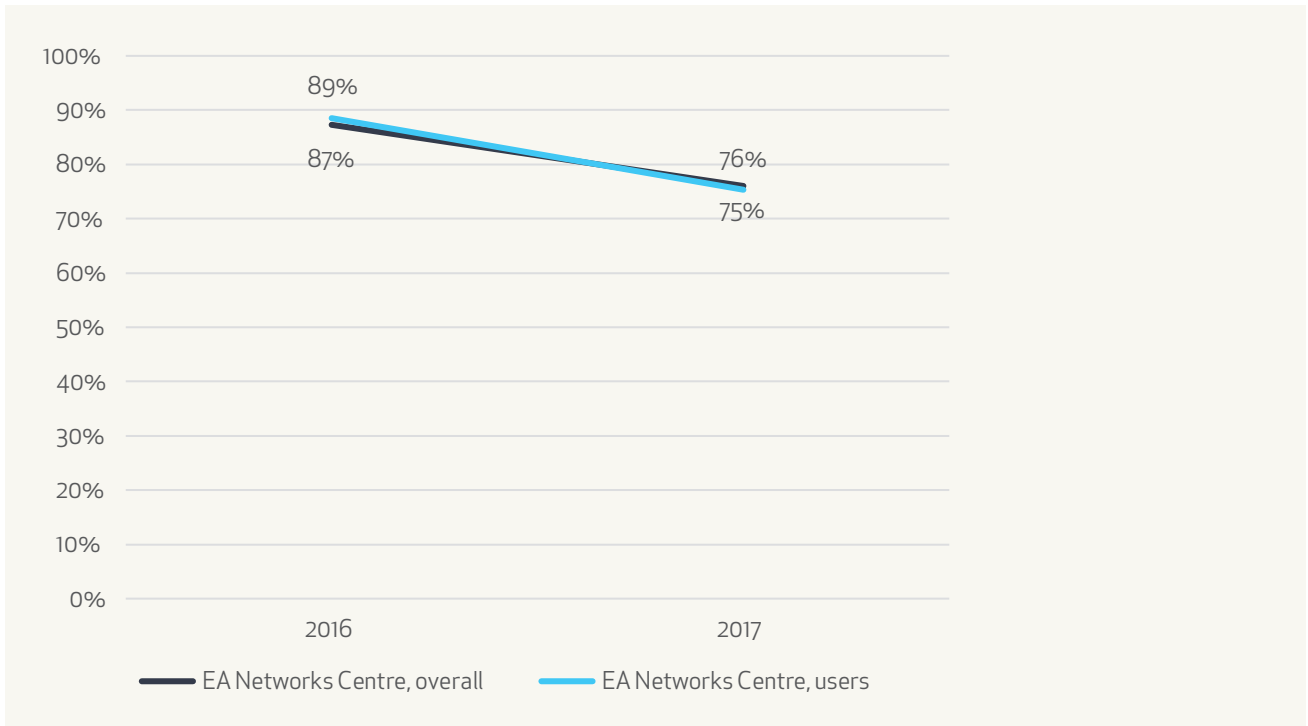
Trend analysis shows that satisfaction in some areas of recreation and leisure has changed markedly since 2016. In particular, satisfaction with arts and culture has increased 20 percentage points, from 66% in 2016 to 86% in 2017. Satisfaction with the Ashburton Museum has also increased, from 70% in 2016 to 78% in 2017. Conversely, satisfaction with the EA Networks Centre has declined, from 87% in 2016 to 76% in 2017.

### 5.22 Satisfaction with Arts & Culture and Public Libraries, Over Time

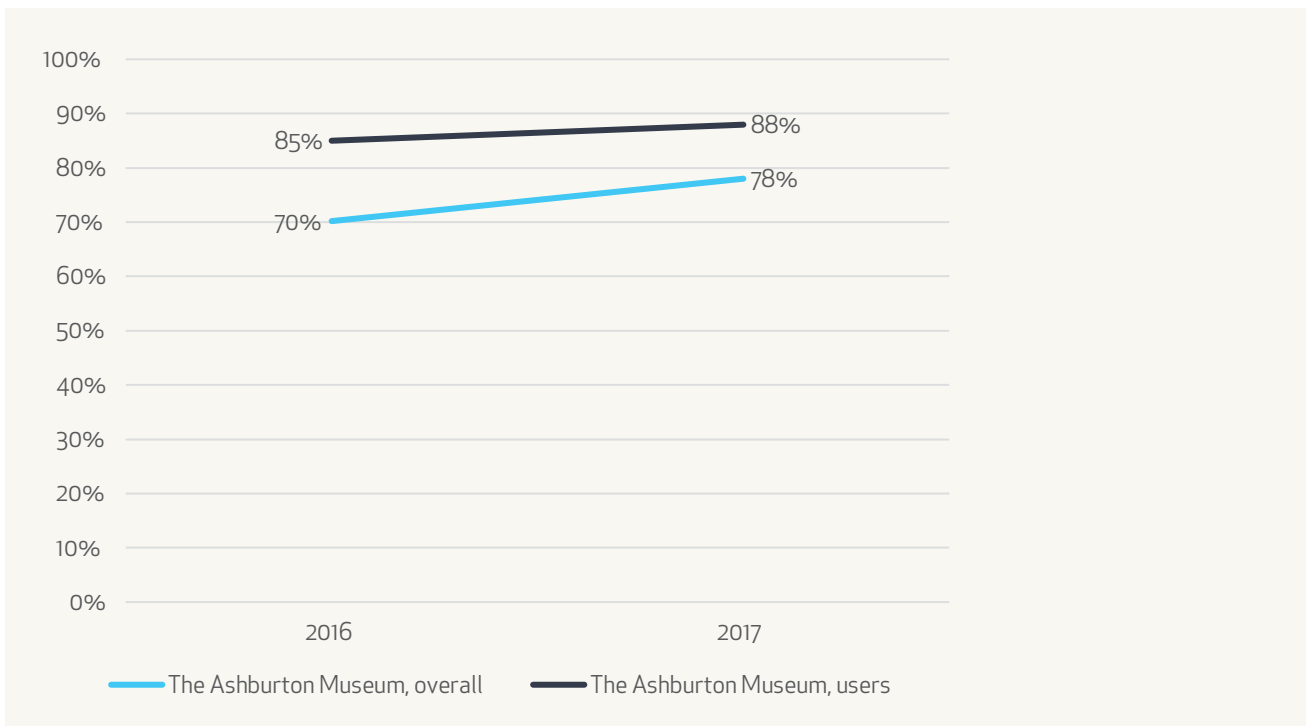




### 5.23 Satisfaction with EA Networks Centre, Over Time



### 5.24 Satisfaction with Ashburton Museum, Over Time



Residents who were dissatisfied with recreation and leisure facilities were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four. Because few respondents were dissatisfied, some responses have been reported as numbers rather than percentages.

#### 5.25 Dissatisfaction with Libraries

	<b>Number of Respondents</b>
Building in poor condition	7
Location concerns	5
Poor range of books	4
Needs extended opening hours	3
Costs/ fines prohibitive	3
Poor services/ amenities	3
Methven library not finished yet	3
Don't know	1
<b>Subtotal</b>	<b>23</b>

#### 5.26 Dissatisfaction with EA Networks Centre

	<b>Percentage of Respondents</b>
Temperature issues	66%
Poorly planned (design, purpose, budget)	23%
No hydrosides	19%
Pool not big enough	18%
Facility not big enough (gym, changing rooms, in general)	9%
Unhappy with ratepayers costs/ Should be user-pays	9%
Other	30%
Don't know	2%
<b>Subtotal</b>	<b>105</b>

### 5.27 Dissatisfaction with Ashburton Museum

	Percentage of Respondents
Unahppy with high cost/ ongoing costs	28%
Waste of money/ Unnecessary	27%
Low patronage/ Poor cost-usage value	21%
Money better spent elsewhere/ Other facilities underfunded	17%
Unhappy with ratepayers having to fund it	17%
Didn't listen to ratepayer feedback	11%
Other	39%
<b>Subtotal</b>	<b>75</b>

## 5.5 Refuse and Recycling

Respondents were asked if they are provided with kerbside rubbish and recycling services at their address. Overall, 64% of residents were provided with rubbish and recycling.

### 5.28 Provision of Kerbside Collection

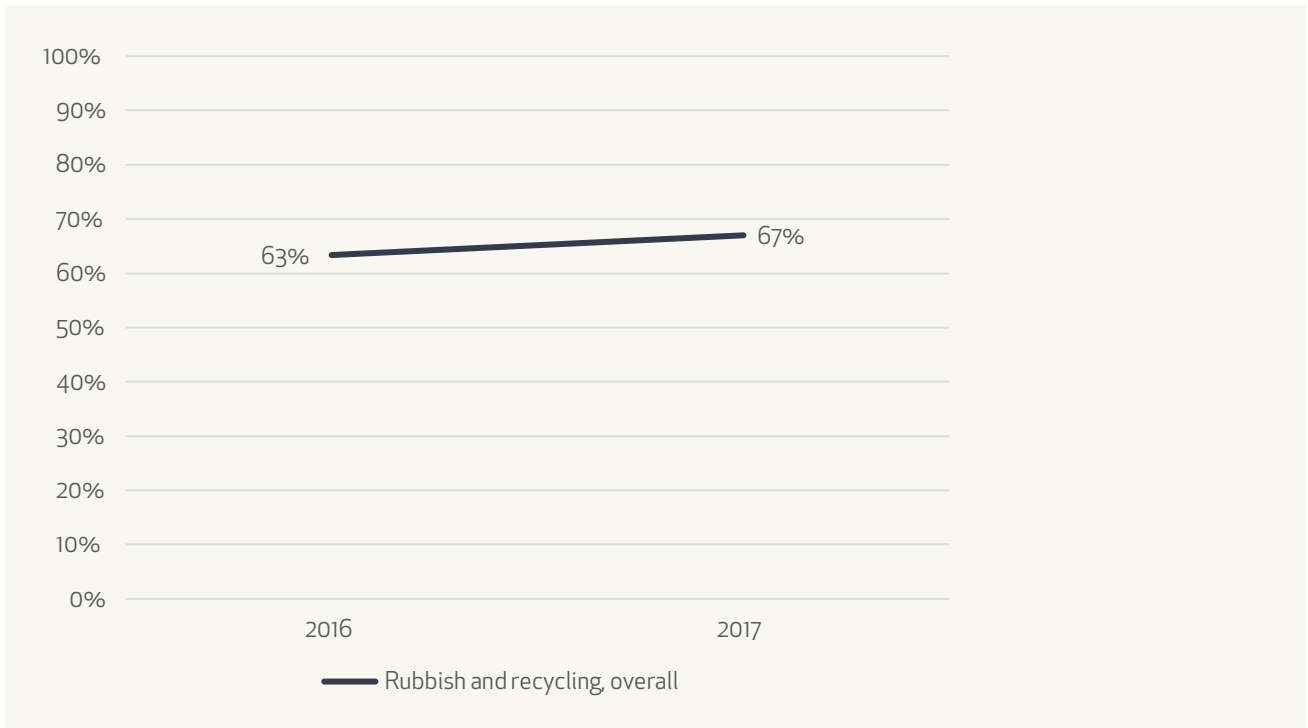
	Is provided
Kerbside collection service	64%

Residents were asked to rate how satisfied or dissatisfied they were with Council's rubbish and recycling services, and with kerbside collection services. Overall, 67% of residents were satisfied with rubbish and recycling, while 77% of users were satisfied with kerbside collection. Satisfaction in 2017 is in line with satisfaction recorded in 2016.

### 5.29 Satisfaction with Rubbish and Recycling

	Satisfied	Dissatisfied	Subtotal
Rubbish and recycling, overall	67%	33%	409
Rubbish and recycling, provided with kerbside collection	68%	32%	316
Rubbish and recycling, not provided with kerbside collection	65%	35%	93
Kerbside collection, users	77%	23%	316

### 5.30 Satisfaction with Refuse and Recycling, Over Time



Residents who were dissatisfied with refuse and recycling were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four.

### 5.31 Dissatisfaction with Rubbish and Recycling Services

	Percentage of Respondents
Should provide wheelie bins/ Unhappy with bags	33%
Collection service poor - bins damaged, careless collectors, inconsistent, collection buses are an eyesore	23%
Current bins/bags too small	13%
Costs too high/ should be included in rates	13%
Recycling options need improvement	10%
Other	40%
<b>Subtotal</b>	<b>135</b>

### 5.32 Dissatisfaction with Kerbside Collection

	<b>Percentage of Respondents</b>
Should provide wheelie bins/ Unhappy with bags	40%
Collection service poor - bins damaged, careless collectors, inconsistent, collection buses are an eyesore	34%
Current bins/bags too small	14%
Costs too high/ should be included in rates	10%
Provide lid for current bins	8%
Wants to retain old system/ bags	8%
Other	14%
<b>Subtotal</b>	<b>73</b>

## 5.6 Transportation

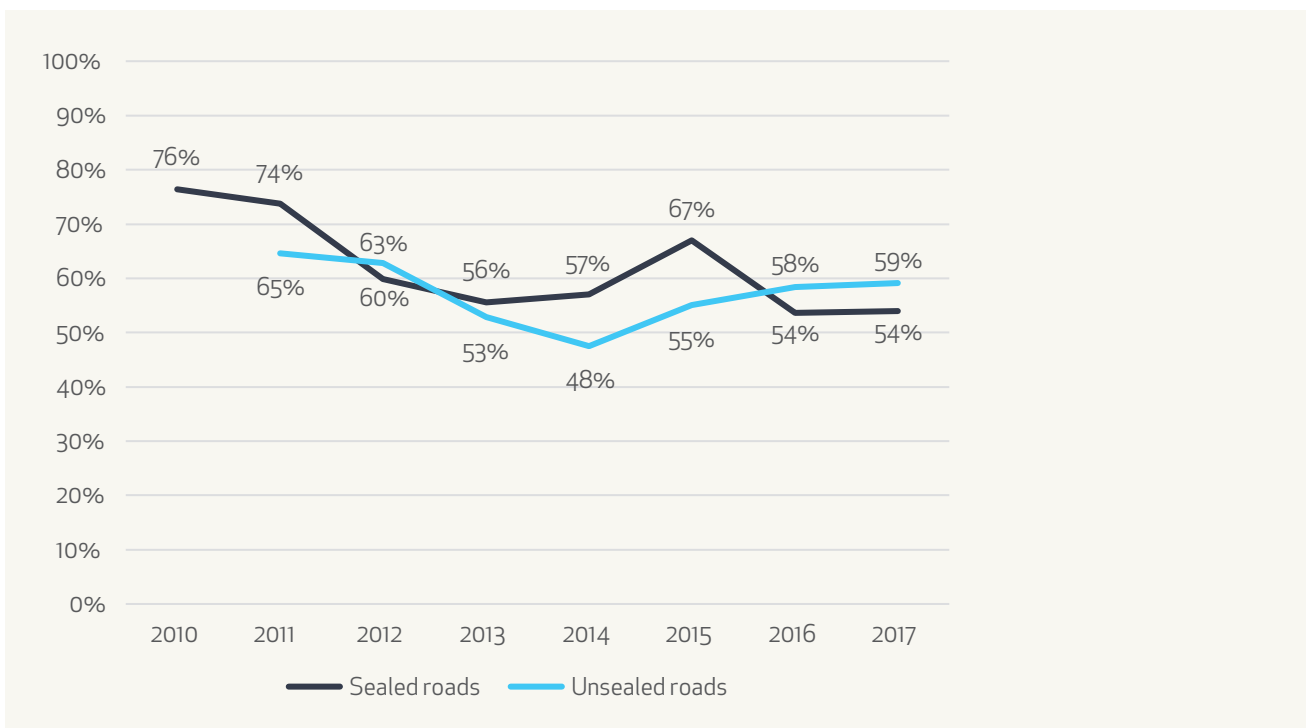
Residents were asked to rate their satisfaction or dissatisfaction with sealed roads and unsealed roads. More than half of residents were satisfied with each (54% sealed roads, 59% unsealed roads).

### 5.33 Satisfaction with Transportation

	Satisfied	Dissatisfied	Subtotal
Sealed roads	54%	46%	493
Unsealed roads	59%	41%	413

Satisfaction with both sealed and unsealed roads remained steady in 2017. This suggests a trend in declining satisfaction with sealed roads may be easing.

### 5.34 Satisfaction with Transportation, Over Time



Residents who were dissatisfied with transportation were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four.

### 5.35 Dissatisfaction with Sealed Roads

	Percentage of Respondents
Potholes	54%
Maintenance/repair - too slow to fix, poor quality fixes, lack of upkeep	44%
Road quality - bumpy, damaged, dangerous	19%
Sealing - poor quality, needs updating	14%
Poor condition in general	9%
Road size/shape - too narrow, poor grading, drainage issues	9%
Other	16%
<b>Subtotal</b>	<b>227</b>

### 5.36 Dissatisfaction with Unsealed Roads

	Percentage of Respondents
Potholes	33%
Grading - not frequent enough, poor quality	30%
Maintenance/repair - too slow to fix, poor quality fixes, lack of upkeep	23%
Road quality - corrugated/damaged/dangerous	21%
Should be sealed	11%
Shingle - large stones, too much or too little	8%
Roads too busy/ Traffic speed issues	8%
Heavy vehicles/machinery damage roads	6%
<b>Other</b>	<b>18%</b>
Subtotal	169

# 6

## Finance and Business Support

### 6.1 Economic Development

Residents were asked how satisfied they are with:

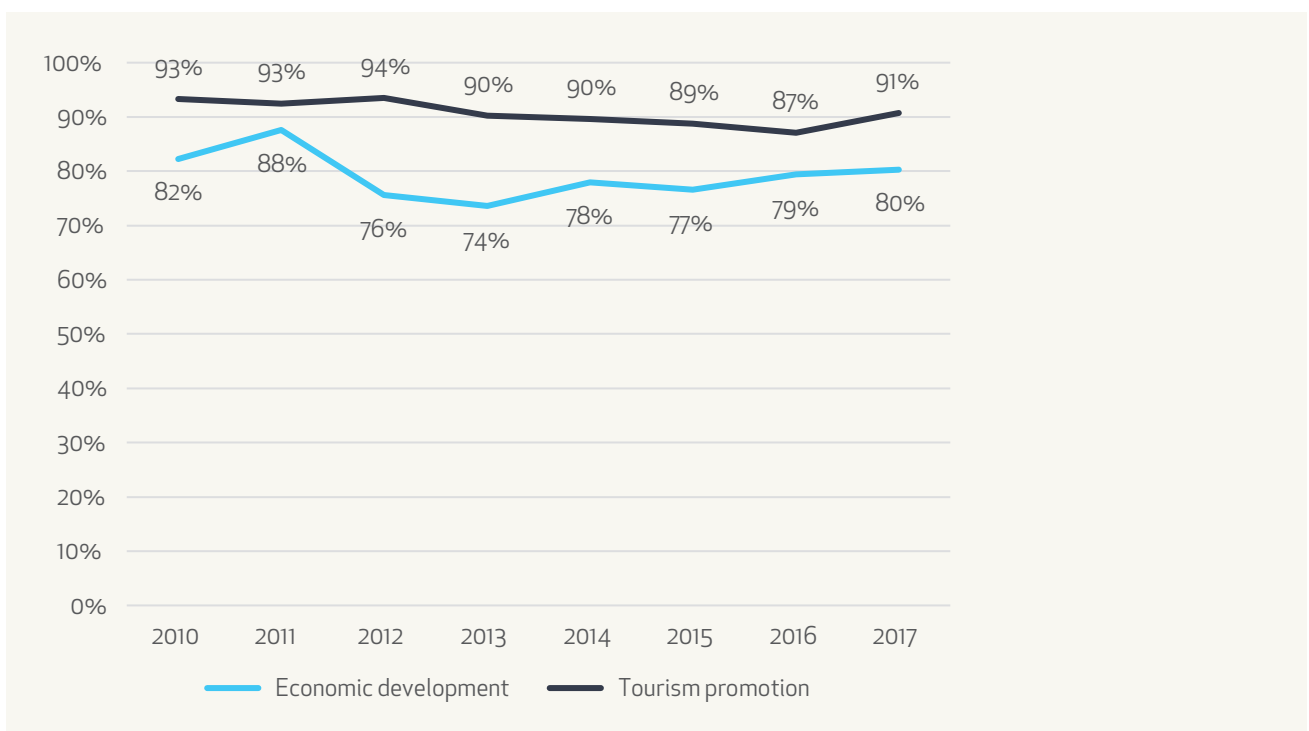
- Economic development; and
- Tourism promotion (through the Council Controlled Organisation, Experience Mid Canterbury, which operates the Ashburton and Methven I-SITE information centres).

Most residents were satisfied with both economic development (80%) and tourism promotion (91%). There has been little change in the data since 2016.

#### 6.1 Satisfaction with Economic Development

	Satisfied	Dissatisfied	Subtotal
Economic development	80%	20%	370
Tourism promotion	91%	9%	441

#### 6.2 Satisfaction with Economic Development, Over Time





## 6.2 Social Services & Community Events

Residents were asked if they had made use of the Ashburton Trust Events Centre. Nearly three-quarters (72%) had used it.

### 6.3 Use of Social Services & Community Events

	Have used
The Ashburton Trust Event Centre	72%

Residents were asked if they are satisfied or dissatisfied with a range of community facilities and support services, including:

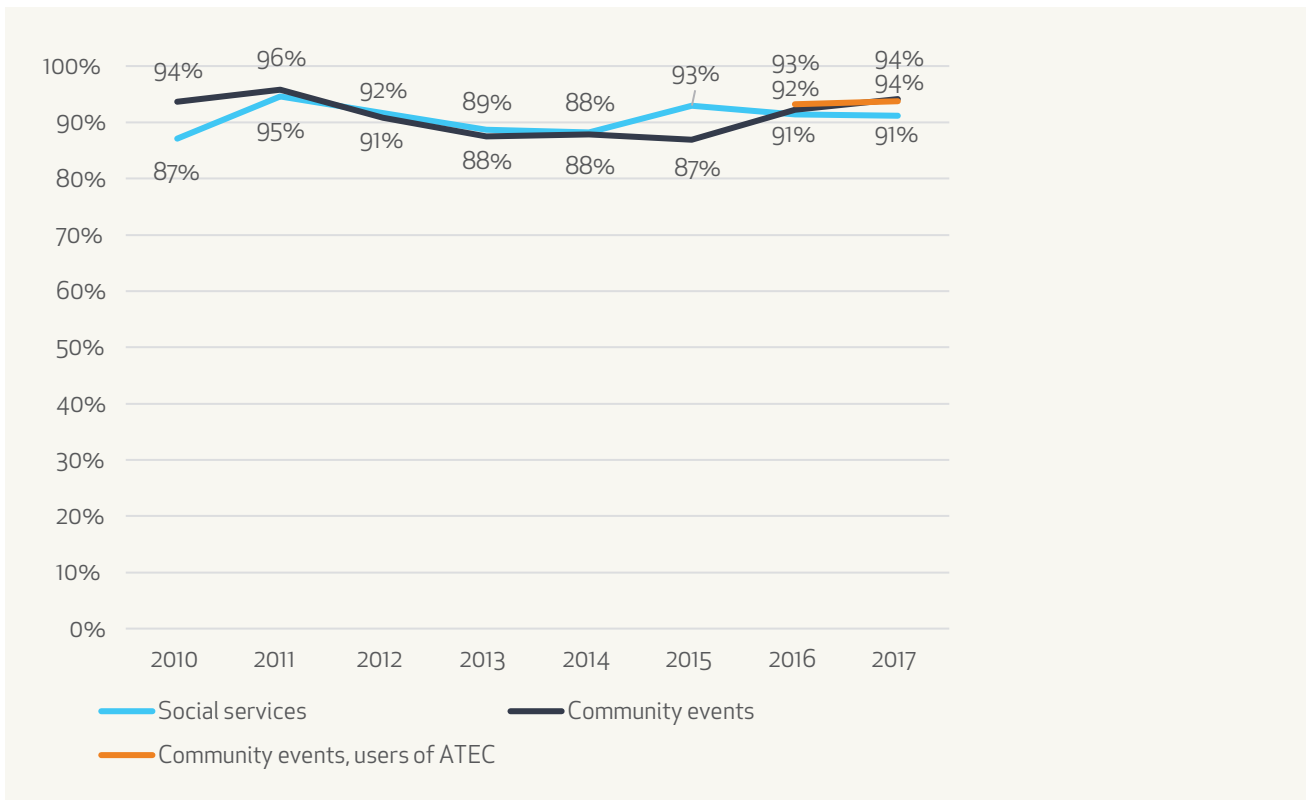
- Social services (being community grants provided to organisations such as Safer Ashburton and HYPE);
- Community safety (being the provision of CCTV, street lighting, tree-trimming, liquor licensing, building inspection, food safety, road safety initiatives and an annual grant to Safer Ashburton); and
- Community events (being grant funding to Experience Mid Canterbury and Ashburton Events Centre Trust, providing assistance in events throughout the District).

Satisfaction with social services and community events was high, each of the measures being over 90%. Satisfaction with community safety was slightly lower (81%).

### 6.4 Satisfaction with Social Services & Community Events

	Satisfied	Dissatisfied	Subtotal
Social services	91%	9%	406
Community safety	81%	19%	470
Community events	94%	6%	459
Community events, users of ATEC	94%	6%	336

### 6.5 Satisfaction with Social Services and Community Events, Over Time



## 6.3 Council Performance

Residents were asked if they are satisfied or dissatisfied with aspects of overall Council performance, including:

- Overall performance;
- Performance of the Mayor and Councillors;
- Council staff;
- Advocacy for the District (comprising representation of local views and needs to other agencies, such as Central Government, about things like funding for roads and hospital services); and
- Community consultation (whereby Council consults on its annual work programme and budget, key planning strategies, major projects and other matters of community interest).

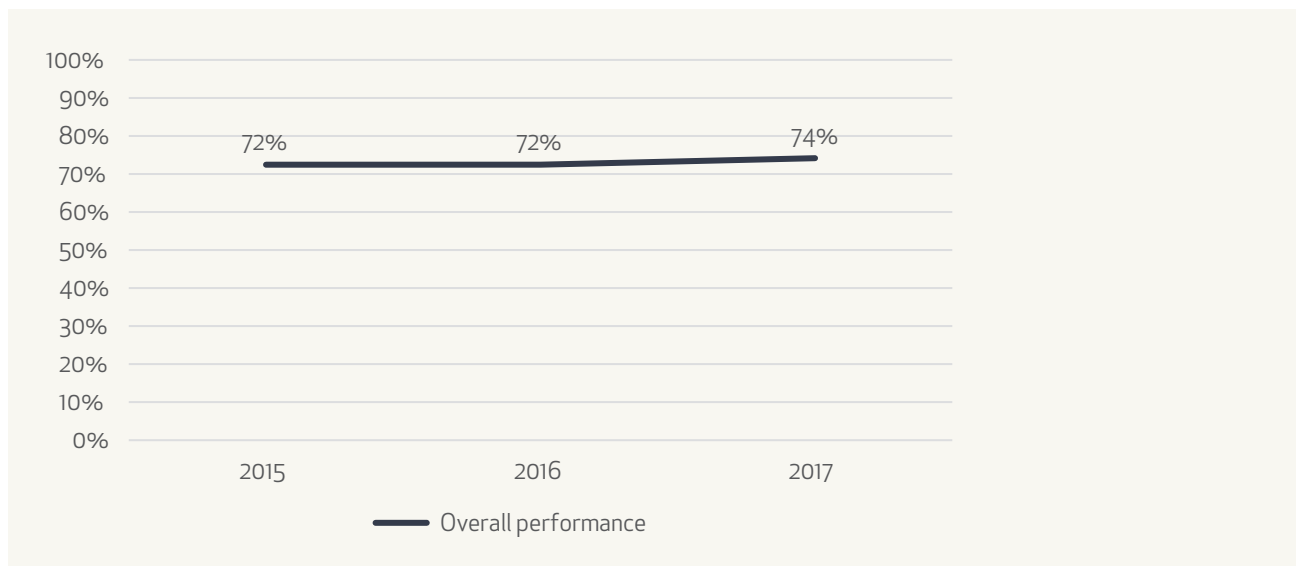
Nearly three-quarters of residents were satisfied with overall performance (74%) and with the performance of the Mayor and Councillors (76%). Satisfaction was similar for advocacy (78%) and community consultation (75%), and higher with the performance of Council staff (91%).

### 6.6 Council Performance

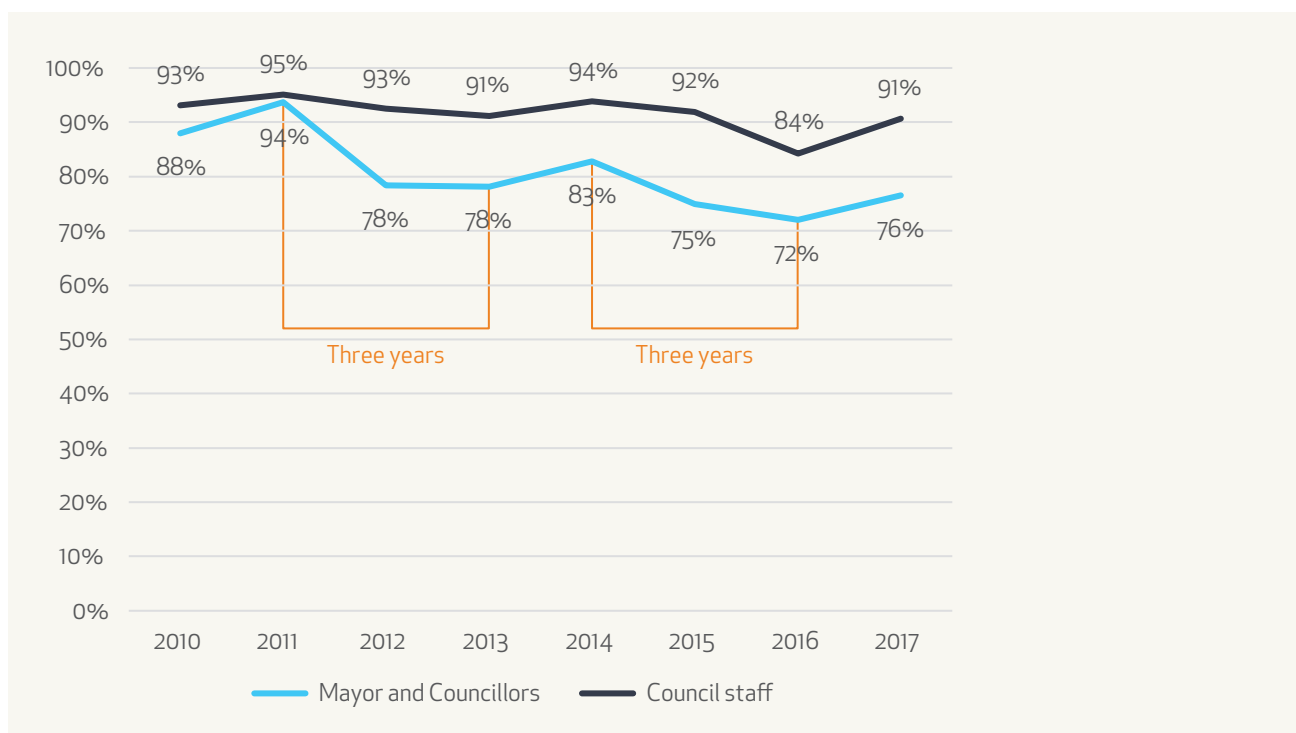
	Satisfied	Dissatisfied	Subtotal
Overall performance	74%	26%	472
Mayor and Councillors	76%	24%	425
Council staff	91%	9%	437
Advocacy	78%	22%	397
Community consultation	75%	25%	435

The 2017 results show an increase in satisfaction with Mayor and Councillors and Council staff. Previous results for Mayor and Councillor performance suggests that this is an expected peak in the first year of a new Council term. Satisfaction with both advocacy and community consultation has also improved since 2016.

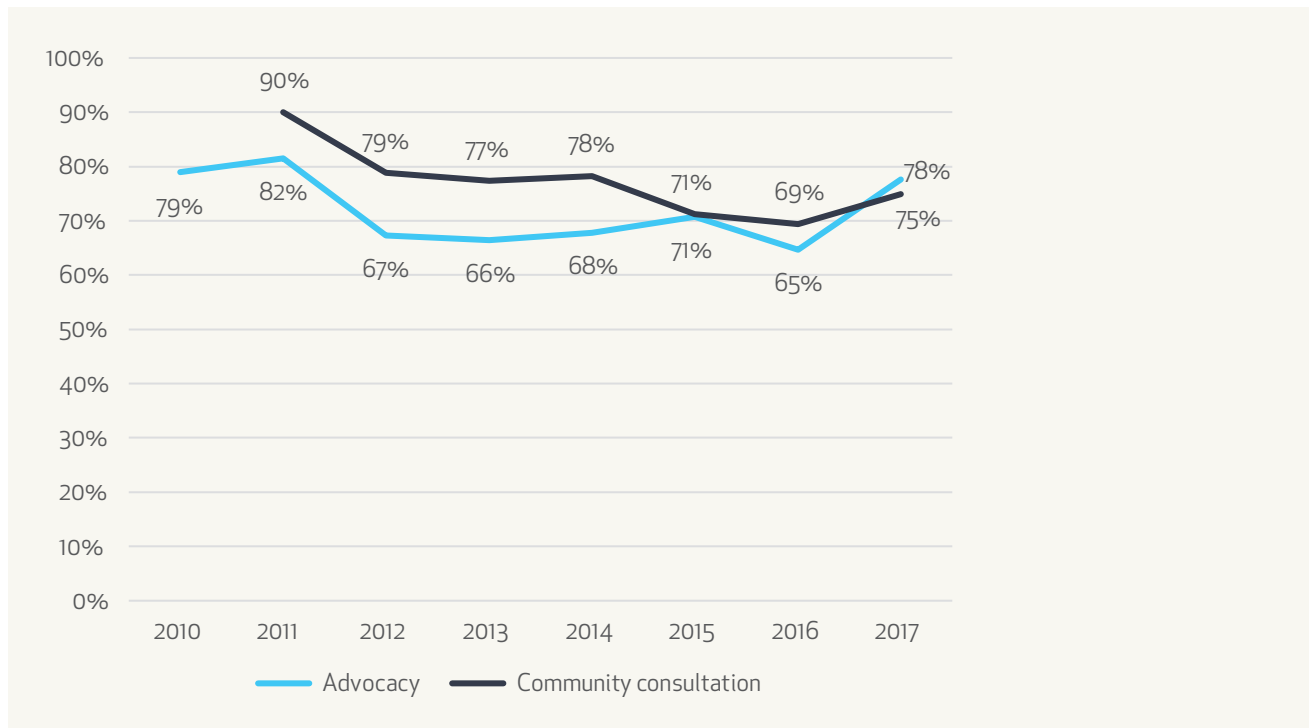
### 6.7 Council Performance, Over Time



### 6.8 Council Performance, Over Time



### 6.9 Other Aspects of Governance, Over Time



Residents who were dissatisfied with the performance of Mayor and Councillors were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four.

### 6.10 Dissatisfaction with Mayor and Councillors

	Percentage of Respondents
Don't listen to the public	25%
Unhappy with plan to build new Council building/ library	16%
Serve own agendas/ business interests	14%
Poor handling of water issues	13%
Issues unresolved/ too long to resolve	13%
Poor decision-making	10%
Other	60%
Don't know	1%
<b>Subtotal</b>	<b>100</b>

## 6.4 Perceptions of Council

In 2017, a new part of the survey was introduced to help understand perceptions of Council and attitudes toward Council. This new part took the form of four statements; residents were asked if they agreed or disagreed with each statement.

Overall, these statements show a positive community attitude about the District, and a majority reporting trust in the Council (84%).

### 6.11 Agreement with Statements About Council

	Agree	Disagree	Subtotal
Ashburton District is a great place to live	97%	3%	496
You're clear about what Council does, and the services and facilities it offers	93%	7%	484
You're confident that Ashburton District is going in the right direction	91%	9%	481
You trust Council to do the right thing for the district and its communities	84%	16%	473

Responses to these statements and other measures in the survey have been used to create a segmentation of residents in the District. This segmentation uncovered four key attitudes:

- Satisfied – this segment is entirely satisfied with the performance of Council and have a high level of trust and confidence in the institution;
- Dissatisfied with Elected Officials – this segment is less satisfied with performance overall and of the Mayor and Councillors, but is entirely satisfied with Council staff. While these residents approve of how Council duties are carried out, they disapprove of the direction set by elected officials;
- Dissatisfaction with Consultation & Information – this segment is also entirely satisfied with the performance of Council and have trust in the institution. However, these residents do not see Council as transparent and consultative; and
- Dissatisfied with Council Overall - these residents are dissatisfied with Council and have a negative perception across most aspects. They have little trust and confidence in either elected officials or Council staff.

### 6.12 Segmentation of Resident Attitudes

	Percentage of Respondents
Satisfied	48%
Dissatisfied with Elected Officials	21%
Dissatisfied with Consultation & Information	14%
Dissatisfied with Council Overall	18%

## 6.5 Change Over Last Three Years

Residents were asked if they thought Ashburton District is better, about the same, or worse to live compared to three years ago (taking into account the range and standard of amenities and activities which Council can influence). Overall, 42% thought the District is a better place to live than three years ago. A further 46% thought it was about the same; just 12% thought the District had become a worse place to live.

### 6.13 Change in Last Three Years

	Percentage of Respondents
Better	42%
About the same	46%
Worse	12%
<b>Subtotal</b>	<b>474</b>

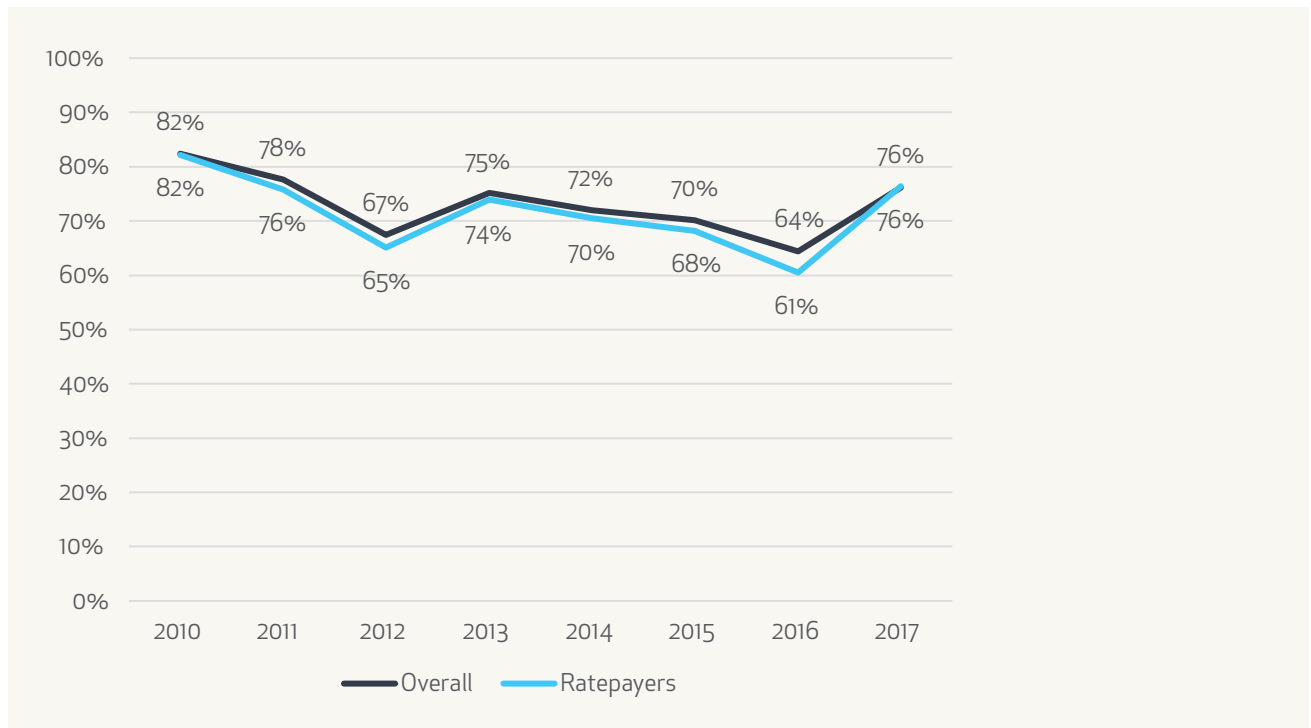
## 6.6 Council Spend

All residents were asked to consider the services and facilities that Council provides, and rate their satisfaction with how rates are spent. Across all residents, 76% were satisfied. These results show a marked increase in satisfaction since 2016.

### 6.14 Satisfaction with Rates Spend

	Satisfied	Dissatisfied	Subtotal
Overall	76%	24%	458
Ratepayers	76%	24%	398
Non-ratepayers	74%	26%	57

### 6.15 Satisfaction with Rates Spend, Over Time



Residents were asked, bearing in mind that Council cannot spend more on every service or facility without increasing rates and/or user charges, what services or facilities they would like Council to spend more on. More than one-third of respondents (42%) did not think the Council should spend more on anything. The most commonly identified area for increased spending was roading (20%). The next most identified area was the EA Networks Centre (9%).

### 6.16 Areas Council Should Increase Spend

	Percentage of Respondents
Roading	20%
EA Networks centre	9%
Traffic systems (bridges, footpaths, lights, signage)	9%
Rubbish/ recycling (wheelie bins, collection, litter, rural service)	9%
Youth-oriented services	5%
Other	20%
Don't know/ None	42%



Residents were asked what services or facilities they would like Council to spend less on in future. While two-thirds of respondents (67%) did not think Council should reduce spending in any areas, around one in ten (12%) thought the Art Gallery should receive less funding.

#### 6.17 Areas Council Should Decrease Spend

	Percentage of Respondents
Art Gallery/ Art in general	12%
Museum	9%
Council staff/ wages	3%
Civic building relocation	3%
Consultants	3%
Other	12%
Don't know/ None	67%

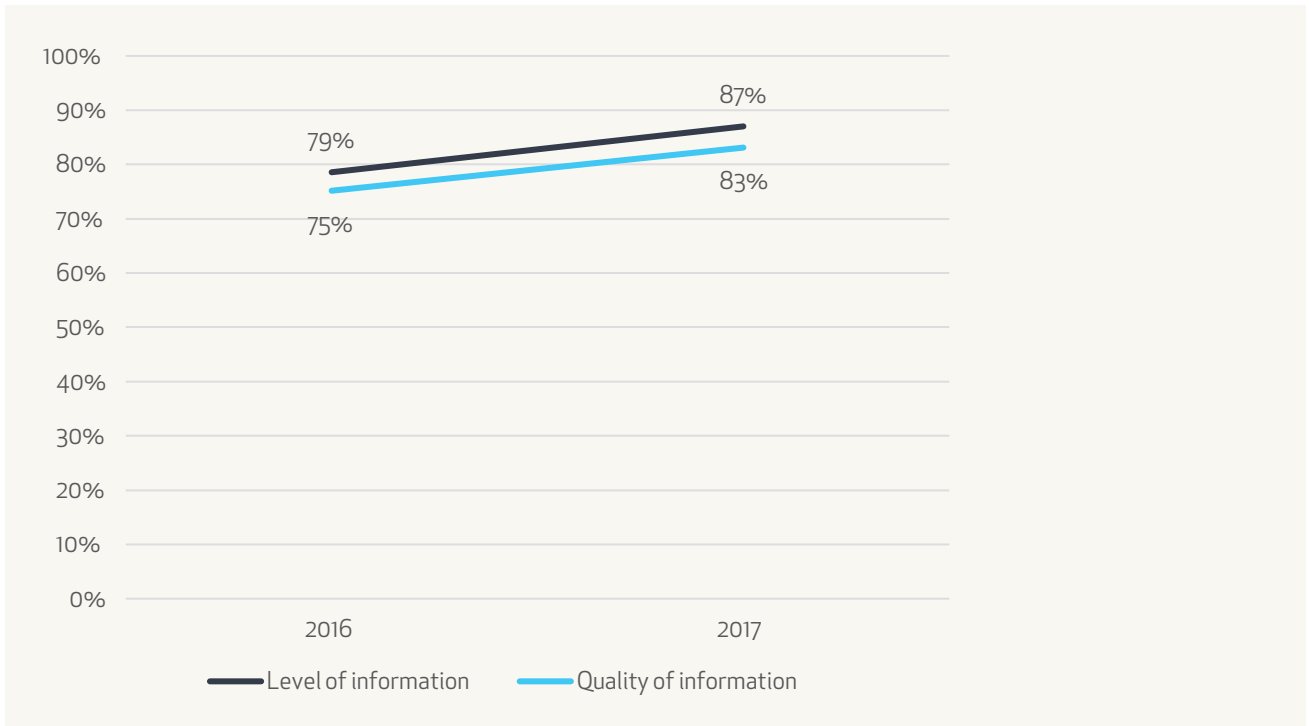
## 6.7 Information Provision

Residents were asked if they are satisfied or dissatisfied with the level and quality of the information Council provides. In both cases, the majority of residents were satisfied (87% level of information, 83% quality of information). Satisfaction with both measures has increased since 2016.

#### 6.18 Satisfaction with Information

	Satisfied	Dissatisfied	Subtotal
Level of information	87%	13%	470
Quality of information	83%	17%	456

### 6.19 Satisfaction with Information, Over Time



Respondents were asked what their main source of information about Council is. As in previous years, residents clearly use newspapers most frequently to find out information about Council (78%).

### 6.20 Sources of Information

	Percentage of Respondents
Newspapers	78%
Council's District Diary newsletter	9%
Council's website	8%
Facebook	7%
Radio	5%
Other	11%
Not aware of any	4%

Respondents were asked if they had read or received any of the information Council publishes specifically for the community. The majority of residents had seen at least one (89%). The most common source was rates information (65%) This was followed by the District Diary (seen by 64% of residents).

#### 6.21 Council-Published Information

	Percentage of Respondents
Rates information	65%
District Diary / Community Noticeboard	64%
Annual Plan	41%
Info from website	37%
Info from Council offices	30%
Consultation documents	20%
None of those sources	11%

## 6.8 Contact With Council

Residents were asked if they had made contact with Council in the past year, and if so, how they had done so. Overall, 58% of residents had contacted the Council. The most common method of contact was by phone (44%), followed by in person (39%).

#### 6.22 Rate of Contact

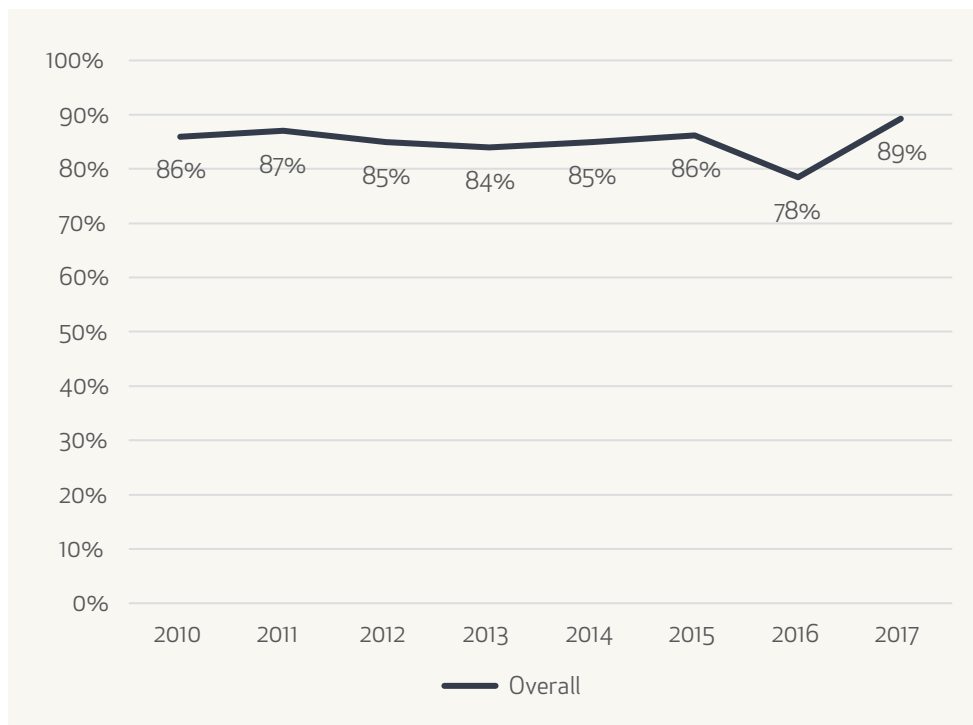
	Percentage of Respondents
Overall	58%
By phone	44%
In person	39%
By email	16%
Online through the Council website	15%
In writing	7%
Through Facebook	3%
Through the Snap, Send, Solve App	3%
No contact with Council	42%

Satisfaction with contact overall was 89%. Please note that forms of contact with an asterisk (\*) denote low base sizes. These results are indicative only and should be read with caution. Satisfaction with contact has improved in 2017, showing a return to the levels observed before 2016.

### 6.23 Satisfaction with Contact

	Satisfied	Dissatisfied	Subtotal
Overall	89%	11%	326
By phone	85%	15%	220
In person	93%	7%	192
By email	88%	12%	82
Online through the Council website	86%	14%	72
In writing*	97%	3%	34
Through Facebook*	100%	0%	16
Through the Snap, Send, Solve App*	75%	25%	12

### 6.24 Satisfaction with Contact, Over Time



Those respondents who were dissatisfied with their contact with Council were asked why. The primary reason was that the respondent did not receive a response to the problem (observed in half of phone and email contacts, although less a problem with an in person visit).

### 6.25 Reasons for Dissatisfaction

	No response/ follow-up to contact	Slow/ ineffectual response	Difficult to find right person to talk to	Staff rude/ poor service	Website/app difficult to navigate	Information provided vague/ incorrect	Other	Subtotal
By phone	15	7	6	5	0	0	4	32
In person	4	2	3	3	0	0	4	14
By email	5	4	0	0	0	0	2	10
Online through the Council website	0	0	0	0	7	2	2	10
Through the Snap, Send, Solve App	2	0	0	0	1	1	0	3
In writing	0	1	0	0	0	0	0	1

## 6.9 Council Website

Respondents were asked if they had used the Council website in the past year. Overall, 45% had done so. Use of the Council website appears to be infrequent – most used it quarterly or six monthly (39%). Just 6% used the website fortnightly or more often.

### 6.26 Frequency of Website Use

	Percentage of Respondents
Weekly	2%
Fortnightly	4%
Quarterly	15%
Six Monthly	24%
Never	55%

Most respondents using the website were looking for general information (77%). Others were conducting transactions, e.g. dog registration (18%).

### 6.27 Reason for Website Use

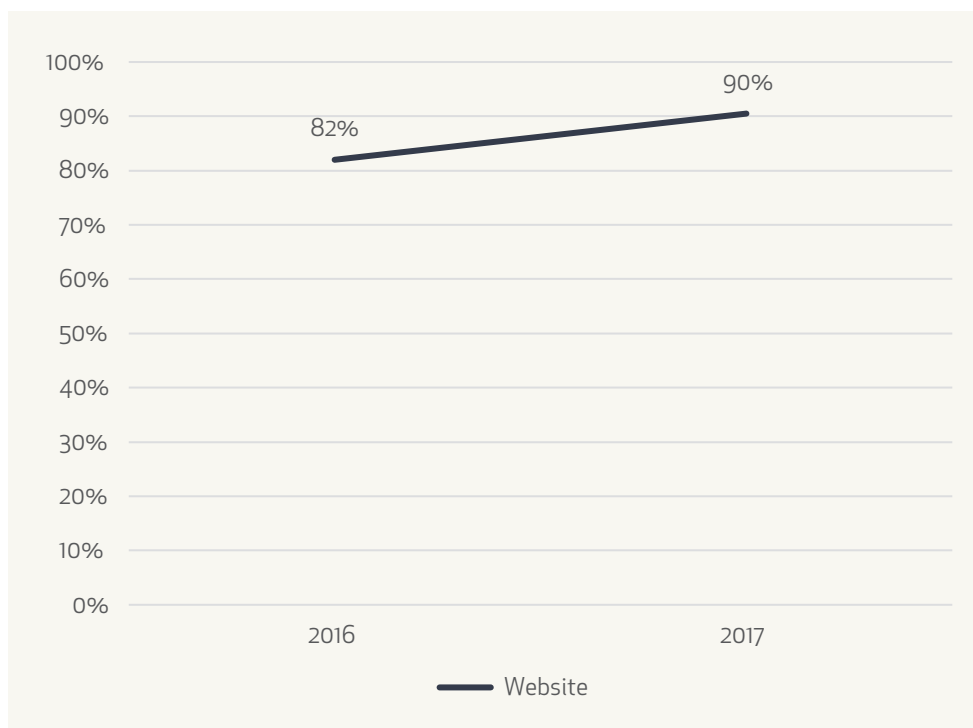
	Percentage of Respondents
General information	77%
Dog re-registration	18%
Building consent / inspection	12%
Request for service	12%
Rates payment	11%
Fine or infringement payment	7%
Resource consent	5%
Applying for a job	1%
<b>Subtotal</b>	<b>225</b>

Respondents who had used the Council website were asked to rate how satisfied they were with the experience. Overall, 90% of website users were satisfied. This is an improved measure since 2016.

### 6.28 Satisfaction with Website

	Satisfied	Dissatisfied	Subtotal
Website	90%	10%	221

### 6.29 Satisfaction with Website, Over Time



Residents who were dissatisfied with Council’s website were asked why they were dissatisfied. The following tables summarise the main themes of dissatisfaction; verbatim responses are reported in Appendix Four. Because few respondents were dissatisfied, responses have been reported as numbers rather than percentages.

### 6.30 Dissatisfaction with Website

	Number of Respondents
Website difficult to navigate	11
Did not find information needed	6
Information provided vague/incorrect	4
Don’t do public consultation properly	1
<b>Subtotal</b>	<b>21</b>

# 7

## Diversity

### 7.1 Perceptions of Diversity

Residents were reminded that Ashburton District is home to an increasing number of people with different lifestyles and cultures from different countries. Residents were then asked if they think this makes the District better, about the same or a worse place to live.

Most residents felt it makes the District better (55%) or about the same (34%). Just 11% felt it makes the District worse; this is 5% fewer than the 16% recorded in 2016. Most residents felt these new residents were made to feel welcome and are given support. Those who did not think this were given an opportunity to say what should be done about it; the most common responses were direct support (22%) and community events (17%).

#### 7.1 Impact of Diversity on Ashburton District as a Place to Live

	Percentage of Respondents
Better	55%
About the same	34%
Worse	11%
<b>Subtotal</b>	<b>476</b>

#### 7.2 New Residents Made to Feel Welcome and Given Support

	Percentage of Respondents
Yes	77%
No	7%
Don't know	15%



### 7.3 How Welcome Could be Improved

	Percentage of Respondents
More direct help/ support/ mentoring	22%
More community events	17%
Overcome racism/ prejudices/ cliques	14%
Expand/ merge local community groups with new immigrants	8%
Improve on existing services	6%
Engage help of existing immigrants	6%
Other	8%
Don't know	33%
<b>Subtotal</b>	<b>36</b>

## 7.2 Behaviour Relating to New Arrivals

Residents were asked how satisfied they are with Council support of settlement campaigns such as 'Start with a Smile'. Overall, 95% were satisfied.

### 7.4 Satisfaction with Support of Newcomers

	Satisfied	Dissatisfied	Subtotal
Council support of newcomer/migrant settlement campaigns such as 'Start with a Smile'	95%	5%	378

To monitor the effect of Council's support of the 'Start with a Smile' social marketing campaign, residents were asked a series of behavioural questions.

Overall, 60% of Ashburton residents have spoken to someone new to Ashburton in the past month. Further, in the last month 42% have socialised with someone who moved to Ashburton from another country.

### 7.5 Behaviour Relating to New Arrivals

	Percentage of Respondents
Spoken to someone new to Ashburton	60%
Socialised with someone from another country	42%

Those who conversed or socialised with new arrivals were most likely to have done so with people from the Philippines (26% and 33% respectively).

### 7.6 Countries of Origin

	Conversations	Socialising
Philippines	26%	33%
South Africa	13%	18%
England	9%	14%
India	7%	10%
Ireland	6%	11%
UK	5%	11%
Pacific Islands	4%	5%
Australia	4%	9%
Germany	3%	6%
Fiji	3%	4%
Samoa	3%	4%
Tonga	3%	7%
Argentina	3%	4%
America	3%	7%
Scotland	3%	3%
Zimbabwe	3%	6%
Other	18%	31%
<b>Total</b>	<b>500</b>	<b>209</b>

Residents were asked if they had seen the 'Smile Couch' around Ashburton. Overall, 44% had seen it, predominantly in the newspaper (11%).

### 7.7 Seen Smile Couch

	Percentage of Respondents
Newspaper	11%
EA Network centre	5%
Ashburton township	3%
A&P Show	3%
Other	22%
Don't know/None	61%

Residents were asked if they had attended the Waitangi Day Multi-Cultural Bite. Overall, 18% of adult residents had attended.

*7.8 Attendance at Waitangi Day Multi-Cultural Bite*

	<b>Percentage of Respondents</b>
Yes	18%
No	82%
<b>Subtotal</b>	<b>498</b>

# 8

## Appendix One: Results by Location

### 8.1 Environmental Services

#### 8.1 Satisfaction with Emergency Management

	Urban	Rural
Rural fire services	97%	93%
<b>Subtotal</b>	<b>228</b>	<b>199</b>
Emergency management/Civil Defence	96%	93%
<b>Subtotal</b>	<b>205</b>	<b>172</b>

#### 8.2 Use of Regulatory Services

	Urban	Rural
Animal control	11%	7%
Building services	18%	28%
Planning services	10%	16%
Property information services	25%	33%
<b>Total</b>	<b>271</b>	<b>229</b>

#### 8.3 Satisfaction with Regulatory Services

	Urban	Rural
Animal control, overall	78%	87%
<b>Subtotal</b>	<b>249</b>	<b>206</b>
Animal control, complaints	48%	59%
<b>Subtotal</b>	<b>33</b>	<b>17</b>
Parking availability	83%	85%
<b>Subtotal</b>	<b>262</b>	<b>226</b>
Alcohol licensing	79%	85%
<b>Subtotal</b>	<b>230</b>	<b>192</b>
Planning activities, overall	82%	76%
<b>Subtotal</b>	<b>220</b>	<b>181</b>
Building services, overall	82%	82%
<b>Subtotal</b>	<b>213</b>	<b>182</b>
Property information services, overall	93%	89%
<b>Subtotal</b>	<b>219</b>	<b>184</b>
Environmental monitoring/public health	88%	93%
<b>Subtotal</b>	<b>243</b>	<b>198</b>

## 8.2 Service Delivery

### 8.4 Satisfaction with Drinking Water

	Urban	Rural
Drinking water	85%	80%
<b>Subtotal</b>	<b>252</b>	<b>76</b>

### 8.5 Use of Parks and Open Spaces

	Urban	Rural
Cemeteries	65%	52%
Sports fields	63%	72%
Playgrounds	63%	63%
The Ashburton Domain	89%	83%
Lake Hood	89%	81%
<b>Total</b>	<b>271</b>	<b>229</b>

### 8.6 Satisfaction with Parks and Open Spaces

	Urban	Rural
Public flowerbeds and displays	93%	96%
<b>Subtotal</b>	<b>269</b>	<b>227</b>
Cemeteries, overall	98%	96%
<b>Subtotal</b>	<b>216</b>	<b>175</b>
Sports fields, overall	100%	100%
<b>Subtotal</b>	<b>237</b>	<b>204</b>
Playgrounds, overall	97%	99%
<b>Subtotal</b>	<b>246</b>	<b>210</b>
Ashburton Domain, overall	97%	100%
<b>Subtotal</b>	<b>266</b>	<b>221</b>

### 8.7 Use of Public Conveniences

	Urban	Rural
Public conveniences	54%	72%
<b>Subtotal</b>	<b>271</b>	<b>229</b>

### 8.8 Satisfaction with Public Conveniences

	Urban	Rural
Public conveniences, overall	93%	93%
<b>Subtotal</b>	<b>195</b>	<b>191</b>

### 8.9 Use of Recreation and Leisure

	Urban	Rural
The public library service	59%	51%
The EA Networks Centre	76%	77%
The Ashburton Museum	46%	32%
<b>Total</b>	<b>271</b>	<b>229</b>

### 8.10 Satisfaction with Recreation and Leisure

	Urban	Rural
Arts & culture, overall	87%	85%
<b>Subtotal</b>	<b>237</b>	<b>200</b>
Public library, overall	94%	95%
<b>Subtotal</b>	<b>224</b>	<b>186</b>
EA Networks Centre, overall	77%	75%
<b>Subtotal</b>	<b>244</b>	<b>194</b>
The Ashburton Museum, overall	78%	78%
<b>Subtotal</b>	<b>201</b>	<b>140</b>

### 8.11 Provision of Kerbside Collection

	Urban	Rural
Kerbside collection service	95%	27%
<b>Total</b>	<b>271</b>	<b>229</b>

### 8.12 Satisfaction with Refuse and Recycling

	Urban	Rural
Rubbish and recycling, overall	68%	66%
<b>Subtotal</b>	<b>263</b>	<b>146</b>
Kerbside collection, users	76%	81%
<b>Subtotal</b>	<b>257</b>	<b>59</b>

### 8.13 Satisfaction with Transportation

	Urban	Rural
Sealed roads	59%	48%
<b>Subtotal</b>	<b>266</b>	<b>227</b>
Unsealed roads	63%	55%
<b>Subtotal</b>	<b>196</b>	<b>217</b>

## 8.3 Finance and Business Support

### 8.14 Satisfaction with Economic Development

	Urban	Rural
Economic development	81%	79%
<b>Subtotal</b>	<b>205</b>	<b>165</b>
Tourism promotion	92%	89%
<b>Subtotal</b>	<b>233</b>	<b>208</b>

### 8.15 Use of Community Events

	Urban	Rural
The Ashburton Trust Event Centre	74%	69%
<b>Total</b>	<b>271</b>	<b>229</b>

### 8.16 Satisfaction with Social Services and Community Events

	Urban	Rural
Social services	92%	91%
<b>Subtotal</b>	<b>224</b>	<b>182</b>
Community safety	83%	78%
<b>Subtotal</b>	<b>253</b>	<b>217</b>
Community events	95%	93%
<b>Subtotal</b>	<b>248</b>	<b>211</b>

### 8.17 Satisfaction with Council Performance

	Urban	Rural
Overall performance	75%	73%
<b>Subtotal</b>	<b>255</b>	<b>217</b>
Mayor and Councillors	74%	79%
<b>Subtotal</b>	<b>229</b>	<b>196</b>
Council staff	89%	92%
<b>Subtotal</b>	<b>235</b>	<b>202</b>
Advocacy	78%	77%
<b>Subtotal</b>	<b>223</b>	<b>174</b>
Community consultation	72%	79%
<b>Subtotal</b>	<b>239</b>	<b>196</b>

### 8.18 Perceptions of Council

	Urban	Rural
Ashburton District is a great place to live	95%	99%
<b>Subtotal</b>	<b>269</b>	<b>227</b>
You're clear about what Council does, and the services and facilities it offers	93%	91%
<b>Subtotal</b>	<b>261</b>	<b>223</b>
You're confident that Ashburton District is going in the right direction	93%	88%
<b>Subtotal</b>	<b>257</b>	<b>224</b>
You trust Council to do the right thing for the district and its communities	84%	83%
<b>Subtotal</b>	<b>257</b>	<b>216</b>

### 8.19 Segments

	Urban	Rural
Satisfied	46%	49%
Dissatisfied with Elected Officials	18%	24%
Dissatisfied with Consultation & Information	17%	11%
Dissatisfied with Council Overall	19%	16%
<b>Total</b>	<b>271</b>	<b>229</b>

### 8.20 Change in Last Three Years

	Urban	Rural
Better	39%	45%
About the same	44%	47%
Worse	16%	8%
<b>Subtotal</b>	<b>257</b>	<b>217</b>

### 8.21 Satisfaction with Rates Spend

	Urban	Rural
Satisfaction with rates spend, overall	80%	72%
<b>Subtotal</b>	<b>247</b>	<b>211</b>

### 8.22 Satisfaction with Information

	Urban	Rural
Level of information	85%	89%
<b>Subtotal</b>	<b>254</b>	<b>216</b>
Quality of information	81%	85%
<b>Subtotal</b>	<b>246</b>	<b>210</b>



### 8.23 Satisfaction with Contact

	<b>Urban</b>	<b>Rural</b>
Satisfaction with contact, overall	88%	91%
<b>Subtotal</b>	<b>169</b>	<b>157</b>

### 8.24 Satisfaction with Website

	<b>Urban</b>	<b>Rural</b>
Satisfaction with website	88%	92%
<b>Subtotal</b>	<b>103</b>	<b>118</b>

# 9

## Appendix Two: Results by Age and Gender

### 9.1 Environmental Services

#### 9.1 Satisfaction with Emergency Management

	18-34	35-64	65+	Male	Female
Rural fire services	94%	94%	99%	96%	94%
<b>Subtotal</b>	<b>83</b>	<b>236</b>	<b>108</b>	<b>215</b>	<b>212</b>
Emergency management/Civil Defence	99%	93%	95%	96%	93%
<b>Subtotal</b>	<b>75</b>	<b>210</b>	<b>92</b>	<b>187</b>	<b>190</b>

#### 9.2 Use of Regulatory Services

	18-34	35-64	65+	Male	Female
Animal control	9%	12%	4%	6%	13%
Building services	25%	26%	10%	22%	22%
Planning services	16%	16%	4%	12%	14%
Property information services	32%	34%	13%	30%	28%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

#### 9.3 Satisfaction with Regulatory Services

	18-34	35-64	65+	Male	Female
Animal control, overall	90%	79%	83%	86%	79%
<b>Subtotal</b>	<b>84</b>	<b>256</b>	<b>115</b>	<b>223</b>	<b>232</b>
Animal control, complaints	56%	48%	63%	43%	56%
<b>Subtotal</b>	<b>9</b>	<b>33</b>	<b>8</b>	<b>14</b>	<b>36</b>
Parking availability	87%	83%	85%	86%	82%
<b>Subtotal</b>	<b>93</b>	<b>279</b>	<b>116</b>	<b>228</b>	<b>260</b>
Alcohol licensing	93%	84%	66%	80%	84%
<b>Subtotal</b>	<b>86</b>	<b>238</b>	<b>98</b>	<b>203</b>	<b>219</b>
Planning activities, overall	89%	77%	78%	77%	83%
<b>Subtotal</b>	<b>72</b>	<b>233</b>	<b>96</b>	<b>205</b>	<b>196</b>
Building services, overall	94%	81%	76%	80%	85%
<b>Subtotal</b>	<b>71</b>	<b>223</b>	<b>101</b>	<b>200</b>	<b>195</b>
Property information services, overall	90%	90%	95%	91%	91%
<b>Subtotal</b>	<b>70</b>	<b>238</b>	<b>95</b>	<b>201</b>	<b>202</b>
Environmental monitoring/public health	93%	91%	87%	91%	90%
<b>Subtotal</b>	<b>88</b>	<b>244</b>	<b>109</b>	<b>214</b>	<b>227</b>

## 9.2 Service Delivery

### 9.4 Satisfaction with Drinking Water

	18-34	35-64	65+	Male	Female
Drinking water	88%	80%	87%	88%	80%
<b>Subtotal</b>	<b>56</b>	<b>172</b>	<b>100</b>	<b>154</b>	<b>174</b>

### 9.5 Use of Parks and Open Spaces

	18-34	35-64	65+	Male	Female
Cemeteries	47%	56%	78%	58%	61%
Sports fields	72%	73%	52%	70%	65%
Playgrounds	70%	64%	54%	59%	66%
The Ashburton Domain	90%	86%	85%	81%	91%
Lake Hood	85%	84%	89%	83%	88%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.6 Satisfaction with Parks and Open Spaces

	18-34	35-64	65+	Male	Female
Public flowerbeds and displays	95%	94%	93%	97%	92%
<b>Subtotal</b>	<b>93</b>	<b>283</b>	<b>120</b>	<b>234</b>	<b>262</b>
Cemeteries, overall	99%	97%	96%	98%	96%
<b>Subtotal</b>	<b>69</b>	<b>217</b>	<b>105</b>	<b>188</b>	<b>203</b>
Sports fields, overall	100%	100%	100%	100%	100%
<b>Subtotal</b>	<b>82</b>	<b>255</b>	<b>104</b>	<b>218</b>	<b>223</b>
Playgrounds, overall	97%	97%	99%	98%	97%
<b>Subtotal</b>	<b>88</b>	<b>260</b>	<b>108</b>	<b>221</b>	<b>235</b>
Ashburton Domain, overall	99%	100%	96%	99%	98%
<b>Subtotal</b>	<b>92</b>	<b>276</b>	<b>119</b>	<b>229</b>	<b>258</b>

### 9.7 Use of Public Conveniences

	18-34	35-64	65+	Male	Female
Public conveniences	68%	68%	46%	61%	64%
<b>Subtotal</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.8 Satisfaction with Public Conveniences

	18-34	35-64	65+	Male	Female
Public conveniences, overall	95%	92%	94%	96%	91%
<b>Subtotal</b>	<b>84</b>	<b>225</b>	<b>77</b>	<b>184</b>	<b>202</b>

### 9.9 Use of Recreation and Leisure

	18-34	35-64	65+	Male	Female
The public library service	53%	56%	56%	44%	65%
The EA Networks Centre	86%	77%	69%	70%	83%
The Ashburton Museum	33%	39%	48%	33%	46%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.10 Satisfaction with Recreation and Leisure

	18-34	35-64	65+	Male	Female
Arts & culture, overall	86%	85%	88%	82%	89%
<b>Subtotal</b>	<b>85</b>	<b>248</b>	<b>104</b>	<b>205</b>	<b>232</b>
Public library, overall	96%	93%	96%	96%	93%
<b>Subtotal</b>	<b>78</b>	<b>241</b>	<b>91</b>	<b>183</b>	<b>227</b>
EA Networks Centre, overall	84%	70%	86%	80%	73%
<b>Subtotal</b>	<b>86</b>	<b>254</b>	<b>98</b>	<b>201</b>	<b>237</b>
The Ashburton Museum, overall	82%	74%	83%	75%	80%
<b>Subtotal</b>	<b>61</b>	<b>191</b>	<b>89</b>	<b>154</b>	<b>187</b>

### 9.11 Provision of Kerbside Collection

	18-34	35-64	65+	Male	Female
Kerbside collection service	57%	57%	85%	62%	66%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.12 Satisfaction with Refuse and Recycling

	18-34	35-64	65+	Male	Female
Rubbish and recycling, overall	61%	66%	74%	76%	59%
<b>Subtotal</b>	<b>76</b>	<b>225</b>	<b>108</b>	<b>190</b>	<b>219</b>
Kerbside collection, users	74%	75%	81%	82%	73%
<b>Subtotal</b>	<b>54</b>	<b>161</b>	<b>101</b>	<b>144</b>	<b>172</b>

### 9.13 Satisfaction with Transportation

	18-34	35-64	65+	Male	Female
Sealed roads	64%	47%	64%	53%	55%
<b>Subtotal</b>	<b>94</b>	<b>281</b>	<b>118</b>	<b>232</b>	<b>261</b>
Unsealed roads	71%	55%	58%	58%	60%
<b>Subtotal</b>	<b>91</b>	<b>241</b>	<b>81</b>	<b>206</b>	<b>207</b>

## 9.3 Finance and Business Support

### 9.14 Satisfaction with Economic Development

	18-34	35-64	65+	Male	Female
Economic development	89%	79%	75%	81%	80%
<b>Subtotal</b>	<b>75</b>	<b>206</b>	<b>89</b>	<b>182</b>	<b>188</b>
Tourism promotion	94%	87%	97%	90%	91%
<b>Subtotal</b>	<b>86</b>	<b>256</b>	<b>99</b>	<b>207</b>	<b>234</b>

### 9.15 Use of Community Events

	18-34	35-64	65+	Male	Female
The Ashburton Trust Event Centre	69%	74%	69%	67%	76%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.16 Satisfaction with Social Services and Community Events

	18-34	35-64	65+	Male	Female
Social services	91%	89%	96%	92%	90%
<b>Subtotal</b>	<b>82</b>	<b>225</b>	<b>99</b>	<b>199</b>	<b>207</b>
Community safety	84%	77%	89%	85%	77%
<b>Subtotal</b>	<b>91</b>	<b>270</b>	<b>109</b>	<b>230</b>	<b>240</b>
Community events	94%	94%	94%	95%	94%
<b>Subtotal</b>	<b>89</b>	<b>262</b>	<b>108</b>	<b>226</b>	<b>233</b>

### 9.17 Satisfaction with Council Performance

	18-34	35-64	65+	Male	Female
Overall performance	82%	71%	75%	75%	73%
<b>Subtotal</b>	<b>89</b>	<b>264</b>	<b>119</b>	<b>224</b>	<b>248</b>
Mayor and Councillors	85%	75%	74%	75%	78%
<b>Subtotal</b>	<b>86</b>	<b>244</b>	<b>95</b>	<b>207</b>	<b>218</b>
Council staff	89%	91%	90%	90%	91%
<b>Subtotal</b>	<b>88</b>	<b>247</b>	<b>102</b>	<b>209</b>	<b>228</b>
Advocacy	89%	73%	80%	78%	78%
<b>Subtotal</b>	<b>80</b>	<b>222</b>	<b>95</b>	<b>197</b>	<b>200</b>
Community consultation	80%	75%	71%	77%	73%
<b>Subtotal</b>	<b>76</b>	<b>253</b>	<b>106</b>	<b>214</b>	<b>221</b>

### 9.18 Perceptions of Council

	18-34	35-64	65+	Male	Female
Ashburton District is a great place to live	93%	97%	98%	98%	95%
<b>Subtotal</b>	<b>95</b>	<b>282</b>	<b>119</b>	<b>235</b>	<b>261</b>
You're clear about what Council does, and the services and facilities it offers	87%	92%	97%	93%	92%
<b>Subtotal</b>	<b>95</b>	<b>270</b>	<b>119</b>	<b>231</b>	<b>253</b>
You're confident that Ashburton District is going in the right direction	95%	88%	94%	90%	91%
<b>Subtotal</b>	<b>94</b>	<b>274</b>	<b>113</b>	<b>232</b>	<b>249</b>
You trust Council to do the right thing for the district and its communities	87%	81%	88%	86%	81%
<b>Subtotal</b>	<b>92</b>	<b>268</b>	<b>113</b>	<b>222</b>	<b>251</b>

### 9.19 Segments

	18-34	35-64	65+	Male	Female
Satisfied	58%	44%	48%	48%	47%
Dissatisfied with Elected Officials	14%	25%	17%	19%	22%
Dissatisfied with Consultation & Information	16%	13%	15%	14%	14%
Dissatisfied with Council Overall	13%	18%	21%	18%	17%
<b>Total</b>	<b>96</b>	<b>284</b>	<b>120</b>	<b>236</b>	<b>264</b>

### 9.20 Change in Last Three Years

	18-34	35-64	65+	Male	Female
Better	46%	42%	38%	47%	37%
About the same	43%	45%	50%	44%	48%
Worse	11%	13%	12%	9%	15%
<b>Subtotal</b>	<b>82</b>	<b>275</b>	<b>117</b>	<b>228</b>	<b>246</b>

### 9.21 Satisfaction with Rates Spend

	18-34	35-64	65+	Male	Female
Satisfaction with rates spend, overall	76%	72%	86%	76%	76%
<b>Subtotal</b>	<b>82</b>	<b>265</b>	<b>111</b>	<b>222</b>	<b>236</b>

### 9.22 Satisfaction with Information

	18-34	35-64	65+	Male	Female
Level of information	89%	88%	83%	86%	88%
<b>Subtotal</b>	<b>88</b>	<b>267</b>	<b>115</b>	<b>221</b>	<b>249</b>
Quality of information	84%	85%	79%	84%	82%
<b>Subtotal</b>	<b>86</b>	<b>261</b>	<b>109</b>	<b>215</b>	<b>241</b>

9.23 Satisfaction with Contact

	18-34	35-64	65+	Male	Female
Satisfaction with contact, overall	94%	89%	85%	88%	90%
<b>Subtotal</b>	<b>53</b>	<b>205</b>	<b>68</b>	<b>151</b>	<b>175</b>

9.24 Satisfaction with Website

	18-34	35-64	65+	Male	Female
Satisfaction with website	94%	89%	95%	89%	91%
<b>Subtotal</b>	<b>52</b>	<b>149</b>	<b>20</b>	<b>93</b>	<b>128</b>

# 10

## Appendix Three: Results by Segment

### 10.1 Environmental Services

#### 10.1 Satisfaction with Emergency Management

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Rural fire services	99%	91%	94%	92%
<b>Subtotal</b>	<b>218</b>	<b>86</b>	<b>52</b>	<b>71</b>
Emergency management/Civil Defence	98%	94%	98%	84%
<b>Subtotal</b>	<b>201</b>	<b>68</b>	<b>45</b>	<b>63</b>

#### 10.2 Use of Regulatory Services

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Animal control	5%	11%	11%	18%
Building services	21%	20%	21%	30%
Planning services	12%	14%	11%	16%
Property information services	29%	27%	29%	31%
<b>Total</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>



### 10.3 Satisfaction with Regulatory Services

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Animal control, overall	88%	79%	80%	71%
<b>Subtotal</b>	<b>225</b>	<b>90</b>	<b>64</b>	<b>76</b>
Animal control, complaints	67%	60%	38%	41%
<b>Subtotal</b>	<b>15</b>	<b>10</b>	<b>8</b>	<b>17</b>
Parking availability	90%	85%	81%	71%
<b>Subtotal</b>	<b>231</b>	<b>102</b>	<b>68</b>	<b>87</b>
Alcohol licensing	88%	79%	82%	67%
<b>Subtotal</b>	<b>211</b>	<b>87</b>	<b>55</b>	<b>69</b>
Planning activities, overall	89%	76%	82%	51%
<b>Subtotal</b>	<b>198</b>	<b>84</b>	<b>56</b>	<b>63</b>
Building services, overall	90%	76%	85%	65%
<b>Subtotal</b>	<b>197</b>	<b>78</b>	<b>52</b>	<b>68</b>
Property information services, overall	95%	89%	91%	84%
<b>Subtotal</b>	<b>202</b>	<b>79</b>	<b>54</b>	<b>68</b>
Environmental monitoring/public health	97%	90%	87%	74%
<b>Subtotal</b>	<b>219</b>	<b>91</b>	<b>61</b>	<b>70</b>

## 10.2 Service Delivery

### 10.4 Satisfaction with Drinking Water

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Drinking water	92%	75%	80%	71%
<b>Subtotal</b>	<b>156</b>	<b>60</b>	<b>56</b>	<b>56</b>

### 10.5 Use of Parks and Open Spaces

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Cemeteries	57%	63%	57%	63%
Sports fields	64%	70%	70%	72%
Playgrounds	61%	61%	71%	65%
The Ashburton Domain	85%	93%	84%	83%
Lake Hood	83%	88%	84%	90%
<b>Total</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>

### 10.6 Satisfaction with Parks and Open Spaces

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Public flowerbeds and displays	95%	96%	96%	89%
<b>Subtotal</b>	<b>237</b>	<b>103</b>	<b>69</b>	<b>87</b>
Cemeteries, overall	98%	94%	96%	97%
<b>Subtotal</b>	<b>189</b>	<b>89</b>	<b>48</b>	<b>65</b>
Sports fields, overall	100%	99%	100%	100%
<b>Subtotal</b>	<b>216</b>	<b>89</b>	<b>59</b>	<b>77</b>
Playgrounds, overall	99%	98%	98%	93%
<b>Subtotal</b>	<b>218</b>	<b>93</b>	<b>65</b>	<b>80</b>
Ashburton Domain, overall	99%	100%	98%	95%
<b>Subtotal</b>	<b>233</b>	<b>104</b>	<b>66</b>	<b>84</b>

### 10.7 Use of Public Conveniences

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Public conveniences	64%	63%	61%	58%
<b>Subtotal</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>

### 10.8 Satisfaction with Public Conveniences

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Public conveniences, overall	94%	95%	93%	90%
<b>Subtotal</b>	<b>200</b>	<b>74</b>	<b>54</b>	<b>58</b>

### 10.9 Use of Recreation and Leisure

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
The public library service	53%	56%	54%	63%
The EA Networks Centre	73%	82%	79%	80%
The Ashburton Museum	43%	38%	33%	41%
<b>Total</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>

### 10.10 Satisfaction with Recreation and Leisure

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Arts & culture, overall	94%	83%	90%	61%
<b>Subtotal</b>	<b>215</b>	<b>94</b>	<b>58</b>	<b>70</b>
Public library, overall	96%	94%	93%	91%
<b>Subtotal</b>	<b>200</b>	<b>87</b>	<b>54</b>	<b>69</b>
EA Networks Centre, overall	89%	61%	74%	62%
<b>Subtotal</b>	<b>204</b>	<b>97</b>	<b>61</b>	<b>76</b>
The Ashburton Museum, overall	91%	73%	65%	56%
<b>Subtotal</b>	<b>171</b>	<b>66</b>	<b>43</b>	<b>61</b>

### 10.11 Provision of Kerbside Collection

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Kerbside collection service	64%	56%	74%	65%
<b>Total</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>

### 10.12 Satisfaction with Refuse and Recycling

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Rubbish and recycling, overall	73%	66%	68%	53%
<b>Subtotal</b>	<b>197</b>	<b>82</b>	<b>56</b>	<b>74</b>
Kerbside collection, users	81%	77%	78%	63%
<b>Subtotal</b>	<b>151</b>	<b>57</b>	<b>51</b>	<b>57</b>

### 10.13 Satisfaction with Transportation

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Sealed roads	66%	43%	52%	37%
<b>Subtotal</b>	<b>236</b>	<b>104</b>	<b>66</b>	<b>87</b>
Unsealed roads	69%	53%	58%	39%
<b>Subtotal</b>	<b>205</b>	<b>83</b>	<b>53</b>	<b>72</b>

## 10.3 Finance and Business Support

### 10.14 Satisfaction with Economic Development

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Economic development	94%	72%	82%	47%
<b>Subtotal</b>	<b>184</b>	<b>78</b>	<b>50</b>	<b>58</b>
Tourism promotion	97%	89%	90%	73%
<b>Subtotal</b>	<b>218</b>	<b>92</b>	<b>61</b>	<b>70</b>

### 10.15 Use of Community Events

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
The Ashburton Trust Event Centre	68%	79%	66%	78%
<b>Total</b>	<b>238</b>	<b>104</b>	<b>70</b>	<b>88</b>

### 10.16 Satisfaction with Social Services and Community Events

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Social services	97%	88%	94%	75%
<b>Subtotal</b>	<b>207</b>	<b>88</b>	<b>47</b>	<b>64</b>
Community safety	91%	77%	73%	62%
<b>Subtotal</b>	<b>226</b>	<b>103</b>	<b>64</b>	<b>77</b>
Community events	98%	94%	94%	84%
<b>Subtotal</b>	<b>229</b>	<b>94</b>	<b>62</b>	<b>74</b>

### 10.17 Satisfaction with Council Performance

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Overall performance	100%	47%	100%	15%
<b>Subtotal</b>	<b>229</b>	<b>95</b>	<b>63</b>	<b>85</b>
Mayor and Councillors	100%	56%	91%	22%
<b>Subtotal</b>	<b>207</b>	<b>89</b>	<b>57</b>	<b>72</b>
Council staff	100%	100%	85%	56%
<b>Subtotal</b>	<b>219</b>	<b>83</b>	<b>62</b>	<b>73</b>
Advocacy	92%	66%	73%	56%
<b>Subtotal</b>	<b>190</b>	<b>87</b>	<b>56</b>	<b>64</b>
Community consultation	100%	71%	38%	40%
<b>Subtotal</b>	<b>207</b>	<b>94</b>	<b>61</b>	<b>73</b>

### 10.18 Perceptions of Council

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Ashburton District is a great place to live	100%	97%	94%	88%
<b>Subtotal</b>	<b>237</b>	<b>104</b>	<b>70</b>	<b>85</b>
You're clear about what Council does, and the services and facilities it offers	100%	100%	80%	73%
<b>Subtotal</b>	<b>233</b>	<b>101</b>	<b>69</b>	<b>81</b>
You're confident that Ashburton District is going in the right direction	100%	84%	100%	65%
<b>Subtotal</b>	<b>235</b>	<b>97</b>	<b>67</b>	<b>82</b>
You trust Council to do the right thing for the district and its communities	100%	75%	99%	35%
<b>Subtotal</b>	<b>230</b>	<b>95</b>	<b>67</b>	<b>81</b>

### 10.19 Change in Last Three Years

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Better	51%	31%	45%	26%
About the same	42%	55%	44%	46%
Worse	7%	14%	11%	27%
<b>Subtotal</b>	<b>222</b>	<b>102</b>	<b>66</b>	<b>84</b>

### 10.20 Satisfaction with Rates Spend

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Satisfaction with rates spend, overall	93%	68%	69%	46%
<b>Subtotal</b>	<b>213</b>	<b>101</b>	<b>65</b>	<b>79</b>

### 10.21 Satisfaction with Information

	Satisfied	Dissatisfied with Elected Officials	Dissatisfied with Consultation & Information	Dissatisfied with Council Overall
Level of information	100%	100%	76%	41%
<b>Subtotal</b>	<b>230</b>	<b>99</b>	<b>63</b>	<b>78</b>
Quality of information	100%	100%	67%	25%
<b>Subtotal</b>	<b>221</b>	<b>98</b>	<b>61</b>	<b>76</b>

10.22 Satisfaction with Contact

	<b>Satisfied</b>	<b>Dissatisfied with Elected Officials</b>	<b>Dissatisfied with Consultation &amp; Information</b>	<b>Dissatisfied with Council Overall</b>
Satisfaction with contact, overall	100%	77%	95%	79%
<b>Subtotal</b>	<b>133</b>	<b>82</b>	<b>44</b>	<b>67</b>

10.23 Satisfaction with Website

	<b>Satisfied</b>	<b>Dissatisfied with Elected Officials</b>	<b>Dissatisfied with Consultation &amp; Information</b>	<b>Dissatisfied with Council Overall</b>
Satisfaction with website	95%	91%	93%	80%
<b>Subtotal</b>	<b>92</b>	<b>56</b>	<b>29</b>	<b>44</b>

## Appendix Four: Verbatim Responses

### 11.1 Environmental Services

#### 11.1.1 Emergency Management

##### Rural Fire Services

- » Because of all the pollution that comes over from the farmers.
- » Burn offs. All districts on restrictions but we are not. It is ridiculous. Every one burning off and area full of smoke ash everywhere. Selywyn, Waimak on hold and our council just do what they want.
- » Council are allowing people to burn their stubble so smoke blows into people's houses even though there's supposed to be a total fire ban.
- » Crop burn off's, are they necessary? Can they find another way as concerned about fire safety and the atmosphere.
- » Firemen were stopped from using farmer's water to put out a rural fire even though the farmer had already given them permission and instead they had to stand and watch it burn so there must be something terribly wrong with the system.
- » I have had a few fires happen in the fire ban area and they didn't end up showing.
- » In regards to farms burning off, I am not happy about it and should be more funding for rural firefighter training. But that is a big national issue really as well as a local one.
- » It's a huge undertaking and it's about time we have paid fire services rather than voluntary.
- » More education for locals on managing fires needed especially in Hakatere.
- » Need a payed fire service now as there are to many call outs for volunteers.
- » Needs a lot more funding.
- » Needs to be fully equipped and provided with more more funding, especially the smaller rural community locations. It's getting more and more difficult to man these services with policy around health and safety becoming tighter. The Council should therefore allot more funds to fully staff these services, and keep the community safe.
- » Neighbour lit a fire on a fire ban and they did nothing about it.
- » Rang the council twice a week for a report and told they don't do reports. Man was away that he needed to talk to and was not called back as they said they would in regards to his enquiry and still haven't.
- » Rural brigade got lost going to rural fire and the city's brigade got there quicker.
- » Stubble fires too great and out of control.
- » They answer now to the Timaru base and not to Ashburton.
- » They could do more - there isn't enough money going out to rural fire services and they could support them more.
- » They need to put more funding into the rural fire services.
- » Too many farmers burning off, the Council needs to monitor the air pollution better.

##### Emergency Management/Civil Defence

- » Because there's no clear cut way of your average person getting the help they need. There needs to be hotlines, and other publicised ways of contacting people. This would be preferable to the alternative of relying on text messaging. During the earthquake, family had no way of getting a hold of people, as couldn't use a cellphone. Phone lines were down, so had to physically go to her to check her wellbeing. Phone services

need to be reliable to the extent that residents can always get a hold of people during emergencies.

- » Civil Defence didn't sound of any sirens when the last earthquake struck.
- » Don't know whether there are enough guys to go around.
- » I didn't know we had Civil Defence, we never hear about them. I want more information on Civil Defence.
- » I do not think they keep the public up to speed with what's going on. They are slow in giving us information, especially older people without computers, and don't listen to radio a lot.
- » I work for Civil Defence and outposts such as Rakaia, Mt Sommers, etc don't come on radio contact reliably.
- » It's not as well co-ordinated as it should be.
- » It's very difficult for anyone to get it right in civil emergency, people need to be responsible for them self.
- » I've received no immediate notifications from council when emergencies happen. I know it comes through the channels eventually but it comes through other services first. Council needs to speed up their service.
- » Not sure they are good fast decisions makers, you can't do that in emergency.
- » Regionally they've shown poor leadership and poor communication.
- » Sometimes they just don't think about certain areas, and focus on towns, hills etc. Couple of years ago when snow was here, they were just concerned about hill people and didn't bother to even come here.
- » The management needs work.
- » The older people could do with a call especially if on there own and the power's out.
- » The Tinwald bridge is frequently blocked and have not taken account that we can not get an ambulance across it, and if the river was up. We desperately need something stationed on the south side urgently or people could die.
- » There was a mock civil defence day and was cancelled at the last moment and hasn't been organised since.
- » They don't tell the people anything.
- » Think they do a good job when it comes down to it, but hear they are not practicing enough and rural women organization have not been invited a to a meeting in a long time.
- » Ultimately, Civil Defence in the area seems very ill-prepared. Was invited to join Civil Defence, but joining consisted of being invited to one practice exercise, and then never hearing from Civil Defence again. Run more drills, increase awareness, to prepare for disasters on the horizon.
- » Unaware of any civil defence in the rural area.

#### 11.1.2 Regulatory Services

##### Animal Control

- » A friend of mine's dog got attacked and she could not find anyone who could help her. She rang animal control but they said it's not their problem. If it was a kid, it would have been dead.
- » A lot of dogs around the roads wandering. Chased and bitten by dogs. Her mother emailed the council as well in regards to the aggressive dog.
- » A lot of wandering dogs, it's hard to get someone to take responsibility for their dog.
- » A property across the road from her has dogs which bark at anyone who goes past. The council won't do anything because the dogs are behind a fence.

- » Animal control doesn't appear to act on tips they receive, and if they do, they don't seem to be empowered to the degree that they can make a difference.
- » Animal control will not allow dogs around Lake Clearwater where there are a number of holiday batches. A lot of the residents and holiday makers there would love to be able to bring their dogs.
- » Bad problem with roaming dogs attacking other pets/people. Knows of one dog who was reported on at least twice and nothing was done.
- » Because when we ring animal control they don't take action on it.
- » Child walking their dog, heard child squeal and dog yelping. Another dog had inadequate fencing it was either the child or dog got dealt. Pretty sure it was dealt to as daughty dogs owner have moved.
- » Cow crossings no matt's used, don't wash the roads the crossing, not enough underpasses.
- » Cows escape from their paddocks and congregate on the road, blocking traffic. When a phone call is made to the Council, they say they will look into it, but nothing happens. Concedes that this isn't really the Council's problem, but when it's a hazard it would be nice if the Council was more willing to intercede on behalf of residents and farmers. The same is true with roaming dogs, when these animals are reported to the Council, nothing really happens. When residents supply these tips, be more willing to act on them.
- » Dogs are wandering. I saw three yesterday in town.
- » Dogs left to wander and do their business where they like.
- » Dogs running the streets.
- » Dogs wandering around in town.
- » Farm staff made complaints regarding wandering stock, but these were never followed up on. There have been many ignored complaints, unfortunately.
- » From my personal experience with it I am dissatisfied. They are bunch of muppets running animal control.
- » From what I have heard there is roaming dogs in town and they can be pretty intimidating when they are not being picked up and are roaming the streets.
- » Good friend's dog got mauled by an ownerless wandering dog. This incident occurred in town. The canine perpetrator was a tan-coloured pitbull, possibly known to Animal Control. This animal is dangerous, so listen to complaints and act.
- » Had a rude call from the Council when they picked up my dog when it went missing the one and only time and the dog wasn't a nuisance or a menace and they wanted to charge us lots of fees to pick up the dog including an overnight fee.
- » Had to contact Council a few times about roaming dogs and was referred to another different service.
- » I am a walker and the amount of dogs roaming the streets and people who are walking their dogs carrying the leashes instead of having them on the dogs is shocking. Lack of help from dog control.
- » I do not own an animal but I think dogs should be controlled more.
- » I wish animal control would deal with cats. Other peoples cats cause me problems.
- » I work with SPCA and the current council doesn't want to work with us whereas they used to. We are non profit and they now want us to fund runaways.
- » It is not the Council's responsibility, it is owners responsibilities.
- » Lives in Tinwald (urban area). There are a lot of stray cats in the area, which Council should look at re-homing.
- » Neighbour dog barking and council couldnt do anything.
- » No follow up with complaints.
- » Nobody comes to pick up the wandering animals or comes to your complaints.
- » Not communicating and responding efficiently when there's an issue, I lodged a complaint and never received a response from the Council.
- » Not tough enough penalties for animal owners when something goes wrong and there is too many pets roaming loose on the street.
- » On the streets all the time in capacity as a metre reader. Quite often catches stray dogs trying to jump in front of cars. In one instance, stood on the side of the road for 1.5 hours, waiting for animal control to show up. They eventually picked up the animal, but time was lost during an important work day. Responses need to be timelier, so resident's days are not disrupted.
- » Owners could be more vigilant. There are a few areas where dogs roam.
- » Peoples dogs roaming around in town unattended here in Methven.
- » Ring up the guy and no one comes out and dogs are gone.
- » She's had to ring Council a couple of times about wandering dogs and she never got a response.
- » Sometimes the dogs aren't on a leash so they're roaming around.
- » Sometimes you see dogs wandering around without a leash and wandering dogs use her garden as a toilet.
- » Stray dogs and cats wandering the streets result in the vet having too many complaints.
- » Takes too long for the person to come and collect the dog.
- » The animal controllers are all in Ashburton and if you ring them from Methven which is 25 minutes away it's a waste of time because the wandering dog has wandered off by the time they get there. A lot of sections don't have fences so the dogs aren't behind fences. There are a lot of wandering dogs in Methven.
- » The dogs do their business on the footpath outside her property and there are a lot of cats that come onto her garden.
- » The dogs need more control.
- » There are a lot of dogs wandering along the street unaccompanied and unleashed. One was a rottweiler and the other a big ginger dog on William Street.
- » There are a lot of cats and dogs loitering around.
- » There are a lot of dogs in the urban area and a lot of wandering stock in the rural places.
- » There are a lot of dogs running around that are unattended.
- » There are a lot of wandering dogs and when they ring Council about it, it takes the Council officer ages to get there and the Council officer can be quite rude and abrupt.
- » There are a lot of wandering dogs so it doesn't seem to be policed very well - one of the wandering dogs comes down his driveway every day and does its business on his lawn.
- » There are quite a few dogs that roam around Methven. Rings animal control and they're not interested. Reports to Council, and nothing gets done. There's no point in having animal control if they refuse to respond because the dog will have moved on by the time they get out there. Investigate regardless.
- » There are too many cases of dogs out loose. That shouldn't be happening, people are getting bitten. I used to walk around the streets, but I am afraid of the loose dogs, they come running up uncontrolled. I now have to go to the gym.
- » There are too many dog attacks happening.
- » There are too many dogs roaming and visible, "mongrels are keeping mongrels". If dogs are constantly barking and annoying the neighbours with no owner intervention, they should be destroyed, no questions asked. There's also concerns that many of these dogs are unregistered. Police the registering of dogs in the area.
- » There are wandering dogs around the streets in Ashburton.



- » There are wandering dogs.
- » There has been several animal attacks on people injuring the residents.
- » There have been some incidents with roaming dogs. There should be more law enforcement with dog owners in public places.
- » There isn't a dog ranger any more and it's very difficult to get Council to do anything about a noisy dog.
- » There seems to be lots of dogs wandering around.
- » There's still a lot of dogs roaming without leashes in the urban areas.
- » To scared to walk, dogs roaming and not fenced property and not on leads when walking. Especially young people with big dogs they can not control.
- » Too many barking dogs.
- » Too many cats are dropped off at her gateway and she's sick of all the stray cats.
- » Too many dogs attacking other dogs and people. Not tough enough on the dog owners.
- » Too many dogs roaming the streets.
- » Too many dogs wandering around town. Dogs at kids event shouldn't have been there and number of dogs that try to attack on mail drops are awful.
- » Too many dogs wandering the streets yapping at night and the cats dig up your gardens.
- » Too many wandering dogs.
- » Too many wandering dogs.
- » Too many wandering dogs.
- » Too many wandering dogs.
- » Wandering cats through my garden all the time, and dogs from time to time.
- » Wandering dogs are a problem everywhere in the district.
- » We have had issues with certain animals, and we haven't had much support.
- » We have had issues with dogs down here.
- » We have several dogs that roam around our neighbourhood, not of the friendly kind. Concern for my child and my friendly dogs.
- » When we called them they were useless. There were 52 sheep killed by dogs and they didn't help us with that.
- » Would like to see more dog parks, there is nowhere in Methven to walk your dog off leash.

## Animal Control, Complaints

- » A dog control complaint that was slow in being handled with insufficient information provided.
- » Because even though I was the bill holder for the account, I wasn't allowed to do what I needed to do. We had a dog living at our property but it was registered to our daughter-in-law. I needed to advise that the dog was deceased but I wasn't allowed to do that even though it lived on our property.
- » Because they kept saying the person is away and keep saying they will ring back, but they won't.
- » Bit of admin goes missing in terms of changing of address not a biggie but not ideal.
- » Difficult to find the right person to speak to.
- » Dog complaints, which get ignored.
- » Nobody from Council came round when she rang them about a wandering dog that kept coming on to her property.
- » They didn't take any action on the dog complain issue.
- » They haven't got back to me as yet and its been over a week so far.

- » Too much waiting. Person needed always busy.
- » Took some trouble to find the right number to talk to the person we needed to talk to.
- » Wanted to inform them of a stray dog, was referred to another phone number which never responded and Council never followed it up.
- » When I made a complaint the staff seemed disinterested and nobody responded or followed up with me.

## Alcohol Licensing

- » Alcohol licensing body hasn't done anything about changing the closing hours of liquor venues to earlier times as there is a lot of youth and drinking crime.
- » Although for the normal licensing of bars it's okay, when it comes to temporary licensing for fund raising events there's too much bureaucracy.
- » Because too many private functions causing problems.
- » Concerned Council will bring in early closing times for liquor outlets to defeat just a minimal number of people creating an issue. This penalizes everyone unfairly.
- » Concerns about the survey were expressed: it would be better to rank these options from 1-5 (satisfied to dissatisfied), rather than just having two selectables. This would prompt more nuanced and useful answers. However, when it comes to alcohol licensing: lives in Methven. Methven already has eight or nine liquor outlets, but the Council is still considering granting licensing to a bottle store. That's too many liquor providers for such a small area; and when alcohol causes a lot of social harm. The Council may be working within the rules, but they're being too liberal in interpreting these rules.
- » Council should leave it to private operators and not let the supermarkets sell alcohol.
- » Do not see them doing a lot about this.
- » Far too many liquor licenses and they are open far to late and the trouble starts when they are full. The licenses going past 2am is too late.
- » Feel there are too many places than that alcohol can be brought especially close to the schools.
- » From personal experience, the Council makes it quite hard for small community events to supply and sell alcohol to its attendees. This makes it a lot harder for events to function. The personal experience from recent memory was the regional final of the Young Farmer of the Year. This event consisted of a show, dinner, and afterparty. This was therefore not a very high risk event, especially due to its small number of attending spectators. Regardless, the Council forced the Young Farmer of the Year planners to tick a lot of boxes. Ultimately, there's the impression that the Council went well beyond the requirements of the letter of the law. Recall that these sorts of events attract people to the district; so allow them to function without the need for screeds of paperwork.
- » Harder now to get a licence.
- » Have had a personal experience that didn't make the Council appear very neutral with granting of licenses.
- » Having a trust worked better than alcohol licencing. Having alcohol in supermarkets tempts people to spend money on alcohol rather than food.
- » I think they are taking fun out of many events. There were many events which used to be fantastic when alcohol was allowed in them but now council has destroyed them completely.
- » I work night shift so i see a lot of drunk people. There could be more to do with the underage drinking.
- » I would like to see our streets safer at night. Part of the problem is night clubs being able to stay open too late.

- » In order to get through their process you have to be a big company, so small businesses like wine bars etc can't afford to go through the process.
- » Incredible, long winded, time consuming process.
- » It's too expensive and over the top so it prevents people from getting an alcohol licence.
- » Know of a case where neighbors in the area in Allenton area were opposed to a liquor store and the council didn't let them have there say and there were already plenty of liquor outlets in the area. Schools, churches, and kindergartens were also in the area so not the ideal place for another liquor outlet.
- » Methven liquor store should not go ahead. A little town with too many licenses already.
- » More control on public drinking, too many drunks roaming the streets at night.
- » Need to be better informed on who is currently enforcing the liquor licensing.
- » Need to have shorter opening hours to get those trouble makers home earlier, need to close earlier in the night and not stay open so late.
- » Needs tightening up on, too many drunks roaming the streets late at night.
- » Needs to be tighter restrictions on closing hours of liquor venues and monitoring of the youth's out of control drinking as there has been a lot of youth crime.
- » Needs to tighten up the drunks in town after dark.
- » Not sure which is the Council or which is Govt regulations but some requirements are over the top for small clubs making it to difficult for sports clubs etc to operate. Examples are requiring trained Bar managers in these type of places.
- » Over regulating particularly at the raceway, potentially ruining a fun day out.
- » Placement of bottle store opposite school and next too churches. Too many of them also.
- » Seems to be a hell of a lot of off licence shops, do we need that many?
- » Should be stricter rules and the Council could change the closing hours of licensed venues to stop the youths of today drinking themselves stupid but I think this is a New Zealand issue as a whole, not just the Council's.
- » Should not be in shops. Younger people should not have easy access to alcohol.
- » Sure we do not need as many licenses as we currently have as is also not going to help with parking.
- » Surprised that Council issued so many permits for bars and sports clubs, I was watching an under 12 game and the onlookers were drinking while watching the younger players which doesn't make for good role models.
- » The closing hours of liquor venues is too liberal, bars should close no later than 1am on a Sunday morning
- » The Council is participating in too many societal issues that were once outside of their purview. Art, liquor licensing, whatever. The Council should spend its efforts improving infrastructure (particularly the roads), rather than "sticking their noses" into every little thing.
- » The whole idea of licensing trusts is a bad idea as it creates a semi-monopoly and in most parts of the country most of this has gone.
- » There are far too many alcohol outlets in the district.
- » There are issues with youth and alcohol in town.
- » There are too many alcohol outlets and supermarkets shouldn't be allowed to sell alcohol.
- » There are too many alcohol outlets and there is no control over youngsters getting alcohol.
- » There are too many alcohol outlets in town that result in being too accesible for the public at all times.
- » There are too many places that sell alcohol, so alcohol is too accessible to young people.
- » There are too many, putting them next to primary schools. Makes it a dangerous enviroment.
- » There is a lot of issues with vandalism and urinating, half the license premises are open too long and too late.
- » There needs to be more of a crack down on the alcohol drinking of the youth as there's so much youth crime.
- » There should be more leadership and there should be stricter rules around alcohol licensing and there should be shorter opening hours for off-licences such as 9am-5pm on weekdays only.
- » There shouldn't be any alcohol outlets near schools and there are too many alcohol outlets.
- » There's definitely a lot of violence in our community, which needs to be curbed. The Council's alcohol licensing policy concerning closing up bar doors after 1am, needs to be put in as soon as possible. There's too much alcohol-fuelled violence, which is being exacerbated by the late opening hours of bars, and facile access to alcohol. There are too many people getting beaten up when walking home at night; and it's getting to be that people don't want to leave their homes after dusk, especially on the weekend. People don't feel safe at nights, and something needs to be done. Concedes that there are more police in town, but there have been a lot of changes in Ashburton over the past ten years. Ashburton's legislators need to keep pace with these changes, install more police as needed, and ensure that the alcohol issue is always being addressed.
- » They don't enforce their laws and there are idiots drinking on the main street all hours of the night.
- » They don't have a clue, and this ignorance is leading to their not doing enough. They're just not cognisant of the legalities to the extent that they're able to play a meaningful role in alcohol licensing.
- » They don't listen to the locals because Council wants to open another liquor outlet in Methven but there are enough liquor outlets in Methven already.
- » They think changing the opening hours of bars will fix the problem, but it's not related to the hours.
- » They've let an awful lot of licensed premises pop up.
- » Think this is why all the crime is being committed in Ashburton, their liquor licensing runs to late at night.
- » Time it has taken for the new local licensing laws to be adopted.
- » Too easy to access, it should be more restricted.
- » Too many alcohol premises in town.
- » Too many bottle stores around.
- » Too many liquor licensed premises.
- » Too many liquor licenses given out and to many liquor outlets around the town.
- » Too many liquor outlets and should be only available from hotel bottle stores, too many immigrants getting liquor licenses.
- » Too many liquor outlets in the town making it too available thus causing problems.
- » Too many liquor shops in the area.
- » Too many off licences.
- » Too many organisations are getting alcohol licences.
- » Too many outlets in Ashburton District.
- » Too many permits given out, too easy for younger people to get alcohol.
- » Too many rules and regulations put people off. They wanted to have

community event. Licensing side of it made it miserable.

- » Too much alcohol advertising.
- » Too much bureaucracy, dictated to by law.
- » Venues open too late causing trouble after hours with drunks.
- » Very limited transport to disperse people after the facilities are shut.
- » With the job I do, I get to water blast stuff off footpaths that's not very nice. The council has installed more bins for glass bottles etc. They do best they can.

## Parking Availability

- » Because I have to pay for it. I would spent more time and money in town if didn't have to pay.
- » Because I was in town other day. And I had a broken ankle and I was trying to find a car park but couldn't find any.
- » Because of growing community has caused parking problems and needs to be checked as to where the workers park and where the customers park.
- » Because quite often it is very hard to get parking.
- » Because she works in town and parking should be free and there should be more parking for workers.
- » Because there is not enough.
- » Can't get a park in CBD area when I need one and also on the other side of info centre along the main road.
- » Car park time limits patrolled more often.
- » Consistency throughout the whole of Ashburton township so that it's free parking on the side streets as well and less confusing for visitors.
- » Doesn't seem to be very much space for parking in town.
- » During rush hour there is not enough parking.
- » Extend the free parking in town to two hours minimum.
- » Happy with the initiative that gives free parking for one hour; but ultimately more parking spaces are needed.
- » Has to go around the block to find a park in Ashburton as it is increasingly congested.
- » I am dissatisfied with fee structure for parking fines more than availability of parking.
- » I see so much traffic, I have to go around the town to find a park. It has improved since they added one hour free parking.
- » I think they looking at improving this currently.
- » In the town the parking meters were second hand and didn't work.
- » In town should be free everywhere, down the side streets too.
- » Insufficient parking.
- » It could improve, especially when you get build up of people coming into Ashburton. For a small community we do pretty well though.
- » It's a bit tight for parking, with regards to the availability of parking spaces. People going to work sometimes have to walk over a kilometre to work when parking spaces close to the CBD are completely full. When the total drive can be only 1.5 kilometres, it's obvious parking isn't sufficient. Council needs to plan around parking a bit more, especially as the CBD evolves.
- » It's better that there is now one hour parking, but it means that everyone wants to park on the main street, so you have to use the parking meters.
- » It's good they've stopped charging on the meters on the main street of Ashburton but there is a lack of parking space in town.
- » It's hard to find a park sometimes, especially for short-term parking.
- » It's really hard to find a park.
- » Like Christchurch, Ashburton is in need of a multi-story parking building. This would be ideal for general workers who can often have trouble

finding a park.

- » More free parking.
- » More mobility parking needed at supermarket and around town.
- » Need more one hour free parking. Should all be one hour free parking.
- » Need more parking if they want the retail area to thrive.
- » Need more parking in Ashburton township.
- » Needs better marking to avoid two cars taking the space of three.
- » Never any parking space available in Ashburton City.
- » Never seems to be enough anywhere in Ashburton District.
- » Normally when I take the car to town it's raining and its very, very hard to get parking.
- » Not enough available
- » Not enough in town and hard to get parks.
- » Not enough parking and limited parking times.
- » Not enough parking available.
- » Not enough parking in town.
- » Not enough.
- » Often full, you have to go around until you find something.
- » Private companies are charging for a whole lot of parks that used to be free.
- » She works in Ashburton and all-day parking is either very hard to find or very expensive.
- » Should fix the traffic flow in central town instead of altering existing buildings or replacing them.
- » Sometimes there is very little parking available.
- » Sometimes you can't get a park along the main street. There aren't enough parking spaces for disabled and elderly people.
- » The lack of car parks.
- » The meter maids are "ferocious" and could be less discouraging if people are a few minutes late. They could be more pro business as this puts many people off from coming into town.
- » The people across the street have 10 people living at the property and 5 cars which are parked on the side of the road because the garage is already taken up with stuff and she nearly hit one of the cars twice when she was driving out of her driveway.
- » The staff are taking up too many parks in the residential area due to limited free parking within town.
- » There could be more parking places in Ashburton town centre.
- » There could be more, as they're taken up with the workers in the day time.
- » There could be more. A lot of people in shops park along side the road.
- » There is not enough when you need to use the service.
- » There is so much traffic now that it's very hard to get a park.
- » There isn't any parking available for me working in town.
- » There isn't enough parking spaces in Ashburton, so there should be a parking building there.
- » There isn't much all-day parking for people who work in the CBD.
- » There just not enough parking in Ashburton (East Street) and the hassles with the parking meters as well.
- » There should be more cheaper or free parking.
- » There should be more.
- » There should be more. Not a lot of free parking. Businesses have staff that need parking. The parking meters was an epic fail. We had antique ones that were fine. Then they put solar ones in. Sometimes it doesn't give a ticket or malfunctions, so I get a ticket. Try explain the reason to

them.

- » There's free parking on East Street, which is the main commercial street in Ashburton, but the residential area pays for it.
- » There's more needed.
- » There's not enough available.
- » There's not enough free parking for people who work in town.
- » There's not much parking in the busy hours.
- » There's parking available but you have to pay for it.
- » Time limit is what ever they like, but if under 10 minutes over not to get the ticket.
- » Too quick to give out tickets.
- » Very hard to find a park, mainly talking about in town.
- » Very little parks available around the centre of town.
- » We can't get to park.
- » West Street's parking has been stuffed up with too much beautification. All that matters is the ability to quickly find a car parking space. There's also the EA Network set-up- it's slowly improving, but the lack of parking at the beginning was annoying. Lastly, the new Countdown complex. Make sure that this is equipped with adequate parking, to avoid a similar situation to EA.
- » Work in town in Ashburton and there is not enough all day parking available.
- » Works in town. Doesn't mind walking, but definitely not going to pay for parking in town. Feels bad and gets annoyed if has to park outside someone's else home, as those residents don't have space for visitors to park. Set up more parking, so that the burden isn't passed to residents who must always have strangers' cars parked in front of their homes.

## Planning Activities

- » A lot of Council's planning activities aren't fully disclosed to the public, e.g. the building of the water bottling plant.
- » All the planning and money put into the planning of the new council building/library, the new mayor readdressing the decisions previously made. Time wasting and mispending of funds.
- » Allowing in-fill housing, packing too many houses on one property.
- » Although I am generally satisfied with Council's planning activities I don't want Ashburton to have too much emphasis on mono-agricultural intensive dairying as it's depleting our resources.
- » Because they sent it a bit slow. A building were put through. They could do better. When I work in Timaru and Selwyn, I get the building consent quickly and they have a lot better process.
- » Builder's wife, so cognisant of building-related consent and planning legislation. Owns a property that was classed as semi-rural. The Council changed the property's zones to "rural residential," and issued a four thousand dollar charge for resource consent. Can't see where that money has gone, and what it's gone towards. Why is the charge so high, when essentially nothing is received in exchange?
- » Chopping firewood on own section for own use with a log splitter and were told we needed a consent to use it, yet around the corner in Hinds people have sections full of logs using chain saws wheres there permits-double standards we were visited 3 times. Live behind fertilizer works we and neighbors get covered and furniture, cars and yet if the building was turned other way round it wouldnt- how did it get a permit the air pollution is like a mass dust storm.
- » Contacted a number of times and they pass the buck for over 7 years.
- » Council are in the process of expanding Council buildings but they've got an area that they already own on their existing building site that they should be using instead of looking at buying more land.
- » Council is coming across as narrow-minded, and they're not listening

to the community. Employees seem to nurture pet concerns. Once these are dealt with, they find new causes to champion; causes which don't necessarily represent the will of the people. Council needs to be more encompassing in the way they approach changes in the district: sometimes stuff is okay the way it is, and could stand to be left alone. The Council is there to work for the community, not to control the community: "It's their way, or they hit you with a stick until you do what they want." They're just not prepared to listen to the community and outside consultants.

- » Council needs a district plan, to be a much more of a sustainable council in relation to water, offering incentives to people that are willing to plant trees and encourage a better environment, rather than take from the environment and the people.
- » Council was trying to sell off the water a few years ago and she doesn't think they should sell off the water.
- » Don't think they have an overall plan.
- » He's built 80 houses and a hospital in the last 4 years and the rigmarole with the Council has been terrible such as their delays and poor attitude to the regulations and he's had resource consents granted one week and cancelled the next week.
- » I am not happy about the Chalmers Ave bridge getting put off all the time. I do not know if anything will happen. We need a second bridge, it's time to sort it out it's been too long. They need to be honest with the public because they are not at the moment.
- » I don't believe they allow a Countdown to be build next to a main bridge which is on state highway. There planning is stupid and useless.
- » I just think they can improve on things. Certain things that need to be done don't seem to get done, certain areas that I know of seem to get put on the back burner.
- » I think its rude that they don't want to have the vintage machinery museum, council won't allow them too build, they find an issue with every place they ask to build it.
- » I'm dissatisfied with the urban and rural zoning.
- » It takes a long time for anything to be sorted out at the council. Then they get consultants in to make decisions. Why is that? The council should have the knowledge and expertise to make its own decisions.
- » It's a long drawn out consultancy system, sometimes these people in the north island do not know what they are writing about. They do not come down and have a look for themselves.
- » Just personal experience with them.
- » Lack of consultation with the district plan just because no one turns up to meeting, doesn't mean our opinions don't count, maybe that forum doest work so try something different.
- » Lives in a rural area where one can only subdivide anything over 5 acres and this should depend on the area you are in whether this rule should apply or not e.g. a family in a small town hub or single and rural on a big block.
- » Looking to buy land and put on it a shed. It's a bit of a mission.
- » Mainly to do with the issues they have had with water.
- » Negative experience with direct dealing.
- » No awareness from the council.
- » Not aware of what's needed in the district, rather than what's wanted. Establish fundamental infrastructure before spending a fortune on things like Christmas lights.
- » Not easily changable once its set in concrete.
- » Not enough information when there are changes in the rules surrounding planning. Very little information is provided to residents and the communication between the building and planning departments is non existent. No support or empathy given.
- » Poor communication, slow timeframes and they use every means they

can to delay the process.

- » Potential rezoning of council owned property versus private owned property, no consistency of rules.
- » Problems with dividing property.
- » Recently we tried to build garage on our property and we had to jump hoops to get a permit as we live next to a river. The result is our garage will sit higher than the house and we will have to rebuild the driveway. This was all expensive and unnecessary.
- » Resource consents are too highly regulated.
- » Satisfied with the costs involved in getting building permits.
- » Seems to be a lack of support from the rural aspect. The urbanites are getting more, and there's a perceptible imbalance. Implement more of a rural focus in 2017.
- » Takes too long for consents.
- » The cost is too much and the time it takes needs to be bought back.
- » The costly delays in urban civic rebuild.
- » Their new building will cost too much for rate payers.
- » Their planning isn't that good and their communication about their planning isn't that good.
- » Their professionals seem to be fairly incompetent and make mistakes and can't implement their own legislation.
- » There are excessive requirements regarding rural construction activities.
- » There are too many hoops to jump through to get anything done. It's the same with building consents and resource consents.
- » There's a new subdivision near where he lives and the sections are tiny - only 180 square metres so it will be like Coronation Street in a few years.
- » They are creating problems where there is no need to.
- » They are planning on building a new Council building and library when there's not much wrong with the existing library. The previous Councils set aside some land around the Council building in case they ever wanted to extend it so Council shouldn't need to buy more land for a new Council building.
- » They are planning to build a new Council building and library in another location but they've already got existing land to build them on so they don't go through the right process regarding people's submissions.
- » They aren't consistent in their environmental process.
- » They can't make decisions.
- » They lack consistency and no thought at all for heritage buildings and heritage sites.
- » They seem a bit long-winded in giving out resource consents.
- » They should plan the water supply so it doesn't cause risk to Ashburton. Should be more water environmental.
- » They spend a fortune on outside consultants instead of doing it in house.
- » They want to re-open water races but we have irrigation systems etc that better for environment.
- » They waste money on art gallery and they should listen to what kids wanted.
- » Think it is far to expensive to get permits and building consents.
- » Tied up with too much red tape, taking responsibility away from the individual. Overboard with safety- government lead not just the council.
- » Timing and delay. Seem inefficient.
- » Too many business properties being built that still are vacant.
- » Too much mucking around, make a decision and stick by it, don't need consultation with outsiders.
- » Too much of a bureaucratic process to follow and too many delays when getting resource and building consents. Too costly for the average wage

earner

- » Very slow in their processes and the industry requires a bit more haste.
- » Water consents including bottling plants and farm irrigation results in draining aquifers so that Mayfield now has to get their drinking water out of a water race with a mobile treatment plant. Also the overall condition of the rivers is totally degraded. There needs to be some control on the intensification of dairying to protect our water. Canterbury is not suitable for intensive dairy.
- » We did a subdivision and the left arm didn't know what the right was doing. They kept changing their mind about things or they didn't talk to each other, so we got conflicting information.
- » With the burn off from rural properties. It smokes out the whole town. That equates to a lot of urban fires.
- » You tend to get different answers when you ask questions of different Council workers. You need to go in there and talk to the right person. Bit of a rollercoaster.

## Building Services

- » A bit slow to approve permits for log burners.
- » A lot of miscommunication between Council and builders around the building of the new preschool, and the respondent found this all very frustrating as she felt "out of the loop".
- » Because of the poor attitude of 1 or 2 of the building inspectors.
- » Bought a property that had a code of compliance with a "hick up" on it, rang the council as wanted to talk to the manager of the area, but they got my sons brother in law to call me back who had nothing to do with the building regulation service to give me the answer. I was fuming.
- » Building consents are too dear; and too cumbersome. Make them easier to obtain, for the good of the district.
- » Building inspection is an issue as it's really hard to get hold of them when we urgently need them.
- » Building reports take too long to get back to you.
- » Everything takes too long.
- » Expensive. What do you get for your money?
- » He was dissatisfied with the first lot because the house inspectors didn't use common sense and one of them was too arrogant.
- » In Rakaia the old post office block is a disgrace to the community of Rakaia all untidy where most care about their gardens.
- » In the last six months we have a lots of issues going on with building regulation services. When I work in Timaru and Selwyn, I get the building consent quickly and they have a lot better process.
- » Is currently in the process of getting building consents etc and says the time it takes to get consenting through is too long. Some personnel are not up to the task.
- » It has been years since the earthquakes so why is it only recently that the Council has found fault in our church and closed it down?
- » It is impossible to get a consent and feel there is far too many charges.
- » It ties in with planning, so if planning does not get their information right this impacts on the building services. They seem very unprepared to make decisions where they count, such as ensuring licensed tradies and the follow up to those professions, building consents and the expectations within the developments of building and planning.
- » It's ridiculous because it's overly strict.
- » It's too bureaucratic.
- » It's too highly regulated and they are letting poor-quality buildings be built.
- » Lack of or limited access to it. The timeframes in order to get anything done. The complexity of using the building regulation service. Demystify the whole system, for ease of use.



- » Lack of people keeping an eye on whether consents are adhered to, too much reliance on public notification.
- » Last time I had experience with that, the man turned up to inspect my silo and went to the wrong one. When I asked why it took so long to get a permit (42 business days) they replied "that's how long we've got".
- » Length of time to do inspections etc or even contact the Building Regulation Department is too long. They are terrible to deal with.
- » Length of time to get answer, real people in town are getting held up.
- » New housing built too close together or too near fences.
- » People get away with not complying building regulation service.
- » Personal experience with them.
- » Poor communication, slow timeframes and the cost of capital for the new buildings and the cost of rental for the tenants make the new buildings not viable.
- » She's built a house and there were unnecessary holdups by Council as a result of staffing issues so the communication from Council could have been better.
- » Simple things like the cost involved is too much. Not complaining about houses mind you.
- » Some of the builders try and get inspections done and they just can't get the person there when they need them.
- » Some of their own inspectors are quite tough on the tradesman.
- » Take too long with consents - you'd expect better for what you pay.
- » Takes too long to get consents through.
- » Takes too long, too expensive.
- » Takes too long.
- » That is more to do with the earthquake. It's nowhere near finished.
- » That many new regulations and rules coming in all of the time.
- » The cost of their building regulation service is too high.
- » The district plan should state "habitable building" rather just 'building' as this leads to huge expense around permitting sheds and garages.
- » The qualifications of tradies are not monitored e.g. plumbers. A number of unlicensed people are doing work in this field, and respondent is concerned about the potential impact on the water condition in the area - he says it is "terrible" at the moment e.g. there is ecoli in the rural Ashburton area that many people are not aware of.
- » The recent WINZ office. There aren't enough exits in the art gallery. No air conditioning at the EA Network Centre.
- » The regulations seem to be there to stop people from building because they are too strict and it's too expensive.
- » Their systems are nowhere near as robust as Selwyn District Council's system.
- » There are requirements that have to be undertaken to be able to get a consent for a new building.
- » There's a lot of red tape.
- » They are too over the top with regulations including having fire officers to check for safety.
- » They change the rules I feel to suit themselves.
- » They take far too long to process the buildings compliance or non-compliance with building and safety regulations.
- » They took far too long to do things and they weren't very open to different building techniques and suggestions. If there was a case of something that had been fraudulently installed, they were quite happy about it as long as they had a piece of fraudulent paper with it.
- » They're over-bureaucratic and they take too long and it costs too much.
- » Tied up with too much red tape, taking responsibility away from the individual. Overboard with safety- government lead not just the council.
- » Time frame turnaround with consent documentation is too long.
- » Timing and delays.
- » Too long, too many inspections. Building a shed takes too long to get approved. This speaks to the Council's silly ideas, and narrow-minded foci.
- » Too many delays in resource consent.
- » Too much bureaucracy.
- » Too much of a bureaucratic process to follow and too many delays when getting resource and building consents, too costly for the average wage earner.
- » Very slow in their processes and the industry requires a bit more haste.
- » Wanted some information from the Council and couldn't get it as they were going to charge me some money to get the information. There was no leniency and they said it was company policy that they couldn't give out the information but I feel they need to be flexible within those policies.
- » Was building a veranda extension for 18 months trying to get info from the Council. And they put all kinds of problems in front of me and later found out that I didn't need permission from the Council on this particular extension.
- » We had a fight with building inspector who was unreasonable. He was blaming Council and their regulation for what he was doing.
- » We had the building quoted and the council decided we had something inside of our property that needed to be fixed. Although our building budget was already tight. Had to pay an extra 10 grand that the council were very slack about.
- » We use to have only 3 inspections on a building now we have 5-6, the cost involved with consents are horrific that housing affordability is effected.
- » When is the decision made about the council offices and why do you need to shift, have land to expand on. Why use consultants when you do not listen and they cost thousands. The library, what's wrong with it and why do we need a new one?
- » When she had a leak in her new building, she asked them to inspect it and they said they don't inspect roofs.
- » Why does it take two staff members to do the same job as one man used to do?
- » Works in the real estate industry, and has seen some lax service on the part of the Council. For example, a house got signed off, but the property's driveway wasn't actually formed. Another example centres on carports on properties. Information that filters through is not correct, as the Council just doesn't elaborate enough to people. If people call up because they want to construct a carport, the Council will say "yes, that's fine." But they won't say that the carport has to be under 20 metres, or key information like that. The Council needs to supply that sort of information at the first opportunity, so builders and homeowners can abide by the rules.

## Property Information Services

- » A lot of the information is not followed through and there are assessments on developments that are not correct. There is also no follow through on the paperwork and expectations from tradespeople.
- » Building reports take too long to get back to you.
- » Could put a tax on it, that's why I don't like them involved in anything.
- » Council couldn't help me when I needed information on my villa and the council had very little information about them that they hold since the 70's.
- » Council don't hold records to property. He tried to help out with expanding these records, but they weren't interested. He got his drains cleaned, and tried to get the Council to find out where those drains

actually ran. This drainage system ran around another house, which should have had an easement. That house is built over a sewerage line now. He asked them to map the locations of the drains, but the Council wasn't willing to do that. Poor service; and an evident lack of interest in residents' situation.

- » Council drain running through property - gate open to allow certain amount of water through drain, council keeps changing it, resulting in flooding on property.
- » Don't check whether property ratings are being adhered to.
- » For rural areas allow more building and additions without having permits and LIMs as it is expensive for small non structural projects.
- » Have friends building houses but all of them have experienced very slow service and lots of hurdles to jump over and promises that were not kept - like yes we can give you consent before Christmas but yet it never happens.
- » I brought my property 25 years ago and i thought I brought property 10 but the neighbor had it and i actually own house number 6. The council has made a muck up and the housing titles are all wrong. Technically they have got the ownership house numbers wrong where I am. So this effects my title deed on my property and I am down as owning another house number. Stems back many years. A legal issue for property owner like myself. Bit of a logistical nightmare which I do believe should be sorted.
- » If you have an older property in Ashburton, there's a likelihood that the Council holds no relevant information about that property. For example, the third house bought in New Zealand had zero information attached to it. Paid 100 dollars for what was essentially a blank piece of paper. Like pulling teeth.
- » Incorrect information.
- » Information on older properties is sparse.
- » Issues where neighbours had done something wrong, and the council passed the buck again.
- » It is too expensive.
- » It takes a long time to try and get information.
- » Its general accessibility, or lack of.
- » It's not easy to gather the information and information not readily available.
- » LIM reports expensive to access.
- » LIM Reports take too long.
- » LIM's too expensive. I recently received a LIM, it was sent digitally, this is a lot of money to just get flicked a pdf which does not contain much information.
- » More information on individual properties available on line to avoid Q.V fee's.
- » No consultation.
- » Not satisfied that can access information about property of other people which you should not be able to.
- » Related to the same issue as the previous statement. When residents in a private capacity pay money to access the Council's information about property, the Council often has no information recorded. This means that people are paying money to essentially be handed a blank sheet of paper. The Council needs to be more fastidious in its record-keeping, so there's actually information to be accessed.
- » The cost involved getting that information.
- » The Council needs to be more technology-savvy around being able to pull a file electronically. This would be much superior to a paper-based system.
- » Their information service about property is nowhere near as robust as Selwyn District Council or Christchurch City Council's information

service about property.

- » This relates to the fact that residents are building becoming public knowledge. This feels like an invasion of privacy, as companies take this information, and use it to peddle their wares.
- » Tried to find out who owns his shared driveway and got run around, and had to find out for himself.
- » Understand the 20 days law on "consent issue", but unhappy as to why if required request's for more information can not be done at any earlier stage i.e. 15 days as opposed to waiting till the 20 days and then ask, this just holds up the process.
- » Went to get some information on a property we own and it had been taken by a council employee to look at without my knowledge. So took several days to figure out.
- » Works as a real estate agent. Since the Council's information service about property has gone digital, it's hard to find out the answers about little questions without having to wait five working days. The service just isn't expedient enough; especially for real estate agents who need these questions answered to serve clients' needs.

## Environmental Monitoring & Public Health

- » Better consistency. Change of personnel resulted in changes of outcomes.
- » Council should get involved when farmers are burning off their stubble because it makes too much smoke.
- » Environmental monitoring. There is no follow up in regard to issues being proposed.
- » Environmental monitoring a beautiful river but you cant do anything in it as it is so polluted.
- » Few food establishments in the town the cleanliness is not the standard I expect for public food outlets.
- » Has not seen much evidence of this. Also many people, including younger people, can't afford medical fees and can't get time off work to go to a doctor or dentist.
- » If they were concerned about our environment we would have had wheelie bins long time ago.
- » If you ring up Council about noise, they pass the buck and say it's not their problem and if you ring the Police about noise, they say it's Council's problem.
- » Litter control needs improvement.
- » Little more effort required with litter control.
- » Lot of litter around the town, people drop it because there are not enough bins around the town.
- » More services for rural youth to give them activities and for elderly in rural areas especially home help.
- » Now that there's more cow farms around NZ, Ashburton river isn't as good. On TV awhile ago, a person up in Rakaia was saying that their water ways are clear. The Ashburton river isn't really. They have a management plan about how they handle their water etc. This could work in Ashburton.
- » Personal run in with a environmental monitor, we felt vulnerable.
- » Should not be within the Council's purview, focus more on infrastructure.
- » She complained that the trees up against her fenceline needed trimming and the old polytech near her place had a lot of overgrown shrubs and Council took 2 or 3 months to trim the trees and shrubs.
- » Take too long to respond to noise complaints.
- » The council could be more proactive in looking after the local river and local waterways.
- » The issue is over water quality and it flows into the Ashburton District Council and you do not get enough information about the nitrates, for

example and it is a bit of a closed book. Needs to be better monitoring of air quality. An area that I would like to see some more work on.

- » The lack of consistency is a bug bear of mine.
- » The way they're going about it is not correct because the environmental monitoring regulations are a bit too harsh.
- » Their noise control is not great. Young people in our street party loudly till 2am in the morning and cars and screaming. So do not think noise control is that well managed (Grey Street).
- » There are not enough public health services available in Ashburton, you have to go to Christchurch.
- » There is a lot of a noise at night and nothing is done about it. There is also speeding on the roads and ignorant driving which is not being dealt with it.
- » There is usually a lot of rubbish.
- » There needs to be more litter receptacles when Council is holding events.
- » There's a lot of rubbish around town so public areas like the skateboard ramp should be tidied up more regularly.
- » These services aren't effective enough. Everything needs to be tighter, such that allotted funds are being maximised for the greatest benefit to the community. These services require more staff and more innovative initiatives. Ultimately, more programmes are needed to deal with issues surrounding noise and litter control etc.
- » They are not up-to the standard and need more monitoring.
- » They could pick up more on that.
- » They don't have a clue as to what is actually required health-wise. Came to Ashburton from Christchurch 15 years ago. Although Ashburton is a great place to live, the health system in this district is a joke. When it comes to mental and physical health, the district has no idea. Doctors' abilities are woefully subpar, and even child patients go ignored unless an ambulance is called. The district's health system apparently can't assist with a two year-old with an explosive fever, unless an ambulance is summoned to convey the patient to the hospital. This is a waste of resources and incites unnecessary stress.
- » They're not monitoring public health such as food regulations at commercial premises and when the people living across the street sell food.
- » Too many boy races even at 4am and no one seems to come deal to the situation.
- » Too many rowdy parties that don't seem to be controlled or monitored by the Council.
- » Too much bureaucracy.
- » When I complained about a noisy teen party that was still going on after 2am, I was told that they couldn't control noise levels from loud talking and laughing, only from loud music which I feel isn't good enough.
- » When I made a complaint about a very bad stench in the district, I never received a response.
- » Womens Refuge, Police, and Child, Youth, and Family needs to change and need to work more collaborative together.

## 11.2 Service Delivery

### 11.2.1 Drinking Water

- » Additives that get added to it.
- » Can't drink it because of the high chlorine levels.
- » Chemicals in the water give it a different taste.
- » Chlorination is quite high.
- » Dialyses patient so have to boil water.

- » Don't like fluoride in the water, I use boiled water or bottled water due to health concerns.
- » Filter tap installed, as the Council-supplied water was disgusting, malodorous, and tasted like dirt. The colour was relatively normal, but the taste and smell of chlorine was ultimately unpalatable.
- » Full of chlorine.
- » Full of nitrates, standard not as good as it used to be.
- » Funny taste in the water.
- » Generally it's shocking, people in Mt. Somers almost ran out of water. There is no way they should be giving away water where there are areas where the wells are running dry and they are digging deeper and deeper. They are not acting responsibly.
- » Has a rural property as well as an urban property that has been reclassified due to new zoning, and this should now be on piped water rather than on a well. The house is also in a high contamination area due to a nearby freezing works, so filtration systems are sorely needed.
- » Highly against fluoride. The Council is taking away residents' rights to choose what goes into their bodies, by unilaterally deciding to mix fluoride in with the drinking water supply. Scientifically speaking, fluoride has not been proven to be of any great benefit to subjects; so the risks outweigh the benefits. Consult with the community before making such important decisions.
- » I like filtered water better.
- » I use a filter because water tastes bad and has chemicals in it such as magnesium.
- » I would love to have non-chlorine water.
- » It can taste funny with too much chlorine.
- » It doesn't always taste good so they've got a filter system for it.
- » It has chlorine in it - on some days it is all you can taste in the water. There is no need for this to start with as the local water is perfectly good with no need for additives.
- » It is dirty, I do not think it is safe to drink.
- » It should have a filter at the gate because sometimes you can smell the chlorine in it.
- » It smells of chlorine at times and I don't like the taste of it.
- » It tastes like mud and the additives are also affecting taste.
- » It tastes too strongly of chlorine and other chemicals.
- » It's a bit weird. Hails from Christchurch; and never felt that the taste of water was weird there. After moving to Ashburton, the taste of the water is noticeably worse than Christchurch's water. Ashburton's water tastes metallic.
- » It's chlorinated and it has fluoride in it, so it doesn't taste very nice.
- » It's got too much chlorine in it.
- » It's not the nicest water. There's sometimes a bit of cloudiness, and the taste is never the best.
- » It's not very pleasant to taste.
- » Looks really cloudy.
- » Methven getting to big for the supply, lose pressure.
- » Not as good as compared to Christchurch.
- » Puts it through a filter. Had a good close friend that worked for ACL, and learning about the system that the water comes from. From his understanding, the town's water filter system desperately need an upgrade. The Council is just patching it up, rather than going the whole hog. It's more economical to upgrade the entire system than to maintain "buggered material".
- » Requires a lot of chlorine to make it drinkable.
- » She doesn't like the taste of it.



- » Some days the water seems fine but others it smells of chlorine.
- » Sometimes it's quite murky and cloudy.
- » Taste dirty, so I won't drink it.
- » Tastes terrible, has fluoride in it.
- » The supply always needs to be filtered when consuming water at both home and at work. The water tastes quite chlorinated; even when boiled and stirred in with a teabag, or coffee grounds.
- » The taste.
- » The taste.
- » The taste. They have taken out the fluoride.
- » The water smells like too much chlorine is in it and it can taste funny so I get all my water from my son's well who lives in the country.
- » The water supply is quite heavily chlorinated. This chlorination affects and exacerbates skin conditions such as dermatitis.
- » The water supply's chlorination and fluoridation respectively. Dead against fluoride, as it exacerbates dermatitis. This has been verified by drinking both fluoridated water and water freshly drawn from a well, in two separate settings. Avoids drinking fluoride and chlorine, so upset that this has been added to the water supply without a mountain of community consultation first.
- » The water varies in taste sometimes. Not quite certain what the water tastes like, but ultimately it could taste more palatable.
- » Their water was cut but nobody contacted her to let her know it was going to be cut and nobody seemed to know anything about it.
- » There is a restriction in how much water you can drink/other usage services.
- » There's too much chlorine in the drinking water.
- » Too much chlorine in the water and I now opt for filtered water.
- » Used to have lovely clean water, and now have chlorinated and and can smell and taste it.
- » Water taps need to be more accessible like Oamaru they are easily found blue in colour and in the street.
- » Water tastes bad, though it has improved recently.
- » Water wrecks the taps and water cylinder. I have been here ten years and am already on my second water cylinder.
- » We've been on water restriction for a long, long time. We are meant to be changing to a new system, however we heard nothing. I contacted them myself and received an email with updates but as yet nothing has happened. I don't know what is happening. It would be best to update us all by letter as not everyone can attend the meetings.
- » No maintenance.
- » No maintenance.
- » Not as nice as they used to be, maybe using cheaper plants and weeds.
- » Not up to the same standards around the town clock, looked a mess a few months ago and they chopped all the trees down.
- » Public flowerbeds are not up to par in Methven.
- » Ran out of funding and they cut down blossom trees leaving the ground bare showing all the unattended weeds.
- » Sometimes they look overgrown and messy.
- » The general tidiness of the public flowerbeds and displays. These could be tended to a bit more, and made to be a little more attractive for passersby to admire.
- » The square where Griggs statue is in the centre of town the flowerbeds are terrible, they are not looked after although I think they are going to alter them.
- » There could be more NZ native planting.
- » There should be more eatable gardens.
- » They are below standard of maintenance to what they used to be.
- » They cut the budget for the planting in Todd Place, but we would do the work if they just gave us the plants as we have done for the last 30 years.
- » They don't perform to the standard they set.
- » They look gorgeous, but there should be native plants because there is water restriction. To add on, they get watered mid day when other people are not allowed to use water and it gives a wrong message.
- » They only look after the ones in the actual CBD but not the ones outside the CBD so the ones outside the CBD are a bit tatty and overgrown. Some of the flowerbeds at roundabouts are too high so you can't see what's happening on the other side of the roundabout.
- » They took too much watering and should inquire using native plantings which require less maintenance.
- » Those flowerbeds and displays have slipped over time. Certain places along the bridge need to be tidied up, and these places' trees need to be maintained. Baring Square is looking very neglected.
- » Too much spent on the flowers, changed regularly must cost thousands plus constantly watering in the middle of the day when we are on water bans.
- » Trees growing along the avenues in the CBD are overgrown, and are in need of pruning back.
- » Was satisfied, but lately there has been a decline in the upkeep of some areas, especially Baring Square.

## 11.2.2 Parks and Open Spaces

### Public Flowerbeds & Displays

- » A bit messy and could do with more care.
- » Baring Square, it's not as good as it used to be.
- » Because they're pretty untidy in town. Not so much the Main Street, but Chalmers Ave's flowerbeds are full of weeds.
- » Council spends too much time and money on their presentation when they should be addressing more important things.
- » Didn't seem as good as in previous years - ones coming in to Tinwald.
- » In the winter they look a bit shabby and other time lovely.
- » Maintenance on them is not good.
- » More trees need to be trimmed especially on intersections and corners. They shouldn't be watering town flowerbeds in the middle of the day when there are supposed to be water restrictions.
- » When they used to have a sextant living on the cemetery grounds they used to keep it maintained but now they don't top up the graves once they start to sink.
- » Unkept, when mowed they don't use a catcher.
- » Too much rubbish lying around. Trees cut down and left lying around.
- » The Rakaia cemetery, which is the one she goes to, is always unmown and shabby.
- » The Rakaia cemetery lawns badly need mowing more often, and it needs a more regular water supply for filling of flower containers etc.
- » The grassed areas are not up to the standard they used to be e.g. the ground is uneven and there are too many weeds.
- » The cemetery at Alford Forest looks very rundown because the trees are overgrown.
- » Need more upkeep.
- » Need more care, landscape work.

### Cemeteries

- » Need maintenance and someone checking their condition.
- » Methven Cemetery has a lot of excess trees/foliage; and needs a lot of this removed.
- » Heard the Methven Cemetery needs a bit of a tidy up through the community board here in Methven.

## Sportsfields

- » Rakaia needs an upgraded sports field but because so much money was spent on the EA Centre, it isn't possible.

## Playgrounds

- » Because not enough playgrounds, there is only one which is in other part of the town.
- » Because we have a huge issue at the Ashburton playcentre with a pigeon issue in a notable tree and the council wont do anything about it and we have been fighting it for 9 years. Issue with pigeons crapping everywhere and they come and clean the footpaths from time to time but it is not just on the footpaths it is right inside our play area as well where the pigeons make a huge mess.
- » Closest one does not have good parking. There is a duck pond and bushes, weed is not taken care properly there.
- » Dissatisfied to the ends of the planet. The ones that do exist are pathetic, except for Hinds. Ultimately, there's just not enough playgrounds. There should be a playground in each neighbourhood, and more areas for kids to play.
- » Need a skate park, a professionally made one not like the one in Ashburton. Dog walking park in Methven needs a 10 foot high sound proof fence for the dog park, just darn ridiculous.
- » Need more for bigger ages 7 up to 12 as there is nothing for them and that's why there is so many kids roaming the streets getting in trouble. A better skate park more aimed at scooters and a bigger playground, adventure playground for the older kids where they can hang out and have a bit of fun.
- » Needs more regular maintenance such as raking back in to hollow spots, tightening joints eg like the diggers on the poles.
- » Not any native natural area for children to go, so there could be more. Need more for young children, the playground is ok but need something for the under 2 age group.
- » Some need updating and more repairs done on them.
- » Some parts on the playground are broken.
- » The playground in the centre of Argyll Park needs to be scrapped or have a cash injection as it is rather dated and too many teenagers hang out there, not making it safe for younger children. The new one, however, is "fantastic".
- » There isn't much for children to do in the playgrounds.

## Ashburton Domain

- » In the winter they look a bit shabby, and other time lovely.
- » Its not getting the maintenance its used to get and is becoming scruffy.
- » No maintenance.
- » No maintenance which effects the locals.
- » The flying fox at the Domain is in need of an upgrade.
- » There is no shelter for children on very hot days.
- » Would like to see more coloured flowers and some trees could be a hazard.

### 11.2.3 Public Conveniences

- » Ashburton Domain toilets by the main playground need urgent upgrading.
- » Don't feel they are clean enough so I stay away from them.
- » Hinds public toilets are good, but there aren't any others in the area. Install public toilets in less populated areas.
- » Just don't tend to like public toilets in general, not just Ashburton's ones. In general they might be alright for all I know, but we could do with more public toilets in better places.
- » Not clean enough, worried about getting sick.
- » Not enough of them around the town.
- » Not enough toilets and the toilets that are there are not that clean.
- » Not enough, but the ones available are fine.
- » One toilet in East street, in the centre of town. Can be dirty at times.
- » Only one public toilet block in Rakaia which is used continually by tourists so we need more.
- » Only one public toilet in Methven and it's maintained by a publicly funded local townsman which the council only subsidizes because when the council hired their own contractors for it, its cleanliness went backwards.
- » Public toilets dirty and disgusting and yet you see in the paper, Ashburton has got the best toilets in the South Island. What a load of crock.
- » Sinks and taps are too far from the edge of the bench and the bench is very high forcing some people to get wet when using them.
- » The Alford Forest public toilets are used constantly so they should be proper toilets with better facilities.
- » The general condition- they're disgusting. There's no towels to dry hands in the domain; despite there being hand dryers in the main public toilets. Everyone's walking in and out of the Domain toilets with wet hands, spreading germs all across the facility.
- » The hygiene standards are poor in general.
- » The Methven one is very old.
- » The public toilets in the Ashburton domain weren't up to standard and the toilet didn't have a flusher.
- » The toilet wasn't flushing, needed more power in the Ashburton central public toilets on East Street.
- » There needs to be more.
- » There should be more public toilets in town because there is only one main public toilet complex in town.
- » There's not enough. One set of facilities on the main street is crazy; so install more.
- » There's very few of them, and not overly well maintained.
- » They just need to be cleaned. Not very inviting to outside visitors.
- » They never fill in the check sheet as to when the toilets were last cleaned and the regular maintenance sheet isn't being checked to see if they are doing the job or not.

- » Toilets are shabby compared to other towns toilets in NZ.
- » Unhygienic for changing babies nappies in.

## 11.2.4 Recreation and Leisure

### Public Library Services

- » You have to pay for a library card.
- » When school library wasn't available, if the book didn't go back to the library on time we would get a bill for late fees and no email contact. Just posted bills with extra charges by the time he posted bills, arrived at home.
- » We don't get to use it as too far away, yet we pay for it through our rates.
- » Wanted the new library to be built at the Ashburton college, but i do love the library and the staff are excellent.
- » Think that they desperately need to do something about the building and have greater accessibility by extending their hours and needs to be a bigger library to cope with the growing community.
- » They charge children for overdue books and people stop going there because of this.
- » There is not good enough range of books for children.
- » The library needs to keep with the times, not so much with regards to the building which houses its contents, but more with regards to its catalogue and facilities. Keep things up-to-date.
- » The fact the library has been in a state of disarray since the earthquake times. Now the issues with the new building for the library is going to be a costly one.
- » The building is looking somewhat run down and it leaks when it rains. However, is aware that Council is looking at this.
- » The building is an eyesore. It needs to be revitalised, such that it's up-to-date. The library has very good books, but it needs more technology installed for the benefits of the library's users.
- » Shifting it to the college area would be further for the elderly to go who use it. Going forward the college may need that ground for the future. Concerned being close more young ones would use the internet.
- » Ongoing trouble they have had with building the public library.
- » Not enough variety in terms of the library catalogue. Very focused on certain areas and certain people. For voracious readers, it's not worthwhile going there.
- » Methven library has been under construction for too long.
- » Methven library - been building it for the last two years.
- » Library is fine but would like it to stay where it is not in the middle of town as there would be too many mobility scooters and bicycles around it.
- » Leaks.
- » It is too far to use while we are paying rates for it.
- » For the size of the area in the county, it could be a better facility. Satisfied enough with the library's tech and catalogue, but the building itself is a little shabby/dilapidated.
- » Bugs me on the weekends that library is just not open long enough. Should be open all day.
- » Because the books are old. The libraries are only open until 8:00p.m. They need more computers for public access. The library building is old and not very appealing.

### EA Networks Centre

- » A good facility on the whole, but needs to have somewhere for parents to sit and watch their children and it is too hot on a summer day. Hydrosides would also be appreciated.
- » A lot of money spent on it and coming out of rate payers. You would of

thought they would put in the slides into the pool. Pool had to close on a hot day, no air con or cooling system.

- » Air-conditioning, and I want a hydroslide.
- » Air-conditioning.
- » Although it's good to have, I am a bit disappointed that the pool isn't larger and there isn't more facilities available for kids.
- » Because it needs a cooling system in there.
- » Because it's a brand new facility yet over summer they had to shut it down for a day losing revenue, even though they were told last summer they needed better air-conditioning, and they've put in a new sound system before they've put in air-conditioning.
- » Because they did not put enough things in there when they built it. They had one chance to make it and they did a half job.
- » Changing rooms too small and no heating.
- » Cooling system is not right. Didn't put hydrosides in. They were short sighted.
- » Could be bigger but is a great facility.
- » Council giving into the manager to easily. E.g. pool closed because its too hot.
- » Council was thinking too small when it came to this centre. It should have been constructed as a facility that was foremost in its field. For example, the 50 metre pool should have been at least a 100 metre pool, and a hydroslide should have been installed. This would attract more tourists to the district, rather than their going to the pools in Timaru. Aware that financing is limited, but think about installing unique attractions as time marches on.
- » Didn't forward plan only 25 metre pool when all competition pools are 50 metres could have opened more opportunities for sporting tournaments etc.
- » Disappointed with air-conditioning and size of the pool. They are just putting the air-conditioning in now which is a flaw.
- » Don't like that it was closed when it was hot.
- » EA Network Centre didnt have air-conditioning to start with. When it gets 31C EA Network shuts down. They do not have hydrosides people go to Timaru.
- » Far too hot and difficult when you are managing children on the side of the pool.
- » Feel too small and needs to be bigger and the temperature control is set too hot
- » Gets too hot in there.
- » Green waste bin not in use and the EA Networks Centre.
- » Heating issues.
- » I brought a swimming card, I went to use it and the time had gone but it was in very fine print.
- » I would have preferred a hydroslide and more parking. More money should have gone to a pool/bigger pool.
- » It had to be closed on the hottest day of the year as the air-conditioning was insufficient. The whole venue was not planned properly as there are too many large windows everywhere, making the whole area far too hot, and the pool is by no means big enough.
- » It is just far too hot in the Centre it can be unbearable. But I know in the next budget they are looking at doing something about it.
- » It needs a proper cooling and heating system. The cost of hiring the courts are actually very expensive.
- » It should have a hydroslide and have the bouncy slide out more and it should have more facilities so when the Mount Hutt ski field is closed, there's something to do there or they could put an ice skating rink next to the EA Networks Centre.

- » It should have a hydroslide and there's a problem with the air-conditioning so it gets too hot on hot days.
- » It's a very poorly designed building with very little forethought and it isn't user-friendly.
- » It's a waste of money. They "half-arsed" it, and did half the job. This indolence and poor planning led to the centre having to close in the middle of summer. The Council underestimated, under-equipped, and underfunded everything in the beginning.
- » It's in dire need of a proper air-conditioning unit. Kids can't be taken to swimming lessons because it's too hot. They're missing out on learning a vital skill; so address this as soon as possible, and disseminate the information that it's been fixed.
- » It's over budget. It's going to be a continual drain on rate payers the way it's funded at the moment. The concept is good, but has not been well administered in terms of design, construction and budget.
- » It's too hot in there.
- » Just not enough services. Small gym and air-conditioning is not good.
- » Lack of air-conditioning and very noisy.
- » Lack of air-conditioning.
- » Lack of parking, no air-conditioning, whether it's going to be a pool or stadium.
- » Like many things in Ashburton, it's almost there, but not quite. The Centre really needed a bigger pool. With Christchurch's QEII Centre closed, Ashburton could have had the best pool in the area. It doesn't matter if rates need to be slightly increased: go the whole hog.
- » Main pool is not long enough for competitive swimming and is only 25 metres long.
- » Needed a bigger pool.
- » Needs a cooling unit and when too hot have to close it.
- » Needs a hydroslide.
- » Needs air con or something to ventilate the building in the hot weather.
- » Needs air-conditioning, too hot on hot days.
- » Needs more car parking especially when winter sports teams are there. No pedestrian crossings or signs warning of children crossing outside EA Networks Centre.
- » No air-conditioning in the EA Network Centre in your area.
- » No conditioning there and it's so hot.
- » No cooling system in it.
- » No hydroslide and no air-conditioning.
- » No hydroslide, air-conditioning issues, no photography allowed should be ok if it only you and your kids.
- » No hydroslide, air-conditioning issues.
- » North facing windows, problem with overheating and have no air-conditioning which will now have to be rectified at a cost.
- » Not making money. Cooling insufficient.
- » On a hot day when you want to use the pools, it's closed. There's something wrong with the Council's decision making when there's no adequate air-conditioning in a new building.
- » Pool isn't big enough, not enough space for pool. In winter netball kids have to warm up in the car park rather than inside.
- » Really shortsighted that they didn't do anything about the air-conditioning system when the centre was first opened, no air-conditioning and they had to close the swimming pool because of it the other day.
- » Room temperature is too hot. People have had to be shooed out for safety reasons.
- » Rough service on small pools and changing rooms and my children are continually getting cuts after being there.
- » Should be bigger to hold a bigger capacity; Needs air-conditioning.
- » Should have put in a 50 metre pool, would have had better use, possibly more national top style events. Needs more seating.
- » Should have put in a hydroslide and aimed for the best they could do for the future and not the 9 million on the museum, which the local people paid for it on their rates and are likely going there once only, with sport and recreation which will get multiple use.
- » Tends to be very hot inside the Centre.
- » The "user pays" issue, and the centre being oversubsidised by the rate payers. Essentially, non rate payers are using the facility, but not contributing to the extent that rate payers are. This financial buttressing needs to be made even across all users.
- » The Centre is too hot during the warmer months, which means grandchildren can't be taken there for any tremendous length of time.
- » The changing rooms are horrific because there are only three single changing rooms and three family changing rooms.
- » The chlorine in the pool is too strong, it causes asthma so our family can't swim there.
- » The Council did not look into this properly - the pool is not big enough and there is not sufficient air-conditioning during peak summer periods. The venue had to close down for a day not long ago due to this.
- » The EA Centre has to be closed on very hot days as it has a problem with air-conditioning.
- » The EA Networks Centre could have been world-class, but the Council erred when it decided to build only a 50m pool. A 100m pool would have been a much superior decision to attract events to the district. The building is also very hot and needs a proper cooling system installed.
- » The EA Networks Centre is a good facility, but the height of rates in the area should afford Ashburtonites certain privileges. Rate payers should be able to access the facility more cheaply; and there should be a higher price for out-of-towners and non-rate payers. This would make the system more "user pays".
- » The extra cost of not having air-conditioning and there are always add-on costs and it should have been done right the first time. It should have a hydroslide.
- » The issue with the pool too small and too hot, not enough parking and too noisy.
- » The lack of a cooling system, making the Centre too hot in summer. The gym pricing. The gym is far too cheap, as the EA Networks Centre should be "user pays" so that rate payers don't need to foot the bill for its running costs.
- » The ongoing cost of running EA Centre and also adding more items at rate payers expense rather than having user pays.
- » The pool area is too hot.
- » The running costs. The centre needs to do better to recoup its costs from "user pays." If this centre needs to be consistently subsidised over the coming years, it could become a money sink. Ensure that this outcome is averted by strong and prolific planning in 2017.
- » The sound system is ineffective, it gets too hot in the Centre with the sun pouring in.
- » There are a lot of hiccups with it, the swimming pool is too small, it gets too hot on hot days, and they're thinking about having a hydroslide but they can't justify the cost of it.
- » There are no air-conditioning units at the Centre so it overheats. They had to close it on the hot days this year.
- » There should be a separate place for the processing of drivers licences.
- » They didn't put a hydroslide in.
- » They haven't done the job properly because they didn't install a cooling

system and the sound system is no good and the hall should have been bigger.

- » They keep passing all their costs on there at the Networks Centre.
- » They spent a lot on it but they didn't install cooling systems, so it gets too hot on hot days.
- » They're having to put cooling in the place because it gets too hot on hot days and it isn't state of the art. The swimming pool is only 25 metres long.
- » This dissatisfaction has arisen solely because of the heat in summer. Grandkids love frequenting this facility, but find it's too hot during the warmest season. Install some ways to moderate the heat.
- » Too costly to run which is not necessary. Which ultimately rate payer have to pay, not the users of the facility.
- » Too expensive and not built for purpose.
- » Too expensive.
- » Too hot and noisy.
- » Too hot in the Networks Centre.
- » Too hot in there - had to close because of the heat.
- » Too hot in there and needs air-conditioning. Was not happy about it closing on the hottest day of the year.
- » Too hot in there.
- » Too hot, problems with the lack of air-conditioning. Funding for the hydroslide do, they have enough money to do it I wonder.
- » Way too hot in there.
- » We have gone there but there are problems. Firstly, the heating fiasco. There's no slides for the kids. The gym is crammed I've heard. The money they spent on the art gallery should have gone into the EA Networks Centre. The art gallery is not amazing, it's a white elephant. Most people won't go. We drive to Timaru instead, it's cheaper and a much better facility. It could have replicated. They could have done a similar project in Ashburton.
- » What a waste of money. Been to kids school sports, it is hot uncomfortable. Kids came out of the pool with cuts on their feet from the tiles in the pool. The whole surface is way to slippery also.
- » When it's hot they have to close the pool down so there should be more windows and air-conditioning. It undercuts the other fitness clubs so two of them have gone under. He has to pay for it through his rates.
- » Why build a big centre with a small 25m pool that can't hold events properly.
- » Why would you do just four netball courts and have two outside in the cold for warm ups and have to clean your shoe's when you come inside. Should be all in door, six courts, four for netball and two for warm up. Swimming pool, no slide, nothing there for the bigger kids and can't even hold swimming sports competitions there. Charge far far too much.
- » You can't go swimming on a hot day. No seating. Poorly made.

## Ashburton Museum

- » A complete waste of rate payers money.
- » A lot of money for what it is and they plowed the money in to that, and scrimped on the EA Centre, where all ages would get the benefit and visit the museum once if that.
- » A lot of money spent that didn't need to be spent.
- » A lot of money was spent on it by Council and a town of Ashburton's size doesn't warrant such a large expense for something that doesn't get utilised much.
- » A total waste of money. Moved the exhibits from one museum into another, and overspent. No different from what it was before. Nothing interesting, nothing exciting. Not taken to its full potential.

- » As far as I am aware it's not completed yet and the cost overruns were exorbitant.
- » Ashburton didn't need another museum.
- » Because it cost a fortune to build it and very few people use it.
- » Because it's an ugly colour and looks like an eye sore, there has never been a lot of visitors to it and too me its a huge expense for something that never gets used.
- » Council built it but the town didn't want it and the EA Network Centre suffered because of it.
- » Council pushed the museum through without doing the budget properly and they took shortcuts.
- » Do the exhibits at the museum ever change, building is nice though.
- » Feel it is overpriced and we are paying for it.
- » For the money that went into it didn't meet expectations.
- » Has been once and feels it is stagnant - it houses "the same old stuff" in a nice new building. It does not cater for children to get stimulated and experience new things.
- » He's dissatisfied with the art gallery because there was a huge capital expenditure on it and a lack of attendance. He's satisfied with the actual Ashburton Museum.
- » I fail to understand why it needed so much funding spent on it as I never see a lot of people there.
- » I have never been happy about the museum. I have always voted against it.
- » I think that the amount of money spent is not been satisfactory. Concerned the amount of use that it gets compared to EA Centre.
- » If they want more people to frequent this attraction, they need better advertising. The Council seems to have a fixation on having no signage in the area, so the museum can't even put up a larger and more modern sign. Ultimately, the museum just needs to be more utilised.
- » It cost more than it is worth because it is not that popular.
- » It cost too much and they didn't need a new one.
- » It cost too much for such a poor structure and it's not very user-friendly.
- » It is in the wrong spot, they rushed the decision and put in wrong place.
- » It shouldn't have been so Council-orientated and there's nothing wrong with the existing one so they shouldn't have spent so much money on it because only certain types of people go to it.
- » It was a waste of money because hardly anyone goes to it except for schoolchildren on organised school outings.
- » It was only going to cost this, now it's going the cost of that, all for the museum but too much cost is going into it where the money should be going to necessities.
- » It's a big expense for the amount of people who go there.
- » It's a lemon and people pay too much for it. 99% of the ratepayers didn't want it. There aren't enough carparking spaces there. It's diarrhoea-coloured. They can't advertise the cafeteria on the street and they're wondering why nobody goes to it.
- » It's a waste of money. Council funds into roading so that Ashburton's roads are satisfactory.
- » It's a waste of money. It should have been amalgamated with the EA Networks Centre.
- » It's a waste of money. There's nothing else to say.
- » It's an unnecessary expense, it's a white elephant.
- » Just feel there is a lot of money spent on it.
- » Lot of money and should of used/stayed the lovely old building it was in.
- » Museum waste of money and the arts centre.
- » No advertising out the front. No real street appeal.

- » No one uses the service which results in a waste of rate payers money.
- » Not happy. Put a cost on every man, women, and child in the district of \$25.00 each for the rest of their lives.
- » Not necessary, waste of council funds.
- » Not really much in there.
- » Rate payers opposed the Art gallery and museum but they went ahead with it anyway. They didn't listen to us. Those million dollars could have been better spent elsewhere, not to mention ongoing costs to manage the museum.
- » Sales stall in lobby, paid for designer to do the lobby then sticking the sales table takes away from the design and art work.
- » She objected to rate payers spending so much money on a new museum.
- » Should never have built the museum in my opinion as more costs to the rate payer and there was nothing wrong with the old museum.
- » Should never have spent the money on it, there are many more important things.
- » Spent a lot of money on the new museum and only a minority group tends to go there.
- » Spent money on stupid art gallery. They don't have enough facility for kids.
- » The art gallery upstairs is costing too much for upkeep and the cost of building it. How come there is air conditioning there when the very used pool doesn't have it?
- » The Ashburton Museum grossly overspends for the amount of patronage it gets. It needs to pull its weight if its to remain open. Deeply questions whether its existence is warranted.
- » The building is too plain, and boring. I'd rather have some sort of artwork on it. It's good inside, but needs to liven up the town a bit.
- » The colour of the building makes it look like a prison.
- » The council didn't listen to the residents and majority of us didn't want it. Could have used the money on other effective purposes.
- » The money could have been spent on something more resourceful.
- » The previous museum was fine and this new one cost a lot of money to build and run so now we have to pay to go into it.
- » The rate payer should not be funding the museum, they should have to fund raise for it like everyone else.
- » The way they handled the new building. The offer with the Methodist Church would have been a better option.
- » The whole thing was mismanaged from the start, rate payers have to pay for it, and cost too much.
- » There is not a lot in the museum, it's pretty ordinary and art gallery is even worse.
- » There is not much in the museum or the art gallery. Nothing there to interest me.
- » They are spending a lot of money in it which they should not.
- » They charge locals who fund it to use it.
- » They could have put the money spent on the museum to better use.
- » They got so much potential, if they work with Christchurch Art gallery and have better art pieces it would be worth going there and would attract people in Ashburton.
- » They spent a massive amount on it. The district doesn't need a \$12M art gallery. There are much more important things they can be spending the money on, such as sealing roads. And also it's a continual drain on rate payers, it will never fund itself.
- » They went about it the wrong way. They decided they were going to build it whether the public liked it or not.
- » Think and feel it was a waste of money in my personal opinion.
- » Tilt slab building; no character. Dress it up a bit, so tourists want to visit the museum and take photos to show their friends and family back home. This will create a cycle of wanting to travel to Ashburton from other countries.
- » Too much money spent, but its not getting utilised for all ages like teens and children.
- » Total waste of money.
- » Waste of money.
- » Waste of money. Overcapitalised and underused.
- » Waste of rate payers money. Never in favour of the museum, and its popularity is waning.
- » Waste of tax payers better spent on a decent EA Network Stadium - councilors are old and looking at there age group not the young ones.
- » Went over budget possibly took funds from the EA Network Centre.

## 11.2.5 Refuse and Recycling

### Rubbish and Recycling

- » As we are on the fringes of Ashburton we are classed as rural and we don't receive the recycling service.
- » As we have a large family the small green bin isn't big enough for our needs and as we are now rural we have to use the recycling station in town but that will only take plastics.
- » Bag quite thin so often rip.
- » Bags are too expensive but the system works fine.
- » Bags are too small and come in a bag themselves which is wasteful, straight away you have rubbish to put in your bag.
- » Because of no green waste bins.
- » Because the rubbish truck goes right past her gate but they don't pick up her rubbish bags or recycling.
- » Because they have made a decision which will impact me. The way it gets collected is not great. The bins are broken and it will cost me more with the new system. I am not satisfied with the way they have answered my questions.
- » Because we need the wheelie bins as the rubbish bags are not doing the job.
- » Bins get broken due to being dropped on the ground and it lessens bins life.
- » Bit rough with it and when they pick it up, if a bit of rubbish falls out they just leave it on the ground.
- » Can't access this service in the country.
- » Careless with bins and don't pick up any rubbish they drop through being careless.
- » Careless with the bins, they crack when they thrown on the footpath, can even be put back middle of drive way.
- » Council need to get bins in.
- » Council only have a rubbish collection service in the city and they live on a lifestyle block in the country so there is no rubbish collection service there but they have to pay for the rubbish collection through their rates anyway.
- » Currently dissatisfied as we pay for our own personal bin because the bags get eaten by stray animals although I'm told we'll be changing to closed bins this year.
- » Currently don't have a green waste collection needs to not be going to land fill. Collection service too rough and ready damage bins.
- » Disappointed they haven't changed to the big wheelie bins yet.



- » Dissatisfied with their services as if I have got to put the rubbish in the car I may as well drop it off in town, which I chose to do.
- » Do not like the idea of wheelie bins and would sooner keep on with the black bags and the smaller recycling bin.
- » Does not get this out in the Mayfield area. Have only recently seen some Council skips erected on the main road.
- » Does not need a wheelie bin, also does not use the black bags very often as does a lot of own composting.
- » Don't like the plastic bags we have to use.
- » Don't think it should take so long to have a wheelie put in place and would like to have a separate green bin.
- » Feels there should be more types of recycling on offer rather than just putting everything into landfill type situations.
- » Get rid of the open bins which spew out rubbish all over the place.
- » Get with the ages need bins with lids and in the norwest rubbish just blows every where.
- » Has to pay extra for for rubbish bags and does not think this is necessary as the rates should already cover this.
- » Hates that collectors don't pick up any rubbish they spill. Noticed collectors tipping recycling bins out just last week: they dropped three bits of rubbish, and a lid off a drink bottle. They just left it there. This is a persistent problem, and is starting to make the streets look untidy. Also, animals are attacking rubbish bags that have been left out at night. Give out wheelie bins as soon as possible.
- » Have to pay for our plastic bags and hardly fit anything in them and want to get up with the times and have the bins.
- » Haven't got any.
- » Haven't got any.
- » Having rubbish bags is quite old-fashioned so they should change to wheelie bins.
- » He hasn't got a green bin.
- » He's dissatisfied with the current system, which is rubbish bags so it's old-fashioned but they're changing to the wheelie bin system.
- » I am satisfied about the rubbish and recycling I am just concerned when they asked for opinion to change from plastic bag to bins we were not advised of the cost of this change, and should have had the facts of costs presented at the same.
- » I hate the little bins because stuff blows out of them down the road. They are also too small for our needs.
- » I have put my rubbish out and sometimes it has not been collected which has caused distress in my living situation.
- » I like bins not the bags. What is provided is too small. Not big enough for the house.
- » I read about wheelie bins being user pay with installed micro chips. Does this mean our rates will be reduced if we have user pay for our rubbish?
- » I thought they were going to bring wheelie bins. I would like to see that still happen.
- » I want the bins instead of the plastic bags and the plastic bags that we have to purchase are expensive and they rip very easily.
- » I would like to see wheelie bins.
- » If they want to get rid of their rubbish they have to take it into town so there should be a drop-off point where they can leave their rubbish.
- » If you want to drop off your rubbish for free you have to pay for expensive bags and in most areas the pick-up is included in the price.
- » Improve it for rural people.
- » In a work capacity, rubbish is put out for collection on Burnett Street each week. One of the two dropoffs (Tuesday and Friday) doesn't get picked up each week; and there seems to be no rhyme or reason as to which gets ignored, and why this is happening. It's not the time at which the bins are being put out, as they're both out before the required time (before 8am).
- » In Rakaia we used to have someone who came around the area and picked up loose rubbish but that has service has stopped. Nowhere to dump lawn clippings in Rakaia.
- » It takes 3 or 4 weeks to fill up one of the black bags with rubbish so it stinks so it will take ages to fill up a wheelie bin for a one-person household.
- » It would be quite nice to have a green waste bin system in Ashburton; especially one similar to Christchurch's successful system. This saves residents and keen gardeners from having to drive their green waste to refuse stations every week. It would also be nice to have wheelie bins. With the current system, rubbish can fly around the street when a strong wind picks up. There's also little room in the current disposal units, which sometimes means rubbish gets backed up and has to be stored. Wheelie bins would be superior to what's currently in place.
- » It's an archaic service and they would be far better off with a wheelie bin service.
- » It's average because they don't pick up rubbish in rural parts of Ashburton District.
- » It's primitive. The vehicles they use are converted buses. It's just rubbish.
- » It's very expensive to dump your rubbish at the landfill in Rakaia.
- » Larger recycling bins.
- » Litter especially when you go over the bridge to Tinwald.
- » Live in Winsloe Westfield 5km from the town boundary and why shouldn't we have our rubbish collected when Fairton does? And another example Motukaraka in Selwyn District gets there collected and they are miles out of town.
- » Lives just out of Rakaia and so does not currently receive this service. Currently has to drag bins down to the main road, where these often get blown over. The dump in Rakaia is not open during many weekday hours that are convenient for working people, and the householder often has to pay for a private collector.
- » Looking forward to the new wheelie bins, but is annoyed with the thickness and size of the rubbish bags as the quality is poor (they have deteriorated over recent times) and the price has become too high.
- » Looking forward to wheelie bins coming out. Rubbish bags and lidless recycling bins are terrible things: the former are expensive, and half the rubbish ends up blowing down the street for both. Wheelie bins are user-friendly and much better at ensuring that waste actually goes to landfill rather than blowing about. Endeavour to get these out as soon as possible.
- » Methven has no rubbish dump, just a recycling station, and yet we are still on the rubbish bag collection service.
- » More rubbish bins around town. Especially parks, where children play sport. Also, rubbish and recycling services have been extended to rural residents; but unsure if these services are even wanted. Despite the offer, access may not be desired due to the Council plying quite a bad system for rubbish; where there's far too much waste being dumped into landfills. Ultimately, proximity to refuse transfer stations mean that residents are more likely to just use these, rather than using the Council's kerbside rubbish and recycling collection service. Consider revamping the system, to make these services more desirable to rural residents.
- » Needs to go to auto bins and sometimes my rubbish is not collected.
- » No room for sufficient bins where I live.
- » Not sure what's going to happen with the wheelie bins and no one has told us any think concrete.
- » Not very good those recycling boxes and the wind blows half of it down the road.

- » Nothing is recycled anymore, all goes into one bin to go to landfill and council pays twice for contaminated waste.
- » One elderly lady living on her own doesn't generate a lot of rubbish as compared to a large family so I don't need the new bins, it would be good if the elderly could retain the option we already have.
- » One isn't provided in this rural area.
- » One of my rubbish bags and recycling was left behind. So was just extra work for me to get rid of. Happy about the wheelie bins being introduced.
- » Our recycling bins are pathetic, our rubbish bags are smaller and thinner and rip easily.
- » Owns six rentals in town. Tenants have some trouble with the lack of lids on the recycling bins. Plastic bottles can be blown down the street by the wind, so consider supplying lids with the next round of bins.
- » Rather see the rubbish collection stay the way it is. I am 88 and don't need the bins.
- » Rubbish bags have gotten smaller. The people who pick up the recycling are inclined to pick and choose what they take and don't take. These no consistency to what's accepted and what's rejected. To exemplify, bags of paper and plastic containers. These used to be uniformly accepted in the past, but nowadays some weeks they will be taken, and some weeks they won't. There needs to be more consistency, to keep people invested in spending time to wash and sort their recyclables. One time they take them, the next they don't.
- » She thinks the public should have had more of a say about them.
- » Somewhat dissatisfied; as the overall service is a bit hit or miss. Pickup schedules are so inconsistent that residents can't tell if their rubbish and recycling have been missed/forgotten; or whether pick-up's just really late for the week. Aware that rubbish collectors are on the clock and working to very tight schedules, but it's inadvisable for collectors to just hurl the bin to the ground once it's empty. Residents have to pay for a new bin if it's "buggered," so the collectors are not taking responsibility for their rough handling of Council/resident property. Be more careful, and hire more staff if they're needed.
- » The bags provided are causing issues, would rather have a bin.
- » The bags seem to have shrunk. All of the talk of wheelie bins coming in never really materialised. It's been in the pipeline for about three years, but always seems to be deferred. Wheelie bins would be more ideal than the current set-up; as they're more user-friendly. They're also better for keeping the district clean, as rubbish and recycling don't blow down the street with wheelie bins.
- » The bins are breaking due to rough handling by the collectors. They throw the bins onto the street and the sides of them crack against the concrete. Bins are often left upside down, which seems unnecessary on the part of the collectors.
- » The collection times for the wheelie bins is very inconsistent and irregular especially around the businesses.
- » The collectors leave rubbish behind sometimes, like if it falls out of a bag.
- » The green wheelie bins on pickup day look "disgusting" and the trucks don't look very professional either - they look like something straight from the Australian outback. Is looking forward to the new wheelie bins.
- » The guys came to clean out the bin and just blew it out and it blew all over the road and into the drains and they just left it.
- » The high cost of going to dump is astronomical.
- » The minimum charge at the Rakaia refuse station is \$20 but I think it should be free for organic stuff.
- » The people who do this work are not careful with bins and there are other options which can solve this issue.
- » The recycling bins get thrown by rubbish collectors after emptying and are smashed up. The cost of bags because they got smaller but the price went up.
- » The recycling station has too much glass spilling out of it so Council needs to empty it more often.
- » The rubbish and recycling collectors often leave a lot of rubbish behind. If they drop a piece of garbage, or if anything falls out of the bin, they don't bother picking it up. It's therefore left to the residents to keep the street/neighbourhood tidy. Also, in December and early January, it would be good if rubbish and recycling collectors were able to pick up a little extra to accommodate for the extra rubbish that accumulates around the holiday season. For example, if a clean box that's been carefully stacked with rinsed bottles is placed next to the bin, there shouldn't be a big problem with taking that along with the contents of the bin. New Zealand profits from Kiwis' keen recycling, so make small allowances like this.
- » The rubbish bags aren't big enough and neither are the recycling bins. Animals get into bags and spill the rubbish about. This is frustrating because we have to pay for the bags.
- » The rubbish collectors throw the rubbish bins back on the footpath and smash them and he's had to repair his rubbish bin twice.
- » The rubbish workers don't pick up all the rubbish because they leave some rubbish behind on the road and they have to take their own recycling to the recycling station but her neighbours get a recycling service.
- » The wheelie bins would be great and more economical.
- » There is adequate room and service for what we dispose of now. As we live in a retirement village we're concerned there won't be enough space for the bins.
- » There should be a wheelie bin provision in our area. Or at least wheelie bin recycling service.
- » They are overflowing and not picked up enough.
- » They could do better with the recycling - they could have a facility to recycle more things.
- » They could improve a lot in that. Not happy with the blanket bag. Costs should vary according to the recycling and rubbish frequency.
- » They don't operate in area- Hinds.
- » They don't recycle rubbish in Lake Hood where he lives but he pays for recycling through his rates.
- » They get one small plastic container for recycling and you have to pay for more recycling bags. They have rubbish bags so when you put them out the previous evening, the cats get into them and there's rubbish all over the road the next morning. The rubbish bags cost \$2.50 each.
- » They need to get on to it a little bit more, need to empty more regularly.
- » They need wheelie bins because rubbish blows all over the place when there's a northwesterly wind.
- » They need wheelie bins. Buying blanket bags costs a lot.
- » They spend so much money on rubbish bags - \$10 for 5 bags.
- » They're changing to wheelie bins which is going to be far too expensive and it's not a clever idea at all.
- » They're inadequate because the bins are too small and the rubbish collectors leave rubbish behind.
- » They're taking so long to get wheelie bins. Sometimes the rubbish collectors forget to collect people's rubbish and they leave rubbish behind.
- » Using the bags and want the wheelie bins in as there has been some talk and believe it would be a bloody good idea.
- » Waiting on new bins to arrive. Existing bins are too small and residents can't recycle everything with them.
- » Want collection of recycling from rural mailbox as we are only 15km out



of Ashburton.

- » Want the bins introduced for our rubbish instead of using the bags.
- » Was at the gate tying the bag and the truck drove off, rude and disgruntled with the service. I had a knee injury so my husband chased them down the road and they came back, not satisfied with that service.
- » We don't have anything here.
- » We don't have recycling service in rural area - Rokeby area.
- » We need closed bins, not bags.
- » We need wheelie bins and a green waste bin.
- » We pay for bags but would like the service to provide bins.
- » We pay our rates and can not even give us wheelie bins and have to pay for rubbish bags with their name on it, Temuka has them.
- » We pay rates why do we have to then pay for rubbish bags? The recycling buckets allow the contents blow around in the wind.
- » We really need bigger bins for recycling and I'm not happy with paying for the plastic bags which sometimes get attacked by animals.
- » We should have big bins like they have in Christchurch.
- » We should have green bins for natural waste.
- » We still only have small bins and are going to charge us to buy new ones. The rates have increased drastically.
- » Wheelie bins got pushed out. Council's job is to look after the residents. Wheelie bins are coming in September but it should have been done ages ago. Usually rubbish is on the roads and they have to clean it themselves.
- » Wheelie bins should have been issued a long time ago. If Council didn't waste so much money on an art gallery, this money could have been used to upgrade the recycling plant. Institute wheelie bins as the standard, and install a kerbside rubbish and recycling collection service in rural areas. Since time can't be rewound, consider waste disposal to be a top priority going forward.
- » Wheelie bins would be more ideal.
- » With the buses full of rubbish looks a little bit average driving down the road, and it just doesn't look great as it is not a rubbish truck.
- » Would like the wheelie bins instead of the bags which you have to pay for.
- » Would like to have this service where we are.
- » Would like to receive this service but not at the expense of more than we pay now.
- » Would like to see the new wheelie bins sooner rather than later. Tired of rubbish being blown down the streets because the current bins have no lids, and the collection trucks leave far too much debris behind.
- » Would rather keep bags as by the time I fill one of the bins it would smell. Older people may not manage pushing the bins out.
- » You have to buy council bags which are unhygienic. They don't recycle everything.

## Kerbside Collection Services

- » At the moment, rubbish is collected in the very old vehicle, which could be decommissioned long time ago.
- » Bags are too small.
- » Because the rubbish bags you have to buy yourself and they always get torn ripped into by the cats on the street or sometimes they even fail to pick the bags up if they are overweight or for whatever reason so am therefore looking forward to the wheelie bins.
- » Bit rough with it and when they pick it up, if a bit of rubbish falls out they just leave it on the ground.
- » Careless with the way they treat the bins, they become damaged or put them back over drive ways.

- » Come on Monday's regular, but never at the same time of the day.
- » Concerned about the green recycling crates being damaged when being emptied and thrown back to pavement.
- » Does not want a wheelie bin.
- » Doesn't have a recycling bin, but if one was in his possession, he imagines a better way/system for the Council to use. At present, the bin is too small, so there's no room for excess recyclables. A larger bin with a lid is needed, to contain large households' recyclables. It's also hard for someone 18-24 (manager of a souvenir shop) to secure a recycling bin for a business in the Ashburton district. The current pickup schedule is too infrequent. Even twice a week is too infrequent for how small the current bins are. If the bin was three times larger, once a week would be fine. Consider re-sizing the bins, to ensure that there's no great stockpiling of recyclables in households and businesses.
- » Don't like the rubbish bags we use.
- » Don't like using the bags and want it changed to using the bins.
- » Drove off even though I was at the gate tying the bag, disgruntled. Also find if they pick up the recycling bin, and something falls out they do not pick it up yet they dropped it out.
- » Due to the way bins are dropped, they get broken which costs you money.
- » Easier if they provided rubbish wheelie bins instead of plastic bags which get ripped up by local cats.
- » Everyone is eagerly waiting for the new service i.e. new bins to arrive. They are tired of the existing bags as they are very thin and they split too easily.
- » For the same reasons outlined, institute wheelie bins as soon as possible.
- » Green waste bin needed.
- » Hate to see rubbish blowing all around the country side and its every way down the street.
- » Having bins will cost more than using bags, pensioners will feel it.
- » Having to provide your own rubbish bags which are unhygienic. Nothing gets recycled.
- » He's not happy with the change to wheelie bins.
- » I have to pay for the rubbish bags as well as paying for this in my rates.
- » Lax way its collected, people too rough with bins.
- » Looking forward to the new bins easy access and wont have stuff blowing out.
- » More than happy with the current state of the kerbside service. The dissatisfaction arises from the changes that are being proposed by the current Mayor. The costs going up would be ruinous when finances are already tight, and every penny is already being budgeted judiciously. Trepidatious about the forthcoming trial that proposes charging everyone for the kerbside service. This seems like more of a money-making programme than a waste disposal service. Don't treat core services as a means for revenue-gathering.
- » Needs to be "Otto" bins.
- » New wheelie bin service awaited.
- » No real recycling, just goes to landfill.
- » One elderly lady living on her own doesn't generate a lot of rubbish as compared to a large family so I don't need the new bins, it would be good if the elderly could retain the option we already have.
- » Outdated and primitive service.
- » Rather keep the bags. Some elderly people may have difficulty with them.
- » Rough handling of bins, and inconsistent schedules (as outlined earlier).
- » Rubbish is dropped and left behind due to the collectors' carelessness;

and extra recyclables are left behind during the Christmas period.

- » Same reasons as outlined: wheelie bins would be most ideal.
- » Shrunk the bags but put the price up.
- » Silly bins and the rubbish flies around need the bins with lids and keep the dogs and hedgehogs out of them.
- » Sooner they bring the wheelie bins in the better.
- » The bags are too small but they are looking to introduce the wheelie bins later in the year which should solve the problem.
- » The bins are breaking, as described. There's also some latent trepidations about changes that are coming with the bins, which will be instituted by the new Council. One positive is that getting away from bags may negate some of the mess caused by dogs and cats who rip into these receptacles at night. However, make sure that the new system, whatever it may be, is designed to make waste disposal a hassle-free process.
- » The bins are too small, the bags rip and rubbish then blows down the road.
- » The collection services, and their picking and choosing (as described in an earlier answer).
- » The equipment they are working with is not great. I prefer to see wheelie bins.
- » The green trucks' cleanliness and overall appearance leave much to be desired.
- » The lidless rubbish bins that allow too much loose rubbish to clutter the street when there is a strong wind (which is often).
- » The new one will cost me more. They have not given us the figures about the user pay system, nothing has been done about it yet. They are changing without a good plan in place. We take care of our waste and we will be penalised for that. Our bins at the moment are damaged because of the trucks.
- » The rubbish bags aren't big enough and neither are the recycling bins. Animals get into bags and spill the rubbish about. This is frustrating because we have to pay for the bags.
- » The rubbish bins are too small and sometimes rubbish collectors leave rubbish behind.
- » The rubbish collectors put all the rubbish in a reformed old bus and sort the rubbish as they're going which is a bit old-fashioned so they need wheelie bins.
- » The rubbish collectors throw the rubbish bins back on the footpath and smash them and he's had to repair his rubbish bin twice.
- » The service itself is fine, but wants to say loudly and clearly that wheelie bins should be given out as soon as possible. Huge fan of this proposal.
- » The size of bins is too small, and the rubbish bags are bad quality.
- » The wheelie bins are a better, economical and convenient idea.
- » They are taking too long to get wheelie bins because they're not getting them until September. Sometimes the rubbish collectors forget to collect people's rubbish and leave rubbish behind.
- » They break the bins when collecting and charge the rate payers to get new ones.
- » They don't collect my rubbish bags which causes distress at home.
- » They don't provide enough resources or encouragement to recycle.
- » Treat the recycling bins with a bit more respect. Wheelie bins would be great.
- » Want the bins like other main towns have, shouldn't have to pay for the bags and animals attack them.
- » Want the wheelie bins as opposed to the rubbish bags.
- » We do not have big bins for rubbish.
- » We have a small section and we don't have room for more bins so I'd

prefer to have the option to continue using the bags but I've been told we'll have to change.

- » We need closed bins like other districts have, especially in Methven, as we don't have a refuse dump.
- » We need closed bins, not bags.
- » We need closed lid bins now.
- » We need closed rubbish bins. The courtesy of their sub-contractors leave a lot to be desired.
- » We need the wheelie bins, or changing the recycling. The recycling bus isn't environmental friendly, it's absolutely disgusting.
- » We need wheelie bins.
- » What they do does work, but it could be better. For example bringing in the bins.
- » Wheelie bins are needed, plus the reasons already outlined.
- » Wheelie bins should come to town. This is the best method for easy waste disposal.
- » Where our house is, there is a pathway through a subdivision. The maintenance should be done by the council, because they should then deal with the organic waste.
- » Would like green bins.
- » Would prefer to have bins than bags.

## 11.2.6 Transportation

### Sealed Roads

- » A couple of the sealed roads are bumpy with holes, I avoid them now. In Hampstead area and close to CBD for example.
- » A lot of rough roads that have been constantly repaired but with no lasting result.
- » A lot of the sealed roads have massive potholes and they fix them occasionally but when it rains the potholes come back.
- » A number of rural sealed road have big slumps from collapsed culverts and there's no signage on them warning traffic.
- » After the road is fixed up, it cracks up again and they have to patch it up constantly.
- » Although they keep getting patch ups, the potholes are never gone and this has been going on for decades. They need to be fully repaired.
- » Any repairs are of a low standard and they don't last very long.
- » Around Methven there are a lot of roads that have potholes, and bossed tar-seal melts.
- » Bad condition, pot holes etc.
- » Badly worn, patch up after patch up. Need new roads.
- » Barkers Rd and Thompson's Track are full of potholes.
- » Because they are not maintained enough, too many imperfections and potholes.
- » Big trucks keep damaging roads from Wilsons to Fitzgerald to River Roads.
- » Boundary Road and Barford Road in Mayfield were resealed recently but with the bumps and potholes still on them, the rural roads need decent repair work done to them.
- » Bumpy cracked roads.
- » Bumpy roads. In bad condition almost dangerous and too much traffic through to cater for the roads they have.
- » Condition of many of the roads is quite dangerous i.e. too many potholes.
- » Condition of the roads and footpaths have grass growing and asphalt

they look untidy.

- » Continual potholes and patchups that are occurring. These are cumulating into quite a rough job. Do everything all at once, instead of applying bandaids solutions.
- » Dangerous potholes everywhere. Come out and do patch up jobs and then it rains and trucks go past and back go the roads to being screwed again. Waste as it happens monthly and the roads become dangerous.
- » Don't tend to holes quick enough.
- » East Street and Moore Street (around the railway line) badly need attention. Wife has also fallen and broken her arm due to poor guttering by the shops on Beach Road. Is annoyed that perfectly good roads constantly get upgraded while areas with major problems are overlooked.
- » Farmers destroying the roads with the machinery.
- » Fords Road has had major potholes. Had full repairs about 10 months ago and now it is all falling apart again and the potholes are deep.
- » Frasers Road has pothole issues near the Fulton Hogan quarry pit.
- » Generally satisfied, but a side road collapsed which was repaired. There's now a limit on heavy traffic using most of Rakaia's side roads so a lot of them are deterring on to Elizabeth Avenue which now has become a very noisy area to live near, day and night.
- » Half of them have huge big pot holes in them- outside the freezing works (Fairton) have to swerve into the on coming traffic, very dangerous. South Street- bumps terrible.
- » Heaps of potholes. Road repairs are not done properly and it takes too long for repairs. After repairs potholes appear again.
- » Holes in them & don't get repaired.
- » Huge milk tankers are making huge pot holes everywhere in rural areas and temporary fixes don't work.
- » I know quite a few roads which have few potholes and they need repair. They are dangerous.
- » I think there are a lot of areas where repairs have been slow to happen and even progress is slow when they do happen.
- » In the Rakaia District they patch the holes but they aren't repaired satisfactory. The whole road needs doing, not just the holes.
- » In town very rough. Potholes.
- » Lack of maintenance.
- » Lack of maintenance.
- » Lack of maintenance. Edge breaks and we have made the odd complaint and the contractor has not done it right.
- » Lack of upkeep on sealed roads in general. Taking a long time to fix these.
- » Large bump between Cameron and Wills Streets.
- » Live on Thompson's Track, and it is a very dangerous narrow road with lots of potholes.
- » Lives rurally. There are lots of uneven surfaces on the sealed roads. Corner of Winslow Willowby Road and the highway has a significant dip; and a lot of potholes. Address these as soon as you can.
- » Lot of holes on the road between Ashburton and Christchurch.
- » Lots of potholes from trucks and tractors and avoid them as the car gets so damaged - like H/Way 72 Methven H/Way 72 to Ashburn Forest.
- » Lots of potholes.
- » Lots of potholes.
- » Main ones are severe potholes like Seafield Road, Pendarves Hill, Christies Road, Mc Corries.
- » Malcolm Street floods every time it rains heavily. South Street, Chalmers Ave, and Beach Road are all pocketed with potholes. Consider re-sealing these.
- » More maintenance required, too many potholes.
- » More up keep and done properly out towards Seafield Road.
- » Most of the sealed roads are in poor condition. Council seems to want to spend money on other things; when infrastructure should be the primary concern in 2017.
- » My truck just veered off the road due to potholes and my mag damaged 2500 K had to get full.
- » Need to be repaired more adequately than they have been, there's lots of patches on them with dips etc.
- » Needs regular and better maintenance, stop temporarily fixing the roads and do it properly the first time.
- » Not enough preventative maintenance when it comes to sealed roads in the district. It costs more to fix roads, as they're not fixed early enough. Bandaids solutions that are applied too late, are costing the Ashburton District more in the long run.
- » Not maintained adequately as Council has gone from being proactive to only responding when they've had a complaint and ignoring obvious faults.
- » One major road I use, Thompson's Track, is full of potholes.
- » Organise better. For example, if you are doing drain work it silly to reseal then dig up on a few weeks later do phone lines etc.
- » Our roads are dangerous around the town full of humps and hollows and trenches.
- » Ours is dangerous.
- » Patchy and when repaired aren't well maintained.
- » Potholes and uneven surfaces on road.
- » Poor maintenance particularly in rural areas. Potholes.
- » Poor maintenance. Badly sealed. Sealing at busy times of day.
- » Poorly repaired. No sooner fixed then need repair again.
- » Pothole repairs: they need to get in and rebuild the whole roads and put more money into it instead of doing small repairs.
- » Potholes and all kind of things on road. Lack of signs at some places.
- » Potholes and generally rooted. They don't fix them quite often.
- » Potholes and lumps on the sealed roads, but dont feel the council has the money to maintain them.
- » Potholes and the time it takes to fix the pot holes.
- » Potholes and uneven surfaces.
- » Potholes cut them out but never come back to finish. Always having to redo work, do the job properly first time- must cost more in the long as always re doing. Grow street/ Thompson Street. Hinds deep guttering and the guttering is high than the roads and the passengers can not get out of car.
- » Potholes everywhere and the tar seal is coming off.
- » Potholes everywhere.
- » Potholes haven't been fixed down our road.
- » Potholes in roads.
- » Potholes not fixed quick enough.
- » Potholes on Griggs Street. Over railway line very bumpy. Roads patched up but not fixed well.
- » Potholes on the roads and ridges although they are working on them now.
- » Potholes on the sealed roads and the widths of the roads.
- » Potholes too big. Thompson's Track also too busy. Time it takes to get jobs done.
- » Potholes, a lot of road works.
- » Potholes, patched up then the holes are back again.

- » Potholes, the general condition, the grading. These make for an unsafe and uncomfortable journey. There's an old joke about South Street being the "roughest street in town"; but it's getting to be that the roading of all of Ashburton's streets are getting that way. Constant patching of the roads ultimately turns it into a shambles.
- » Potholes.
- » Potholes.
- » Potholes; and the general grading is average.
- » Pretty rough, Walnut Ave rail crossing road sunk after quakes, still not fixed.
- » Quite a few damaged.
- » Railway line More St tar seal eroded.
- » Repairs not done well, don't last.
- » Ripped up road Trevors Road which is situated outside my house.
- » Roothing is a shambles, the South Street SH 1 and through Tinwald road, blockages already, not well planned and nothing being done (road-rail and bridges). Also Moore Street and West Street. Tinwald badly needs one set of traffic lights so you can get on to any road.
- » Roads are bumpy and the big trucks are doing it, as not sealed properly.
- » Roads are one of the core functions of the council and should have priority.
- » Roads not smooth, need more work dont just temporary fix them, fix properly the first time.
- » Rough as guts.
- » Round town there are portholes. Heavy vehicles make a mess of the road.
- » Rural sealed roads too rough after irrigation machinery uses it, especially Fitzgerald Rd.
- » Sealed roads are rubbish. They are crap.
- » Significant potholes.
- » Since the heavy machinery going over them continuously, the roads are full of potholes which they never used to be. They fill them and then two days later, the machinery exposes them again.
- » Some huge potholes on Methven Chertsy road. A truck driving towards us and the truck hit the pothole and the back end jumped towards us. Had our 6 year old in the car and I nearly wet myself- very dangerous.
- » Some of Ashburton's sealed roads are too narrow, and are wearing away at the sides. These roads have a lot of potholes, making the roads more dangerous. Also, Council seems to reseal roads only in patches, when it would be more cost- and labour-effective to extend the reseal area. For example, Thompson's Track.
- » Some of the sealed roads are absolutely shocking. There are potholes, and tar is really reflective in summers and slippery during rainy season.
- » Some of the sealed roads are badly sealed. Finding potholes.
- » Some of the sealed roads really need re-doing, as there's numerous potholes along the sides of the road. There's no room to pass vehicles without going into one of these potholes, so consider slightly widening the roads as the potholes and general roading are being repaired over the next few years.
- » Some of the tar seems to melt easily in the heat.
- » Some of them are in a shocking state because they have potholes and rough seal.
- » Some of them are not maintained very well.
- » South Street has always been a bad road; when it comes to the quality of its seal. There's also a few roads around town that have been particularly bad (bumpy, rough, and uneven). For example: Beach Road. Bridge Street was quite bad, but think that's all repaired now. Investigate these roads, and reseal them properly if needed.
- » South Street has not been resealed for some time, but this may be addressed when the new Countdown supermarket begins construction nearby.
- » Standard of repairs is poor which causes continual potholing.
- » State Highway 1 in Tinwald, particularly with regards to the traffic delays, and the length of time it's taken to resolve the roundabout. Traffic lights haven't been put in yet (by the Domain). Council allowed the development of retail space in a corridor that was for a dual carriageway (railway line). In general terms, what is the Council doing for the influx of new people (or people that are already here)? Development and general infrastructure needs to take this population expansion into account. Ultimately, the Council has failed the community, at least when it comes to future-proofing for the district. With the urban sprawl and amount of new builds, they don't seem to be future-proofing the roads. There is a lack of coordinated networks of roads, to allow people to live their general lives, get to work etc. New subdivisions in Ellington have two or three cars per household, a factor which is leading to an increase in road traffic. There's also a new medical centre in Allen's Road which needs to be considered in Council's infrastructure calculus. Everyone's over-focused on the bridge, and not considering the overall infrastructure. This has led to a huge gap in planning for the future, which needs to be filled in the coming years.
- » Takes too long to fix. When they do get fixed the problem returns because they don't take time to do it properly first round.
- » Terrible with potholes, dangerous to drive. We had tyre burst on them.
- » The amount of heavy traffic that we have to accomodate.
- » The amount of potholes and the water drainage on the 99% of roads I travel is really bad.
- » The auditing of sealed roads is inadequate. The seal appears to disintegrate in a short time following resealing. This is inefficiency on behalf of the council.
- » The condition of them is poor.
- » The general condition of the sealed roads, especially the rural sealed roads. Any repairs that are done don't seem to last. For example, Wilson Road and Fitzgerald Road. These have potholes and general damage.
- » The maintenance is not being kept up, the tar is starting to come through the tar on top. This generally in the urban district.
- » The maintenance is not up to scratch.
- » The milk tankers are wrecking the rural roads.
- » The more well-used roads are maintained well but the back-country roads are poorly maintained.
- » The number of potholes and when the roadworkers patch them, the patches keep breaking up.
- » The number of times they get sealed over and dug up again is frustrating. Do it right the first time. Some roads are good as gold, and other roads get ignored.
- » The patches they put on when they fix them are just not lasting.
- » The potholes and the sides of the roads and the white lines not being straight so the upkeep of the roads is very poor, especially the road he's living on.
- » The potholes which cause there to be an uneven road which cause harm for drivers.
- » The quality and state of repair. Poorly serviced. Potholed and hard on vehicles. Temporary fixed.
- » The quality of sealing on most roads as there are a lot of potholes.
- » The repair work is not up to standard on the sealed roads.
- » The road that we are on has a narrow strip of tarseal which makes it dangerous.
- » The roads are "really shocking" around town as they are riddled with

potholes and they have “patches put on patches”. These will continue to be bad until proper road sealing takes place.

- » The roads are shocking. They are bumpy, unsealed in the part, they are not well kept, they are uneven.
- » The roads being used are lumpy, due to having been cut up and sealed, and then re-sealed, on a once-a-quarter cycle. These bandaid solutions to the roading are cumulating into quite a bad job. It would be more prudent to do all the work at once; rather than piecemeal. Start afresh, and get the roads to a useable standard. This will ensure lasting infrastructure, that doesn't need to be re-addressed so frequently.
- » The roads continuously get worked on but no ending good result.
- » The roadworkers reseal them but the seal doesn't seem to last, so there are a lot of potholes.
- » The sealed road that she travels on quite often was resealed last year and there are potholes and ridges in it.
- » The sealed roads have more potholes than the unsealed roads.
- » The sides of the seal have great chunks missing so it's very dangerous when she's riding her bike.
- » The state of some of the sealed roads, lots of potholes.
- » The state of them and the repairs are not satisfactory.
- » The uneven edging of the curb between the grass edge and the seal. Been like this for some time. Voiced opinions already; but issues haven't been addressed.
- » The work on the road to Rakaia, spent thousands and no better than when they started.
- » There are a lot of dangerous intersections that are not marked adequately and there are quite a lot of potholes near where she lives.
- » There are a lot of potholes and it takes them a long time to fix them.
- » There are a lot of potholes on the Rakaia to Methven road.
- » There are a lot of potholes, especially down Thompson's Track.
- » There are a lot of potholes, which the Council are admittedly fixing, but much too slowly. They have also been insisting doing entranceways into driveways, and then charging homeowners for that work. Make this the standard if it must be done, or at least tell homeowners how much it's going to cost before going ahead with it, if you're adamant it's not in Council's precinct.
- » There are a lot of roads in the district of poor quality e.g. Thompson's Track is a main thoroughfare between towns, but is in poor condition with a lot of large and potentially dangerous potholes.
- » There are a lot that have not being maintained. Bumps.
- » There are always potholes and they never seem to be fixed permanently.
- » There are an awful lot of potholes and a lot of surface flooding at times.
- » There are big potholes and big trucks going on the roads.
- » There are constant roadworks digging up the road. Our curbs were replaced and now they are damaged by ongoing roadworks.
- » There are lots of potholes and the roads are only partly repaired. They are not well maintained.
- » There are lots of potholes. Repair works are continuous.
- » There are potholes on the road which cause the roads to be uneven which cause harm for the driver.
- » There are roads in the district that really need resealing. Boundary Road was recently sealed to the corner of Windermere Road, but no further. Why can't the rest be sealed; when it sees equal use? It seems like the Council is approaching the resealing of the roads piecemeal, when really all of them need doing properly.
- » There are so many potholes and poorly maintained.
- » There is a lot of work that need to be done. Takes a little a while for potholes. Instead of patch just seal the road, e.g. Thompson's Track.

- » There is a road near the bridge, Lower Downs Rd, it got corrugation, from the start of Lower Downs Rd off to Mayfields Rd, it needs to tarsealed to the bridge for about 500 meters. It is frustrating. It makes the location untidy and is a big problem for him and his vehicles.
- » There is always work happening on them, they never really do a good job.
- » There isn't enough maintenance done on them so there needs to be more Government and ratepayer funding for them. There's too much patch-up work and not enough investment in them.
- » There seems to be no planning - one crowd digs a road up and seals it, then another crowd digs the same road up and seals it and so on. So the same job is being reworked over and over again so there's no co-ordination. They should seal all the roads once and be done with it.
- » There's a lot of potholes, even on the main road. They do sealing on parts then stop and don't do the rest.
- » There's one road that he uses quite a bit that's unsafe when the weather's wet.
- » There's particular streets that need repairing.
- » There's too many potholes and not enough grading.
- » There's too much traffic sometimes, so it takes a long time to get to where you want to go.
- » They are becoming really dangerous with potholes, especially around Thompson's Track.
- » They are breaking up because when the roadworkers patch them, they don't patch them properly and because under the road surface isn't strong enough to handle the loads.
- » They are dangerous. Potholed and rutted.
- » They are not caring for the roads and fixing them fast enough.
- » They are not in good condition because of the size of trucks on them but it would be too expensive to fully fix the road.
- » They are not nice, works as a truck driver.
- » They are patchy and break up with the large trucks in the region.
- » They are quite rough and some of the edges have broken away on some of them so they need to be tidied up.
- » They are rubbish. It takes a lot of time to reach home on them.
- » They are too narrow and they are breaking up, especially around Mayfield and Westerfield.
- » They don't fix the potholes, and when they do fix the potholes some other organisation digs the roads up again.
- » They don't fix them when they should as there's too many potholes and rough roads and they don't seem to fix them properly, especially on some of the busier rural roads where there's a lot of heavy trucks.
- » They get repaired but it doesn't last, sometimes work not good enough.
- » They have a lot of potholes and the roadworkers just patch them which doesn't last.
- » They have a lot of potholes and they're very uneven.
- » They have potholes that need attention and some of them need more resealing.
- » They have potholes.
- » They have too many potholes.
- » They just leave the potholes for ages, though they get fixed eventually.
- » They need a lot of work, there are a lot of potholes, they are in bad condition.
- » They need to be done again and get slippery when wet.
- » They overdo the resealing of roads that aren't used much and they'd be better of resealing roads that haven't been sealed for years.
- » They seem to be developing ruts and potholes and it takes a while for



them to get fixed.

- » They're breaking away at the sides and Council doesn't maintain them so they're dangerous because there's a lot of traffic on the roads near their place.
- » They're like a patchwork quilt and they are full of potholes and the potholes don't get filled properly. So the standard of workmanship leaves a lot to be desired.
- » They're not wide enough and they go straight into the grass at the edge of the road or the edge of the road is breaking away.
- » They're terribly uneven, potholes, not well fixed, they're awful, not smooth.
- » They've still got potholes and sometimes the roadworkers don't seal them right to the edge.
- » Thompson's Track has lots of potholes.
- » Thompson's Track is "as rough as anything" and has some potentially dangerous potholes, especially as the traffic travels rather fast down there.
- » Thompson's Track needs upgrading.
- » Too bumpy which makes it dangerous.
- » Too many holes on Beach Rd - dig it up and do it properly. Lowcliff Road is no good too.
- » Too many places like South St where there is heavy traffic and take too long to fix the potholes and are dangerous and to cyclists.
- » Too many pot holes especially by Barhill Rd.
- » Too many potholes and they don't grade the bitumen at the sides of the roads like they regularly used to do.
- » Too many potholes e.g. Lagmhor Westerfield Rd.
- » Too many potholes that don't get repaired and are quite dangerous to vehicles.
- » Too many potholes that you get caught in especially when you are not expecting them.
- » Too many potholes.
- » Too many potholes.
- » Too many potholes.
- » Too many potholes.
- » Too many potholes.
- » Too many roads dug up and patched up, and one in middle of town wrecks your suspension in your car every time you go over it in Cass Street.
- » Too many slippery corners with broken signs e.g. give way signs lying in the grass. This should be painted on the road and more warnings given - too many vehicles are T-boning on intersections.
- » Traffic, because we desperately need a roundabout or traffic lights in Tinwald on State Highway One. Turning right onto State Highway One from Tinwald is very dangerous. Even a roundabout would help. More lobbying to Government would be good. My husband had a bad accident on one of these intersections and the car rolled.
- » Trucks too big for the width of the rural sealed roads causing damage to edges or borders.
- » Trying to get back onto the main road for Tinwald. Have a set of lights maybe.
- » Uneven surfaces and potholes on too many of them.
- » Uneven, badly need repair, footpaths as well.
- » Upkeep not good enough, they don't fix them properly.
- » Usually not a good finish as still has lumps and bumps in the road and once they have done the main roads they tend to only last around six months before you are getting potholes again.

- » Very poor condition, lots of potholes.
- » When the roadworkers seal them, they don't seem to stay sealed and there are always potholes in the roads.
- » When they fix them they only patch them and don't fix the pot holes, better to spend more money, do it once properly.
- » Winslow Rd is half sealed and needs to be fully sealed with the amount of traffic that goes on it as it wrecks the cars.
- » Works out of town in a rural setting, and that sometimes means having to drive when there's a frost. The seal has excessive flushing, meaning the tar has come to the surface, and the stones in the mixture don't provide a lot of grip in both frosty and normal conditions. Waterblasting is just patching the issue, not fixing it, so the overall result is poor roading.

## Unsealed Roads

- » A lot of grass growing up through them and causes flooding.
- » A lot of potholes.
- » A lot of them are on softer ground and there are a lot of heavy vehicles that drive over them so it damages the roads.
- » Always room for improvement in bettering our unsealed roads in the district.
- » Apart from potholes, horrendous corrugation.
- » Because of so much traffic there is too much corrugation on them.
- » Been in an accident on the unsealed roads due to loose shingle and a lot of tankers driving at a fast speed.
- » Can be quite dangerous, as there is a lot of rutting caused by the milk tankers and the grass verges are overgrown, more often right next to stop or give way signs and badly obscuring the vision of turning traffic.
- » Condition of the road. A lot of potholes have not been maintained.
- » Dangerous roads which are graded irregularly and when they are fixed up they tend to fall apart again.
- » Don't get graded often enough to the extent that they dangerous.
- » Don't get maintained.
- » Don't like them in this modern day and age and pay enough rates.
- » Drives on unsealed roads every single day in her capacity as a metre reader. These roads are ungraded, with huge lumps of shingle in the middle of the road. It's hard to get on and off the road, and up driveways, because of this shingle.
- » Dust blowing around from shingle road on Darts Rd.
- » Dust is biggest problem and why they can't seal them, I don't know. They should seal couple of 100 metres besides next to house. It will help in health and living.
- » Extremely dusty and full of potholes. Too much shingle. Safety hazard.
- » Feel the shingle roads should be sealed as currently they are a shambles as they always need path up work done to them time and time again.
- » Find them a little bit unsafe. Being unsealed I worry about the car not gripping the road properly.
- » Grader drivers are not competent enough.
- » Graders do not get round quick enough and don't do an effective job with the roads or drainage.
- » Gravel in the potholes which is gone two days later, need clay to hold the repairs.
- » Half grade them and don't cut the judder bars out these roads are dangerous - Sawmill Road
- » Hardly ever get graded, we have to ring them up to get it done.
- » Hempburns Rd unsealed part. Too much heavy trucks. Not maintained enough.

- » Huge milk tankers are making huge pot holes everywhere in rural areas and temporary fixes don't work.
- » I don't think they are graded enough and when they are grading it they don't fully mend the potholes.
- » I feel that over the last 50 years they should have been getting sealed but they haven't. I believe one of the roads was due to be sealed the year following the year it was being discussed and that was 15 years ago and it didn't happen.
- » I live on an unsealed road and mail driver refused to deliver the mail due to condition of road.
- » If I come across an unsealed road I do not use it. Full of potholes, ungraded and unkempt.
- » Insufficient maintenance and funds going into the upkeep of unsealed roads that effect the rural community.
- » Issues with potholes.
- » Issues with the unsealed Hackthorne Rd. Lots of potholes on the shingle road.
- » Lack of grading.
- » Lives just outside Tinwald near a dirt road - has noticed that the traffic goes down it far too fast and the laundry gets covered with dust.
- » Lives on Winters Road (Pendarves, Ashburton), and it's one of the worst shingle roads ever seen. It's not upkept to what it should be; it should be graded more; and the quality of its grading is appalling. Christies Road to Hamptons Road are abraded down to the metal. Supplementary to this, the amount of traffic causes extreme dust, which is a huge safety hazard for drivers. These roads should be properly sealed: feels more strongly about this issue than anything else on the survey.
- » Lives up a 40km gravel road. The Council grades it, and there's heaps of shingle on it. Regardless, there are huge potholes that require attending to in the near future.
- » Main ones that are used in the highlands are not graded enough and have potholes, making it rough on vehicles.
- » Maintenance not kept up.
- » Methven Road and Mars Roads are very rough.
- » Milk tankers often run down them early in the mornings, and they spray the shingle everywhere, leaving bald patches. Ratepayer had a car parked by the side of one such road and it was badly pitted by flying shingle.
- » Muddy patches potholes and corrugations (bumps) on the unsealed roads. But haven't driven on them recently but have heard other people talking.
- » Need constant grading.
- » Need graded more regularly.
- » Need to be graded more often. A lot of corrugation on our unsealed roads.
- » Need to be graded more regularly.
- » Needs more maintenance work and maybe seal some more roads if practical.
- » No graded regularly enough.
- » No maintenance is being done on the unsealed roads. Poor maintenance, poor conditions gets half the maintenance than it got 20 years ago.
- » Not enough maintenance, big boulders Lake Herrin Rd.
- » Not enough maintenance.
- » Not graded enough and too corrugated.
- » Not graded properly and lots of bumps in them.
- » Not graded regularly enough.
- » Not graded regularly.
- » Not maintained regularly and need to be graded more often and the potholes filled in.
- » Not maintained to reasonable standard.
- » Parents are rural, and some unsealed roads out that way warrant being sealed.
- » Poor condition.
- » Poor upkeep, maintenance not frequent enough, not graded enough.
- » Potholes and all kind of things on road. Lack of signs at some places.
- » Potholes and divets that are dangerous at the given speed limit. For example, Gibson Road.
- » Potholes and needs grading more often.
- » Potholes and uneven surfaces on road. They don't grade it quite often.
- » Potholes- Burger Road Rd.
- » Potholes due to weather - Sheates and Millers Rds.
- » Potholes everywhere.
- » Potholes often remain unfixed for months at a time.
- » Potholes on the sealed roads and the widths of the roads.
- » Potholes through the road and don't see the graders nowadays much.
- » Potholes.
- » Potholes.
- » Potholes.
- » Potholes.
- » Properties are surrounded by unsealed roads. The graders push shingle all over the place and in the winter big potholes collect a lot of rain. Considering the amount of farm rates paid (in excess of \$20,000), there should be some major through roads close to Frasers Road as big tankers and trucks use the unsealed roads all the time.
- » Quite a few potholes and surfaces are rough and I have had flat tyres.
- » Quite rough when driving, not being graded as much as they used to be.
- » Rings the council to get it regularly fixed, which she is going to do today.
- » River Road needs upgrade.
- » Road to Lake Camp is appalling, ruddy and dangerous for vehicles.
- » Road we use, Winslow Westerfield Road, and when it rains it is a pothole mess.
- » Roads are one of the core functions of the council and should have priority.
- » Roads are rough.
- » Rough and not maintained often enough as they should be.
- » Rough due to lack of maintenance. Henderson Road is one shining star only in the district.
- » Roughness not graded enough and not taken care off.
- » Same thing. They need grading and more shingle as well as potholes filled.
- » She just does not drive on them. They are gravelled and sometimes gravel ping on the car.
- » Shocking corrugation and wicked pot holes. But at least are getting graded more often.
- » Since Council hired new roading contractors, the grader drivers are terrible because they have no local knowledge.
- » Some need a grade. Lundy Road Rakaia like a corrugated iron fence.
- » Some of the unsealed roads he uses have potholes that need repairing.
- » Some of the work done by the contractors isn't good and they ripped the road up outside her daughter's place and they never returned it to the state it was in before they'd fixed the hole and put the cable in.
- » Some of them are alright although potholes and gully's where water can

sit and if a unsuspecting driver was to drive on the roads they could be caught out.

- » Some of them need to be sealed.
- » The fact that they are actually still unsealed. Also the upkeep is generally poor.
- » The graders don't do a proper job of grading the road: "half-arsed".
- » The graders don't go down them enough and some of them don't have enough shingle on them.
- » The grading is very poor.
- » The holes and lack of maintenance. I drive a lot in winter.
- » The lack of upkeep with the unsealed roads.
- » The milk tankers are wrecking the rural roads.
- » The quality and state of repair. Poor service. Pothole hard on vehicle. Temporary fixes.
- » The quality is low: rough, bumpy, uneven. Most are abraded down to stones; the main structure of the road.
- » The repair people are not getting around often enough and end up with a lot of ridges in them.
- » The road that we live on has bad gutterbars and has for a very long time.
- » The unsealed roads aren't maintained very well so there are massive holes in the roads and the grading isn't done correctly and there isn't enough shingle on the roads for them to grade them properly. Poplar Road has very high traffic usage including heavy traffic and it's quite unsafe.
- » The unsealed roads need a bit more grading. At present they're bumpy, rough, and uneven. Ashburton can do better when it comes to roading, even of the unsealed variety.
- » The unsealed roads need more regular maintenance.
- » There are a lot of dangerous intersections that are not marked adequately and there are quite a lot of potholes near where she lives.
- » There are a lot of ridges on them so they need to be graded more often.
- » There are always potholes and they never seem to be fixed permanently.
- » There are big potholes and big trucks going on the roads.
- » There is a long time between gradings so there are a lot of potholes, ruts and corrugations. They should grade the roads more often.
- » There is a lot of digging up of the roads all the time but with nothing to show for it.
- » There is always work happening on them, but they never really do a good job.
- » There is no shingles on them. Driving on the base of the road now.
- » There shouldn't be any in this day and age.
- » There's a lot of gravel.
- » There's too many potholes and not enough grading.
- » These are also in poor condition. The Council ultimately seems to have other priorities. For example, we don't need a new Council building, especially at the moment when roading is not up to scratch. It seems to be Council employees who want the new Council building; rather than it being the incontrovertible will of the ratepayers who are funding it.
- » These roads could be graded more often.
- » They are a bit rough.
- » They are corrugated, should be graded more often.
- » They are graded too far down and they need new stone on top.
- » They are ill frequently maintained e.g. grading and potholes, which makes it dangerous and hard on vehicles.
- » They are inconsistent in their gravel coverage.
- » They are not being maintained properly, so they are causing a lot of

chipped windscreens and there's a lot of corrugation from heavy vehicles driving over them.

- » They are not keeping up with the increase in traffic on the unsealed roads. Dairy trucks are damaging the road.
- » They are pretty rough so I have heard, but it doesn't really effect me.
- » They are rubbish. It takes a lot of time to reach home on them.
- » They are unsafe when you're driving at night and when it's raining they are quite slippery.
- » They are unsealed.
- » They do not get regraded frequently enough.
- » They don't fix them when they should. There's too many potholes and rough roads and they don't seem to fix them properly, especially on some of the busier rural roads where there's a lot of heavy trucks.
- » They have large potholes. Sometimes you have to drive off the road instead of the road.
- » They have no policy to seal unsealed roads. I live on one and it isn't fun.
- » They have potholes. Some roads don't have gravel, it's just dirt. They are very poorly maintained.
- » They have too many potholes because they are not graded enough.
- » They live on an unsealed road and it's hardly ever maintained as well as it should be.
- » They need to be graded more often and they have potholes.
- » They need to get rid of the compulsory stops and replace them with give way signs. Has spent over 25 years in the ambulance service and has seen too many accidents on the back roads caused by vehicles not stopping.
- » They should be covered better and would be much better for our cars.
- » They'd be better if sealed. Aim to seal these roads as soon as possible.
- » They're full of ridges.
- » They're not graded to the level necessary for how frequently used they are.
- » They're not putting enough gravel on them when grading them and they are too corrugated.
- » Those unsealed roads are commonly used by motorists, and there's no reason why they shouldn't be sealed. They're located a 50 metre radius off the main highway, so it's not like they're in the middle of nowhere. Rates are high enough that unsealed roads shouldn't exist in the Ashburton area in 2017.
- » To go up with a grader and smooth the bumps out. Prioritize the roads that are used the most and therefore get the maintenance on them. Have seen them out the roads back and beyond and no one uses them.
- » Too many big stones on the rural unsealed roads.
- » Too many of them, and they need to be sealed. Quite busy roads are unsealed, and they are hardly ever maintained. There's a lot of housing around these areas, and dust kicked up from the unsealed roads is everywhere. These roads need to be sealed, as they're used a lot for residential and business purposes.
- » Too many potholes and corrugations which causes vibrations throughout the car.
- » Too many potholes.
- » Too much corrugation, the unsealed roads haven't seen a grader for years e.g. Thompson's Track.
- » Too rough and bouncy, Durry School Rd.
- » Too rough.
- » Travels on a reasonably regular basis, and feels that over the past couple of years the unsealed roads have deteriorated in quality. Ultimately, the grading is bad.



- » Unsealed roads are full of potholes and rough. Most are 4 wheel drive only.
- » Unsealed roads are getting too corrugated and need to be fixed adequately and maintained regularly.
- » Unsealed roads are not graded enough which causes the potholes and piles of shingle to the sides and the middle.
- » Unsealed roads corrugation and pretty average.
- » Unsealed roads in the district are pitted with potholes. They also flood very heavily after a downpour of rain. This creates more and more wear and tear; which is compounded by the heavy tankers that use these unsealed roads. As a place to begin an investigation, check out Pendarves Road.
- » Volume of traffic is such that its not safe.
- » We live on a road that has bumps and potholes and gets seldomly graded.
- » When driving on sealed roads all of a sudden it goes unsealed. These not very safe.
- » Would like to see more of the unsealed roads be sealed.
- » You have to keep ringing the Council to get roads graded and when they do grade them, there's no gravel left, so they need more gravel. The standard of maintenance isn't great considering the amount of heavy traffic that goes along the roads.

## 11.3 Finance and Business Support

### 11.3.1 Council

#### Contact with Council, By Phone

- » A cow had been hit on the road, a contractor arrived and didnt do anything about it.
- » Agents didn't show and dog ran away.
- » Because they didn't do anything about it.
- » Because we had the neighbours chickens and roosters come to our property, we rang the council and they said because we're rural we have to deal with it.
- » Did not stop the dogs barking and the dogs were farm dogs.
- » Drove down the road and saw two big dogs with a small child by the side of the road. Contacted Council, was referred to the dog control person, but was provided no phone number to do this. Rang them again when a stray dog attacked the respondent's dog, and had to wait over 20 minutes for some kind of response.
- » He got no result when he rang up about a large hole in the footpath.
- » I felt my complaint wasn't dealt with at all as there are still wandering dogs on the reserve next to where we live.
- » I had complained about neighbours dog barking, they could not act upon it. They couldnt do anything.
- » I lodged a complaint through the 'Snap, Send, Solve' app and never received a response or follow up
- » I rang parks and reserves regarding vandalized headstone at Ashburton cemetery but no one answered phone.
- » I rang regarding water use, 48 hour continuous use, and I never hear back if they contacted the person.
- » Lady did not give the information he wanted on the phone, he went in the office and met same lady but she was not helpful again. It was a question of sub-dividing. Someone else in the office helped in the matter. Person he finally talked to was really helpful.
- » Lady I felt wasn't very nice and found her rude.
- » Nearly hit a wandering cow in the dark coming home one evening and

- phoned the authorities - the cow was still wandering around two hours later and posed a real traffic hazard.
- » No body got back to me regarding my report of a dog on the loose.
- » No follow up.
- » Nobody from Council came round when she rang them about a wandering dog that kept coming on to her property.
- » Nothing appeared to be done about a noisy dog that lives right next door to her and it starts barking at 5am on Saturday mornings.
- » Our complaint re dogs wasn't followed up.
- » Rang and nothing was done. The extenuation for inaction that was cited was that the dog would have moved by the time the animal controller made it to Methven, and therefore there was no point in coming up. The major nuisance is a tan pitbull that is known to animal control. This animal chases and attacks children walking to school, so it needs to be dealt with forthwith.
- » Rang up about water race, as it had no water in it. Pays rates; and yet has no water. Rang the Council, but felt fobbed off and ignored. Is going to ring up the water ranger tonight (21/03/17); as the information provided by the Council was very vague. Was told 48- is this 48 hours, or 48 days? Take complaints more seriously.
- » Receptionist was fine but out of the 5 people I needed to talk to none of them were there to answer their phone.
- » Rung during weekend about a stray dog, was referred to another number but they never responded.
- » She'd ring them up and nobody from Council would come because they know about the property and when they did come, the dog would go back behind the fence.
- » Sometimes they don't call back when ringing to book inspections. Generally happy, but there have been times when the information hasn't been passed across to the relevant party.
- » The length of time that it took to get assistance from anyone; and to get anyone to do anything. Once caught escaped horses and cows to put them back in the paddock herself. This was the farmer's fault, but trying to get help from the council to assist in what is an issue in their ballpark, is impossible. Also identified a bunch of sheep that were badly starving and bleeding from their backs. When the SPCA was contacted she asked them not to identify them to the abusers. They went out and told them exactly who she was; and she suffered a lot of verbal abuse from these farmers. Confidential needs to mean confidential in Ashburton.
- » The same reasons as previously outlined: the Council says they will investigate the animal control issue at hand, but it appears that they never do.
- » There was a crashed car outside her property that had been there for 6 weeks and she rang Council about it and the lady asked her a whole lot of irrelevant questions.
- » There was no follow up to let us know that the attack had being handled.
- » There was no timely response when I was forwarded to the relevant phone number.
- » They took too long to get there.
- » Tried to tell us it was our job when it was not. Passing the buck.
- » Wandering stock issues had to be resolved by owners and farmers, as nobody from the Council or Police showed up.

#### Contact with Council, In Person

- » Because he didn't get any satisfaction from them.
- » Charged a single dollar for a small tag for dog's microchip, which had fallen off and needed to be replaced. Ultimately decided not to bother. The tag falling off wasn't the fault of the dog or its owner, and it seems churlish to charge such a token amount when rates are so high. In the same interaction, also wanted to pay dog's registration for the year,

but was unable to do so as the registration fee “might be going up.” It’s odd when a dog owner can’t pay in advance, when these fees need to be paid. Council should make these decisions in a more timely manner, so residents don’t need to make multiple trips into the Council’s offices. Ultimately though, the dog registration fee shouldn’t be raised. Already paying over 65 dollars, and not really getting anything out of it. Cap these fees, as owners are locked into paying whatever the Council asks when they love their pets. Don’t extort residents for the privilege of owning a dog or dogs.

- » I was told not to come in on a Tuesday or a Friday yet shouldn’t the Council be available at all times no matter what it’s for
- » I was with the ‘Bung the Bore’ protest group, we went to and listened to the Council committee. They deferred everything to after the election. Some councillors were for and some against selling water but the Mayor dismissed it to after the election instead of addressing the issue. They weren’t doing their job in my opinion.
- » Lady did not give the information he wanted on the phone, he went in the office and met same lady but she was not helpful again. It was a question of sub-dividing. Someone else in the office helped in the matter. Person he finally talked to was really helpful.
- » Nothing’s happened about the problem he rang up about, which is trees shading the road where he lives in winter so the road doesn’t get any sun on it so the road deteriorates because of frost, ice and snow.
- » Nothing happened about the same problem, which is trees shading the road where he lives in winter so the road doesn’t get any sun on it so it deteriorates because of frost, ice and snow.
- » Person I had to go and see specifically was not there.
- » Person who was to call me back didn’t bother calling me back.
- » Poor customer service, the staff were rude when I asked them to look at some documents for us, we were referred elsewhere even though in the past, they’ve done it for us
- » The lady was rude and not very helpful.
- » The question he had regarding dog registration wasn’t able to be satisfactorily answered.
- » There were too many barriers with the lady she talked to because her hands were tied because she had to talk to other people about the problem so she couldn’t just give you a straight answer.
- » They didn’t follow up my initial contact by phone so I had to go in.
- » Too many people with different ideas involved in the planning process, it just confuses.
- » We knew the issue they were dealing with - and nothing has been done.

## Contact with Council, In Writing

- » They didn’t do anything and why pay rates.

## Contact with Council, By Email

- » Council didn’t let him off his parking fine for parking on yellow lines because there was nowhere else to park.
- » Never got a response.
- » No response or follow up.
- » Sometimes gets nasty emails from Council staff. To exemplify, there was an issue in February regarding compliance. It was previously discussed why they couldn’t comply, but the Council responded extremely negatively via email at lunch time before Waitangi Day. Left a message in response to this email, but never heard back. Generally speaking, other operatives are great.
- » Still waiting for the information from Council about the roading issue.
- » Takes quite a long time for them to get back to you and they mix things up.
- » The email was regarding rates payments, and a dispute that arose

after yearly rates were paid. Vexatiously, the response was unclear and incorrect.

- » There are very poor road markings in the area and respondent sent through an email request for immediate service for one very poorly marked intersection as it posed a traffic hazard - although they acknowledged the initial email, it took two months for some form of physical response, and they only did half the job e.g. they painted the give way sign but not the stop sign for the other side of the intersection.
- » They never got back.
- » Took a long time to get back to us.

## Contact with Council, Online

- » A bit tricky to navigate the website properly.
- » Because he couldn’t get the website to work.
- » Crashes needs updating.
- » I had problems for my dog’s registration.
- » Informations wasn’t up to date and not easy to find.
- » No reply, had to turn up in person.
- » There website hard to navigate and is archaic, out dated information.
- » They could make the website more easier to use.
- » Too general not specific enough.
- » Website difficult to get around so I ended up ringing them.

## Contact with Council, Snap, Send & Solve App

- » A bit tricky to navigate as the apps are not very specific and it can be difficult trying to find the relevant information one is after.
- » Never got a response.
- » There was no reply on the app when it was used for information.

## Contact with Council, Overall

- » Although individually office staff try to help, it seems the system stops them as they’re given no latitude to help.
- » Because he got the run around.
- » Because the staff member violated my confidentiality.
- » Because they don’t take action on complaints.
- » Council didn’t do anything about the same problem, which is trees shading the road where he lives in winter so the road doesn’t get any sun on it so it deteriorates because of frost, ice and snow.
- » Difficult to find the right person to speak to both on the phone and with emails
- » Feeling fobbed off by Council, as animal control never investigates persistently problematic canines in the area.
- » Found the lady I dealt with rude and not very helpful but I am sure they are not all like that.
- » He got no result when he complained about a large hole in the footpath.
- » It’s because of the issues I had with them, mainly because of the building inspectors.
- » Just lack of communication.
- » Lack of communication.
- » Lack of responsibility by senior management. Ordinary staff are quite fine, but senior management etc are “disgusting”.
- » No follow up on the issue proposed.
- » No follow up.
- » No follow up on complaints made in the regard that they aren’t fixing the footpaths which affects the maintenance of my property.

- » No reaction from the issue I proposed.
- » No resolution to our issue regarding water usage after our protest and petition. We were fobbed off.
- » Nobody from Council came round when she rang them about a wandering dog that kept coming on to her property.
- » Nothing happened the first time we rang but on the second attempt our problem was dealt with.
- » Nothing happened, so feels let down.
- » Once again I put in a complaint about a dog, and don't know if it was picked up. A call would have been appreciated.
- » Putting their finger in a lot of pies not needed. Creating a level of bureaucracy that's not required.
- » Recently we tried to build garage on our property and we had to jump hoops to get a permit as we live next to a river. The result is our garage will sit higher than the house and we will have to rebuild the driveway. This was all expensive and unnecessary. Also there are too many people getting involved in this process, all saying different things, and confusing us.
- » Sewage overflow was put past my property, they should have used a larger pipe. No one in the engineers department contacted locals to get our opinions. We also should have had town water for this purpose and at the same time an internet connection.
- » The lady she talked to at Council should have done more research about the crashed car when she gave her the registration number instead of asking her a whole lot of additional questions.
- » The person I spoke to was arrogant, he wasn't prepared to listen to what I had to say.
- » The question he had regarding dog registration wasn't able to be satisfactorily answered.
- » Their water was cut but nobody let her know it was going to be cut and nobody seemed to know anything about it.
- » There was a problem with smoke pollution, I was dealing with a staff member who ensured me the conversation was confidential, however went and told the person who the complaint was about. I then got a phone call from that person. They violated that confidentiality.
- » They didn't answer the phone and I couldn't leave a message as there was no facility for this.
- » They haven't come to a conclusion yet on the pigeon situation we have in our play area.
- » They should ring back.
- » Too much shoving from person to person.
- » Too much waiting, person needed always busy.
- » Wanted to inform them of a stray dog, was referred to another phone number which never responded and Council never followed it up, it was during a weekend.
- » Was annoyed about Council voicing their concerns over the cost of the requested upgrade/service rather than public health and safety, especially that of children.
- » When I made a complaint the staff seemed disinterested and nobody responded or followed up with me.

## Council Website

- » Basically the issue they had contacted the council about - they don't put anything out on the website, where the council should be updating the website from their office.
- » Because it didn't give the answer I needed.
- » Couldn't find the information I wanted on the website so I went into the offices. The staff tried to help by saying it was there but also couldn't find the information. In the end I was fobbed off and told to come back

another day.

- » Couldn't find what she was looking for.
- » Hard to find information on there. There are easier council sites in the country to find information you are looking for on.
- » Hard to find some things straight away, short cuts are not very good.
- » I couldn't find what I was looking for on the website.
- » It is difficult to use and there is not enough information. The information is too general and not specific.
- » It is not clear where to find particular information.
- » It was hard to find what I was looking for.
- » It was quite difficult to navigate to find what she was looking for.
- » It's hard to find information so it needs an easier search function.
- » It's hard to find information that you want quickly and easily.
- » Not a lot on updates on the web site regarding current issues or what's happening in the district. They need to regularly update it.
- » Not up to date quick enough, conflict between media and councils.
- » Not up to date.
- » The application form that she wanted wasn't there and the lady still hasn't emailed it to her.
- » Their staff can't follow it and I can't, outdated and hard to navigate.
- » They don't do public consultation properly.
- » Very poorly put together.
- » When submitting a plan, not all the information is in the right place, so not user friendly having to go back and forth.

## Performance of Mayor and Councillors

- » A few issues to deal with at the moment some of them are not prepared to do their homework and listen to the public but know there is an awful lot of reading they have to do.
- » A lot of in-house fighting between the Councillors and yet they work for the community.
- » Because everything is kept under wraps.
- » Because she didn't vote the current mayor in and she thinks she's gutless and they procrastinate all the time.
- » Because their accountant has left so makes me worry about what's happening although I could be wrong.
- » Because they do not consult with the people just do it and sort it out themselves.
- » Because they're thinking about buying more land so they can build a bigger Council building instead of using their existing building site. They don't seem to listen to the people that much.
- » Because they're woolly-headed and don't get anything done.
- » Concerned about the in-fighting about Council's proposal for the new library complex, and is also concerned about the new business park and the selling of water rights.
- » Council building to be replaced and new library but why does Council need to go to OPUS to get advice when they should be able to sort it out themselves with their own engineers. They need to listen to public opinion more.
- » Council didn't consult or listen to the Community enough when it came to the new library or museum.
- » Councillors are fine, but the new Mayor comes across "as a nutter." Conceding that she hasn't had a lot of time to settle in the role as of yet, she still seems to be flipping here there and everywhere, and appears a lot in the paper. Makes the Mayor come across as more of a do-gooder than a doer.
- » Decisions being made by the mayor and councillors is starting to

make me question whether it is still going forward and whether we are wasting tax payers money. The consultation process.

- » Disappointed with the image of the mayor projects in interviews. Lacked the charisma and came across as unprofessional which creates a poor image for Ashburton.
- » Does not know who they are - there is no public face to them. They should be seen out and about in the wider community far more.
- » Doesn't have a lot of experience compared to the last Mayor that we have. Lacking knowledge of the district. eg. water supply/rural issues.
- » Don't get the impression we are united front.
- » Don't take on board on what the public wants.
- » Don't think there is full disclosure like water and any other environmental issues all just one sided.
- » Feel the present council are a bit naive and have cost us money. Need to rethink about the public and their support.
- » General lack of guidance from top level down. Gone away from previous consultation to do with the new library\council building.
- » Get active in the community more.
- » Going back on what was passed by the previous council on the new council and library building.
- » He's annoyed with the water consent issues that went on in the district.
- » He's concerned that the Councillors have factions and pre-determined voting groups which isn't assisting democracy.
- » Hesitant our mayor won't be able to deliver.
- » How they allocate water.
- » I don't think there should be funding for a Mayor's Assistant and I don't understand why she needs one when no Mayor in the past has had one.
- » I don't think they listen to what community wants. They have their own agenda.
- » I have just heard that people I've spoken to were dissatisfied. Lack of communication and not listening to the community.
- » I'm happy with the new Mayor but some councillors don't listen to the public. They scrap amongst themselves and give us things we don't actually want. Then what we want we cant get for example wheelee bins for the rubbish.
- » Involved in forming a trust in Tinwald and the Mayor and several Councillors visited to understand what the function of the club was earlier this year, and made promises and have not heard back since.
- » It was in regard to a noise control complaint, we believe the people complained weren't residents, and were just making it up cause they were disgruntled.
- » Just their handling specifically around the new council building and library facilities just their decision making around them have been a bit of a joke.
- » Lack of clear vision for the community.
- » Last Mayor's handling of water issues.
- » Like the previous Mayor better.
- » Mainly over the issue of adding fluoride to the water; as well as the Council's intent to bottle the region's water and sell it off. It shouldn't be the Council's role to sell off natural assets, especially assets as vital to existence as water.
- » Mayor seems dictated to by someone else and the councillor is of self interest.
- » Mayor should not own any business or have any business conflict in the area they work in.
- » Mayor was caught lying about the bottling plant. He was caught out in an interview, and changed his story.
- » More the new Mayoress. Haven't got any real information on her so far,

so can't get an accurate read on what her agendas are. Don't feel like they know what she stands for; so get this information out there.

- » Not happy with their decision making around the new civic centre and new library complex - too much "dilly dallying" and they need to stop being scared of what people may say. They should learn from their past mistakes around the EA Centre and art gallery and "up their game" e.g. spend what is necessary and get it right the first time instead of having costly mistakes and shortcomings down the track.
- » Not listening to the public enough.
- » Not really the Councils fault but a lot of increased crime in Ashburton, so not sure what they can do about it.
- » Old Mayor and Councillors were not present in the community.
- » Over the library council building as they haven't sorted it all out yet and could be more costs.
- » Past Mayor not being transparent with information regarding selling our water over seas.
- » Poor decision making and delays in decision making. For example delays in relocating council office even after the recommendation of a report which is waste of the time and money.
- » Say one thing and do another.
- » She's never seen them.
- » Short sighted with regards to the EA Networks facilities. The water dispute regarding Bung the Bore.
- » Some have ideas that will never happen, they are dreaming, need to sort out priorities.
- » Some of the stuff that has gone on hasn't been that good, especially the resource consent given for the water bottling plant. It was only canned after some major lobbying by some people.
- » Spending too much money. Museum project ran over budget. Now they want to do a library, but they have proven they cant manage projects economically and accurately.
- » The Council needs to operate with a conflux of old and new heads. Ultimately, more fresh blood is needed to reinvigorate the Council's thinking. Fresh ideas will breed innovation for the benefit of the community.
- » The EA Centre, they messed up with that.
- » The indecision on the civic rebuild.
- » The issue with the water bottling plants, not happy they took the water and sold it. It was a bit of a farce.
- » The lack of support for the rural community.
- » The last lot didn't listen to the people of the community.
- » The last lot had a lot of bickering, too big of egos and they weren't all on the same page.
- » The last lot let the water issue get out of hand and the second bridge issue also.
- » The last Mayor was a fool and I don't think this one will be any better. At public events the last mayor was a bit a drip - lots of ridiculous ideas he had.
- » The likes of the CBD. They see no reason to fund extra lighting e.g. Christmas lights.
- » The Mayor and Councillors don't have a lot of visibility in the region. When one doesn't see them out and about, or acting as conspicuous changemakers; this leads one to believe that these representatives are not doing their best to leave a mark on the area, and create a worthy legacy.
- » The Mayor has taken away Council representatives from community groups. She's employed a personal assistant for \$65,000 and she's all for herself.
- » The Mayor has too much time spent on dealing with issues outside their

- jurisdiction such as water which should be a regional council's concern.
- » The Mayor hasn't made a timely decision about the civic building. These amenities need to be situated on the west side of Council land. The Library needs to be central, such that it is in the best place to be accessed by all people, particularly newcomers and migrants. All of these amenities should be in the one building, including and especially a modern and well-resourced library with free wifi. Libraries help to shape better thinkers for the future, so invest in these with fervour.
  - » The new council is going back over the same ground and information as the old council i.e. regards where to put the Council building and library, costs a fortune with consultants and should be consulting with us more, the rate payers. Consider the business in towns are having too much say and are swaying the councils decision yet making more money than the general public as do not want to take the traffic away. Tourism, not there core business and those that benefit form the tourists i.e. ski fields should be paying the lions share to promote and not the rate payers as they get the returns- example the campers new toilets.
  - » The new Mayor and Councillors: there's been some ups and downs. However I find she goes out into the community a lot.
  - » The people have already voted against the library being moved to where the college is but it's been brought up again.
  - » The previous Mayor and Councillors seemed to have their own agendas, such as the arts centre and museum, so they didn't consult the public and listen to the public enough.
  - » The way the voting went in the last election and things that have happened since. The Citizens' Council had some members on the Council but they didn't act in the best interests of the people.
  - » The whole water saga recently. Short comings with the pool and a few things regarding the art gallery.
  - » Their not functional. Example new Council building was in the paper as all sorted tabled at the Council meeting and it was all thrown out the window. Why not sorted before the meeting.
  - » There are some issues at the moment regarding civic buildings and they seem to have lost the plot because the Mayor has made decisions that some Councillors didn't know anything about.
  - » There's been a lot of water schemes added in the past five years, however there's no records available to be accessed when they're needed. Council has a distinct dearth of documentation when it comes to where pipes have been laid in the district. The Council has failed to record this vital information at the time of ditches being opened, and new lines being put in. This is leaving people nescient to the precise locations of pipes and buried cables when digging under the road in a private capacity. Keep better records in the future.
  - » There should be a better level of understanding of all aspects of the district by councillors so new councillors should be educated more about the district. There's a disconnect between the staff and councillors.
  - » There's been some reasonably public things happening in Ashburton, and the Council needs to stand up a bit more for what it believes in. The country is watching, and Ashburton should be known as a region who stands up for what it believes in.
  - » They appear to be unprofessional around spending rates money.
  - » They are not happy with the new Council and the way things have been done.
  - » They are not listening to the community.
  - » They are trying to push Ashburton into something it doesn't want. They shouldn't be thinking about buying 3 other parcels of land to build new Council buildings on when previous Councils set aside some land around the existing Council building in case they ever wanted to extend it.
  - » They didn't take any notice of public opinion / did not represent community interest. Ruled with iron fist. They abused position.
  - » They do not give the public all the information, and even if they do ask for public feedback they just go ahead and suit themselves e.g. the art gallery.
  - » They do not listen to people.
  - » They do not listen to the public, when they do consult them they go through the motions of listening, but they do what they want to regardless.
  - » They do not listen to what public want and they give too much weight to lobby group who work for their own interest. They do not listen what overall public want.
  - » They do not really listen to the public and decide too much among themselves, such as the art museum (still a bone of contention among many people).
  - » They don't listen to the public feedback but do what they want to regardless.
  - » They have the attitude of it's not "all user pays" other people want new things and it comes down to the rate payers.
  - » They just seem to have their own agendas and they don't listen to the people, and they spend money where it's not needed.
  - » They keep squabbling and changing their minds about things like the art gallery and where the new Council buildings are going to go.
  - » They make silly decisions.
  - » They waste too much time. A lot of them don't know anything about decision making. Too much time is spent on non core issues.
  - » They've made bad decisions.
  - » Think there could be more consultation with the public and should listen to more as we are the ones who have to live in the community.
  - » This stage they very indecisive about what the doing and planning, going back on previous decisions seem ridiculous. Too much money spent on consultants.
  - » Too many issues that haven't been resolved.
  - » Unprofessional that the Mayor's husband comments on Facebook posts on council matters, how do we know that her work is confidential.
  - » Use/over exploitation of river waters, plans to sell water, just money grabbing and short term ridiculous, very very wrong. Irrigators are out of control and instead of having a credit back system for what they do not use they just keep using in north westers.
  - » Worried about Mayor's new approach, especially regarding getting on bandwagons and pushing single agenda issues. Governmentally, this approach has been shown to be myopic and dangerous. There's a real undertow of not helping the community; and dragging everyone down to single little issues. Several of the new people who have come on the board are single issue people. They're appealing to a new section of Ashburton that's issue-based, rather than thinking more holistically, and for the benefit of the entire community. Also, the Council seems to have become very negative towards the farming community. Farmers are very mobile and could move their business elsewhere, so ensure that farmers are at least considered in Council's yearly calculations.



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