

Annual Residents' Survey 2016



Research Report

April 2016



Research First

Contents

Annual Residents' Survey 2016

Disclaimer

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Executive Summary

This document reports the results of the 2016 Ashburton District Council Annual Residents Survey. A total of 503 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. Note that while some ratings have changed significantly since 2015, this may be due to the revised measurement system rather than any real change.

1.1 Summary of Satisfaction Measures

	Actual, 2016	BCS, 2015	AR*, 2014/15	Measure	Met?
Playgrounds, overall	98%			85%	✓
Ashburton Domain, overall	98%	99%	96%	95%	✓
Public library, overall	98%	97%	80%	90%	✓
Emergency management/Civil Defence	97%	94%	72%	85%	✓
Public flowerbeds & displays	97%	98%	92%	85%	✓
Cemeteries, overall	97%	94%	77%	90%	✓
Sports fields, overall	97%			85%	✓
Rural fire services	95%	94%	74%	85%	✓
Community events, overall	92%	87%	57%	85%	✓
Public conveniences, overall	91%	88%	59%	80%	✓
Social services	91%	93%	46%	85%	✓
Helpfulness of website	87%	92%			
Tourism promotion	87%	89%	49%	90%	✗
EA networks centre, users	89%			85%	✓
Alcohol licensing	86%	80%		75%	✓
Property information services	85%	89%	47%		
Council staff	84%	92%			
Animal control, overall	83%	85%	55%	80%	✓
Satisfaction with website	82%				
Drinking water, overall	81%		84%		
Level of information	79%		72%	80%	✗
Economic development	79%	77%		80%	✗
Parking enforcement	79%	79%			
Satisfaction with Council contact	78%	86%			
Quality of information	75%			85%	✗
Environmental monitoring/public health	75%	82%			
Building services, overall	74%	78%			
Overall performance	72%	72%			
Mayor and Councillors	72%	75%	41%	80%	✗
Planning activities	71%	77%	34%	75%	✗
Ashburton Museum, overall	70%				
Community consultation	69%	71%	34%	60%	✓
Arts & culture, users of ATEC or Museum	69%	70%		80%	✗
Arts & culture	66%	66%	39%		
Advocacy	65%	71%	34%	70%	✗
Rates spend, overall	64%	70%			
Rubbish & recycling, overall	63%				
Unsealed roads	58%	55%	26%	50%	✓
Sealed roads	54%	67%			

* Measures used in Annual Report, 2014/15

2

Research Design

2.1 Context

The Ashburton District is one of the most progressive and inviting regions of New Zealand. The district has a population of approximately 33,000, 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 2016, 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 2016 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.

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).

2.3 Research Sampling

The 2016 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 in addition to landline databases. 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 15th and April 3rd. 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 2016 Ashburton District Council Annual Residents' Survey involved 503 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 location, age and gender are less precise. Of the total valid calls answered and qualifying, the response rate to the survey was 45%.

2.4 Data Analysis

In 2016, the survey changed from five-point scale to a two-point scale for most questions. This change was made 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 in previous years, and therefore the data captured in the trend analysis can be presumed to provide indicative trends when compared to data from previous years.

Please also note that 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 Ashburton 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*
Urban	277	55%	59%
Rural	226	45%	41%
Total	503	100%	

*Location estimates were provided by Ashburton District Council.

3.2 Age	Number of respondents	Percentage of respondents	Estimated actual population*
18-24	36	7%	10%
25-34	77	15%	17%
35-44	97	19%	17%
45-54	99	20%	18%
55-64	82	16%	16%
65+	112	22%	22%
Total	503	100%	

*Subnational population estimates, as at 30 June 2015

3.3 Gender	Number of respondents	Percentage of respondents	Estimated actual population*
Male	250	50%	51%
Female	253	50%	49%
Total	503	100%	

*Subnational population estimates, as at 30 June 2015

3.4 Ratepayers	Number of respondents	Percentage of respondents
Yes	423	84%
No	77	15%
Unsure	3	1%
Total	503	100%

3.5 Income

	Number of respondents	Percentage of respondents
Less than \$30,000 per year	74	15%
\$30,000 - \$50,000 per year	66	13%
\$50,000 - \$70,000 per year	93	18%
\$70,000 - \$100,000 per year	106	21%
More than \$100,000 per year	104	21%
Refused	28	6%
Don't know	32	6%
Total	503	100%

3.6 Time Lived in Ashburton

	Number of respondents	Percentage of respondents
5 years or less	51	10%
6 to 10 years	57	11%
More than 10 years	395	79%
Total	503	100%

3.7 Internet Connectivity

	Number of respondents	Percentage of respondents
No connection	63	13%
Phone line (dial up, broadband)	258	51%
Fibre	116	23%
Satellite	59	12%
Don't know	7	1%
Total	503	100%

3.8 Connectivity Quality

	Excellent	Good	Neither good nor poor	Poor	Very poor	Base n
Phone line (includes dial up, copper broadband and cable broadband)	9%	52%	16%	17%	6%	258
Fibre	34%	51%	11%	3%	1%	116
Satellite	12%	46%	15%	24%	3%	59
Total	16%	50%	15%	14%	4%	440

4

Environmental Services

4.1 Emergency Services

Residents were asked if they are satisfied or dissatisfied with:

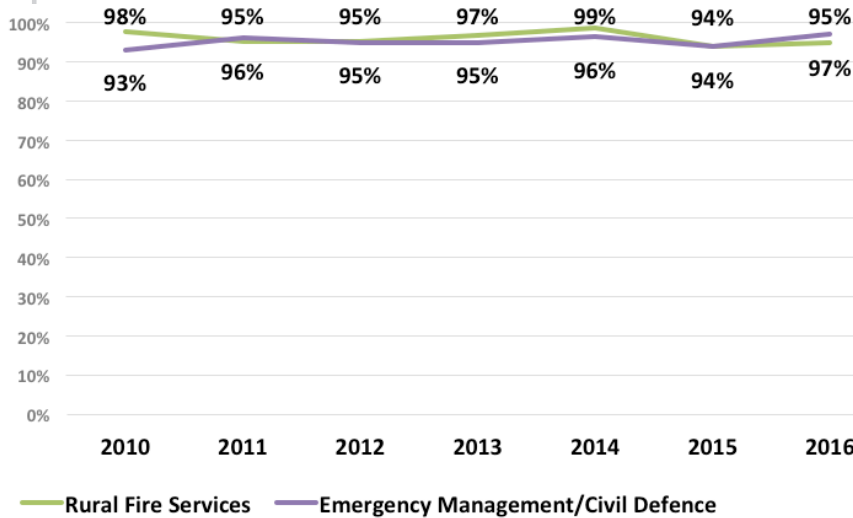
- Rural Fire Services; and
- Emergency management (Civil Defence)

Residents reported a high level of satisfaction with both emergency management and Rural Fire Services (97% and 95% respectively). 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%	422
Emergency management/Civil Defence	97%	3%	388

4.2 Satisfaction with Emergency Management, Over Time



4.2 Regulatory Services

Residents were asked if they had made use of animal control or building inspection services. These were infrequently used; 12% of residents had phoned animal control and 21% had dealt with building services.

4.3 Use of Regulatory Services

	Have used
Animal control	12%
Building services	21%
Total	503

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

- Animal control;
- Parking enforcement;
- 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, monitoring water and air, and licensing food and other premises).

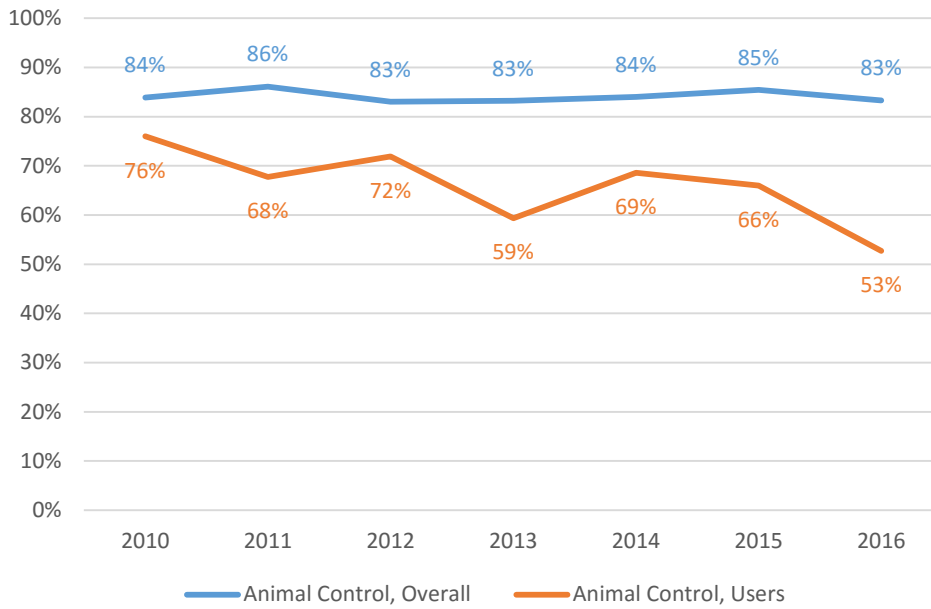
Overall, residents were most satisfied with alcohol licensing (86%), property information services (85%) and animal control overall (83%). Notably, residents who had used animal control were less satisfied with this service (53% compared to 83%). Less than half of residents who had used animal control were satisfied with how their complaint was dealt with (47%).

4.4 Satisfaction with Regulatory Services

	Satisfied	Dissatisfied	Subtotal
Animal control, overall	83%	17%	443
Animal control, users	53%	47%	55
Animal control, complaints	47%	53%	60
Parking enforcement	79%	21%	476
Alcohol licensing	86%	14%	431
Planning activities	71%	29%	438
Building services, overall	74%	26%	426
Building services, users	67%	33%	103
Property information services	85%	15%	422
Environmental monitoring/public health	75%	25%	463

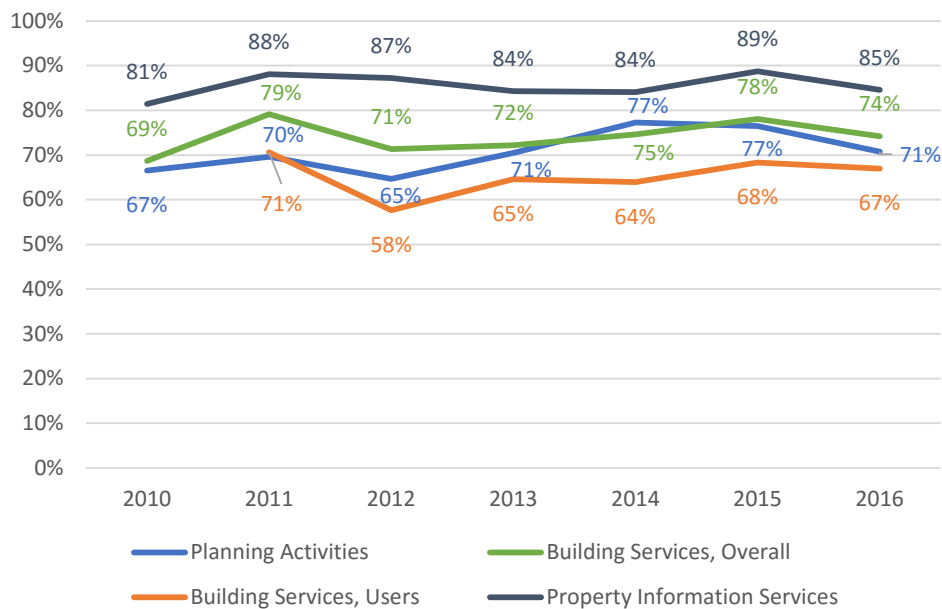
4.5

Satisfaction with Animal Control, Over Time

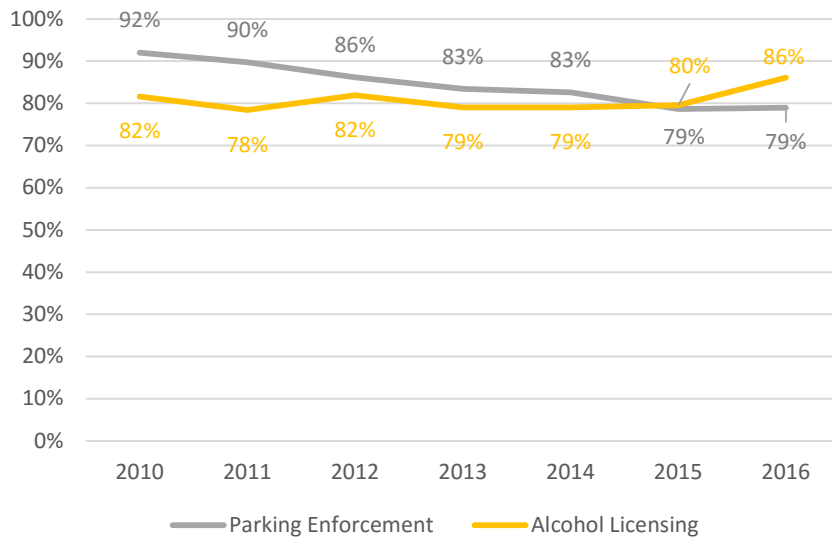


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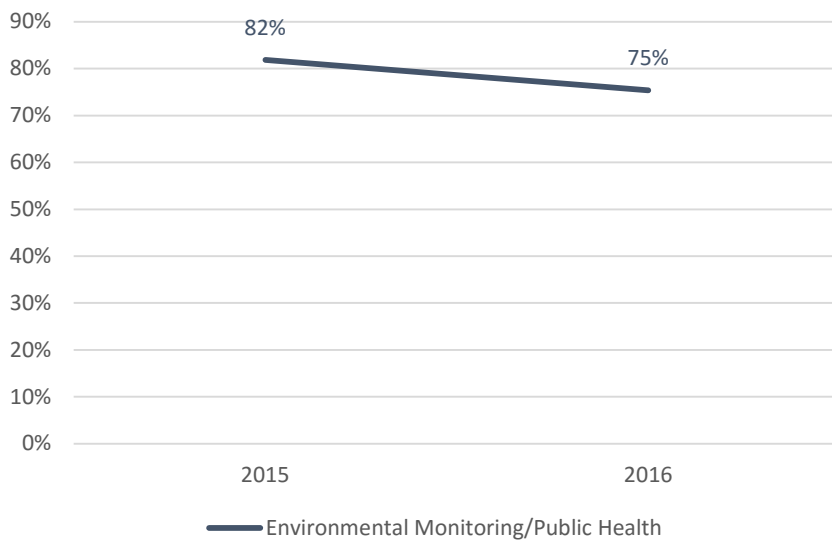
Satisfaction with Building and Property Services, Over Time



4.7 Satisfaction with Parking & Alcohol Licensing



4.8 Satisfaction with Environmental Monitoring



4.3 Alcohol Policy

A subsample of residents (n=117) were asked about their perceptions of the control of alcohol in the district (being measures such as licensing and liquor bans) compared to two years ago. Most think it is about right (77%), while 18% thought it is too lenient and just 5% believe it is too strict.

4.8 Control of Alcohol, Compared to Two Years Ago.

	Overall
Too strict	5%
About right	77%
Too lenient	18%
Subtotal	117

Fewer than one third of residents thought changes should be made to alcohol control, use and sale. Most of the changes noted were regarding stricter controls.

4.9 Believe that Changes Should Be Made to Alcohol Control

	Overall
Yes	29%
No	66%
Don't know (do not read out)	5%
Subtotal	125

4.10 Changes that Should be Implemented

	Overall
Stricter controls on licencing hours/ Less hours	31%
Fewer liquor outlets	19%
Extended liquor ban on street	5%
Revert drinking age	5%
Other	26%
Don't know/ No comment	19%
Subtotal	42

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 (50%). Nearly one-third of respondents (33%) were not connected to any Council-provided supply.

Residents were asked how satisfied they were 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, residents were most satisfied with the Ashburton water supply (84%).

Note that there is no trend analysis for this dataset as the measurement tool has changed since 2015 and cannot be compared.

5.1 Satisfaction with Drinking Water Supply

	Satisfied	Dissatisfied	Subtotal
Overall	81%	19%	334
Ashburton	84%	16%	251
Methven*	72%	28%	32
Rakaia*	67%	33%	18
Or a Council-provided rural water supply?*	76%	24%	33

5.2 Parks and Open Spaces

Residents were asked if they had made use of various parks and open spaces. The Ashburton Domain was most popular (85%), followed by sports fields (63%).

5.2 Use of Parks and Open Spaces

	Have used
Cemeteries	47%
Council provided sports fields	63%
Council provided playgrounds	59%
The Ashburton Domain	85%
Total	503

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

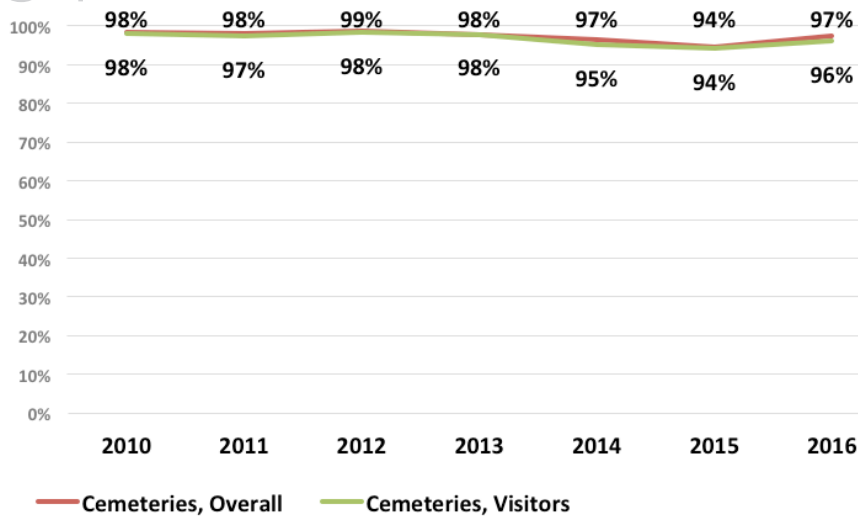
- Public flowerbeds and displays;
- Cemeteries;
- Sportsfields;
- Playgrounds; and
- The Ashburton Domain.

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. Note that due to a change in measurement tools between 2015 and 2016, there is no trend analysis for sports fields and playgrounds.

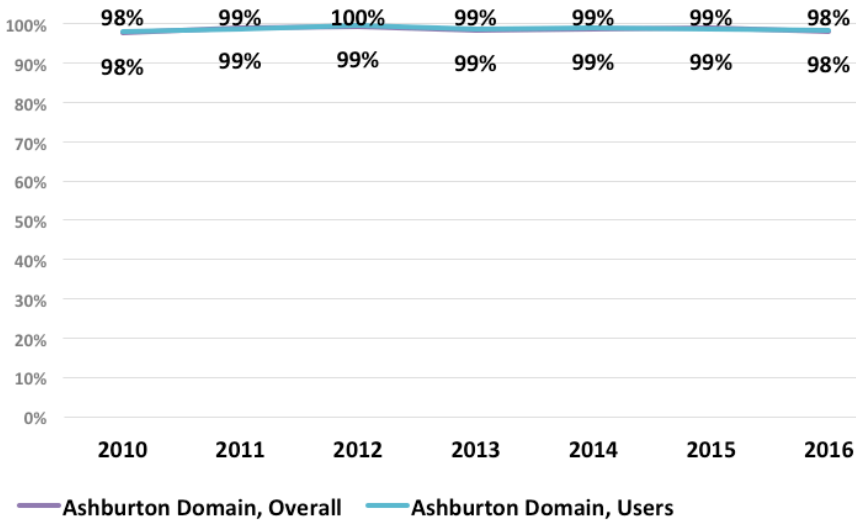
5.3 Satisfaction with Parks and Open Spaces

	Satisfied	Dissatisfied	Subtotal
Public flowerbeds & displays	97%	3%	497
Cemeteries, overall	97%	3%	380
Cemeteries, visitors	96%	4%	235
Sports fields, overall	97%	3%	449
Sports fields, users	96%	4%	319
Playgrounds, overall	98%	2%	434
Playgrounds, users	97%	3%	294
Ashburton Domain, overall	98%	2%	481
Ashburton Domain, users	98%	2%	426

5.4 Satisfaction with Cemeteries, Over Time



5.5 Satisfaction with Ashburton Domain, Over Time



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.

5.6 Use of Public Conveniences

	Have used
Public conveniences	58%
Total	503

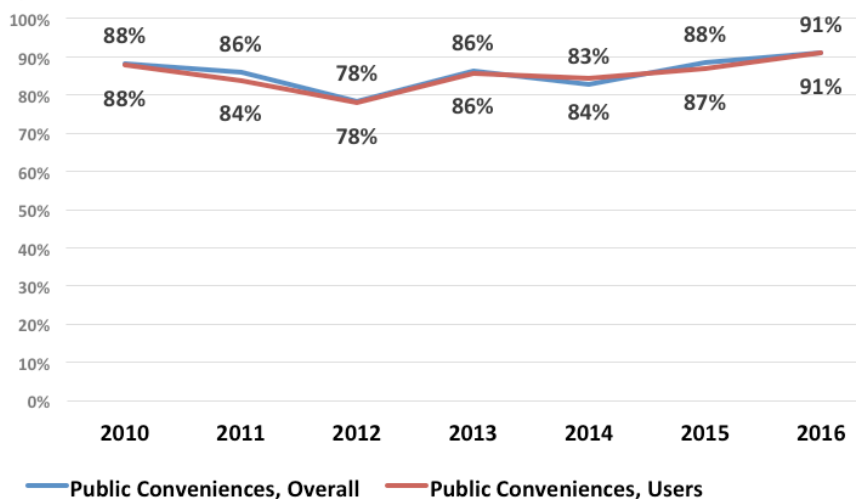
Residents were asked if they are satisfied or dissatisfied with public conveniences. Overall, 91% of residents were satisfied with them.

5.7 Satisfaction with Community Facilities and Support Services

	Satisfied	Dissatisfied	Subtotal
Public conveniences, overall	91%	9%	389
Public conveniences, users	91%	9%	290

Results over time show that the 2016 data points for community facilities and support services are in line with previous results. The Council has consistently performed well in these areas. Notably, there was little change between perceptions of users and perceptions overall in regard to both public conveniences and community events.

5.8 Satisfaction with Public Conveniences, Over Time



5.4 Recreation and Leisure

Residents were asked if they had made use of a range of recreation and leisure facilities. The EA Networks Centre was most popular (66%), followed by the public library (53%). Use of the library has dropped since 2015, when it was used by 65% of residents.

5.9 Use of Recreation and Leisure Facilities

	Have used
The public library service	53%
The EA Networks Centre	66%
The Ashburton Museum	28%
Total	503

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

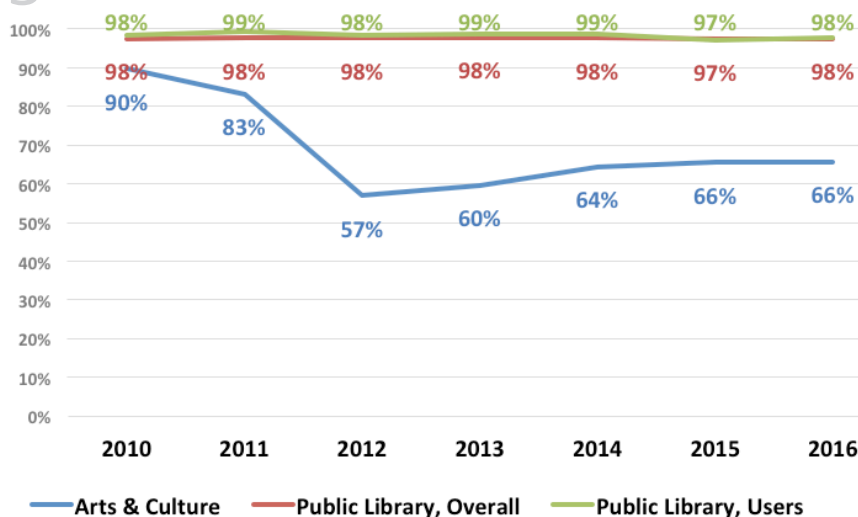
- Arts and culture (being operation of the Ashburton Museum and provision of grant funding to the Ashburton Art Gallery and Events Centre);
- The public library service;
- The EA Networks Centre; and
- The Ashburton Museum.

Satisfaction was highest for the public library (98% overall) and the EA Networks Centre (87% overall). Satisfaction was lower for arts and culture (66%), and this result is consistent with data from previous years.

5.10 Satisfaction with Recreation and Leisure Facilities

	Satisfied	Dissatisfied	Subtotal
Arts & Culture	66%	34%	472
Arts & culture, users of ATEC or Museum	69%	31%	411
Public Library, Overall	98%	3%	400
Public Library, Users	98%	2%	269
EA Networks Centre, Overall	87%	13%	433
EA Networks Centre, Users	89%	11%	331
Ashburton Museum, Overall	70%	30%	312
Ashburton Museum, Users	85%	15%	140

5.11 Satisfaction with Recreation and Leisure Facilities, Over Time



5.5 Refuse and Recycling

Residents were asked to rate how satisfied or dissatisfied they were with the rubbish and recycling collection. Overall, 63% of residents were satisfied. Interestingly, this is true for both those who do and do not have their rubbish collected. Overall, 63% of residents were provided with rubbish and recycling. Note that the measurement tool was changed between 2015 and 2016, meaning trend analysis cannot be provided.

5.12 Satisfaction with Rubbish and Recycling

	Satisfied	Dissatisfied	Subtotal
Rubbish & Recycling, Overall	63%	37%	423
Rubbish & Recycling, Users	63%	37%	315
Rubbish & Recycling, Non Users	63%	37%	107

5.6 Transportation

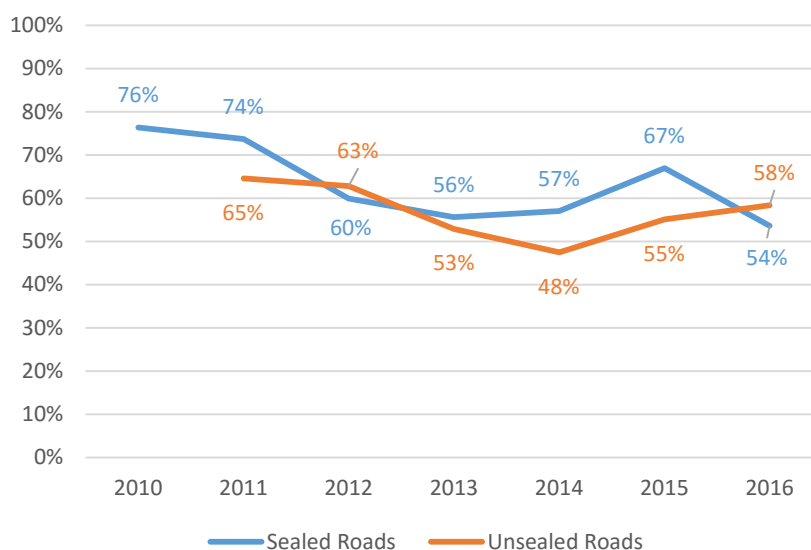
Residents were asked to rate their satisfaction or dissatisfaction with sealed roads and unsealed roads. More than half of residents were satisfied with each (54% sealed roads, 58% unsealed roads).

5.13 Satisfaction with Transportation

	Satisfied	Dissatisfied	Subtotal
Sealed roads	54%	46%	496
Unsealed roads	58%	42%	430

Satisfaction with sealed roads has fallen since 2015, while satisfaction with unsealed roads has been growing since 2014.

5.14 Satisfaction with Transportation, Over Time



6

Finance and Business Support

6.1 Economic Development

Residents were asked how satisfied they were with:

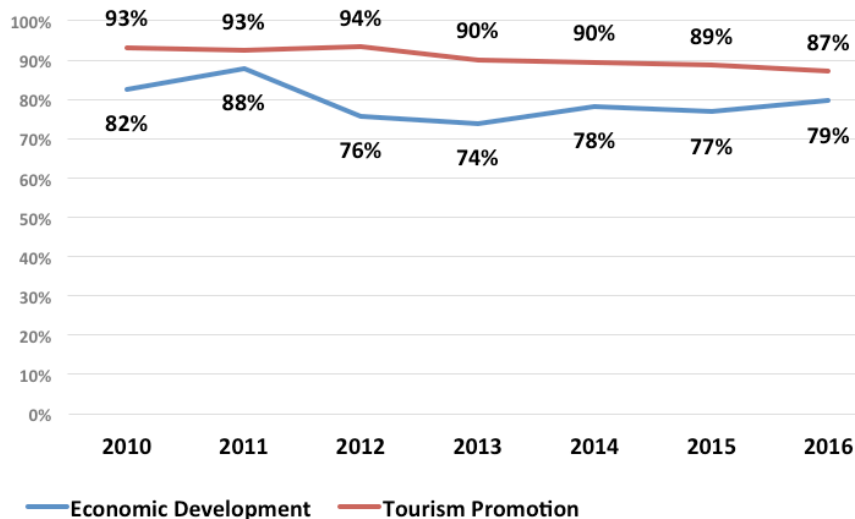
- Economic development (being the provision of grant funding Grow Mid Canterbury); and
- Tourism promotion (through the Council Controlled Organisation, Experience Mid Canterbury, which operates the Ashburton and Methven I-SITE information centres).

Most residents were satisfied with both economic development (79%) and tourism promotion (87%). There has been little change in the data since 2015.

6.1 Satisfaction with Economic Development

	Satisfied	Dissatisfied	Subtotal
Economic Development	79%	21%	422
Tourism Promotion	87%	13%	449

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. More than half of residents had used it.

6.3 Use of Ashburton Trust Events Centre

	Have used
Ashburton Trust Events Centre	57%
Total	503

Residents were asked if they are satisfied or dissatisfied with:

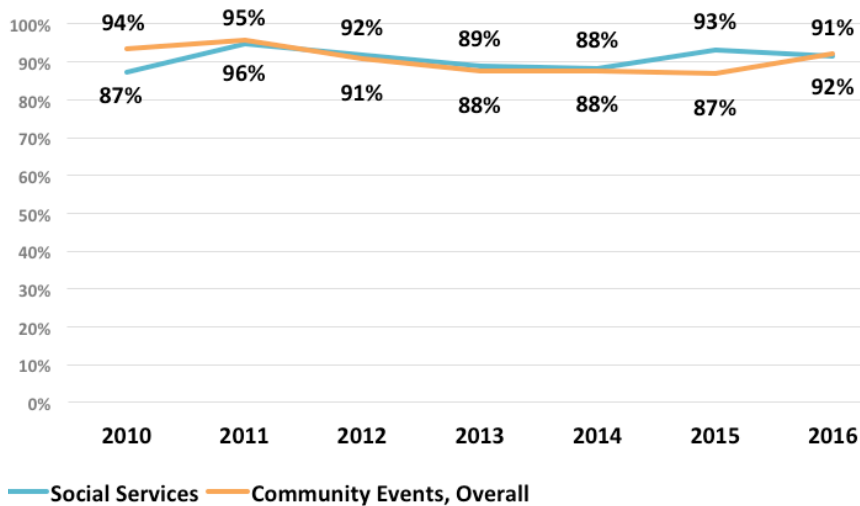
- Social services (being community grants provided to organisations such as Safer Ashburton and HYPE); and
- Community events (being grant funding to Experience Mid Canterbury and Ashburton Events Centre Trust to assist events throughout the District).

Each of the services had a satisfaction rating among residents of over 90%.

6.4 Satisfaction with Social Services and Community Events

	Satisfied	Dissatisfied	Subtotal
Social services	91%	9%	432
Community events, overall	92%	8%	477
Community events, users of ATEC	93%	7%	280

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).

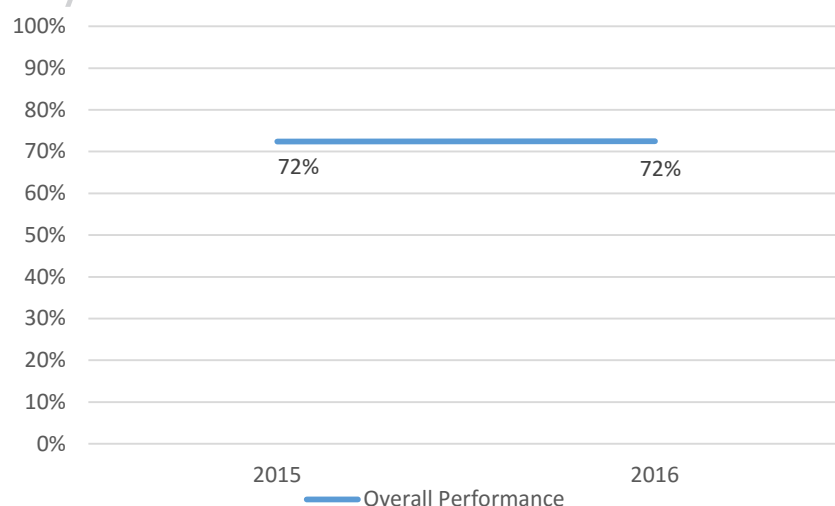
Nearly three-quarters (72%) of residents were satisfied with overall performance. The same number of residents were satisfied with the performance of the Mayor and Councillors. Satisfaction was higher with the performance of Council staff (84%), but lower for advocacy (65%) and community consultation (69%).

6.6 Council Performance

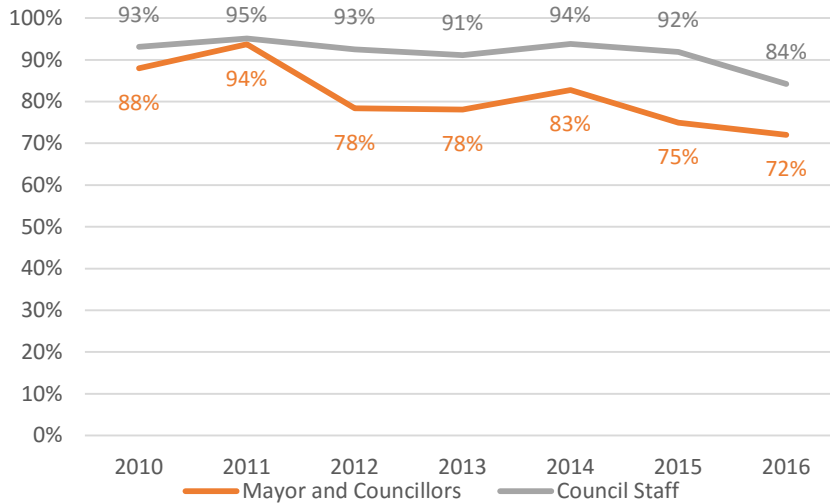
	Satisfied	Dissatisfied	Subtotal
Overall performance	72%	28%	483
Mayor and Councillors	72%	28%	461
Council staff	84%	16%	444
Advocacy	65%	35%	433
Community consultation	69%	31%	454

The 2016 results show a continued downwards trend for satisfaction with Mayor and Councillors and community consultation. In contrast, satisfaction with overall performance has remained steady since 2015.

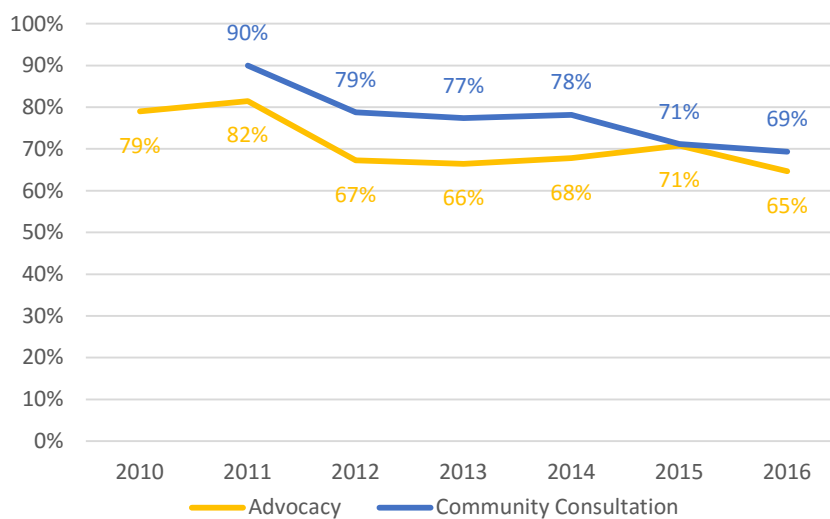
6.7 Council Performance, Over Time



6.8 Council Performance, Over Time



6.9 Other Aspects of Governance, Over Time



6.4 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, half of residents thought the District is a better place to live than three years ago. A further 42% thought it was about the same; just 8% thought the District had become a worse place to live.

6.10 Change in Last Three Years

	Overall
Better	50%
About the same	42%
Worse	8%
Subtotal	483

6.5 Issues Facing the District

Residents noted what they thought was the most important issue facing the District in the next few years. There was considerable dispersal of results, although transport infrastructure was a popular theme (roading, 13%; Tinwald bridge, 9%; traffic control, 9%; infrastructure, 6%). Responses also highlighted the importance of the farming economy and its effects (farming economy, 11%; environmental issues, 10%; water quality, 4%).

6.11 Issues Facing District

	Number of respondents	Percentage of respondents
Roading	65	13%
Farming economy	54	11%
Population growth	50	10%
Environmental/ Water usage/contamination	50	10%
Tinwald bridge/ Second bridge	46	9%
Traffic control/ Congestion/ Parking	46	9%
Infrastructure	28	6%
Affordable housing	24	5%
Water quality	22	4%
Rubbish and Recycling	20	4%
Water quantity	17	3%
Employment	17	3%
Crime/ Lack of safety	17	3%
Cost of rates	14	3%
Debt/ Council spending	10	2%
Assimilation	10	2%
Healthcare Services/ Age care/ Mental health Services	9	2%
Economy	8	2%
Facilities/ Services for youth	6	1%
Earthquake recovery/ Disaster management	5	1%
Listening to voters/ratepayers	3	1%
Other	46	9%
Don't know	49	10%
Total	503	100%

6.6 Council Spend

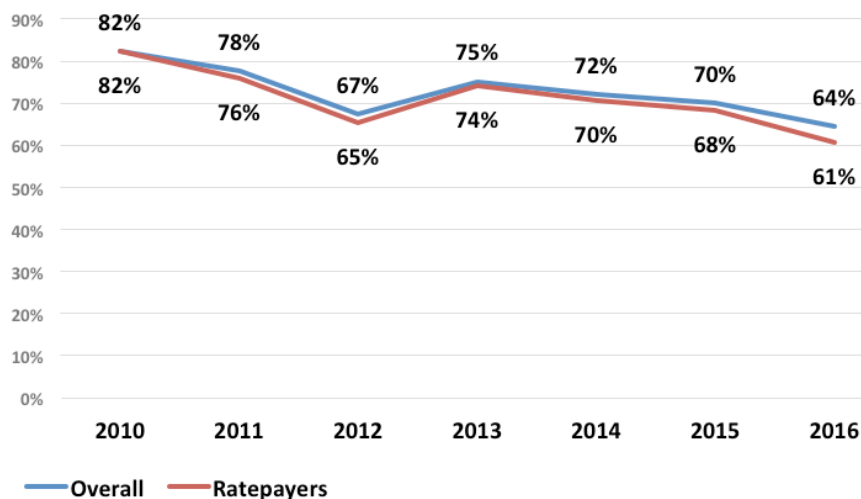
All residents were asked to consider the services and facilities that Council provides, and rate their satisfaction with how rates are spent. Across all residents, 64% were satisfied. Satisfaction was slightly lower among ratepayers (61%).

6.12 Satisfaction with Rates Spend

	Satisfied	Dissatisfied	Subtotal
Overall	64%	36%	472
Ratepayers	61%	40%	400
Non ratepayers	86%	14%	69

Results in 2016 continue a trend since 2013 of gradually declining satisfaction with rates spend.

6.13 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 (37%) did not think the Council should spend more on anything. The most commonly identified area for increased spending was roads and roading (30%). The next most identified area was rubbish and recycling (17%).

6.14 Areas Council Should Increase Spend

	Number of respondents	Percentage of respondents
Roads/roading	151	30%
Rubbish/recycling	83	17%
EA Networks Centre	44	9%
Footpaths	21	4%
Activities for young people	17	3%
Water supply	16	3%
Health/ medical services	14	3%
Parks/gardens	11	2%
Bridge	11	2%
Traffic control	11	2%
More parking	10	2%
Sports/ recreation facilities	9	2%
Public toilets	5	1%
Social housing	5	1%
Playgrounds	3	1%
The environment	3	1%
Education/ school funding	3	1%
Public safety	3	1%
Rural services	3	1%
Other	35	7%
Nothing/ don't know	184	37%
Total	503	100%

Residents were asked what services or facilities they would like Council to spend less on in future. While over half of respondents (55%) did not think Council should reduce spending in any areas, nearly one-quarter (27%) thought the Art Gallery should receive less funding.

6.15 Areas Council Should Decrease Spend

	Number of respondents	Percentage of respondents
Art Gallery	136	27%
Museum	71	14%
EA Networks Centre	19	4%
City council staff	14	3%
New Council building	12	2%
New bridge	8	2%
Consultants	8	2%
New recycling bins	8	2%
Big/ new projects	6	1%
Grow Mid Canterbury	5	1%
Parking meters	5	1%
Library	4	1%
Roading	4	1%
Tourism	4	1%
Business	4	1%
Event Centre	3	1%
Landscaping	3	1%
Other	18	4%
Nothing/don't know	278	55%
Total	503	100%

6.7 Information Provision

Residents were asked if they were satisfied or dissatisfied with the level and quality of the information Council provided. In both cases, the majority of residents were satisfied (79% level of information, 75% quality of information).

6.16 Satisfaction with Information

	Satisfied	Dissatisfied	Subtotal
Level of information	79%	21%	476
Quality of information	75%	25%	455

Respondents were asked what their main source of information about Council was. Residents clearly use newspapers most frequently to find out information about Council (80%). The most commonly noted newspapers were the Ashburton Guardian (64%), and the Courier (33%).

6.17 Sources of Information

	Number of respondents	Percentage of respondents
Newspapers	400	80%
Council's District Diary newsletter	63	13%
Personal contact	48	10%
Council's website	42	8%
Radio	41	8%
Word of mouth	25	5%
Facebook	23	5%
Flyers/Pamphlets/Mail drops	20	4%
Internet/online	6	1%
Meetings	4	1%
Other	9	2%
Not aware of any	17	3%
Total	503	100%

6.18 Newspapers

	Number of respondents	Percentage of respondents
Ashburton Guardian	323	64%
The Courier	166	33%
The Mid-Canterbury Herald	86	17%
The Press	36	7%
High Country Herald	13	3%
Rakaia News	7	1%
Methven Snowfed	7	1%
Free papers	4	1%
Other	3	1%
Don't know	4	1%
Subtotal	400	80%

Respondents were asked if they had read or received any of the information Council publishes specifically for the community. The majority of residents had (88%). Note that this increase since 2015 (11 points, from 77%) is likely due to a change in questionnaire structure rather than changing communication efficacy. The most common source was the District Diary (seen by 61% of residents). This was followed by the noticeboard in the Ashburton Guardian (49%).

6.19 Council-Published Information

	Number of respondents	Percentage of respondents
District Diary	309	61%
Community Noticeboard	246	49%
Long Term Plan/Annual Plan	179	36%
Information from Council website	153	30%
Information from Council offices	127	25%
Don't know/ None	58	12%
Total	503	100%

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 (39%), followed by in person (37%).

6.20 Rate of Contact

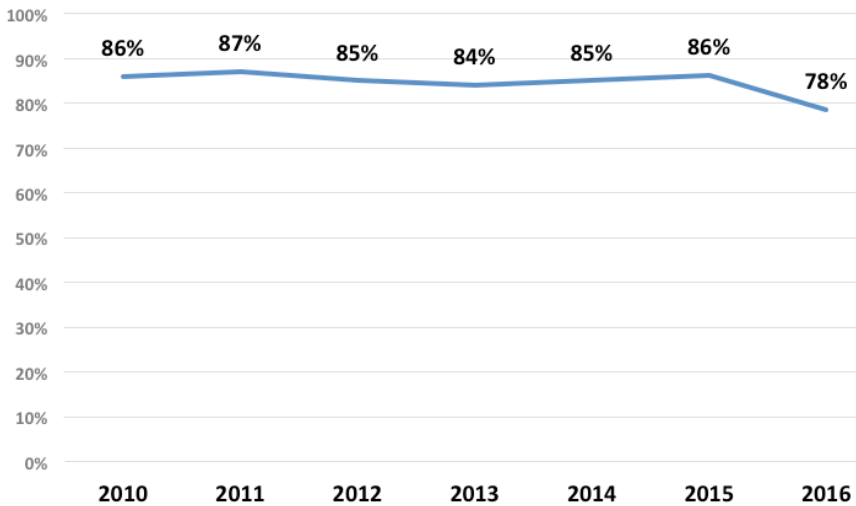
	Number of respondents	Percentage of respondents
By phone	195	39%
In person	135	27%
In writing	12	2%
By email	47	9%
Have not made contact with Council	213	42%
Total	503	100%

Satisfaction with contact has decreased slightly since 2015, but remains high overall (78%).

6.21 Satisfaction with Contact

	Satisfied	Dissatisfied	Subtotal
Overall	78%	22%	288

6.22 Satisfaction with Contact, Over Time



Those respondents who were dissatisfied with their contact with Council were asked why. The primary reasons were that the contact did not help to solve the problem (60%), or that the respondent did not receive a response to the problem (32%).

6.23 Reasons for Dissatisfaction

	Number of respondents	Percentage of respondents
Contact didn't help to solve the problem	37	60%
Contact was not returned/no reply	20	32%
Staff were hard to get hold of	9	15%
Staff were impolite	6	10%
Response was slow	15	24%
Other	8	13%
Total	62	

6.9 Council Website

Respondents were asked if they had used the Council website in the past year. Overall, 44% had done so. Use of the Council website appears to be infrequent – most used it quarterly or six monthly (39%). Just 5% used the website fortnightly or more often.

6.24 Frequency of Use

	Number of respondents	Percentage of respondents
Weekly	4	1%
Fortnightly	22	4%
Quarterly	83	17%
Six monthly	110	22%
Never	284	56%
Total	503	100%

Most respondents using the website were looking for general information (77%). Others were conducting transactions, e.g. dog registration (15%) or request for service (15%).

6.25 Reason for Use

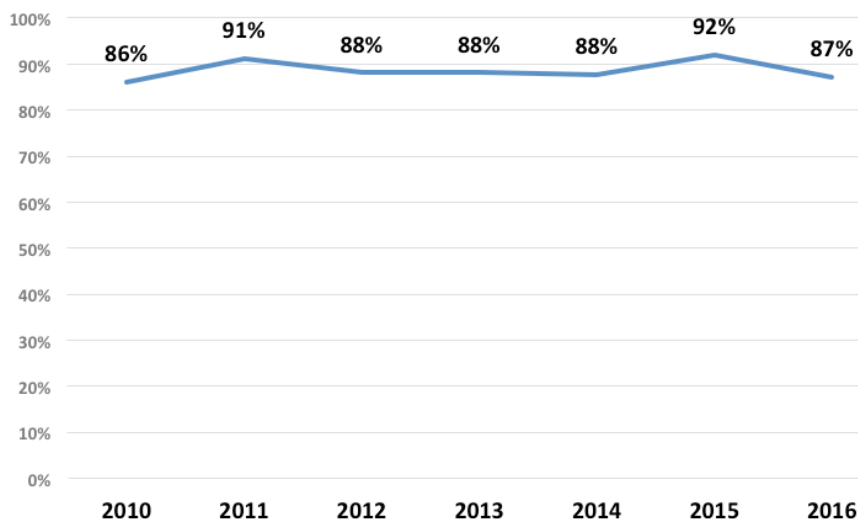
	Number of respondents	Percentage of respondents
General information	169	77%
Dog re-registration	33	15%
Request for service	32	15%
Building consent / inspection	25	11%
Rates payment	15	7%
Applying for a job	7	3%
Resource consent	7	3%
Fine or infringement payment	5	2%
Total	219	100%

Respondents who had used the Council website were asked to rate how helpful they had found it. Overall, 87% thought it was helpful or very helpful. This score is in line with the scores of previous years, showing that the website is a consistently well-performing area of service.

6.26 Helpfulness of Website

	Overall
Helpful	87%
Unhelpful	13%
Subtotal	210

6.27 Helpfulness of Website, Over Time



Respondents who had used the Council website were asked to rate how satisfied they were with the experience. Overall, 82% of website users were satisfied.

6.28 Satisfaction with Website

	Overall
Satisfied	82%
Dissatisfied	18%
Subtotal	211

All website users were asked what else they would like to see the Council provide on its website. The majority (69%) thought the Council could not make any improvements.

6.29 Other Information or Services Needed on Website

	Number of respondents	Percentage of respondents
Website should be simpler/easier to navigate	31	14%
More up to date information	18	8%
Local events	10	5%
Clearer/ more in-depth information	6	3%
Payment/licensing information/ services	6	3%
Utilities information	5	2%
Council spend information	3	1%
More information on property ownership	2	1%
Dog registration	2	1%
Rural information	2	1%
Other	7	3%
Nothing/don't know	151	69%
Total	219	100%

7

Policy

Residents were asked a number of questions about Council policies. This information is intended for Council's planning purposes, and to reduce the burden on respondents each respondent was only asked about one of the four policy areas. This means the base sizes in this section are lower than the base sizes in the main part of the report.

7.1 Safety

Residents were asked if they believe Ashburton District is generally a safe place to live. The majority thought so (90%).

7.1 Safety of Ashburton

	Overall
Is a safe place	90%
Is not a safe place	10%
Subtotal	134

Respondents were then asked if they were aware of any ads or articles about community safety in the media in the past six months. Less than half (43%) were aware. Both recall and perceptions were widely dispersed.

7.2 Awareness of Safety in the Media

	Overall
Are aware	43%
Are not aware	57%
Subtotal	134

7.3 Recall of Media Content

	Number of respondents	Percentage of respondents
Keeping safe	10	18%
Neighbourhood Watch	8	14%
Crime	7	12%
Misbehaviour in town at night	7	12%
Anti-drinking laws	5	9%
Road safety campaign	3	5%
Common sense	3	5%
WINZ case	2	4%
Maori wardens	2	4%
Anti-crime cameras	2	4%
Decrease in crime	2	4%
Domestic violence	2	4%
Other	11	19%
Don't know	7	12%
Total	57	

7.4 Perceptions of Media Content

	Number of respondents	Percentage of respondents
Informative	16	28%
Good/ Positive	11	19%
Fair/ realistic	5	9%
District needs better policing	3	5%
Worried/ Fearful	2	4%
Message needs greater penetration	2	4%
Feel safe(r)	2	4%
Crime has decreased	2	4%
Other	7	12%
Don't know	7	12%
Total	57	100%

7.2 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 (49%) or about the same (35%). Just 16% felt it makes the District worse. The majority of 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 majority did not know.

7.5 Impact of Diversity of Ashburton District as a Place to Live

	Overall
Better	49%
About the same	35%
Worse	16%
Subtotal	128

7.6 New Residents Made to Feel Welcome and Given Support

	Overall
Yes	74%
No	8%
Don't know (do not read out)	18%
Total	128

7.7 How Welcome Could be Improved

	Number of respondents	Percentage of respondents
Meet with new residents	5	15%
Establish their own support networks	2	6%
Council to take a greater role	2	6%
Other	7	21%
Don't know	17	52%
Total	33	100%

7.3 Smokefree

Residents were asked if they were aware that Council has made children's playgrounds and some sports fields smokefree. Three quarters (74%) were aware. Most residents agreed that playgrounds (92%), sports fields or courts (92%) and parks or reserves (62%) should be smokefree.

7.8 Awareness of Smokefree Policy Changes

	Overall
Yes	74%
No	22%
Don't know (do not read out)	3%
Total	125

7.9 Belief that Areas Should Be Smokefree

	Childrens' playground	Sportsfields or courts	Parks or reserves
No	8%	8%	38%
Yes	92%	92%	62%
Subtotal	125	125	125

8

Appendix One: Results by Location

In this section, results highlighted in red denote data that is significantly lower than the norm, while results highlighted in blue denote data that is significantly higher than the norm.

8.1 Internet Services

8.1 Internet Connection

	Urban	Rural
No connection	13%	12%
Phone line (dial up, broadband)	56%	62%
Fibre	41%	8%
Satellite	1%	28%
Don't know	1%	2%
Total	277	226

8.2 Quality of Internet Connection

	Urban	Rural
Excellent	19%	13%
Good	60%	39%
Neither good nor poor	13%	17%
Poor	6%	25%
Very poor	2%	7%
Total	241	199

8.2 Democracy and Governance

8.3 Council Performance

	Urban	Rural
Overall performance	73%	72%
Subtotal	268	215
Mayor and Councillors	69%	76%
Subtotal	255	206
Council staff	83%	86%
Subtotal	249	195
Advocacy	65%	64%
Subtotal	241	192
Community consultation	69%	70%
Subtotal	255	199

8.4 Change in the District Since 2013

	Urban	Rural
Better	47%	53%
About the same	43%	41%
Worse	9%	6%
Subtotal	267	216

8.5 Satisfaction with Rates Spend

	Urban	Rural
Satisfaction with rates spend	64%	65%
Subtotal	262	210

8.6 Satisfaction with Information Provision

	Urban	Rural
Level of information	76%	81%
Subtotal	261	215
Quality of information	72%	79%
Subtotal	254	201

8.7 Rate of Contacting Council

	Urban	Rural
Have contacted	55%	62%
Subtotal	277	226

8.8 Satisfaction with Council Contact

	Urban	Rural
Satisfaction with Council contact	80%	77%
Subtotal	149	139

8.9 Use of Council Website

	Urban	Rural
Have used	42%	46%
Subtotal	277	226

8.10 Perceptions of Council Website

	Urban	Rural
Website was helpful	85%	89%
Subtotal	110	100
Satisfied with website use	83%	81%
Subtotal	111	100

8.3 Community Facilities & Support

14.11 Use of Community Facilities & Support

	Urban	Rural
Have used public conveniences	48%	70%
Have used Ashburton Trust Events Centre	59%	56%
Subtotal	277	226

8.12 Satisfaction with Community Facilities & Support

	Urban	Rural
Public conveniences, overall	92%	90%
Subtotal	197	192
Rural Fire Services	96%	93%
Subtotal	227	195
Emergency management/Civil Defence	97%	98%
Subtotal	221	167
Social services	92%	91%
Subtotal	243	189
Community events, overall	91%	94%
Subtotal	265	212

8.4 Drinking Water

8.13 Provision of Drinking Water

	Urban	Rural
Provided with drinking water	93%	35%
Subtotal	277	226

8.14 Satisfaction with Drinking Water

	Urban	Rural
Satisfied with drinking water	84%	71%
Subtotal	255	79

8.5 Economic Development

8.15 Satisfaction with Economic Development

	Urban	Rural
Economic development	78%	81%
Subtotal	233	189
Tourism promotion	88%	86%
Subtotal	245	204

8.6 Parks & Open Spaces

8.16 Use of Parks & Open Spaces

	Urban	Rural
Cemeteries	52%	41%
Council provided sports fields	61%	67%
Council provided playgrounds	59%	58%
Ashburton Domain	87%	82%
Subtotal	277	226

8.17 Satisfaction with Parks & Open Spaces

	Urban	Rural
Public flowerbeds & displays	95%	99%
Subtotal	274	223
Cemeteries	97%	98%
Subtotal	221	159
Council provided sports fields	97%	98%
Subtotal	248	201
Council provided playgrounds	97%	98%
Subtotal	242	192
Ashburton Domain	98%	99%
Subtotal	270	211

8.7 Recreation & Leisure

8.18 Use of Recreation & Leisure

	Urban	Rural
The public library service	55%	52%
EA Networks Centre	68%	63%
Ashburton Museum	36%	18%
Subtotal	277	226

8.19 Satisfaction with Recreation & Leisure

	Urban	Rural
Arts & culture	66%	65%
Subtotal	267	205
The public library service	98%	97%
Subtotal	223	177
EA Networks Centre	85%	90%
Subtotal	242	191
Ashburton Museum	70%	70%
Subtotal	189	123

8.8 Regulatory Services

8.20 Use of Regulatory Services

	Urban	Rural
Used animal control	12%	12%
Used building services	19%	23%
Subtotal	277	226

8.21 Satisfaction with Regulatory Services

	Urban	Rural
Animal control	80%	88%
Subtotal	256	187
Parking enforcement	79%	79%
Subtotal	268	208
Alcohol licensing	85%	88%
Subtotal	239	192
Planning activities	75%	66%
Subtotal	238	200
Building services	76%	71%
Subtotal	234	192
Property information services	83%	86%
Subtotal	235	187
Environmental monitoring/public health	74%	77%
Subtotal	259	204

8.9 Rubbish & Recycling

8.22 Provision of Rubbish & Recycling

	Urban	Rural
Provided with rubbish/recycling	93%	27%
Subtotal	277	224

8.23 Satisfaction with Rubbish & Recycling

	Urban	Rural
Rubbish & recycling	62%	66%
Subtotal	265	158

8.10 Transportation

8.24 Satisfaction with Transportation

	Urban	Rural
Sealed roads	54%	54%
Subtotal	272	224
Unsealed roads	66%	50%
Subtotal	220	210

9

Appendix Two: Results by Age and Gender

In this section, results highlighted in red denote data that is significantly lower than the norm, while results highlighted in blue denote data that is significantly higher than the norm.

9.1 Internet Services

9.1 Internet Connection

	18-34	35-64	65+	Male	Female
No connection	1%	8%	36%	14%	11%
Phone line (dial up, broadband)	46%	62%	68%	61%	56%
Fibre	34%	23%	28%	24%	28%
Satellite	16%	15%	3%	13%	14%
Don't know	4%	0%	1%	1%	2%
Total	113	278	112	250	253

9.2 Quality of Internet Connection

	18-34	35-64	65+	Male	Female
Excellent	21%	14%	17%	16%	17%
Good	43%	49%	67%	52%	49%
Neither good nor poor	15%	15%	14%	14%	16%
Poor	14%	18%	3%	14%	14%
Very poor	6%	5%	0%	4%	4%
Total	112	256	72	214	226

9.2 Democracy and Governance

9.3 Council Performance

	18-34	35-64	65+	Male	Female
Overall performance	88%	67%	72%	71%	74%
Subtotal	108	266	109	245	238
Mayor and Councillors	83%	65%	77%	74%	70%
Subtotal	105	254	102	232	229
Council staff	90%	81%	87%	85%	83%
Subtotal	108	246	90	227	217
Advocacy	72%	58%	76%	66%	63%
Subtotal	88	246	99	226	207
Community consultation	74%	65%	75%	73%	65%
Subtotal	98	256	100	232	222

9.4 Change in the District Since 2013

	18-34	35-64	65+	Male	Female
Better	67%	47%	40%	54%	46%
About the same	28%	44%	51%	38%	46%
Worse	6%	8%	9%	8%	8%
Subtotal	105	270	108	246	237

9.5 Satisfaction with Rates Spend

	18-34	35-64	65+	Male	Female
Satisfaction with rates spend	67%	59%	75%	69%	60%
Subtotal	106	264	102	242	230

9.6 Satisfaction with Information Provision

	18-34	35-64	65+	Male	Female
Level of information	80%	75%	86%	80%	77%
Subtotal	105	261	110	243	233
Quality of information	82%	71%	78%	76%	74%
Subtotal	103	247	105	230	225

9.7 Rate of Contacting Council

	18-34	35-64	65+	Male	Female
Have contacted	46%	65%	52%	57%	58%
Subtotal	113	278	112	250	253

9.8 Satisfaction with Council Contact

	18-34	35-64	65+	Male	Female
Satisfaction with Council contact	82%	73%	91%	79%	78%
Subtotal	51	179	58	141	147

9.9 Use of Council Website

	18-34	35-64	65+	Male	Female
Have used	61%	47%	17%	39%	48%
Subtotal	113	278	112	250	253

9.10 Perceptions of Council Website

	18-34	35-64	65+	Male	Female
Website was helpful	88%	87%	89%	90%	85%
Subtotal	66	126	18	93	117
Satisfied with website use	84%	80%	93%	82%	82%
Subtotal	68	128	15	94	117

9.3 Community Facilities & Support

9.11 Use of Community Facilities & Support

	18-34	35-64	65+	Male	Female
Have used public conveniences	86%	92%	94%	94%	88%
Have used Ashburton Trust Events Centre	55%	58%	58%	50%	64%
Subtotal	113	278	112	250	253

9.12 Satisfaction with Community Facilities & Support

	18-34	35-64	65+	Male	Female
Public conveniences, overall	86%	92%	94%	94%	88%
Subtotal	100	221	68	198	191
Rural Fire Services	92%	94%	99%	96%	94%
Subtotal	97	232	93	224	198
Emergency management/Civil Defence	94%	98%	98%	97%	97%
Subtotal	90	210	88	196	192
Social services	91%	90%	95%	92%	91%
Subtotal	100	235	97	222	210
Community events, overall	95%	90%	95%	92%	93%
Subtotal	88	246	99	226	207

9.4 Drinking Water

9.13 Provision of Drinking Water

	18-34	35-64	65+	Male	Female
Provided with drinking water	67%	60%	85%	67%	67%
Subtotal	113	278	112	250	253

9.14 Satisfaction with Drinking Water

	18-34	35-64	65+	Male	Female
Satisfied with drinking water	84%	77%	85%	83%	79%
Subtotal	76	163	95	166	168

9.5 Economic Development

9.15 Satisfaction with Economic Development

	18-34	35-64	65+	Male	Female
Economic development	93%	73%	81%	74%	85%
Subtotal	95	230	97	223	199
Tourism promotion	92%	84%	89%	87%	88%
Subtotal	102	252	95	232	217

9.6 Parks & Open Spaces

9.16 Use of Parks & Open Spaces

	18-34	35-64	65+	Male	Female
Cemeteries	45%	42%	62%	43%	51%
Council provided sports fields	76%	65%	46%	68%	58%
Council provided playgrounds	73%	58%	46%	56%	61%
Ashburton Domain	88%	86%	79%	80%	90%
Subtotal	113	278	112	250	253

9.17 Satisfaction with Parks & Open Spaces

	18-34	35-64	65+	Male	Female
Public flowerbeds & displays	95%	97%	97%	98%	95%
Subtotal	111	275	111	245	252
Cemeteries	98%	96%	99%	97%	98%
Subtotal	88	195	97	191	189
Council provided sports fields	96%	97%	99%	97%	97%
Subtotal	103	250	96	234	215
Council provided playgrounds	95%	98%	99%	98%	97%
Subtotal	98	241	95	217	217
Ashburton Domain	96%	99%	99%	98%	98%
Subtotal	107	268	106	234	247

9.7 Recreation & Leisure

9.18 Use of Recreation & Leisure

	18-34	35-64	65+	Male	Female
The public library service	55%	53%	54%	44%	63%
EA Networks Centre	81%	66%	50%	58%	73%
Ashburton Museum	20%	28%	36%	23%	33%
Subtotal	113	278	112	250	253

9.19 Satisfaction with Recreation & Leisure

	18-34	35-64	65+	Male	Female
Arts & culture	81%	59%	69%	64%	67%
Subtotal	103	267	102	237	235
The public library service	96%	97%	100%	97%	98%
Subtotal	91	217	92	192	208
EA Networks Centre	86%	85%	95%	90%	84%
Subtotal	102	240	91	210	223
Ashburton Museum	73%	66%	78%	68%	73%
Subtotal	59	177	76	159	153

9.8 Regulatory Services

9.20 Use of Regulatory Services

	18-34	35-64	65+	Male	Female
Used animal control	12%	13%	8%	9%	15%
Used building services	19%	27%	9%	26%	17%
Subtotal	113	278	112	250	253

9.21 Satisfaction with Regulatory Services

	18-34	35-64	65+	Male	Female
Animal control	87%	82%	82%	85%	81%
Subtotal	101	240	102	227	216
Parking enforcement	81%	77%	82%	80%	78%
Subtotal	110	263	103	235	241
Alcohol licensing	88%	86%	84%	84%	88%
Subtotal	101	238	92	221	210
Planning activities	78%	67%	73%	70%	71%
Subtotal	97	244	97	227	211
Building services	79%	71%	76%	73%	75%
Subtotal	99	238	89	221	205
Property information services	88%	84%	81%	87%	82%
Subtotal	95	243	84	216	206
Environmental monitoring/public health	77%	72%	82%	76%	75%
Subtotal	103	254	106	232	231

9.9 Rubbish & Recycling

9.22 Provision of Rubbish & Recycling

	18-34	35-64	65+	Male	Female
Have rubbish and recycling	63%	57%	82%	64%	63%
Subtotal	112	278	111	249	252

9.23 Satisfaction with Rubbish & Recycling

	18-34	35-64	65+	Male	Female
Rubbish & recycling	59%	58%	79%	67%	60%
Subtotal	93	230	100	215	208

9.10 Transportation

9.24 Satisfaction with Transportation

	18-34	35-64	65+	Male	Female
Sealed roads	58%	48%	63%	49%	59%
Subtotal	112	277	107	245	251
Unsealed roads	70%	53%	59%	56%	61%
Subtotal	103	253	74	232	198

10

Appendix Three: Verbatim & Other Responses

10.1 Democracy and Governance

10.1.1. Verbatim: Most Important Issue Facing District

A dual highway between Christchurch and Timaru - the roading needs attention. Works in stock transport/control and the company has to use the roads all the time.

A second bridge.

Adequate facilities for rubbish for instance, wheelie bins instead of plastic bags which aren't user friendly

Adequate water for the township.

Affordability of living in the district.

Affordable housing

Agricultural downturn Bridge needs to be re examined

All these new rules and regulations are strangling the rural sector like Restriction on water irrigation as an example and this will constrain the farmers spending and impact on the local business greatly

Amalgamating new people into the community. The main road that goes through Ashburton should be going through Netherby with a new bridge and deterring all the big trucks. Also recycling bins on a trundler so they can be wheeled out, this is something the council could spend more money on. Also the cost of the black recycling bags is very expensive.

An upgrade of the roading network in the district.

As Ashburton District increases in size there needs to be more building inspectors available and less delays to encourage growth

Ashburton Bridge. Should be underway ASAP.

Ashburton is growing, more shopping areas, lots of potholes and roading needs to be looked at. When the potholes appear it takes an awfully long time for them to be fixed.

Assimilation of Non New Zealand people moving to the district particularly the children but there also appears to be a certain amount of isolation for some groups of ethnic women due to language and cultural ways for instance waiting for their men to come home before they go shopping

Attracting more tourism, for instance, in the smaller areas that rely on tourism there needs to be more activities and venues on offer during the off-peak seasons to keep businesses financially viable

Available housing for poorer people

Better control of rubbish and litter

Better roading, roads are not in good condition especially in the country areas. Housing in Ashburton better rentals

Bridge connecting to Tinwald

Bridging

Buildings. Too many rules and regulations.

Bullying issues in schools

Can't think of anything

Care for people 65+ rest homes are becoming very full

Catching up on debt from the EA Centre

Catering for educational requirements.

CBD-Get rid of the earth quake damaged building

Clean water. Water here is heavily chlorinated and tastes disgusting.

Communication between Council and its people will become a very big issue if it's not addressed now. At the moment they're not listening to what residents are saying and if it carries on we could end up with an angry town.

Community support on "everything and anything".

Concerned about the huge Mid Canterbury reliance on dairying and the downturn, as this impacts on business overall and the trickledown effect on the local economy.

Concerned about the number of foreign workers brought in for the dairying industry and how they will potentially be disruptive to the wider community in years to come. Young daughter has foreign children in her classroom and there are significant discipline/family issues that disrupt the entire class.

Continued population growth

Continuing population growth putting stress on our facilities and services.

Could improve forward planning overall.

Council bankruptcy.

Council expenditure. Where the rates are spent.

Dairy downturn may impact local economy.

Dairy farmer - irrigation use and pollution.

Dairy farmers will be a bit stressed & watching what they spend so he thinks things will slow down & Ashburton's economy will slow down

Dairy farming prices

Dairy industry

Dairy industry

Dairy industry

Dairy industry

Dairy industry bouncing back will influence our region dramatically (whether that happens remains to be seen), this will effect everything else in Ashburton.

Dairy industry/economy

Dairy pay-out.

Dairy prices

Debt

Decent roads and footpaths, as I think some of these are in a poor state of repair.

Dairy down turn.

Diverting traffic out of town and completing a new bridge and where to put the bridge.

Dog control, respondent is a postie. Respondent was attacked and the dog had to be pulled off, only thing done was dog deemed menacing - when it will do it again

Downturn in agri/dairying adversely affecting local economy.

Downturn in dairy & arable.

Downturn in dairy industry will have knock on effect on everything else i.e. All the other businesses.

Downturn in dairy industry.

Downturn in dairy industry. Money is not going to be there, unemployment. Chain reaction.

Downturn in dairying - economy

Downturn in dairying, having adverse effect on the economy of district.

Downturn in the dairy industry.

Drugs & the control of.

Drugs. The community is aware that Ashburton has a marijuana problem, however they're not aware that there is a lot of usage of, and easy access to more serious drugs. It may not be too big a problem yet, but it needs to be stopped before it gets to that point.

EA Networks Centre needs more seating as its cost quite a bit of money and is a great facility but it just hasn't got enough capacity to hold sporting events or competitions

Earthquake recovery.

Ecan, I believe that Environment Canterbury has too much say in the affairs of the district in terms of water use, and air pollution.

Economic climate in the agricultural sector

Economic downturn

Economic growth

Economic issues such as helping local businesses

Economics and rates. Rural residents and farmers are paying 80% of the rates. I'm fine to pay more as long as we actually get what we pay for.

Economics. Be prepared for a recession

Economy - dairy farming downturn.

Economy downturn in dairy farming.

Economy growth in Ashburton. Township infrastructure.

Economy with the dairy downturn e.g. Pay-out is less, this need attention

Economy. Certainly with regarding to dairy farmers losing out again, and would like to see more benefits out of the higher rates we pay.

Emergency and other services in case of earthquakes and other natural disasters.

Employment

Employment and the standard of living.

Employment as there could be shortage of labour generally.

Employment opportunities for newcomers to the District, which currently don't exist.

Employment situation and job opportunities. Farming sector is down, people are not earning, business suffering. This will be higher rate of unemployment. There will be job losses and people suffering.

Employment, which is really a barometer of how everything is going or doing.

Employment. Not much opportunities.

Enough water to keep urban and farming communities happy.

Environment concerns. Water quality, stock water system, maintenance of stock water system, river flow, nitrate levels on the water.

Environmental issue.

Environmental issues

Expansion in increased population

Expansion of retail products in the township.

Expansion of the population leading to more demands for services especially for the CBD with things like swimming pools.

Expansion. Ashburton's getting bigger, population and land mass wise. There's more ethnic diversity now. A lot of Christchurch people moved here after the earthquake, with their 'big city ways'. Ashburton's changed, it's not as family friendly any more. It's not safe to walk at night time like it was when I was younger. Methven is still safe until winter, when the tourists come.

Fallout from the drop in the dairy pay-out affecting economic status of town

Farm burnoffs. During harvesting season when burning is allowed, the smoke pollution is horrendous.

Farming economy.

Farming economy.

Farming support, the boom has gone. Farmers are struggling and this effects everyone.

Farming. Dairy and Grow Mid-Canterbury.

Funding our existing standards of living.

General population growth, as the infrastructure is not sufficient at the moment to cope with it.

General traffic congestion.

Getting people who know how to build better roads

Getting the recycling organised properly

Growth - don't know how you will control the growth- like schools already full, housing

Growth and development; Vision for the future.

Growth and foreign people moving in to the district I wonder where they are all going to live

Growth effecting out water resource.

Growth of the district but council should listen to what the community wants and focus on the needs of the community.

Growth, traffic flow is increasing.

Growth.

Growth. Infrastructure maintenance.

Growth/ population.

Handling the population growth.

Health

Healthcare, I work at the Hospital, and there is no emergency medical department, and we need more backup as St Johns can't always help us out, particularly if people need to go to Christchurch for care.

Healthcare, we need a better Hospital Service which requires better facilities and back-up.

Home security.

House deposit opportunities for the younger generation. Help them with first homes.

Housing

Housing - Cost of housing going up. Roading, lights and greater traffic volume - huge trucks going through the middle of Ashburton

Housing. Ensure that there is adequate housing for new people coming to the district to live.

Housing. Need to cater to new immigrants.

Housing. Shortage of houses for new people coming in to live in the district.

Housing; There's very little available, especially for rent, because of increasing population.

How the rates are spent.

How to tackle the growth issue

I can see the council putting money into things that don't matter, and having nothing left for things that do matter.

I don't think Ashburton is going to change much; it has always been tied to a strong rural base. It doesn't need to be dynamic as long as it provides a sensible base.

I think it depends on the dairy farmers. If the milk does go up there will be poverty, and unemployment.

I think that employment will be an issue in the next few years, due to the Dairy downturn and the impending closure of the Freezing Works at Fairton, so Grow Mid-Canterbury should receive more funding to attract business investment to the district.

I think that housing could be an issue, with availability of housing for working families that can't afford to buy land to build a house because of cost.

I think that the roading network could be a problem in the future, if not upgraded.

I think that there is a shortage of housing in the district, and the Council should get involved more in providing housing to those who need it.

I think the Council is getting involved in too many things that are not their responsibility. So they will need to concentrate on the important things that the council do.

I think water would be the main issue in the countryside. In town we're pretty lucky all round.

Immigration into district & infrastructure to support.

Improve the country road.

Improve the roads they have a lot of potholes.

Improved traffic control & systems at busy intersections.

Increase in local food resilience.

Increase of gang memberships.

Increasing poverty

Increasing traffic volumes means that the debate about a second town bridge will become more relevant as, if the first bridge breaks down, the main highway will become inoperative

Increasing unemployment

Industry, infrastructure including safer development of the main highway through town and the bridge. Roothing is also an issue where potholes are just patched rather than repaired

Infrastructure for population growth.

Infrastructure particular the roading and traffic volume.

Infrastructure roading and water quality not good enough

Infrastructure.

Irrigation water

Irrigation water.

Job security particularly relating to the water issues if we can't get more water we can't retain jobs

Keep up with the amenities with the increasing number of people coming to live in Ashburton district. Don't let them lack behind.

Keeping rates down

Keeping rates to a level retirees can afford

Keeping the infra-structure ahead of the increase of buildings

Keeping the young people here

Keeping the young people in the area and engaging their interest. The area is struggling to staff local businesses with younger people as they "don't stick around".

Keeping up standard of footpath and roads

Keeping up with expansion we are already at the 2010 expected figure

Keeping up with our population growth.

Kerbside collection; Sort out government funding for the bridge.

Lack of funding to renew buildings i.e. if the Art Gallery is to stay open it needs more funding and the EA Centre needs to have facilities that cater for the 10 - 18 plus age levels

Land use and water quality

Less disposable income due to financial downturn in the farming district so they need to spend their budget more wisely

Level of rates

Listen to the voters please, as we are the ones that voted in Council in.

Living with the Dairy downturn and job losses

Local economy and roads, Ashburton Borough - state highway through middle of Ashburton, effect retail etc. It's hard to stop going through the town and hence people may not stop and spend where they may if roading was better

Loss of a cohesive town centre as a destination for members of the district for shopping and community as a result of earthquake damage to buildings, poor car parking policy and lack of direction in regard to town planning.

Main highway through Tinwald is diabolical something has to be done its dreadful lights needed 40 minutes to new world - traffic is shocking

Main Road access in and out of town

Main street parking and the condition of the roads.

Maintain rural burning practices keep at a good pace.

Maintain the services as they currently do

Maintaining the water quality

Maintaining Finance to keep the council solvent.

Maintaining the current standard, that is in place.

Maintaining the increase of growth of population and facilities

Maintaining the roading network and, the fact that the town could suffer with the downturn in the dairy industry.

Making sure farmers keep side roads tidy from hay bales and after cows crossing

Making sure that the regional plan is done well and intelligently - not dictated all aspects taken in to account- Ashburton has grown well due to the rural sector and has created the opportunities in the district at 8%.PA last few years

Making sure the town keeps pace in infrastructure housing and amenities for people coming in.

Making the roads better, both sealed and unsealed.

Managed growth in the population and rates rise.

Managing resources to meet the demands

Medical - Need a better hospital and more encouragement that would encourage them to come. More help for them.

More around digital literacy council needs to step in that space more

More crime due to population growing faster than the district

More employment required

More housing

More industrial investment and an increase in parking space for an economic zone because there's lots of potential for job opportunities as population increases

More integration of new residents regardless of where they come from.

More people coming in and more roading more traffic and repairs. Ease of the bridge it needs fixing, and traffic through the main highway

More policing. Program to help "At risk youth to stay out of trouble".

More things provided for 13 years up to young adults. We really only have a skate park

More work on earthquake damage, such as pulling down building and fixing footpaths.

Multiculturalism i.e. the need to except new comers.

Need more support from the Council to publish and make aware the serious issues facing the rural community and to support them to prevent unnecessary tragic events which includes suicide

New buildings are going up in town and there is a major issue about the traffic management around them - parking and access to work sites are a hassle. Workers should not have to pay for what is essential parking.

New council buildings are needed, but this would increase the rates that are already very high. Would like to see one inclusive Council building rather than spreading services over two separate buildings.

New rubbish and recycling bins - sick of cats and dogs getting into the existing bins.

Not much more space for the town shops to go as the urban spreads

Not really sure about that. But keep a lid on all the shit that's happen since the earthquakes have move people to Ashburton.

Not sure - is overall quite happy with the way things are.

Nothing for the adolescence in the area

Nothing really other than already mentioned re bridge

Our fire service needs money, council can put in more funding.

Over reliance on Dairy industry

Overall state of the town.

Overcrowding old people's homes spreading but not normal homes

People and their needs.

Policing: Due to cut back on Methven's police staffing there is only one officer now and he is overworked. The Council should be part of the drive to get more staff to keep the community safe.

Pollution of the Ashburton and the Rangitata rivers. When we were kids, we can swim at the river any time and now kids can't do that. Creek on my boundary, wondering what will happen as water flow has dropped and a lot of rubbish is floating.

Population expansion; is getting too big we don't need it.

Population growth

Population growth

Population growth

Population growth i.e. more growth occurring.

Population growth of the district

Population growth, so the core infrastructure needs attention.

Population growth. More buildings will affect land use and services. Just concern where they will put the people.

Population is increasing and the roads need to be made handle all the new traffic.

Population-Infrastructure.

Probably population increase. The infrastructure needs to be able to cope with it. There has been a greater number of migrants entering into farming properties and urban businesses.

Promoting itself to tourism. They need to spend money to get that tourism here, like Invercargill does.

Property infrastructure and sewerage. I am thinking of the increasing population and that might put a strain on this type of facilities.

Protecting farmers' liberties & rights within the community.

Providing equitable opportunities for people moving into Ashburton from other cultures including immigrants and islanders as we become more diverse

Providing housing and recreation buildings for the increasing population

Put two Tinwald bridges next to each other one going south and one going north.

Putting in another bridge to help with the traffic.

Quality and protection of the environment and monitoring of water quantity at river mouths

Quality of water and adequate water. To do with the expansion of population coming to the area.

Quality of water in general

Quality of water supply and rivers

Quality/Safety- Roading. Urban area by-pass required. New bridge to be outside urban area.

Rate increases

Rates Bill

Rates too high

Rates, no raising of rates.

Rates. Concern about higher rates.

Rates. Rates are getting higher and higher. And elderly people are suffering for it. Many are selling their homes because they can't pay the rates and insurance.

Reconstruction of the central business district - the council buildings need upgrading as they are substandard, the civic building badly needs attention and the whole central town is "very empty at the moment".

Removal of Mayor to aid the economic community employment.

Repairing and maintaining the roads sealed and unsealed.

Replacing old sewerage pipes

Retaining a good roading system

Road access on the main road via second bridge

Road markings not safe particularly coming off rural bridges

Road repair should be improved as they seem to get fixed then just two months later it needs fixing again. Need to consider the impact of heavy vehicles. Maybe the materials been used are inadequate.

Roading

Roading

Roading is not being maintained or improved; pot holes appear in fixed roads, unsealed roads not graded etc. but there are more trucks on road; the road user charges should be used on the roads the trucks are on and Council should fight for that.

Roading and access, lights are needed at the roundabout Get rid of the railroad out of the middle of town

Roading and water supply from the Rakaia River

Roading in general; the traffic flow and congestion through town is terrible and needs better planning management

Roading including the bridge

Roading needs to be done, lights need to be in Tinwald as it's dangerous, Mitre 10/ McDonalds corner is the same

Roading, traffic.

Roading.

Roading.

Roading.

Roading. Need to sort the second bridge sooner rather than later, get the traffic moving!

Roading. Quality of roads.

Roads, the volume of traffic has increased to the point where a bypass needs to be considered.

Roads and roading. Organisation of roads going to town. There are hazardous areas. Traffic lights not working today, there are also pot holes on the road.

Roads and roading. Pot holes, uneven surfaces.

Roads. Re-service the roads more, they are not in good shape.

Rubbish and recycling. They want to introduce wheelie bins. Besides the extra costs, they also encourage people to dispose more rubbish.

Rubbish bins in the street.

Rubbish collection & recycling.

Rubbish collection-sooner they get wheelie bins the better

Rubbish disposal because as the area increases in size, its rubbish facilities will need to increase to cope

Rubbish needs to be minimised, and education about recycling needs to be promoted to maximise recycling opportunities.

Rubbish recycling

Rural activity & tourism.

Rural pay 30K rates and get next to nothing for it. Hardly get our roads graded. Stop putting up the rates by 3 per cent every year and wasting money on places like the Art gallery

Rural roads/roading. We live on shingled road, was supposed to be sealed for 10 years ago but nothing done, worse was taken off. Atrocious country roads.

Safety issues in general, Health and Safety

Safety on the roads

Safety within the Community which could be helped with better street lighting and Town Watch vehicles

Second bridge and traffic lights before the bridge we already have to prevent traffic congestion

Second bridge for heavy traffic bypass to be built soon as traffic is building.

Security

See people smoking in the playgrounds- should be policed

Size of the growth- playgrounds, schools and infrastructure

Something has to be about the crime rate in the area, I don't feel that Ashburton is a very safe place.

Spending, which needs to go to areas which need it most instead of big capital projects.

Supporting local businesses such as dairy farmers

Sustainable growth. Housing, overcrowding due to growing population.

Sustaining and supporting the agricultural industry.

The dairy downturn will have a huge impact on the district.

The 2nd bridge in town needs to happen

The agricultural sector in decline don't think enough being spent on the roads in maintenance let alone upgrades

The alcohol drink driving issue- a lot of country accidents relating to alcohol use

The amount of traffic on the roads in Ashburton this is why they need the new bypass; also more traffic lights in Ashburton

The Ashburton Bridge- 1 Bridge is not enough in town

The availability and affordability of housing in the district.

The availability of affordable housing in the district.

The big empty sections should have something done with them.

The bin Issue

The breakdown of some of the services or access to services that people have now, it would be shame to see services go

The Bridge, a new bridge is needed.

The bridge in town needs to be widened or another one right beside it- room is there

The bridge that is the ten year plan. The much needed second bridge.

The bridge. Confirming where the location is going to be.

The busyness of roads, especially the main road

The childrens' playground equipment gets very hot in the sun

The conservation of drinking and stock water in rural areas.

The Council actually listening to the constituents in the district.

The council not listening to the people in the district

The crime rate

The crime rate, mainly petty crime. Violence such as abuse and assaults are on the rise along with thefts and security breaches. The willingness of councillors to consult on such issues should be addressed, along with their ability.

The current dairy farming economy

The dairy down turn will have a longer term effect.

The dairy farmers' incomes will be down and that will mean less advancement for the entire district.

The dairy industry

The dairy pay out

The dirty water because of the dairy industry polluting the rivers.

The downturn in the dairy industry will have a huge effect on the Ashburton District with a lot of businesses affected.

The downturn in the dairy industry will affect the whole district in a major way.

The economic consequences of the downturn in dairying.

The environment, pollution levels in the river, e.g. rubbish, and chemical and effluent pollution.

The fall in milk prices

The growing disparity between rich and poor so community housing could assist in that.

The health needs of the growing community, with the fact that there are not enough Doctors and people are having to be referred to Christchurch, and the internet, which doesn't have much coverage and needs to be upgraded.

The housing situation - Prices are getting too high. Financial first home owners.

The housing, as the population is growing fast.

The impact of non-English students growing in rural schools effecting learning in other students. The impact of cultural diversity. Not just in schools but in all areas of life, i.e. affecting housing for the average NZ-er

The income available to district.

The main roads need to be widened, preferably to four lanes - says they are "disgusting" - and is also concerned about the Rakaia Bridge and the Ashburton Bridge - says they need urgent attention.

The multi-cultural mix of our community is aggravating to some locals and their behaviour as of a result is troublesome. Integration needs to be worked on. Currently only 1 day out is not enough

The need to continue the integration of new migrants in the district and the improvement of rural internet services.

The new bridge and its position will affect the value of businesses and homes.

The new bridge at Tinwald.

The new bridge at Tinwald.

The overall budget spending - needs to be kept in control. Looking after roading and maintenance

The People that collect rubbish will leave just one wee piece of rubbish on the road and it blows everywhere- don't seem to care

The population growth in the district needs better infrastructure in terms of roading bridges and housing.

The proposed change to the rubbish service from Bags to Wheelie bins need a lot more community consultation. Concerned everyone is just going to throw anything and everything in to any bin

The rates bill, which seem to be rising unnecessarily all the time.

The rates need to be kept under control better than they are.

The reliance on the Dairy Industry, which is beginning to have an impact now.

The rise in crime and other gang related stuff.

The roading - should not be left so long before repairs are made. Thompsons Track is particularly bad, the potholes are "horrendous" and are potentially extremely dangerous.

The roading in the middle of town to improve the flow of traffic through town. Build another bridge or widen the existing bridge with two lanes and a highway.

The roading is a major problem - the Ashburton main street and bypass and the Ashburton Bridge all need urgent attention to avoid future congestion.

The roading layout through the town is getting more congested

The roading needs to be upgraded, as it's a bit rough and some of the unsealed roads could be potentially be sealed.

The roading network and traffic flows need to be updated as the roads can't cope at present with the traffic volume.

The roading network needs upgraded, especially the bridge at Tinwald.

The roading network simply needs to be maintained better.

The roading.

The roading. Highway one through the town is an especially big issue as there is a supermarket being built nearby and this will cause a major bottleneck for traffic coming through the town. The planning is not very good at all for this.

The roading. Thompsons Track needs major attention, and the Main South Road badly needs an underpass to enable schoolchildren to cross safely - has complained repeatedly about these, but so far has received no positive response.

The rubbish and recycling collection services need to be upgraded with new wheelie bins and more recycling bins provided.

The rubbish, as it was up for review and no more has been said or done about it. The current black bags are "a waste of time".

The town roading like South Street and Chalmers Road

The traffic congestion because a new bridge is badly needed over the Ashburton River.

The traffic congestion in the town, right along the main highway starting on the Tinwald side, and the need for the second bridge at Tinwald. And the maintenance levels and standards of the roading network in the town, as they seem to be continually patching them up.

The traffic flow in the district needs to be seriously looked at, especially the Bypass and bridge at Tinwald which should be increased to four lanes instead of the current two lanes.

The use of water resources in and around Ashburton's urban area.

The water races are open but there is no water, and we are still paying rates on the service. So in future keep your word to the little people.

The water resources in the district need to be closely monitored if they are going to last.

The water supply

The water supply, especially in the rural areas, and nutrient leeching due to intensive agriculture and the allocation of groundwater.

The whole districts roading which includes the new proposed bridge is not safe and the bridge one is easier to fix. To use the land right next to it on the west side of the railway line to continue on West St through and join up past the sale yards- The rural roads are going to rack and ruin with the trucks on them

The youth 5-15 year old need more to do like another playground and in door activities and a hands on museum

There is evidence that the district is growing, so we need to keep pace with roading with regards to traffic increase.

There needs to be better footpaths - they are cracked and broken in places and are not suitable for elderly people. This relates to many streets in Ashburton. The parking in town cars are parked too close to the corners and its dangerous when you try to pull out to see who is coming

There's a tendency amongst local body politics to be too regulatory. I believe a bit of deregulation would be beneficial, as it can be time consuming waiting for consents etc. These should be completed within a mandatory number of days so people aren't left waiting unnecessarily.

Thing more about mental disabilities

To keep our township and community alive, for instance, more parking facilities with working parking meters

To live within the Councils means - they should know how much they can spend

Too Many Brown unethical/Immoral Immigrants from N.I. & Pacific Island.

Too many dairy farms causing more heavy traffic, damaging the roads and polluting the rivers, etc.

Too many dairy farms.

Too many consents to the Dairy farmers affecting the quality of our water

Too much water usage.

Town Development and Housing around Methven.

Traffic

Traffic - Rooding, another bridge, traffic lights and a roundabout in Tinwald, traffic gets banked up. Traffic speed through the town and near the school. Tinwald is the worst though trying to get out into the traffic is dangerous. Large trucks hurtling through the town.

Traffic (he thinks there'll be a lot more traffic)

Traffic congestion and the bridge at Tinwald which needs to be sorted out.

Traffic Congestion as city grows and needs more traffic lights

Traffic control e.g. need a new bridge

Traffic control through Ashburton because of State Hwy 1 going right through the town centre

Traffic control.

Traffic Flow, they need to put traffic lights or roundabouts on the Tinwald / Ashburton Highway to make traffic flow better

Traffic flow and irrigation water

Traffic flow in the town, and roading system is inadequate

Traffic flow in the township particularly in holiday seasons

Traffic in township. Influx of traffic, we haven't got the road to cope with it.

Traffic is a major issue; Definite need for new bridge or expanded bridge with more lanes over Ashburton River on state highway 1 to keep traffic flowing.

Traffic is bad and we shifted here to get away from it

Traffic is extreme. We used to live here then moved away, then back again 3 years ago. There's so much more traffic now. The planned bridge and bypass need to get under way. We also need more medical centres.

Traffic level. There should be two bridges one going north and the other going south and therefore less traffic at once.

Traffic management

Traffic problems

Traffic removal from Township by way of 2nd bridge & better roading.

Unemployment and lower socio-economic issues

Unemployment. I work in primary school with special needs, I see poverty.

Unemployment. Jobs need to be created for the younger generation.

Unless we get businesses that attract the local people to shop here eg. A Pac and Safe over the unneeded Countdown, then we'll miss out on financial input into our community.

Up and coming teen group that are at a loss, needs to be more to occupy them. Hydro slide, after school activities.

Upkeep of the facilities, roadways etc. and ongoing maintenance of these

Violence in the streets at night,

Want wheelie bins

Water - clean rivers and irrigation

Water - ecological system.

Water - environmentally.

Water - irrigation

Water - like rivers

Water, I believe the farming community supplies a large food resource to the global community. The provision of water should be given at minimal cost (at least) to the farming community. To provide export income which can come back to benefit the entire community, instead of incurring huge debt loading in return for minimum benefit.

Water, long term provision of water and usage.

Water, the water sources around the district are disappearing fast, and I think the farmers are taking too much water out of the resource.

Water allocation with regard to other environmental impact.

Water and Environmental issues I think dairying has been overdone, to the point where the Canterbury Plains have denuded of trees resulting in leaching and run-off into waterways.

Water and irrigation.

Water and Irrigation. They are insufficient and they need to do something about so that mid-Canterbury can prosper!

Water and quality in rivers

Water drainage. Street guttering especially outside schools need to have more attention paid to them. Not waiting for heavy rain to stop before they clear them.

Water issues, particularly the conflict between the end users of the water resources, e.g. The farmers, townfolk and the recreational users of the water.

Water issues in the river reducing in volumes

Water management and irrigation. Algal blooms and pollution.

Water management.

Water quality

Water quality

Water quality

Water quality

Water quality (nitrates in the water)

Water quality and infrastructure in general

Water quality and quantity

Water quality and the growing population.

Water quality in general.

Water quality.

Water quality.

Water quality; New Bridge.

Water quantity for everybody urban and rural

Water Resources and the lay community which needs to understand that Farmers are doing their best to use water resources efficiently and properly.

Water- Rivers, storage pollution over farming, stop sucking the water out of the ground. In Mayfield the water was 2000 years old now the wells are low. It is like a plastic bag and you keep putting more holes in and all of a sudden it's gone

Water Shortages

Water Supplies/Fishing.

Water supply, they need to keep improving the quality of it as it can be bad at times.

Water supply and uses.

Water supply for irrigation or effective use of water for irrigation

Water supply for the area for droughts and also for dealing with any fires that might breakout.

Water supply.

Water. Lack of water during summer time. Pond in the domain can be dry or muddy.

Water. There has to be a fair way of insuring that the rich are not getting greater use of the water supply.

Water. We will run out of water. They should limit of consent for water going out and they should not be watering the town roads as they do now.

Water. Worried about how shallow the river is and just wondering if the farmers are taking too much of its supply

Water; Urban areas should support the rural water supplies. The costs should be shared out fairly across urban and rural districts.

We have everything we need so should just consolidate for a while not get any more sports centres etc.

We need to be looking at the green aspect recycling - water ways protecting environment

Wheelie bins; the one size fits all doesn't go down well i.e. someone dictates the size of your bin and you have to pay for it.

10.1.2. Others: Reason for Dissatisfaction with Contact

Went to green waste in Methven, was not opened when it should have been. The person was abusive towards me.

Make you pay then won't help with filling in building consents "if we help you we have to help everyone"

Annoyed not allowed to put in second drive way even though i was going to pay for it

Length of time and level of inefficiency dealing with the problem

Customer received a letter re the fire smoke from chimney choking people walking down the street at night, received a letter from the council regarding this and called. Advised they did not have a fire but only a heat pump and the council should have investigated this.

Double standards - council expects ratepayers to do their bit on time but does not respond in kind.

Stock water races are "bloody awful" and unreliable.

The information given was not clear

10.1.3. Others: Sources of Information

Rakaia news and internet

Local community group

Impressions as I travel around the district

Council office

Through work (plumbing business)

See with my own eyes

Go to public HDCA meetings

Go to council

Open their bills only

They email us

Council vehicles around the district

10.1.4. Others: Newspapers Read

Ashburton booklet

The Sunday News

Farmer's Weekly

10.1.5. Others: Improvements to Council Website

Make it mobile responsive.

If you use a web browser other than internet explorer it is not a good experience

Proper classification.

Rubbish - 3way disposal. Home improvement interest free subsidies.

Staff names

Tourism

Listing local attractions

10.1.6. Others: What Council Should Spend More On

Dog park improvements (2)

Street lighting (2)

Sewage system (2)

Building inspection staff (2)

Emergency services (2)

Internet services (2)

The arts (2)

Tourism (2)

Public decorations (2)

Improved internet (2)

Clean city centre

Any resources needed for growth of district over next few years.

Aviation museum, encourage people to participate in things more actively.

Help farmers and outfits such ECAN communicate to each other

Need to look after the people better

The water races being shut off

Continue refurbishing central district

Community drop in centre available to anyone who wants to use or hire it

Economic development - don't think what is being spent is being spent wisely

I'd like to see the school pools reopened

Social care services need more assistance from councils

Ratepayer consultation. Information distribution.

Local cemeteries, such as the state of the Methven Cemetery's entrance way, particularly the condition of the trees there.

More community events

More on wheelchair accesses. Infrastructure drainage.

More public information

10.1.7. Others: What Council Should Spend Less On

Experience Mid Canterbury (2)

Stock water races (2)

Library. Ethnic crap.

Supply no funding to abortion.

Should charge less for rates

Log burners.

Contacting multiple people for a simple issue like water leakage.

Clean air campaign (i.e. Fire bans)

Housing and camping grounds (they are in competition with the private sector otherwise)

Immigration services

Spend less on wages

Street sweeping machines

Welfare services

Council administration.

Flash council cars

The rubbish dump, the new business / industrial area

The central Ashburton square

10.2 Policy

10.2.1. Others: Recall of Safety in the Media

Health and safety publications

It was about the quality of well water on farms, about how polluted the water was due contamination.

That they exist

Have seen articles in the paper and have also heard feedback about them via word of mouth.

Dogs taken for dog fighting.

Work safety re workplace accidents

The articles were about drought and the heat, and were clear and succinct.

Police night patrol

Community watch system; Maori wardens; anti drinking laws in some areas; good arrangement with police

Internet fraud; burglaries

About some of the community initiatives that currently in place.

10.2.2. Others: Perceptions of Safety in the Media

I would have liked to have known the nationality of the people who are having violence happening to their family and doing the violence.

It's bullshit just creating jobs for people.

Thinks nothing will actually be done to change things.

Just makes us think about things

It doesn't encourage people who may want to relocate to Ashburton.

It is a work in progress, as always.

Shocking, shocking!!!

10.2.3. Others: What Should Be Done For New Residents

They need to be informed of the correct places to go to get the right information and help if necessary as I think they'll be a good asset in the years to come with a wider range of knowledge to offer the community

It's just being a newcomer is different.

It can always do with improving

Highlight the positives of a diverse culture to residents.

Think they have new comers groups can't comment further

Can't change people's attitudes

Surveys to see how they are settling

10.2.4. Others: Changes to Alcohol Control

Have it a bit more controlled. Maybe bring back an army boot camp for the unguided youth.

I feel that the New Year celebration was heavily penalised just because of the few people who couldn't control their liquor. And there is no legislation to penalise idiots.

Burnett Street should be open at night and have bars and restaurants and the cops should keep an eye on it more so all the alcohol is in that one area

More places should be able to sell alcohol

Binge drinking needs to be addressed

Security.

Proper legitimate control of certain premises.

People getting kicked out when they are well over the limit.

Make it easier to buy and hours can be longer.

Unfair clubs like hockey, rugby, squash the small clubs are burdened with the same costs as a commercial tavern. Example a wee club has a turnover of \$15k yet still has pay \$7k for the same running costs like bar staff and food - building

Cracking down on id in liquor stores - checking these more frequently.



Research First