



# Ashburton District Council

2024/2025 Residents' Survey



**KEYRESEARCH**  
Unlocking Business Knowledge

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## Executive Summary

- Satisfaction with the **Overall performance** of the Council has increased over the past year (from 70% to 73%).
- Several other measures have also reported year-on-year improvements, particularly those related to roading and transport; **Access to services and destinations** (from 60% to 75%), **Unsealed roads** (from 55% to 63%), and **Sealed roads** (from 32% to 38%).
- Council facilities and services such as **Ashburton Library - Te Kete Tuhinga** (97%), **Ashburton Domain** (97%), **Cemeteries** (97%), **Council-provided parks and open spaces** (95%), and **Quality of Council Information about Activities and Events** (94%) continue to receive consistently high satisfaction scores.
- While satisfaction with roading services has improved, roads remain a key area of focus for residents. Among those who provided a reason for dissatisfaction with the Council, 50% mentioned concerns related to **Roading issues, including roadworks, potholes, speeding issues, and lack of parking**. Similarly, 54% of those who suggested areas for increased Council spending raised topics such as **Safer roads, bridges, footpaths, culverts, and cycleways**.
- Satisfaction with Council’s website (ashburtondc.govt.nz) is high at 92%.
- Residents’ overall perception of their **Quality of life** (88%) has significantly increased since 2024 (83%).

# Background, Objectives and Methods

## Background

The Ashburton District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by Council, and to prioritise improvement opportunities that will be valued by the community.

## Research Objectives

- To provide a robust measure of satisfaction with Council's performance in relation to service delivery
- To establish perceptions of various services, infrastructure and facilities provided by Council
- To assess changes in satisfaction over time and measure progress towards the long-term objectives

## Method

- A statistically robust survey conducted via a quarterly mixed method approach to data collection consisting of a postal invitation to an online survey, with paper surveys sent upon request. In addition, emails were sent to respondents of previous iterations of the survey who indicated they would be happy to participate in similar surveys in the future.
- A total of 5,500 invitations were posted, and 603 email sent with a target of n=800 (n=200 per quarter). The sample achieved for 2024/25 was n=754 residents across the Ashburton District area.
- Post data collection the sample has been weighted so it is aligned with known population distributions for the Ashburton District Council area, as per the Census 2023 results, based on age, gender and location.
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 3.57%.
- Data collection took place in four waves: between 9 September and 16 October 2024, 3 December 2024 and 14 January 2025, 3 March and 14 April 2025, and 2 June and 7 July 2025.

## Notes

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.
- All question statements have been added in the footnotes.
- 'Urban' and 'Rural' classification titles have been changed throughout the report. 'Urban' is reported as 'Ashburton township', and 'Rural' as 'Rest of District'.

# Trends in Satisfaction



**Ashburton**  
DISTRICT COUNCIL



# Trends in Satisfaction

## Year-on-year difference

Higher	Significantly higher
Lower	Significantly lower

	Change (2025-2024)	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20
Road network provides you with access to services and destinations	15%	75%	60%	66%	-	-	-
Unsealed roads	8%	63%	55%	46%	46%	53%	51%
Level of influence over Council decision-making	7%	68%	61%	64%	63%	64%	-
Sealed roads	6%	38%	32%	26%	24%	38%	34%
Contact - Through Facebook	6%	98%	92%	94%	75%	94%	100%
Arts & culture	5%	93%	88%	88%	89%	88%	86%
Overall quality of your life	5%	88%	83%	86%	-	-	-
Contact - By email	4%	88%	84%	85%	79%	84%	82%
Contact - In writing	4%	83%	79%	78%	81%	68%	79%
Overall Performance	3%	73%	70%	67%	66%	74%	69%
Contact, overall	3%	92%	89%	89%	86%	89%	90%
Opportunities to have your say	3%	92%	89%	90%	86%	88%	86%
Economic development	2%	89%	87%	86%	87%	90%	89%
Advocacy	2%	88%	86%	82%	79%	82%	82%
Council's Climate Change Mitigation and Adaptation Efforts	2%	78%	76%	-	-	-	-
Planning services	2%	84%	82%	79%	79%	86%	82%
Activity to care for the district's environment and biodiversity	2%	89%	87%	88%	84%	88%	-
Rates spend	2%	69%	67%	69%	63%	70%	69%
Ashburton Library - Te Kete Tuhinga	1%	97%	96%	96%	96%	98%	97%
Playgrounds	1%	95%	94%	94%	95%	91%	95%
Building services	1%	87%	86%	81%	79%	88%	85%

# Trends in Satisfaction

## Year-on-year difference

Higher	Significantly higher
Lower	Significantly lower

	Change (2025-2024)	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20
Range of community facilities	1%	93%	92%	94%	91%	93%	-
Contact - In person	1%	96%	95%	94%	93%	94%	91%
Contact - Through the Snap, Send, Solve App	1%	78%	77%	61%	70%	66%	78%
Mayor and Councillors	1%	90%	89%	86%	83%	89%	78%
Ashburton District is a great place to live	1%	96%	95%	94%	94%	95%	95%
Trust Council to do the right thing for the district and its communities	1%	81%	80%	81%	77%	83%	80%
State of the district's environment and biodiversity	1%	88%	87%	89%	85%	87%	-
Rubbish & recycling, overall	-	83%	83%	83%	85%	80%	88%
Public toilets	-	95%	95%	93%	96%	92%	94%
Ashburton Domain	-	97%	97%	95%	96%	96%	95%
Council-provided parks and open spaces	-	95%	95%	95%	95%	96%	92%
EA Networks Centre	-	89%	89%	88%	88%	93%	89%
The Ashburton Art Gallery and Museum	-	92%	-	-	-	-	-
Community events	-	93%	93%	94%	94%	95%	93%
Environmental and regulatory compliance	-	92%	92%	90%	91%	90%	87%
Kerbside rubbish and recycling collection	-	85%	85%	84%	87%	84%	91%
Satisfied with Ashburtondc.govt.nz	-	92%	-	-	-	-	-
Satisfied with itsourplace.nz	-	98%	-	-	-	-	-
Lifestyle opportunities available	-	95%	95%	93%	95%	95%	-
Clear about what Council does, and the services and facilities it offers	-	90%	90%	91%	89%	91%	92%



# Trends in Satisfaction

## Year-on-year difference

Higher	Significantly higher
Lower	Significantly lower

	Change (2025-2024)	2024-25	2023-24	2022-23	2021-22	2020-21	2019-20
Sense of community with others in your neighbourhood	-	89%	89%	89%	91%	91%	-
Social services	-1%	93%	94%	93%	95%	93%	95%
Road safety promotion activities (such as winter driving campaigns, wearing of seatbelts etc)	-1%	85%	86%	81%	-	-	-
Cemeteries	-1%	97%	98%	97%	98%	97%	97%
Animal control	-1%	88%	89%	87%	88%	87%	86%
Opportunities for grants and funding	-1%	96%	97%	95%	97%	95%	95%
Contact - By phone	-1%	90%	91%	86%	86%	87%	89%
Council staff	-1%	89%	90%	83%	81%	92%	87%
Confident that Ashburton District is going in the right direction	-1%	91%	92%	90%	87%	92%	84%
Opportunities for Play, active recreation, and sport	-1%	92%	93%	-	-	-	-
Facilities available for Play, active recreation, and sport	-1%	90%	91%	-	-	-	-
Emergency management/Civil Defence	-2%	96%	98%	97%	96%	96%	96%
Drinking water	-2%	83%	85%	80%	74%	82%	83%
Contact - Online through the Council website	-2%	88%	90%	91%	80%	91%	90%
Quality of information (about Council activities and events)	-2%	94%	96%	93%	94%	92%	92%
New resident support	-2%	91%	93%	93%	91%	94%	90%
Community safety	-3%	88%	91%	89%	91%	88%	89%
Alcohol licensing	-3%	90%	93%	90%	91%	92%	90%
CCTV and security patrols	-3%	88%	91%	88%	90%	89%	91%
Property information services (LIM)	-3%	94%	97%	97%	96%	96%	94%

# Key Findings

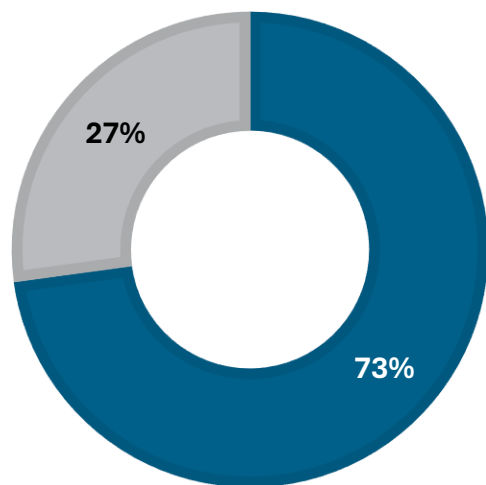
## Overall Performance

- **Council's overall performance** has slightly improved by 3% points since 2024, increasing from 70% to 73%. This marks the highest satisfaction rate recorded in the past three years.
- A significant increase in satisfaction has been reported among residents in the Ashburton Township (urban), rising from 69% in 2024 to 75% in 2025, and among those who have lived in the district for more than 10 years, increasing from 67% in 2024 to 73% in 2025.



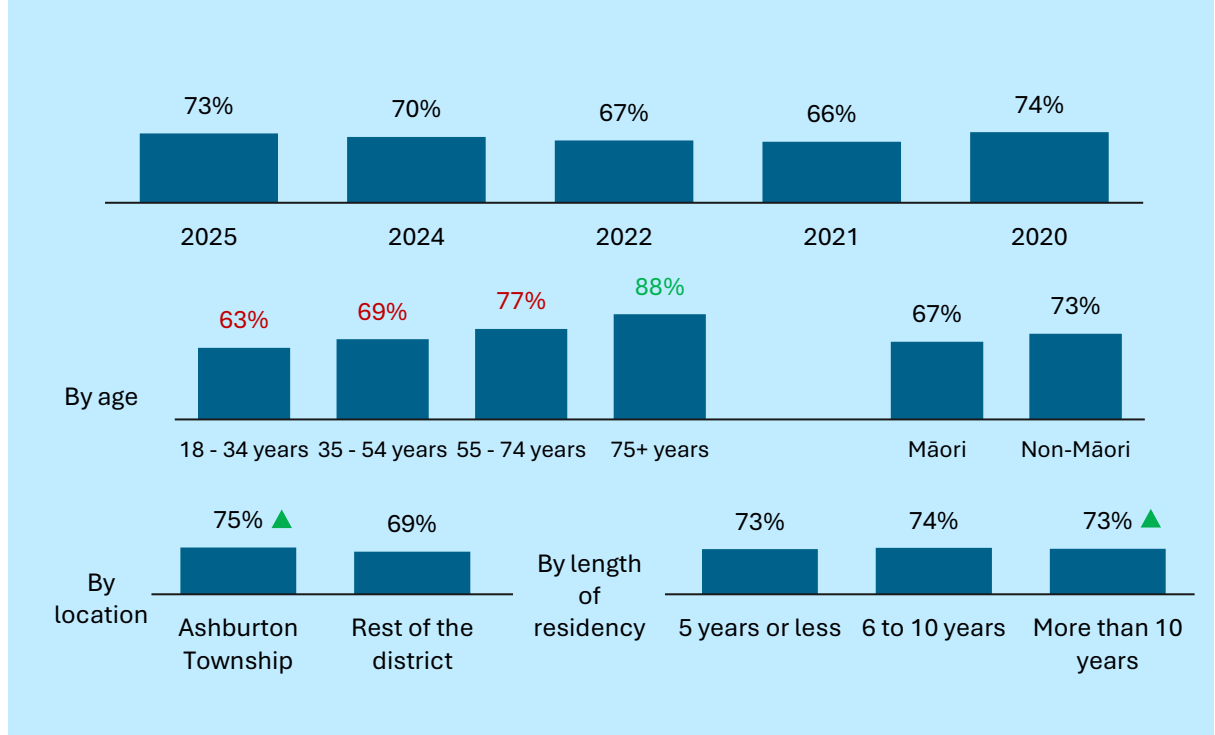


# Overall Performance



■ Satisfied      ■ Dissatisfied

## Satisfied



### Year-on-year

▲ Significantly higher  
▼ Significantly lower

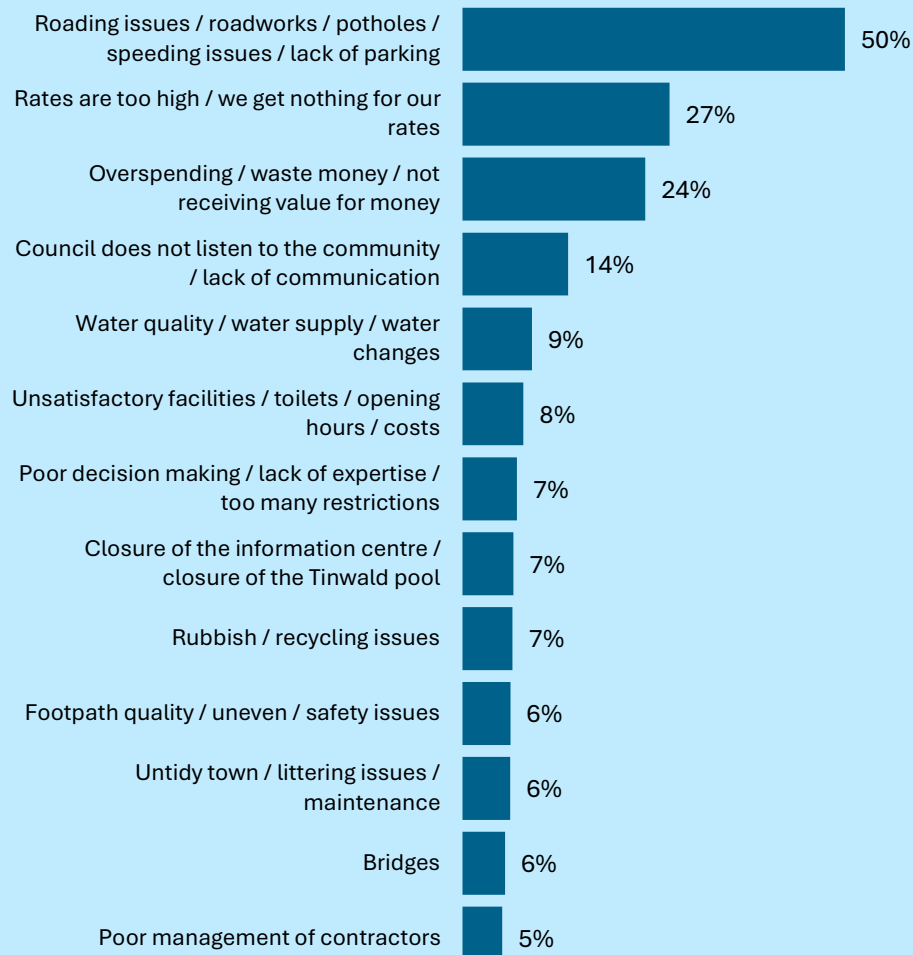
### Between demographics

▲ Significantly higher  
▼ Significantly lower

### NOTES:

1. OVS1. Overall, are you satisfied or dissatisfied with the performance of Ashburton District Council over the last 12 months? n=626

# Reasons for Dissatisfaction



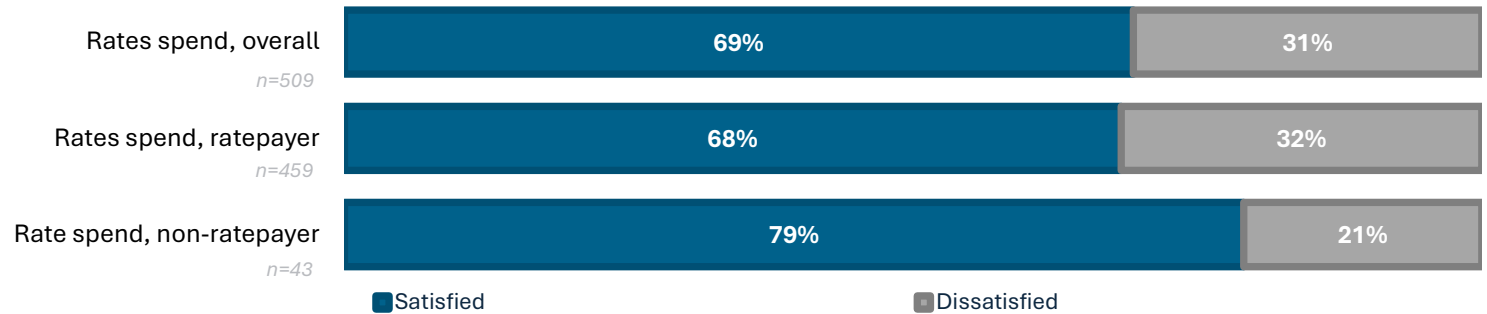
## NOTES:

1. OVS2. Why are you dissatisfied with the performance of Ashburton District Council? n=159
2. Responses of 4% or lower are not displayed.

- The roads are poorly maintained. Some streets are very rough. Names on streets were changed without any referendum.
- Roads are in a terrible state and repairs take far too long to complete and are never done properly.
- I would love to see more of the potholes fixed. I would love to see more for children in our district.
- Lack of parking enforcement, poor roads, not looking after basic infrastructure, wasting money on redoing works.
- Many footpaths, especially around school zones are unsealed. I have seen kids who scooter back home and get injured a few times due to sliding over the unsealed shingle.
- The rooding contractors resealing the roads out of Methven past the hot pools resealed it with more bumps than the seal they removed.
- Rates increase, I can barely afford to stay in my home.
- Rates are extremely high and services for Methven are low.
- Rates keep going up without any discernible improvements.
- With mortgage rates the way they are, I think rates a horrendous with what you actually get in return for paying them.
- Budget priorities seem to be in the wrong place.
- I feel money is wasted on minor issues, mainly roading curbing, which could wait and more important things which they are crying out for money for be dealt with.
- Seem to spend money in strange ways or bad priorities.
- They never seem to listen to what the people of Ashburton actually want when we voice it.
- I think it is overlooking some of the major issues affecting the district. I also find it very hard to gain contact with someone who can answer some questions.
- Don't follow up things that are important.



# Rates Spend



	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Rates spend, overall	69%	67%	69%	63%	70%	69%	71%	66%	61%	67%	72%	82%	65%	70%
Rates spend, ratepayer	68%	66%	69%	62%	70%	68%	71%	65%	59%	63%	73%	81%	61%	69%
Rate spend, non-ratepayer	79%	78%	69%	77%	71%	77%	80%*	77%*	76%*	86%*	59%*	100%*	83%*	78%

## Year-on-year

▲ Significantly higher  
▼ Significantly lower

## Between demographics

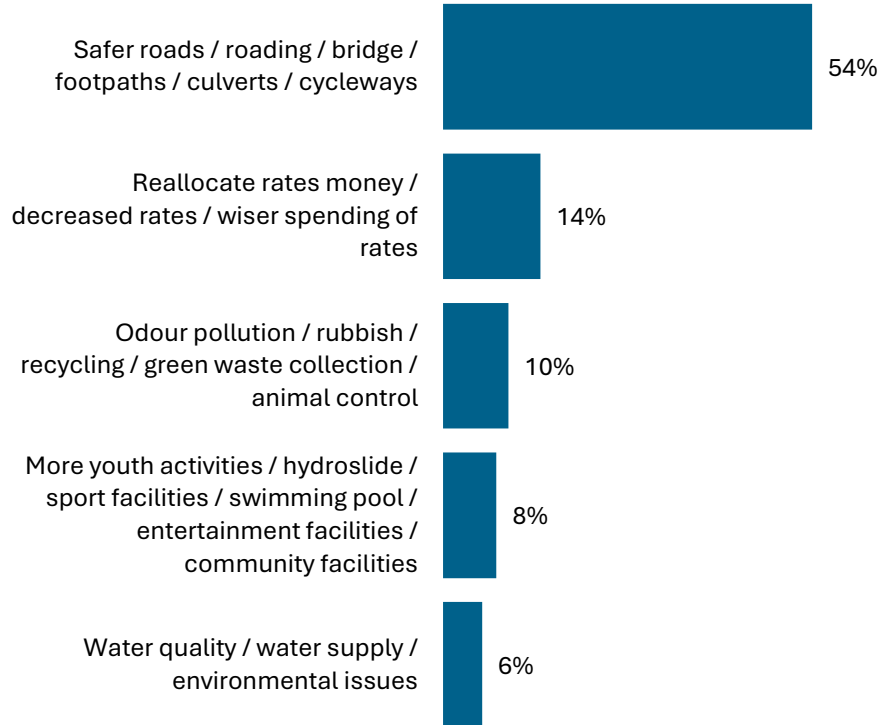
Significantly higher  
Significantly lower

## NOTES:

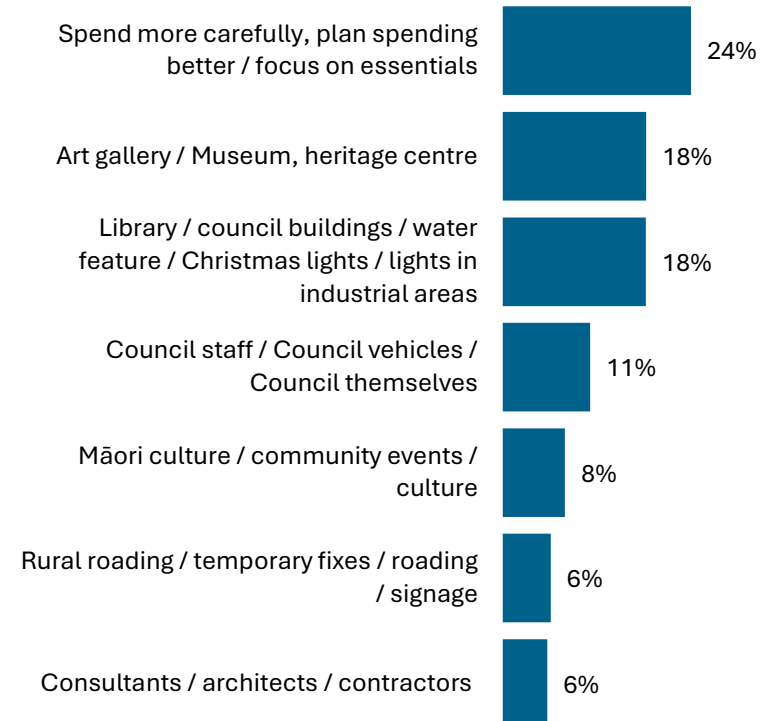
- PER1. In this next section, we'd like you to think about the Council more generally. Are you satisfied or dissatisfied with: The way rates are spent on the services and facilities provided by Council?
- \*Caution: Small sample size (n<30). Results are indicative only.

# Suggested Priority Services and Facilities

## Suggestions for Increased Council Spending



## Suggestions for Reduced Council Spending



### Year-on-year

▲ Significantly higher  
▼ Significantly lower

### Between demographics

Significantly higher  
Significantly lower

### NOTES:

1. PER3. For this next question, please bear in mind that Council cannot spend more on every service or facility without increasing rates and/or user charges, where applicable. Are there any services or facilities that you think Council should spend more on? n=465
2. PER4. And are there any services or facilities that you think Council should spend less on? n=252
3. Suggestions lower than 5% are not shown.

# Local Infrastructure



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# Local Infrastructure

## Drinking Water

- Among those connected to Council's water supply, 83% are satisfied with the **Drinking water supply**.
- Residents connected to the **Rakaia** supply express the highest satisfaction among the different supply areas, at 87%. Respondents connected to the Ashburton supply have the second highest satisfaction at 84%.

## Transportation

- Over eight in ten residents (85%) are satisfied with the **Road safety promotions**, which remains consistent with the satisfaction level of 86% reported in 2024.
- Satisfaction has significantly increased since 2024 for **Access to services and destinations** (from 60% to 75%), **Unsealed roads** (from 55% to 63%) and **Sealed roads** (from 32% to 38%).
- Despite these improvements, roads remain the number one concern, and was raised by 50% of those who provided a reason for their dissatisfaction with the Council, with frequent mentions including **Roading issues, roadworks, potholes, speeding issues, and lack of parking** (See page 9).

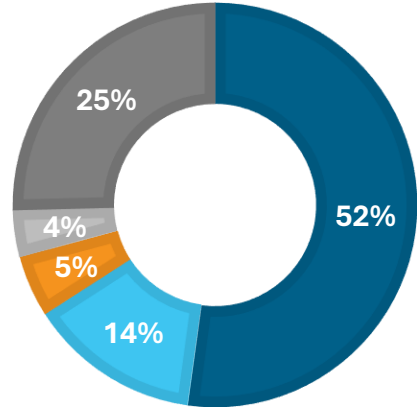
## Waste Reduction and Recovery

- Nearly eight in ten residents (78%) receive **Council's regular kerbside rubbish and recycling collection service**
- Among those who receive **Council's regular kerbside rubbish and recycling collection service**, 85% are satisfied with the service.
- Satisfaction is significantly higher among residents aged 75 or over in regard to **Kerbside collection** (94%), when compared to other age groups (84%).



# Drinking Water Supply

## Water supply connection



- Ashburton
- Methven
- Rakaia
- Other Council-provided water supply
- None of these

## Satisfied (% of respondents)

Year	2025	2024	2023	2022	2021	2020
Drinking water supply	83%	85% ▲	80%	74%	82%	83%

By location	Ashburton Township	Rest of the district
Drinking water supply	85%	77%

By connection	Ashburton	Methven	Rakaia	Other Council-provided
Drinking water supply	84%	82%	87%	57%

- Year-on-year

▲ Significantly higher

▼ Significantly lower
- Between demographics

Significantly higher

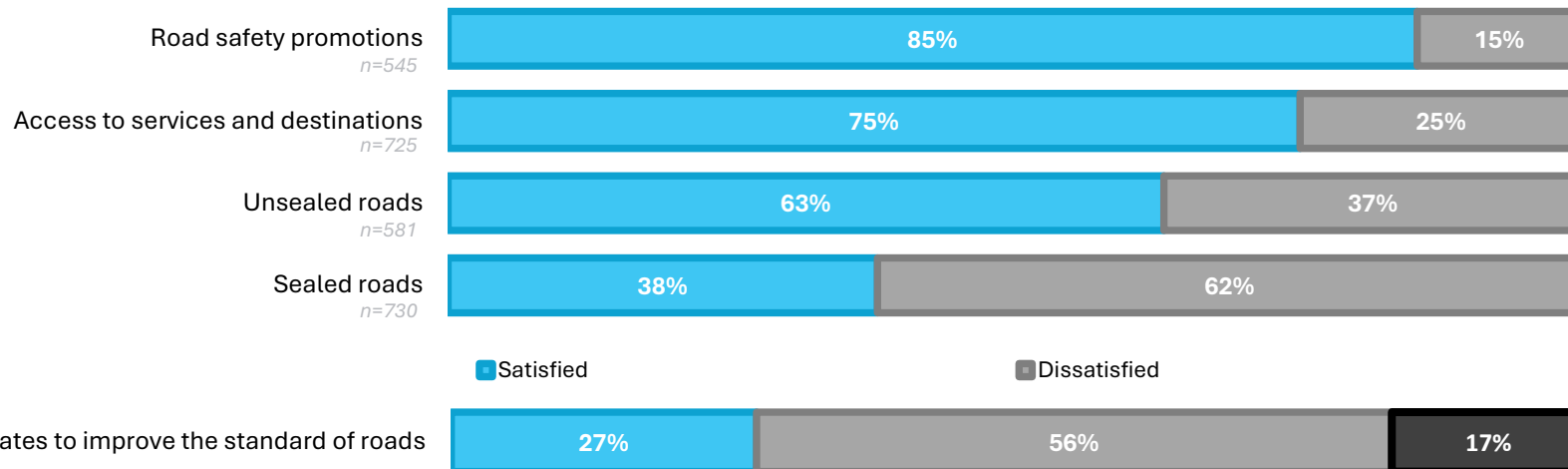
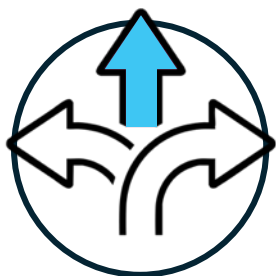
Significantly lower

NOTES:

1. WS1. Which, if any, of the following Council-provided piped water supplies are you connected to? n=742, Connected residents n=559

2. WS2. And are you satisfied or dissatisfied with the drinking water supply? n=547

# Transportation: Standard and Safety of Roads



## Satisfied (% of respondents)

Year, Location, Age and Ethnicity	2025	2024	2023	2022	2021	2020	Ashburton township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Road safety promotions	85%	86%▲	81%	-	-	-	88%	81%	82%	82%	89%	91%	91%	85%
Access to services and destinations	75%▲	60%▼	66%	-	-	-	77%▲	72%▲	68%▲	72%▲	78%▲	90%	60%	76%▲
Unsealed roads	63%▲	55%▲	46%	46%	53%	51%	66%▲	60%	65%	65%▲	58%	70%	60%	63%▲
Sealed roads	38%▲	32%▲	26%	24%	38%	34%	42%▲	31%	33%	40%▲	34%	53%	29%	39%▲
Yes (% of respondents)														
Support further increases to rates to improve the standard of roads	27%	27%	-	-	-	-	26%	29%	28%	26%	26%	28%	23%	27%

Year-on-year

Between demographics

▲ Significantly higher  
▼ Significantly lower

Significantly higher  
Significantly lower

NOTES:

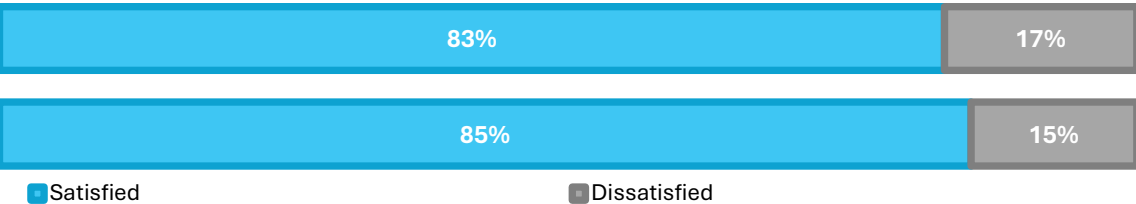
- SF1A. For each of the following functions, which you as a ratepayer or resident could be contributing to, are you satisfied or dissatisfied ...
- SF1AA. Do you support further increases to rates to improve the standard of our roads? n=747 Yes n=195, No n=427, Unsure n=131

# Waste Reduction and Recovery

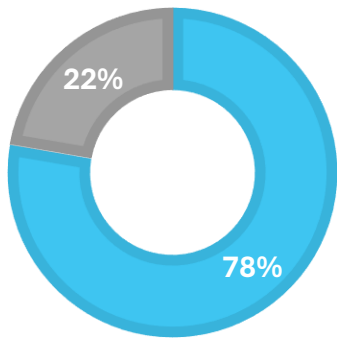


Overall rubbish and recycling services  
*n*=687

Kerbside collection, users  
*n*=583



## Kerbside Collection Users



■ Users    ■ Non-users

### Satisfied (% of respondents)

Year	2025	2024	2023	2022	2021	2020
Overall rubbish and recycling services	83%	83%	83%	85%	80%	88%
Kerbside collection, users	85%	85%	84%	87%	84%	91%

Location, Age, and Ethnicity	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Overall rubbish and recycling services	86%	78%	81%	79%	86%	91%	80%	83%
Kerbside collection, users	86%	82%	84%	84%	84%	94%	81%	86%

#### Year-on-year

▲ Significantly higher  
▼ Significantly lower

#### Between demographics

▲ Significantly higher  
▼ Significantly lower

#### NOTES:

1. RC1. Where you live, does the Council provide a regular kerbside rubbish and recycling collection service? *n*=738, Yes *n*=581
2. RC2. And are you satisfied or dissatisfied with the kerbside rubbish and recycling collection service? *n*=498
3. SF2A\_1. Are you satisfied with the following? - Council's rubbish and recycling services *n*=583

# Public Services



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# Public Services

## Community Governance and Decision-making

- Satisfaction with the **Mayor and Councillors** shows a gradual increase, from 83% in 2022 to 86% in 2023, 89% in 2024, and now 90% in 2025.
- Similarly, residents' satisfaction with the **Advocacy** role Council plays for the District continues to increase, rising from 79% in 2022 to 82% in 2023, 86% in 2024, and now 88% in 2025.
- Satisfaction with the **Council staff** (89%) has remained consistent since 2024 (90%).
- 92% of residents are satisfied with the **Opportunities Council provides to have a say**, with satisfaction significantly increasing among those aged 18–34, from 80% in 2024 to 89% in 2025.

## Community Events and Grants

- There is a high level of satisfaction with the Council's provision of **Opportunities for grants and funding** (96%).
- 93% are satisfied with Council's involvement in **Social services**.

- 89% of respondents are satisfied with Council's role in **Economic and business development**. In addition, satisfaction has significantly increased among younger residents aged 18 to 34, from 81% in 2024 to 92% in 2025.
- 93% are satisfied with the role Council play in supporting **Community events**.

## Community Services

- Nealy nine in ten residents (88%) are satisfied with Council's current level of involvement in **Community safety**.
- However, satisfaction has declined among residents in the *Rest of the district* in regard to **Community safety**, from 90% in 2024 to 86% in 2025.
- A similar proportion, 88%, are satisfied with Council's provision of **CCTV, street lighting and security patrols** within the district. However, a significant decline in satisfaction has been reported among residents in the *Rest of the district*, from 91% in 2024 to 83% in 2025.
- **Public toilets** received a high satisfaction rating overall (95%) and among users (93%).

## Recreation Facilities

- A significant increase in satisfaction with **Arts and culture, overall** has been reported, rising from 88% in 2024 to 93% in 2025.
- Satisfaction with the **Ashburton Library - Te Kete Tuhinga** among users has remained consistent at 98% since 2024.
- The **EA Network Centre** received a high level of satisfaction among users at 90%.
- Additionally, 94% of users are satisfied with the **Ashburton Art Gallery and Museum**

## Parks and Open Spaces

- 95% of residents are satisfied with the **Council-provided parks and open spaces**.
- **Cemeteries** (97%) and **Ashburton Domain** (97%) are the highest rated Council-maintained parks and open spaces.

Note: The *Rest of the district* refers to residents outside of Ashburton township.

# Community Governance and Decision-making

Mayor and Councillors

n=508

90%

10%

Council staff

n=478

89%

11%

Advocacy

n=550

88%

12%

Opportunities Council provides to have a say

n=557

92%

8%

■ Satisfied

■ Dissatisfied

Year, Location, Age and Ethnicity	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Mayor and Councillors	90%	89%	86%	83%	89%	78%	88%	93%	93%	89%	86%	98%	85%	91%
Council staff	89%	90%▲	83%	81%	92%	87%	90%	89%	88%	89%	88%	98%	85%	90%
Advocacy	88%	86%▲	82%	79%	82%	82%	90%	86%	86%	87%	89%	96%	79%	89%
Opportunities Council provides to have a say	92%	89%	90%	86%	88%	86%	90%	94%	89%▲	92%	91%	98%	87%	92%

Year-on-year

▲ Significantly higher  
▼ Significantly lower

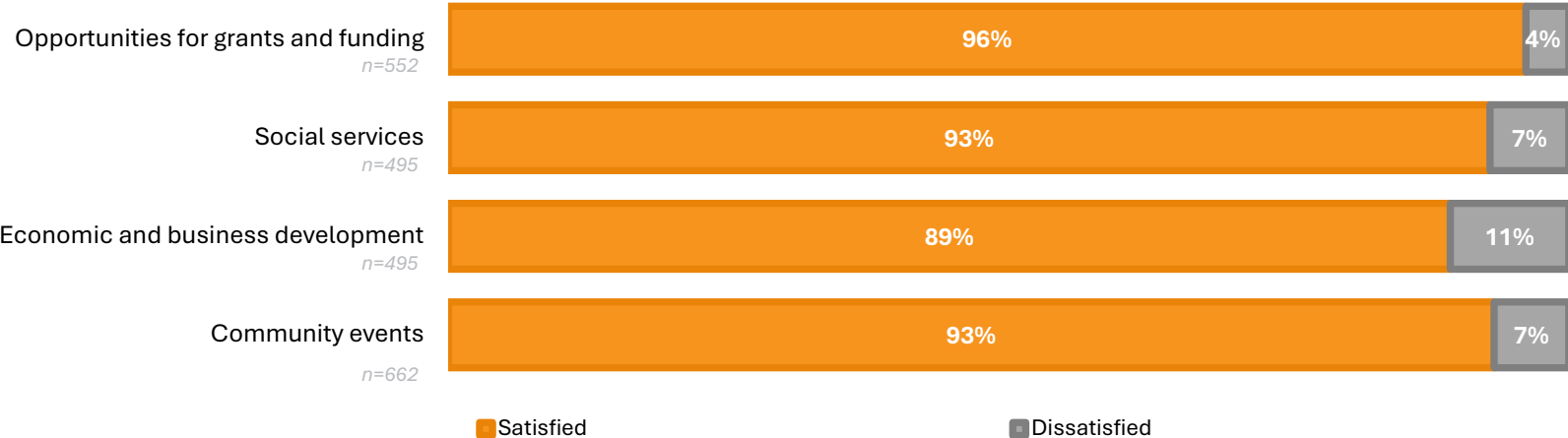
Between demographics

Significantly higher  
Significantly lower

NOTES:

1. PER1. In this next section, we'd like you to think about the Council more generally. Are you satisfied or dissatisfied with:
2. SF4A. Are you satisfied with the following Council services? - Council plays an advocacy role by lobbying central government on the community views about issues including road funding and police staffing levels. Are you satisfied or dissatisfied with the advocacy role Council plays for the District?

# Community Events and Grants



Year, Location, Age, and Ethnicity	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Opportunities for grants and funding	96%	97%	95%	97%	95%	95%	97%	94%	96%	94%	98%	97%	100%	96%
Social services	93%	94%	93%	95%	93%	95%	92%	94%	95%	93%	92%	91%	87%	93%
Economic and business development	89%	87%	86%	87%	90%	89%	92% ▲	86%	92% ▲	86%	88%	98%	97%	89%
Community events	93%	93%	94%	94%	95%	93%	94%	92%	95%	93%	92%	94%	94%	93%

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

Significantly lower

NOTES:

1. SF5A\_2. Council’s provision of opportunities for grants and funding to support community-led projects

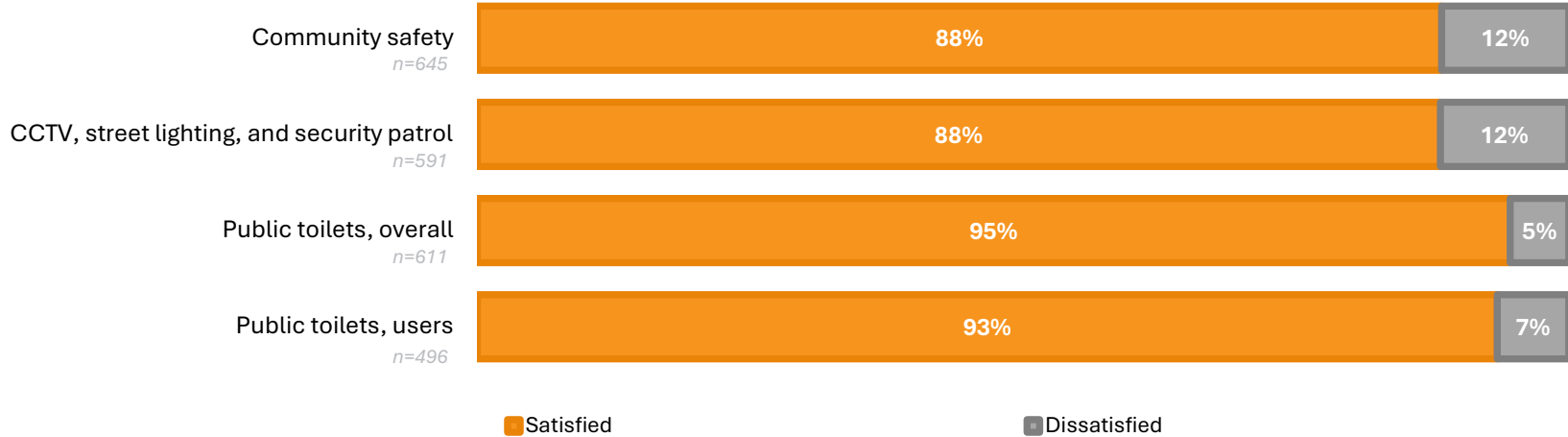
2. SF4A. Are you satisfied with the following Council services?

a. Are you satisfied or dissatisfied with Council’s role in economic and business development?

b. Are you satisfied or dissatisfied with the level of Council’s involvement in social services?

c. Are you satisfied or dissatisfied with Council’s role in supporting community events?

# Community Services



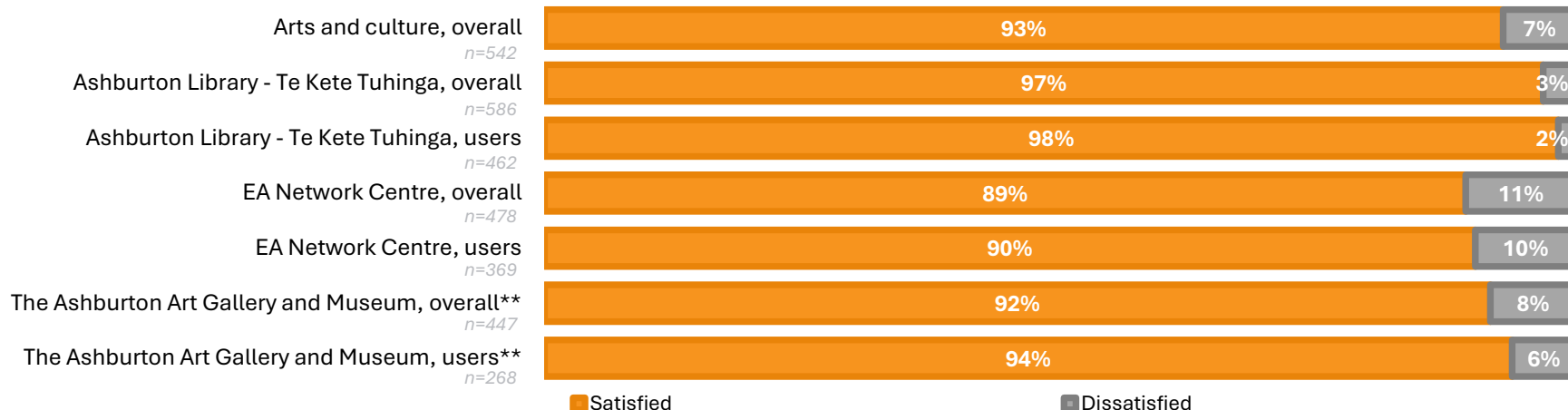
Year, Location, Age, and Ethnicity	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Community safety	88%	91%	89%	91%	88%	89%	90%	86% ▼	91%	84%	90%	89%	93%	88%
CCTV, street lighting, and security patrol	88%	91%	88%	90%	89%	91%	91%	83% ▼	89%	85%	91%	88%	95%	88% ▼
Public toilets, overall	95%	95%	93%	96%	92%	94%	94%	95%	93%	94%	96%	97%	94%	95%
Public toilets, users	93%	95%	93%	97%	91%	93%	93%	94%	91%	93%	95%	95%	94%	93%

Year-on-year  
▲ Significantly higher  
▼ Significantly lower

Between demographics  
Significantly higher  
Significantly lower

- NOTES:
- SF4A. Are you satisfied with the following Council services?
    - Are you satisfied with Council's current level of involvement in community safety?
  - SF5A. And how satisfied or dissatisfied are you with the following?
    - Council's provision of CCTV, street lighting and security patrols within the district
  - SF2A. Are you satisfied with the following? – Public toilets

# Recreation Facilities



Year, Location, Age, and Ethnicity	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Arts and culture, overall	93%▲	88%	88%	89%	88%	86%	91%	96%▲	93%	94%	90%	98%	92%	93%▲
Ashburton Library - Te Kete Tuhinga, overall	97%	96%	96%	96%	98%	97%	98%	95%	98%	96%	96%	98%	100%	97%
Ashburton Library - Te Kete Tuhinga, users	98%	98%	96%	97%	98%	97%	98%	98%	100%	98%	97%	100%	100%	98%
EA Network Centre, overall	89%	89%	88%	88%	93%	89%	87%	93%	87%	88%	91%	94%	81%	90%
EA Network Centre, users	90%	89%	88%	87%	93%	88%	88%	95%	86%	90%	92%	97%	82%	91%
The Ashburton Art Gallery and Museum, overall**	92%	-	-	-	-	-	91%	92%	88%	92%	91%	98%	91%	92%
The Ashburton Art Gallery and Museum, users**	94%	-	-	-	-	-	94%	94%	88%	91%	97%	100%	100%*	93%

## NOTES:

- SF4A\_2. Overall, are you satisfied or dissatisfied with Council's level of involvement in arts and culture in the district?
- SF3A. And, are you satisfied with some of the facilities and or services provided, such as...
  - The library services and programmes
  - The EA Networks Centre services and programmes, for example swimming lessons or group fitness classes
  - The Art Gallery and Museum services and programmes
- \*Caution: Small sample size (n<30). Results are indicative only.
- \*\*New question added for 2024/2025 survey. No historical data available.

## Year-on-year

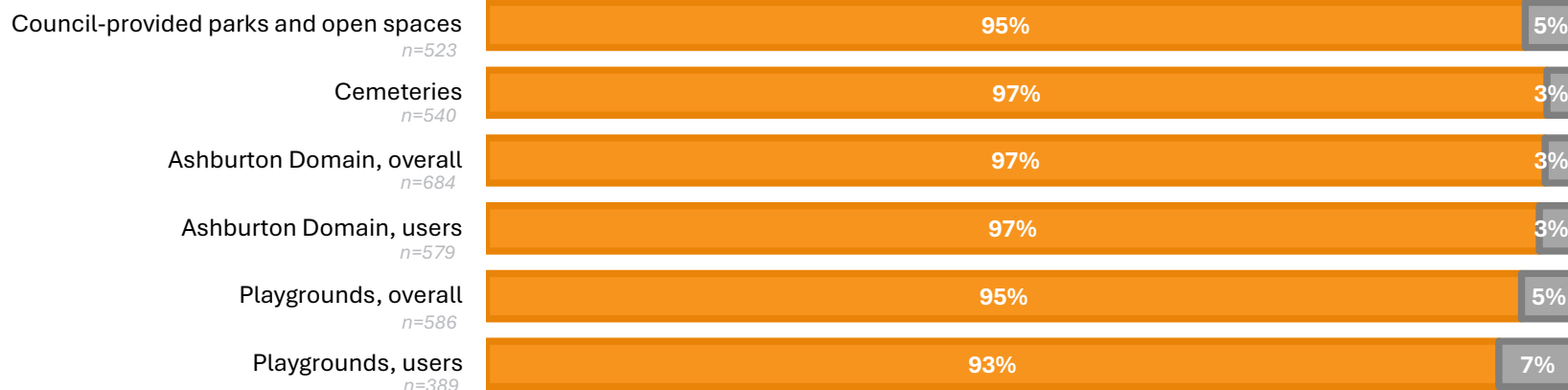
▲ Significantly higher  
▼ Significantly lower

## Between demographics

Significantly higher  
Significantly lower



# Parks and Open Spaces



■ Satisfied

■ Dissatisfied

	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Council-provided parks and open spaces	95%	95%	95%	95%	96%	92%	95%	96%	92%	95%	96%	100%	98%	95%
Cemeteries	97%	98%	97%	98%	97%	97%	96%	99%	97%	99%	95%	98%	97%	97%
Ashburton Domain, overall	97%	97%	95%	96%	96%	95%	96%	99%	97%	95%	99%	99%	97%	97%
Ashburton Domain, users	97%	97%	95%	96%	97%	94%	96%	98%	96%	94%	99%	98%	97%	97%
Playgrounds, overall	95%	94%	94%	95%	91%	95%	93%	97%	95%	92%	96%	100%	93%	95%
Playgrounds, users	93%	93%	92%	93%	88%	94%	91%	96%	91%	91%	95%	100%	92%	93%

## NOTES:

- SF3A. And, are you satisfied with some of the facilities and or services provided, such as...
  - Council-provided playgrounds
  - The Ashburton Domain
  - Council-provided parks and open spaces
- SF2A. Are you satisfied with the following? –Cemeteries

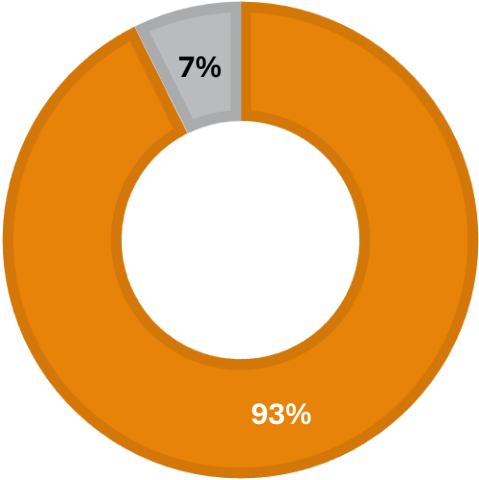
## Year-on-year

▲ Significantly higher  
▼ Significantly lower

## Between demographics

Significantly higher  
Significantly lower

# Range of Facilities Available in the District



■ Satisfied
■ Dissatisfied

	2025	2024	2023	2022	2021	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Range of community facilities in the District	93%	92%	94%	91%	93%	91%	95%	91%	88%	96%	97%	84%	93%

Year-on-year

▲ Significantly higher

▼ Significantly lower

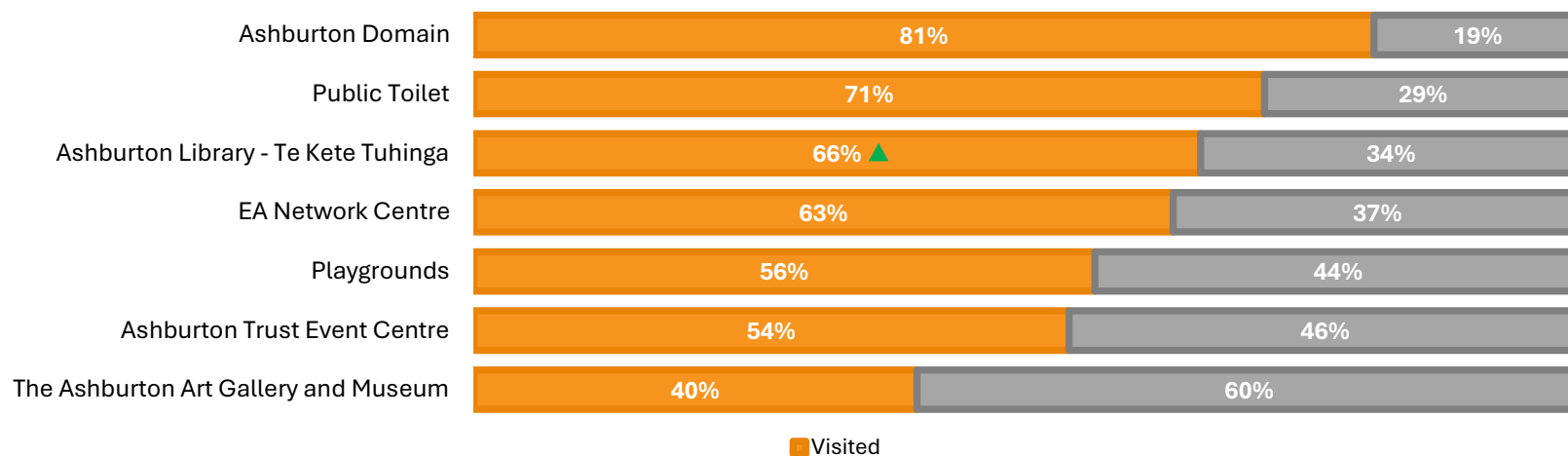
Between demographics

▲ Significantly higher

▼ Significantly lower

NOTES:  
1. US2. Are you satisfied or dissatisfied with the range of community facilities available in the District? n=666

# Use of Facilities



	2025	2024	2023
Ashburton Domain	81%	83%	81%
Public Toilet	71%	67% ▼	73%
Ashburton Library - Te Kete Tuhinga	66% ▲	54% ▲	48%
EA Network Centre	63%	66%	67%
Playgrounds	56%	57%	58%
Ashburton Trust Event Centre	54%	59%	59%
The Ashburton Art Gallery and Museum	40%		

## Year-on-year

▲ Significantly higher  
▼ Significantly lower

## Between demographics

▲ Significantly higher  
▼ Significantly lower

## NOTES:

1. US1. Have you, or a member of your household, used or visited the following service or facility in the last year? n=740

# Regulatory Services



**Ashburton**  
DISTRICT COUNCIL



# Regulatory Services

## Regulatory Services

- Despite the significant decline of 3% points since 2024 (93%), *Alcohol licensing* received a high satisfaction score of 90%.
- Satisfaction with *Property information services* for both overall (94%) and users (90%) has significantly decrease since 2024.
- While other regulatory services remained consistent since 2024.



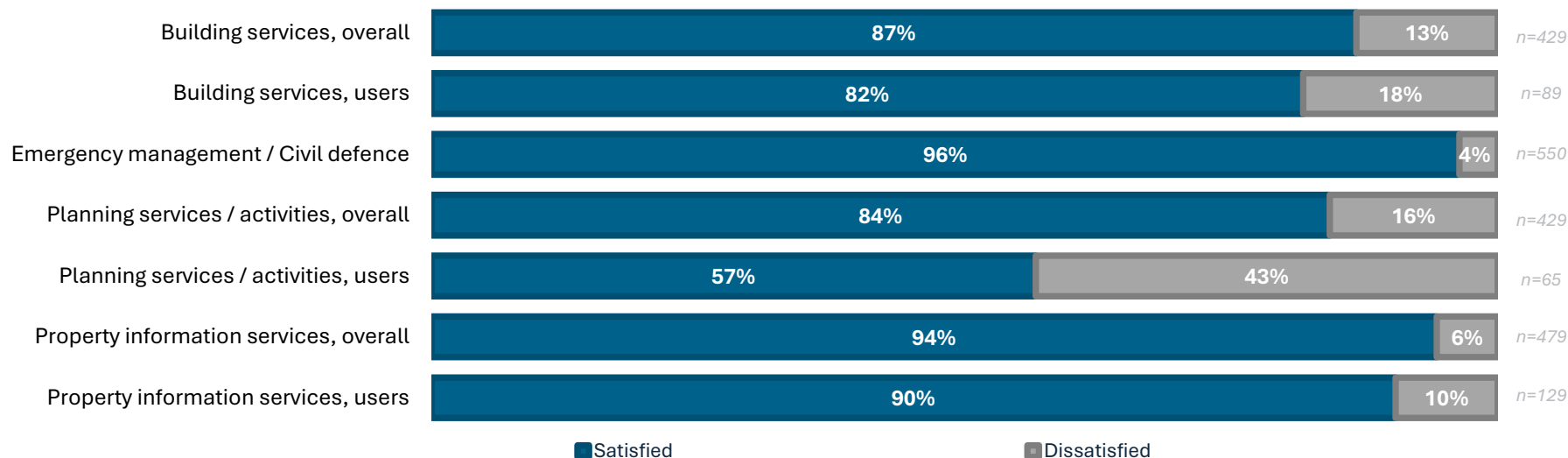
## Use of Service

- Nearly two in ten residents (18%) have use the Property information services in the last year.
- While only 12% have use the *Environmental monitoring/Public health services*, a significant increase from 8% in 2024.





# Regulatory Functions



	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Building services, overall	87%	86%	81%	79%	88%	85%	90%	82%	85%	86%	85%	95%	76%	88%
Building services, users	82%	73%	70%	65%	79%	79%	85%	77%	85%▲	80%	79%	100%	88%*	81%
Emergency management / Civil defence	96%	98%	97%	96%	96%	96%	97%	95%	98%	97%	95%	96%	97%	96%
Planning services / activities, overall	84%	82%	79%	79%	86%	82%	88%	78%	89%	80%	83%	91%	91%	84%
Planning services / activities, users	57%	69%	50%	65%	72%	64%	76%	37%▼	62%	50%	61%	68%	74%*	56%
Property information services, overall	94%▼	97%	97%	96%	96%	94%	96%	91%	93%	95%	93%	98%	92%	94%▼
Property information services, users	90%▼	97%	92%	94%	92%	88%	91%	90%	86%	94%	90%	85%	85%*	91%

## Year-on-year

▲ Significantly higher  
▼ Significantly lower

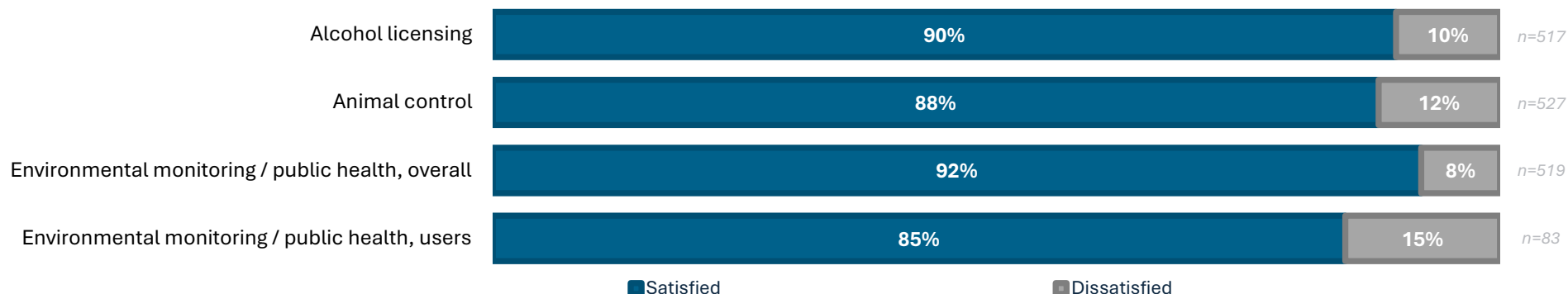
## Between demographics

▲ Significantly higher  
▼ Significantly lower

## NOTES:

- SF5A. And how satisfied or dissatisfied are you with the following? How Council undertakes its role in alcohol licensing, The standard of Council's planning services, which includes resource consents and rules about urban and rural planning; that is, the District Plan, Council's building regulation service, Council's information service about property. Council's environmental and regulatory compliance, including noise and litter control, liquor licensing and food safety in commercial premises,
- SF2A. Are you satisfied with the following? - Animal control (i.e. dogs and wandering stock), Civil Defence (i.e. emergency management)
- \*Caution: Small sample size (n<30). Results are indicative only.

# Regulatory Compliance



	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Alcohol licensing	90%▼	93%	90%	91%	92%	90%	93%	84%▼	90%	88%▼	91%	88%	85%	90%
Animal control	88%	89%	87%	88%	87%	86%	88%	88%	92%	88%	84%	88%	81%	88%
Environmental monitoring / public health, overall	92%	92%	90%	91%	90%	87%	92%	92%	95%▲	93%	89%	91%	89%	92%
Environmental monitoring / public health, users	85%	75%	68%	76%	67%	79%	83%	87%	88%	84%	79%	100%	100%*	84%

## Year-on-year

▲ Significantly higher  
▼ Significantly lower

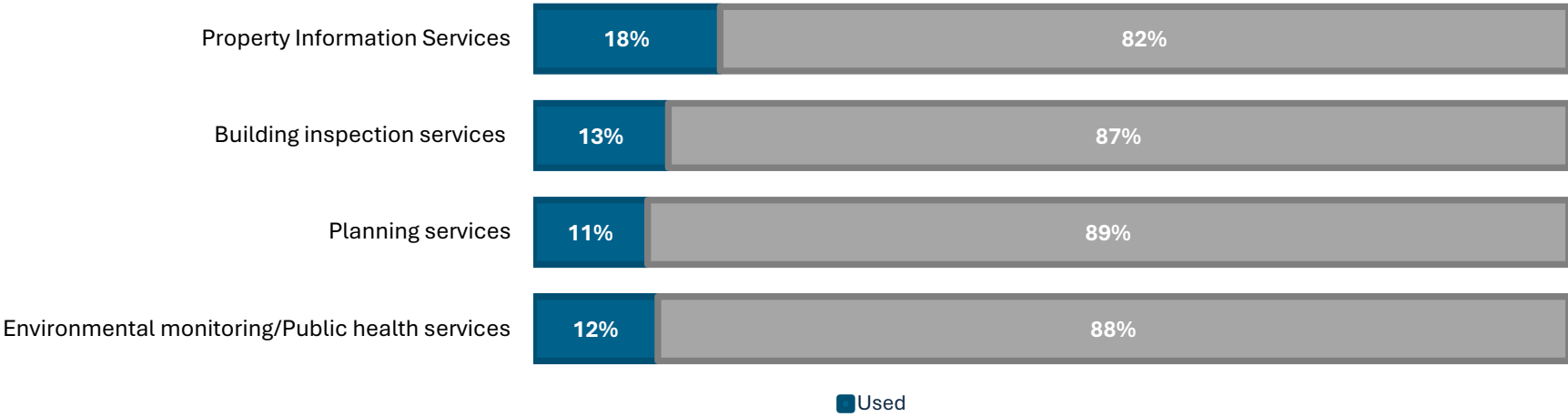
## Between demographics

▲ Significantly higher  
▼ Significantly lower

## NOTES:

- SF5A. And how satisfied or dissatisfied are you with the following? How Council undertakes its role in alcohol licensing, The standard of Council's planning services, which includes resource consents and rules about urban and rural planning; that is, the District Plan, Council's building regulation service, Council's information service about property. Council's environmental and regulatory compliance, including noise and litter control, liquor licensing and food safety in commercial premises,
- SF2A. Are you satisfied with the following? - Animal control (i.e. dogs and wandering stock), Civil Defence (i.e. emergency management)
- \*Caution: Small sample size (n<30). Results are indicative only.

# Use of Services



	2025	2024	2023
Property Information Services	18%	18%	22%
Building inspection services	13%	14%	18%
Planning services	11%	9%	12%
Environmental monitoring/Public health services	12%▲	8%	8%

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

Significantly lower

NOTES:  
1. US1. Have you, or a member of your household, used or visited the following service or facility in the last year? n=739

# Communication and Interaction



**Ashburton**  
DISTRICT COUNCIL



# Communication and Interaction

## Council Websites

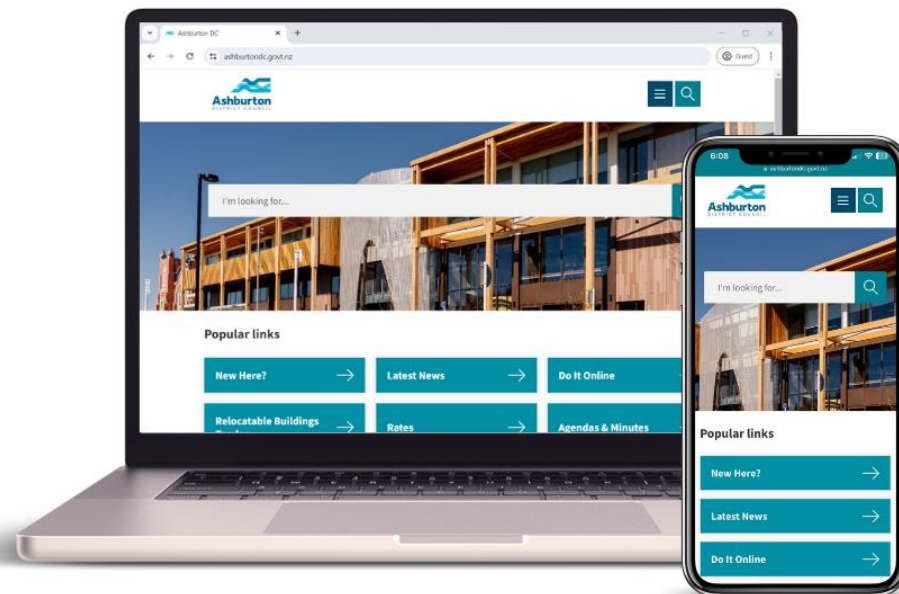
- Nearly six in ten residents (57%) have visited **ashburtondc.govt.nz** in the past 12 months.
- The majority of website users visited the Council's websites **Six-monthly or less**, 61% (ashburtondc.govt.nz), and 73% (itsourplace.nz)
- Among visitors of **ashburtondc.govt.nz**, 92% are satisfied with the website overall.

## Information Provision

- **Council Brief** is the most frequently seen Council communication, with 61% of residents reporting they have seen or read it in the past 12 months. This is closely followed by **Media advertising** at 58%.
- 94% of residents are satisfied with the **Quality of Council Information about Activities and Events**.

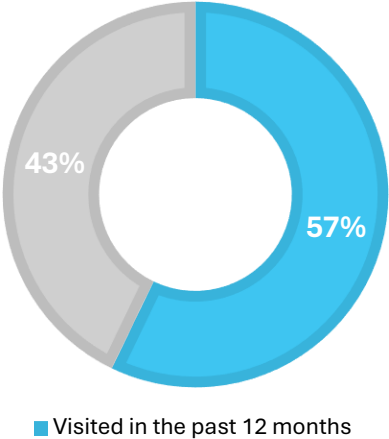
## Contact with Ashburton District Council

- **By phone** (25%) and **In person** (22%) are the most prevalent methods used by residents who contacted the Council, with most respondents (92%) satisfied with the **Overall service received**.



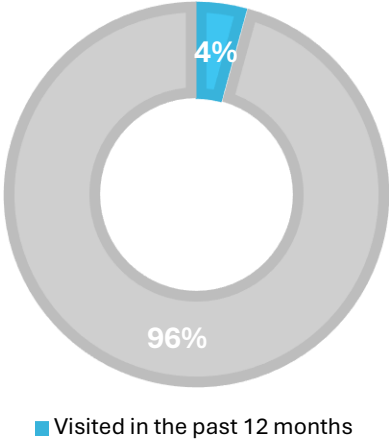
# Council Websites Visitation\*

ashburtondc.govt.nz



Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
53%	63%	47%	67%	60%	44%	61%	57%

itsourplace.nz (consultation website)



Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
4%	4%	5%	4%	6%	1%	7%	4%

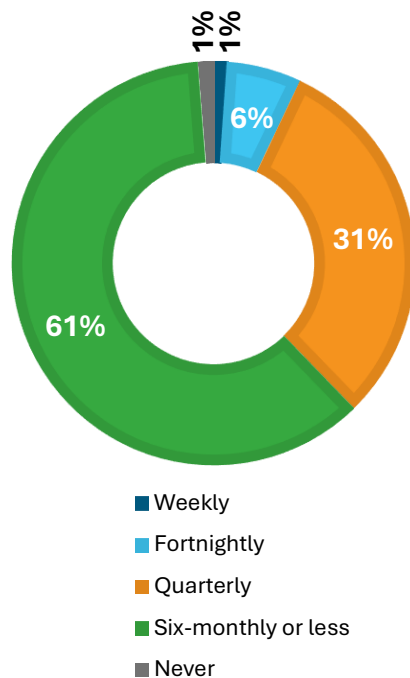
Between demographics

Significantly higher  
Significantly lower

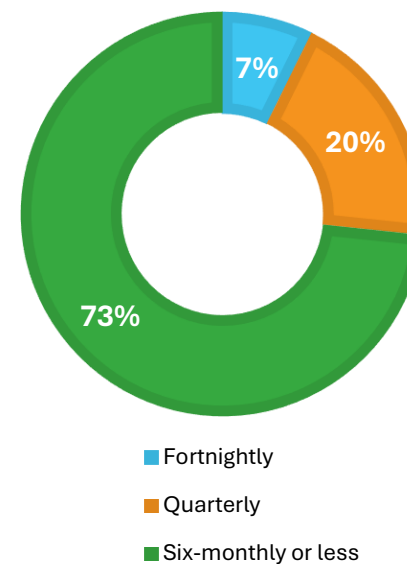
- NOTES:
1. IN6. Which of the following Council websites have you visited in the past 12 months? n=737
  2. \*New question for 2024/25 survey. No historical data available.

# Frequency of Website Use\*

ashburtondc.govt.nz



itsourplace.nz (consultation website)



## Between demographics

Significantly higher  
Significantly lower

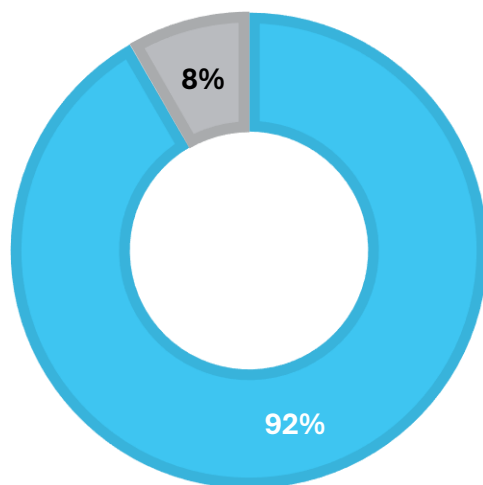
## NOTES:

1. IN7. How often have you visited the Council's website in the last 12 months? Ashburtondc.govt.nz n=429, itsourplace.nz n=34
2. \*New question for 2024/25 survey. No historical data available.



# Satisfaction with Council Websites

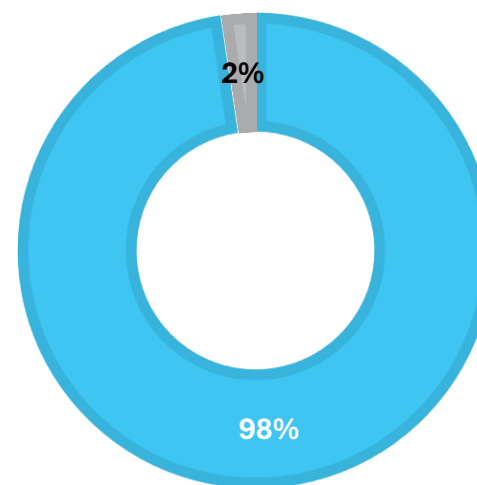
ashburtondc.govt.nz



■ Satisfied

■ Dissatisfied

itsourplace.nz (consultation website)\*\*



■ Satisfied

■ Dissatisfied

## Between demographics

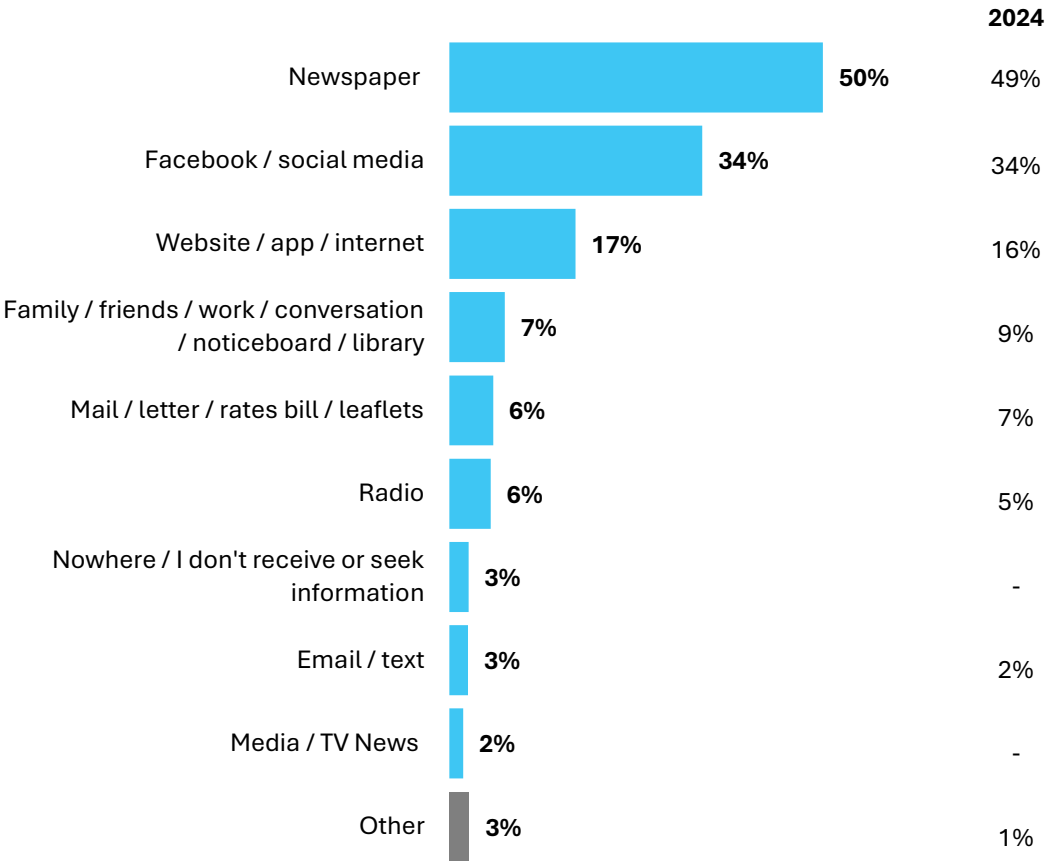
*Significantly higher*

*Significantly lower*

## NOTES:

1. IN8. Overall, are you satisfied or dissatisfied with ashburtondc.govt.nz? n=390
2. IN9. Overall, are you satisfied or dissatisfied with itsourplace.nz? n=29
3. \*New question for 2024/25 survey. No historical data available.
4. \*\*Caution: Small sample size (n<30). Results are indicative only.:

# Main Sources of Council Information



Year-on-year

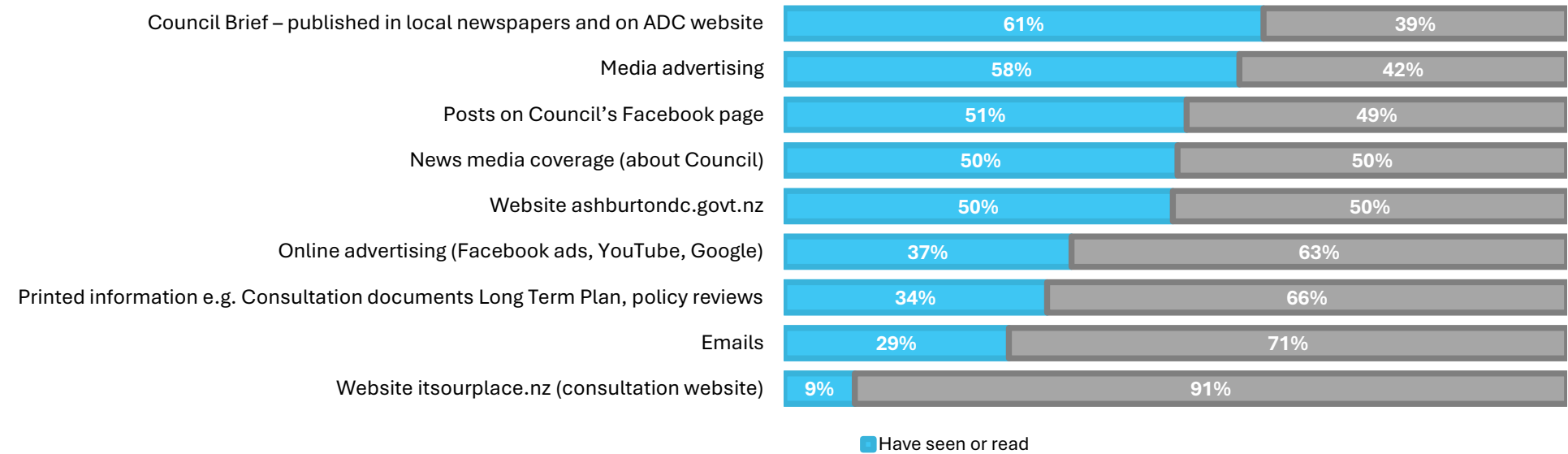
▲ Significantly higher  
▼ Significantly lower

NOTES:

1. IN10. Where do you mainly see, hear, or read information about Council? n=722

# Information Provision

## Awareness of Council Information Channels (Past 12 Months)



## Satisfaction with Council Information



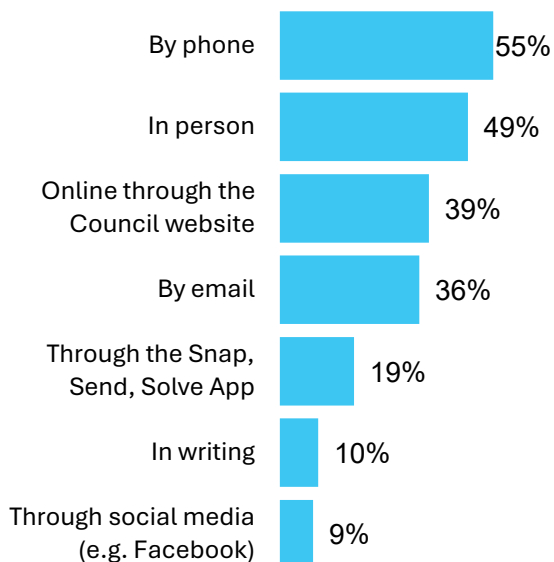
	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Quality of Council Information about Activities and Events	94%	96%	93%	94%	92%	92%	93% ▼	96%	91%	94%	96%	96%	95%	94%

Year-on-year  
 ▲ Significantly higher  
 ▼ Significantly lower

NOTES:  
 1. IN11. Council uses a range of methods to distribute information to the public. Which of the following have you seen or read in the past 12 months? n=726  
 2. PER1\_2. Are you satisfied or dissatisfied with The quality of the information Council supplies to the community about Council activities and events? n=599

# Contact with Ashburton District Council

## Method of Contact



Year-on-year

▲ Significantly higher  
▼ Significantly lower

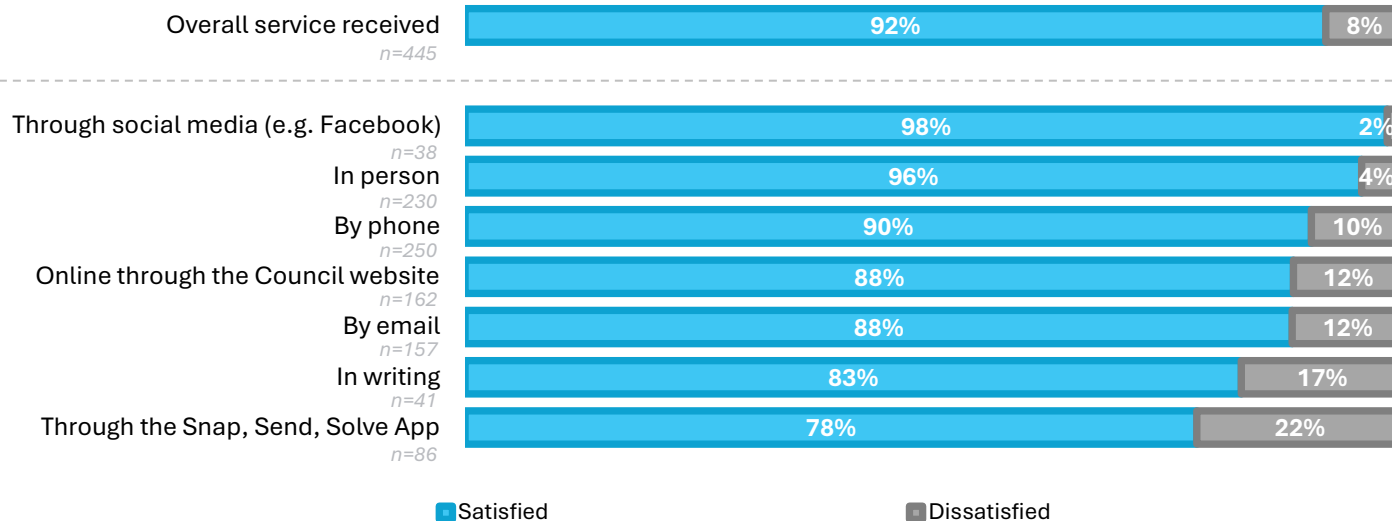
Between demographics

Significantly higher  
Significantly lower

NOTES:

1. IN1. During the last twelve months, have you contacted Council offices: n=473
2. IN2. Are you satisfied or dissatisfied with that contact with Council?

## Satisfaction



	2025	2024	2023	2022	2021	2020
Overall service received	92%	89%	89%	86%	89%	90%
Through social media (e.g. Facebook)	98%	92%	94%	75%	94%	100%
In person	96%	95%	94%	93%	94%	91%
By phone	90%	91%	86%	86%	87%	89%
Online through the Council website	88%	90%	91%▲	80%	91%	90%
By email	88%	84%	85%	79%	84%	82%
In writing	83%	79%	78%	81%	68%	79%
Through the Snap, Send, Solve App	78%	77%▲	61%	70%	66%	78%

# Perceptions of Ashburton District and Council



**Ashburton**  
DISTRICT COUNCIL



**KEYRESEARCH**  
Unlocking Business Knowledge

# Perceptions of Ashburton District and Council

## Perceptions of Ashburton District and Council

- Perceptions of the Ashburton District remain consistently high, with 96% of respondents rating it as a **Great place to live**.
- 95% agree they are **Satisfied with the lifestyle opportunities available in the District**.
- A similar proportion, 91%, are **Confident that Ashburton District is going in the right direction**.

## Welcoming and Involvement in Decision Making

- Residents' perception of **New resident support** has remained high at 91%, a slight 2% point decrease from 93% reported in 2024.
- A significant increase in satisfaction with **The level of influence over Council decision-making** has been reported year-on-year, rising from 61% to 68% in 2025.
- Residents aged 18 to 34 years express the highest levels of satisfaction with **The level of influence over Council decision-making** amongst sub-groups at 74%, with a significant increase from 55% in 2024.

## Perception of Ashburton Over the Past Three Years

- Residents' perception of **Living in Ashburton** (96%) and **Doing business in Ashburton compared to three years ago** (88%) has remained consistent since 2024. While the perception of **The of safety in Ashburton compared to three years ago** has significantly increased from 74% in 2024 to 84% in 2025.

## Environment and Biodiversity

- Satisfaction with the **Council's environmental and biodiversity efforts** has increased across all related measures in 2025.
- More residents are satisfied with the **Council's activity to care for the district's environment and biodiversity** (89%, increasing from 87% in 2024), **The state of the district's environment and biodiversity** (88%, increasing from 87%), and the **Council's Climate Change Mitigation and Adaptation Efforts** (78%, increasing from 76%).



# Perceptions of Ashburton District and Council

Great place to live

n=674

96%

4%

Confident that Ashburton District is going in the right direction

n=547

91%

9%

Clear about what Council does

n=587

90%

10%

Feel a sense of community

n=630

89%

11%

Trust the Council to do the right thing

n=555

81%

19%

Satisfied with opportunities for play, active recreation and sport in the district

n=638

92%

8%

Satisfied with the lifestyle opportunities available in the District

n=634

95%

5%

Satisfied with the facilities available for play, active recreation and sport in the District

n=636

90%

10%

Agree

Disagree

	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Great place to live	96%	95%	94%	94%	95%	95%	94%	98%	93%	95%	96%	100%	95%	96%
Confident that Ashburton District is going in the right direction	91%	92%	90%	87%	92%	84%	91%	92%	90%	90%	92%	95%	87%	92%
Clear about what Council does	90%	90%	91%	89%	91%	92%	92%	88%	86%	85%▼	95%	98%	82%	91%
Feel a sense of community	89%	89%	89%	91%	91%	-	86%	93%	86%	88%	93%	87%▼	82%	89%
Trust the Council to do the right thing	81%	80%	81%	77%	83%	80%	81%	82%	81%	80%	80%	90%	78%	82%
Satisfied with opportunities for play, active recreation and sport in the district	92%	93%	-	-	-	-	90%	96%	87%	92%	96%	99%	90%	93%
Satisfied with the lifestyle opportunities available	95%	95%	93%	95%	95%	-	94%	95%	93%	93%	96%	100%	90%	95%
Satisfied with the facilities available for play, active recreation and sport in the District	90%	91%	-	-	-	-	88%	93%	85%	88%	94%	97%	87%	90%

Year-on-year

Between demographics

NOTES:

1. PER5. Do you agree or disagree with the following statements about Ashburton District Council?

▲ Significantly higher

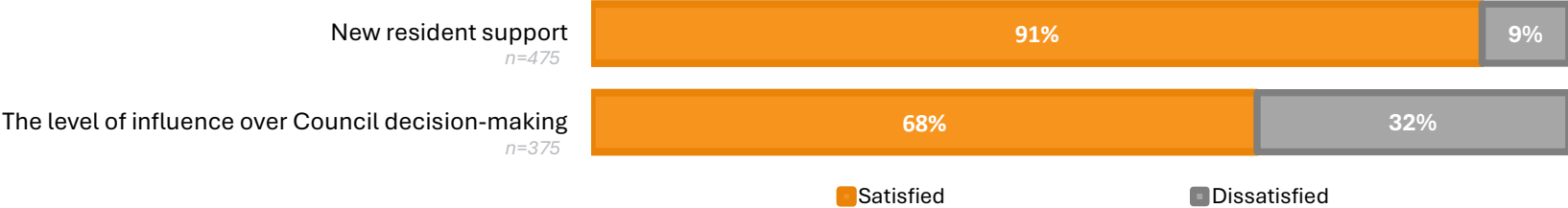
▼ Significantly lower

Significantly higher

Significantly lower



# Welcoming and Involvement in Decision Making



	2025	2024	2023	2022	2021	2020	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
New resident support	91%	93%	93%	91%	94%	90%	90%	93% ▼	88%	93%	90%	96%	84%	92%
The level of influence over Council decision-making	68% ▲	61%	64%	63%	64%	-	69% ▲	66%	74% ▲	64%	67%	72%	65%	68%

Year-on-year

▲ Significantly higher  
▼ Significantly lower

Between demographics

Significantly higher  
Significantly lower

NOTES:

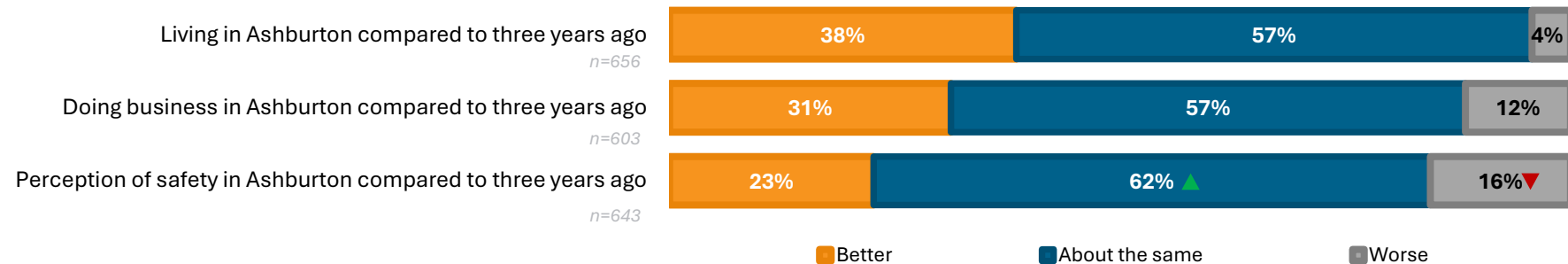
1.

PER1. In this next section, we'd like you to think about the Council more generally. Are you satisfied or dissatisfied with: The level of influence you have over Council decision-making?

2.

PER9. Ashburton District is becoming home for an increasing number of people with different lifestyles and cultures from different countries. Are you satisfied with Council's role in ensuring that new residents to the district are made to feel welcome and given adequate support?

# Perceptions of Ashburton Over the Past Three Years



About the same/better	2025	2024	2023	2022	2021	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Living in Ashburton compared to three years ago	96%	95%	94%	92%	91%	96%	96%	94%	95%	97%	100%	93%	96%
Doing business in Ashburton compared to three years ago	88%	88%	-	-	-	89%	88%	84%	90%	87%	96%	86%	89%
Perception of safety in Ashburton compared to three years ago	84% ▲	74%	-	-	-	85%	84%	84%	82%	86%	90%	83%	85%

## Year-on-year

▲ Significantly higher  
▼ Significantly lower

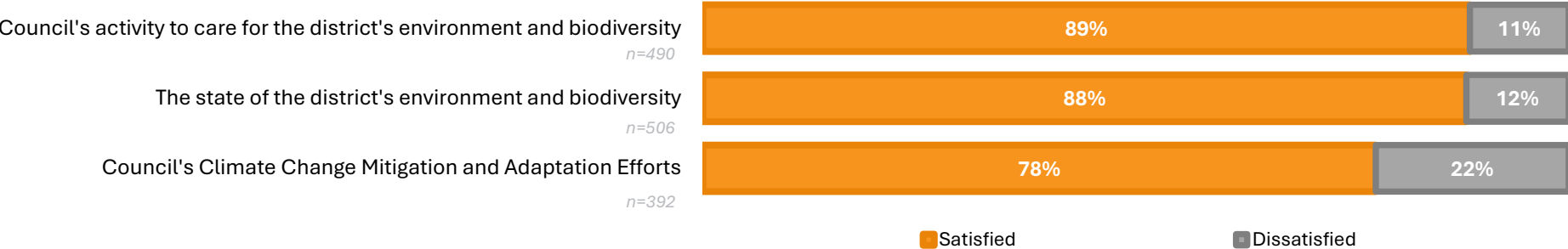
## Between demographics

Significantly higher  
Significantly lower

## NOTES:

- PER8. Thinking about the range and standard of amenities and activities which Council can influence, do you think the Ashburton District is better, about the same or worse as a place to live, than it was 3 years ago?
- PER6. Do you think the Ashburton District is better, about the same or worse as a place to do business, than it was 3 years ago?
- PER7. Thinking about your overall perception of safety in the district, do you think the Ashburton District is better, about the same or worse, than it was 3 years ago?

# Environment and Biodiversity



	2025	2024	2023	2022	Ashburton Township	Rest of the district	18-34	35-54	55-74	75+	Māori	Non-Māori
Council's activity to care for the district's environment and biodiversity	89%	87%	88%	84%	92%	83%	89%	89%	84%	98%	87%	89%
The state of the district's environment and biodiversity	88%	87%	89%▲	85%	90%	85%	95%	85%	83%	98%	89%	88%
Council's Climate Change Mitigation and Adaptation Efforts	78%	76%	-	-	81%	72%	85%	71%	75%	84%	79%*	78%

Year-on-year

▲ Significantly higher  
▼ Significantly lower

Between demographics

Significantly higher  
Significantly lower

- NOTES:
- Are you satisfied or dissatisfied with Council's role in climate change mitigation and adaptation?
  - PER11. Are you satisfied or dissatisfied with:
    - The state of the district's environment and biodiversity?
    - Ashburton District Council's activity to care for the district's environment and biodiversity?

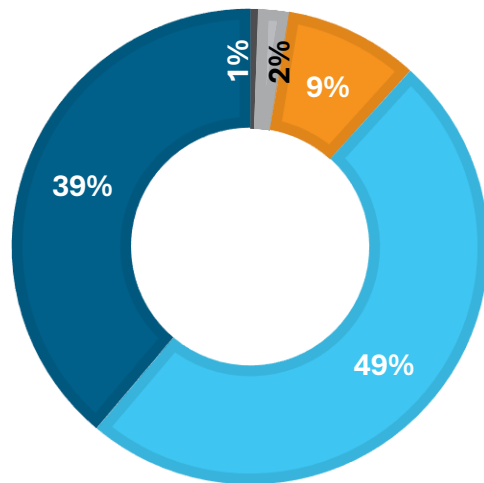
# Quality of Life



**Ashburton**  
DISTRICT COUNCIL



# Quality of Life



- Extremely poor (1-2)
- Poor (3-4)
- Neutral (5-6)
- Good (7-8)
- Excellent (9-10)

## Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

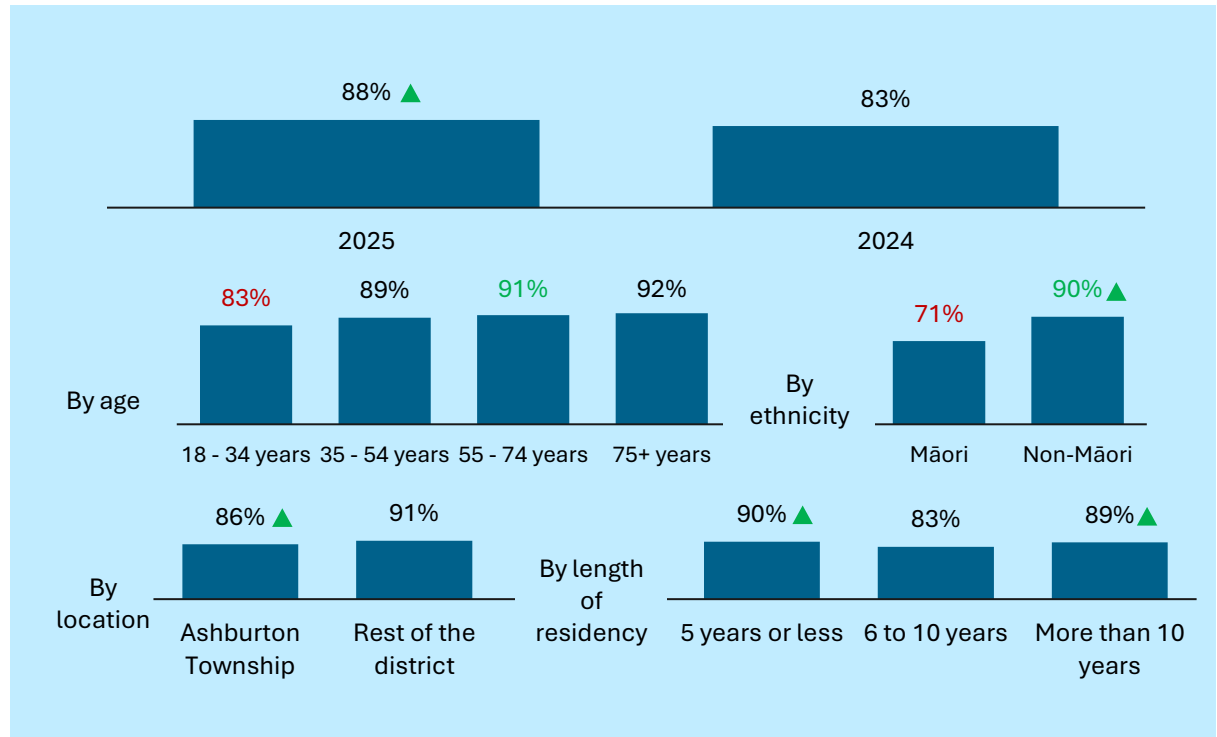
## Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

## NOTES:

1. QOL1. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'extremely good', how would you rate the overall quality of your life? n=699

## Good quality of life (% responding 7-10)



- Residents' perception of their quality of life has significantly improved, increasing from 83% in 2024 to 88% in 2025.
- Non-Māori residents report a significantly higher rating (90%) compared to Māori residents (71%).

# Sample Profile

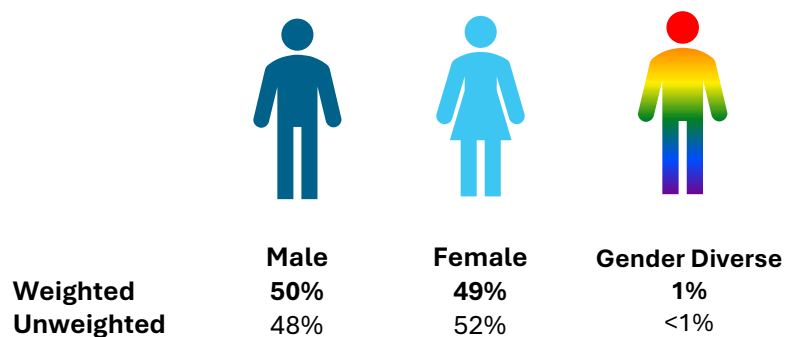


**Ashburton**  
DISTRICT COUNCIL

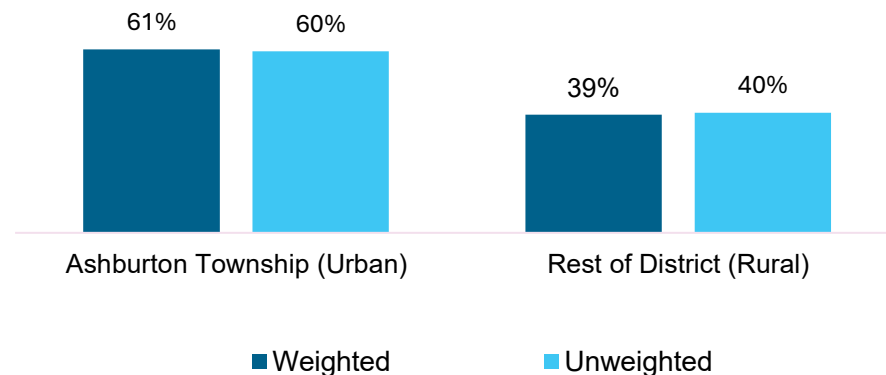


# Sample Profile (n=754)

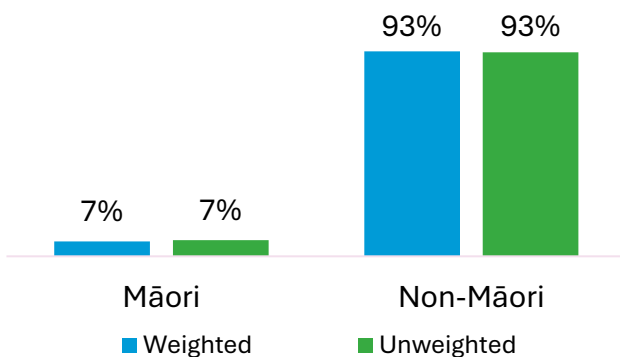
## Gender



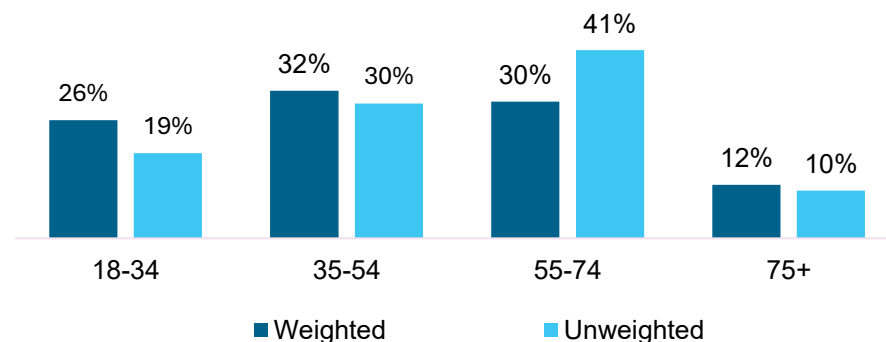
## Location



## Ethnicity



## Age





# Appendices – Residents' comments



**Ashburton**  
DISTRICT COUNCIL



## Reasons for dissatisfaction with access the road network provides

Comments	%
Poor quality roads / fixes don't last long / not fixed properly / potholes / rough surfaces / roadworks / road cones	80%
Traffic congestion	16%
Bridge issues or concerns / second bridge needed	7%
Safety concerns / speeding	7%
Rural roading / unsealed roads	6%
Wasting money / spend money wisely	3%
Rates too high / no value for money	3%
Bypass required / heavy truck detour	2%
Signage	2%
Other	5%

### NOTES:

1. SF1B. Why are you dissatisfied with the access the road network provides? n=154
2. SF1B2. Why are you dissatisfied with sealed roads in the district? n=424

## Reasons for dissatisfaction with sealed roads

Comments	%
Too many potholes	63%
Repairs that need to be fixed again too soon / cheap repairs	40%
Poor maintenance of roads / poor quality of roads / footpaths / roads not designed for trucks	20%
Uneven surfaces	15%
Safety issues	10%
Lack of value for money / lack of funding / contractors are not providing value for money	8%
Damage to vehicles	7%
Repairs take too long	6%
Roadworks / persistent roadworks	3%
Road markings are poor	1%
Other	6%

## Reasons for dissatisfaction with unsealed roads

Comments	%
Grading is not done soon enough / poor grading	30%
Too many potholes	29%
Poor maintenance of roads / poor quality of roads / roads not designed for heavy trucks	25%
Uneven surfaces	10%
Corrugations	9%
Safety issues	8%
Repairs that need to be fixed again too soon	4%
Lack of value for money / contractors are not providing value for money	4%
Damage to vehicles	3%
Repairs take too long	2%
Road markings are poor	1%
Other	13%

## Reasons for dissatisfaction with Council's rubbish and recycling services

Comments	%
No bins provided for green waste	35%
Service comes at irregular times / poor attitude / recycling inspectors are rude / recycling centre messy / service is bad	24%
No service available	21%
Household bins provided are too small / bins not emptied fully / rubbish left on road sides	17%
More things to be included in kerbside recycling / need to recycle more	9%
Most of recycling goes into landfill / not sure what is actually recycled	6%
Need for a glass bin	2%
Dump fees are too expensive / not open enough / messy	2%
Confusion around new rules / rules keep changing	2%
Service is generally good	2%
More recycling bins provided in public places	1%
Annual kerbside collection	1%
Large recycling bin is hardly needed as most items cannot be recycled	1%
Lack of / not enough waste education program	1%
Other	5%

### NOTES:

1. SF1B3. Why are you dissatisfied with unsealed roads in the district? n=189
2. SF2B1. Why are you dissatisfied with Council's rubbish and recycling services? n=108

## Reasons for dissatisfaction with animal control

Comments	%
Too many roaming dogs	44%
More restrictions on domestic dogs needed	17%
Complaints are not heard	17%
Lack of timely response from Rangers	12%
Too many barking dogs	12%
Better training needed for staff	11%
More visibility of Animal Control officers	8%
Dogs off leash in leashed areas	7%
Issues or concerns with dog poo	6%
Roaming cats at night / feral cats	4%
Dog registration is too expensive	3%
Not happy with decisions / outcomes	3%
Too much wandering stock	2%
Other	8%

## Reasons for dissatisfaction with EA Networks Centre services and programmes

Comments	%
Too expensive	38%
Better opening hours / more classes / more staff	16%
Needs a hydro slide	11%
More children orientated facilities	11%
Limited or no access to swimming lanes when swimming squads or classes are on	11%
Too small / upgrades required	9%
Longer / better swimming lessons	5%
Pools closed during school holidays / closed to public when swimming lessons on	4%
Rates should not pay for services / make it user pays / self supported	4%
Pool should be bigger	2%
Discounts requested to start at those aged 60 plus	2%
Lack of interest from staff	2%
Not enough parking / better parking exits needed	2%
Services too far away / no access	1%
Air conditioning needed	1%
Other	15%

### NOTES:

1. SF2B4. Why are you dissatisfied with animal control in the district? n=65
2. SF3B.5. Why are you dissatisfied with the EA Networks Centre services and programmes? n=53

## Reasons for dissatisfaction with Council's role in economic and business development

Comments	%
Support businesses / small business / business ventures	26%
Is not the core business of Council	19%
Certain areas have been neglected	12%
Needs transparency and accountability	11%
Poor decision making	10%
Poor promotion of tourism	9%
Support students / youth and young people	5%
Poor parking	5%
Should not be funded by ratepayers	3%
Information centre is needed for CBD	3%
Too many empty shops	3%
Push for commuter rail	2%
Poor management	2%
Other	7%

## Reasons for dissatisfaction with Council's Level of Involvement in Arts and Culture

Comments	%
A waste of ratepayers money / poor value for money	42%
Better use of money elsewhere	27%
It's not a core Council responsibility	22%
Should not be funded by ratepayers	15%
I don't go there / it is underutilised	6%
Poor decision making	5%
It's not inclusive / only caters for one culture	4%
No public art / no decent artists / very little public art	4%
Other	11%

### NOTES:

1. SF4B1: Why are you dissatisfied with the Council's role in economic and business development? n=49
2. SF4B2: Why are you dissatisfied with the Council's level of involvement in arts and culture in the district? n=36

## Reasons for dissatisfaction with Council's support of community events

Comments	%
Council wastes money / Council makes poor decisions / stick to core services	41%
Events to appeal to the wider community	20%
Better support from Council for event organisers / better planning of events / community should not have to fund	19%
There are not enough events	13%
Better decision making by Council on which events to support	7%
Bring back the street party	3%
More free events	2%
More family orientated events	2%

## Reasons for dissatisfaction with Council's level of advocacy for the District when dealing with the central government

Comments	%
Council doesn't listen to the community / leave the Tinwald pool	25%
Serious roading issues	20%
Need a bypass / second bridge	19%
Council needs to be more proactive	17%
Better lobbying to the government	16%
Not enough funding / need more investment / funds mismanaged	11%
There has been no improvement / I cannot see any improvement	7%
Need more law enforcement and more regularly	7%
Communication	5%
Not enough government involvement	4%
Other	6%

### NOTES:

1. SF4B4. Why are you dissatisfied with the Council's support of community events? n=38
2. SF4B5. Why are you dissatisfied with the Council's level of advocacy for the District when dealing with the central government? n=53

## Reasons for dissatisfaction with Council's level of involvement in community safety

Comments	%
Security issues / more CCTV / more policing	33%
Not enough street lighting / poor maintenance of footpaths	18%
Road safety / parking / traffic control	16%
Trees need pruning / lack of mowing	12%
Need to spend more money on improving security	7%
Gangs / crime / don't feel safe / graffiti / vandalism / rubbish	6%
Stick to core services	4%
Lack of community involvement and education / too many committees	3%
Too many liquor stores / vape stores	2%
Business costs too high	1%
Other	21%

## Reasons for dissatisfaction with Council's role in climate change mitigation and adaptation

Comments	%
Waste of time and money / climate change is a scam / penalising people for no reason / it is not a pressing matter	42%
No visibility to what is being done / lots more needs to be done / what is Council doing	27%
Need to future proof / future proof against flooding / rivers remove shingle / green waste	20%
Not relevant for Council to be involved / too big for Council, it's a central Government or regional Council issue	19%

### NOTES:

1. SF4B6: Why are you dissatisfied with the Council's level of involvement in community safety? n=71
2. SF4B7: Why are you dissatisfied with the Council's role in climate change mitigation and adaptation? n=78

## Reasons for dissatisfaction with Council's role in alcohol licensing

Comments	%
Outdated framework for granting licences / bars should be open later / should easier to get a license	38%
Too many liquor outlets	31%
Too hard for sports clubs to get a licence	9%
Better policing of sales / meeting licensing requirements	9%
Liquor stores should not be near schools	3%
Supermarkets should not sell alcohol	3%
Too much alcohol promotion / is too easily accessible	1%
Other	8%

## Reasons for dissatisfaction with Council's provision of CCTV, street lighting and security patrols in the district

Comments	%
Need more streetlighting / need street lights fixed	43%
Need more CCTV / more security volunteers / more security patrols	32%
Rural don't get any security	13%
Could be better / still too much crime	7%
More police needed	5%
Other	18%

### NOTES:

1. SF5B1. Why are you dissatisfied with the Council's role in alcohol licensing? n=46
2. SF5B3. Why are you dissatisfied with Council's provision of CCTV, street lighting and security patrols in the district? n=66



## Reasons for dissatisfaction with Council planning services

Comments	%
Process takes too long / costly / complicated	44%
Poor town planning / no clear future plan	21%
Lack of consultation / lack of staff expertise / accountability	18%
Resources consents need to better checked / lack of quality planning / too many subdivisions approved	12%
Poor communication / no replies to correspondence	9%
Dissatisfied with proposed changes	3%
Environmental concerns / water extraction concerns / climate change	3%
Results differ depending on staff	2%
Most work done by consultants at high costs	2%
Other	7%

## Reasons for dissatisfaction with Council's building regulation service

Comments	%
Slow to grant consents and complete site visits / TOO much bureaucracy	50%
Rules are too rigid / costs are too high	26%
Need quicker process times	19%
Issues with staff / don't know where to get correct information / given incorrect or outdated information	5%
Staff should be qualified and experienced / builders should be self-regulated	2%
More thorough checks before completion / quality control of work	1%
Other	17%

### NOTES:

1. SFB4. Why are you dissatisfied with Council planning services? n=58
2. SF5B.5. Why are you dissatisfied with Council's building regulation service? n=51

## Reasons for dissatisfaction with environmental and regulatory compliance

Comments	%
Council need to do more / dissatisfied with rules	37%
Lack of enforcement / inconsistent enforcement / more inspections required	26%
Address roadside rubbish / litter / need more public bins	18%
Not Councils job / do not use rates	16%
Dissatisfied with liquor licensing / the number of liquor outlets / the number of vape outlets	14%

### NOTES:

1. SF5B7. Why are you dissatisfied with the environmental and regulatory compliance? n=39
2. RC3. Why are you dissatisfied with kerbside rubbish and recycling? n=84

## Reasons for dissatisfaction with kerbside rubbish and recycling

Comments	%
Need greenwaste collection wheelie bin / options for organic waste	45%
Bin checking is excessive / unnecessary / waste of money	20%
General waste bin too small / bins too small	19%
Need to have more recycle options	14%
Satisfied with service / don't need the service	8%
More frequent bin pick ups / have regular collection times	5%
Contractors could take more care with bins and rubbish handling	5%
Take an educational approach / where does recycling go	4%
Need a user pays system	4%
Pick up missed / cancel service	2%
Depot is overflowing / needs more frequent clearing	2%
Rubbish blows around on streets on windy days	1%
Need a reward system for those who don't produce rubbish / recycling in the first place	1%
Other	2%

## Reasons for dissatisfaction with drinking water supply

Comments	%
High nitrate levels / cloudy / tastes bad / too much chlorine / smelly / skin irritant / calcium deposits	76%
Boil or filter water before drinking it	11%
Dissatisfied with the frequency of boil water notices	8%
We buy water to drink	8%
Water pressure drops / gets cut off without warning	5%
Water meters / leaks	5%
Poor quality / don't want additives in water	2%
Water is okay / good / no problems	2%
Needs to be fixed	1%
Could be better	1%
Too expensive	1%
Bigger water storage / water restrictions	1%
Other	4%

## Reasons for dissatisfaction with range of community facilities available in the District

Comments	%
Need fun things for kids / teenagers / young adults	47%
Community pools / EA Networks Centre	15%
Need more facilities / toilets	13%
Need to attract people to the district / shopping / events	10%
Improved public transport	5%
Hospital / doctors	5%
Outdoor options / camping	2%
Other	11%

### NOTES:

1. WS3: Why are you dissatisfied with the drinking water supply? n=93
2. US3: Why are you dissatisfied with the range of community facilities available in the District? n=45

## Reasons for dissatisfaction with Council's response

Comments	%
Inaction / takes too long to get a reply or fix things / incomplete information / unsatisfactory response	33%
No communication / no response to queries	18%
Issues with staff / lack of staff	17%
Poor communication / passed on to the wrong departments	14%
Website is difficult to use	14%
Road complaints not acted on	9%
Poor system for dog registration	5%
Other	8%

## Reasons for dissatisfaction with overall service received from contacting the Council

Comments	%
Takes too long to reply / no reply / hard to get hold of	41%
No outcome / dissatisfied with outcome / issue not solved	27%
Issues with staff / under-staffed / poor customer service	26%
Don't listen to the community	17%
Costs are too high	4%
Other	4%

### NOTES:

1. IN3. Why were you dissatisfied with the Council's response? n=77
2. IN5. Why are you dissatisfied with that overall service?

## Reasons for dissatisfaction with the opportunities Council provides residents to have a say

Comments	%
Council do what they want / don't listen to ratepayers or community / have their own agenda	62%
Unsure of opportunities / don't see any opportunities	26%
Poor communication / poor website / no communication via social media	11%
Spend rates wisely / more consultation	6%
Other	3%

## Reasons for dissatisfaction with the performance of Council Staff

Comments	%
Inaction in making decisions / inefficient / not doing their job	24%
Don't listen to ratepayers or the community / not involved in the community	19%
Bad communication / customer service / lack of transparency	18%
Dissatisfied / issues with staff / under-staffed	19%
Overstaffed / overpaid staff	14%
Roading / footpaths	10%
Poor spending	6%
Public parks / gardens / trees	3%
Other	9%

### NOTES:

1. PER21. Why are you dissatisfied with the opportunities Council provides you to have your say? n=41
2. PER23. Why are you dissatisfied with the performance of Council staff? n=47

## Reasons for dissatisfaction with the performance of the Mayor and Councillors

Comments	%
Lack of public consultation / Council have their own agenda / don't listen to the community	52%
Poor spending / rates are too high	23%
Disagree with policies and decisions / uninformed decisions	22%
Focus on core issues and keeping promises	14%
Decisions take too long to make	11%
More communication and involvement in community	11%
Inefficient council staff	7%
Need better representation / new staff in Council	5%

### NOTES:

1. PER24: Why are you dissatisfied with the performance of the Mayor and Councillors? n=50
2. PER25: Why are you dissatisfied with the way rates are spent on the services and facilities provided by Council? n=140

## Reasons for dissatisfaction with the way rates are spent on the services and facilities provided by Council

Comments	%
Poor spending / high rates / wasting money	74%
Roading / footpaths	29%
Focus on core services / maintenance of current services and facilities	22%
Uneven distribution / not spent equally / lacking in rural areas	12%
Communication / don't listen to the community	8%
Museum / library / council building / water feature	5%
Bridge needs replacing	4%
Water issues	3%
Community focus	2%
Gardens / parks / maintenance / improvements	1%
Rubbish / recycling	1%
Other	<1%

## Reasons for dissatisfaction with the level of influence residents have over Council decision-making

Comments	%
Do not feel listened to / Council has own agenda / decisions are made before consultation	91%
Not given the opportunity to contribute / meetings need to be easier to attend	27%
Need more transparency in Council decisions	8%

### NOTES:

1. PER26. Why are you dissatisfied with the level of influence you have over Council decision-making? n=107



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