

**WAIROA DISTRICT
COMMUNITY
SATISFACTION SURVEY**

SURVEY RESULTS

AUGUST 2024



TE WAIROA
WAIROA DISTRICT

Below are the results of the August Residents and Ratepayers survey.

This survey was completed by 114 people. Compared to April's survey of 257 surveys completed.

The council provides the community with appropriate and well maintained cemeteries and amenities

58% AGREE

Last Survey 66%

I am satisfied with the appearance and condition of our public parks, playgrounds, and reserves

52% AGREE

Last Survey 60%

Do you believe you have adequate opportunities to have your say in council activities?

41% AGREE

Last Survey 45%

Do you know how to make contact with the Mayor or Councillors?

74% SAY YES

Last Survey 75%

Would you make contact with the Mayor or Councillors about anything you thought the Council could assist with?

62% SAY YES

Last Survey 68%

Excluding SH2 and SH38 - How satisfied are you with the standard of maintenance of sealed roads in our district?

	August 2024	April 2024
Very satisfied	2%	1%
Satisfied	22%	28%
Not satisfied	35%	37%
Very dissatisfied	37%	28%
I don't know	4%	5%

How did you make contact(with council)?

	August 2024	April 2024
In person	28%	37%
By phone	23%	35%
By email	31%	18%
Social Media	15%	9%
In writing	3%	2%

How satisfied are you with how Council makes decisions?

	August 2024	April 2024
Very satisfied	4%	2%
Satisfied	22%	23%
Not satisfied	38%	37%
Very dissatisfied	25%	18%
I have no opinion	11%	20%

How satisfied are you with that dog control experience?

	August 2024	April 2024
Very satisfied	41%	18%
Satisfied	35%	50%
Not satisfied	11%	19%
dissatisfied	11%	10%
I have no opinion	3%	4%

How satisfied are you with that experience with the livestock control service?

	August 2024	April 2024
Very satisfied	38%	23%
Satisfied	25%	60%
Not satisfied	25%	10%
Very dissatisfied	13%	7%
I have no opinion	0%	0%

How satisfied are you with that experience with the noise control service?

	August 2024	April 2024
Very satisfied	9%	9%
Satisfied	18%	36%
Not satisfied	45%	21%
Very dissatisfied	18%	30%
I have no opinion	9%	3%

How satisfied are you with the ease of access to Council information?

	August 2024	April 2024
Very satisfied	4%	4%
Satisfied	36%	35%
Not satisfied	32%	36%
Very dissatisfied	19%	11%
I have no opinion	10%	13%

How satisfied are you with the quality of drinking water supplied?

	August 2024	April 2024
Very satisfied	17%	15%
Satisfied	53%	48%
Not satisfied	20%	19%
Very dissatisfied	6%	14%
I don't know	3%	5%

How satisfied are you with the Recycling Centre service?

	August 2024	April 2024
Very satisfied	13%	30%
Satisfied	75%	60%
Not satisfied	7%	8%
Very dissatisfied	5%	1%
I don't know	0%	2%

How satisfied are you with the refuse and recycling kerbside collections services?

	August 2024	April 2024
Very satisfied	11%	13%
Satisfied	45%	53%
Not satisfied	21%	16%
Very dissatisfied	18%	10%
I don't know	6%	8%

How satisfied are you with the standard of maintenance of unsealed roads in our district?

	August 2024	April 2024
Very satisfied	3%	1%
Satisfied	15%	23%
Not satisfied	33%	36%
Very dissatisfied	29%	24%
I don't know	20%	16%

How satisfied are you with the stormwater and drainage?

	August 2024	April 2024
Very satisfied	7%	5%
Satisfied	16%	33%
Not satisfied	34%	38%
Very dissatisfied	29%	22%
I don't know	13%	2%

How satisfied are you with the Wairoa Landfill waste service?

	August 2024	April 2024
Very satisfied	9%	20%
Satisfied	53%	57%
Not satisfied	22%	15%
Very dissatisfied	13%	7%
I don't know	3%	1%

How Satisfied are you with the Wastewater system?

	August 2024	April 2024
Very satisfied	5%	11%
Satisfied	59%	67%
Not satisfied	17%	13%
Very dissatisfied	8%	5%
I don't know	11%	5%

How satisfied were you when you visited the Wairoa Museum?

	August 2024	April 2024
Very satisfied	55%	56%
Satisfied	38%	42%
Not satisfied	3%	1%
Very dissatisfied	5%	1%
No opinion	0%	0%

How satisfied were you with the level of service with the building service?

	August 2024	April 2024
Very satisfied	27%	6%
Satisfied	20%	28%
Not satisfied	33%	38%
Very dissatisfied	20%	28%
I don't know	0%	0%

How satisfied were you with the level service with the resource consents service?

	August 2024	April 2024
Very satisfied	0%	19%
Satisfied	44%	38%
Not satisfied	33%	13%
Very dissatisfied	22%	19%
I don't know	0%	13%

How satisfied were you with the Library collection?

	August 2024	April 2024
Very satisfied	32%	31%
Satisfied	47%	57%
Not satisfied	5%	2%
Very dissatisfied	3%	1%
No opinion	13%	9%

How satisfied were you with the Library services?

	August 2024	April 2024
Very satisfied	55%	57%
Satisfied	34%	38%
Not satisfied	8%	3%
Very dissatisfied	0%	0%
No opinion	3%	1%

How satisfied were you with your experience at the iSite?

	August 2024	April 2024
Very satisfied	44%	35%
Satisfied	41%	56%
Not satisfied	9%	5%
Very dissatisfied	3%	1%
No opinion	3%	3%

How satisfied were you with your Wairoa Community Centre visit?

	August 2024	April 2024
Very satisfied	22%	22%
Satisfied	61%	54%
Not satisfied	8%	14%
Very dissatisfied	6%	6%
No opinion	4%	3%

Overall, how satisfied are you with the performance of the Mayor and Councillors in the last year?

	August 2024	April 2024
Very satisfied	8%	5%
Satisfied	27%	42%
Not satisfied	37%	27%
Very dissatisfied	23%	12%
I don't know	5%	13%

What is your preferred way of accessing Council information?

	August 2024	April 2024
Council Website	45%	53%
Facebook	32%	32%
Email	12%	8%
I don't know	11%	7%