

WAIROA DISTRICT COMMUNITY SATISFACTION SURVEY SURVEY RESULTS

**Q4:
APRIL - JUNE 2025**



**TE WAIROA
WAIROA DISTRICT**

Below are the results of the Q4: April-June 2025 Residents and Ratepayers survey.

This survey was completed by 62 people. Compared to Q3 for 2024-25 survey of 105 surveys completed.

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

66% AGREE

Last Survey 61%

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

60% AGREE

Last Survey 58%

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

43% AGREE

Last Survey 41%

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

76% SAY YES

Last Survey 68%

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

76% SAY YES

Last Survey 62%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	2%	0%	1%	2%
Satisfied	28%	25%	22%	24%
Not satisfied	26%	43%	35%	39%
Very dissatisfied	40%	25%	39%	27%
I don't know	3%	7%	3%	8%

How did you make contact(with council)?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
In person	25%	20%	28%	30%
By phone	42%	37%	25%	28%
By email	22%	30%	32%	32%
Social Media	9%	5%	12%	9%
In writing	2%	5%	3%	2%

How satisfied are you with how Council makes decisions?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	1%	2%	4%	3%
Satisfied	20%	24%	23%	16%
Not satisfied	37%	42%	32%	50%
Very dissatisfied	29%	13%	28%	19%
I have no opinion	14%	18%	13%	11%

How satisfied are you with that dog control experience?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	15%	23%	22%	39%
Satisfied	54%	52%	44%	17%
Not satisfied	8%	16%	10%	17%
dissatisfied	13%	10%	20%	26%
I have no opinion	10%	0%	5%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	22%	9%	17%	33%
Satisfied	56%	55%	17%	0%
Not satisfied	11%	27%	17%	0%
Very dissatisfied	11%	9%	50%	50%
I have no opinion	0%	0%	0%	17%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	7%	33%	0%	14%
Satisfied	50%	17%	38%	57%
Not satisfied	7%	25%	23%	0%
Very dissatisfied	29%	25%	23%	29%
I have no opinion	7%	0%	15%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	5%	4%	4%	14%
Satisfied	30%	41%	40%	57%
Not satisfied	41%	30%	35%	0%
Very dissatisfied	13%	10%	13%	29%
I have no opinion	11%	14%	8%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	15%	4%	12%	18%
Satisfied	45%	51%	53%	46%
Not satisfied	20%	19%	21%	21%
Very dissatisfied	15%	10%	11%	10%
I don't know	4%	13%	3%	5%

How satisfied are you with the Recycling Centre service?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	15%	28%	20%	36%
Satisfied	70%	53%	69%	53%
Not satisfied	10%	15%	8%	11%
Very dissatisfied	3%	1%	2%	0%
I don't know	1%	3%	0%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	11%	16%	9%	18%
Satisfied	42%	40%	47%	45%
Not satisfied	14%	16%	19%	20%
Very dissatisfied	17%	13%	15%	11%
I don't know	17%	15%	9%	5%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	3%	1%	1%	3%
Satisfied	22%	20%	22%	23%
Not satisfied	26%	32%	33%	21%
Very dissatisfied	30%	28%	32%	24%
I don't know	18%	20%	22%	29%

How satisfied are you with the stormwater and drainage?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	2%	3%	8%	9%
Satisfied	45%	33%	34%	29%
Not satisfied	24%	33%	32%	32%
Very dissatisfied	24%	28%	20%	26%
I don't know	5%	5%	6%	3%

How satisfied are you with the Wairoa Landfill waste service?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	14%	18%	7%	15%
Satisfied	49%	55%	62%	55%
Not satisfied	21%	19%	15%	19%
Very dissatisfied	13%	5%	13%	11%
I don't know	3%	3%	3%	0%

How Satisfied are you with the Wastewater system?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	10%	8%	7%	12%
Satisfied	61%	65%	66%	54%
Not satisfied	11%	17%	13%	20%
Very dissatisfied	10%	4%	7%	12%
I don't know	8%	6%	8%	2%

How satisfied were you when you visited the Wairoa Museum?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	50%	61%	72%	70%
Satisfied	42%	39%	26%	25%
Not satisfied	0%	0%	3%	0%
Very dissatisfied	3%	0%	0%	5%
No opinion	5%	0%	0%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	13%	6%	8%	20%
Satisfied	31%	44%	31%	0%
Not satisfied	38%	33%	46%	40%
Very dissatisfied	13%	17%	15%	40%
I don't know	6%	0%	0%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	33%	0%	0%	20%
Satisfied	33%	73%	55%	20%
Not satisfied	17%	9%	9%	0%
Very dissatisfied	17%	9%	27%	60%
I don't know	0%	9%	9%	0%

How satisfied were you with the Library collection?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	42%	45%	38%	27%
Satisfied	34%	28%	40%	59%
Not satisfied	3%	10%	7%	5%
Very dissatisfied	5%	3%	2%	0%
No opinion	16%	15%	13%	9%

How satisfied were you with the Library services?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	58%	60%	60%	59%
Satisfied	34%	33%	30%	26%
Not satisfied	3%	5%	4%	5%
Very dissatisfied	5%	3%	2%	0%
No opinion	0%	0%	2%	0%

How satisfied were you with your experience at the iSite?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	46%	38%	31%	54%
Satisfied	46%	45%	57%	38%
Not satisfied	4%	14%	9%	0%
Very dissatisfied	4%	3%	0%	8%
No opinion	0%	0%	3%	0%

How satisfied were you with your Wairoa Community Centre visit?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	33%	33%	35%	35%
Satisfied	44%	43%	45%	58%
Not satisfied	14%	13%	13%	3%
Very dissatisfied	3%	13%	7%	3%
No opinion	6%	0%	0%	0%

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

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Very satisfied	6%	8%	7%	5%
Satisfied	30%	40%	32%	39%
Not satisfied	31%	28%	29%	31%
Very dissatisfied	24%	14%	25%	19%
I don't know	9%	10%	8%	6%

What is your preferred way of accessing Council information?

	Q1 2024	Q2 2024	Q3 2025	Q4 2025
Council Website	56%	55%	60%	56%
Facebook	29%	27%	25%	21%
Email	8%	10%	9%	16%
I don't know	7%	8%	7%	6%