

Resident and Ratepayer Survey Results

January 2026 – June 2026

This report contains the results of the January 2026 – June 2026 Residents and Ratepayers survey.

This survey was completed by 89 people. Compared to the previous survey of 106 surveys completed.

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

70% Agree

Last Survey 72%

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

59% Agree

Last Survey 63%

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

52% Agree

Last Survey 47%

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

82% say Yes

Last Survey 74%

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

65% say Yes

Last Survey 71%

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

	Half year 2025	End of financial Year 2026
Very satisfied	6%	6%
Satisfied	31%	35%
Not satisfied	38%	29%
Very dissatisfied	25%	29%
I don't know	1%	1%

How did you make contact(with council)?

	Half year 2025	End of financial Year 2026
In person	33%	28%
By phone	32%	31%
By email	23%	29%
Social Media	11%	10%
In writing	1%	2%

How satisfied are you with how Council makes decisions?

	Half year 2025	End of financial Year 2026
Very satisfied	4%	9%
Satisfied	37%	33%
Not satisfied	26%	28%
Very dissatisfied	18%	20%
I have no opinion	15%	10%

How satisfied are you with that dog control experience?

	Half year 2025	End of financial Year 2026
Very satisfied	37%	38%
Satisfied	33%	47%
Not satisfied	14%	3%
dissatisfied	9%	9%
I have no opinion	7%	3%

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

	Half year 2025	End of financial Year 2026
Very satisfied	58%	17%
Satisfied	25%	49%
Not satisfied	17%	0%
Very dissatisfied	0%	17%
I have no opinion	0%	17%

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

	Half year 2025	End of financial Year 2026
Very satisfied	8%	17%
Satisfied	38%	17%
Not satisfied	31%	49%
Very dissatisfied	15%	17%
I have no opinion	8%	0%

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

	Half year 2025	End of financial Year 2026
Very satisfied	8%	11%
Satisfied	46%	52%
Not satisfied	22%	18%
Very dissatisfied	8%	7%
I have no opinion	16%	12%

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

	Half year 2025	End of financial Year 2026
Very satisfied	22%	17%
Satisfied	53%	66%
Not satisfied	15%	11%
Very dissatisfied	5%	3%
I don't know	5%	3%

How satisfied are you with the Recycling Centre service?

	Half year 2025	End of financial Year 2026
Very satisfied	37%	37%
Satisfied	43%	55%
Not satisfied	18%	3%
Very dissatisfied	2%	0%
I don't know	0%	5%

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

	Half year 2025	End of financial Year 2026
Very satisfied	20%	23%
Satisfied	33%	41%
Not satisfied	26%	10%
Very dissatisfied	12%	7%
I don't know	9%	20%

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

	Half year 2025	End of financial Year 2026
Very satisfied	3%	3%
Satisfied	29%	27%
Not satisfied	39%	21%
Very dissatisfied	14%	24%
I don't know	15%	25%

How satisfied are you with the stormwater and drainage?

	Half year 2025	End of financial Year 2026
Very satisfied	11%	7%
Satisfied	25%	28%
Not satisfied	28%	28%
Very dissatisfied	35%	31%
I don't know	2%	6%

How satisfied are you with the Wairoa Landfill waste service?

	Half year 2025	End of financial Year 2026
Very satisfied	27%	28%
Satisfied	40%	49%
Not satisfied	22%	13%
Very dissatisfied	9%	8%
I don't know	2%	2%

How Satisfied are you with the Wastewater system?

	Half year 2025	End of financial Year 2026
Very satisfied	15%	13%
Satisfied	55%	71%
Not satisfied	22%	9%
Very dissatisfied	5%	5%
I don't know	3%	2%

How satisfied were you when you visited the Wairoa Museum?

	Half year 2025	End of financial Year 2026
Very satisfied	57%	68%
Satisfied	36%	30%
Not satisfied	2%	0%
Very dissatisfied	4%	2%
No opinion	0%	0%

How satisfied were you when you visited the Digital Hub?

	Half year 2025	End of financial Year 2026
Very satisfied	33%	27%
Satisfied	22%	18%
Not satisfied	2%	2%
Very dissatisfied	0%	0%
No opinion	43%	53%

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

	Half year 2025	End of financial Year 2026
Very satisfied	8%	22%
Satisfied	33%	45%
Not satisfied	42%	22%
Very dissatisfied	0%	0%
I don't know	17%	0%

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

	Half year 2025	End of financial Year 2026
Very satisfied	10%	25%
Satisfied	50%	12.5%
Not satisfied	40%	50%
Very dissatisfied	0%	12.5%
I don't know	0%	0%

How satisfied were you with the Library collection?

	Half year 2025	End of financial Year 2026
Very satisfied	43%	27%
Satisfied	35%	40%
Not satisfied	6%	13%
Very dissatisfied	0%	2%
No opinion	17%	18%

How satisfied were you with the Library services?

	Half year 2025	End of financial Year 2026
Very satisfied	56%	47%
Satisfied	35%	40%
Not satisfied	4%	9%
Very dissatisfied	4%	2%
No opinion	2%	2%

How satisfied were you with your experience at the isite?

	Half year 2025	End of financial Year 2026
Very satisfied	43%	28%
Satisfied	54%	59%
Not satisfied	2%	7%
Very dissatisfied	2%	2%
No opinion	0%	4%

How satisfied were you with your Wairoa Community Centre visit?

	Half year 2025	End of financial Year 2026
Very satisfied	26%	22%
Satisfied	47%	61%
Not satisfied	17%	14%
Very dissatisfied	6%	2%
No opinion	4%	2%

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

	Half year 2025	End of financial Year 2026
Very satisfied	13%	11%
Satisfied	42%	40%
Not satisfied	16%	26%
Very dissatisfied	15%	11%
I don't know	14%	12%

What is your preferred way of accessing Council information?

	Half year 2025	End of financial Year 2026
Council Website	66%	57%
Facebook	24%	30%
Email	8%	7%
I don't know	3%	6%