



WAIROA DISTRICT COUNCIL RESIDENTS SURVEY 2022



We want to hear from you! It is important to know how Wairoa District residents feel about our performance, and the way we deliver our many services and activities.

The Wairoa District Council is once again running our residents and ratepayer's satisfaction survey. It is important for the Council to know how Wairoa District residents feel about our performance, and the way we deliver our many services and activities.

One of the ways we do this is to undertake an annual residents survey – looking at what we do well, and where we need to improve. This survey is based on performance targets set for our many services – through both our long-term and annual planning process. The survey results will tell us how we are performing against these targets.

The survey is designed to take 5-10 minutes to complete.

Your feedback is very much appreciated. All information provided is confidential. Your open and honest feedback is greatly appreciated by the Council and plays a critical role in us being able to deliver the best possible facilities and services for our community.

If you or anyone in your household is an elected or staff member of the Wairoa District Council – please do not continue with the survey.

Thanks in advance for your support and for the time you spend completing this survey.

Your details

Please complete the following questions that relate to you as a Wairoa District resident:

How old are you? (Tick ONE)

- 18 – 25
- 26 – 35
- 36 – 45
- 65 +
- Prefer not to say

Which gender do you identify as? (Tick ONE)

- Female
- Male
- Gender diverse
- I prefer not to say

Where in Wairoa do you live? (Tick ONE)

- Mahia
- Nuhaka
- Whakaki
- Iwitea
- Wairoa township

Including yourself, how many people normally live in your household? (Tick ONE)

- One
- Two
- Three or more

Do you or a member of your household pay rates on a property in the Wairoa District? (Tick ONE)

- Yes
- No
- I don't know
- I am renting my property

- Frasertown
- Tuai
- Te Reinga
- Raupunga
- Mohaka



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Community Representation

The following questions relate to Council representation within the Wairoa community

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

- Yes
No

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

- Yes
No

3. Please explain why you wouldn't make contact with the Mayor or a Councillor

4. If you have made contact with either the Mayor or a Councillor, in the last 12 months, how did you make contact? Tick all those that apply.

- By phone
In person
In writing
By email
Through social media

5. Do you believe you have adequate opportunities to have your say in Council activities?

- Yes
No

6. Have you attended a Council public meeting in the last 6 months?

- Yes
No

7. How satisfied are you with how the Council makes decisions?

- Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
I have no opinion

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

- Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
I don't know

9. What is your preferred way of accessing Council information?

- The Council website
Facebook
Email
By newsletter
I don't know

10. Taking all aspects into account, how satisfied are you with the performance of the Mayor and Councillors in the last year?

- Very satisfied
Satisfied
Dissatisfied
Very dissatisfied
I don't know



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Provision of Services

The following questions relate to provision of Council Services where you live

11. Where you live, does the Council provide the following services?

	Yes	No	Don't know
Piped water supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regular rubbish collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Piped storm water collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This question relates to your usage of Council by yourself or a member of your household

12. Have you or a member of your household used any of the following Council services or visited any of the following Council facilities in the last year?

	Not at all	Once or twice	Three or more
Have you used the Wairoa landfill?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you used or visited the library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you used or visited a park or reserve?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you visited a Council cemetery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you contacted Council about control of dogs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you contacted Council about control of livestock?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you used or visited the Wairoa Community centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you visited the Wairoa museum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you used the computers or wifi in the library to access the internet?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have you used a community hall in the district?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Provision of Services

This question relates to your satisfaction with Council activities and services

13. Please rate your satisfaction with the following activities or services

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	I don't know
The quality of your drinking water supply?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Wairoa Landfill waste services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Wairoa Recycling Centre situated at the Landfill?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The refuse and recycling kerbside collections services and rural waste services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of maintenance of sealed roads in the District? This excludes SHW 2 and SHW 38, which are not Council roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of maintenance of unsealed roads?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Please rate your satisfaction with the following facilities

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	I don't know
The iSite Information Centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Gaiety Theatre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Wairoa Museum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library Services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Wairoa Community Centre?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library collection?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of maintenance of parks and reserves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The standard of maintenance of unsealed roads?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The maintenance and service Council provides for cemeteries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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Provision of Services

15. Please rate your satisfaction with the following areas

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	I don't know
The control of dogs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The control of livestock?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The resource consent service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The building control service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. If there was one area/activity that Wairoa District Council could focus on to deliver a thriving community, what would it be?

17. Are there any other comments or suggestions you'd like to make?