

ATTACHMENTS

UNDER SEPARATE COVER

Ordinary Council Meeting

7 October 2025

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KEYRESEARCH

Councils' Annual Residents Surveys Benchmarking Report 2024/2025



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September 2025

ARS Benchmarking – 2024/2025

Research background



Research Objectives

The specific objectives of this research were:

- To understand residents' satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



Method

- Surveys were undertaken with 21 different Councils across New Zealand in 2024/25, including 18 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database, and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services, and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2023 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 21 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow for better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.
- Please note: if minimum, average, or maximum values are not visible in a chart, it means that your Council results are equal to that value. For clarity, please view the table on the page following each chart.

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September 2025

ARS Benchmarking – 2024/2025

Councils included in 2024/25 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Matamata-Piako District Council
- Nelson City Council
- Palmerston North City Council
- Queenstown Lakes District Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Thames-Coromandel District Council
- Waikato District Council
- Waimate District Council
- Waipā District Council
- Waitaki District Council
- Waitomo District Council

Council	Population	Size (km2)
Tauranga City Council	162800	168
Palmerston North City Council	91300	978
Waikato District Council	90600	4404
Rotorua Lakes District Council	77100	2409
Far North District Council	74700	6,686
Waipā District Council	61400	1470
Nelson City Council	55200	422
Gisborne District Council	53300	8,385
Queenstown Lakes District Council	52900	8,719
Matamata-Piako District Council	37700	1755
Manawatū District Council	33700	2566
Thames-Coromandel District Council	32400	2207
South Taranaki District Council	29900	3575
Kaipara District Council	27900	3109
South Waikato District Council	26200	1818
Waitaki District Council	24300	7,107
Hauraki District Council	22600	1270
Tararua District Council	19050	4364
Stratford District Council	10400	2163
Waitomo District Council	9950	3534
Waimate District Council	8500	3554

Note: Table added by Waimate District Council

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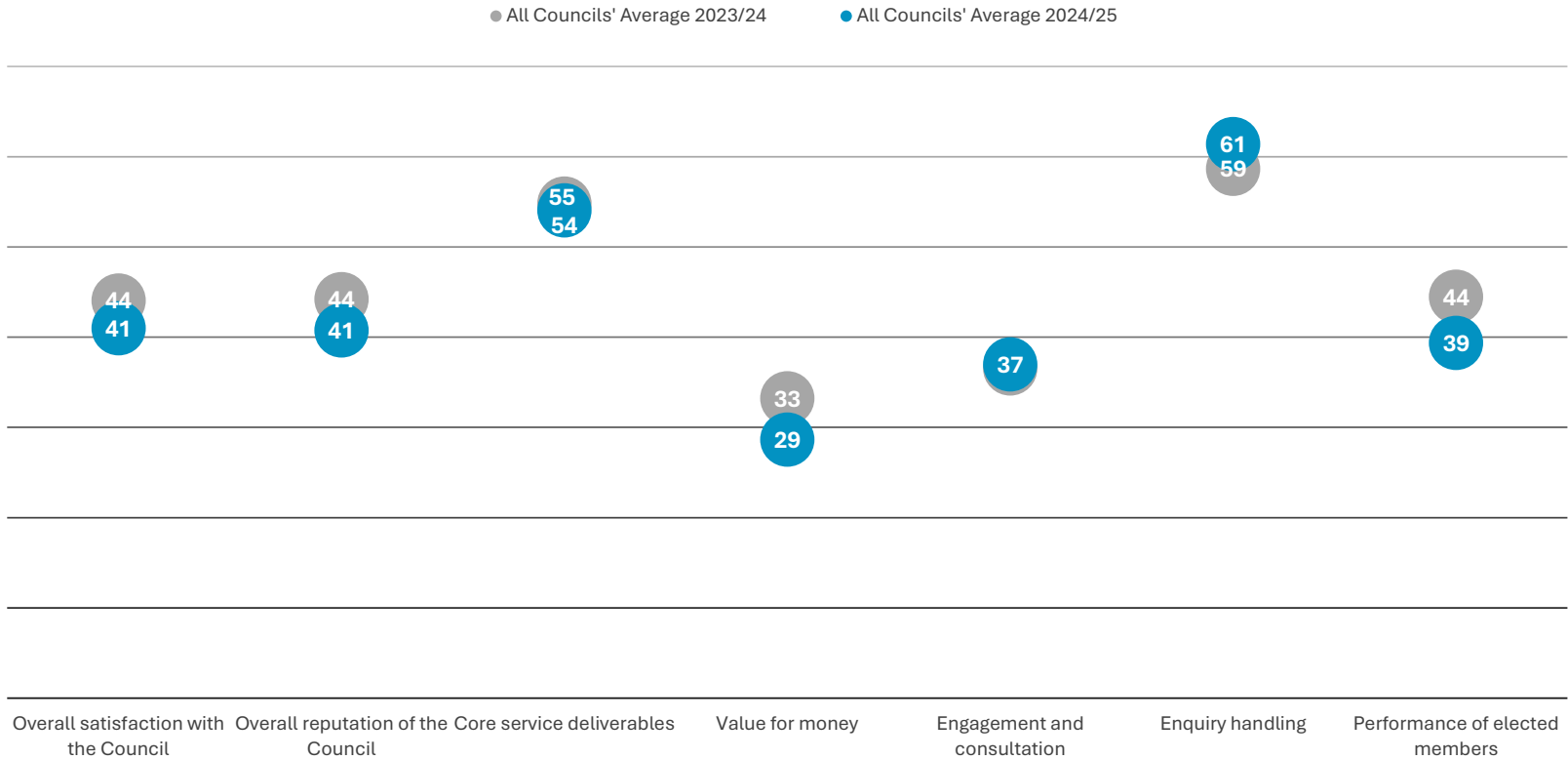


September 2025

ARS Benchmarking – 2024/2025

Year on year change – Overall

2024/2025 Council Benchmarking



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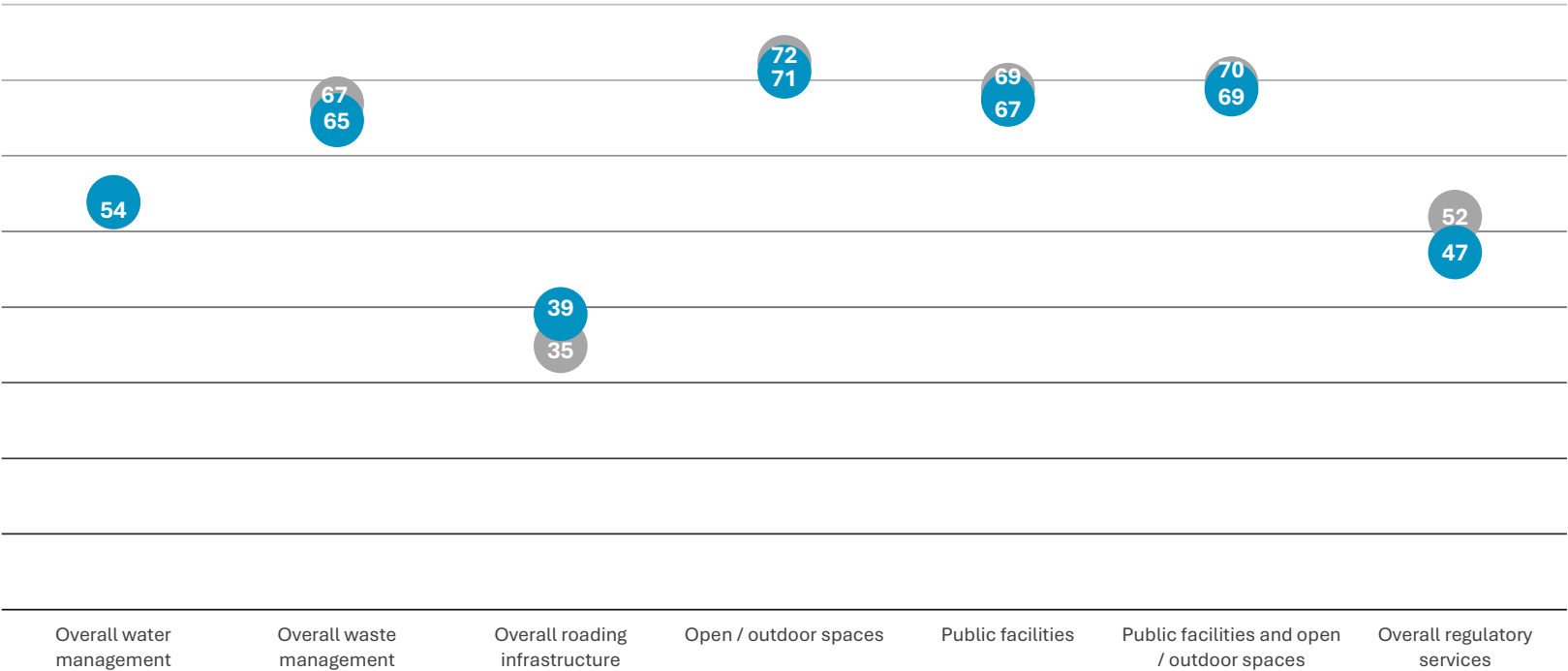
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ARS Benchmarking – 2024/2025

Year on year change – Core service deliverables

2024/2025 Council Benchmarking

● All Councils' Average 2023/24 ● All Councils' Average 2024/25



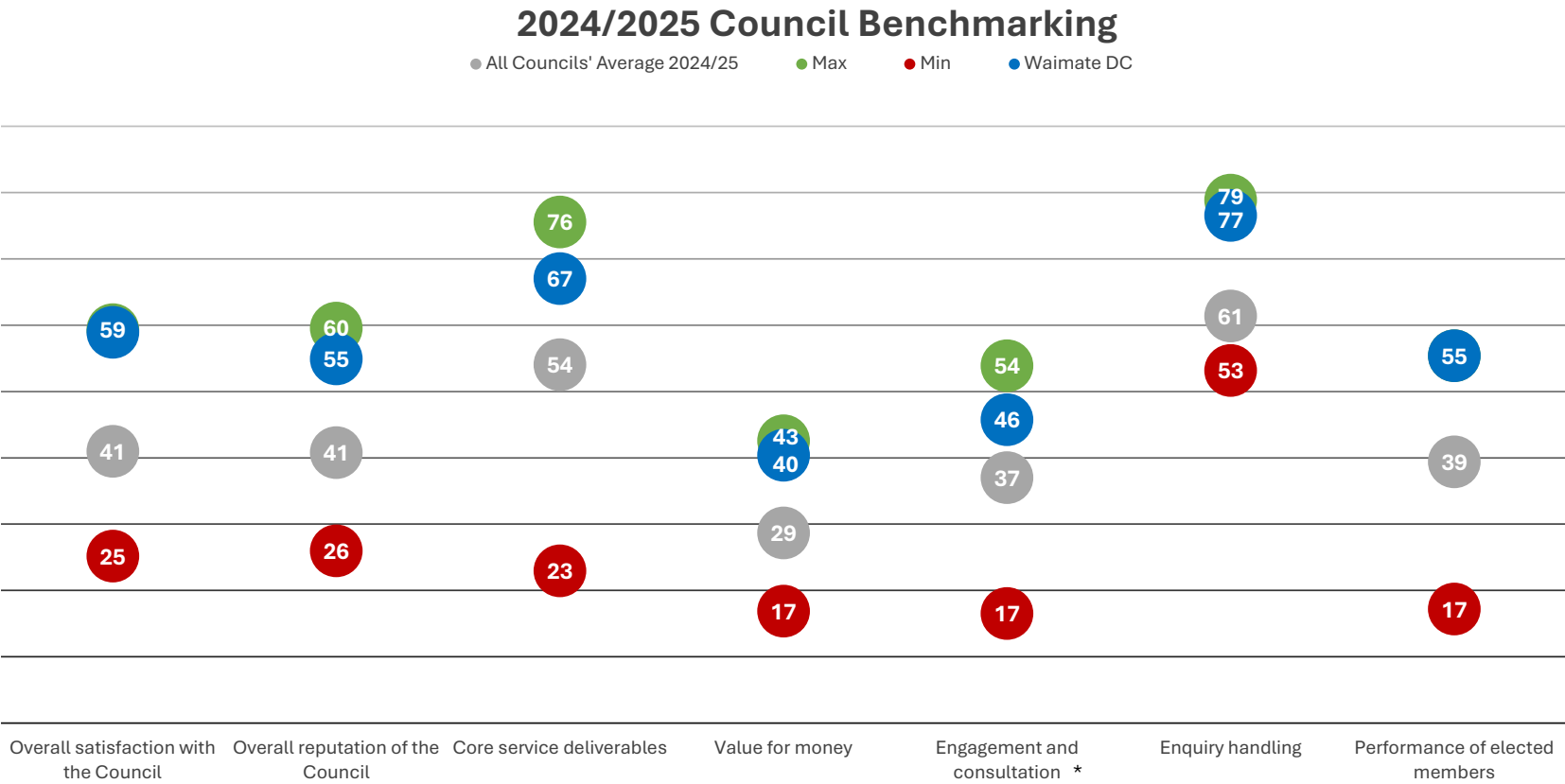
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ARS Benchmarking – 2024/2025

Overall measures



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

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September 2025

ARS Benchmarking – 2024/2025

Overall measures

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	59	41	+18	59	-	25	+34
Overall reputation of the Council	55	41	+14	60	-5	26	+29
Core service deliverables	67	54	+13	76	-9	23	+44
Value for money	40	29	+11	43	-2	17	+23
Engagement and consultation	46	37	+9	54	-8	17	+29
Enquiry handling	77	61	+16	79	-2	53	+24
Performance of elected members	55	39	+16	55	-	17	+38

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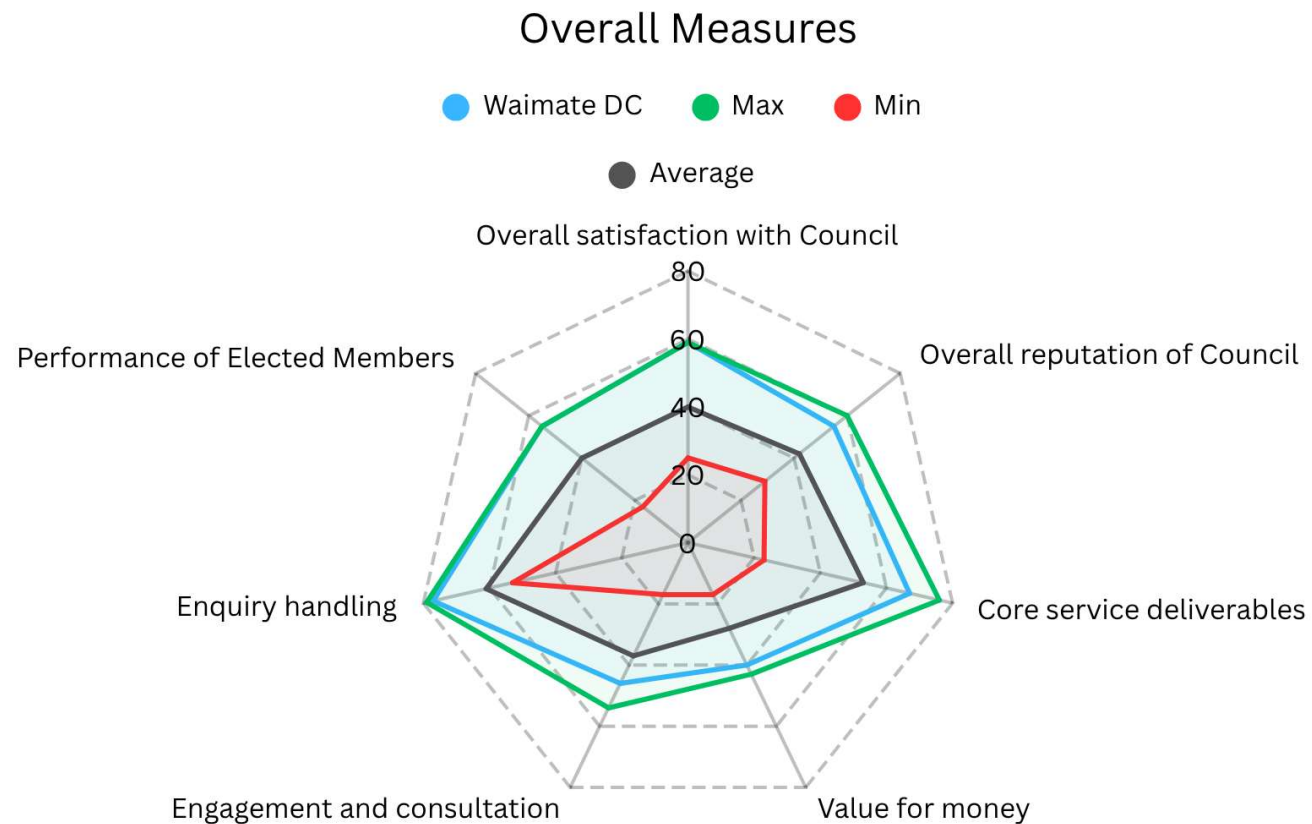
September 2025

ARS Benchmarking – 2024/2025

Overall measures – District Councils only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	59	40	+19	59	-	25	+34
Overall reputation of the Council	55	42	+13	60	-5	29	+26
Core service deliverables	67	53	+14	76	-9	23	+44
Value for money	40	28	+12	43	-3	17	+23
Engagement and consultation	46	37	+9	54	-8	17	+29
Enquiry handling	77	61	+16	79	-2	53	+24
Performance of elected members	55	40	+15	55	-	17	+38

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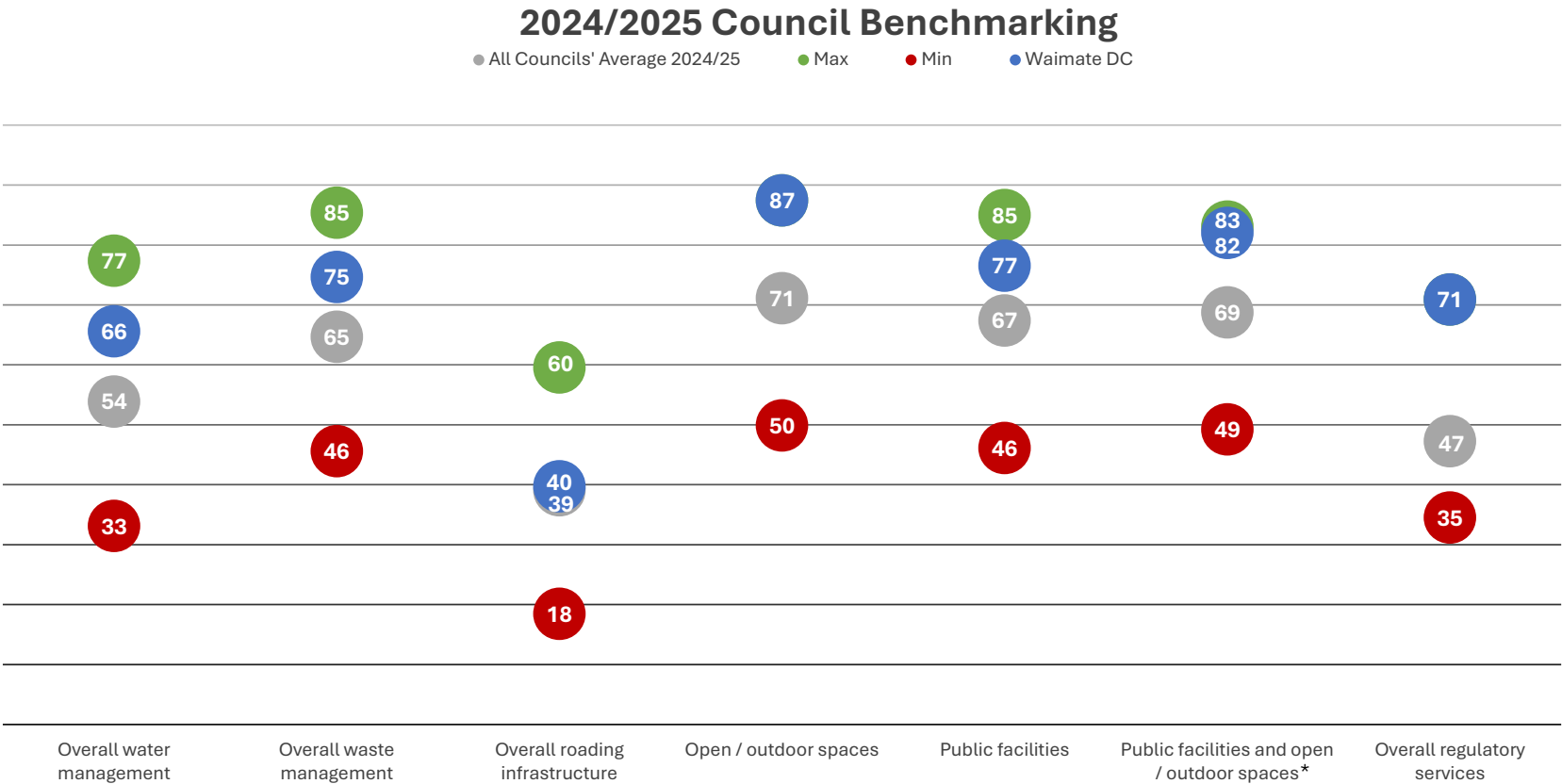
Note: Graph added by Waimate District Council



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ARS Benchmarking – 2024/2025

Core service deliverables



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

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September 2025

ARS Benchmarking – 2024/2025

Core service deliverables

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	54	+12	77	-11	33	+33
Overall waste management	75	65	+10	85	-10	46	+29
Overall roading infrastructure	40	39	+1	60	-20	18	+22
Open / outdoor spaces	87	71	+16	87	-	50	+37
Public facilities	77	67	+10	85	-8	46	+31
Public facilities and open / outdoor spaces	82	69	+13	83	-1	49	+33
Overall regulatory services	71	47	+24	71	-	35	+36

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September 2025

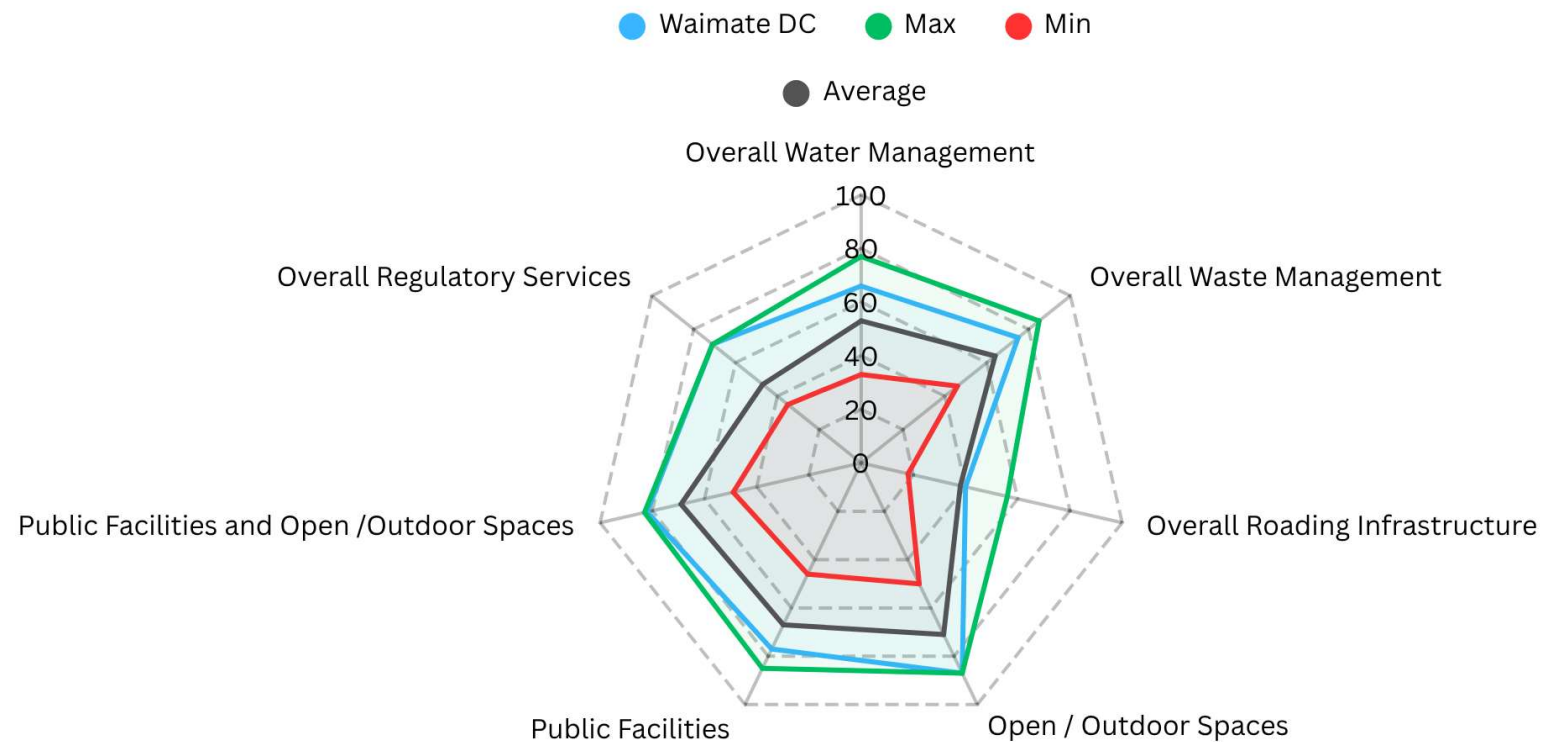
ARS Benchmarking – 2024/2025

Core service deliverables – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	53	+13	77	-11	33	+33
Overall waste management	75	64	+11	85	-10	46	+29
Overall roading infrastructure	40	38	+2	56	-16	18	+22
Open / outdoor spaces	87	71	+16	87	-	50	+37
Public facilities	77	67	+10	85	-8	46	+31
Public facilities and open / outdoor spaces	82	69	+13	83	-1	49	+33
Overall regulatory services	71	47	+24	71	-	35	+36

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Core Service Deliverables



Note: Graph added by Waimate District Council



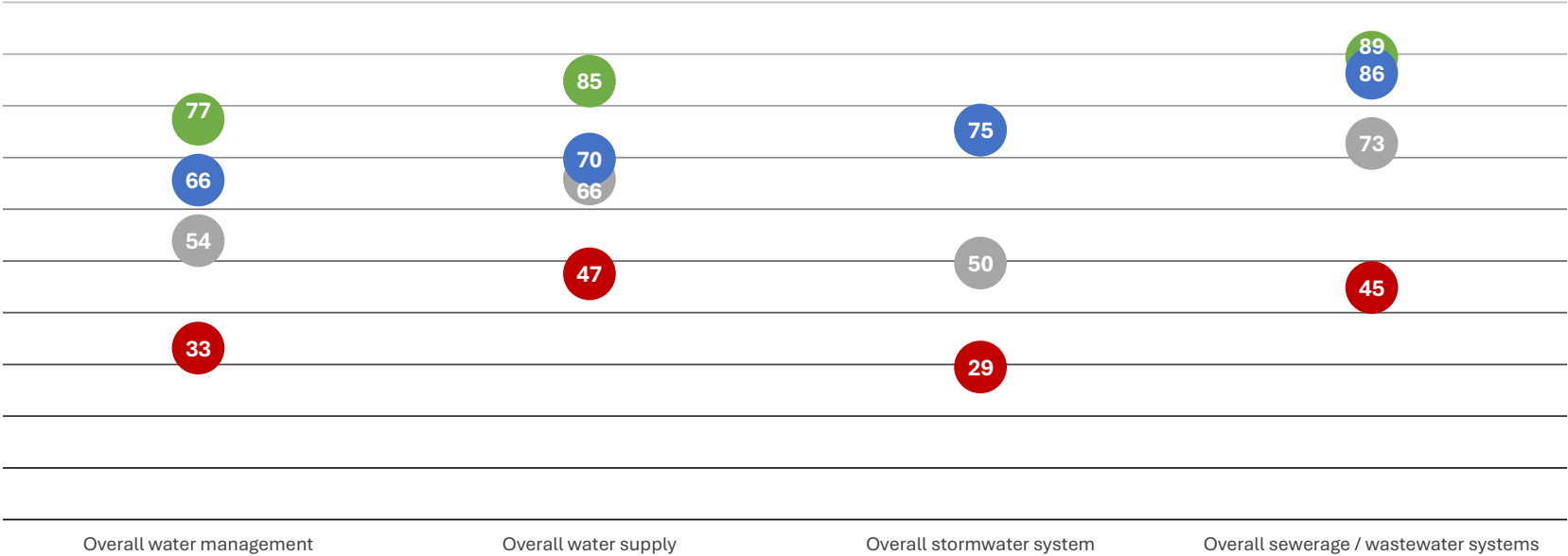
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ARS Benchmarking – 2024/2025

Water management

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



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September 2025

ARS Benchmarking – 2024/2025

Water management

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	54	+12	77	-11	33	+33
Overall water supply	70	66	+4	85	-15	47	+23
Overall stormwater system	75	50	+25	75	-	29	+46
Overall sewerage / wastewater systems	86	73	+13	89	-3	45	+41

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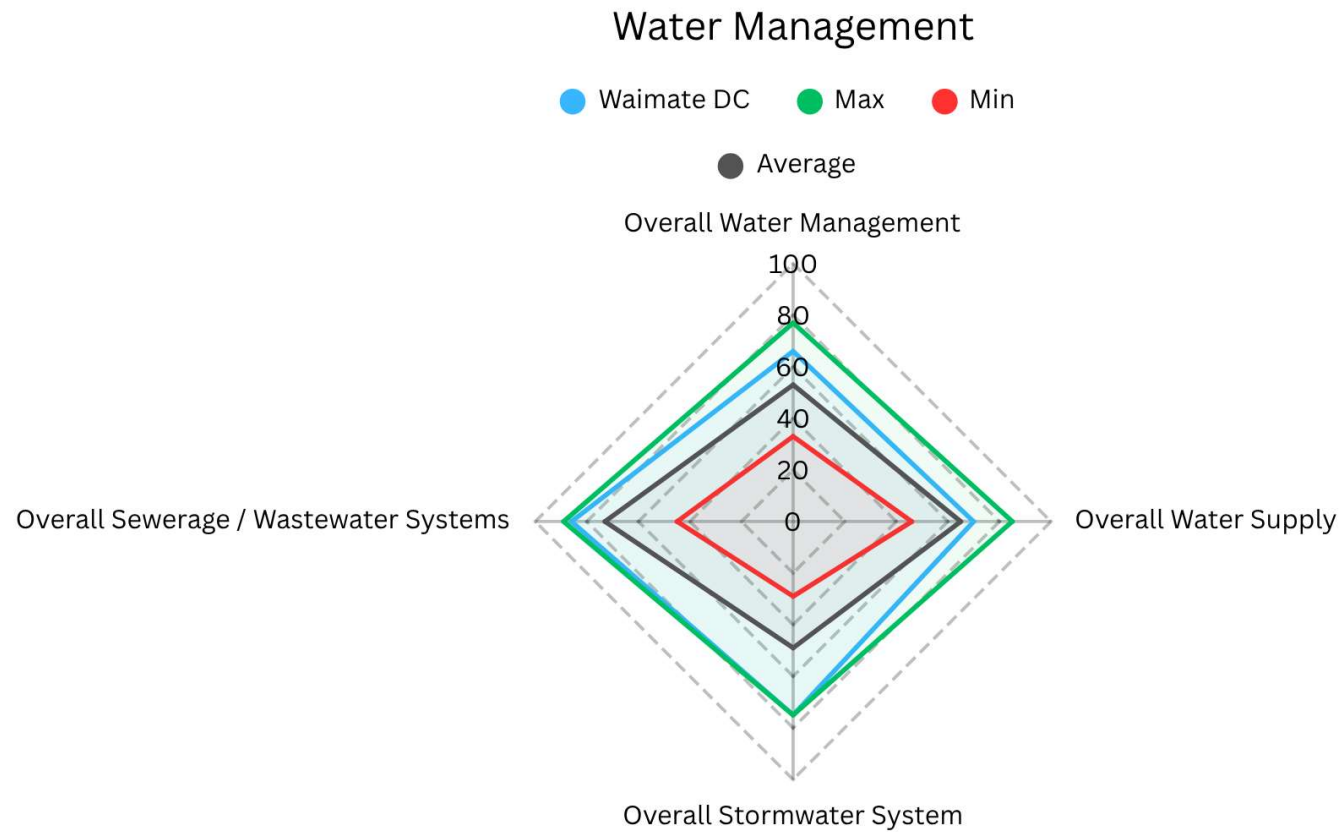
September 2025

ARS Benchmarking – 2024/2025

Water management – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	66	53	+13	77	-11	33	+33
Overall water supply	70	65	+5	85	-15	47	+23
Overall stormwater system	75	49	+26	75	-	29	+46
Overall sewerage / wastewater systems	86	73	+13	89	-3	45	+41

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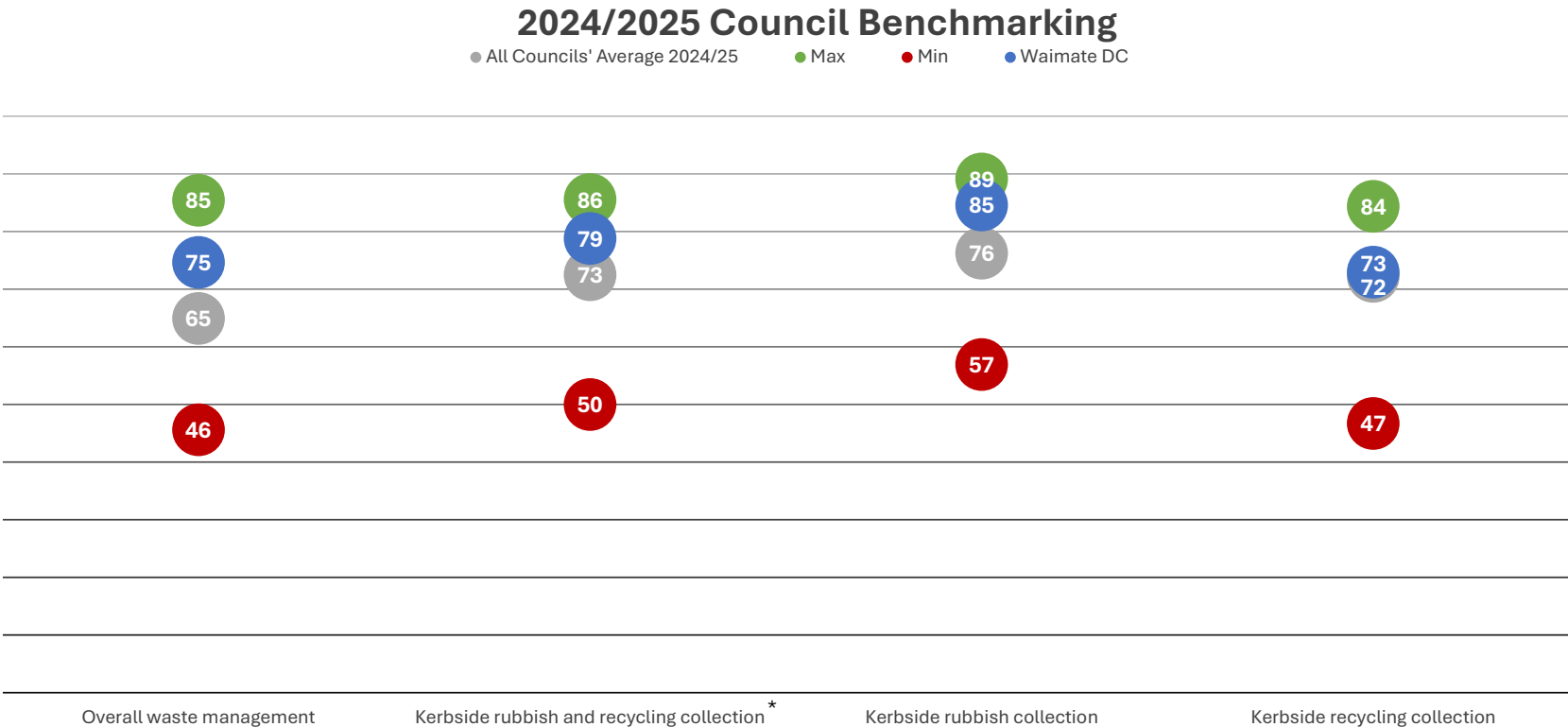
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September 2025

ARS Benchmarking – 2024/2025

Waste management



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.



September 2025

ARS Benchmarking – 2024/2025

Waste management

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	75	65	+10	85	-10	46	+29
Kerbside rubbish and recycling collection	79	73	+4	86	-7	50	+29
Kerbside rubbish collection	85	76	+9	89	-4	57	+28
Kerbside recycling collection	73	72	+1	84	-11	47	+26

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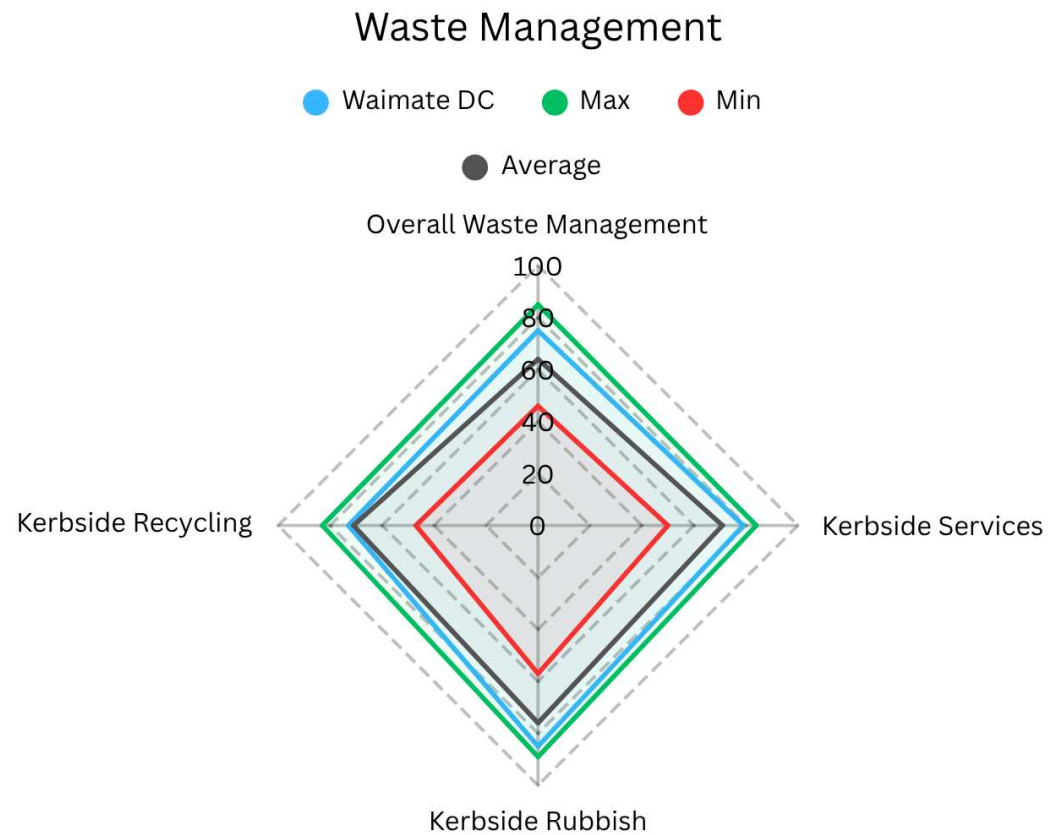
September 2025

ARS Benchmarking – 2024/2025

Waste management – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	75	64	+11	85	-10	46	+29
Kerbside rubbish and recycling collection	79	71	+8	84	-5	50	+29
Kerbside rubbish collection	85	76	+9	89	-4	57	+28
Kerbside recycling collection	73	71	+2	83	-10	47	+26

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Note: Graph added by Waimate District Council



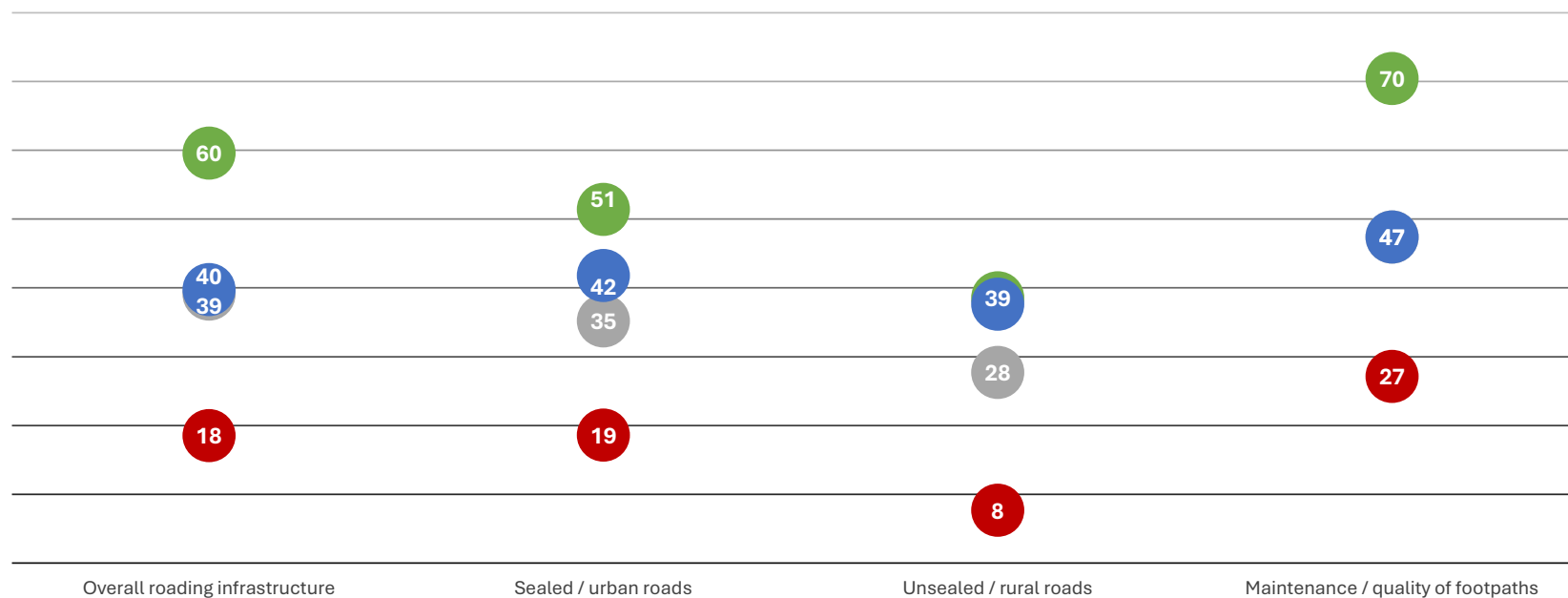
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ARS Benchmarking – 2024/2025

Roading infrastructure

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC



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September 2025

ARS Benchmarking – 2024/2025

Roading infrastructure

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	40	39	+1	60	-20	18	+22
Sealed / urban roads	42	35	+7	51	-9	19	+23
Unsealed / rural roads	38	28	+10	39	-1	8	+30
Maintenance / quality of footpaths	47	47	-	70	-23	27	+20

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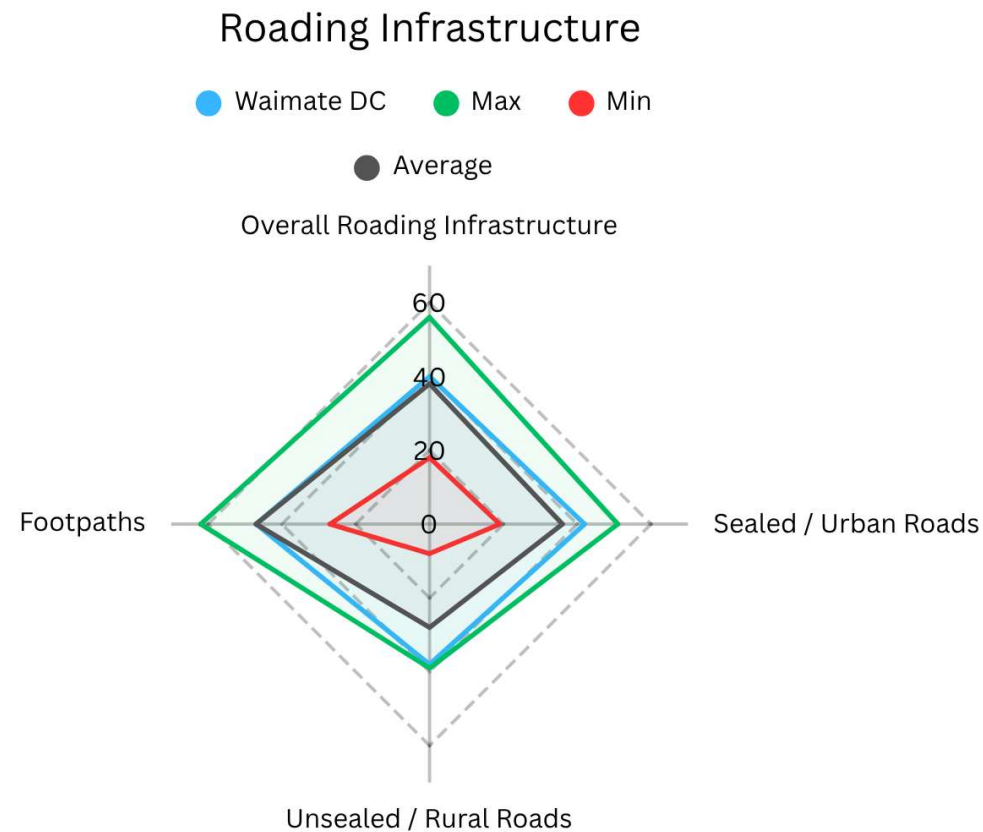
September 2025

ARS Benchmarking – 2024/2025

Roading infrastructure – District Councils Only

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		40	38	+2	56	-16	18	+22
Sealed / urban roads		42	36	+6	51	-9	19	+23
Unsealed / rural roads		38	28	+10	39	-1	8	+30
Maintenance / quality of footpaths		47	47	-	62	-15	27	+20

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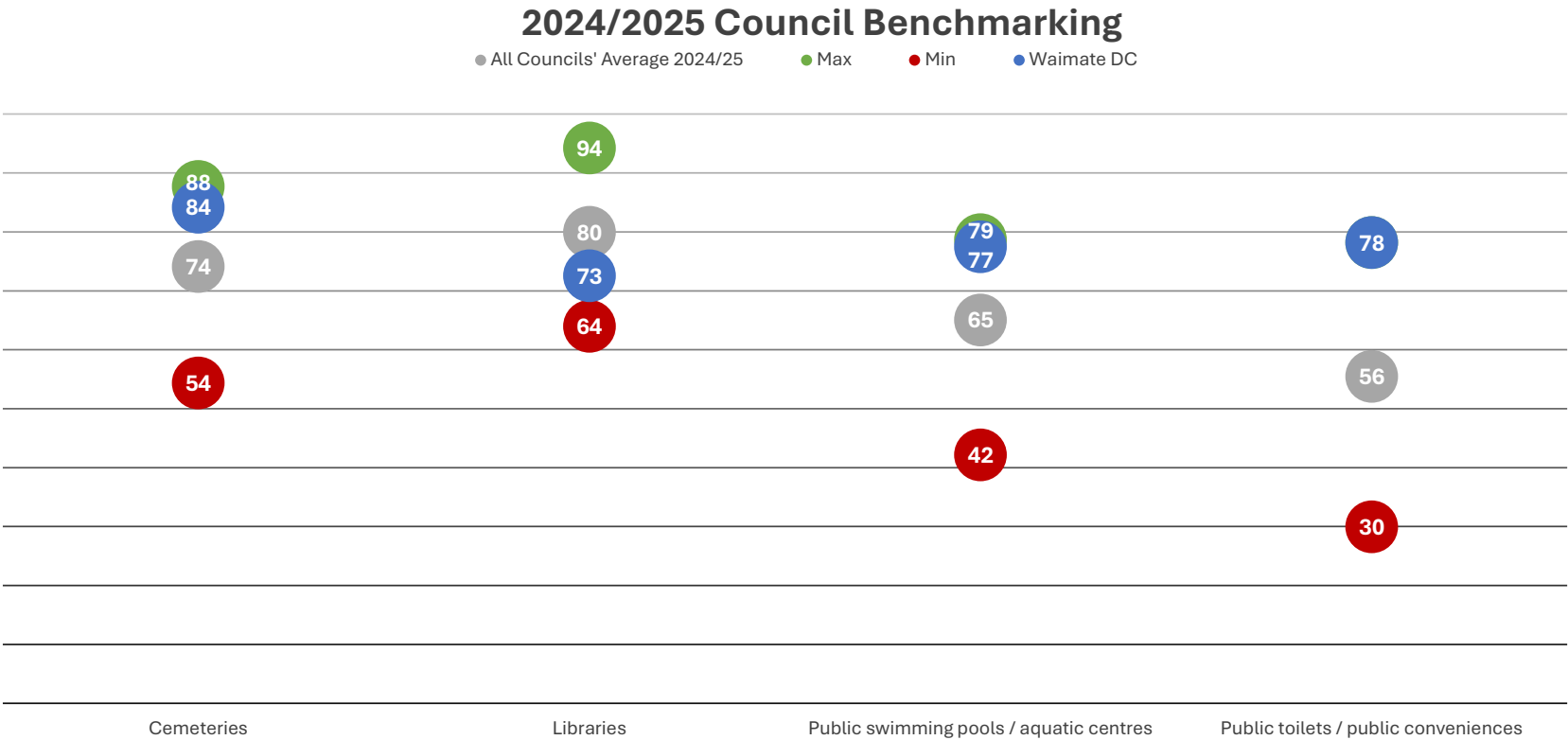
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ARS Benchmarking – 2024/2025

Public facilities and open / outdoor spaces



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September 2025

ARS Benchmarking – 2024/2025

Public facilities and open / outdoor spaces

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Cemeteries	84	74	+10	88	-4	54	+30
Libraries	73	80	-7	94	-21	64	+9
Public swimming pools / aquatic centres	77	65	+12	79	-2	42	+35
Public toilets / public conveniences	78	56	+23	78	-	30	+48

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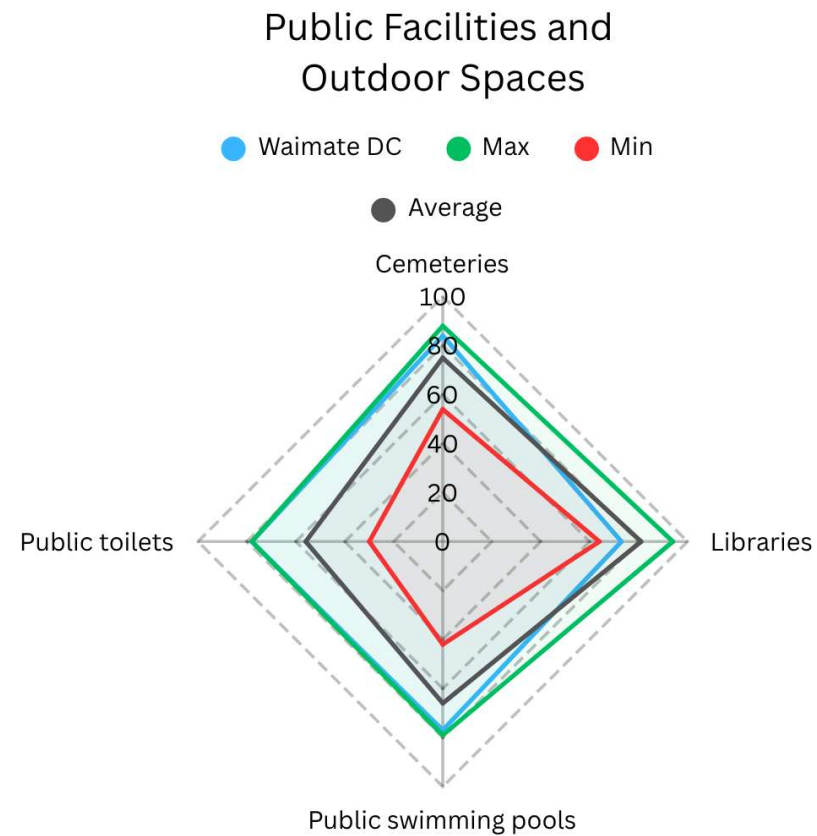
September 2025

ARS Benchmarking – 2024/2025

Public facilities and open / outdoor spaces – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Cemeteries	84	75	+9	88	-4	54	+30
Libraries	73	81	-8	94	-21	64	+9
Public swimming pools / aquatic centres	77	66	+11	79	-2	42	+35
Public toilets / public conveniences	78	56	+22	78	-	30	+48

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Note: Graph added by Waimate District Council



September 2025

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Regulatory services



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ARS Benchmarking – 2024/2025

Regulatory services

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	71	47	+24	71	-	35	+36
Dog and animal control	63	49	+14	63	-	28	+35



September 2025

ARS Benchmarking – 2024/2025

Regulatory services – District Councils Only

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services		71	47	+24	71	-	35	+36
Dog and animal control		63	49	+14	63	-	28	+35

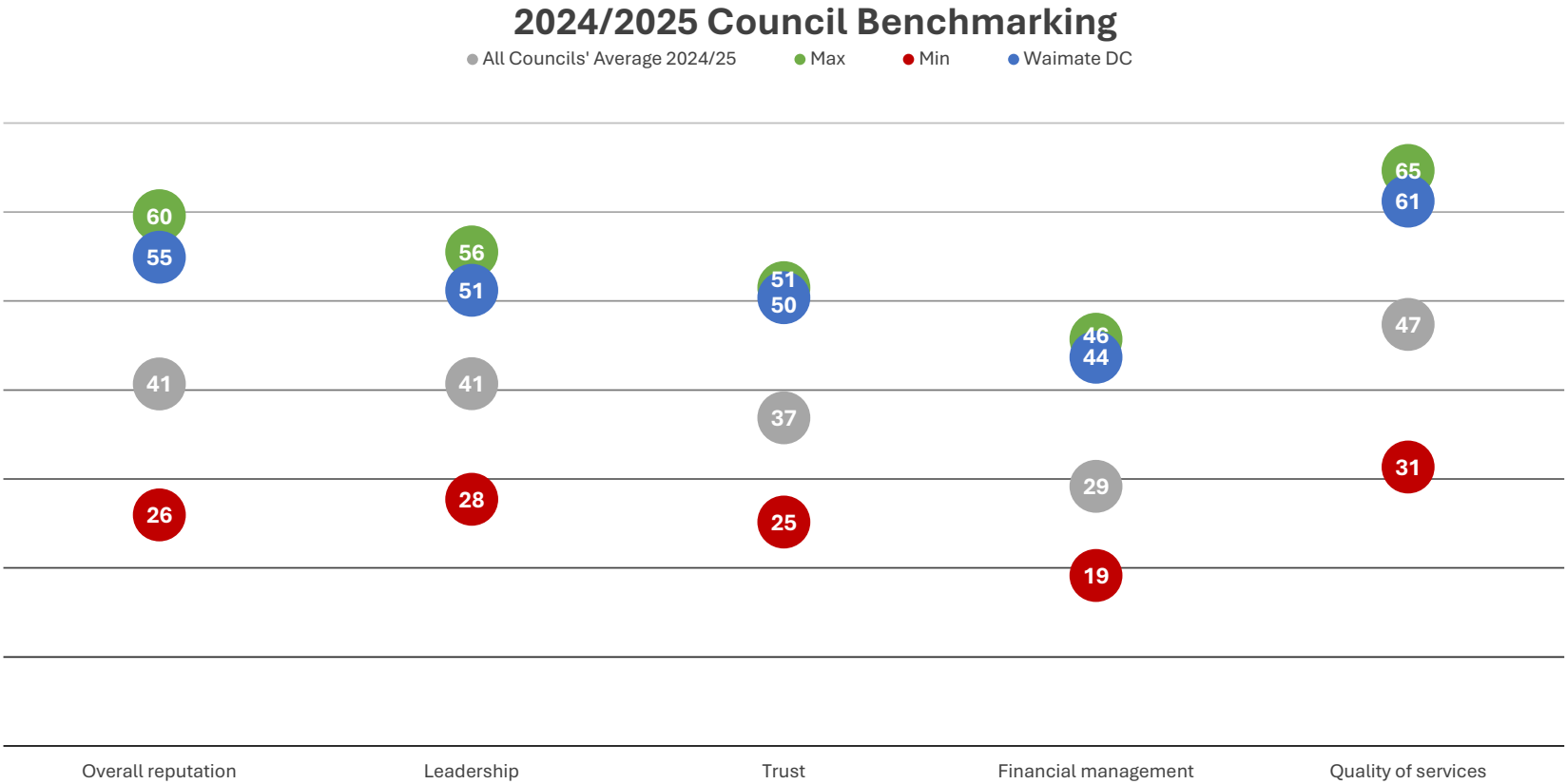
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ARS Benchmarking – 2024/2025

Reputation



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September 2025

ARS Benchmarking – 2024/2025

Reputation

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	55	41	+14	60	-5	26	+29
Leadership	51	41	+10	56	-5	28	+23
Trust	50	37	+13	51	-1	25	+25
Financial management	44	29	+15	46	-2	19	+25
Quality of services	61	47	+14	65	-4	31	+30

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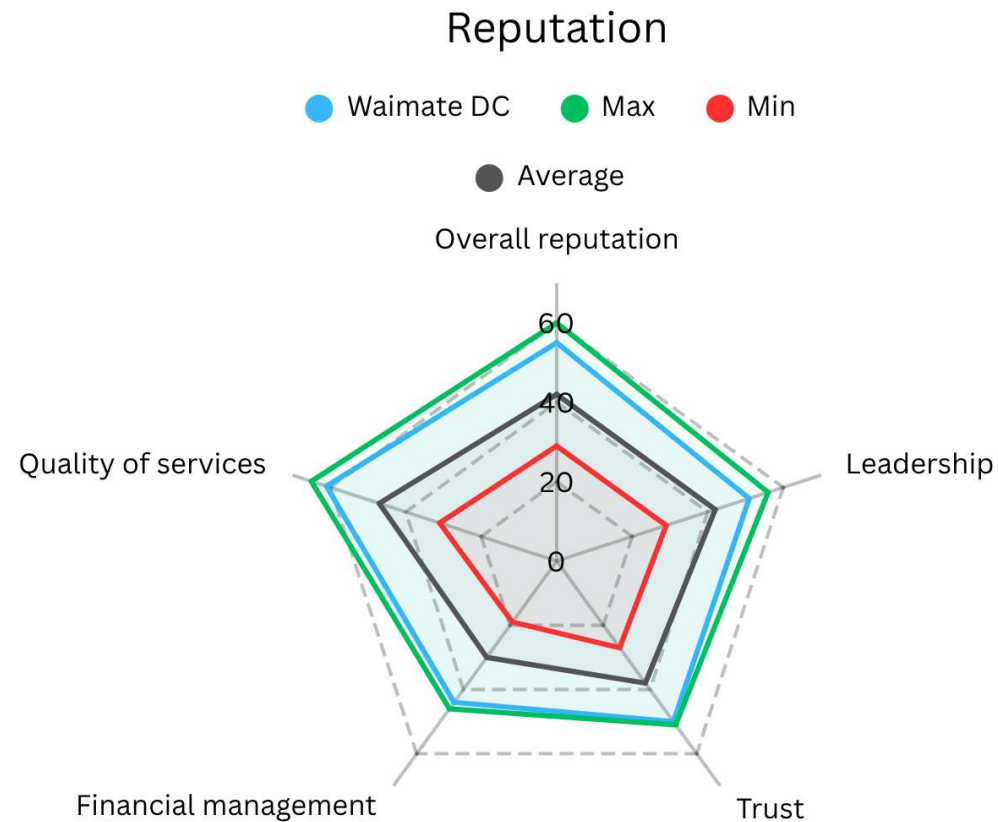
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ARS Benchmarking – 2024/2025

Reputation – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall reputation	55	42	+13	60	-5	29	+26
Leadership	51	42	+9	56	-5	29	+22
Trust	50	38	+12	51	-1	27	+23
Financial management	44	30	+14	46	-2	19	+25
Quality of services	61	47	+14	65	-4	31	+30

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Note: Graph added by Waimate District Council



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ARS Benchmarking – 2024/2025

Reputation profile



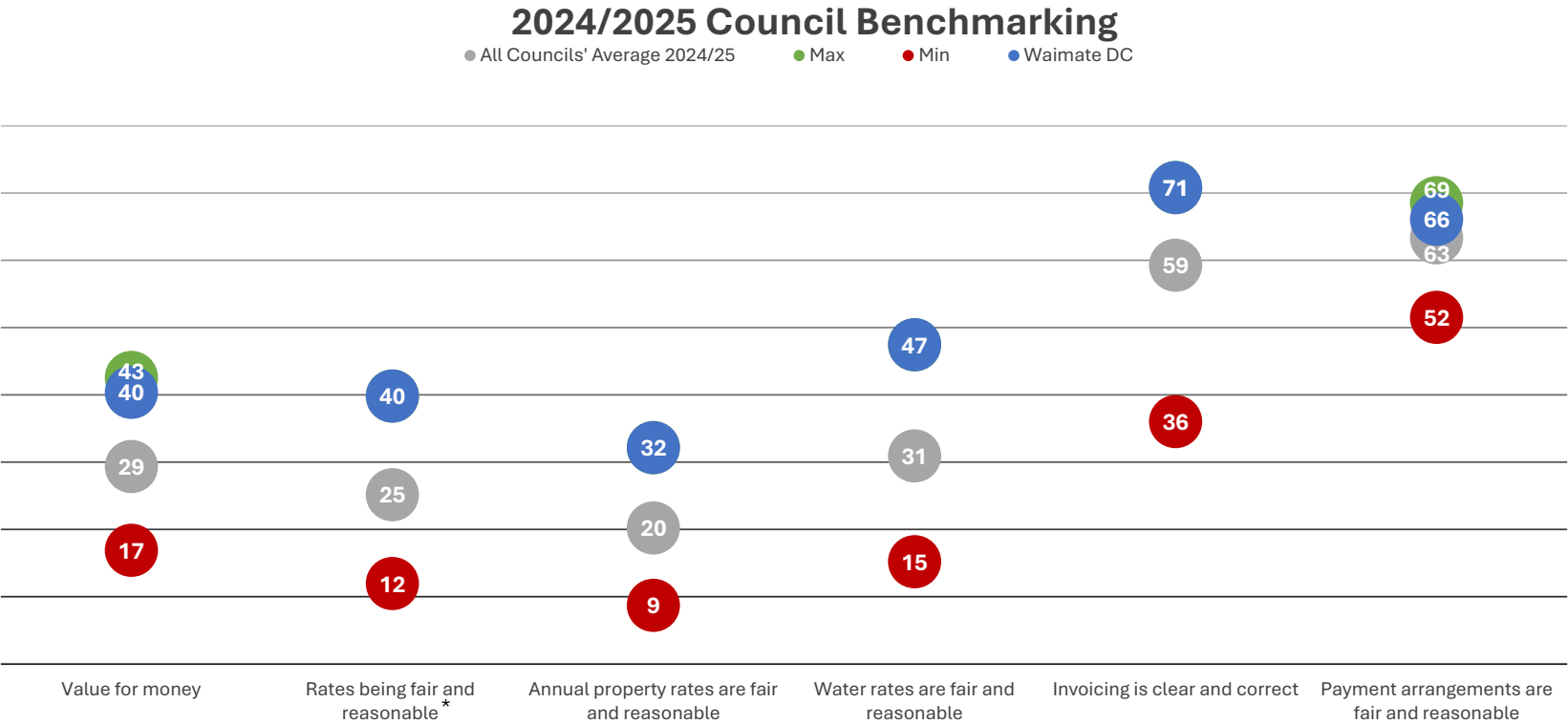
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September 2025

ARS Benchmarking – 2024/2025

Value for money



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.



September 2025

ARS Benchmarking – 2024/2025

Value for money

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	40	29	+11	43	-3	17	+23
Rates being fair and reasonable	40	25	+15	40	-	12	+28
Annual property rates are fair and reasonable	32	20	+12	32	-	9	+23
Water rates are fair and reasonable	47	31	+16	47	-	15	+32
Invoicing is clear and correct	71	59	+12	71	-	36	+35
Payment arrangements are fair and reasonable	66	63	+3	69	-3	52	+14

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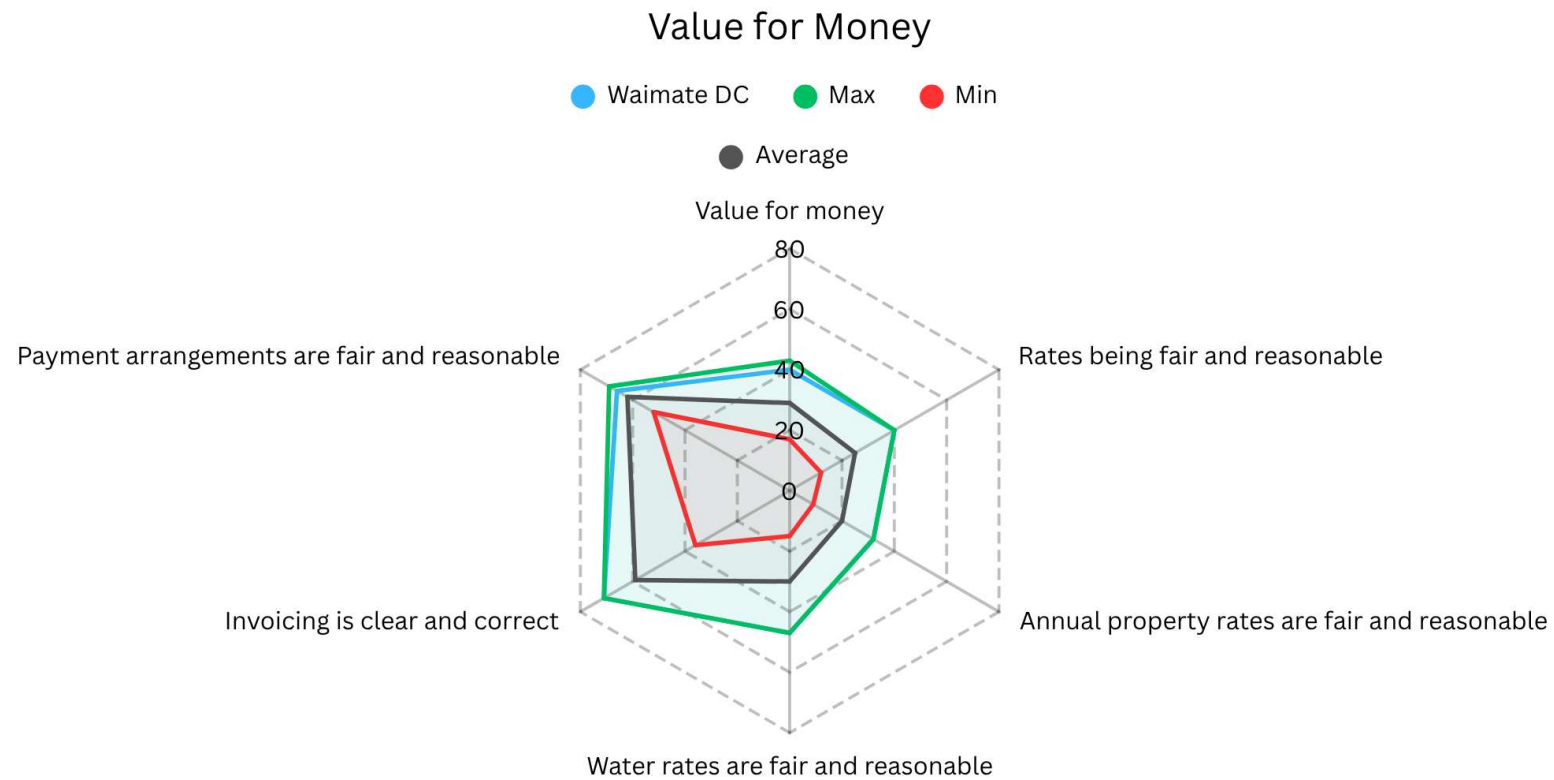
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ARS Benchmarking – 2024/2025

Value for money – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Value for money	40	29	+11	43	-3	17	+23
Rates being fair and reasonable	40	25	+15	40	-	12	+28
Annual property rates are fair and reasonable	32	20	+12	32	-	9	+23
Water rates are fair and reasonable	47	30	+17	47	-	15	+32
Invoicing is clear and correct	71	59	+12	71	-	36	+35
Payment arrangements are fair and reasonable	66	62	+4	69	-3	52	+14

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Note: Graph added by Waimate District Council



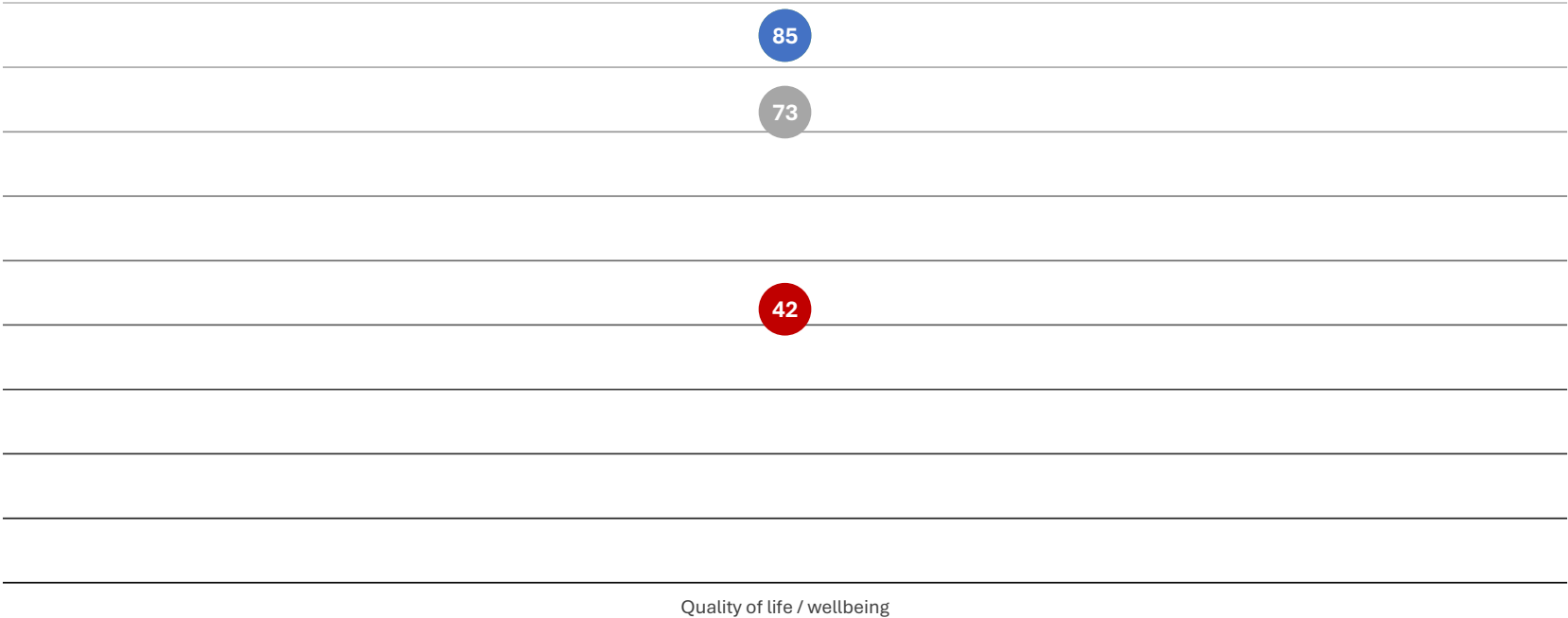
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ARS Benchmarking – 2024/2025

Sentiment questions

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimate DC





September 2025

ARS Benchmarking – 2024/2025

Sentiment questions

% 7-10	Your Council %	Average based on 21 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	85	73	+12	85	-	42	+43



September 2025

ARS Benchmarking – 2024/2025

Sentiment questions – District Councils Only

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of life / wellbeing	85	73	+12	85	-	42	+43



September 2025

ARS Benchmarking – 2024/2025

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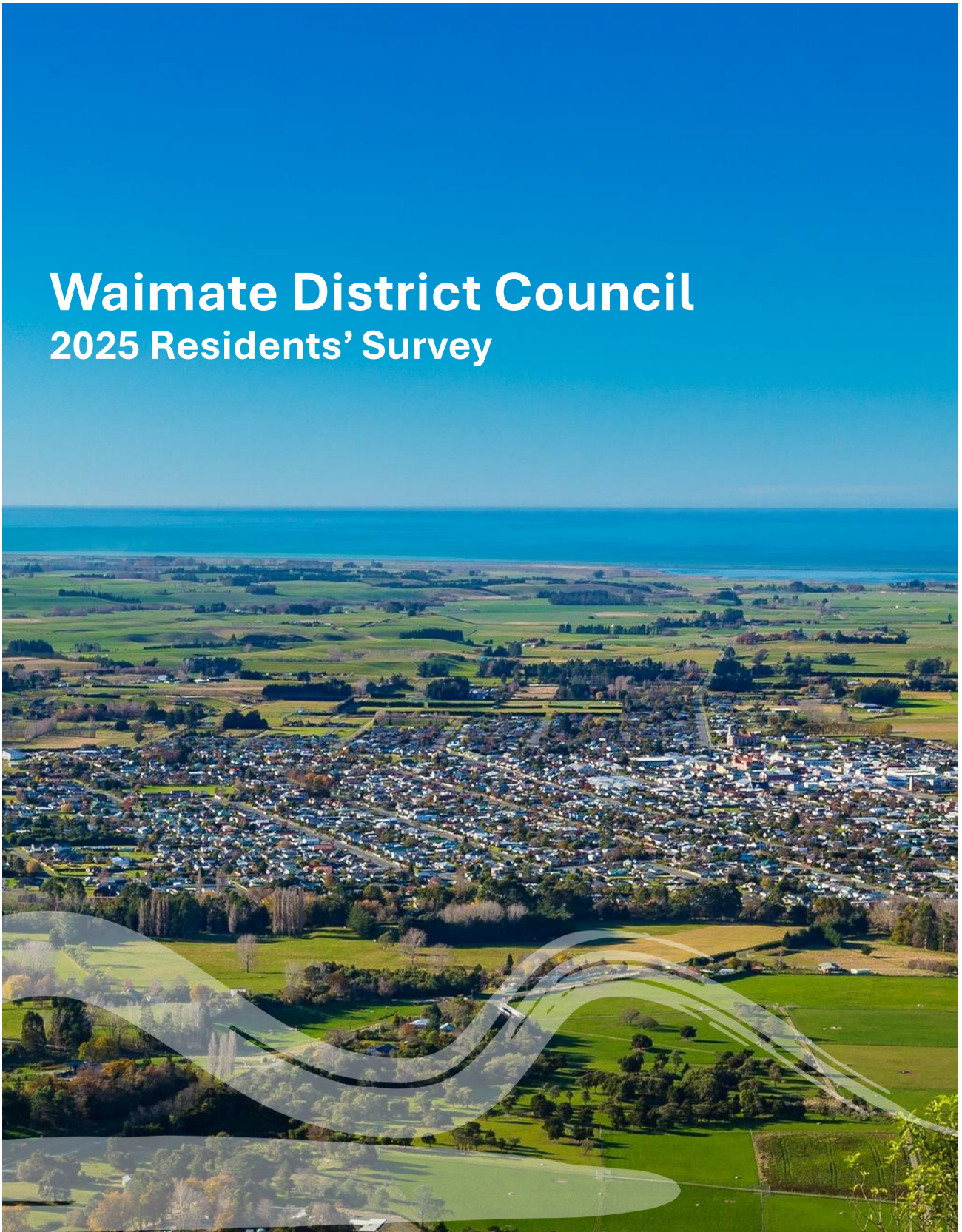
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Waimate District Council

2025 Residents' Survey



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Background, Objectives and Method

Background

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

Research Objectives

- Assess satisfaction among residents in relation to the services, facilities and other activities provided by the Council.
- Determine changes in performance over time and to facilitate measurement of progress against the Long-Term Plan.
- Assess Council performance on communication and community engagement with residents.
- Identify and prioritise opportunities for improvement that will be valued by residents.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 5,000 residents aged 18 years or older across the Waimate District.
- N=405 responses were collected between 18 February and 23 March 2025, with a response rate of 8%.
- The questionnaire was designed in consultation with Waimate District Council and was structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance.
- Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2023 Census.
- At an aggregate level, the survey has an expected 95% confidence interval (margin of error) of +/-4.86%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size recedes. Thus, results associated with particularly small sample sizes should be read with caution.

Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.

The responses were given scores on a scale of 1 to 10, which were grouped as follows:

- 1-2** Very dissatisfied
- 3-4** Dissatisfied
- 5-6** Neutral
- 7-8** Satisfied
- 9-10** Very satisfied

Executive Summary

- The Council's **Overall performance** (59%) has improved by 4% points since 2023 (55%). The proportion of 'very satisfied' residents has significantly increased, while the proportion of 'neutral' residents has significantly declined, indicating a positive shift in residents' perceptions.
- Perceptions of the Council's **Image and reputation** remain the most impactful driver of overall performance, with an impact score of 62%. This highlights opportunities for improvement in key areas such as *Trust*, *Being prepared for the future*, and *Leadership*.
- Aspects related to **Value for money** were also identified as areas for improvement, particularly **Annual property and water rates being fair and reasonable**.
- Waimate District Council's **Reputation benchmark** falls within the 'Acceptable' range. Residents aged 65 or above continue to have an 'Excellent' (84) reputation benchmark. This group are the most likely to be identified as 'Champions' (60%).
- **Core services** also show an improvement, increasing from 65% in 2023 to 67% in 2025. A significant increase in the proportion of residents stating they are 'very satisfied' has been recorded.
- Among all facilities, **Parks, reserves, and gardens** received the highest rating from residents, with 87% expressing satisfaction.
- Residents' perception of their **Quality of life** remains high at 85%, only slightly lower than the 88% recorded in 2023.

Areas of best performance (% 7 to 10)



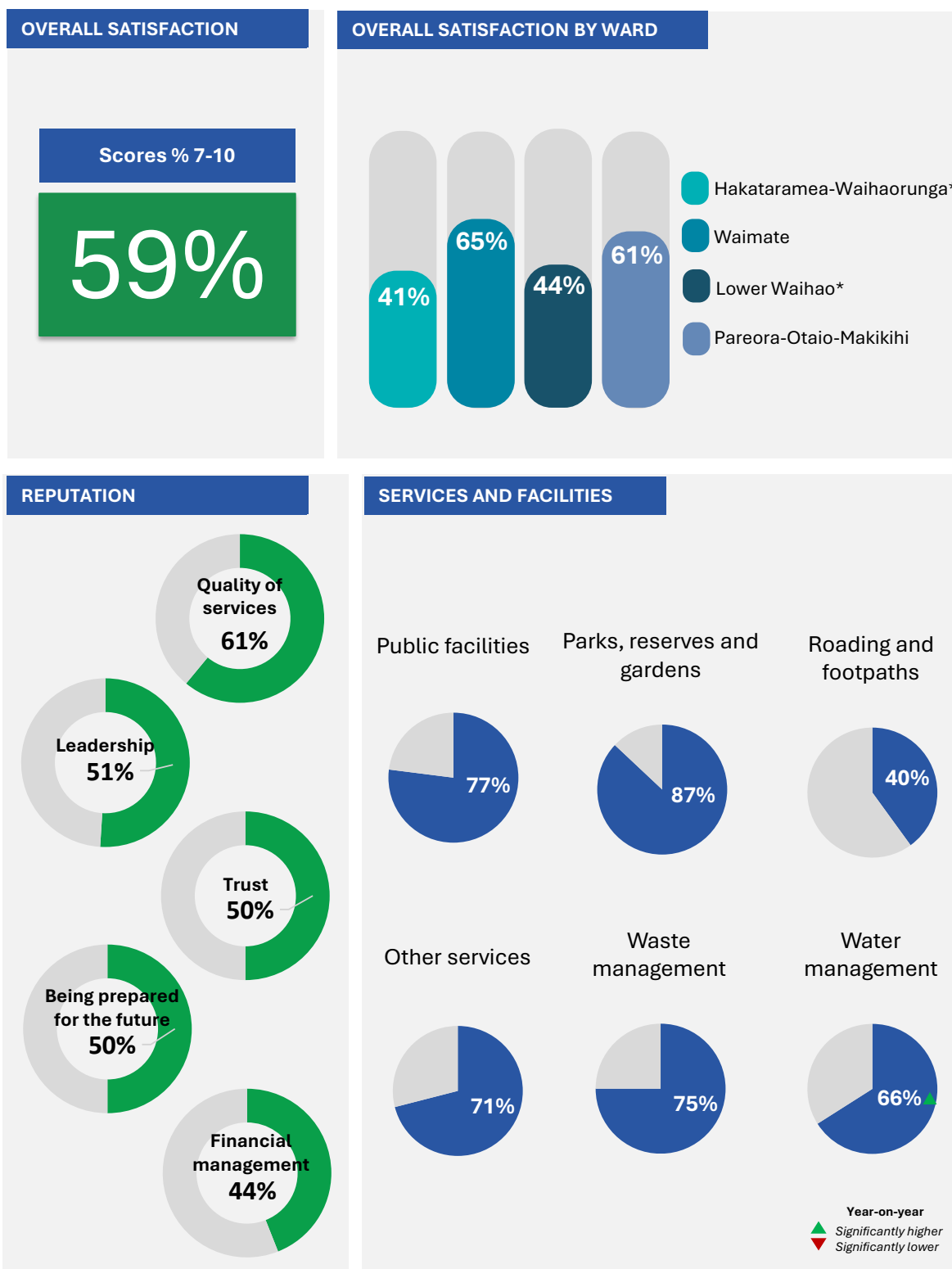
1. Parks, reserves and gardens (87%)
2. Sewerage system and service (86%)
3. Feeling safe at home (86%)
4. Overall quality of your life (85%)
5. Waste management services - Regular rubbish collection services (85%)

Areas of worst performance (% 1 to 4)



1. The level of influence you have over Council's decision-making process (40%)
2. Annual property rates being fair and reasonable (38%)
3. Financial management (32%)
4. Quality and level of community engagement in the Waimate District (31%)
5. Water rates are fair and reasonable (30%)

Summary of Key Performance



Overall measures (%7-10, excluding don't know)

		Change (2025-2023)	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied
			2025	2023	2021
TW10	Overall water management	13%	66%	53%	63%
SF2_6	Public facilities - Standard of public toilets	12%	78%	66%	61%
CE1_1	The opportunities Council provides you to have your say	8%	51%	43%	47%
OS3	Other services – Overall	7%	71%	64%	68%
SF4	Public facilities – Overall	5%	77%	72%	74%
CE1_2	The level of influence you have over Council's decision-making process	5%	24%	19%	21%
SF2_2	Public facilities - Public swimming pool	4%	77%	73%	62%
SF5	Parks, reserves and gardens	4%	87%	83%	84%
OVSF1	Range of services and facilities	4%	74%	70%	72%
TW2	Water supply and service	4%	70%	66%	77%
OV2	Overall satisfaction	4%	59%	55%	54%
IP3_1	Sufficiency of information supplied	3%	53%	50%	52%
CE3_1	Quality and level of the community engagement in the Waimate District	3%	39%	36%	37%
RF1_3	Unsealed roads	3%	38%	35%	33%
RF1_1	Footpaths	3%	47%	44%	50%
RF3	Overall roading and footpaths	2%	40%	38%	43%
OVSF3	Overall services and facilities	2%	67%	65%	64%
RF1_2	Sealed roads	2%	42%	40%	42%
SF2_3	Public facilities – Cemeteries	1%	84%	83%	82%
OS1_2	Dog and animal control	1%	63%	62%	59%
OS1_3	Emergency management	1%	76%	75%	77%
EM2	Council provides information in the event of an emergency	1%	53%	52%	60%
WM2_1	Waste management services - Regular rubbish collection services	-	85%	85%	68%
REPR1	Overall performance of the Mayor and Councillors	-	55%	55%	59%
REPR3	Ease of access to an elected member of Council	-	59%	59%	63%
OV4	Waimate District is a great place to live	-	79%	-	-
OV5	Feeling safe at home	-	86%	-	-

NOTES:

1. Sample: 2025 n=405; 2023 n=404; 2021 n=494 ; Excludes don't know responses.

Overall measures (%7-10, excluding don't know)

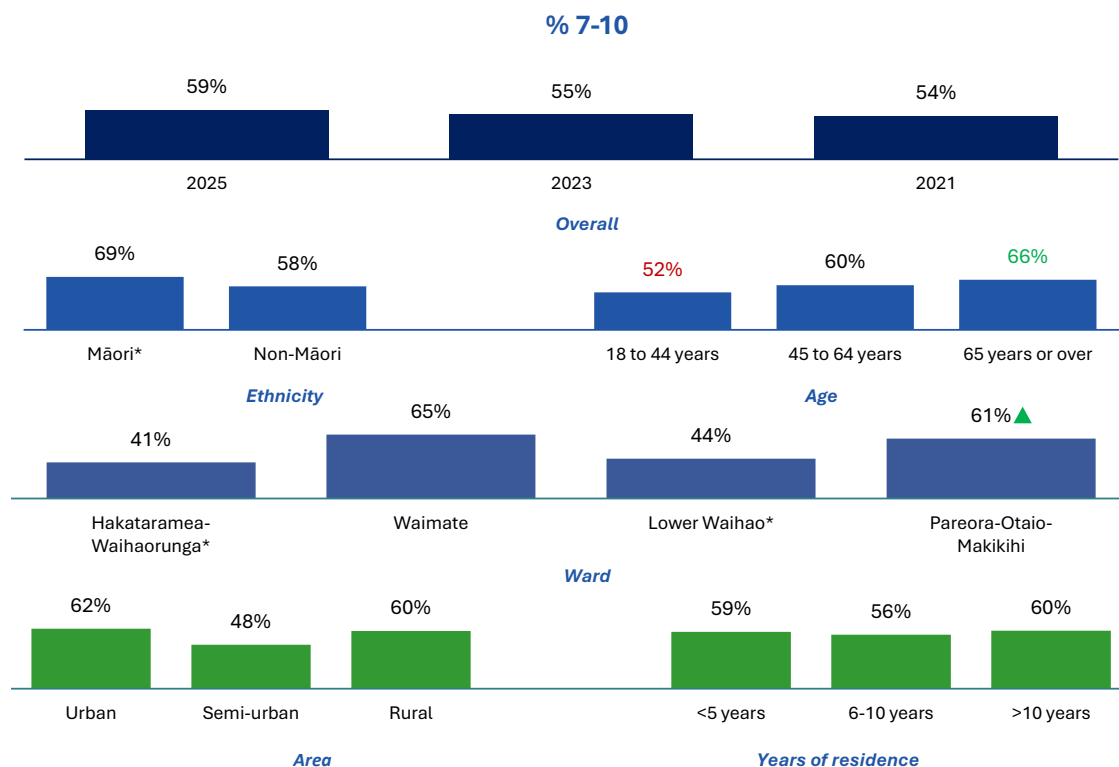
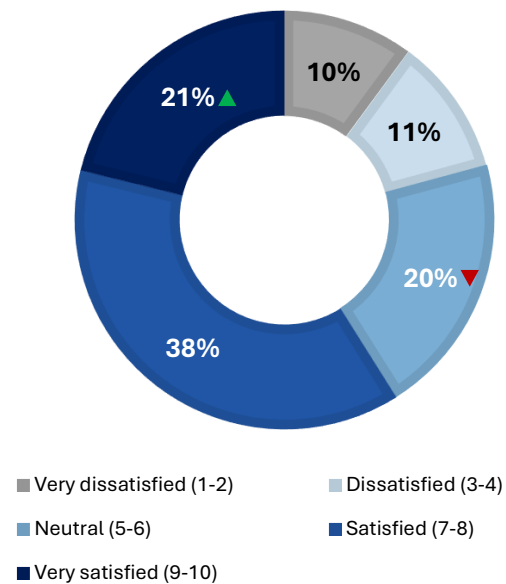
		Change (2025-2023)	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied	Percentage of respondents satisfied, or very satisfied
			2025	2023	2021
CC2	Overall service received	-1%	77%	78%	76%
SF2_4	Public facilities - Waimate Events Centre	-1%	75%	76%	78%
REP2	Trust	-1%	50%	51%	57%
REP5	Being prepared for the future	-1%	50%	51%	-
WM4	Overall waste management	-2%	75%	77%	62%
OS1_1	Building control	-2%	66%	68%	65%
SF2_1	Public facilities - District library	-3%	73%	76%	77%
TW5	Stormwater service	-3%	75%	78%	71%
OV3	Overall quality of your life	-3%	85%	88%	-
VAL2_4	Water rates are fair and reasonable	-4%	47%	51%	-
REP4	Quality of services and facilities	-4%	61%	65%	65%
TW8	Sewerage system and service	-5%	86%	91%	93%
SF2_5	Public facilities - Camping facilities (i.e., Victoria Park, Knottingley Park, Waitaki Lakes)	-6%	76%	82%	76%
REP1	Leadership	-6%	51%	57%	57%
REP6	Overall reputation	-6%	55%	61%	62%
VAL3	Overall value for money	-6%	40%	46%	44%
VAL2_3	Invoicing is clear and correct	-6%	71%	77%	-
CC4	Satisfaction with Council staff's performance	-7%	68%	75%	76%
VAL2_2	Payment arrangements being fair and reasonable	-7%	66%	73%	72%
VAL2_1	Annual property rates being fair and reasonable	-7%	32%	39%	44%
REP3	Financial management	-7%	44%	51%	45%
WM2_2	Waste management services - Council's recycling services	-7%	73%	80%	64%
CON4	Council's response to service for a building-related matter	-13%	65%	78%	-
CON9	Satisfied with the CONSENT services overall	-14%	69%	83%	-
CON2	Satisfied with the building consent process	-29%	60%	89%	-
CON7	Satisfied with the resource consent process	-36%	48%	84%	-

NOTES:

1. Sample: 2025 n=405; 2023 n=404; 2021 n=494 ; Excludes don't know responses.

Overall Satisfaction

- **Overall satisfaction with the Council** has improved by 4% points over the past two years, increasing from 55% in 2023 to 59% in 2025.
- There has been a significant increase in the proportion of *very satisfied* residents (rating 9-10), rising from 12% in 2023 to 21% in 2025. While the proportion of *neutral* residents (rating 5-6) has declined from 28% to 20%, indicating a positive shift in perception.
- This improvement is likely driven by a significant increase in satisfaction amongst residents in the *Pareora-Otaio-Makikihi ward*, where satisfaction increased from 46% in 2023 to 61% in 2025.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

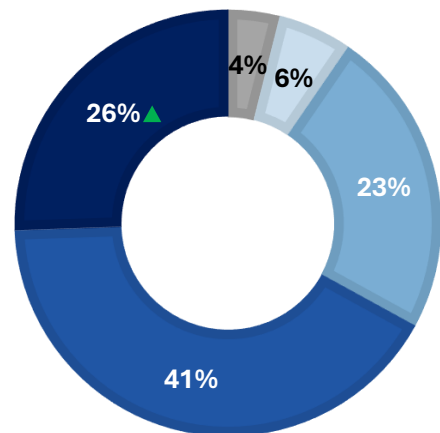
▲ Significantly higher
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NOTES:

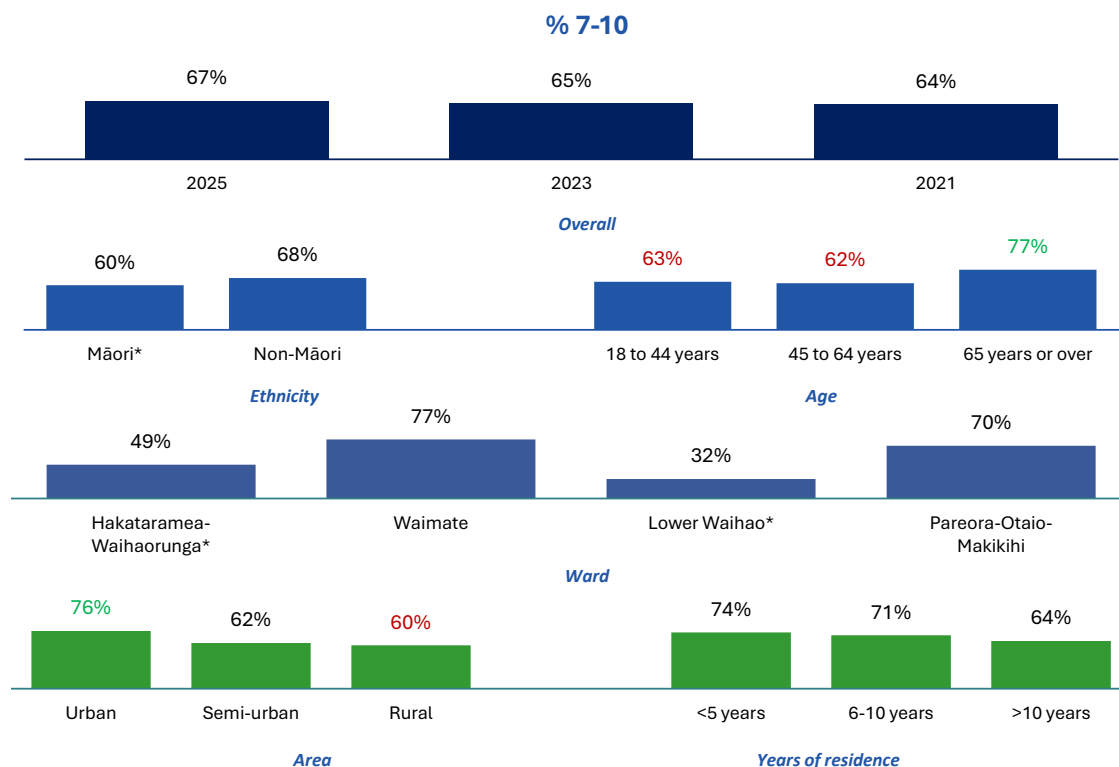
- Excludes 'Don't know' responses
- OV4. When you think about the Council overall, its image and reputation, the services and facilities it provides and the rates and fees that you pay, how satisfied are you with the Waimate District Council? n=388
- * Caution: Small sample size (n<30). Results are indicative only.

Core Service Deliverables

- Satisfaction with **Overall core service deliverables** (67%) has slightly improved by 2% points since 2023 (65%).
- Just over one quarter of residents (26%) are **very satisfied** with **Core service deliverables** (rating 9–10), a significant increase from 19% in 2023.
- **Urban** residents are significantly more likely to be satisfied with this service than those in **Rural** areas (76% vs 60%).



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
 ■ Neutral (5-6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)



Year-on-year

▲ Significantly higher
 ▼ Significantly lower

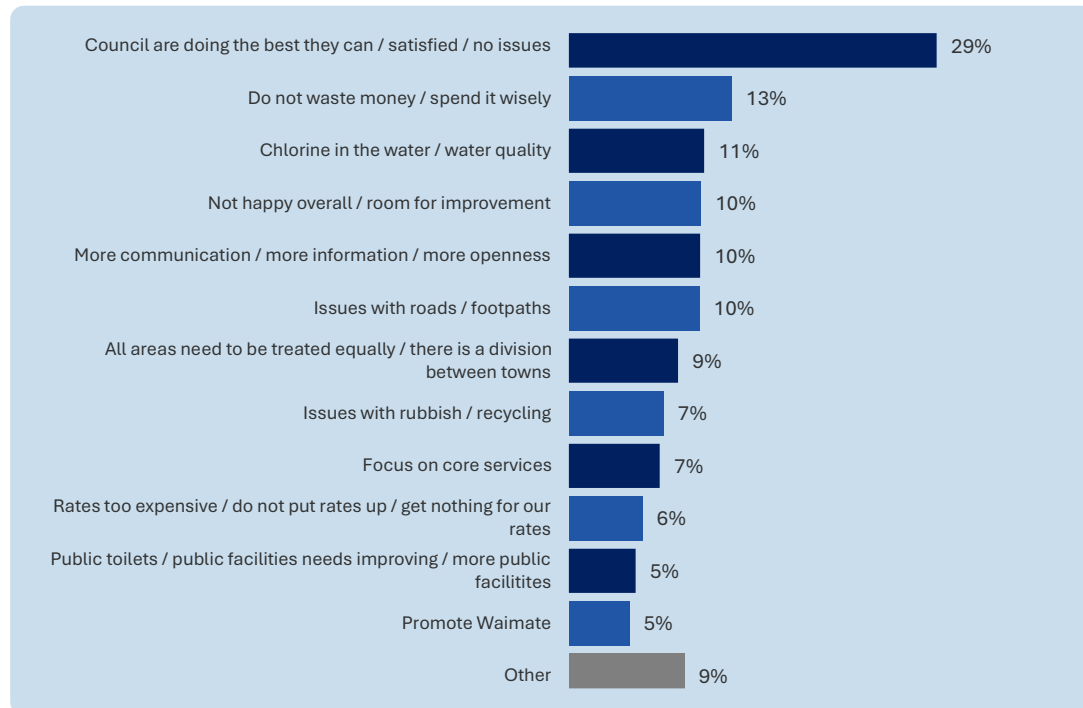
Between demographics

▲ Significantly higher
 ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- OVSF3. Now, thinking about ALL THE SERVICES of the Waimate District Council considering public facilities, water management services, roading, waste management and other services, how would you rate Waimate District Council for its OVERALL CORE SERVICE DELIVERABLES? n=379
- * Caution: Small sample size (n<30). Results are indicative only.

General Comments



- *I think the council does a good job with the resourcing it has.*
- *I feel as if the council is reasonably community focused, and I think as long as it continues in that direction Waimate will thrive.*
- *Waimate District is a great place to live. The staff are always helpful and courteous.*
- *I am retired, born here and back to live out my final years. I am happy to have done so, no regrets. Also, I appreciate all the work done by Council members.*
- *With a large geographical area and a small ratepayer base, it must be tough to fairly cover all requirements residents have.*
- *Coming to Waimate 53 years ago was one of the very best things we have done in our life. Lovely place to live. Thank you for doing such a great job of looking after us.*
- *Well done Waimate District Council. Keep up the good work.*
- *I am appreciative of the amenities, social facilities and outdoor tracks, park and reserves. I am proud to say to people it is a wonderful place to live and there is so much to offer.*

- *Cut costs, focus on necessities...*
- *Perhaps more money spent on improving the quality of our roads. Cut back on other spending such as grants.*
- *The Council needs to budget very carefully and not keep putting the rates up.*
- *Concerned about the high nitrogen in the ground around Glenavy way.*
- *Fix our water please, and thank you for making the roads in my area safer rather than just the same pothole repairs all the time.*
- *Try and stop the water tasting like bleach.*
- *Council needs to do a bit more in the community.*
- *All negative comments mainly come from interaction with council over rating errors.*
- *Just do something about footpaths. It is good to see the new driveway approaches are flat with no gaps. Great for wheelchairs.*

NOTES:

1. GEN. Are there any comment or feedback that you would like to make? n=148
2. Responses of 4% or lower are not displayed.

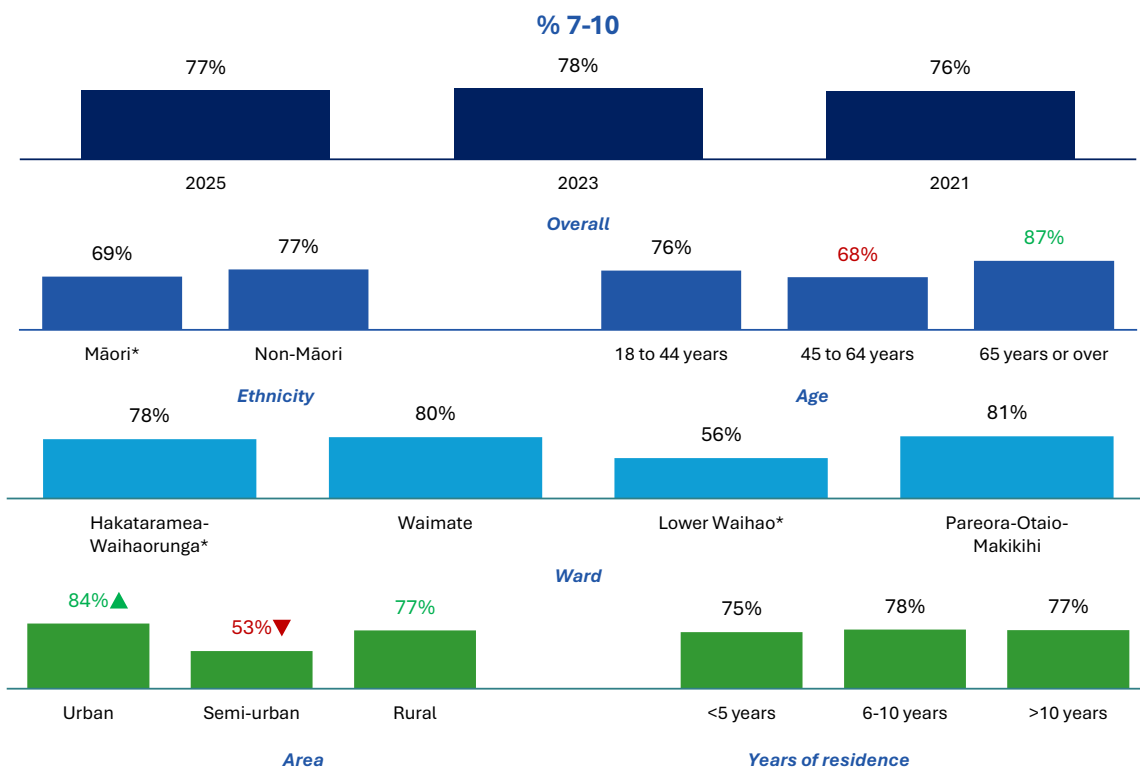
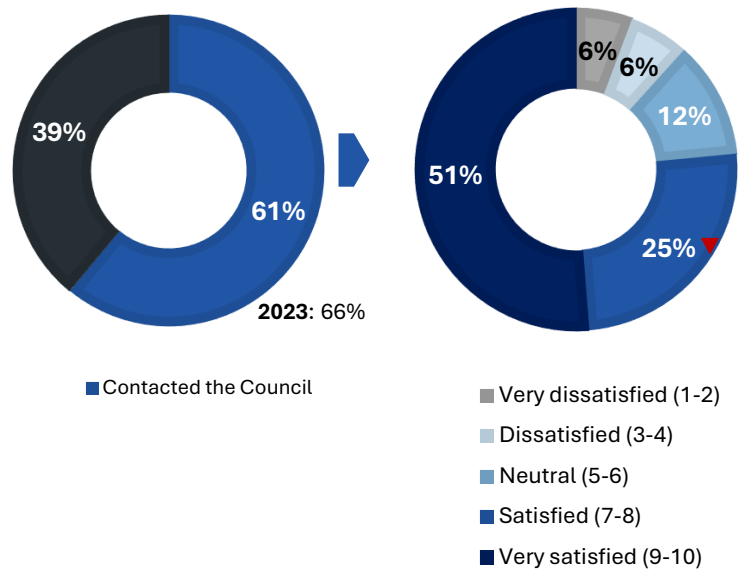


Contact with Council

Activities in this group include: Method of Contact and Service and Staff satisfaction

Overall Service Received

- Perceptions of the **Overall service received** (77%) when contacting the Council remain consistent since 2023.
- Residents were likely to mention *receiving little to no communication* after contacting the Council to raise an issue as a reason for their dissatisfaction. See page 57 for verbatim.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

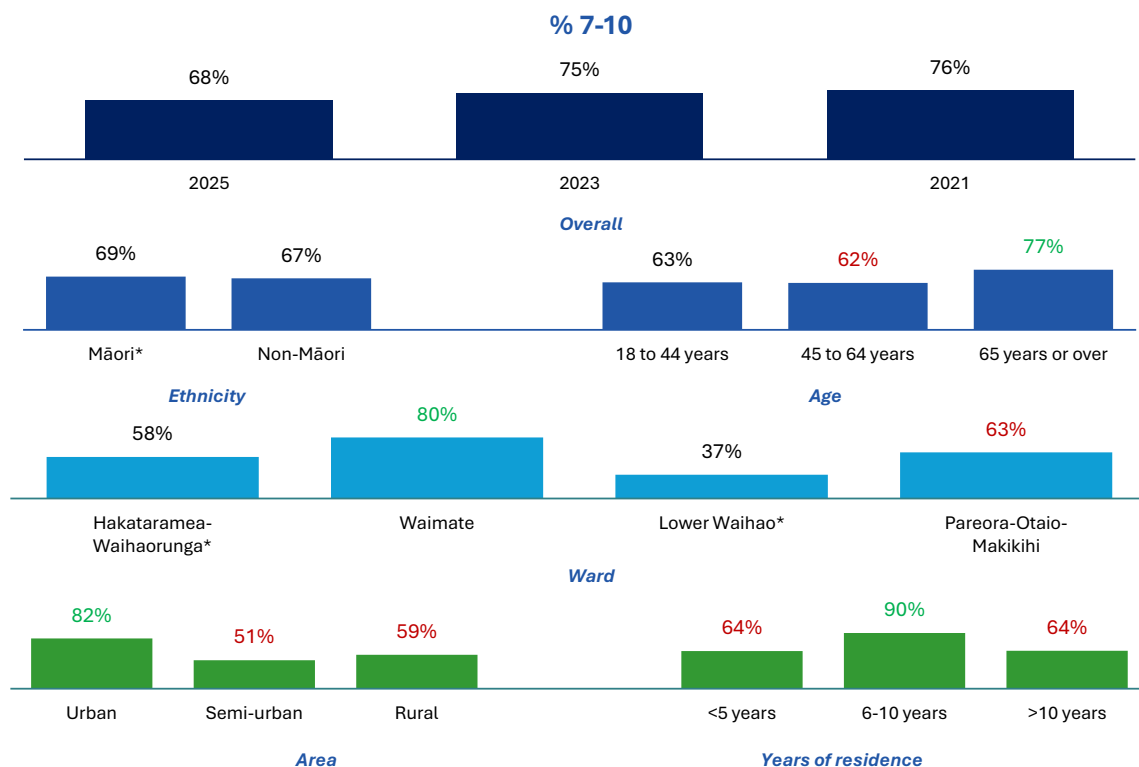
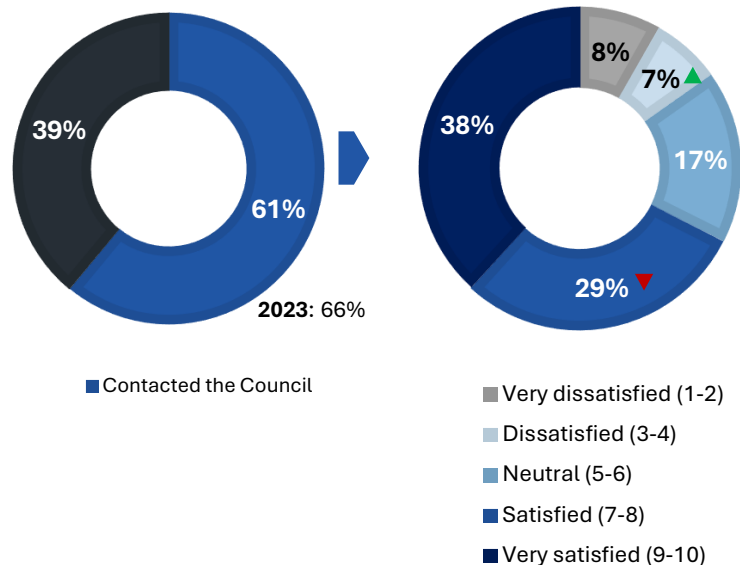
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- CC1. In the last 12 months, have you contacted the Council offices...? n=257
- CC2. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the overall service you received when you contacted Council staff? n=255
- * Caution: Small sample size (n<30). Results are indicative only.

Council Staff's Performance

- Nearly seven in ten residents (68%) who contacted the Council in the past 12 months are satisfied with **Council staff's performance**.
- However, there is room for improvement, particularly in cases where issues raised were not resolved or where residents did not receive any follow-up communication. See page 58 for verbatim.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

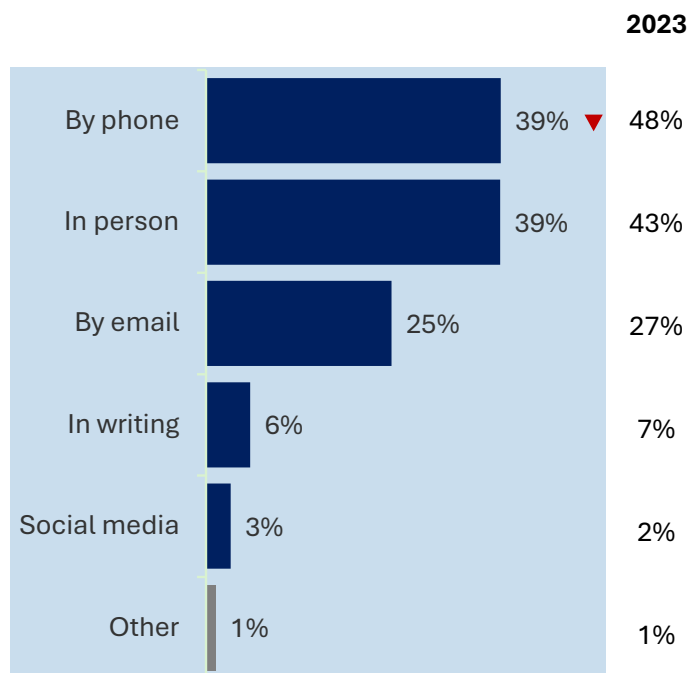
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- CC1. In the last 12 months, have you contacted the Council offices...? n=257
- CC4. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', thinking now about the Council staff, how would you rate the Council staff's performance overall in the last year? n=227
- * Caution: Small sample size (n<30). Results are indicative only.

Method of Contact

- **Phone** and **In-person** contact are the most common ways residents reached out to the Council in the past year, with 39% using each method. However contact by **Phone** has decreased significantly by 9% points since 2023.
- Meanwhile, one in four residents (25%) contacted the Council **By email**.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

NOTES:

1. CC1. In the last 12 months, have you contacted the Council offices...? n=405

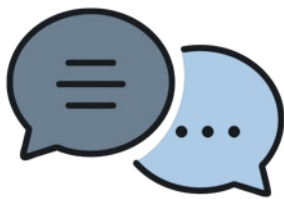
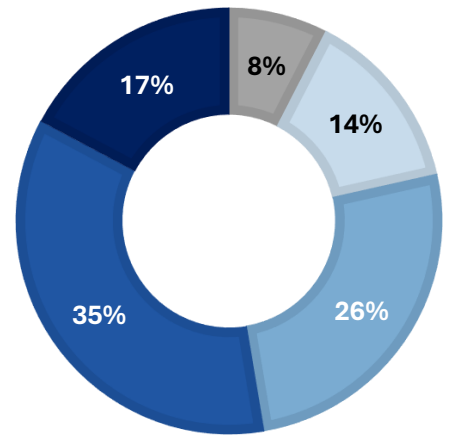


Information and Promotion

Activities in this group include: Sufficiency of Council Information, Awareness of 'Explore Waimate District' Promotion by Platforms, Preferred Way of Communication and Community Engagement

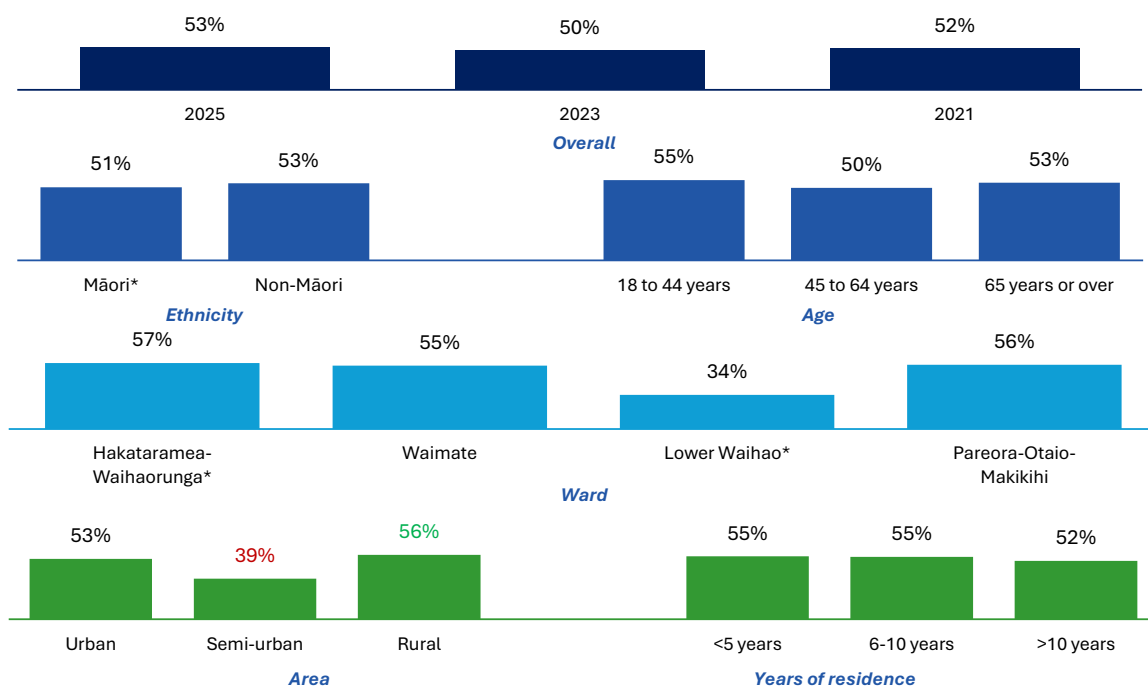
Sufficiency of Council Information

- Over one half (53%) of respondents are satisfied with the **Sufficiency of information Council supplies to the community.**
- Satisfaction is significantly higher among *Rural* residents compared to those in other areas, with 56% satisfied with this measure.



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
 ■ Neutral (5-6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)

% 7-10



Year-on-year

▲ Significantly higher
 ▼ Significantly lower

Between demographics

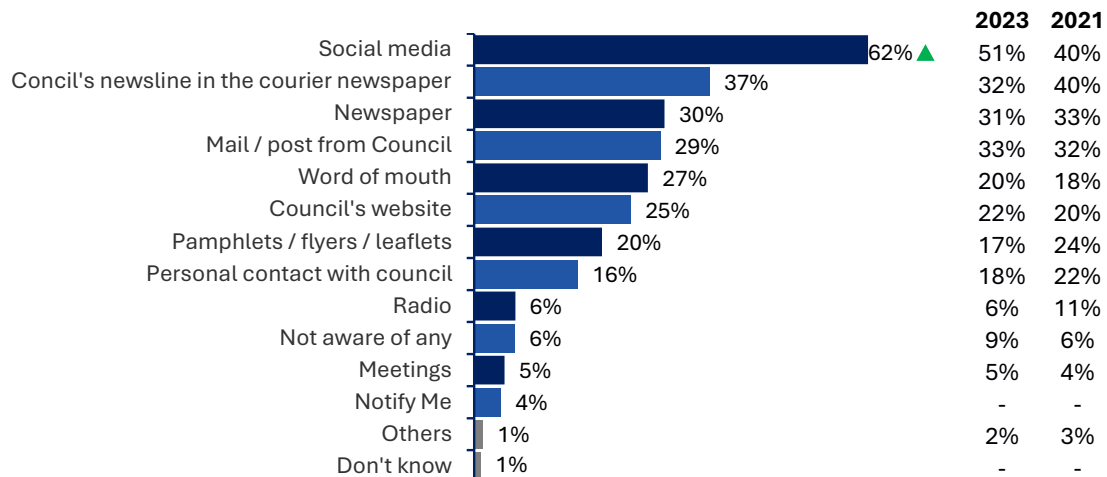
▲ Significantly higher
 ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- IP3. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', please rate your satisfaction with the sufficiency of information Council supplies to the community. n=369
- * Caution: Small sample size (n<30). Results are indicative only.

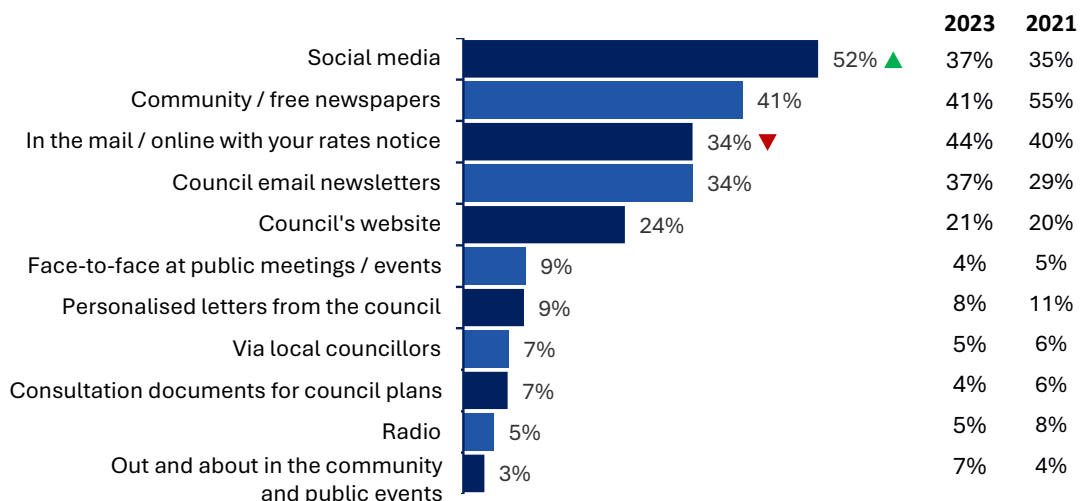
Sources of Information about the Council

- Residents primarily hear or see information about the Council through **Social media** (62%), showing a significant increase since 2023 (51%).
- There has also been an increase in residents seeing or hearing about the Council through **Word of mouth**, rising from 20% in 2023 to 27% in 2025.



Preferred Way of Staying Informed

- Social media** (52%) is now the most preferred way for residents to stay up to date with the Council, which is consistent with how they have seen or heard information in the past three months.
- Although still relatively high, the preference for receiving updates **In the mail or with online rates notices** has significantly declined, from 44% in 2023 to 34% in 2025.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

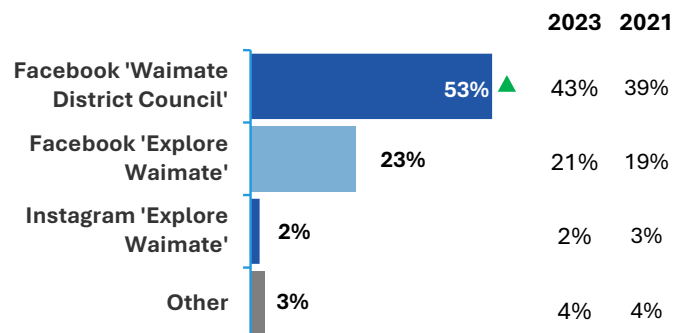
▲ Significantly higher
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NOTES:

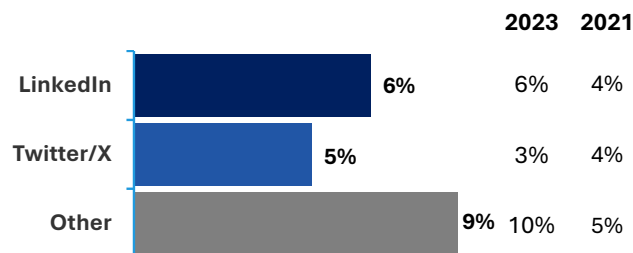
- IP1. In the last 3 months, where or from whom do you see, read or hear information about Waimate District Council? n=405
- IP2. What would be your preferred way to keep up-to-date with what Waimate District Council is doing? n=405

Social Media Pages Followed by Residents

- Over half (53%) of residents follow the Waimate District Council on **Facebook**, while 23% follow **Explore Waimate**.

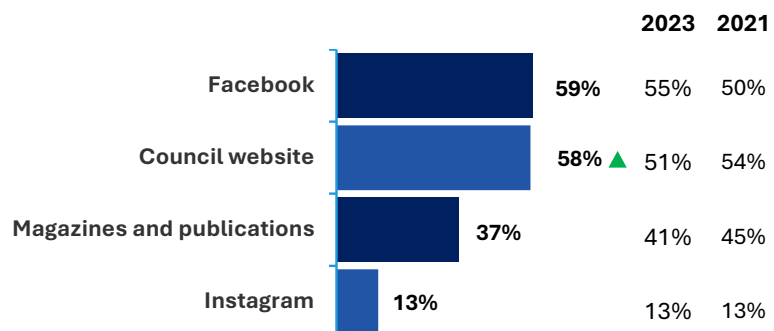


Other Platforms Being Used by Residents that are not Being Used by Council



Awareness of 'Explore Waimate District' Promotion via Platforms

- Awareness of the Council's promotion of the District through the 'Explore Waimate District' brand is reasonably high, with 59% of residents aware of its presence on **Facebook** and 58% aware of it being used on the **Council website**.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

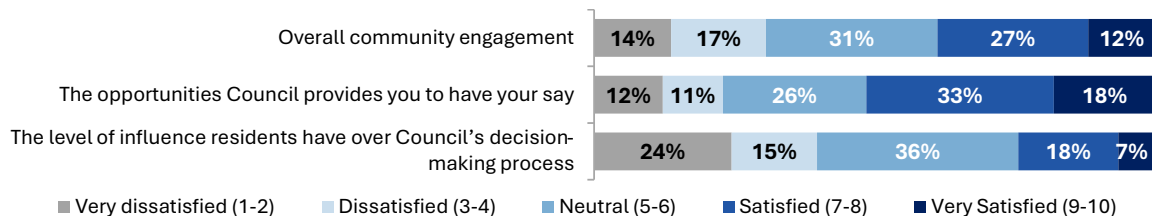
NOTES:

- IP7. Are you aware that Council promotes the District to visitors and locals using the 'Explore Waimate District' brand via the following platforms? n=405
- IP4. Which of the following Council social media pages do you follow? n=405
- IP6. What platforms or channels are you using that are not being used by Council? n=405

Page 18

Community Engagement

- Residents' satisfaction with **The quality and level of community engagement in the Waimate District** (39%) remains relatively consistent, with a 3% point increase since 2023 (36%).
- The perception of **The opportunities Council provides to residents to have their say** has significantly increased since 2023, rising from 43% to 51% in 2025.
- Residents aged 65 or above are more likely to be satisfied (59%) with the opportunities Council provides them to have their say. A significant increase has also been observed among middle-aged residents (aged 45–64), rising from 39% in 2023 to 53% in 2025.
- Satisfaction with the **Level of influence residents have over the Council's decision-making process** is low, at just 24%
- Among those who provided comments, 33% expressed that they feel there is **Not enough consultation or that the Council does not listen to ratepayers**. See page 66 for verbatim.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Overall community engagement	39% ▲	36%	37%	53%	38%
The opportunities Council provides you to have your say	51%	43%	47%	77%	50%
The level of influence residents have over Council's decision-making process	24%	19%	21%	28%	24%

% 7-10	18 to 44 years	45 to 64 years	65 years or over
Overall community engagement	42%	34% ▲	42%
The opportunities Council provides you to have your say	44%	53%	59%
The level of influence residents have over Council's decision-making process	25%	23%	26%

% 7-10	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Overall community engagement	49%	42%	18%	38%
The opportunities Council provides you to have your say	48%	54%	45%	50%
The level of influence residents have over Council's decision-making process	27%	26%	20%	21%

NOTES:

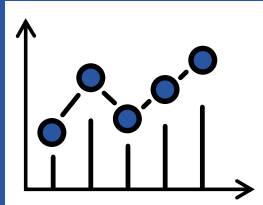
- Excludes 'Don't know' responses
- CE1. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', please rate your satisfaction with the following:
- Opportunities to have a say n=360
- The level of influence you have over Council's decision-making process n=332
- CE3. Overall, thinking about the level of opportunity provided by Council to have your say and the level of influence you have over its decision-making process, how satisfied are you with the quality and level of the community engagement in the Waimate District? n=356
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

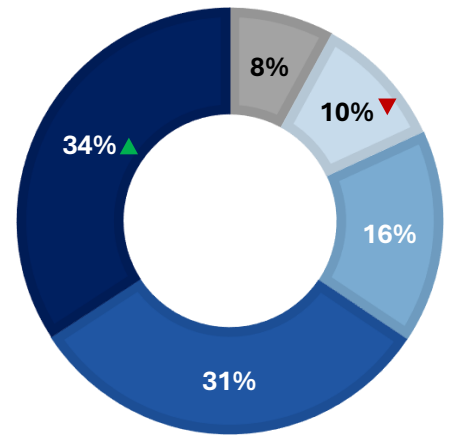
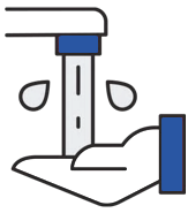


Services and Infrastructure

Activities in this group include: Water management, Roading and footpaths, Waste management, Consent services, Public facilities, Parks, Reserves and Gardens, Core services, Emergency management and Other services

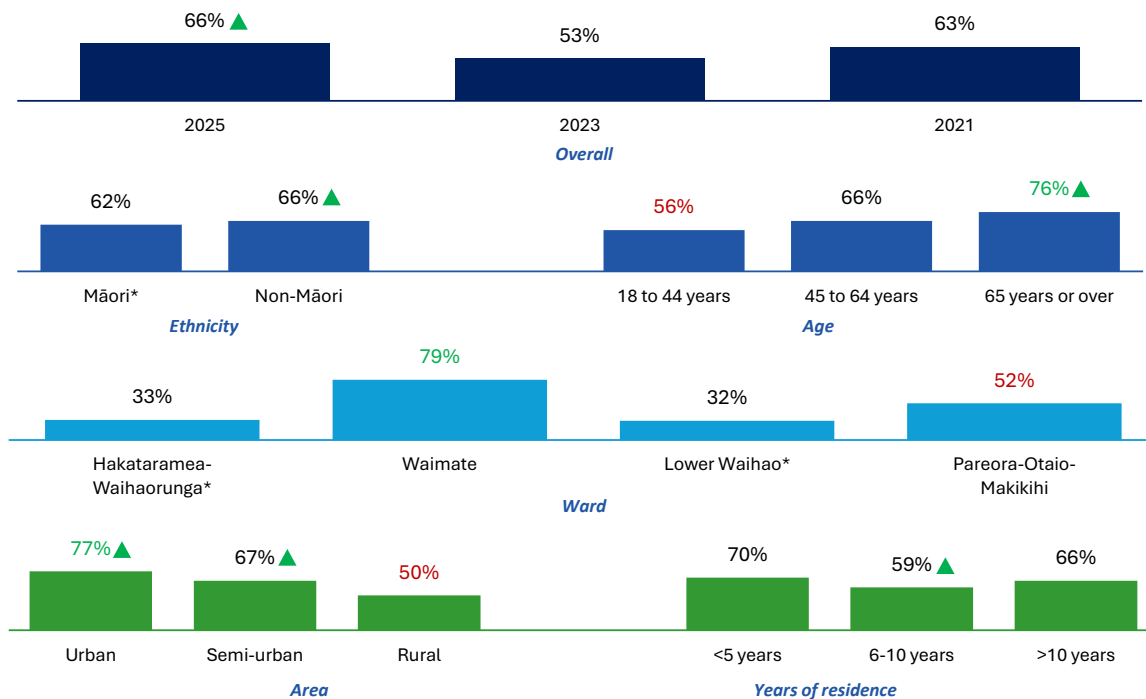
Water Management

- A significantly higher number of residents (66% vs 53%) report satisfaction with the Council's **Overall water management** since 2023.
- Residents of the **Waimate ward** (79%) are significantly more likely to be satisfied with this service, including **Water supply** (79%), than residents of other wards.



■ Very dissatisfied (1-2) ■ Dissatisfied (3-4)
 ■ Neutral (5-6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)

% 7-10



Year-on-year

▲ Significantly higher
 ▼ Significantly lower

Between demographics

▲ Significantly higher
 ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- TW10. And overall, when you think about the supply of water, stormwater services and the sewerage system, how would you rate your satisfaction with Council overall for its management of water in the district? n=336
- * Caution: Small sample size (n<30). Results are indicative only.

Water Supply

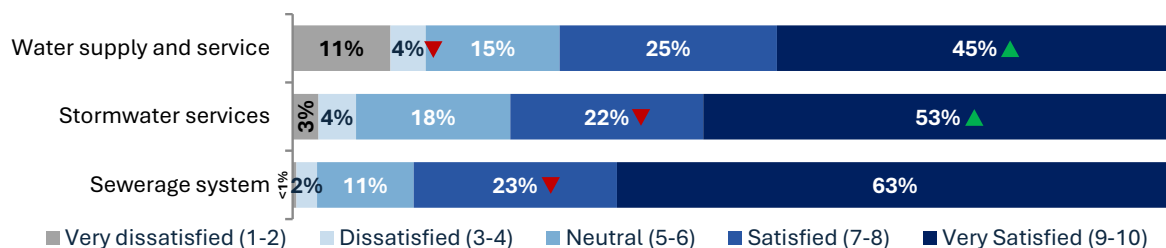
- Among connected residents, seven in ten (70%) are satisfied with the **Water supply**, showing a 4% point increase since 2023 (66%).
- The proportion of very satisfied residents (those who gave a rating of 9-10 on the 10-point scale) has significantly increased, from 37% in 2023 to 45% in 2025.

Stormwater Services

- 75% of connected residents are satisfied with the Council's **Stormwater services**, which remains relatively consistent since 2023 (78%).
- Residents aged 65 and over (85%) are significantly more likely to be satisfied with this service than other age groups. In contrast, satisfaction among residents aged 18–44 has significantly declined, from 83% in 2023 to 62% in 2025.

Sewerage System

- Despite the decline since 2023, the **Sewerage system** received the highest satisfaction rating of 86% amongst all Council-provided water services.



% 7-10		2025	2023	2021	Māori*	Non-Māori
Water supply and service		70%	66%	77%	57%	71%
Stormwater services		75%	78%	71%	78%	75%
Sewerage system		86%	91%	93%	83%	87%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Water supply and service	60%	73%	77%	36%	79%	35%	64%
Stormwater services	62% ▼	75%	85%	-	75%	-	79%
Sewerage system	78%	87%	92%	-	87%	100%	76%

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

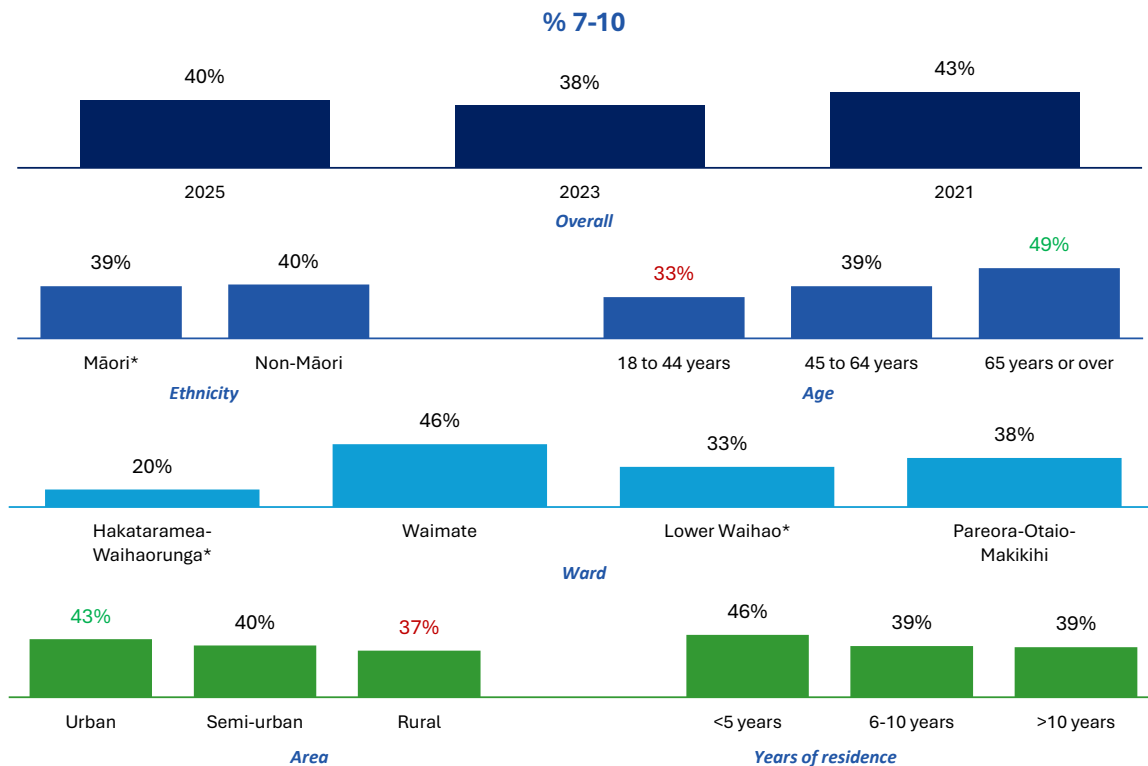
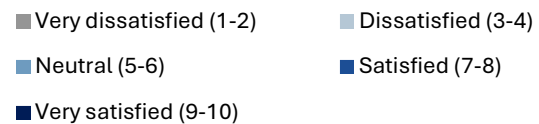
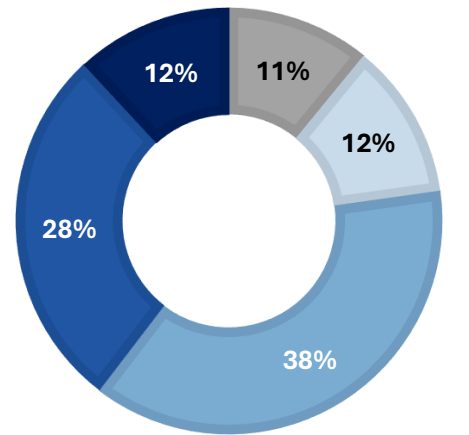
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- Questions TW2, TW5, and TW8 are asked only to those currently receiving the service. Excludes 'Don't know' responses
- TW2. How satisfied are you with Council's water supply and service? n=322
- TW5. How satisfied are you with Council's stormwater services? n=169
- TW8. How satisfied are you with Council's sewerage system and service? n=200
- * Caution: Small sample size (n<30). Results are indicative only.

Overall roads and footpaths

- Satisfaction with the **Overall roads and footpaths** and related measures remains consistent since 2023. Four in ten residents (40%) are satisfied with the **Overall roads and footpaths**.
- Residents aged 65 or over (49%) are significantly more satisfied with **Overall roads and footpaths** compared to younger residents aged 18–44 (33%). Older residents also show a significant increase in satisfaction with all related measures.



Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- RF3. How satisfied are you with Waimate District Council for its overall performance regarding ROADING and FOOTPATHS? n=392
- * Caution: Small sample size (n<30). Results are indicative only.

Footpaths

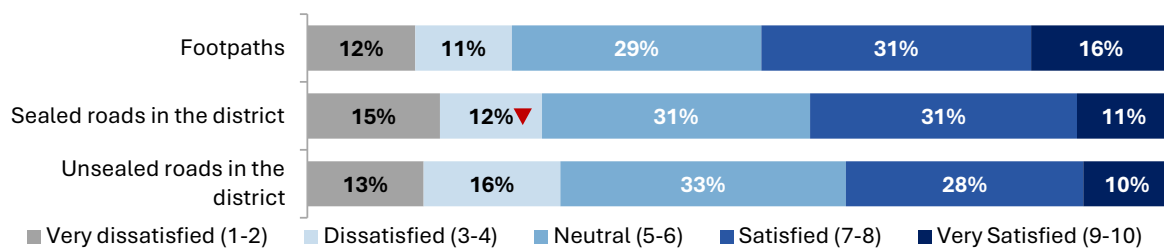
- Nearly five in ten residents (47%) are satisfied with the district's **Footpaths**.

Sealed roads in the district

- 42% of residents are satisfied with the **Sealed roads** in the district. However, over a quarter (27%) are dissatisfied.

Unsealed roads in the district

- There has been a gradual increase in satisfaction with **Unsealed roads** in the district, from 33% in 2021, to 35% in 2023, and now 38% in 2025.
- Among dissatisfied residents, the main reasons stated for their dissatisfaction are **Potholes, corrugations, or uneven surfaces** (32%), followed closely by safety concerns such as **Poor road conditions or lack of maintenance** (30%). Concerns surrounding **Gravel roads not being maintained or graded regularly** (25%) were also commonly mentioned. See page 59.



% 7-10		2025	2023	2021	Māori*	Non-Māori
Footpaths		47%	44%	50%	31%	49%
Sealed roads in the district		42%	40%	42%	39%	42%
Unsealed roads in the district		38%	35%	33%	36%	38%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Footpaths	52%	41%	49% ▲	60%	45%	46%	50%
Sealed roads in the district	34%	36%	58% ▲	21%	46%	42%	40%
Unsealed roads in the district	36%	34%	45% ▲	14%	43%	23%	46% ▲

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

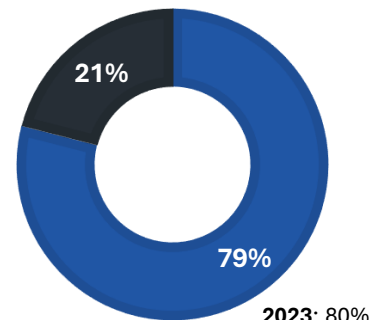
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- RF1. Now thinking about footpaths and Council roads – excluding State Highways 1 and 82 which are not Council roads, how satisfied are you with the following?
 - Footpaths n=349
 - Sealed roads n=393
 - Unsealed roads n=355
- * Caution: Small sample size (n<30). Results are indicative only.

Overall Waste Management

- Almost eight in ten residents (79%) report receiving the **Council's regular rubbish and recycling collection service**, remaining consistent with 2023 (80%).
- Among these residents, 75% are satisfied with the overall service.



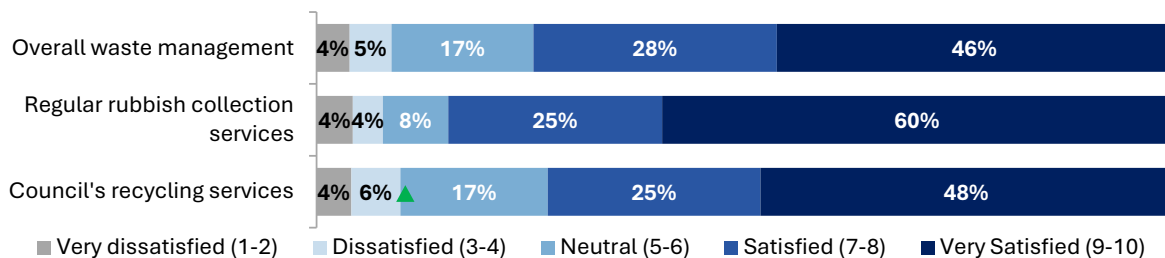
■ Council's Rubbish and Recycling Service Availability

Regular Rubbish Collection Services

- Satisfaction with **Regular rubbish collection services** remain consistent at 85%.

Council's Recycling Services

- Despite a significant decline of 7% points, **Council recycling services** received a high satisfaction score of 73%.
- The significant decline is likely driven by a significant decrease in satisfaction among residents aged 18–44 years, from 88% in 2023 to 72% in 2025.
- Amongst those who provided a comment for **Overall waste management**, a common concern included **Bins being too small** (28%) and **Need for more recycling facilities** (19%).



% 7-10	2025	2023	2021	Māori*	Non-Māori
Overall waste management	75%	77%	62%	74%	75%
Regular rubbish collection services	85%	85%	68%	94%	84%
Council's recycling services	73% ▼	80%	64%	62%	74% ▼

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Overall waste management	73% ▼	70%	81%	38%	84%	51%	78%
Regular rubbish collection services	86%	79%	88%	49%	90%	71%	82%
Council's recycling services	72% ▼	69%	79%	45%	82%	51%	74%

NOTES:

- Excludes 'Don't know' responses
- WM1. Where you live, does the Council provide a regular rubbish and recycling collection service? Yes n=339
- WM4. Thinking about the rubbish collection and recycling services in the district, how satisfied are you with the Waimate District Council for its overall WASTE MANAGEMENT? n=365
- WM2. How satisfied are you with the following waste management services provided by Council?
- Regular rubbish collection services n=343
- Council's recycling services n=360
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Other Services

- Overall satisfaction with the **Council's Other services** (71%) has increased by 7% points since 2023 (64%).

Building Control

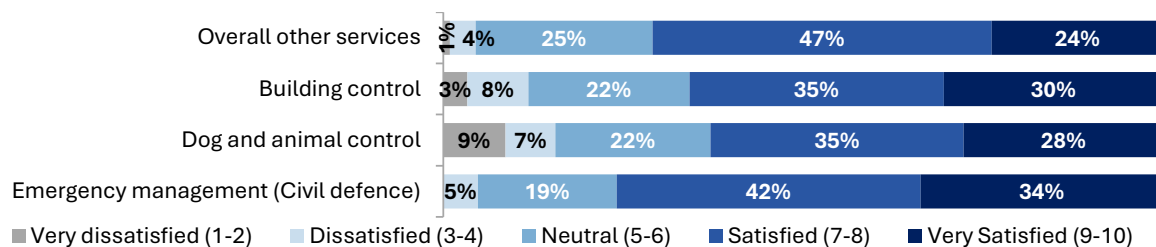
- Two thirds (66%) of residents are satisfied with the Council's **Building control**.

Dog and Animal Control

- 63% of residents rated Dog and Animal Control between 7-10 out of 10, consistent with the 62% recorded in 2023.
- Residents raised concerns about **Animal control being too slow to respond or lacking altogether** (43%). Additionally, 40% of those who commented mentioned issues with **Roaming, unregistered, and barking dogs**. See page 60 for verbatim.

Emergency Management (Civil Defence)

- Among the Council's other services, **Emergency Management** received the highest satisfaction rating, with over three-quarters of residents (76%) expressing satisfaction.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Overall other services	71%	64%	68%	100%	69%
Building control	66%	68%	65%	100%	64%
Dog and animal control	63%	62%	59%	72%	62%
Emergency management (Civil defence)	76%	75%	77%	100%	75%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Overall other services	68%	71%	75%	45%	78%	53%	73%
Building control	58%	72%	66%	38%	72%	32%	82%*
Dog and animal control	66%	59%	63%	42%	65%	57%	68%
Emergency management (Civil defence)	64%	80%	82%▲	24%	78%	66%	92%

NOTES:

- Excludes 'Don't know' responses
- OS1. How satisfied are you with the following services or facilities?
 - Building control n=126
 - Dog and animal control n=254
 - Emergency management n=196
- OS3. Thinking about the OTHER services of the Waimate District Council considering building control, animal control, and emergency management, how satisfied are you with the Waimate District Council for these OTHER services overall? n=262
- * Caution: Small sample size (n<30). Results are indicative only.

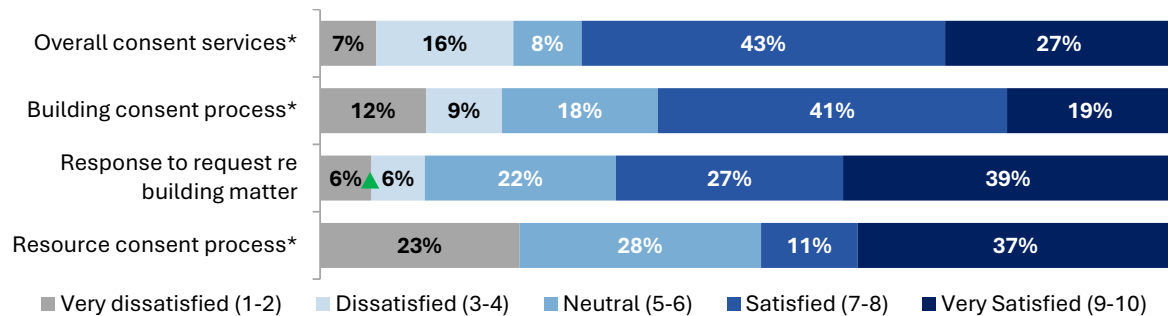
Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Consent Services



% 7-10	2025	2023	Māori*	Non-Māori
Overall consent services*	69%	83%	100%	67%
Building consent process*	60%	89%	0%	69%
Response to request re building matter	65%	78%	68%	35%
Resource consent process*	48%	84%	-	48%

% 7-10	18 to 44 years	45 to 64 years	65years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Overall consent services*	60%	87%	65%	-	63%	60%	100%
Building consent process*	60%	58%	63%	-	41%	83%	79%
Response to request re building matter	59%	74%	62%	33%	71%	40%	76%
Resource consent process*	0%	100%	29%	-	28%	0%	100%

NOTES:

- Excludes 'Don't know' responses
- CON9. Thinking about CONSENT services of the Waimate District Council taking into consideration both building and resource; how would you rate Waimate District Council for these CONSENT services overall? n=19
- CON2. How satisfied were you with the building consent process? (Asked only to those who contacted the Council for building consent n=20)
- CON4. How would you rate the Council's response to your request for service for a building-related matter? Would you rate it? n=103
- CON7. How satisfied were you with the resource consent process? (Asked only to those who contacted the Council for resource consent n=6)
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

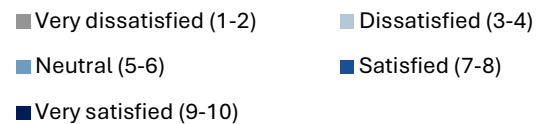
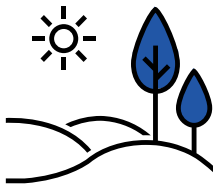
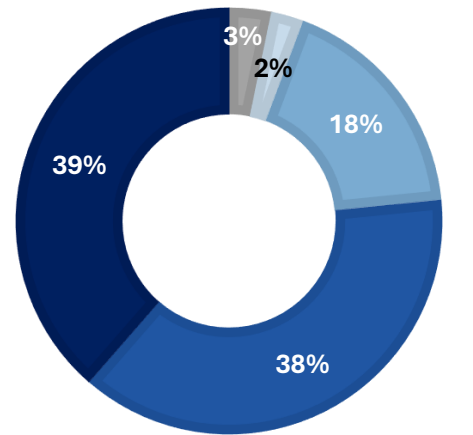
▲ Significantly higher
▼ Significantly lower

Between demographics

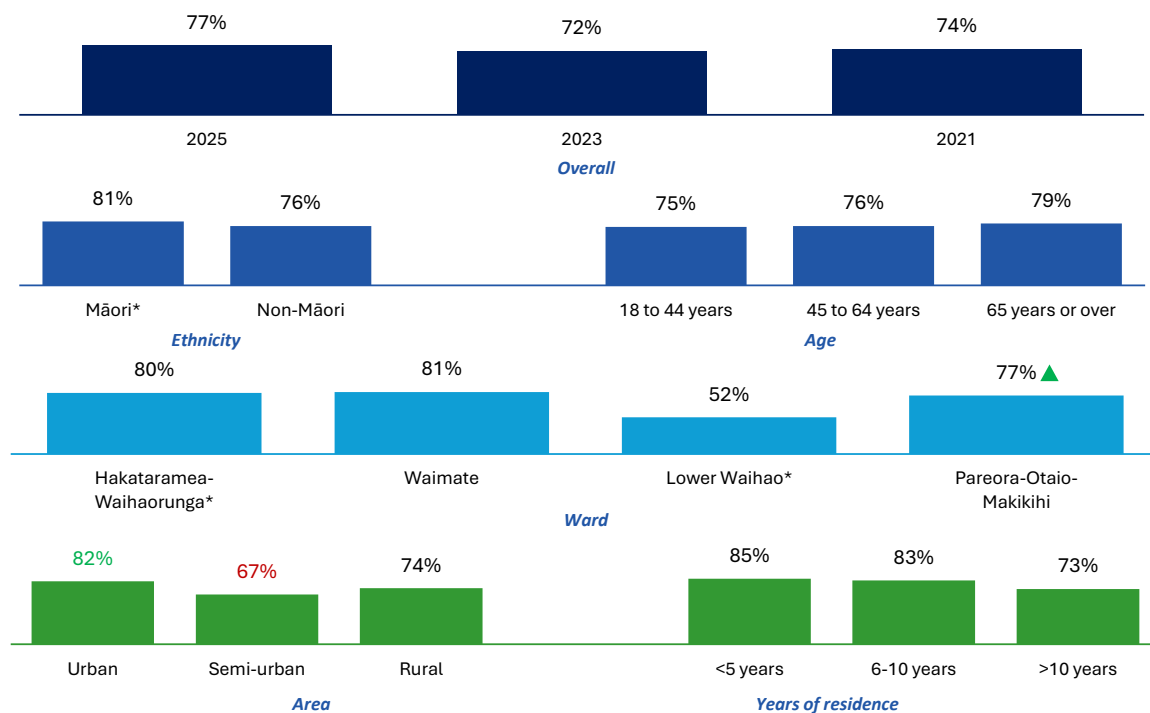
▲ Significantly higher
▼ Significantly lower

Overall Facilities

- Nearly eight in ten residents (77%) are satisfied with the district's Public facilities, an increase of 5% points since 2023.



% 7-10



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

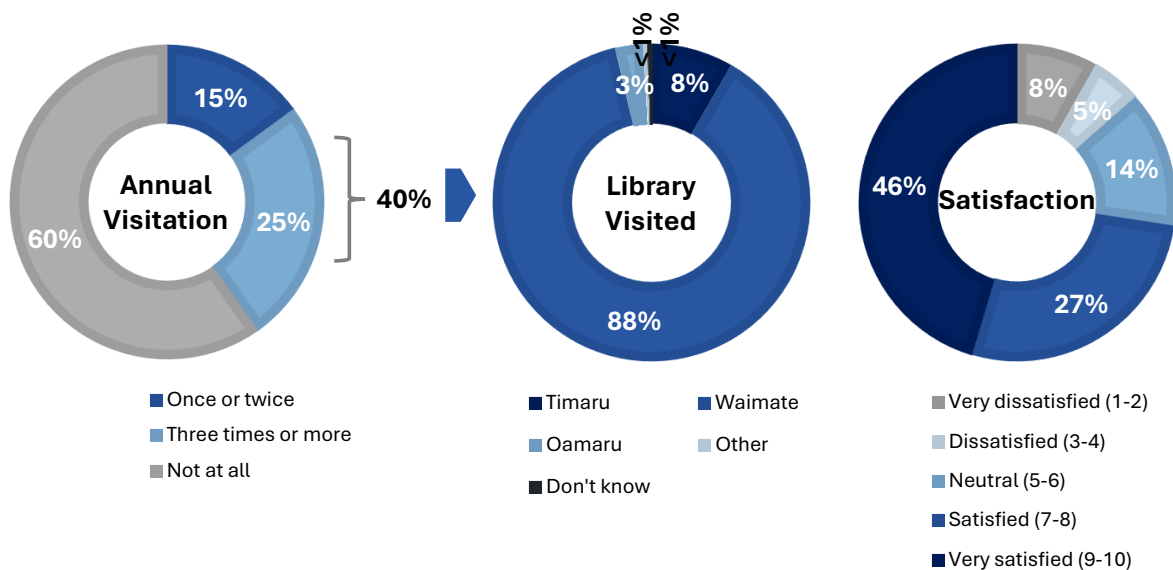
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- SF4. Thinking about the Council-maintained facilities, how satisfied are you overall with the Council for the PUBLIC FACILITIES it provides? n=347
- * Caution: Small sample size (n<30). Results are indicative only.

District Library

- 40% of residents have visited a **District library** in the past year.
- The **Waimate Library** is the most visited library in the district, with 88% of library users having visited, while only 8% have visited the Timaru library.
- Among visitors, **Overall satisfaction with the library** remains high at 73%. However, satisfaction has declined significantly among visitors **aged 18–44**, from 83% in 2023 to 70% in 2025.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Satisfaction with District Library	73%	76%	70%	69%	73%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Satisfaction with District Library	70% ▼	69%	78%	69%	76%	49%	72%

NOTES:

- SF1. In the last year, how frequently have you, or a member of your household, used or visited the following public facilities provided by the Waimate District Council? Visited n=181
- SF1b. When you or a member of your household use or visit a District library, which one do you mainly go to? n=181
- Excludes 'Don't know' responses
- SF2. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with the public facilities provided by Council? n=273

Year-on-year

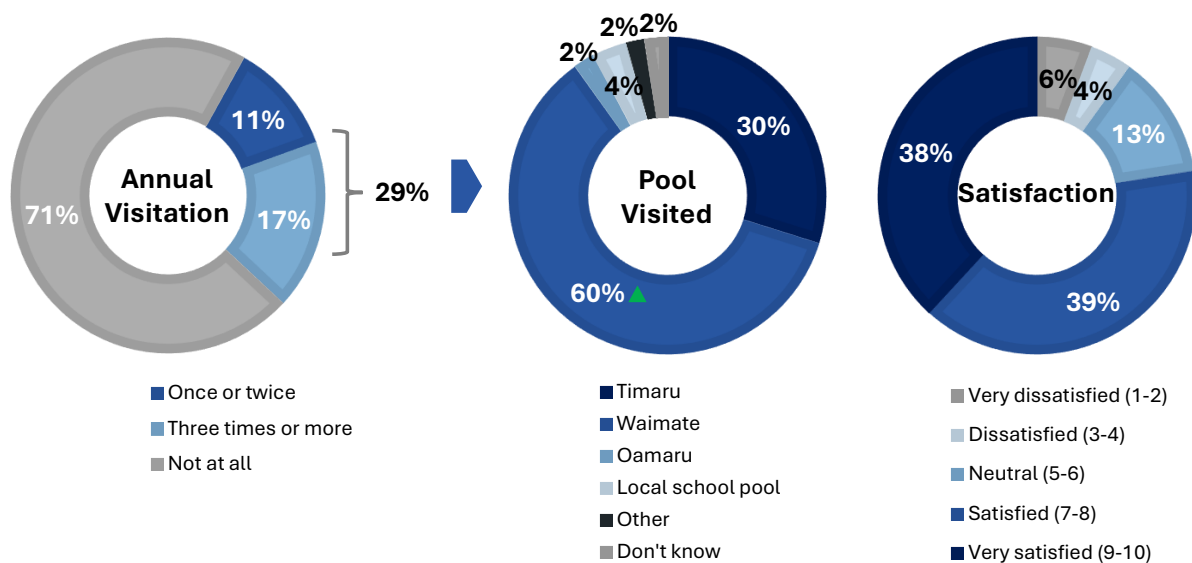
▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Public Swimming Pool

- Nearly three in ten residents (29%) have visited a **Public swimming pool** at least once in the last year. The most frequently visited public swimming pool is **Waimate** (60%).
- Among residents who have visited a public swimming pool, 77% are satisfied with the facility they visit.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Satisfaction with Public Swimming Pool	77%	73%	62%	100%	77%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Satisfaction with Public Swimming Pool	82%	76%	72%	78%	79%	60%	82% ▲

NOTES:

- SF1. In the last year, how frequently have you, or a member of your household, used or visited the following public facilities provided by the Waimate District Council? Visited n=115
- SF1a. When you or a member of your household use or visit a public swimming pool, which one do you mainly go to? n=115
- Excludes 'Don't know' responses
- SF2. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with the public facilities provided by Council? n=210

Year-on-year

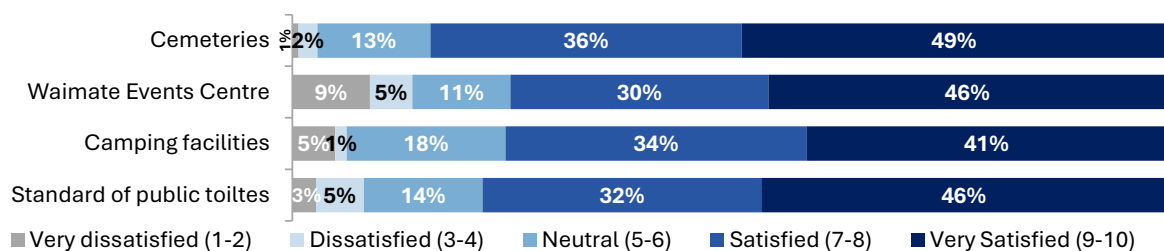
▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Other Public Facilities

- **Cemeteries** remain as one of the highest-rated facilities in the district, with 84% of residents satisfied.
- The **Events Centre** received a 75% satisfaction score, remaining consistent with the 2023 score of 76%.
- Overall satisfaction with **Camping facilities** is 76%, a decline from 82% in 2023. While satisfaction among residents aged 44–64 remains high at 76%, this marks a significant decline from 89% in 2023.
- Satisfaction with the **Standard of public toilets** has significantly increased since 2023, rising from the lowest-rated to one of the highest-rated public facilities at 78%.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Cemeteries	84%	83%	82%	83%	84%
Waimate Events Centre	75%	76%	78%	69%	75%
Camping facilities	76%	82%	76%	69%	76%
Standard of public toilets	78%	66%	61%	93%	77%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Cemeteries	84%	82%	87%	85%	87%	88%	68%
Waimate Events Centre	74%	73%	80%	80%	73%	66%	85%
Camping facilities	77%	76% ▼	73%	80%	79%	48%	81%
Standard of public toilets	75%	75%	86% ▲	85%	80% ▲	74%	71%

NOTES:

- Excludes 'Don't know' responses
- SF2. Using a scale of 1 to 10 where 1 means 'very dissatisfied' and 10 means 'very satisfied', how satisfied are you with the public facilities provided by Council?
 - Cemeteries n=218
 - Waimate Events Centre n=290
 - Camping facilities n=230
 - Standard of public toilets n=284
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

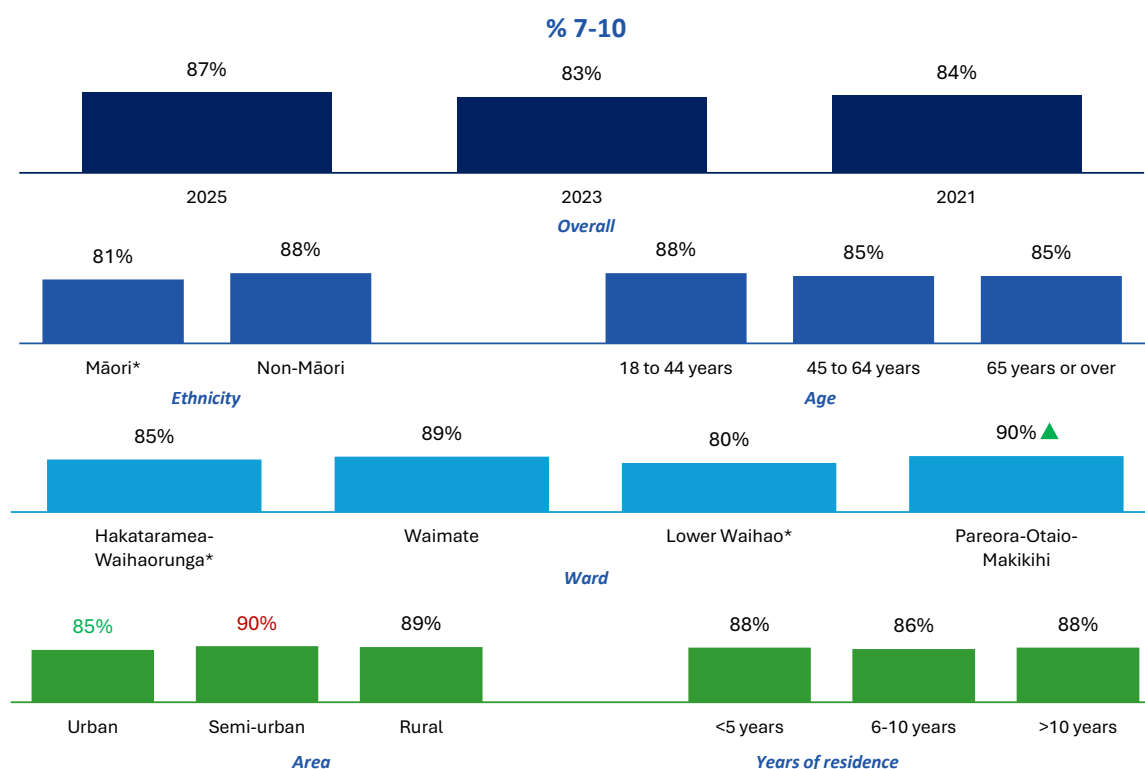
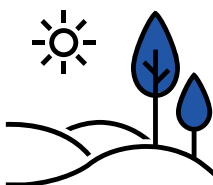
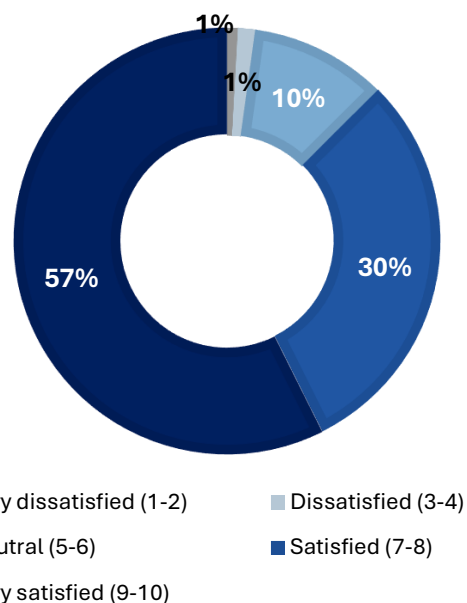
▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Parks, Reserves and Gardens

- **Parks, reserves and gardens** remain the highest-rated facility in the district, with 87% of residents satisfied.
- Almost all residents (90%) in the *Pareora-Otaio-Makikihi* ward are satisfied with the facility.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

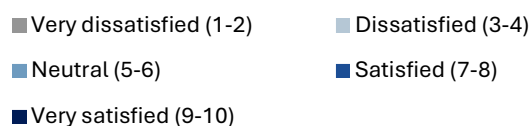
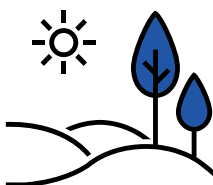
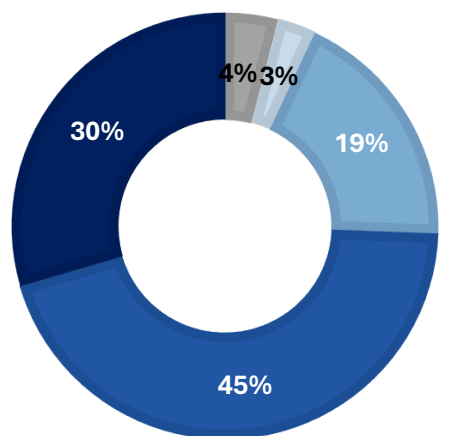
▲ Significantly higher
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NOTES:

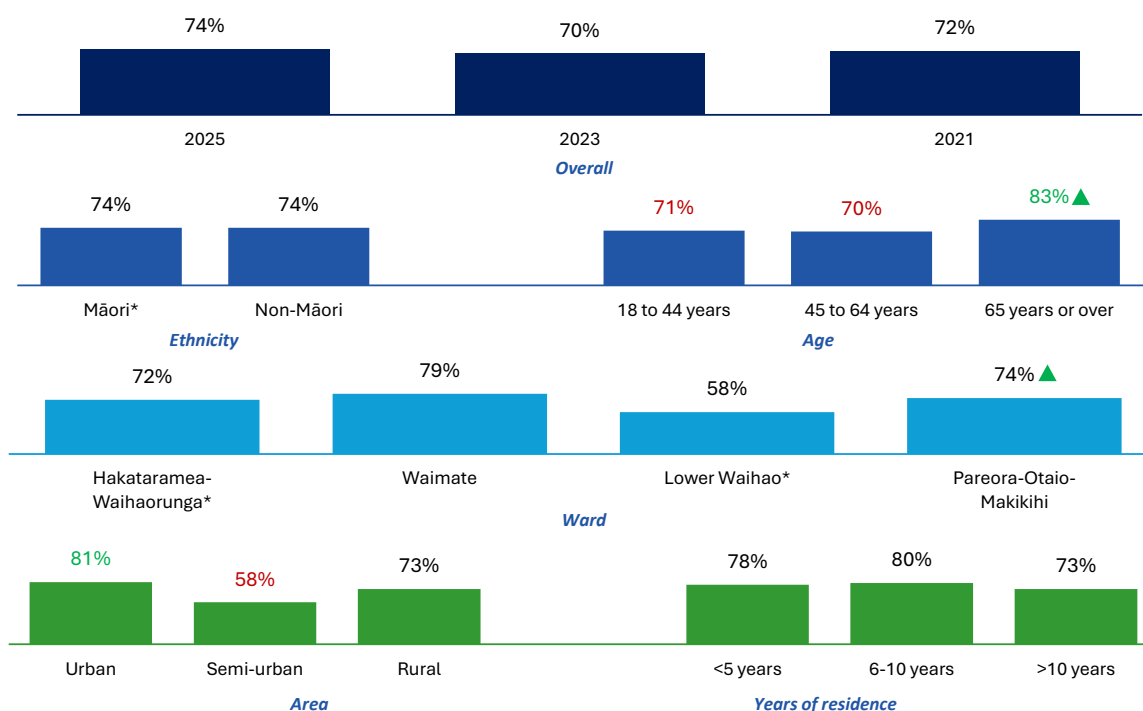
1. Excludes 'Don't know' responses
2. SF5. How satisfied are you with PARKS, RESERVES AND GARDENS in the District? n=361
3. * Caution: Small sample size (n<30). Results are indicative only.

Range of services and Facilities Available

- 74% of residents gave a satisfaction rating of 7-10 out of 10 for the **Range of facilities available in the district.**



% 7-10



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

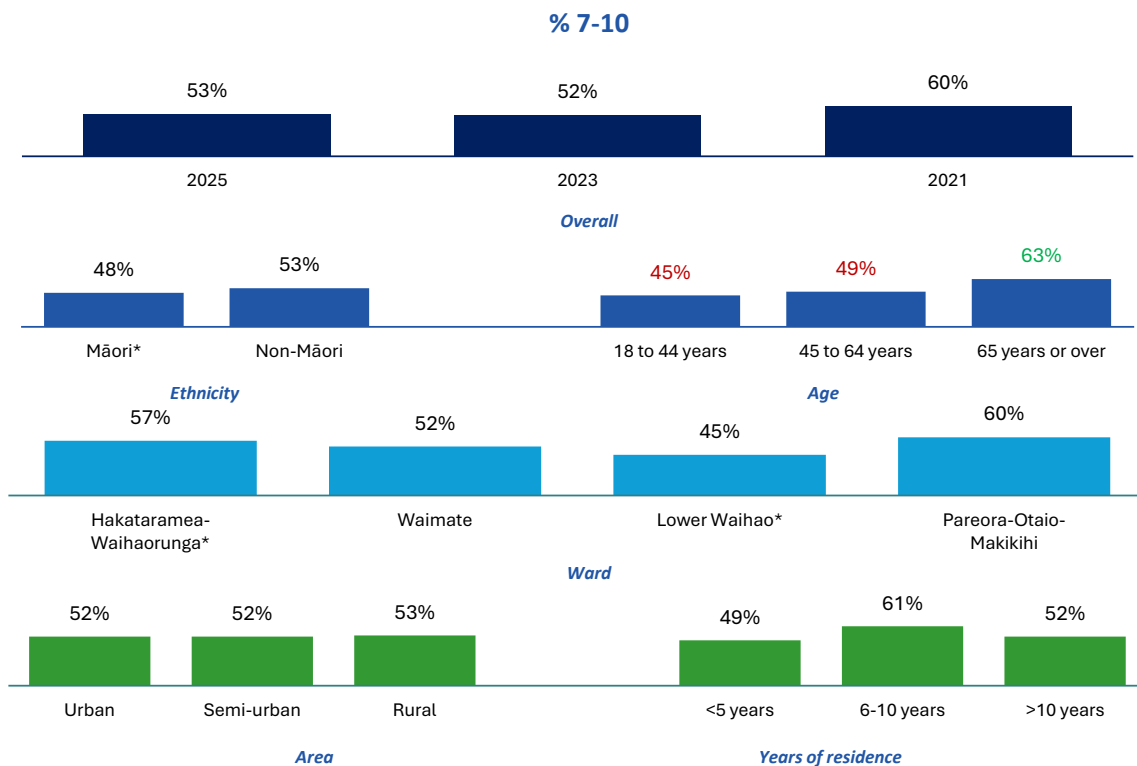
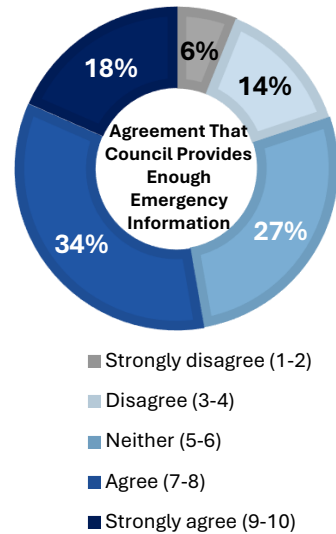
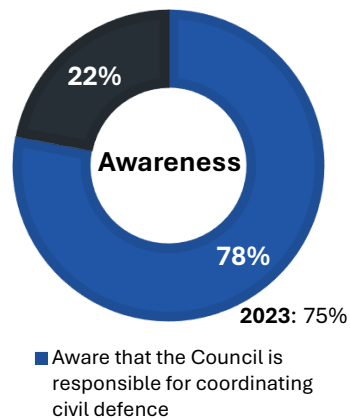
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- OVSF1. The Waimate District Council is responsible for a number of services and facilities in the District. These range from the basic necessities ensuring good health and quality of life, through to recreational facilities for residents to use and other services that ensure the prosperity and wellbeing of the District. How satisfied are you with the range of services and facilities available? n=360
- * Caution: Small sample size (n<30). Results are indicative only.

Emergency Management

- The majority of the Waimate district residents (78%) are **Aware that the Council is responsible for coordinating civil defence.**
- Over half (53%) of residents agree that **Council provides enough information for households to cope in the event of an emergency.**
- Agreement is significantly high among residents aged 65 or above compared to other age groups (63% vs 45-49%).



NOTES:

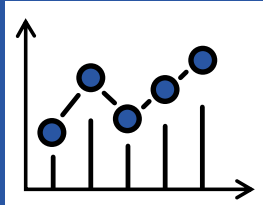
- Excludes 'Don't know' responses
- EM1. Before now, were you aware that Council is the organisation responsible for co-ordinating Civil Defence in the District? Yes n=328
- EM2. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree that Council provides enough information for households to cope in the event of an emergency? n=280
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

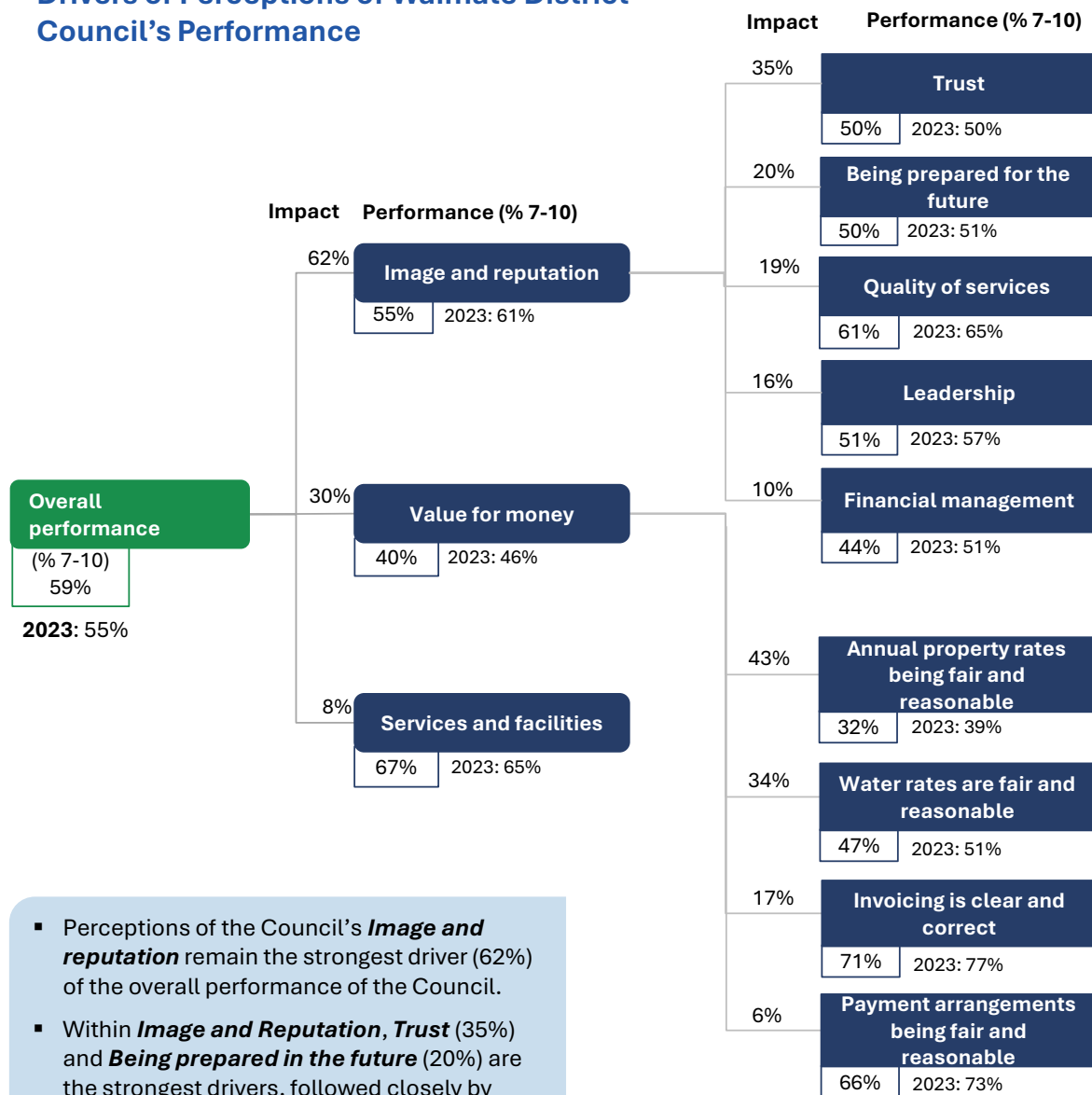
▲ Significantly higher
▼ Significantly lower



Drivers of Overall Satisfaction

Activities in this group include: Drivers of satisfaction and Opportunity and priorities

Drivers of Perceptions of Waimate District Council's Performance



- Perceptions of the Council's **Image and reputation** remain the strongest driver (62%) of the overall performance of the Council.
- Within **Image and Reputation**, **Trust** (35%) and **Being prepared in the future** (20%) are the strongest drivers, followed closely by perceptions of **Quality of services** (19%).
- Perceptions of Council **Services and facilities** now have a measurable impact of 8% on overall satisfaction, indicating that residents are beginning to place more value on the tangible services provided, compared to 2023.

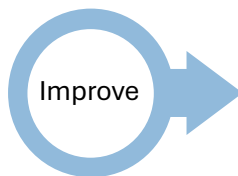
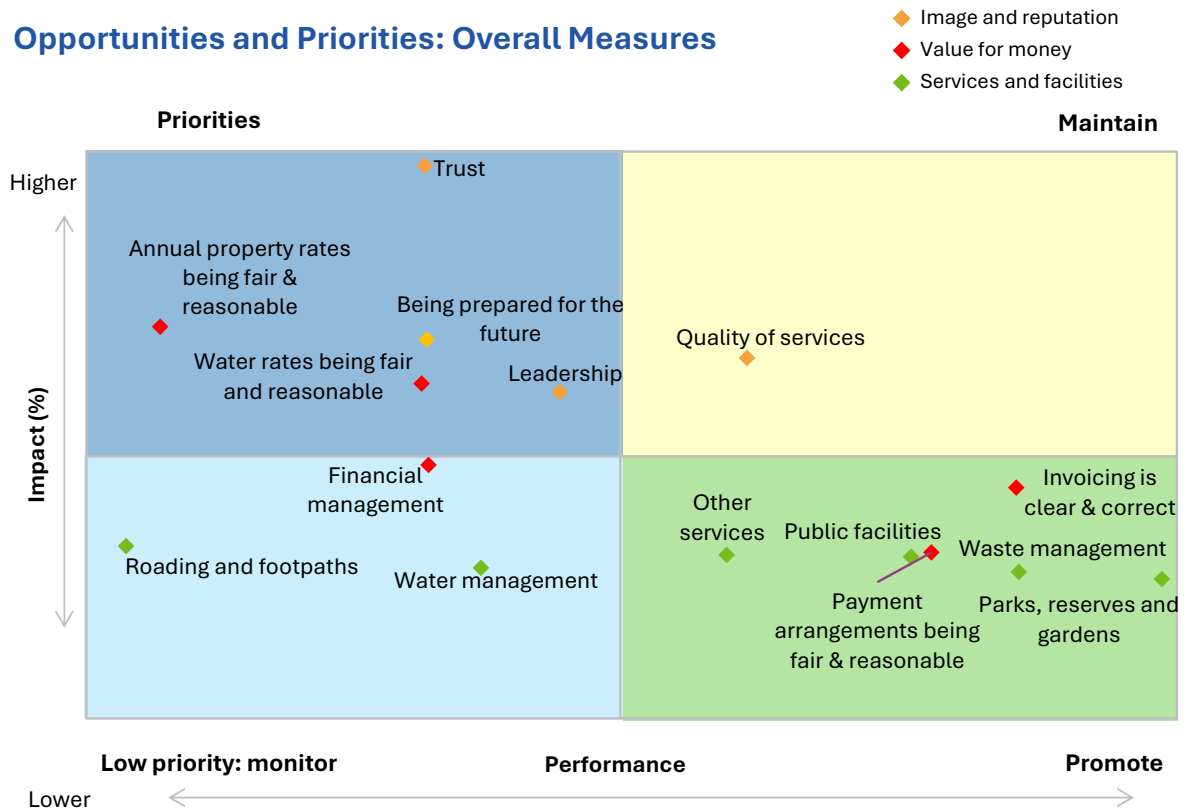
Year-on-year

- ▲ Significantly higher
▼ Significantly lower

NOTES:

1. Excludes 'Don't know' responses

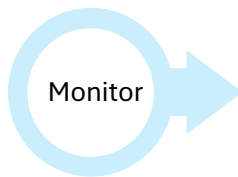
Opportunities and Priorities: Overall Measures



Improve

The key areas for improving residents' overall perception of the Council primarily relate to its *Image and reputation* and *Value for money*, including:

- ✓ **Trust**
- ✓ **Being prepared for the future**
- ✓ **Leadership**
- ✓ **Annual property rates being fair and reasonable**
- ✓ **Water rates being fair and reasonable**



Monitor

There are some areas of performance that show low satisfaction. However, at the moment they also have a low impact on *Overall performance*.

- ✓ **Roothing and footpaths**
- ✓ **Water management**
- ✓ **Financial management**



Promote

Some of the highly rated areas with a low impact on *Overall performance* include:

- ✓ **Public facilities**
- ✓ **Parks, reserves and gardens**
- ✓ **Waste management**
- ✓ **Other services**
- ✓ **Invoicing is clear and correct**
- ✓ **Payment arrangements being fair and reasonable.**

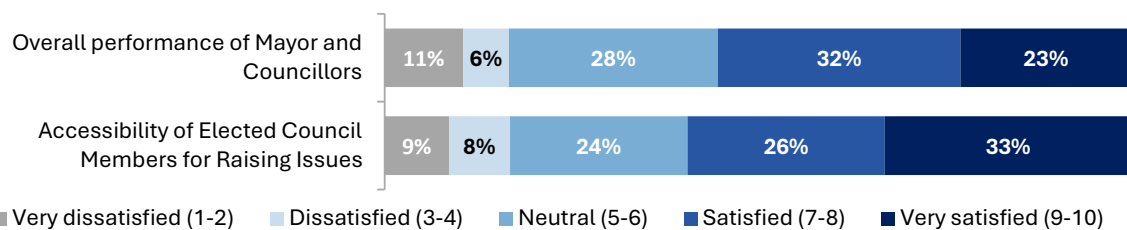


Leadership and reputation

Activities in this group include: Image and reputation, reputation benchmark and reputation profile

Representation

- Perception of the **Overall performance of the Mayor and Councillors** has remained consistent since 2023, with 55% of residents satisfied.
- Satisfaction is significantly higher among residents aged 45 and over (64%) compared to residents aged 18-44.
- Among dissatisfied residents who provided a comment, nearly half (47%) expressed **General concerns** about the Council, while over a third (35%) mentioned a **Lack of consultation**. See page 63 for verbatim.
- Nearly six in ten residents (59%) feel that **Elected Council Members are accessible when it comes to raising issues**.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Overall performance of the Mayor and Councillors	55%	55%	59%	63%	55%
Accessibility of Elected Council Members for Raising Issues	59%	59%	63%	79%	58%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Overall performance of the Mayor and Councillors	40%	62%	64%	41%	60%	38%	62%
Accessibility of Elected Council Members for Raising Issues	56%	60%	62%	58%	61%	45%	63%

Year-on-year

▲ Significantly higher
▼ Significantly lower

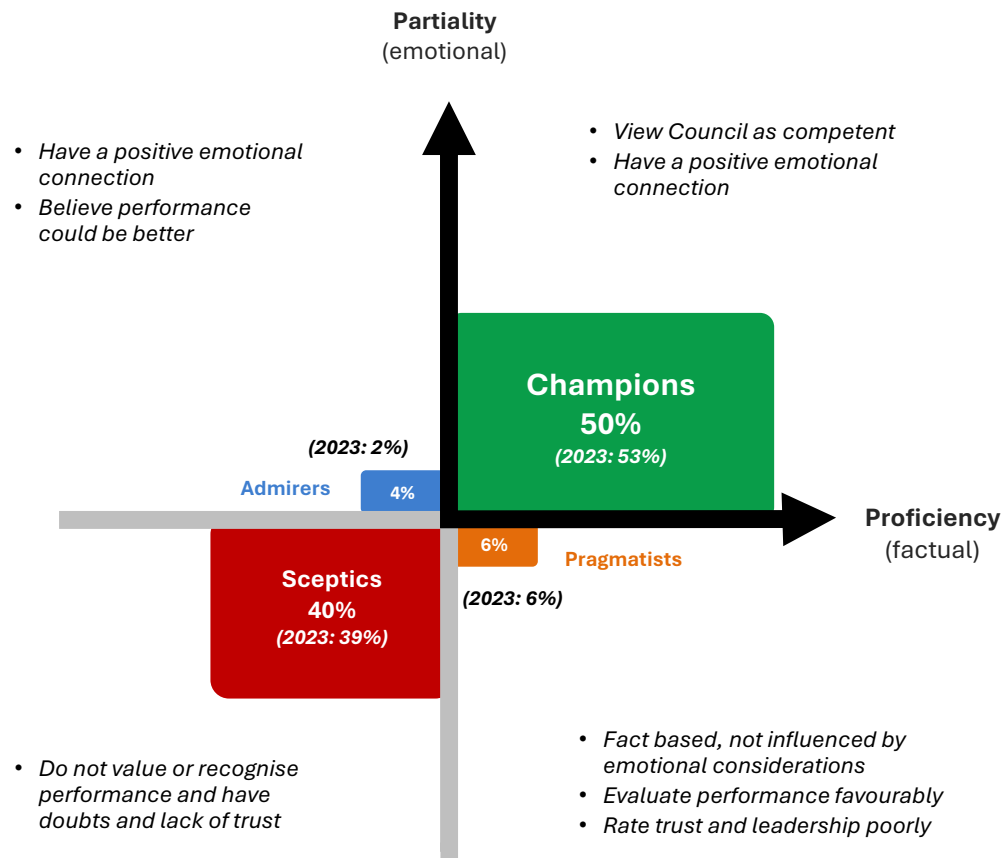
Between demographics

▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- REPR1. How satisfied are you with the overall performance of the Mayor and Councillors in the past year? n=342
- REPR3. If a situation arose where you wanted to put a viewpoint, problem, or issue to an elected member of Council, how satisfied are you that you would be able to access them? n=330
- * Caution: Small sample size (n<30). Results are indicative only.

Reputation Profile

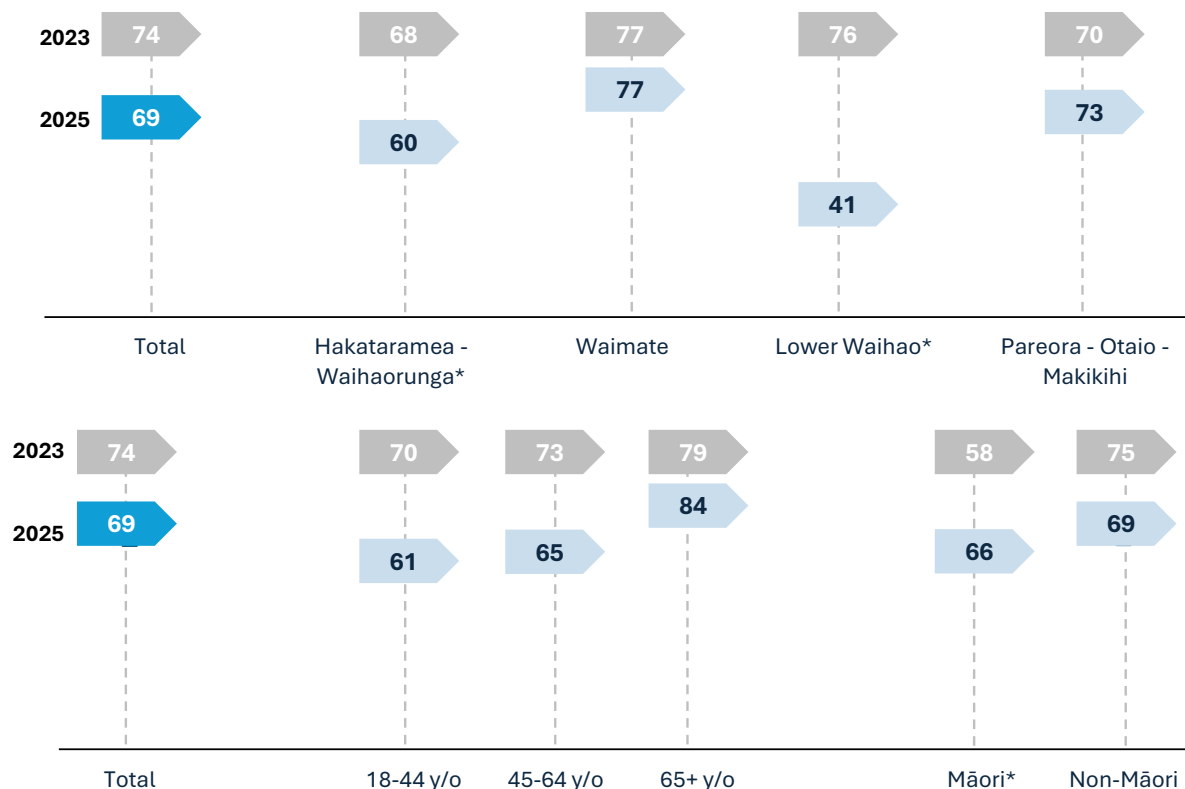


- Half (50%) of residents are identified as '**Champions**'. These residents are, overall, satisfied with Council's performance, have trust in the leadership team, and support their decision-making.
- Residents aged 65 or above are most likely to be classed as '**Champions**' (60%) compared to other demographics.
- The second largest group of residents are classified as '**Sceptics**' (40%). This is the group that are the least supportive of the Council. They do not see Council as being trustworthy, and disagree with the leadership and financial decisions.
- '**Pragmatists**' (6%) are the group that mostly approves of the Council's decision-making; however, they lack trust and often are not satisfied with the leadership.
- 4% of the District's residents can be classed as '**Admirers**'. This group might not support all of Council's decisions, but overall, they trust that Council is acting in the best interest of the District.

NOTES:

1. Segments have been determined using the results from a set of five overall level questions
2. REP1 Leadership, REP2 Trust, REP3 Financial management, REP4 Quality of deliverables, REP5 Overall reputation

Reputation Benchmark



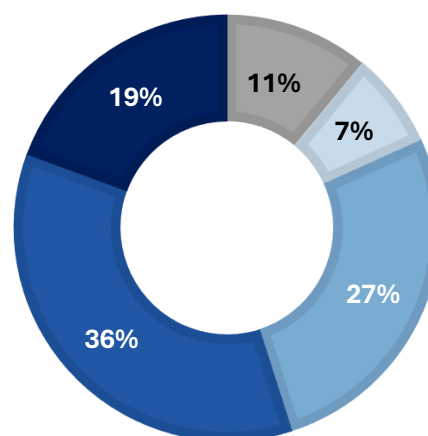
- Despite the 5-point decline since 2023 (74), Waimate District Council's reputation score remains within the **'Acceptable'** benchmark range at 69.
- Residents in the *Waimate ward* (77) and those aged 65 or over (84) register the highest reputation scores compared to their counterparts. The score among older residents falls within the **'Excellent'** benchmark range.

NOTES:

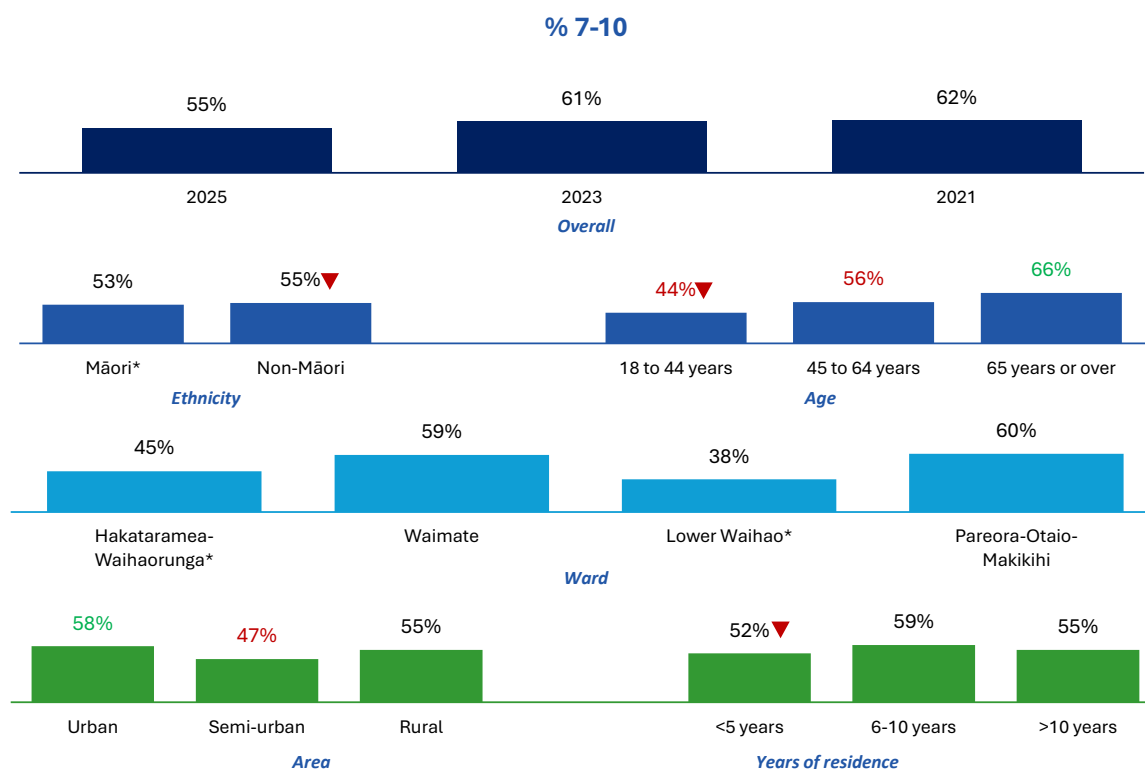
1. REP5: So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the Waimate District Council for its overall reputation?
2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking
3. * Caution: Small sample size (n<30). Results are indicative only.
4. Key:
 - >80 Excellent reputation
 - 60-79 Acceptable reputation
 - <60 Poor reputation
 - 150 Maximum score

Image and Reputation

- Just over half (55%) of residents are satisfied with the Council's **Image and reputation**, a decline from 61% in 2023.
- Satisfaction has significantly declined among younger residents aged 18–44, dropping from 58% in 2023 to 44% in 2025.



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



Year-on-year

▲ Significantly higher
 ▼ Significantly lower

Between demographics

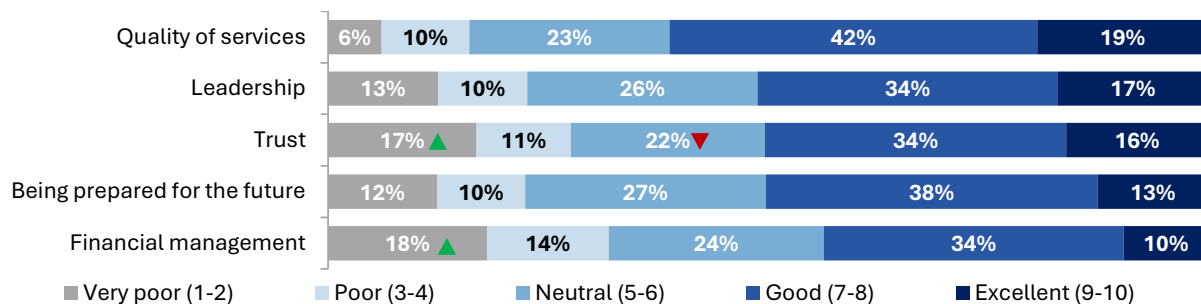
▲ Significantly higher
 ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- REP6. So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the Waimate District Council for its overall reputation? n=385
- * Caution: Small sample size (n<30). Results are indicative only.

Other Measures Related to Image and Reputation

- Among other measures related to image and reputation, **Quality of services** (61%) received the highest satisfaction score. This aspect is also highlighted as a key area that Council should maintain due to both its high performance, and strong impact on residents' overall perception of Council.
- Leadership** remains consistent with satisfaction remaining at 51% since 2023. However, a significant 13% point decline has been observed among residents aged 18-44.
- Residents' **Trust** in the Council has also remained consistent at 50%.
- Half (50%) of residents rate the Council's performance in **Being prepared for the future** as 'good' or 'excellent'.
- Financial management** received the lowest rating among all reputation measures, with just 44% of residents rating this aspect as 'good' or 'excellent.' The proportion of residents who rated this measure as 'very poor' has significantly increased since 2023.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Quality of services	61%	65%	65%	53%	62%
Leadership	51%	51%	57%	51%	51%
Trust	50%	51%	57%	53%	50%
Being prepared for the future	50%	51%	-	57%	50%
Financial management	44%	51%	45%	57%	43%

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Quality of services	51%	64%	68%	46%	68%	38%	66%
Leadership	42% ▼	53%	60%	38%	58%	32%	54%
Trust	46%	47%	59%	41%	54%	31%	59%
Being prepared for the future	46%	45%	62%	47%	55%	38%	47%
Financial management	33% ▼	42%	58%	20%	50%	30%	49%

Year-on-year

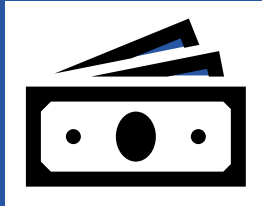
▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- REP1 Leadership (n=371), REP2 Trust, (n=372) REP3 Financial management, (n=335) REP4 Quality of services (n=378), REP5 preparedness for the future (n=289);
- * Caution: Small sample size (n<30). Results are indicative only.

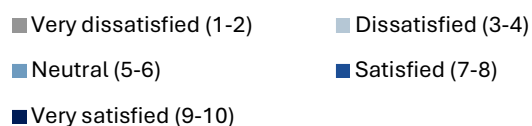
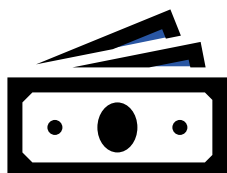
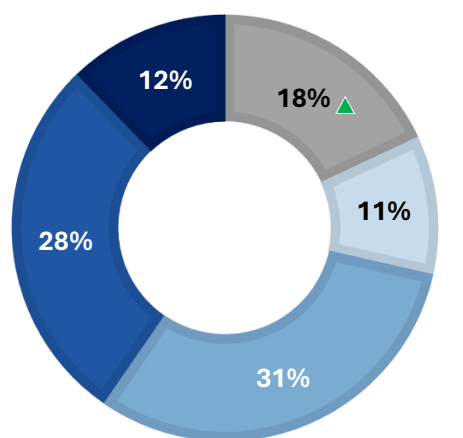


Value for Money

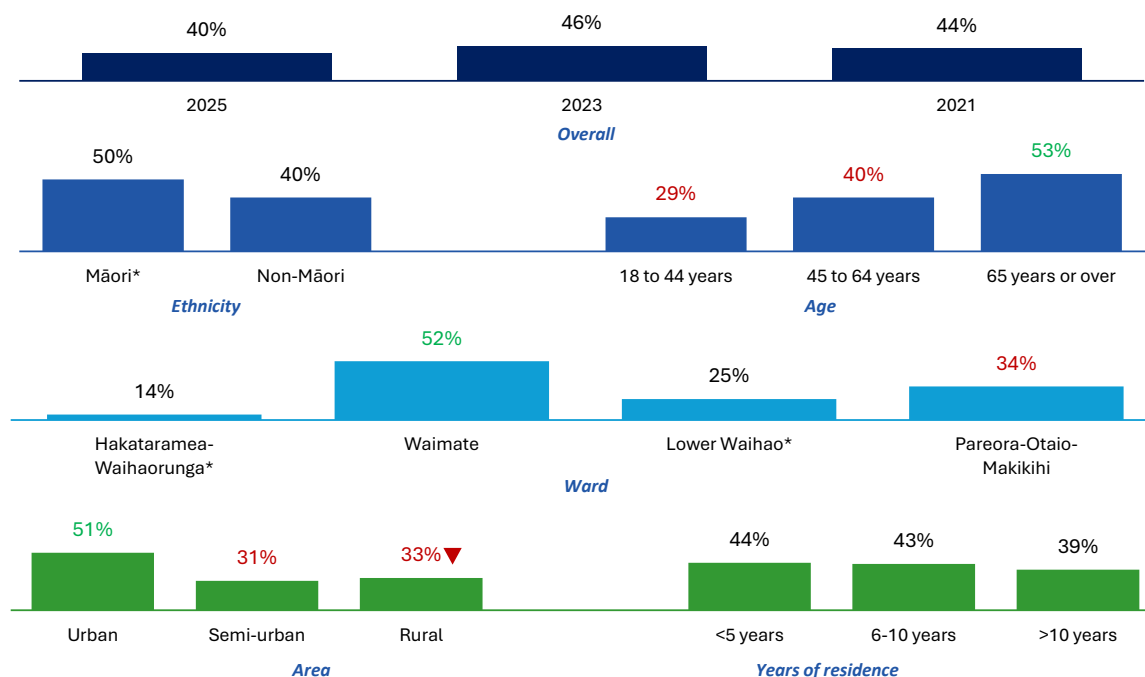
Activities in this group include: Value for money and related measures and rate distribution

Value for Money

- Four in ten residents (40%) are satisfied with the **Value for money** they receive from the Council. This has decreased by 6% points since 2023.
- The decline in satisfaction is particularly emphasised by a significant decrease among rural residents, with satisfaction dropping from 54% in 2023 to 33% in 2025.



% 7-10



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

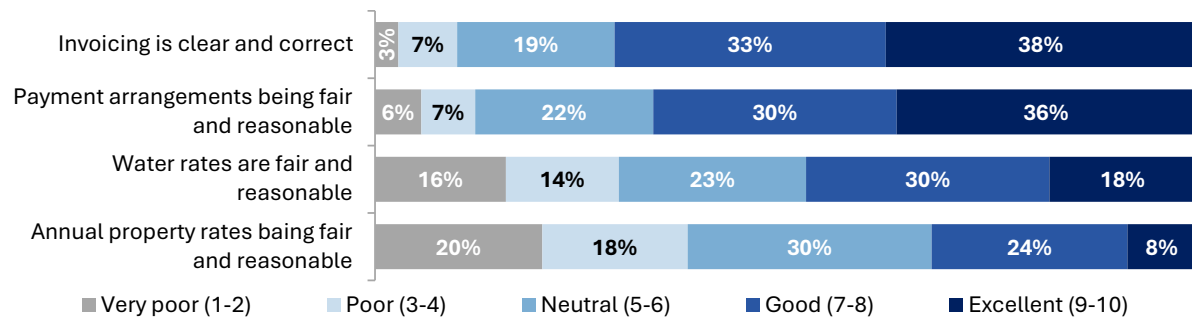
▲ Significantly higher
▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- REP6. So, everything considered (i.e., leadership, trust, financial management, and quality of services provided) how would you rate the Waimate District Council for its overall reputation? n=385
- * Caution: Small sample size (n<30). Results are indicative only.

Other Measures Related to Value for Money

- For ratepayers, **Invoicing is clear and correct** is the highest-rated aspect of *Value for money* at 71%. This measure is also identified as an area the Council should promote, due to its high performance but relatively low impact on residents' perception of Councils *Overall performance*.
- Payment arrangements being fair and reasonable** was also highly rated by residents at 66%, compared to other measures related to *Value for money*. However, this has decreased significantly from 73% in 2023.
- Water rates being fair and reasonable** (47%) and **Annual property rates being fair and reasonable** (32%) are the lowest-rated attributes under *Value for Money*. Notably, ratings for **Annual property rates** have significantly declined since 2023 (39%). Both measures have been identified as areas the Council should prioritise in order to increase their *Overall performance*.
- Some verbatim comments (34%) suggest that the Council should **Stick to core services** and spend money wisely. Meanwhile, 28% of those who provided comments raised concerns about **Rates being too expensive or increasing too frequently**. See page 64.



% 7-10	2025	2023	2021	Māori*	Non-Māori
Invoicing is clear and correct	71%	77%	-	69%	71% ▼
Payment arrangements being fair and reasonable	66% ▼	73%	72%	68%	66% ▼
Water rates being fair and reasonable	47%	51%	-	31%	49%
Annual property rates being fair and reasonable	32% ▼	39%	44%	40%	31% ▼

% 7-10	18 to 44 years	45 to 64 years	65 years or over	Hakataramea-Waihaorunga*	Waimate	Lower Waihao*	Pareora-Otaio-Makikihi
Invoicing is clear and correct	67%	66% ▼	80%	76%	73%	64%	66%
Payment arrangements being fair and reasonable	62%	64%	72%	58%	70%	61%	63%
Water rates being fair and reasonable	45%	44%	54%	33%	56%	26%	43%
Annual property rates being fair and reasonable	25%	28% ▼	44%	6%	40%	29%	26%

NOTES:

- Excludes 'Don't know' responses
- VAL1 Do you, or a member of your household, pay rates on a property in the Waimate District Council area? Ratepayers n=374
- VAL2. How satisfied are you with the following?
 - VAL2_1 Annual property rates n=368
 - VAL2_2 Payment arrangements n=352
 - VAL2_3 Invoicing n=367
 - VAL2_4 Water rates n=288
- * Caution: Small sample size (n<30). Results are indicative only.

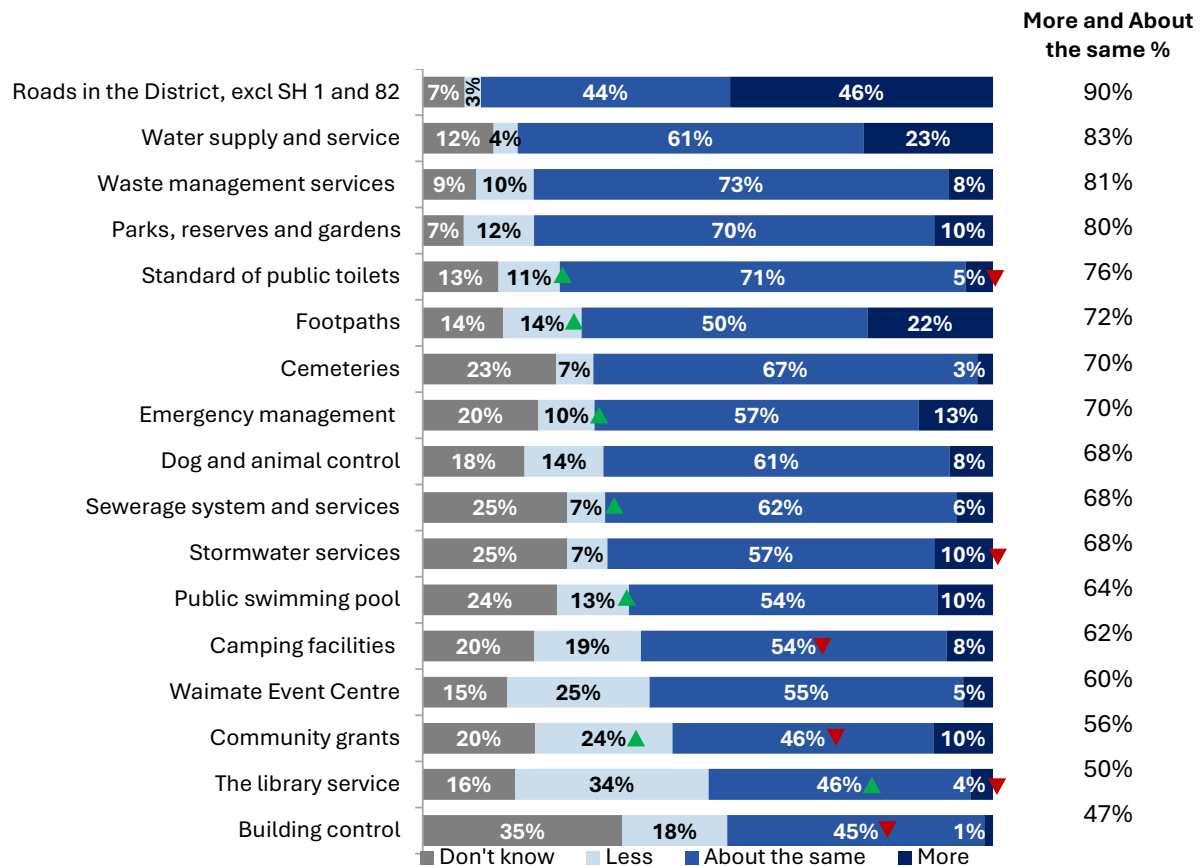
Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Rate Distribution



- When asked about rate distribution, the top services or facilities where residents stated they would like to see increased spending are:

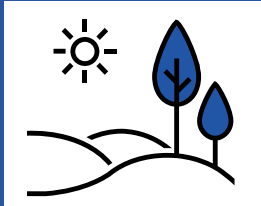
- ✓ **Roads** (46%)
- ✓ **Water supply and services** (23%)
- ✓ **Footpaths** (22%)

Year-on-year

▲ Significantly higher
▼ Significantly lower

NOTES:

1. VALS_15 Given that Council cannot spend more on every service or facility without increasing rates or user charges, would you like to see more, about the same or less spent on each of the following? n=405

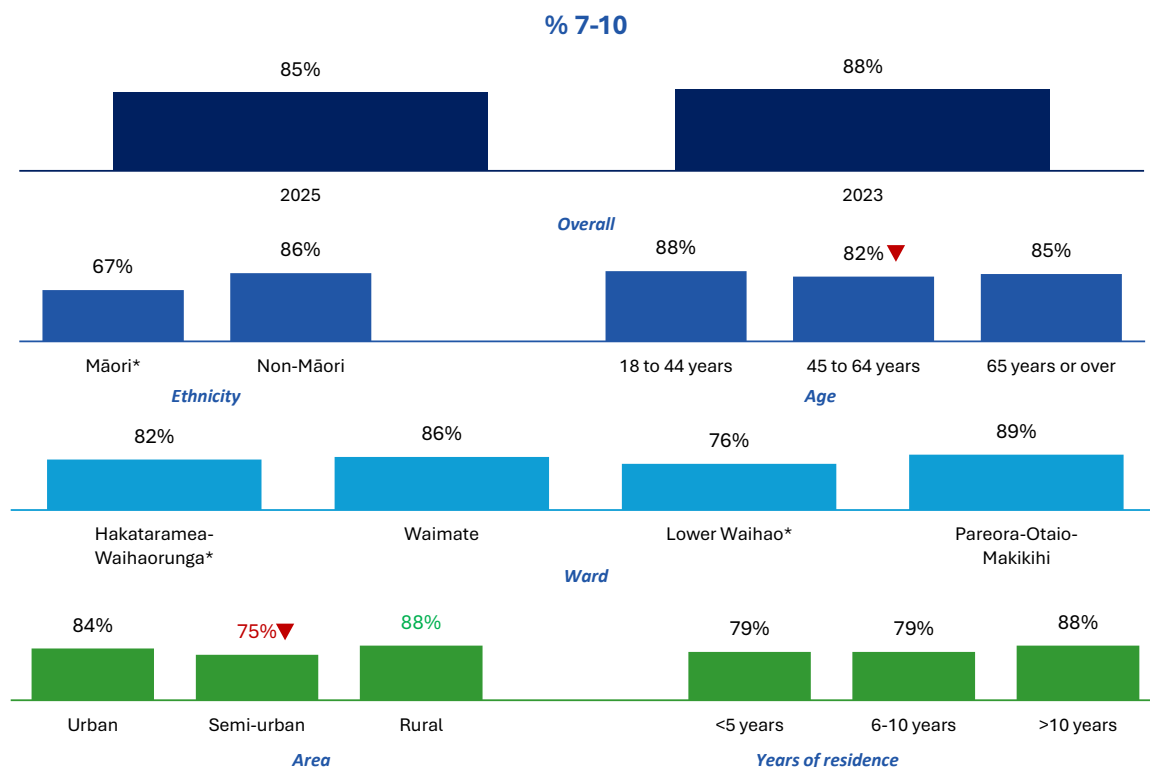
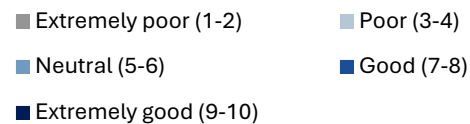
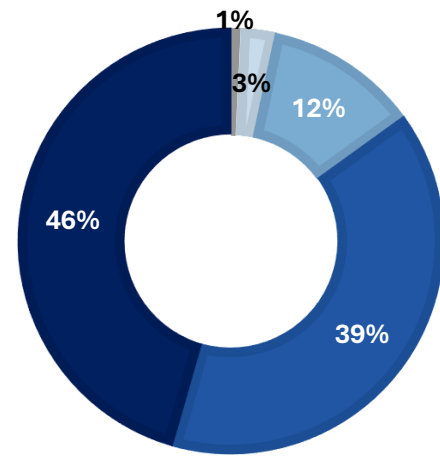


Perception of the Waimate District

Activities in this group include: Quality of Life and Safety
and Security

Quality of Life

- The majority of residents (85%) consider their **Quality of life** 'good' or 'extremely good'.
- Whilst still high, perceptions of **Quality of life** among the middle age group (those aged 45 to 64 years) have significantly declined since 2023, a decrease from 93% to 82%.
- Rural residents have the highest perception regarding their **Quality of life** at 88%.



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

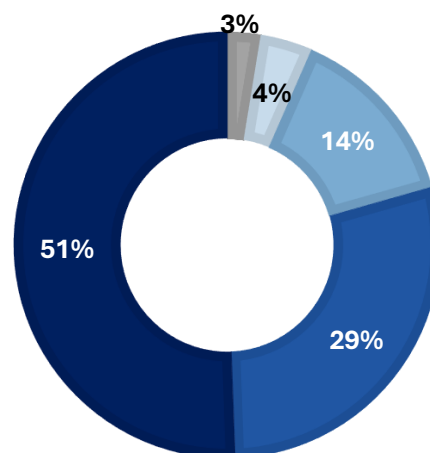
▲ Significantly higher
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NOTES:

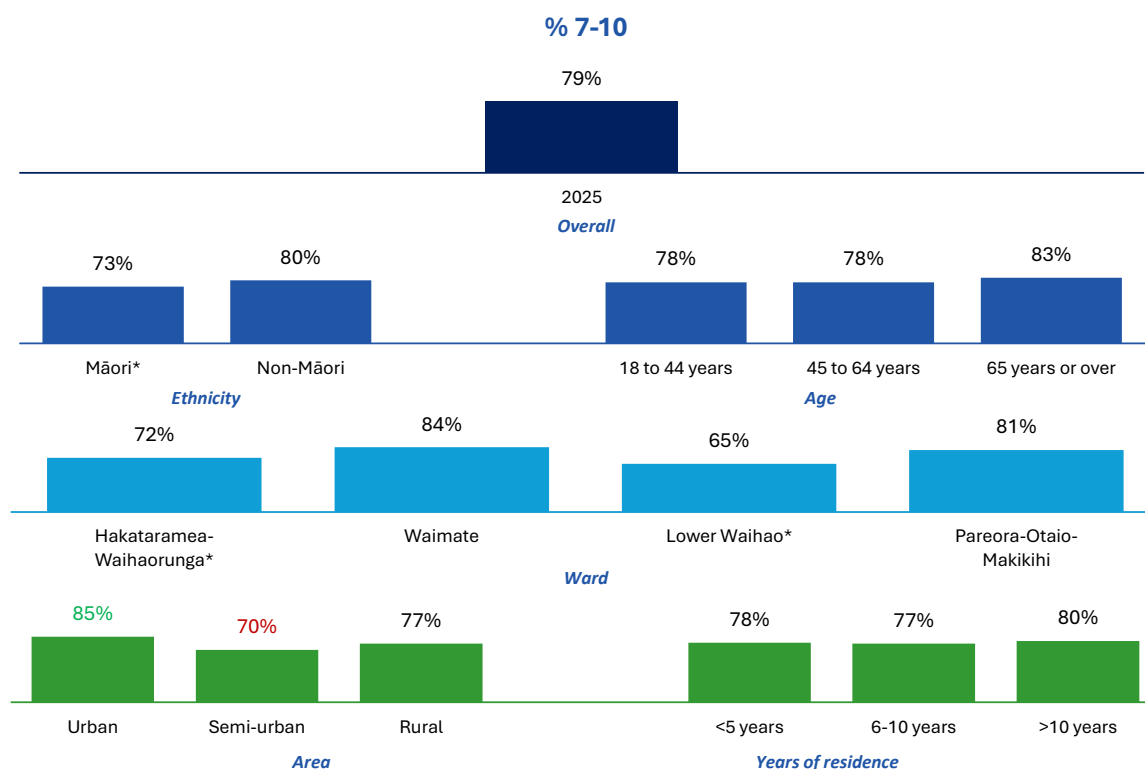
- Excludes 'Don't know' responses
- OV5. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'extremely good', how would you rate the overall quality of your life? n=391
- * Caution: Small sample size (n<30). Results are indicative only.

Agreement That Waimate District Is a Great Place to Live¹

- Nearly eight in ten residents (79%) agree that the Waimate District is a **Great place to live**.
- This perception is significantly high among *Urban* residents with 85% in agreement.



■ Strongly disagree (1-2) ■ Disagree (3-4)
 ■ Neither (5-6) ■ Agree (7-8)
 ■ Strongly agree (9-10)



Year-on-year

▲ Significantly higher
 ▼ Significantly lower

Between demographics

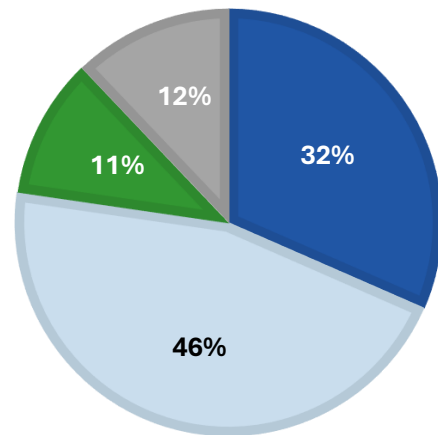
▲ Significantly higher
 ▼ Significantly lower

NOTES:

- Excludes 'Don't know' responses
- OV2. Do you agree that the Waimate District is a great place to live? n=396
- ¹ New question added to 2025 survey, no historical data available
- * Caution: Small sample size (n<30). Results are indicative only.

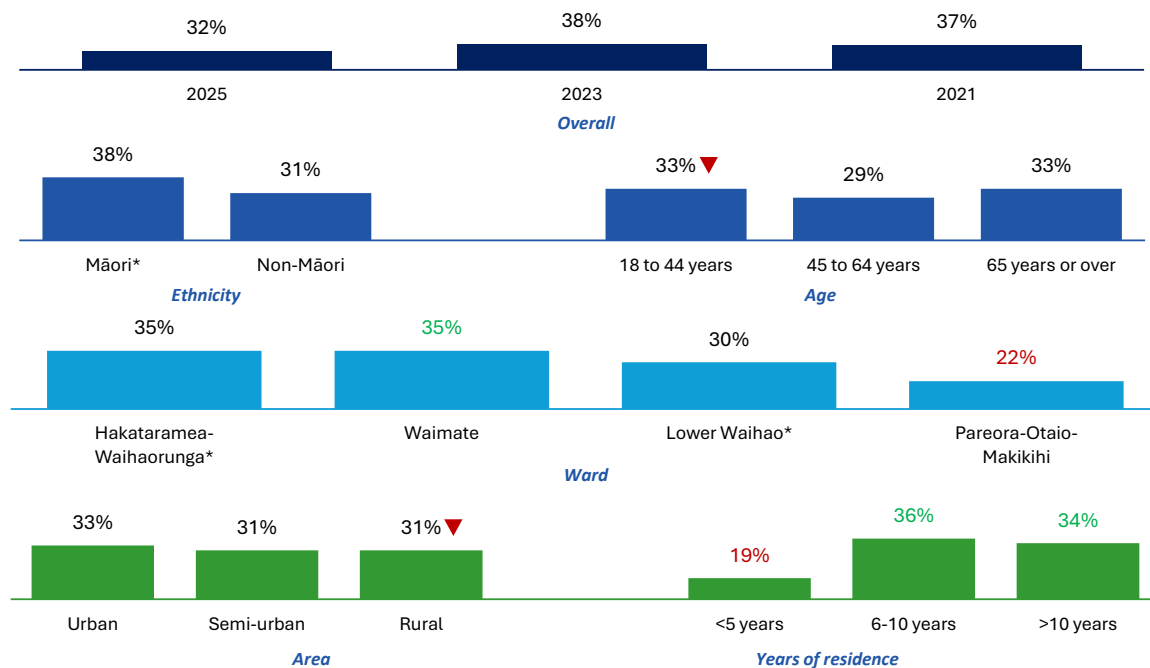
Perceptions of Waimate District as a Place to Live Compared to 3 Years Ago

- Nearly one-third of residents (32%) believe that the Waimate District is a **Better place to live** compared to three years ago, while the majority (46%) think it is *About the same*.



■ Better ■ About the same
■ Worse ■ Unsure

% Better



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

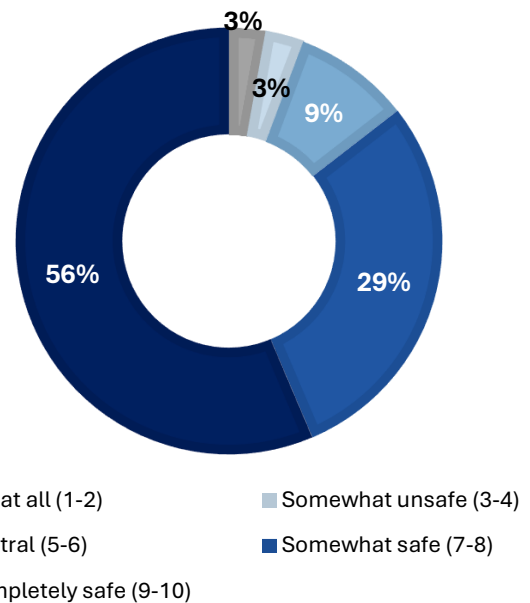
▲ Significantly higher
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NOTES:

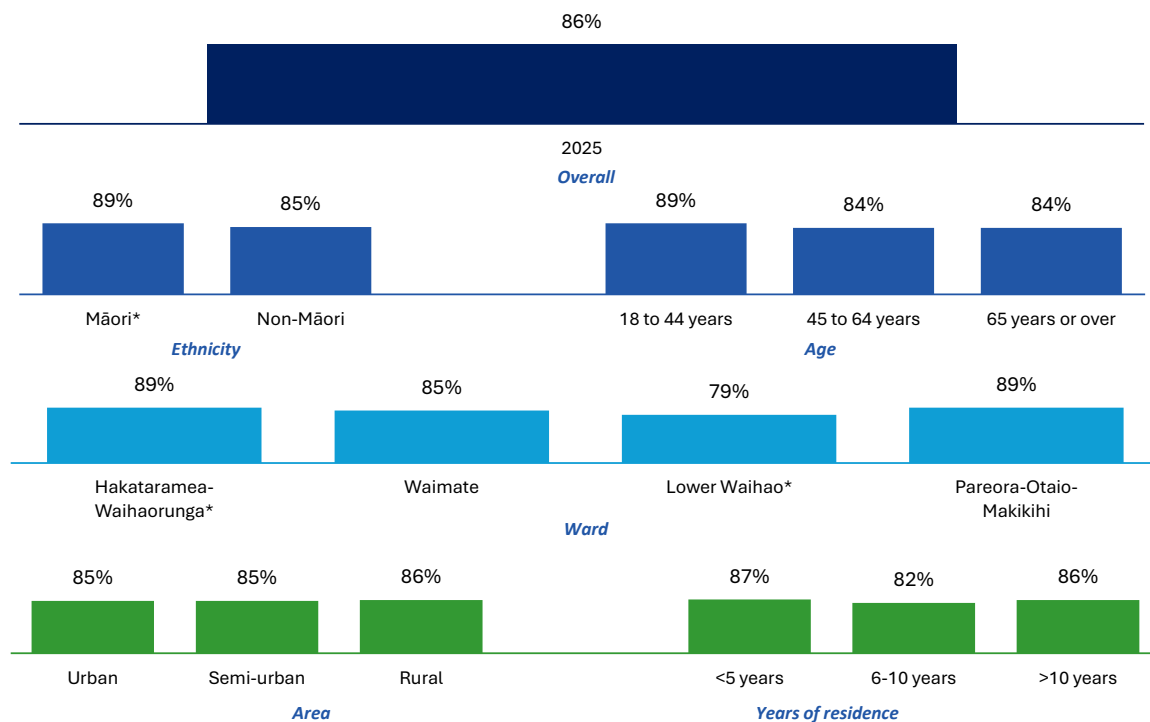
- Excludes 'Don't know' responses
- OV1. Thinking about the range and standard of amenities and activities which Council can influence, do you think Waimate District is better, about the same or worse as a place to live, than it was 3 years ago? n=402
- * Caution: Small sample size (n<30). Results are indicative only.

Safety at Home¹

- 86% of residents felt 'Somewhat' or 'Completely safe' at home.
- There are no significant differences in perceptions of residents feeling safe in their homes between different demographics.



% 7-10



Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

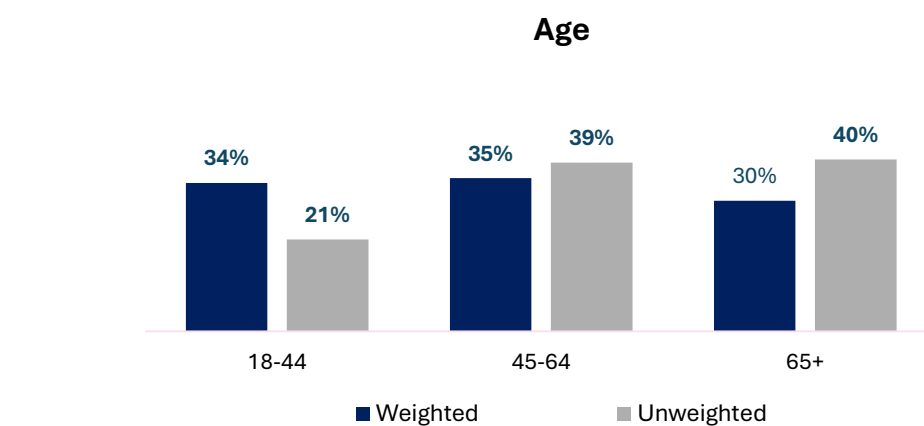
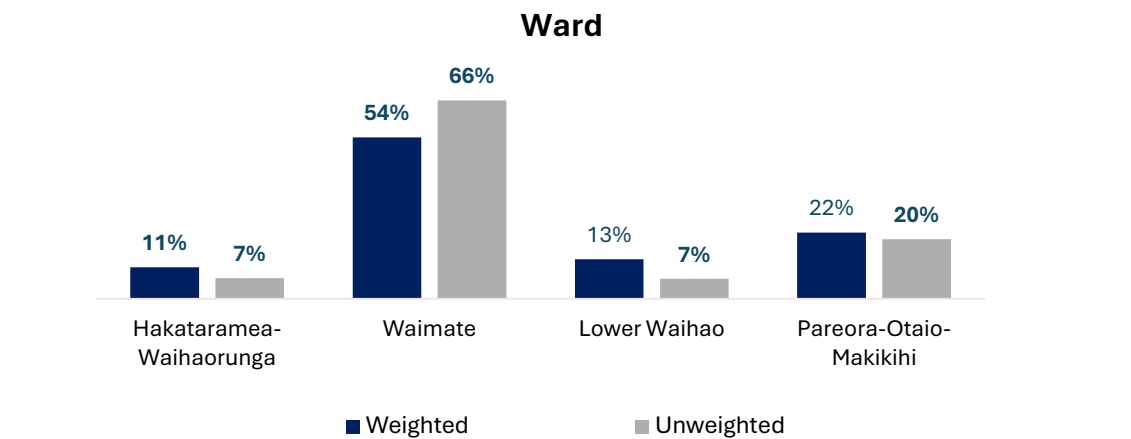
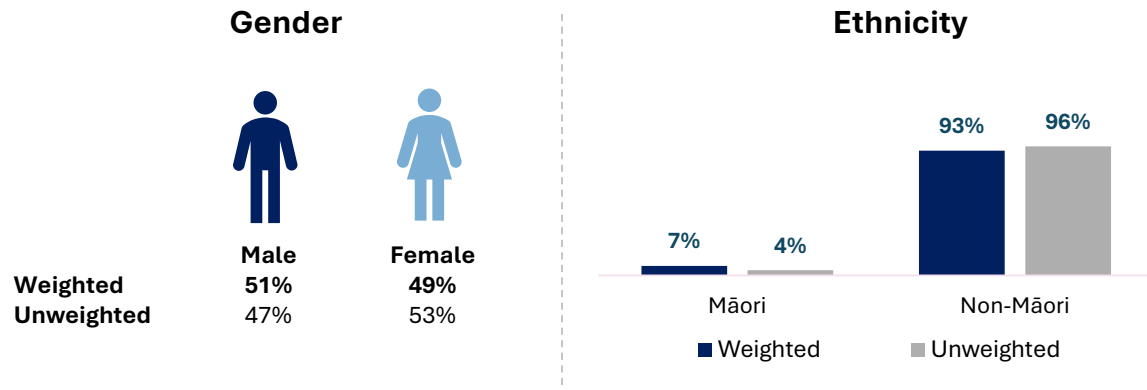
▲ Significantly higher
▼ Significantly lower

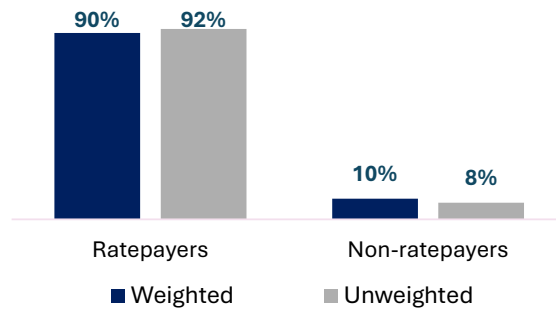
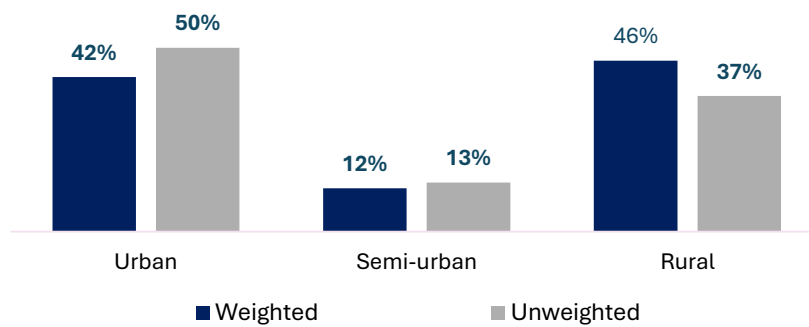
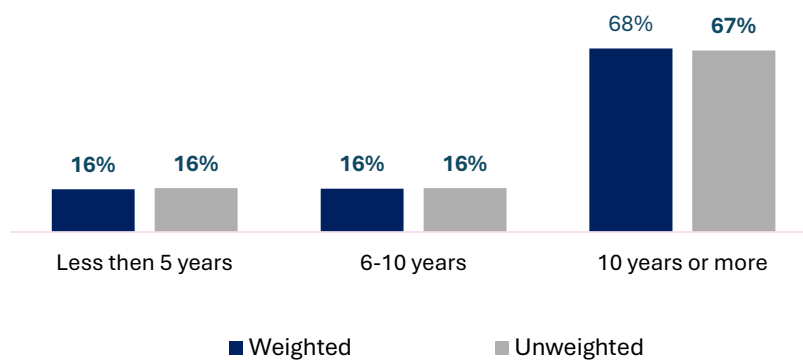
NOTES:

- Excludes 'Don't know' responses
- OV3. How safe do you feel at home? n=396
- ¹ New question added to 2025 survey, no historical data available
- * Caution: Small sample size (n<30). Results are indicative only.

Sample Profile

Sample Profile (n=405)



Sample Profile (n=405)**Ratepayers****Area****Years of residence in Waimate District**

Appendices

Reasons for dissatisfaction with the overall service received from Council staff

Comments

No follow up or feedback.

No response to email regarding repair work from some areas of the Council, but good response in other areas.

Council is not listening, or following through on concerns. We are rural and are being ignored. Too much focus by Council on town needs.

I contacted them about Council rates rising and to register my disgust and concern.

Contacted regarding a noise related to extensive use of chainsaw. I was not contacted back, no calls returned. Obviously, not a priority unless you live next to it and put up with it on a daily basis.

Council employees seem to prefer to not to get involved nor are helpful when it comes to assisting resident's enquiries and prefer to pass the buck so to speak.

The problem was not rectified. Council staff was rude and unforgiving.

Tree problems on Queen Street. A major branch on one of the oak trees is dying and a Council employed arborist told us it was buggered and needed to be removed before it brakes of. If it did, it would reach a house and do some damage, let alone kill someone if it fell on the footpath as someone was walking by.

Council failed to look into what I was ringing about and didn't seem interested in my concerns as a ratepayer. I felt like it was an inconvenience for them to try and answer my questions.

Council won't listen to any concerns raised by ratepayers.

I emailed twice in a professional capacity, and had no response.

Arrogant, unprofessional, and initially unwilling to own a proven error they made in regards to a rate payment.

I called regarding a fireplace installed in 2015 that was given compliance by the Council, only to find out that it is not compliant, and should not have been signed off. I requested someone look at this as it is a fire hazard, instead, I received an email wanting a report. I emailed back and have not heard back.

The roads, rubbish collection, reserves in Glenavy, and the water system.

They didn't actually care. Even though it was proven the Council were in the wrong. It got put in the too hard basket and the use of authority was abused.

Spoke to one person over the counter. Another time I spoke over phone for the same issue. Totally different answer. Left with feeling of distrust.

No transparency.

NOTES:

1. CC3. If you are dissatisfied with the overall service you received when you contacted Council staff, i.e. rated them 1 to 4 out of 10 in the previous question, can you please tell us why you are not satisfied? n=17

Reasons for dissatisfaction with the Council staff overall performance

Comments

Footpaths in St Andrews are a mess. Kerb and channelling are not done on Elliot Street and are blocking off the highway drain at times. Stormwater pipes frequently are crushed by Council and contractor vehicles. Past complaints have been ignored. Why build a picnic shelter near the cliff and not restore beach access instead? Why no shielding on street lamps to allow clear sky viewing?

Horrible at replying to emails.

No leadership, arrogant, and incompetent senior leadership.

Too much power over the Councillors. They are not listening to Council decision making around the Council table. Employees are accountable to the Board, not the other way around.

Staff do not seem to know their jobs, we are constantly lied to and just fobbed off when we call. We met with the Mayor, and he also showed no regard whatsoever about our concerns.

Poor at returning calls.

Council also lack teeth when dealing with residents who don't give a toss about their neighbourhood by allowing dog walking without leads in local streets, animal control with some residents is pitiful, and follow-up non-existent. There seems to be one rule for them and one rule for the locals.

How would I know anything about the Council's performance? I never hear from them. Zero communication. The great silence.

Economic development and promotion is non-existent. They have a high staff turnover in that department. No one gets an exit interview. The person in charge isn't qualified to be in the role and is causing major problems for us as a district. A community group put signage on a wall at their own cost and had to remove them at their own cost, they were told Gary Rooney wanted them taken down. He's just found out about it and in fact was happy to have them there. The local marae think we're racist over dealings with town signage. Our businesses are crying out for Council promotion to support them. They were offered a deal that would cost the Council very little, and said no. They are doing no promotion still. This all amounts to game playing and is not acceptable. All Councillors are aware.

I rung regarding a health and safety issue with our road. The person at roading did not put my call on hold and I could hear her conversation with the other staff member. Their discussion and their answer was not well considered, rather a fob off.

Well, the person I spoke to made the situation worse. So, I never bothered to go back.

I was sent a letter claiming I had broken Council rules by parking partly on the footpath. However, it was not me, I compared this to other cars around town doing the same and the Council decided to silence me by trespassing me from all Council buildings without hearing my side of the story.

Staff member didn't know what she was talking about.

No follow through. They pass the buck. They tell you one thing that is completely false and won't admit they stuffed up. The reality is that the average person cannot afford to keep paying the rates that are being charged while the Council wastes our money on roading that isn't done correctly, toilet block upgrades when there are already toilets that are not being maintained, unnecessary building extensions, along with speed signs on side streets at a cost of, how much? For what purpose? The lower speed should have been through the town, not the side streets. Treat it like it's your money and don't waste it.

From the fruitless outcome following discussions.

Council never got back in contact.

They do not listen to the people who live here, and basically do what they want.

I realise the water issue is more than a year ago, but it is still an ongoing problem. Living in Glenavy, we have had ongoing water issues. The first requiring collecting water from tank. At first, a website was set up to provide information then it was not updated. Contact with Waimate District Council resulted in no further information.

Staff not being uniform in interpreting regulations. I cleaned down property roadside to plant natives against boundary fence-had officious staff tell us we would need a consent to plant and there was no way he was going to approve one. Other areas in district have these native plantings on roadside and seems okay. Just who you are. Also, I have to stop in middle of roadway on a right angle bend to enter our property as gorse and broom weeds are so high cannot see clear vision to enter. Waiting for an accident to occur.

No notice for entry to property to check water filters and pressures.

NOTES:

1. CC5. If you are dissatisfied with the Council staff's performance in the last year, i.e. rated them 1 to 4 out of 10 in the previous question, can you please tell us why you are not satisfied? n=21

Reasons for dissatisfaction with roads and footpaths

Comments	%
Potholes / corrugations / uneven /	32%
Roads are not maintained / roads are in a bad state / roads are dangerous	30%
Gravel roads are not maintained properly / not graded regularly	25%
Footpaths are uneven and dangerous	23%
Roads are patched up / not fixed properly / repairs do not last long / not swept	22%
Footpaths are not maintained / covered in moss / slippery / tree roots	13%
Inadequate drainage	7%
More roads need sealing	4%
Roadside rubbish and weeds / roadside vegetation a problem	4%
Damage to cars	1%
Other	3%

Reasons for dissatisfaction with waste management

Comments	%
Bins are too small / need emptying more	28%
Need more recycling facilities / not enough can be recycled	19%
Do not get the services where we live	18%
Recycling Centre is messy/ full / overflowing	12%
Too expensive	9%
Do not want the new bins / does not suit everyone	5%
Rubbish get left on the ground after collection day / bin collectors are rough with the bins	1%
Other	16%

NOTES:

1. RF2. If you are dissatisfied with any aspects regarding Council roads and footpaths, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? (Please provide as much detail as possible, including where the problem occurred e.g., road name where applicable) n=125
2. WM3. If you are dissatisfied with any aspects regarding Council's waste management services, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? n=36

Reasons for dissatisfaction with Building control, animal management, and Emergency management

Comments	%
Animal control too slow to respond / Animal control make unfair decisions / lack of Animal control	43%
Too many roaming dogs / dogs off leash / barking dogs / unregistered dogs / dogs fouling	40%
More communication needed for emergency control / lack of information	13%
Building control is too slow / wrong information given / make bad decisions over new buildings	10%
Building consents too expensive / too much red tape	6%
Wandering cats	6%
Lack of pest control	5%
Dog registration too expensive	2%
Other	9%

Reasons for dissatisfaction with waste management

Comments	%
Event centre was a waste of money / too expensive / white elephant projects / too long to fix	50%
Library upgrade unnecessary	23%
Swimming pool opening hours / cost	20%
Public toilets need upgrading / replacing / different location	13%
Public toilets are smelly / dirty	12%
Personal reasons/ don't use the facilities	10%
Library is too small / not enough books / outdated	9%
Vegetation / pest maintenance	5%
Event centre lights / layout / noise	2%
Other	8%

NOTES:

- OS2. If you are dissatisfied with any aspects regarding building control, animal control and emergency management, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? n=33
- SF3. If you are dissatisfied with any of the public facilities, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? n=45

Reasons for dissatisfaction with Parks, reserves and gardens

Comments

Queen Street is beautiful and satisfactory. However, as mentioned earlier, there are wasps at Knottingley Park.

Noxious weeds grow. Annuals just get to their peak and they are ripped out onto the Council trucks.

The standard of maintenance in Knottingley Park is poor. Fallen branches are left to rot, and trees that have been cut down into smaller pieces and left to rot. Grass and weeds are so tall, if we had a dry Summer, it would have been a fire hazard. Congratulations to disc golfers for maintaining their own areas.

Parks and reserves are centred mostly in the Waimate township. There is little or no beautification attempted in the Hinterland area.

Knottingley Park was an equestrian park, which I used frequently, but now the frisbee golf takes priority. I have to travel 45 minutes to get to Knottingley Park, which I now won't do due to being unable predict if they will be there, and being unable to ride my horse satisfactorily due to their presence. This has happened more than three times.

Knottingley Park Arboretum has never been taken seriously. This is shown by the lack of long-term maintenance. Especially in regard to the use of skilled arborists. I appreciate that they are very expensive, but not to use them creates a situation that may very well not be able to be rectified. It is always possible to add rooms to a building but you can't add branches to a tree that has been too cramped in its setting to grow in balance. Another bit of evidence for the lack of attention and investment is the lack of publicity. People who come across it by accident are usually delighted by their visit and surprised that it's a secret. Instead of a picture of a wallaby, what other town has a vermin as its symbol? We need to have a large sign showing the way towards one of New Zealand's premiere parks.

NOTES:

1. SF6. If you are dissatisfied with the parks, reserves and gardens in the District, i.e., rated them 1 to 4 out of 10, can you tell us why you are not satisfied? n=6

Reasons for dissatisfaction with range of service and facilities

Comments

Once again, it's great for elderly, they have everything they want and need, but what about our younger generations?

The wellbeing have all come out of the Government Act, and Council has no mandate to spend ratepayer money on social wellbeing. Health is not a role of Council, or initiatives like bike trails.

There should be more things provided. I have never met any Councillors. They never go to things a lot of people give their time voluntary. Also, a lot of other places have the Mayor's Christmas dinner on Christmas Day, but Waimate doesn't. A lot of empty shops in Waimate. Council should be promoting it more and getting new businesses here as money goes out of town and into Timaru and Oamaru. They need to look at business.

Most of those living in the Hakataramea Valley do not use many Waimate services. Oamaru is closer, more convenient, more choice. Waimate has little choice.

I don't know what the services are in order to rate them.

A similar situation applies to the above questions, with minimal resources available for the Hakataramea region.

Council had an opportunity to contribute to a rest home in Kurow just over the boundary. Since the bricks and mortar were not in the Waimate Council area, they declined. The service was there, but the myopic Council chose not to make even a small contribution.

Council need to spend less money on non-essential things.

No thought is given for equestrians.

I am dissatisfied because I am charged for services that I am unable to access.

I do not use the services in Waimate. I don't go to the pool, the library, or any of the parks. I have noticed, however, that the berms on the outskirts of town do not get cut. Is this not Council land? Shouldn't you be cutting the grass? Some spots are really dangerous because you cannot see over the grass.

Not much to choose from in my area in St Andrews.

I love to be served with accident and emergency health services, and also the pharmacy now that the hours are longer. Having toilets at parks and more rubbish bins at parks.

Ensuring prosperity does not mean taking from the rural to give to the urban. Necessity before nice-to-haves, such as bike tracks.

Again, fresh, clean, drinking water.

NOTES:

1. OVSF2. If you are dissatisfied with the range of services and facilities, i.e., provided a rating of 1 to 4 out of 10 in the previous question, can you tell us why you are not satisfied? n=15

Reasons for dissatisfaction with Mayor and Councillors

Comments	%
Not happy with them / need fresh blood in Council / been there too long	47%
Lack of consultation / do not listen	35%
Need to be forward thinking / make bad decisions / waste money	13%
Do not know what they do / do not know who they are	11%
They are overpaid / do very little	5%
Do not follow through with promises	4%
Other	5%

Reasons for dissatisfaction with Council's reputation

Comments	%
Not happy with Council / issues with staff / make poor decisions	45%
They waste our money / do not spend wisely	41%
No transparency / have their own agendas	31%
No communication	11%
Rates are too expensive / stop putting up rates	8%
Do not listen to ratepayers	8%
Rural ratepayers get nothing / no services	7%
Other	8%

NOTES:

1. REPR 2. If you are dissatisfied with the performance of the Mayor and Councillors in the past year, i.e., rated their performance 1 to 4 out of 10, can you tell us why you are not satisfied? n=34
2. REP7. If you are dissatisfied with the Waimate District Council's reputation, i.e., rated Council's overall reputation 1 to 4 out of 10, can you tell us why you are not satisfied? n=46

Reasons for dissatisfaction with Value for money

Comments	%
Council should stick to the core services / spend money wisely / money is wasted	34%
Rates too expensive / too many rates increases	28%
No services for the rates we pay	26%
More spent on roading and footpaths	24%
More invested on water infrastructure	24%
Not all areas are treated equally / money not shared around	14%
More transparency where rates money is spent	13%
Not happy with the new rubbish service	3%
Other	3%

Reasons for dissatisfaction with Water supply

Comments	%
Not happy with Council / issues with staff / make poor decisions	45%
They waste our money / do not spend wisely	41%
No transparency / have their own agendas	31%
No communication	11%
Rates are too expensive / stop putting up rates	8%
Do not listen to ratepayers	8%
Rural ratepayers get nothing / no services	7%
Other	8%

NOTES:

1. REPR 2. If you are dissatisfied with the performance of the Mayor and Councillors in the past year, i.e., rated their performance 1 to 4 out of 10, can you tell us why you are not satisfied? n=34
2. REP7. If you are dissatisfied with the Waimate District Council's reputation, i.e., rated Council's overall reputation 1 to 4 out of 10, can you tell us why you are not satisfied? n=46

Reasons for dissatisfaction with stormwater collection

Comments

Our gutters and the drain outside our property are almost never cleaned out. This results in flooding over our driveway, and onto our property. Our property slopes backward down to our garage which can cause issues when there is heavy rain.

We get flooded yearly. Many streets uphill from us don't have stormwater pipes at all. I had thousands of dollars of stored flooring damaged by flooding. Some housing doesn't even have downpipes. How did they get consent? I know of consent given for a fire flue held together with duct tape. That is so backwards.

No gutters in Meehan Place. Weed spraying is very sporadic. I'm tired of mowing the road, grass has gone beyond the gutters. The stormwater drain at the crossroad of the highway and Frederick Street has never been unblocked properly.

It seems that the gutters only get clean after we have heavy rain instead of regularly cleaning all the leaves out of the gutters, as this would help some of the back up in the storm drains.

Every time there is a major rainfall, there is extensive flooding to a lot of the roads around town. A prime example of this was when, due to some stormwater sump pits not being cleaned out even though they were advised to have them done, caused the extreme flooding of the Council chambers and the business opposite. This was a great, and unneeded, cost to the ratepayers.

It's horrible that you guys did all that work just for weeds and rubbish to flow through and when it rains, it doesn't flow at all, because of all the rubbish built up and weeds all through it, slowing it down. It's not like you care because it's never been fixed, so you're doing a fantastic job. Not.

Flooding occurs regularly around drains at several spots in the area.

Where we used to live on Rhodes Street, the drains would frequently flood with too many leaves blocking them.

Our gutter is flooded frequently with a mild down pour. When we have a lot of rain it floods across the road and up onto our property. We have had an increase in houses built in our area over the last 18 or so years and feel that the pipe size used to remove the volume of water is too small to cope with it and it runs through council property? The parks and recreation mower staff struggles to mow with the surface water on the grass.

Water collecting in the potholes at the end of the driveway.

NOTES:

1. TW6. If you are dissatisfied with the stormwater collection, i.e., rated the service 1 to 4 out of 10, can you tell us why you are not satisfied? n=10

Reasons for dissatisfaction with sewerage system

Comments

How it works is good, but we are charged a lot of money as the Council said our sewage went next door. They insisted on getting specialist machinery to locate pipes at my expense. The plumber was told not to go ahead by Council until they do this. The pipes were where we said they were. Our family was in poverty for over a year while we paid off the loan with no wage and kids to feed. Shameful.

The cost of connection to the sewage network is out of control. I understand Waimate has five different sewage connection fees and these seem to increase each year. There should be one connection fee across the town, which needs to be affordable. These systems have been bought and paid for, but Council seems to want to make money out of them by increasing connection fees annually. This is stifling building development and growth in the town.

Sewage blocked out on the road. Council covered the fee the first time, but when the plumber had to come back out, we had to cop the fee for the same blockage.

Reasons for dissatisfaction with community engagement

Comments	%
Not enough consultation, do not listen to the ratepayers	33%
Have already made their decisions / do what they want to do	29%
No communication / do not hear about anything	19%
Waste ratepayers money / rates are too expensive / no services for rates	12%
No community engagement	10%
Nothing for the rural sector / not all treated the same / some areas forgotten	7%
No transparency	2%
Not happy with the new rubbish service	1%
Other	8%

NOTES:

1. TW9. If you are dissatisfied with the sewerage system, i.e., rated the service 1 to 4 out of 10, can you tell us why you are not satisfied? n=3
2. CE2. If you are dissatisfied with any aspect of community engagement, i.e., rated 1 to 4 out of 10 in the previous question, can you please tell us why you are not satisfied? n=95

Reasons for dissatisfaction with building consent process

Comments

Money hungry is all you are.

Lengthy process with a lack of communication.

Reasons for dissatisfaction with resource consent

Comments

Slow response.

Reasons for dissatisfaction with building related matter

Comments

We were straight out lied to when asked to pay over \$800 for a shed consent. We were told by council that we would get some of that money refunded at the end depending on how many visits (inspections were needed) 2 inspections were needed and we are disgusted that it cost \$400 per visit, for 10mins work.

Lack of communication.

We were first told we didn't need consent but needed inspections, we were putting the new shed where two sheds had been taken down. Pay for the full consent and we will refund you after the inspections, is what we were told. What a load of rubbish, but to get the person that told us this to admit they stuffed up. Then our rates go up because we have made improvements, we have paid to make our place better, and you charge us for that privilege. your rating would be a minus if it were an option they way our consent was handled, and now with the fire consented and it was never installed properly to start with.

Family had months of waiting and delays for renovations

NOTES:

1. CON3. Relating to the building consent process, if you rated the service 1 or 2 out of 10, can you please tell us why? n=2
2. CON8. Relating to the resource consent process, if you rated the service 1 or 2 out of 10, can you please tell us why? n=1
3. CON5. Relating to Council's response to your request for service for a building-related matter, if you rated the service 1 or 2 out of 10, can you please tell us why? n=4



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