



Draft Report

Hurunui Resident and Ratepayer Satisfaction Survey 2016

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Table of Contents

| | |
|--|-----------|
| Introduction | 3 |
| Research objectives | 4 |
| Methodology and sample structure | 5 |
| Executive Summary | 9 |
| Satisfaction with the overall performance of the Council | 12 |
| Performance of Mayor and Councillors | 15 |
| Awareness of Council services | 18 |
| Satisfaction with Council services | 20 |
| Satisfaction with waste management | 27 |
| Satisfaction with the service received from Council staff | 30 |
| Demographic profile | 34 |
| Additional comment to feed back to Council | 40 |

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Introduction

- 8 **Opinions Market Research Ltd has conducted a Hurunui Resident and Ratepayer Satisfaction Survey annually since 2007 on behalf the District Council.**
- 8 **This report presents the findings of the Resident and Ratepayer Satisfaction Survey 2016.**
- 8 **The 2016 survey was limited to key performance metrics due to budget constraints.**
- 8 **Comparisons are made between the 2016 results and those from earlier surveys where relevant. Not all questions were asked in each survey.**



Research Objectives

Hurunui District Council is committed to delivering a high level of service to the community.

To this end, an annual survey is completed to measure and monitor community satisfaction with Council performance and the services provided in accordance with the Long Term Plan.



Methodology and Sample Structure



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District Council

Methodology and Sample Structure

- ⌘ **An annual quantitative telephone survey was conducted in 2016 among a representative sample of Hurunui residents aged 18+ (300 in 2016 and 500 prior to that).**
- ⌘ Initial random sampling combined with quota sampling ensured a representative sample was achieved.
- ⌘ Quotas were applied to age, gender and area according to the 2013 Census.
- ⌘ Interviewing took place 10th – 24th February 2016.
- ⌘ Questions in 2016 comprised of key questions from previous surveys to measure trends.
- ⌘ 2016 results are reported at district level only due to small sample sizes for individual wards and demographic sub-groups.
- ⌘ The margin of error shows the accuracy of the data at the 95% confidence level. With the results from 300 interviews for Hurunui overall, data is accurate to $\pm 5.7\%$.
- ⌘ This means, for example, if 50% of participants stated that they were satisfied with Council performance overall, we could be 95% sure that between 44% and 56% of the eligible Hurunui population would answer in the same way.

| Area | Sample Size |
|---------------------|-------------|
| Total Sample | 300 |
| Amberley | 109 |
| Amuri | 56 |
| Hurunui | 41 |
| Hanmer Springs | 27 |
| Cheviot | 34 |
| Glenmark | 33 |



Council Comparison

- ⌘ Data on other Councils' performance has been provided for several key performance measures for comparative purposes.
- ⌘ This comparative data is indicative only as the surveys from which the data were obtained differ slightly in the methodologies used, such as:
 - ⌘ Differences in data collection method used, for example telephone, postal, face to face;
 - ⌘ Differences in sample sizes;
 - ⌘ Some differences in the wording of questions and the scales used.
- ⌘ Survey years are recorded. The most recent data available for other Councils has been used but this is not always from 2015 or 2016.



Notes on Satisfaction Scores

- 8 All total satisfaction scores are calculated including don't know responses.
- 8 Mean scores are calculated excluding don't know responses.
- 8 Statistically significant differences between 2016 results and the previous survey have been highlighted throughout the report using the legend below:

2016 result significantly higher than previous survey*

2016 result significantly lower than previous survey*

* Either 2015 or 2014 depending on when the question was last asked



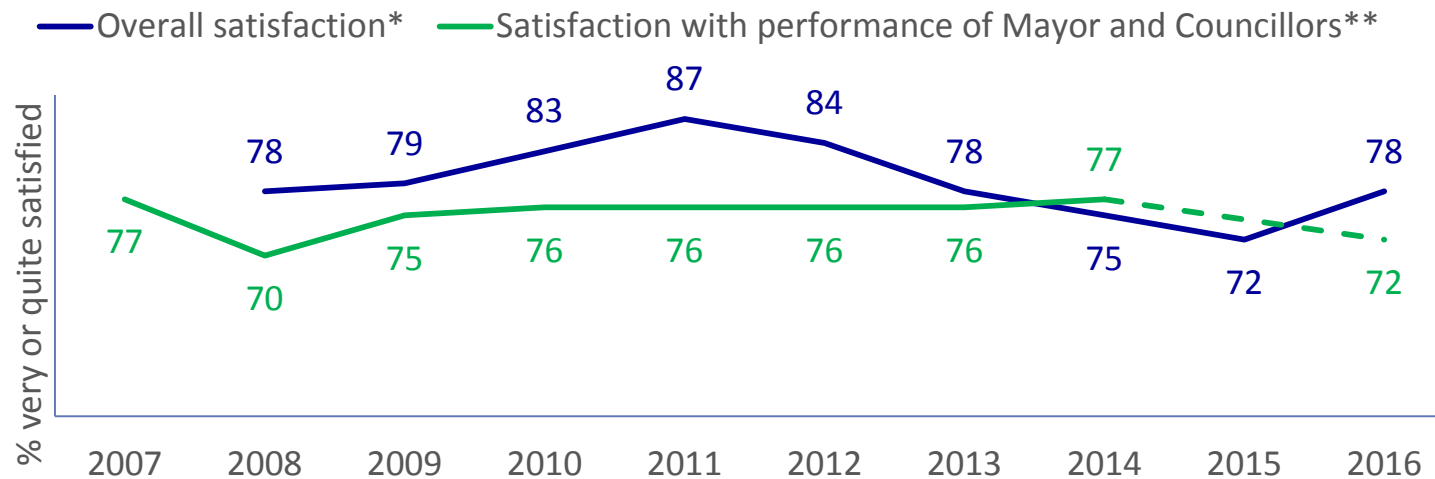
Executive Summary



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Executive Summary

Overall satisfaction with Hurunui District Council appears to have increased in 2016 following a gradual decline between 2011 and 2015. Satisfaction with the performance of the Mayor and Councillors has decreased slightly since 2014, after remaining steady since 2009.



Sample: Total participants: 2007 – 2015: 500; 2016: 300

*Not asked in 2007

**Not asked in 2015



Executive Summary continued

Overall satisfaction with services provided by Council has broadly improved or been maintained since 2014, although satisfaction with the household waste collection service has declined.

| Service/Facility | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Trend |
|--|------|------|------|------|------|------|-----------|-------------------|
| The rural fire service | - | - | - | - | - | - | 91 | - |
| The maintenance of parks and reserves | 85 | 91 | 87 | - | 90 | - | 88 | ↔ |
| The library service | 81 | 84 | 81 | - | 83 | - | 84 | ↔ |
| The household waste collection service* | 91 | 95 | 96 | - | 87 | - | 80 | ↓ |
| The overall service received when contacted Council offices** | 78 | 79 | 76 | 75 | 71 | - | 79 | ↑ since 2014 |
| The household recycling collection service* | - | 86 | 89 | - | 72 | - | 78 | ↑ since 2014 |
| The quality of public toilets available | 78 | 80 | 82 | - | 76 | - | 77 | ↔ |
| The standard of local halls | 76 | 78 | 78 | - | 73 | - | 71 | ↓ since 2012 |
| The standard of cemeteries | 60 | 68 | 62 | - | 70 | - | 55 | ↓ †See note below |
| With the Council's Civil Defence preparedness | - | - | - | - | - | - | 52 | - |

Sample: Total participants: 2007 – 2015: 500; 2016: 300 Note: some services not asked about in all years

*Sample: those who have their household waste collected by the Council: 2012: 261; 2014: 293; 2016: 158

**Sample: those who contacted Council offices: 2010: 312; 2011: 305; 2012: 310; 2013: 322; 2014: 304; 2016: 178

† While satisfaction with cemeteries has decreased since 2014, this is due to an increase in DK/NA rather than an increase in dissatisfaction.



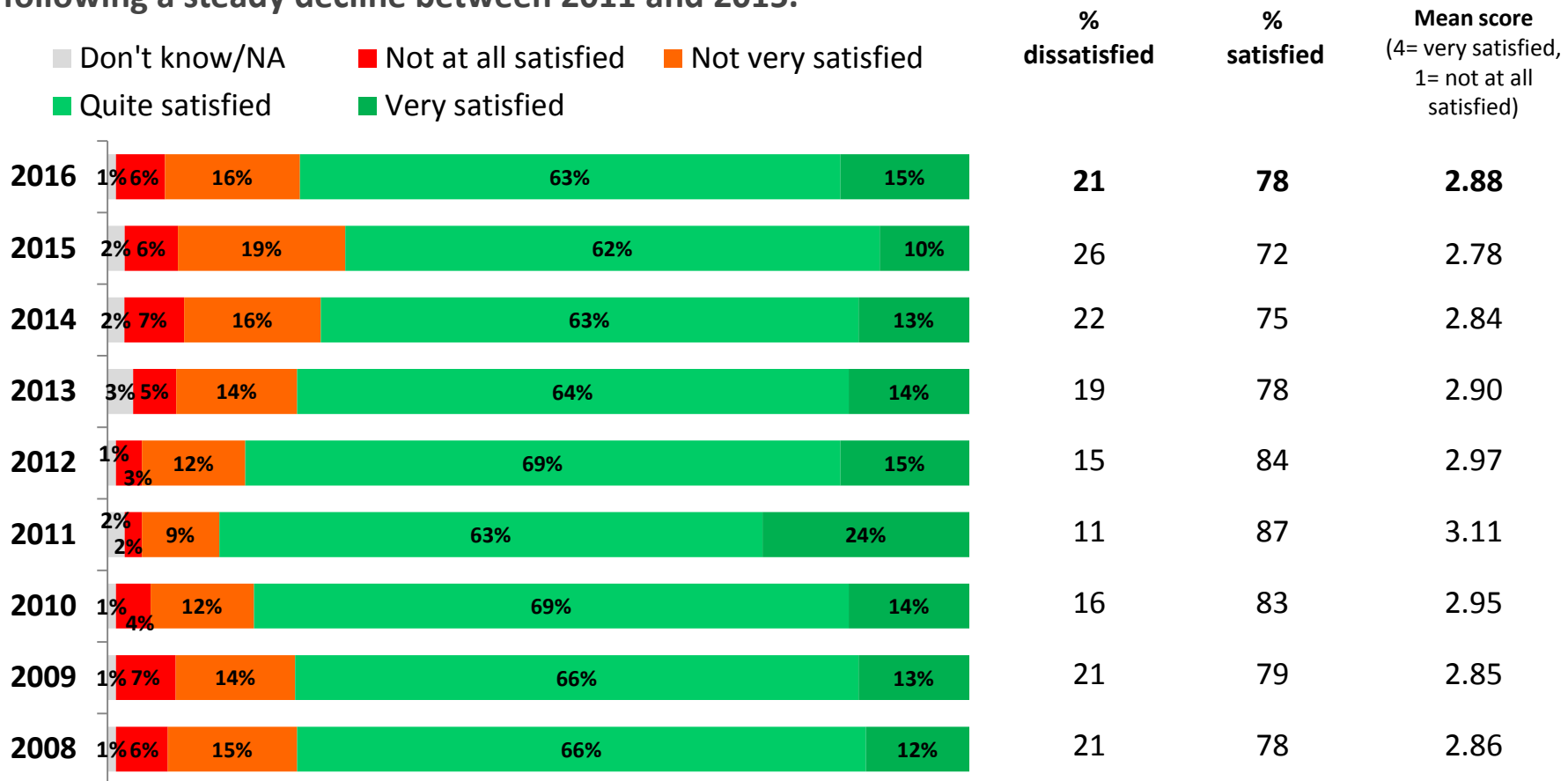
Satisfaction with the Overall Performance of Hurunui District Council



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Satisfaction with Overall Performance of Hurunui District Council Over the Last 12 months

Satisfaction with the performance of Hurunui District Council has increased slightly in 2016 following a steady decline between 2011 and 2015.

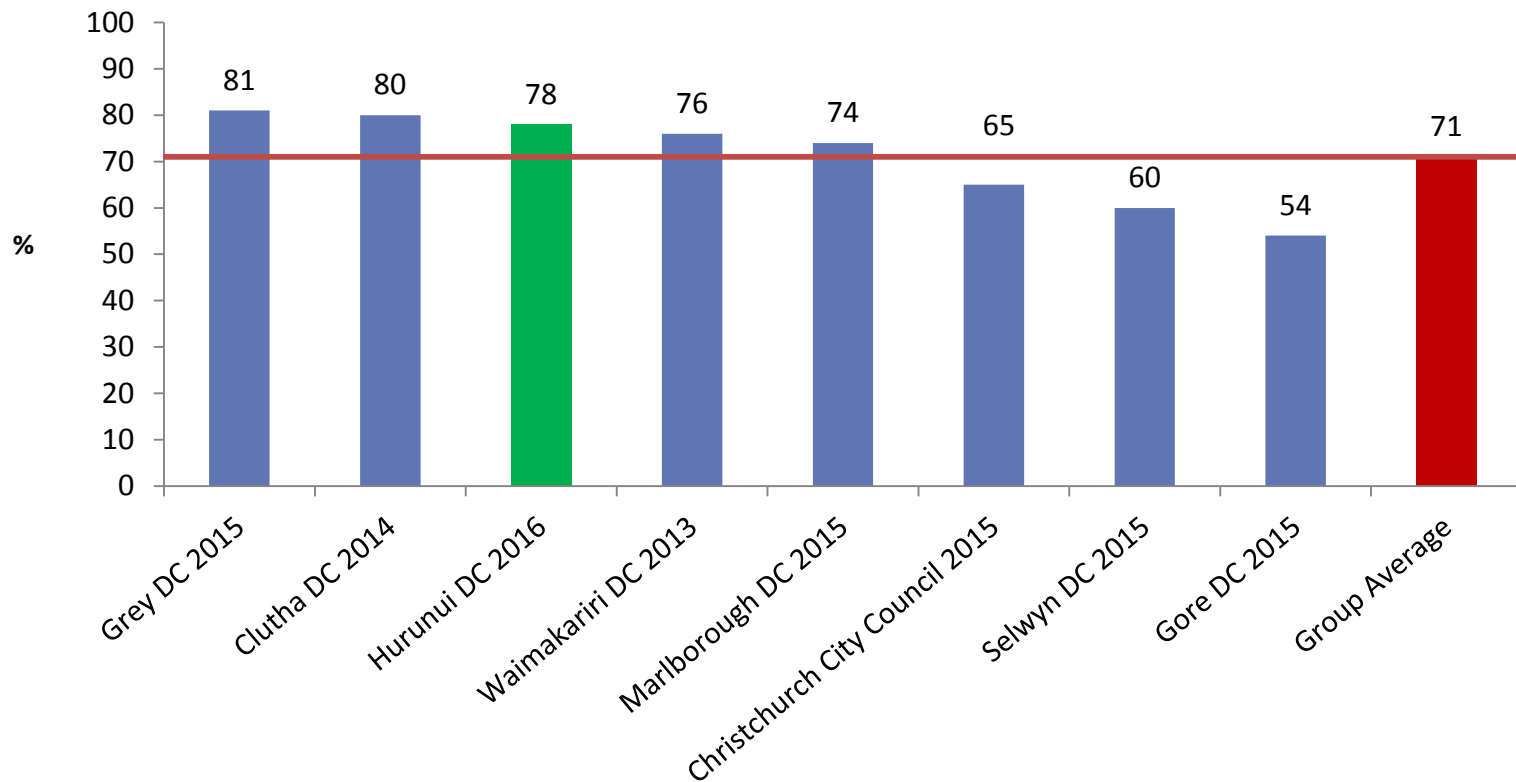


Sample: Total participants: 2008 – 2015: 500; 2016: 300
 Note: this question was not asked in 2007



Council Comparison: Overall Satisfaction with Council

Overall satisfaction with Hurunui District Council's performance is higher on average than for the comparative group of Councils.



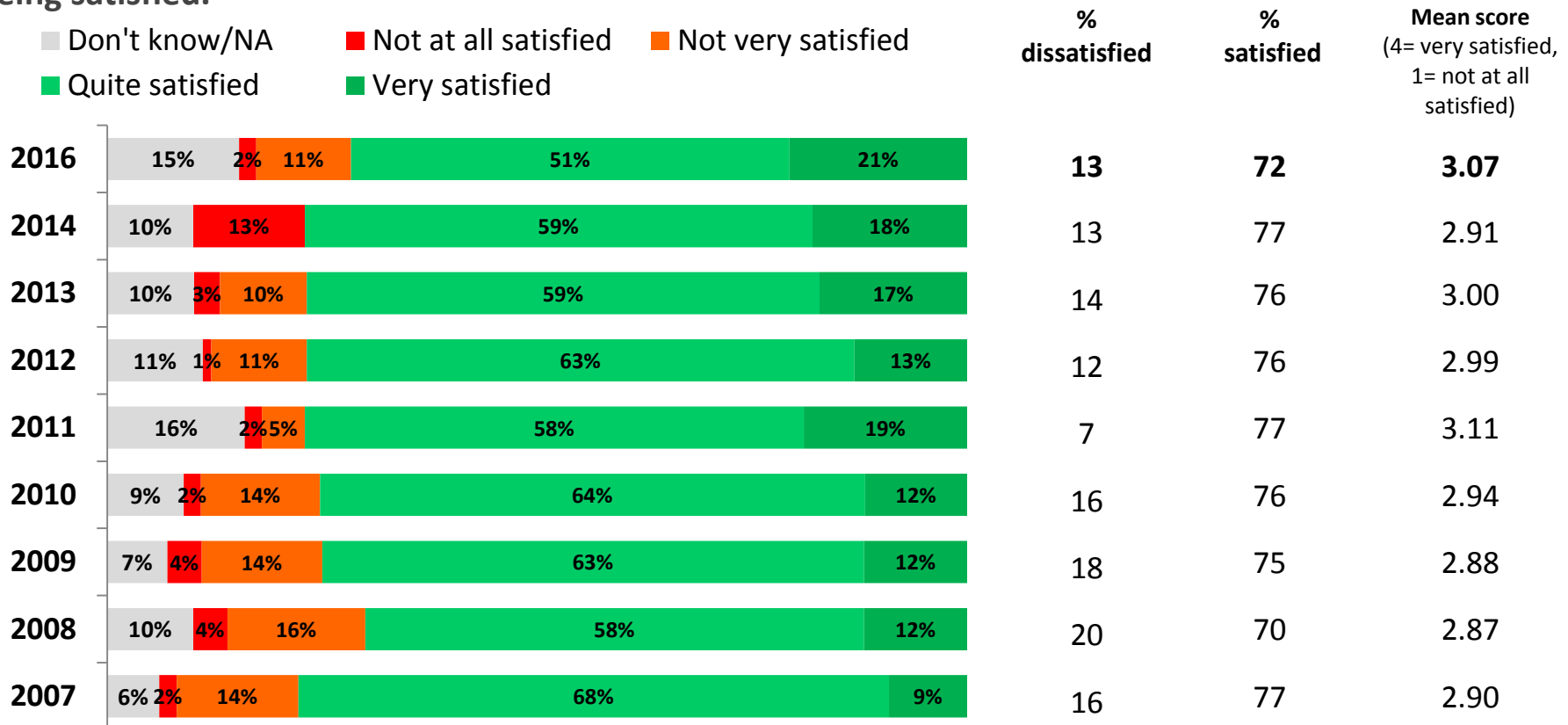
Performance of Hurunui District Council Mayor and Councillors



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Satisfaction with Performance of the Mayor and Councillors

Satisfaction with the performance of the Mayor and Councillors has decreased slightly in 2016, having remained relatively consistent between 2009 and 2014. This year 72% of residents reported being satisfied.

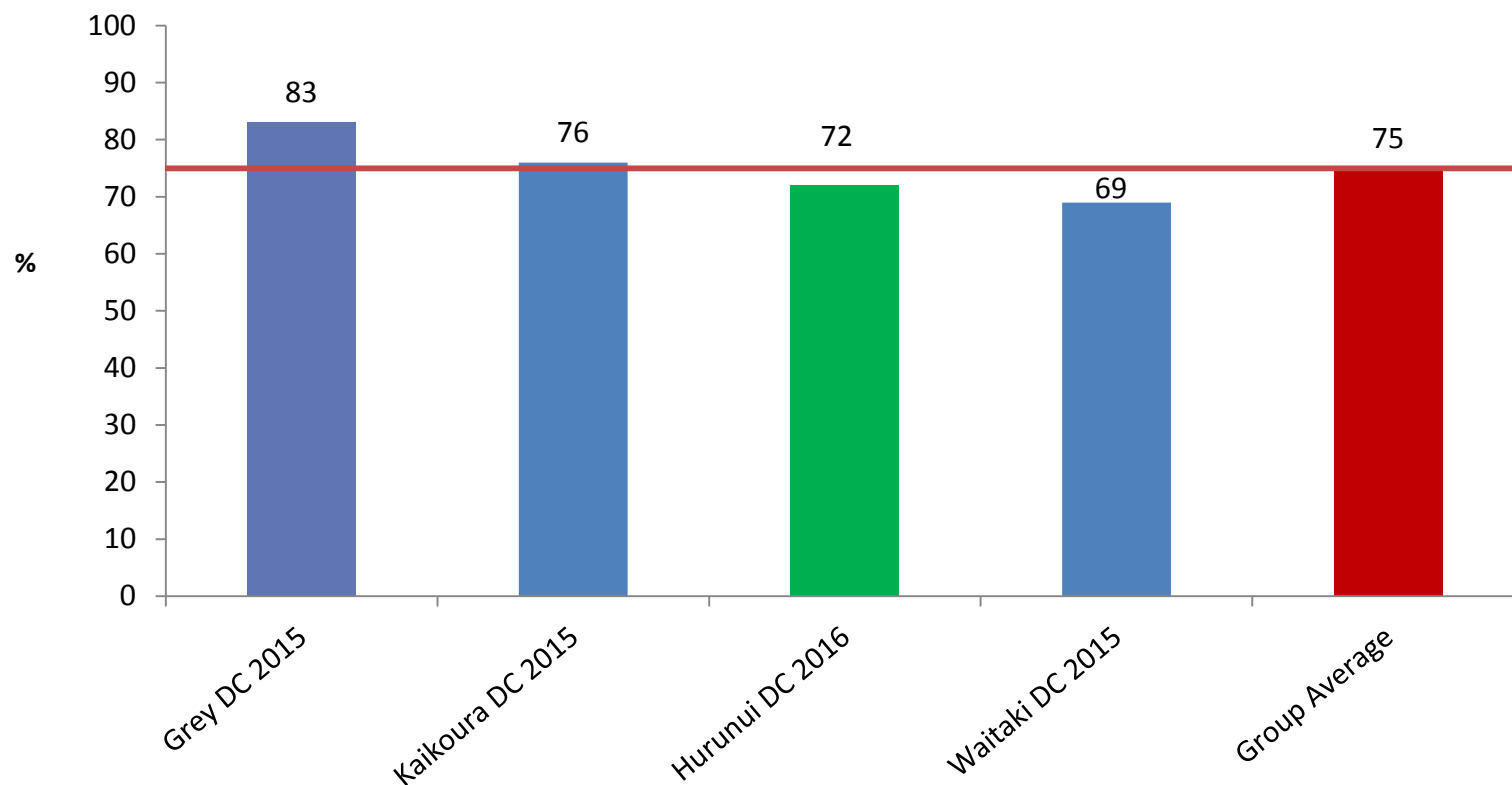


Sample: Total participants: 2007 – 2015: 500; 2016: 300
 Note: this question was not asked in 2015



Council Comparison: Satisfaction with the Performance of Mayor and Councillors

Satisfaction with the performance of Hurunui District Council's Mayor and Councillors is slightly lower on average than for the comparative group of Councils.



Awareness of Council Services

Awareness of Council Services

The vast majority of participants (92% or more) were aware of Council services in 2016, similar to earlier years.

| Service | 2007 % | 2008 % | 2009 % | 2010 % | 2011 % | 2012 % | 2013 % | 2014 % | 2015 % | 2016 % |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Resource and building consents | 98 | 99 | 97 | 99 | 96 | 99 | 98 | 99 | 99 | 99 |
| Libraries | 98 | 98 | 98 | 98 | 94 | 97 | 99 | 98 | 99 | 99 |
| The water supply and drainage | 96 | 97 | 97 | 95 | 93 | 97 | 96 | 97 | 97 | 98 |
| Animal control including dog licences | 97 | 98 | 96 | 96 | 96 | 97 | 97 | 98 | 98 | 98 |
| Parks and reserves | 97 | 96 | 97 | 97 | 98 | 99 | 98 | 98 | 97 | 98 |
| Waste Management | 95 | 93 | 96 | 94 | 97 | 96 | 96 | 97 | 97 | 97 |
| Cemeteries | 92 | 89 | 91 | 92 | 96 | 93 | 97 | 96 | 97 | 97 |
| All roads except state highways | 90 | 91 | 88 | 90 | 90 | 94 | 94 | 94 | 96 | 96 |
| Sewerage | 91 | 91 | 92 | 91 | 89 | 92 | 91 | 92 | 92 | 92 |
| Base: total sample | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |

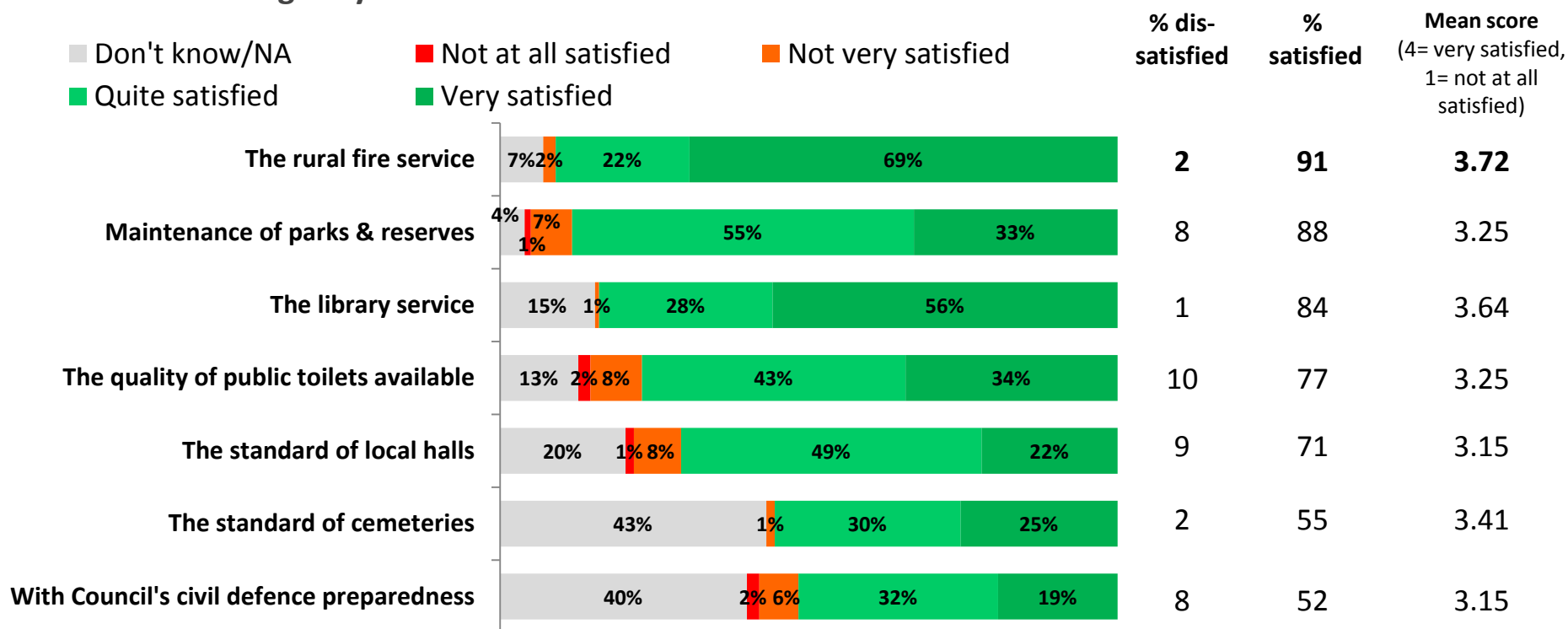
Sample: Total participants: 2007 – 2015: 500; 2016: 300



Satisfaction with Council Services

Satisfaction with Council Services: 2016

The majority of residents are satisfied with Council services in 2016. While satisfaction with the standard of cemeteries and the Council’s civil defence preparedness is lower than with other facilities, dissatisfaction is low and the difference is due to the relatively high proportion of residents stating they don’t know.



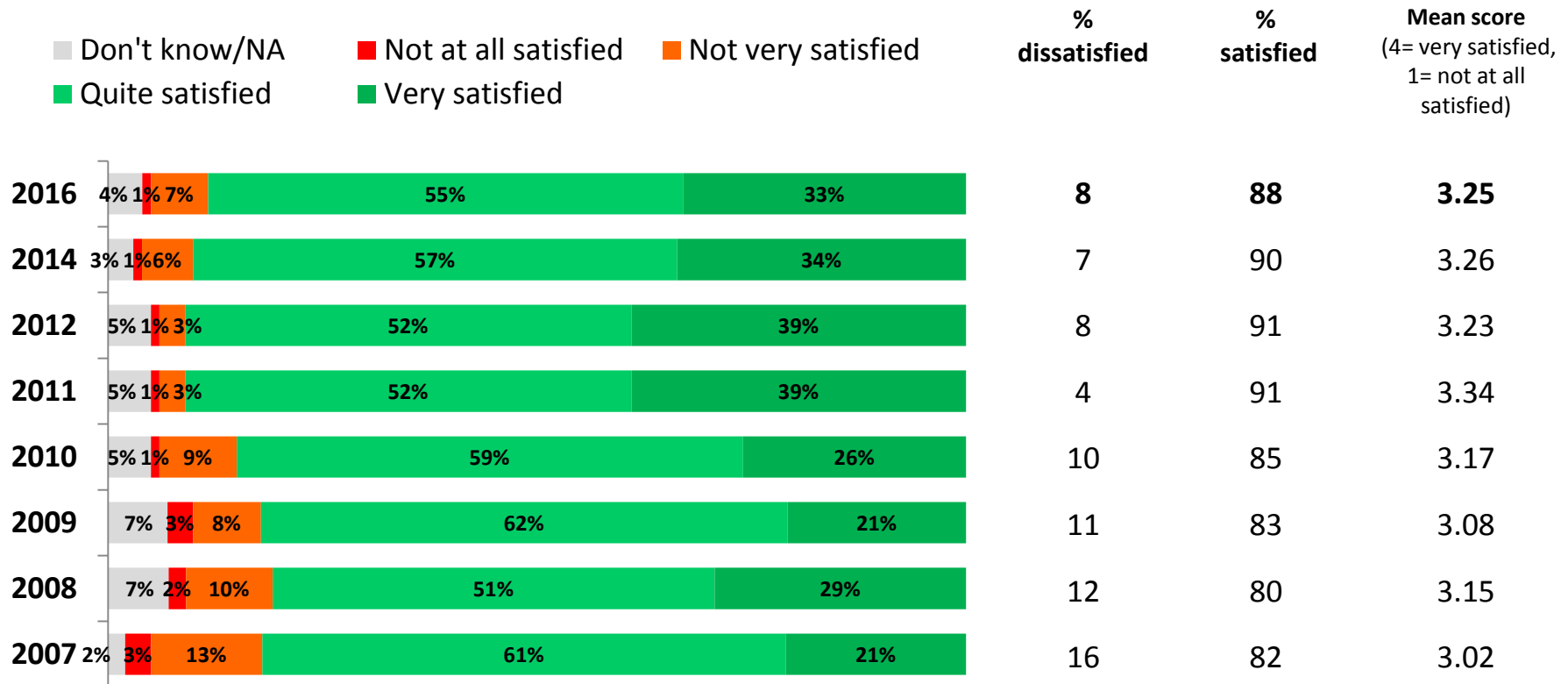
Sample: Total participants: 2016: 300

Note: satisfaction with the rural fire service and the Council’s civil defence preparedness were not asked prior to 2016.



Satisfaction with Maintenance of Parks and Reserves

Satisfaction with the maintenance of parks and reserves continues to be high, with 88% of residents satisfied in 2016.



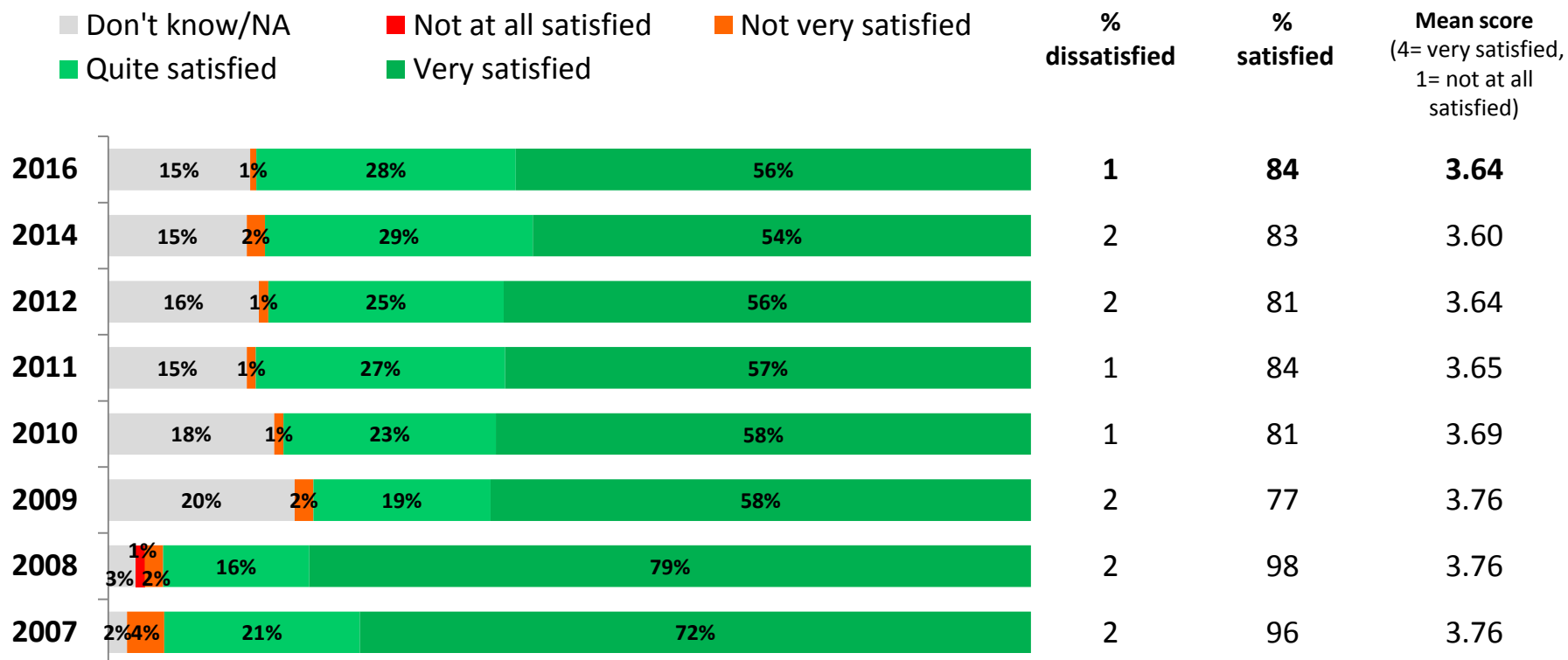
Sample: Total participants: 2007 – 2014: 500; 2016: 300

Note: this question was not asked in 2013 or 2015



Satisfaction with the Library Service

Residents' satisfaction with the library service has remained relatively consistent, with 84% satisfied in 2016.



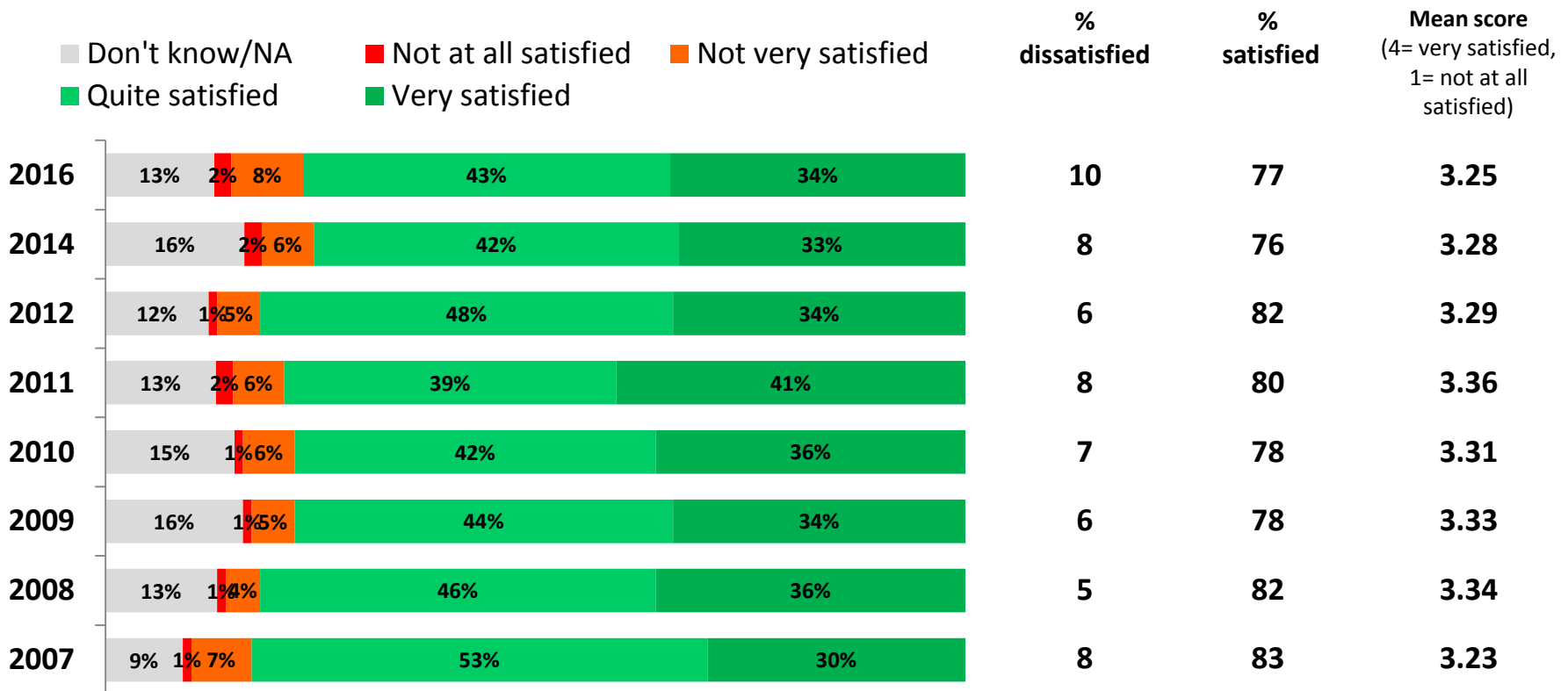
Sample: Total participants: 2007 – 2014: 500; 2016: 300

*Note: In 2007 and 2008, this question was asked only of members of Hurunui District Council libraries. From 2009 the question has been asked of all participants. This question was not asked in 2013 or 2015.



Satisfaction with the Quality of Public Toilets

Around three quarters of residents (77%) were satisfied with the quality of public toilets, a similar proportion to previous years.

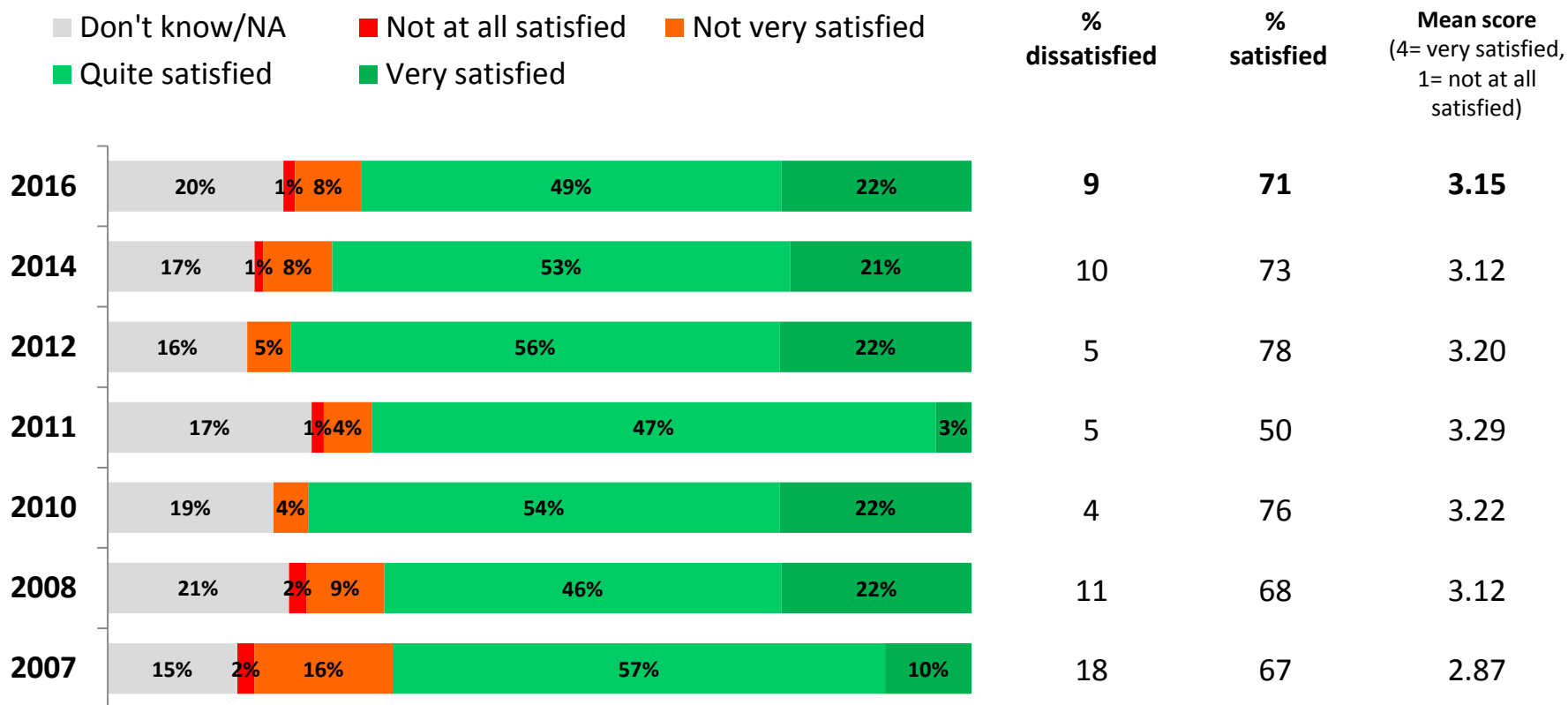


Sample: Total participants: 2007 – 2014: 500; 2016: 300
 Note: this question was not asked in 2013 or 2015



Satisfaction with Local Halls

Close to three quarters of residents (71%) are satisfied with the standard of local halls in 2016, down from 78% in 2012.

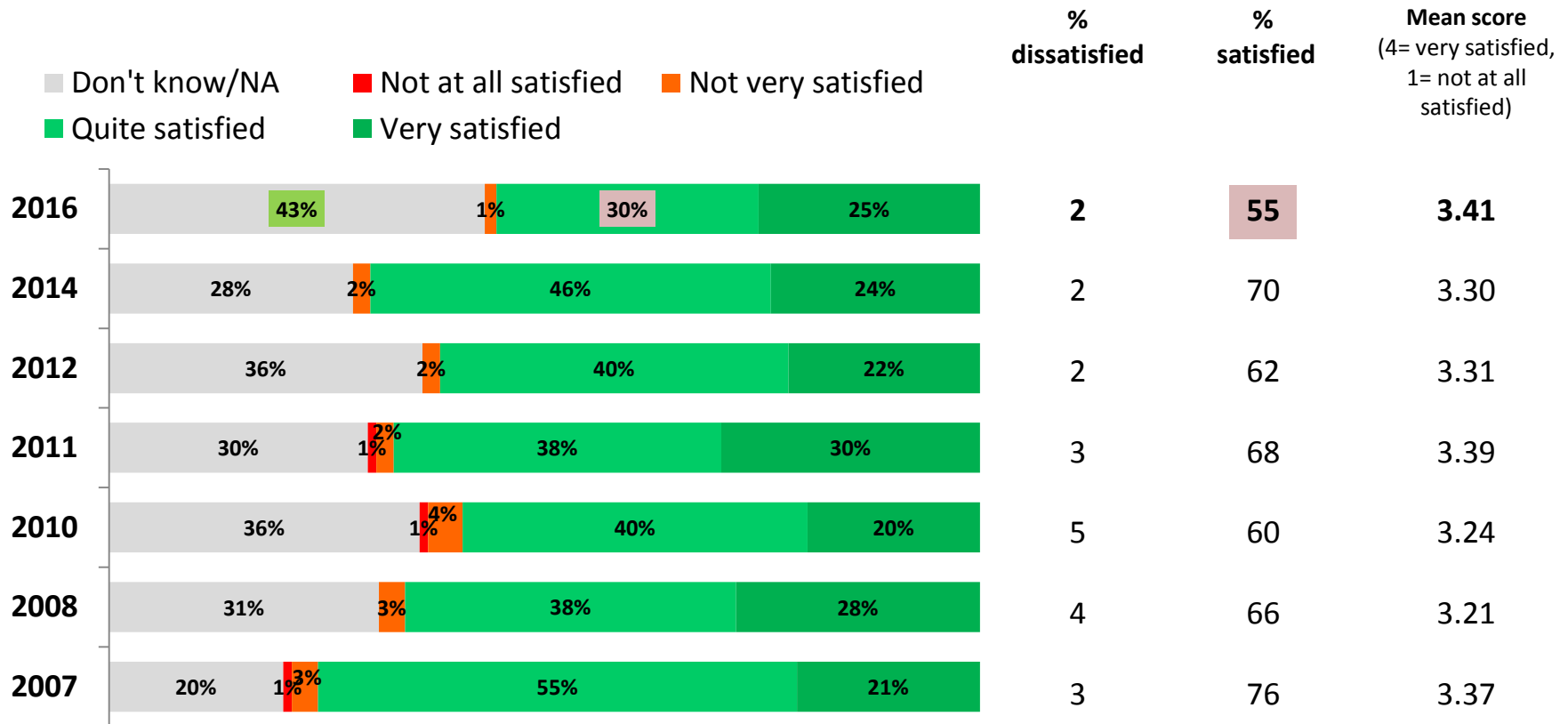


Sample: Total participants: 2007 – 2014: 500; 2016: 300
 Note: this question was not asked in 2009, 2013 or 2015



Satisfaction with the Standard of Cemeteries

While satisfaction with the standard of cemeteries has fallen in 2016 (from 70% in 2014 to 55% in 2016), the level of dissatisfaction has remained consistent over time and the lower level of satisfaction in 2016 is due to an increase in 'don't know' responses.



Sample: Total participants: 2007 – 2014: 500; 2016: 300
 Note: this question was not asked in 2009, 2013 or 2015



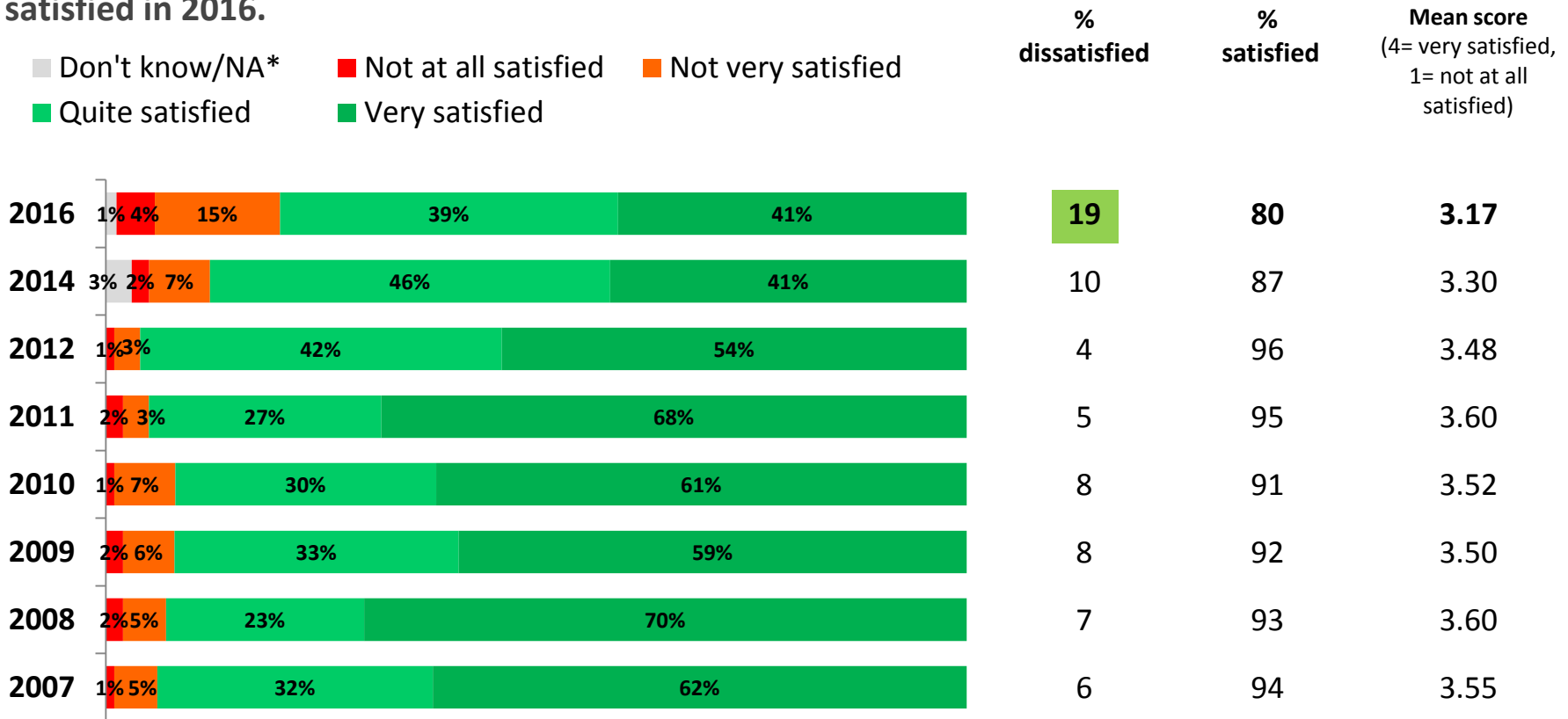
Satisfaction with Waste Management



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Satisfaction with Household Waste Collection Service

Overall satisfaction with the household waste collection service has continued to fall, down 9% between 2012 and 2014 and a further 7% between 2014 and 2016, with 80% of residents stating they are satisfied in 2016.



Sample: Those who have their household waste collected by the Council: 2012: 261; 2014: 293; 2016: 158

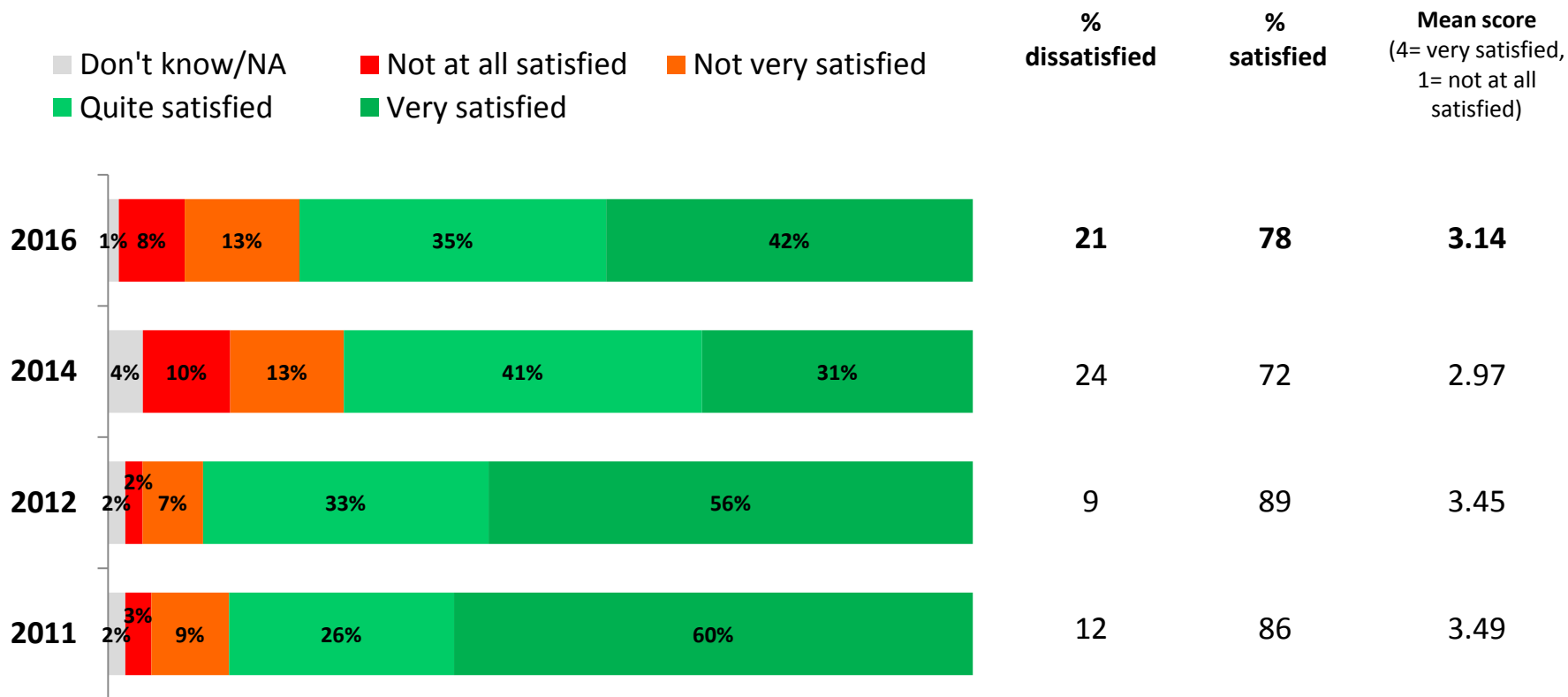
*Don't know option included in 2014

Note: this question was not asked in 2013 or 2015



Satisfaction with Household Recycling Collection Service

Satisfaction with the household recycling collection service has increased since 2014, from 72% to 78% satisfied, but remains lower than in 2012 (89%).



Sample: Those who have their household waste collected by the Council: 2012: 261; 2014: 293; 2016: 158

Note: this question was not asked prior to 2011, nor in 2013 or 2015



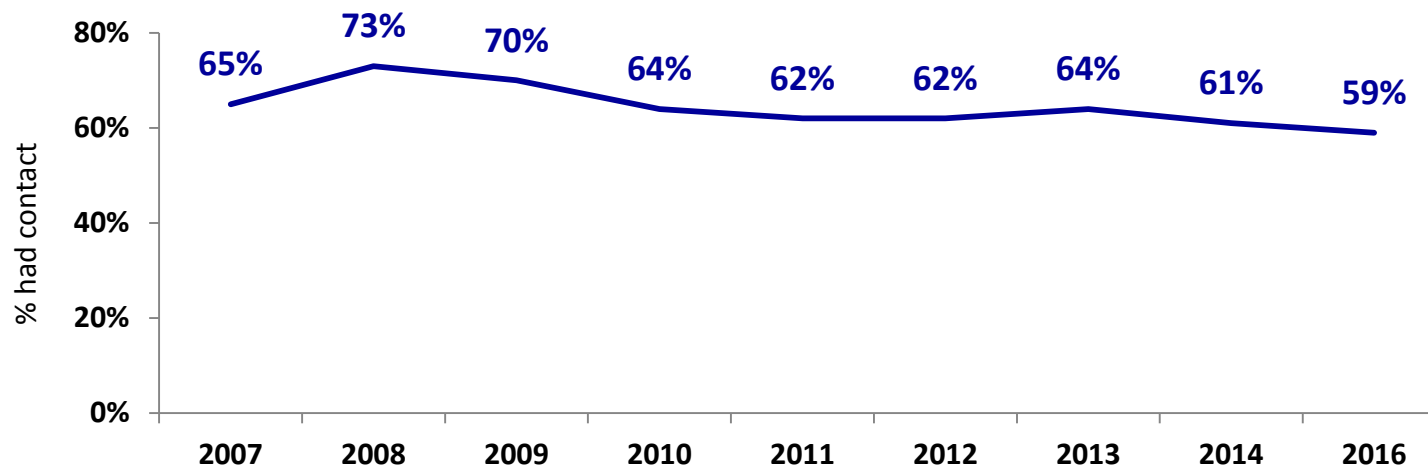
Satisfaction with the Service Received from Council Staff



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Contact with Council Offices in Last 12 Months

The proportion of residents who have contacted the Council in the last 12 months (59%) has remained relatively consistent since 2011.



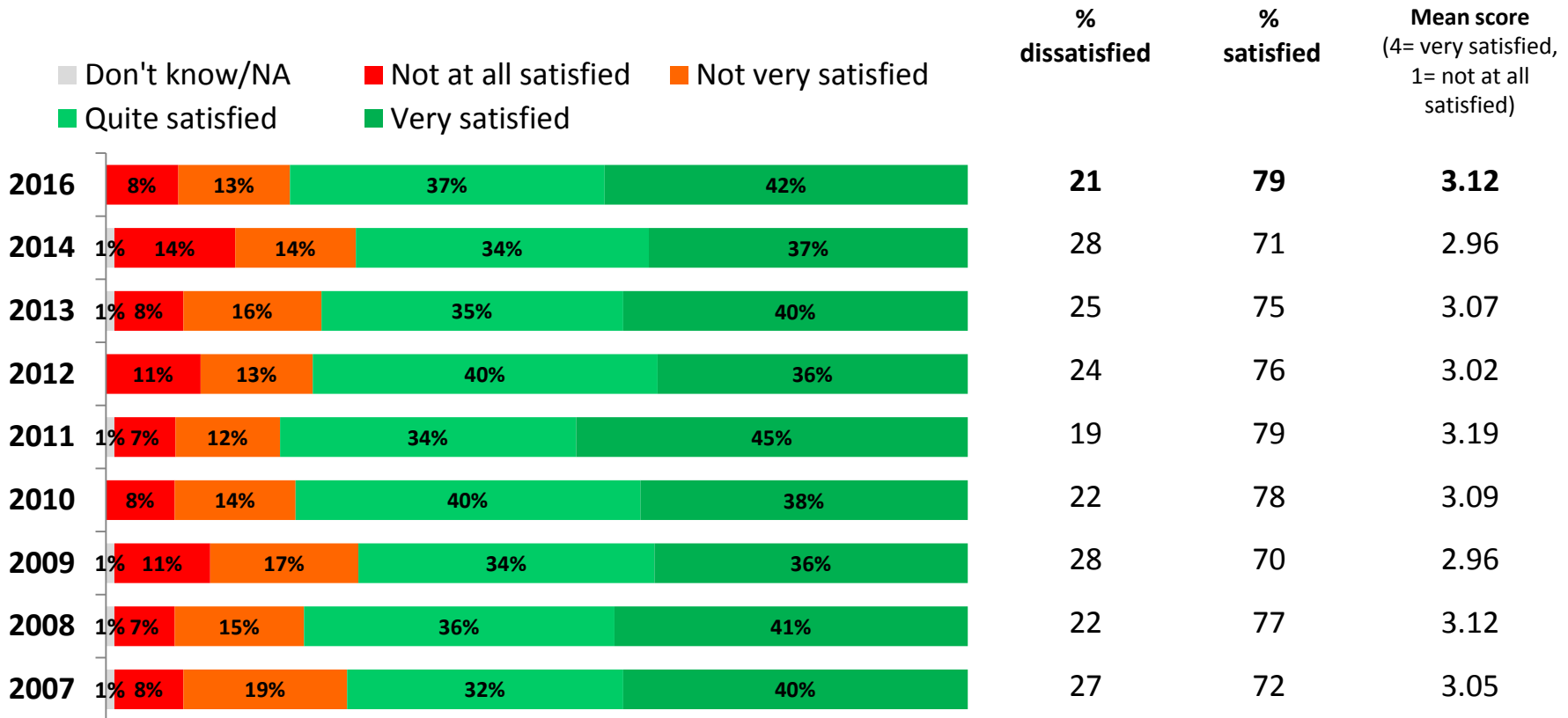
Sample: Total participants: 2007 – 2014: 500; 2016: 300

Note: this question was not asked in 2015



Satisfaction with Overall Service Received from Council Offices

Satisfaction with the overall service received from the Council Offices has improved in 2016, up from 71% satisfied in 2014 to 79% in 2016.



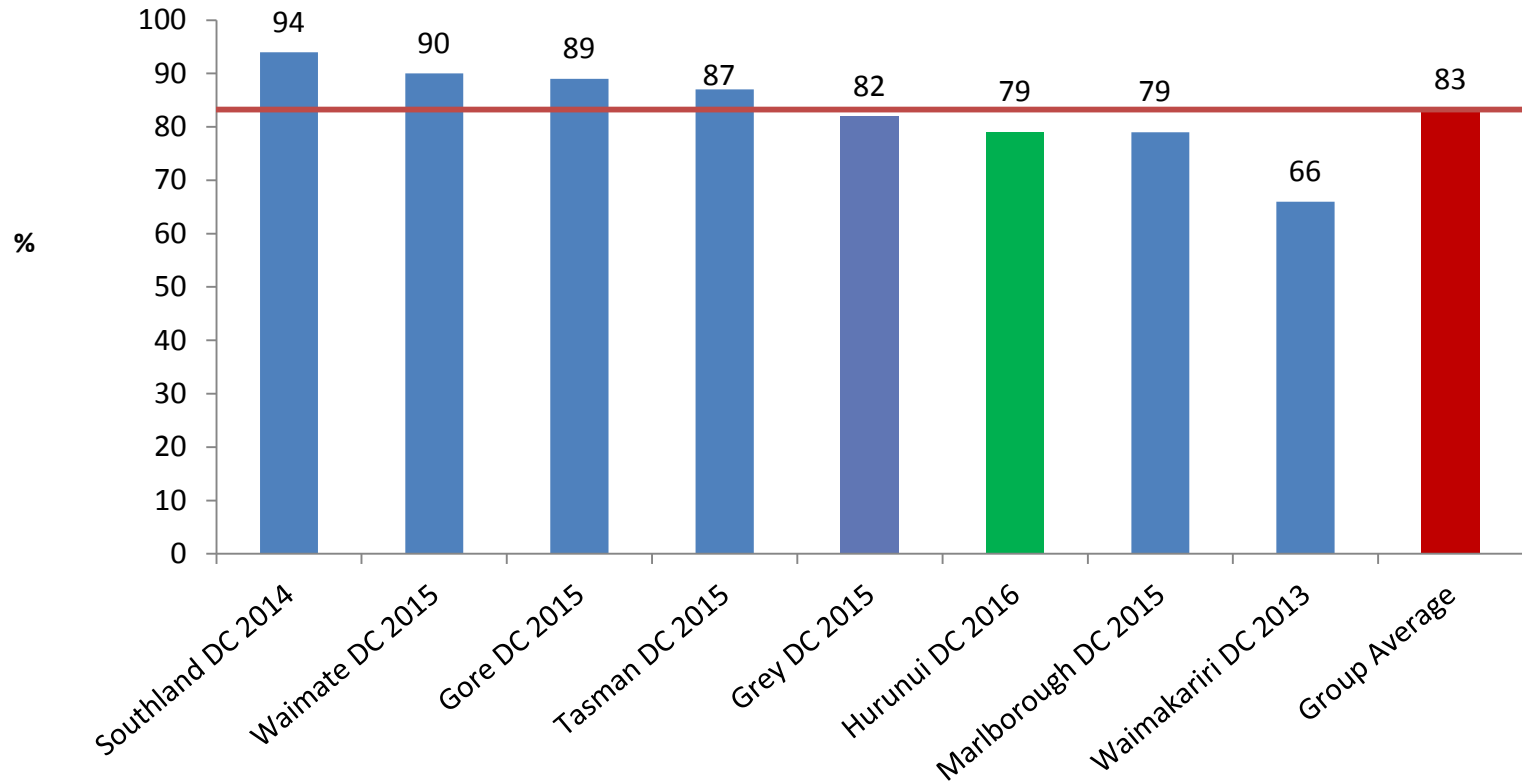
Sample: Those who contacted the Council offices: 2007: 306; 2008: 311; 2009: 315; 2010: 312; 2011: 305; 2012: 310; 2013: 322; 2014: 304; 2016: 178

Note: this question was not asked in 2015



Council Comparison: Satisfaction with Overall Service Received from Council Offices

Satisfaction with the service received after contacting Hurunui District Council is slightly lower on average than for the comparative group of Councils.



Demographic Profile

Sample Profile

The sample of participants who took part in this survey is representative of the Hurunui District population aged 18 and over in accordance with the 2013 Census in terms of age, gender and location.

| Area | 2013 | | | | | | | | | | |
|-----------------------------------|-------------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | 2016 (n) | Census % | 2008 % | 2009 % | 2010 % | 2011 % | 2012 % | 2013 % | 2014 % | 2015 % | 2016 % |
| Amberley | 109 | 36 | 36 | 36 | 35 | 35 | 35 | 35 | 35 | 36 | 36 |
| Amuri | 56 | 19 | 18 | 18 | 19 | 19 | 19 | 19 | 21 | 19 | 19 |
| Hurunui | 41 | 14 | 13 | 13 | 13 | 13 | 13 | 14 | 12 | 14 | 14 |
| Hanmer Springs | 27 | 9 | 10 | 10 | 13 | 13 | 13 | 12 | 13 | 9 | 9 |
| Cheviot | 34 | 12 | 12 | 12 | 11 | 11 | 12 | 11 | 11 | 12 | 11 |
| Glenmark | 33 | 10 | 11 | 11 | 9 | 9 | 9 | 9 | 9 | 10 | 11 |
| Sample: Total participants | 300 | | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |



Sample Profile continued

| Age | 2013 | | | | | | | | | |
|-----------------------------------|--------|------|------|------|------|------|------|------|------|------------|
| | Census | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
| | % | % | % | % | % | % | % | % | % | % |
| 18–24 | 6 | 7 | 6 | 7 | 6 | 6 | 6 | 7 | 4 | 6 |
| 25–49 | 40 | 45 | 45 | 44 | 42 | 46 | 45 | 42 | 41 | 40 |
| 50–64 | 31 | 29 | 29 | 30 | 31 | 30 | 28 | 28 | 31 | 30 |
| 65+ | 24 | 19 | 20 | 20 | 19 | 20 | 21 | 22 | 24 | 24 |
| Sample: Total participants | | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |

| Lifestage | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
|-----------------------------------|------|------|------|------|------|------|------|------------|
| | % | % | % | % | % | % | % | % |
| Younger, no dependents | 18 | 19 | 20 | 17 | 17 | 17 | 14 | 14 |
| With dependents | 17 | 38 | 35 | 39 | 39 | 37 | 36 | 37 |
| Older, no dependents | 44 | 42 | 44 | 44 | 44 | 45 | 50 | 48 |
| Sample: Total participants | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |



Sample Profile continued

| Gender | 2013 | | | | | | | | | |
|----------------------------|----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Census % | 2008 % | 2009 % | 2010 % | 2011 % | 2012 % | 2013 % | 2014 % | 2015 % | 2016 % |
| Male | 50 | 50 | 50 | 50 | 49 | 50 | 50 | 50 | 50 | 51 |
| Female | 50 | 50 | 50 | 50 | 51 | 50 | 50 | 50 | 50 | 49 |
| Sample: Total participants | | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |

| Ratepayer Status | 2008 % | 2009 % | 2010 % | 2011 % | 2012 % | 2013 % | 2014 % | 2015 % | 2016 % |
|---------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Ratepayer living in Hurunui | 83 | 84 | 80 | 82 | 84 | 84 | 82 | 86 | 83 |
| Ratepayer living elsewhere | 1 | 1 | 1 | 1 | 1 | - | 1 | 1 | 1 |
| Living with family who are ratepayers | 6 | 4 | 7 | 4 | 4 | 5 | 2 | 6 | 8 |
| Non-ratepayer | 10 | 12 | 12 | 12 | 11 | 11 | 15 | 7 | 9 |
| Sample: Total participants | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |



Sample Profile continued

| Time Lived in Hurunui | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
|-----------------------------------|------|------|------|------|------|------|------|------|------------|
| | % | % | % | % | % | % | % | % | % |
| All or most of life | 40 | 35 | 40 | 35 | 36 | 39 | 41 | 38 | 41 |
| For five years or more | 46 | 43 | 43 | 51 | 51 | 47 | 45 | 49 | 48 |
| For less than five years | 14 | 22 | 16 | 15 | 13 | 14 | 14 | 13 | 11 |
| Sample: Total participants | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |

| Town/Rural | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 |
|-----------------------------------|------|------|------|------|------|------|------|------|------------|
| | % | % | % | % | % | % | % | % | % |
| Town dweller | 41 | 46 | 44 | 47 | 45 | 41 | 49 | 44 | 47 |
| Rural dweller | 59 | 54 | 56 | 53 | 55 | 59 | 51 | 56 | 53 |
| Sample: Total participants | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |



Sample Profile continued

| Occupation | 2008 % | 2009 % | 2010 % | 2011 % | 2012 % | 2013 % | 2014 % | 2015 % | 2016 % |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Retired | 18 | 19 | 18 | 21 | 18 | 17 | 22 | 20 | 21 |
| Farmer | 19 | 18 | 17 | 20 | 17 | 21 | 19 | 18 | 15 |
| Home executive | 6 | 8 | 7 | 9 | 3 | 6 | 15 | 5 | 3 |
| Teacher/ nurse/ police/ other trained service | 5 | 7 | 7 | 5 | 6 | 7 | 8 | 8 | 6 |
| Clerical or sales employee | 6 | 3 | 7 | 9 | 6 | 5 | 9 | 7 | 7 |
| Business proprietor or self employed | 6 | 5 | 8 | 4 | 9 | 10 | 5 | 9 | 8 |
| Labour/ manual/ agricultural/ domestic worker | 9 | 9 | 13 | 14 | 20 | 9 | 15 | 9 | 13 |
| Technical or skilled worker | 12 | 12 | 7 | 5 | 8 | 6 | 4 | 3 | 4 |
| Professional/ business manager/ executive | 8 | 11 | 6 | 5 | 5 | 5 | 6 | 11 | 11 |
| Semi-skilled worker | 8 | 4 | 3 | 7 | 6 | 9 | 8 | 6 | 9 |
| School/ tertiary student | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 3 |
| Not working/ beneficiary | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 |
| Sample: Total participants | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 500 | 300 |



Participant's Additional Comments



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Participant's Additional Comments

RUBBISH/RECYCLING

- 8 There's no rubbish/recycling pick-up for outside of Hawarden so when you're more rural it would be good to have a spot outside Hawarden where you can drop it off and it will get picked up. We could do it regularly and it wouldn't pile up in the garage. (Female, 25-49, Hurunui ward)
- 8 The recycling moved to somebody else. It was a vital and environmental service that has been taken away. (Female, 25-49, Amberley ward)
- 8 We have to pay for the rubbish bags, we don't think it's fair. (Male, 65+, Amberley ward)
- 8 I would like to have a recycling service like we had before. The water's terrible, it has lime in it and doesn't taste very nice. (Female, 50-64, Amberley ward)
- 8 With the recycling, I cannot understand why and where they decided to set the recycling and waste up. I would have liked it more like it is in Rangiora. It is not user-friendly. (Female, 50-64, Amberley ward)
- 8 I would like to see the glass recycled. We need recycle bins or crates. We pay for recycling and buy the bags. The water, it's very hard and the tap water quality is a health concern. (Male, 25-49, Amberley ward)
- 8 With the rubbish collection, we pay full rates but the trucks cannot turn around at our gate so we don't get the full service. (Female, 25-49, Cheviot ward)
- 8 Paying the \$2.50 per rubbish bag is a rip off. There is no concrete footpath area surrounding my house in the town so the weed spray contractor overlooks my property frontage. (Male, 65+, Amuri ward)
- 8 They could have kept up the recycling, people are now dumping things in the riverbed. The Amberley swimming pool needs money spent on it to help the community. (Female, 50-64, Amberley ward)
- 8 It would be handy if they picked up the glass and recycled it. (Female, 25-49, Amberley ward)
- 8 The communication going into the office, they are too scared to say or they don't know, or won't commit to anything. Our rates are high and we have to pay for our own bags. (Female, 50-64, Amberley ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 I have an easement that goes through my property which the Council is meant to maintain which they haven't done. We only have 2 street lights and I'm not happy with that. There is no recycling for jars or glass, we need recycling bins for glass. (Female, 65+, Amberley ward)
- 8 Rubbish on a Monday for bach owners. (Male, 25-49, Glenmark ward)
- 8 Lawn clippings are a major issue \$105 for .5 of a ton is too expensive for anyone. The mayor is a good person, some of the Councillors run over the top of us, they opened up the cul-de-sac and we didn't want that. (Male, 65+, Amberley ward)
- 8 Disgusted that they changed from the previous recycling contractor. They closed the reuse store so now we now have nowhere to recycle good items. (Female, 50-64, Amberley ward)
- 8 I don't like the fact that they took the recycling contract away and gave to a private contractor, people don't take recycling as seriously. (Female, 50-64, Amberley ward)
- 8 Rubbish bags not available, I don't know where to get rubbish bags from. I'm not impressed with the water quality, it's the taste, the smell and the damage its doing to my appliances. (Female, 25-49, Amberley ward)
- 8 They should have stuck with the status-quo with the rubbish bags. I'd like better care of the footpaths in Rotheram. (Male, 50-64, Amuri ward)
- 8 The roading is terrible, they just patch the same part of the road and not the rest of it. We have to buy your own rubbish bags now, and are not allowed to use our old rubbish bags that we used to buy from the supermarket for \$10. (Female, 25-49, Hurunui ward)
- 8 They should give us recycling bins. (Female, 50-64, Amberley ward)
- 8 I would like the green recycling bags reinstated so we can put our bric-a-brac in and kerb glass recycling would be nice. We had salt in our water 2 weeks ago and 3 members of the family had stomach cramps and dizziness for 2 weeks, however tests couldn't find anything. Green waste collection at the kerb would be nice. (Female, 25-49, Amberley ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 Roadside maintenance is lacking, they don't look good. It is messy down by the river and the person responsible didn't maintain it but the local school children did. The green bins don't get emptied as often as they need to be. (Female, 25-49, Amuri ward)
- 8 I would like a nice Culverden sign. Wheelie bins instead of bags. The roads has been marked for a work project for a few months now, but the work is still yet be done in Culverden. (Male, 50-64, Amuri ward)
- 8 I have two gripes, one is the price of the rubbish bags, which are very expensive. I would have preferred the old rubbish system for rubbish where we had an annual allowance of 52 bags to use as we chose. The other thing is the speed limit on Argelins Road which is 70 km/h which is ridiculous. This is where we live and the limit is far too high. It is very difficult to get safe access to our property because although the limit may be 70 km/h, people go far faster than that. We would like to see it dropped to 50kmph. (Female, 50-64, Hanmer Springs ward)
- 8 The recycling depot is not open all hours and so I've had to return with my recycling stuff. Redpost corner to Rotheram, a lot money has been spent there, there seems no logic to it. There must have been better things to spend it on. I support the Canterbury water strategy. (Male, 25-49, Amuri ward)
- 8 Regarding the water, I'm not satisfied with the response from the Council, it needs addressing. I don't like the fact that there was no forward warning regarding the use of plastic bags. I would like to see some green waste collection, recycling of bottles and glass. The swimming pool needs to be sorted, we have to go out of the district to teach my children to swim. (Female, 25-49, Amberley ward)
- 8 It's interesting they didn't comment on water as it needs sorting out. There is an issue with green waste, the setup is not good as they don't take all the green waste so this needs looking into. The swimming pool, there has been no effort to assist in the planning of a new pool. The collection of recycling changes have resulted in the closure of the reuse centre. That was a valuable asset which the Council needed to retain hence why my ratings are not all that positive. (Male, 50-64, Amberley ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 Dog control, I was really disgusted that no one was available to come out to deal with a dog control problem over Waitangi weekend. It was on Harrogate Street, there were two large Dobermans which were very menacing, barking aggressively and approaching groups of people particularly those with children. People were having to cross the street to avoid the dogs. It is a busy street and it was a long weekend. I rang the Hurunui District Council and got a man in Amberley. He refused to attend because I couldn't give him the exact address and he said that it wouldn't be worth attending in case the dogs weren't there anymore and he couldn't identify the property. There was no street number but I could give him the exact location as it is quite close to my property. The dogs were eventually locked up later that evening but the next day the gates were locked and the dogs were howling. The owners of the dogs were at one stage sitting outside laughing at their dog's behaviour. I think that if the guy from Amberley won't come, then there should be someone at the northern end of our area. Recycling, there is no recycling for large items such as a once a year collection for unused furniture, electrical, white ware etc. or to be able to drop off for free at the local transfer station. Rubbish, we have to pay for our bags. Holiday home owners say they don't use it because they don't live here permanently but the people that they rent out their baches to still have rubbish. Holiday home owners are not fairly contributing to the cost of refuse by only paying for the bag. I am subsidising people who are making money out of their properties whereas the cost should be fairly shared. I certainly don't think that I am the only one complaining about refuse, others are not happy about this too. I would also like to say about the water system, that several years ago Hanmer updated their water system at the cost of the ratepayers. It was very expensive. At the time other town's supplies were not updated due to the cost. More recently, Waiau which is a very poor area upgraded theirs but they had a subsidised service because the area is so poor. Cheviot has never made any attempt to upgrade their water system due to the cost but now is going to at the cost of all ratepayers in the Hurunui. I don't see that I should be subsidising poor people to have their water upgraded. They should have to pay for it like we did. If the whole of the Hurunui has to pay, then the amount that ratepayers like myself have to pay should be deducted from what I have paid before. The system has to be fair and I shouldn't have to pay for others. (Female, 50-64, Hanmer Springs ward)
- 8 The new service with regards to the waste and recycling is dramatically worse, the Council's main concern should be the quality of the water, expecting a region of this size to raise two million to go towards a swimming pool is crazy. (Female, 25-49, Amberley ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 Recycling, they used to do a recycling scheme which picked up at our gate. We had to pay for it but it was a great service and they had to cancel it due to lack of funding, but it would be great to get that back up and going. (Female, 50-64, Hurunui ward)
- 8 I would like to be able to burn garden rubbish. I would like them to address the septic tanks. Please put in a town sewer. More council housing for seniors especially Culverden, Waiau and Hanmer Springs and Rotheram. (Female, 50-64, Amuri ward)
- 8 The rubbish bags are far too expensive at \$2.50 and thinner than used to be. HDC should cover the cost of putting the driveway onto existing properties. (Female, 25-49, Glenmark ward)
- 8 With the recycling, I would like to know more about what is being recycled and what is being trashed. The point is to use as recycling. The price of rubbish and recycling bags as a service should be offset. (Female, 25-49, Amberley ward)
- 8 The recycling here, we can't do glass. We need the big bin at the entrance of the recycle depot in Waiau and Culverden. The existing recycling bin by the Culverden toilets need to be emptied more frequently. Although the system has had some upgrading, we still experience water with an unpleasant taste. (Male, 25-49, Amuri ward)
- 8 I quite like the 3 bin service, the rubbish, recycling, and composting. I don't like having to buy the bags, which seems very expensive. For a larger family they are inappropriate and nowhere near big enough and they are not thick enough and having a limit of 2 is ridiculous. (Female, 25-49, Hanmer Springs ward)
- 8 I am disappointed as they took away their curb side recycling green sacks when it worked very well. (Male, 25-49, Amberley ward)
- 8 With the rubbish now, we have to buy bags but there's none to purchase as there is always a shortage. (Male, 25-49, Amberley ward)
- 8 We need a drop off point for people outside of Amberley zone for our rubbish, especially for the elderly. (Female, 25-49, Amberley ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 I am disappointed that a local company lost the recycling contract. (Female, 25-49, Amberley ward)
- 8 We have to cart our rubbish and pay where people in the village have it picked up. (Male, 50-64, Hanmer Springs ward)
- 8 I would like my rubbish collected but I am probably too far away. The dust is too much at times. (Female, 65+, Amuri ward)
- 8 Provide more rubbish bags or make it not so expensive. Provide speeding signage down some roads. Do something to stop people driving on peoples lawns. (Female, 25-49, Hanmer Springs ward)
- 8 I don't like having to pay for rubbish bags. The bags are too small. Water restrictions, we've had a block and we have to pay for extra delivered water on top of what we've paid the Council for our water. (Female, 50-64, Amuri ward)
- 8 Perhaps a monthly pick up of recyclable items from rural properties would be a good solution to the vexed problem of piles that mount up. (Male, 25-49, Amuri ward)
- 8 We pay full rates in the rural area and when we go to the refuse station we have to pay full price, but the people in town don't have to pay. We still have to buy bags like everyone else but we have to pay to dump. I am a pilot and fly around a lot and I don't know how some of the farmers get away with what they put in these pits i.e. baillage wrapping, empty chemical containers which is a hazardous waste. They have plenty of opportunities to get rid of it legally but they just burn it most of the time. Some of the stuff is biodegradable but a lot of it isn't. (Male, 25-49, Hanmer Springs ward)
- 8 I would like the Council to have a composting service for green stuff like they do in Kaikoura and other places. The technician for the Council checked my water leak from the main and told me that he was too busy to help fix it and therefore a lot of water is wasted. Trees in Culverden are breaking the footpath. Water doesn't drain well from Montrose Street and needs fixing soon. (Male, 65+, Amuri ward)
- 8 Roads to the south are in need of some work and require money spent on them. There are not enough rubbish bags allocated to each household. (Male, 25-49, Amuri ward)



Participant's Additional Comments

RUBBISH/RECYCLING continued

- 8 We should have the rubbish and recycling system as like Christchurch. On sales day in Culverden the dust is so thick that I can't open the windows or go outside because it has a negative effect on my health. A sprinkler system to keep the dust from the roads down would be a good idea. Footpath and drainage on St Leonards Road are very urgently needed. It is not safe to walk up and down on the road. (Female, 50-64, Amuri ward)
- 8 The rubbish and recycling is archaic. (Male, 25-49, Amberley ward)
- 8 I would like to see some more waste collection in Purchase Road area. (Male, 25-49, Amberley ward)
- 8 Have more rubbish and recycling bags given to us. (Male, 25-49, Amberley ward)
- 8 The district Council is a joke and the water supply is a joke. The waste and recycling is a joke to the point that it cost jobs. (Male, 25-49, Amberley ward)
- 8 I am not happy with the current user pay service for refuse and recycling. I would prefer the three bin service. The guys that do our pick-up are good which I am happy with but I resent having to pay for. The bags are very thin and way too dear for what they are, and they are a pain to pay in packets of 5. It is cheaper to fill my V8 up with rubbish and dump it. (Male, 25-49, Hanmer Springs ward)

WATER QUALITY/SUPPLY

- 8 I would just like to see them upgrade to a better residential water for rural properties. We're in Upper Waitoi River scheme and we'd like see that we're getting water from a bore as opposed to a river run. (Male, 25-49, Hurunui ward)
- 8 The water, it is not up to standard. We buy and pay rates on supply and still have to buy to get a good drink of water. (Male, 65+, Amberley ward)
- 8 The water is not nice. (Female, 50-64, Amberley ward)
- 8 Why don't they do something about the water as the water's s***. (Male, 50-64, Amberley ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 The water quality is poor. (Male, 65+, Amberley ward)
- 8 The water quality is not good. We are always getting messages to say to boil our water and I have been boiling water for over a year now. (Female, 50-64, Cheviot ward)
- 8 The water supply needs to be better. It's really high in iron and we have to replace water cylinders. (Female, 25-49, Amberley ward)
- 8 I would like to have a recycling service like we had before. The waters terrible, it has lime in it and doesn't taste very nice. (Female, 50-64, Amberley ward)
- 8 Just the water thing, its stuffed as you can't drink it. It burns the elements out. (Female, 25-49, Amberley ward)
- 8 The water quality, the hardness and discoloration. We have a supermarket and new shopping centre, the old shops are derelict so either use them or pull them down. We need a general tidy up in that area as it is the main shopping area in Amberley. (Male, 65+, Amberley ward)
- 8 I would like to see the glass recycled. We need recycle bins or crates. We pay for recycling and buy the bags. The water, it's very hard and the tap water quality is a health concern. (Male, 25-49, Amberley ward)
- 8 With regards to the water, we had a filtration system so it did not affect me, however after a meeting they have come together about the standard of it. (Female, 65+, Amberley ward)
- 8 The water quality, as it contains too much chlorine and something else in the water. (Male, 50-64, Cheviot ward)
- 8 In the town we have water restrictions so we have to be careful about how we water our vegetable garden however all around us vast quantities of water is used on the farms. Water is a high priority for us. Lots of places have pivots which are going in the heat of the day when it would be better for water conservation for them not to be going at all. (Female, 50-64, Amuri ward)
- 8 The water quality is abysmal. Nothing has happened to improve the quality over the last 10 years. (Male, 50-64, Cheviot ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 The water, I'm buying bottled water as the current water supply makes hubby sick and it turns my whites orange when washing clothes. (Female, 25-49, Amberley ward)
- 8 The water is terrible to the extent that I buy my water. (Female, 25-49, Amberley ward)
- 8 The water is disgusting, its limey and the jug keeps blowing elements. The water tastes nasty. I have to buy bottled water. (Female, 25-49, Amberley ward)
- 8 The water is rubbish and the roading need major upgrade. (Male, 50-64, Glenmark ward)
- 8 At the meeting regarding water, they came unprepared and residents were not happy. The waters not drinkable, it's rusty, cloudy and tastes disgusting. (Male, 25-49, Amberley ward)
- 8 The water quality needs to be looked at. (Female, 65+, Amberley ward)
- 8 The water supply not very good. (Male, 50-64, Amberley ward)
- 8 The water is terrible and they need to stop putting money into Hanmer Springs. The water is not safe to drink and it's always breaking down and they are still putting sewerage into the creek. They just keep pouring money into Hanmer Springs for the tourists but they need to put money into the water and sewerage here. (Male, 25-49, Hurunui ward)
- 8 Rubbish bags not available, I don't know where to get rubbish bags from. I'm not impressed with the water quality, it's the taste, the smell and the damage its doing to my appliances. (Female, 25-49, Amberley ward)
- 8 We had a breakdown when the person responsible was away and so we had the stand-in, fix-it which meant livestock were without water for too long. (Female, 25-49, Amuri ward)
- 8 The waters crap and has cost me a fortune. I have lost solar panels and a hot water cylinder. (Female, 50-64, Amberley ward)
- 8 I would like the green recycling bags reinstated so we can put our bric-a-brac in and kerb glass recycling would be nice. We had salt in our water 2 weeks ago and 3 members of the family had stomach cramps and dizziness for 2 weeks, however tests couldn't find anything. Green waste collection at the kerb would be nice. (Female, 25-49, Amberley ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 Dog control, I was really disgusted that no one was available to come out to deal with a dog control problem over Waitangi weekend. It was on Harrogate Street, there were two large Dobermans which were very menacing, barking aggressively and approaching groups of people particularly those with children. People were having to cross the street to avoid the dogs. It is a busy street and it was a long weekend. I rang the Hurunui District Council and got a man in Amberley. He refused to attend because I couldn't give him the exact address and he said that it wouldn't be worth attending in case the dogs weren't there anymore and he couldn't identify the property. There was no street number but I could give him the exact location as it is quite close to my property. The dogs were eventually locked up later that evening but the next day the gates were locked and the dogs were howling. The owners of the dogs were at one stage sitting outside laughing at their dog's behaviour. I think that if the guy from Amberley won't come, then there should be someone at the northern end of our area. Recycling, there is no recycling for large items such as a once a year collection for unused furniture, electrical, white ware etc. or to be able to drop off for free at the local transfer station. Rubbish, we have to pay for our bags. Holiday home owners say they don't use it because they don't live here permanently but the people that they rent out their baches to still have rubbish. Holiday home owners are not fairly contributing to the cost of refuse by only paying for the bag. I am subsidising people who are making money out of their properties whereas the cost should be fairly shared. I certainly don't think that I am the only one complaining about refuse, others are not happy about this too. I would also like to say about the water system, that several years ago Hanmer updated their water system at the cost of the ratepayers. It was very expensive. At the time other town's supplies were not updated due to the cost. More recently, Waiau which is a very poor area upgraded theirs but they had a subsidised service because the area is so poor. Cheviot has never made any attempt to upgrade their water system due to the cost but now is going to at the cost of all ratepayers in the Hurunui. I don't see that I should be subsidising poor people to have their water upgraded. They should have to pay for it like we did. If the whole of the Hurunui has to pay, then the amount that ratepayers like myself have to pay should be deducted from what I have paid before. The system has to be fair and I shouldn't have to pay for others. (Female, 50-64, Hanmer Springs ward)
- 8 The quality of water and the notification about the water and an easier-to-use website would be much better. (Female, 25-49, Amuri ward)
- 8 Big improvement in the shingle roads this year. Boiled water notices are believed to be in place but we don't get notice about it so it is not certain. In the end, I found out by phoning. (Female, 50-64, Amuri ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 There needs to be improvements to water service, as it tastes chlorine-like. There needs to be more footpaths in the Waiau township. (Female, 25-49, Amuri ward)
- 8 Regarding the water, I'm not satisfied with the response from the Council, it needs addressing. I don't like the fact that there was no forward warning regarding the use of plastic bags. I would like to see some green waste collection, recycling of bottles and glass. The swimming pool needs to be sorted, we have to go out of the district to teach my children to swim. (Female, 25-49, Amberley ward)
- 8 The water quality is extremely poor. (Male, 50-64, Amberley ward)
- 8 It's interesting they didn't comment on water as it needs sorting out. There is an issue with green waste, the setup is not good as they don't take all the green waste so this needs looking into. The swimming pool, there has been no effort to assist in the planning of a new pool. The collection of recycling changes have resulted in the closure of the reuse centre. That was a valuable asset which the Council needed to retain hence why my ratings are not all that positive. (Male, 50-64, Amberley ward)
- 8 The quality of the water, it's just too hard. (Male, 50-64, Amberley ward)
- 8 I was appalled with the way they handled the water. We used to have a permanent man now we don't and they don't seem to want to fix it. It's gone to own expense to repair. (Male, 50-64, Hanmer Springs ward)
- 8 The new service with regards to the waste and recycling is dramatically worse, the Council's main concern should be the quality of the water, expecting a region of this size to raise two million to go towards a swimming pool is crazy. (Female, 25-49, Amberley ward)
- 8 The water problem, it's been contaminated when new pipe workers put rubbish in pipes when laying the pipes. This has come through the system and is playing havoc with the pump. It is very hard water, full of lime and calcium. (Male, 50-64, Amberley ward)
- 8 No, not really. The water it makes me sick. (Female, 25-49, Amberley ward)
- 8 Water. (Male, 65+, Amberley ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 The water, I feel like the Council are not taking it seriously as they say it comes down to money. I am sure all households affected in future will have a problem costing money and in the meantime replacing things. (Female, 25-49, Amberley ward)
- 8 The recycling here, we can't do glass. We need the big bin at the entrance of the recycle depot in Waiau and Culverden. The existing recycling bin by the Culverden toilets need to be emptied more frequently. Although the system has had some upgrading, we still experience water with an unpleasant taste. (Male, 25-49, Amuri ward)
- 8 The water it's just not nice to drink. (Female, 18-24, Amberley ward)
- 8 The lighting is very poor I don't think they do a lot for the money (rates) and the water is crap but they are dealing with it. (Male, 25-49, Amberley ward)
- 8 The water supply, they're short of water on the upper Waitoi water scheme. They should offer some refund on available units if there's demand rather than just take them back for nothing, and resell them for \$5000 each. (Male, 50-64, Hurunui ward)
- 8 The Lake Sumner water project needs to get underway. (Male, 18-24, Amuri ward)
- 8 I don't like having to pay for rubbish bags. The bags are too small. Water restrictions, we've had a block and we have to pay for extra delivered water on top of what we've paid the Council for our water. (Female, 50-64, Amuri ward)
- 8 Our new water system has too much chlorine and it stinks and so I bring water from Woodend. The first on the line gets more as it is not mixed properly. It stinks the whole house. Maybe needs some better mixing technique? (Female, 65+, Amuri ward)
- 8 I would like the Council to have a composting service for green stuff like they do in Kaikoura and other places. The technician for the Council checked my water leak from the main and told me that he was too busy to help fix it and therefore a lot of water is wasted. Trees in Culverden are breaking the footpath. Water doesn't drain well from Montrose Street and needs fixing soon. (Male, 65+, Amuri ward)
- 8 The water, it's terrible and always has been. (Male, 25-49, Amberley ward)



Participant's Additional Comments

WATER QUALITY/SUPPLY continued

- 8 The district Council is a joke and the water supply is a joke. The waste and recycling is a joke to the point that it cost jobs. (Male, 25-49, Amberley ward)
- 8 I think that their communication is poor as I didn't know we had a Civil Defence. The water quality is appalling. Council amalgamation, and I'm not a big fan of the medical centre, it doesn't push the 24 hour care. (Male, 25-49, Amberley ward)

ROADING

- 8 The roading, I would like roads through the district to be tar-sealed. (Female, 50-64, Amberley ward)
- 8 The district roads that they service at times become fairly rough. (Male, 65+, Hurunui ward)
- 8 We have very little service from the Council despite paying a large rate bill. The roading is very poor and it is unsafe with the unsealed road. (Female, 25-49, Amberley ward)
- 8 Paying the \$2.50 per rubbish bag is a rip off. There is no concrete footpath area surrounding my house in the town so the weed spray contractor overlooks my property frontage. (Male, 65+, Amuri ward)
- 8 The guy that did the road did a bad job last time. At the end of our shingle road, there was a lot of dirt left and when it rained it got very dangerous. (Male, 25-49, Hurunui ward)
- 8 I am quite satisfied with things. The only time I was not satisfied was with the water tables. They were in very bad shape, not being cleaned. If they are not kept clean then they muck up the roads. The grass verges need cutting between Gore Bay and Cheviot. (Male, 65+, Cheviot ward)
- 8 The water is rubbish and the roading need major upgrade. (Male, 50-64, Glenmark ward)
- 8 Where we live, the Council needs to come up and look at what needs to be done. There is quite a bit on the road curbing where maintenance is required. They don't seem to worry all that much out our way. (Female, 25-49, Cheviot ward)
- 8 They should have stuck with the status-quo with the rubbish bags. I'd like better care of the footpaths in Rotheram. (Male, 50-64, Amuri ward)



Participant's Additional Comments

ROADING continued

- 8 The roading is terrible, they just patch the same part of the road and not the rest of it. We have to buy your own rubbish bags now, and are not allowed to use our old rubbish bags that we used to buy from the supermarket for \$10. (Female, 25-49, Hurunui ward)
- 8 Entrance ways rules and regulations bond was \$15,000, I think this was for them to hold to ensure that we did it. They have yet to return it because of another spot that needs upgrading. They are earning interest on this. We are still waiting for the Council to get back to us. Roadside mowing and the condition of the sides of the road in some placings are quite disgusting e.g. long plantation. (Male, 50-64, Amuri ward)
- 8 Roadside maintenance is lacking, they don't look good. It is messy down by the river and the person responsible didn't maintain it but the local school children did. The green bins don't get emptied as often as they need to be. (Female, 25-49, Amuri ward)
- 8 Road signage as there needs to be better information on the rural roads. (Male, 50-64, Amuri ward)
- 8 I would like a nice Culverden sign. Wheelie bins instead of bags. The roads has been marked for a work project for a few months now, but the work is still yet be done in Culverden. (Male, 50-64, Amuri ward)
- 8 The footpaths have improved lately. The roads in Culverden have been marked but we are still waiting for the work to happen. (Female, 65+, Amuri ward)
- 8 I have two gripes, one is the price of the rubbish bags, which are very expensive. I would have preferred the old rubbish system for rubbish where we had an annual allowance of 52 bags to use as we chose. The other thing is the speed limit on Argelins Road which is 70 km/h which is ridiculous. This is where we live and the limit is far too high. It is very difficult to get safe access to our property because although the limit may be 70 km/h, people go far faster than that. We would like to see it dropped to 50kmph. (Female, 50-64, Hanmer Springs ward)
- 8 The 50km sign is in the wrong place to be effective. The Council needs to speak to Transit New Zealand to make them do something about it. (Male, 50-64, Amuri ward)
- 8 There needs to be improvements to water service, as it tastes chlorine-like. There needs to be more footpaths in the Waiiau township. (Female, 25-49, Amuri ward)



Participant's Additional Comments

ROADING continued

- 8 The recycling depot is not open all hours and so I've had to return with my recycling stuff. Redpost corner to Rotheram, a lot of money has been spent there, there seems no logic to it. There must have been better things to spend it on. I support the Canterbury water strategy. (Male, 25-49, Amuri ward)
- 8 I'm not entirely happy with the roading. Often they don't grade the shingle roads, and they are not keeping enough shingle on them. Where we are, on some roads you can't go over them unless you've got a four-wheel drive, so stock trucks, etc., can't do their work if it rains because they just get stuck. (Female, 25-49, Hurunui ward)
- 8 The main road traffic of tankers and trucks creates dust and visibility problems. The sides of the sealed roads are rough and could rip vehicle tyres apart e.g. Mt Palm Road has a huge volume of traffic and Constitution Road. (Male, 65+, Amuri ward)
- 8 Big improvement in the shingle roads this year. Boiled water notices are believed to be in place but we don't get notice about it so it is not certain. In the end, I found out by phoning. (Female, 50-64, Amuri ward)
- 8 Signage on the roading, more than 12 months ago I asked for a sign to get people to slow down on our roads because of animals and kids etc. and they said they would inspect the road and give me feedback, but I haven't received any feedback. They said it is not a very busy road but I don't think that matters. (Male, 50-64, Hurunui ward)
- 8 The road was too narrow (St Leonards Road) and I wrecked a new tyre and tyre rim when a truck was on the other side of the road. Counterfeit and Christmas Country fete are held on the same day nearby and in Culverden. They are on the same day and that is not good for business and for the hard workers who organise it. (Female, 65+, Amuri ward)
- 8 Kerbing and channel in Waiau need to be constructed as soon as can. We have asked for this in the past but we are still waiting. (Male, 65+, Amuri ward)
- 8 I'm not happy with the spraying contractor, he missed a lot of Old Man's Beard, and wild roses outside my place. (Male, 50-64, Amberley ward)
- 8 The road maintenance grading and things like that need to continue to improve. The district needs good roads. (Male, 25-49, Amuri ward)



Participant's Additional Comments

ROADING continued

- 8 The roads near Culverden are patchy and they need more chips applied with the hot mix. Some corrugations on Cascade Road could be flattened more. (Male, 25-49, Amuri ward)
- 8 Provide more rubbish bags or make it not so expensive. Provide speeding signage down some roads. Do something to stop people driving on peoples lawns. (Female, 25-49, Hanmer Springs ward)
- 8 In Culverden where our business is (our residence) there is aa thin strip of road alongside a park which is too narrow for trucks. This could be widened by the removal of a couple of posts and wire and would make for safer access. A number of businesses would be assisted for this to happen as the trucks would not have to back in down on to ours which is inconvenient. There is no room for the larger trucks to turn around safely. (Female, 65+, Amuri ward)
- 8 School Road, Top Pahau Road, Balmoral Station Road, and Long Plantation Roads are not well maintained. Little pot holes become big pot holes. We've damaged rims of car wheels and we don't feel safe. We are more cautious now but still are concerned. (Male, 25-49, Amuri ward)
- 8 More metal or roads near Culverden would help. (Male, 25-49, Amuri ward)
- 8 The local big trucks and big agricultural trucks and Fonterra trucks are doing considerable damage to our tar sealed roads and to our bridges as well as shingle roads. The road uses like the contractors who are damaging the roads should be charged for the repairs as otherwise this becomes a burden on the rate payers e.g. the Lesley Hills Road, Hossack Downs Road and most of our narrow tar sealed roads. (Female, 50-64, Amuri ward)
- 8 I would like the Council to have a composting service for green stuff like they do in Kaikoura and other places. The technician for the Council checked my water leak from the main and told me that he was too busy to help fix it and therefore a lot of water is wasted. Trees in Culverden are breaking the footpath. Water doesn't drain well from Montrose Street and needs fixing soon. (Male, 65+, Amuri ward)
- 8 Have roads graded more than it is now and have some shingle added to it. (Male, 25-49, Amuri ward)
- 8 Roads to the south are in need of some work and require money spent on them. There are not enough rubbish bags allocated to each household. (Male, 25-49, Amuri ward)



Participant's Additional Comments

ROADING continued

- 8 The roads still need a lot of work. Banks and McKintosh's Road. They could seal the first 100-200 meters of it by Mt Palm Road. (Male, 25-49, Amuri ward)
- 8 We should have the rubbish and recycling system as like Christchurch. On sales day in Culverden the dust is so thick that I can't open the windows or go outside because it has a negative effect on my health. A sprinkler system to keep the dust from the roads down would be a good idea. Footpath and drainage on St Leonards Road are very urgently needed. It is not safe to walk up and down on the road. (Female, 50-64, Amuri ward)
- 8 Roothing, just that bit where they scraped the road edge (Maskells Road) and said they were going reseal the edges but they haven't. (Male, 25-49, Amberley ward)
- 8 I would like my rubbish collected but I am probably too far away. The dust is too much at times. (Female, 65+, Amuri ward)

ALL GOOD/HAPPY

- 8 No, I think they do a pretty good job overall. (Female, 50-64, Hurunui ward)
- 8 We have consulted them on the water supply and are quite happy with that. (Female, 50-64, Amberley ward)
- 8 Not really. I think the council here does a good job. (Male, 65+, Hurunui ward)
- 8 No, I'm quite happy. (Male, 65+, Amberley ward)
- 8 Not that I can think of. All is good. (Female, 25-49, Amuri ward)
- 8 I think the mayor is very in touch with the Hurunui people. (Female, 65+, Amberley ward)
- 8 They are pretty good. (Male, 50-64, Glenmark ward)
- 8 Hanmer, they did a good job there. (Female, 65+, Glenmark ward)
- 8 No, I'm pretty impressed. (Female, 65+, Hanmer Springs ward)



Participant's Additional Comments

ALL GOOD/HAPPY continued

- 8 All fine. (Female, 25-49, Amuri ward)
- 8 I know it's tough and you cannot satisfy everyone so I think the service is good. (Male, 25-49, Hurunui ward)
- 8 We are happy, no issues. (Male, 65+, Amberley ward)
- 8 Generally all dealings I've had, I've been pleased with. (Male, 25-49, Amberley ward)
- 8 That's fine. (Male, 50-64, Amberley ward)
- 8 The ones I have received have all been very good except for my road. The staff are excellent. (Male, 50-64, Amberley ward)
- 8 I think that they have done a fantastic thing by reinvesting in the Hot Pools complex, they are doing that so that they can continue to improve it. The pools are great and the Council is great. (Male, 65+, Hanmer Springs ward)
- 8 Just keep going the way they are, they seem to be doing okay. I have no complaint about them. (Female, 65+, Hanmer Springs ward)
- 8 I'm happy with what they have done. (Female, 25-49, Amberley ward)
- 8 We've have a good Council. We are lucky. (Male, 25-49, Amberley ward)
- 8 No. I think that they do a pretty good job overall. It can't be that easy. (Female, 50-64, Hanmer Springs ward)
- 8 I think that they run a good show. They are doing their best for our community. (Female, 18-24, Hanmer Springs ward)

SERVICE FROM COUNCIL/COMMUNICATION/CONSULTATION

- 8 The reason we are not satisfied at all with contacting the Council about the water is because the lady that answered the phone didn't really understand what the problem was. She put us through to a man and it was only an answerphone so we left a message and have never been contacted back. (Female, 65+, Cheviot ward)



Participant's Additional Comments

SERVICE FROM COUNCIL/COMMUNICATION/CONSULTATION *continued*

- 8 We have very little service from the Council despite paying a large rate bill. The roading is very poor and it is unsafe with the unsealed road. (Female, 25-49, Amberley ward)
- 8 The communication going into the office, they are too scared to say or they don't know, or won't commit to anything. Our rates are high and we have to pay for our own bags. (Female, 50-64, Amberley ward)
- 8 If you look at our rates and how much money we pay to the Council and you add up all the things they bill us for, and then they don't actually provide it, like waste management. If we get a waste management tag on our rates and we don't use them, then we're subsidising those that do. Also pest management, and then the Environment Canterbury side of it just recently came into existence in the last ten or twenty years, and it's gradually increasing, and that's another service we don't need as they don't provide anything for us. I believe in user-pays. The compliances in every direction have gotten out of control and a lot of small businesses are suffering because of this. It's mainly to do with food businesses as they are really targeted very heavily and small things like stalls and farmers markets, they all have to have some sort of compliance and that costs money and they're just trying to make a little bit of money and make a living. This stops a lot of creativity and people actually doing things. Too many regulations, all filtered down from our National Government and when you ask councillors about this, they are embarrassed because they know about it, because all the ratepayers are paying their wages and they are doing whatever they want and they ignore the majority when it comes to submissions and they run with the minority. The last time they had a submission on the Amberley recycling, there were 79 submissions who wanted to keep the same scheme, and they went with a submission from one corporate company in Christchurch and now it's contracted to that company. If they don't listen to the majority, it's not a democracy so we live in a dictatorship of a system that poses to be democratic. (Male, 65+, Hurunui ward)
- 8 Lawn clippings are a major issue \$105 for .5 of a ton is too expensive for anyone. The mayor is a good person, some of the Councillors run over the top of us, they opened up the cul-de-sac and we didn't want that. (Male, 65+, Amberley ward)
- 8 When I rang the people, we were not provided with the information that I was trying to find out. (Male, 25-49, Cheviot ward)
- 8 They have archaic rules and discretion and they need to work with ratepayers more. (Male, 50-64, Amuri ward)



Participant's Additional Comments

SERVICE FROM COUNCIL/COMMUNICATION/CONSULTATION continued

- 8 Regarding the water, I'm not satisfied with the response from the Council, it needs addressing. I don't like the fact that there was no forward warning regarding the use of plastic bags. I would like to see some green waste collection, recycling of bottles and glass. The swimming pool needs to be sorted, we have to go out of the district to teach my children to swim. (Female, 25-49, Amberley ward)
- 8 I personally think that the Council and councillors should not be in for their own good. They should be listening to people instead of doing what they think. They should be asking the people what they think. (Female, 50-64, Amberley ward)
- 8 In Hanmer we have a community Council for the main. I am not happy with the way that runs. People with own agendas and not prepared to listen to residents waiting on a proposal survey due last month that has not come. (Male, 65+, Hanmer Springs ward)
- 8 The Council needs to communicate things like boil water notices better to ensure the message is received. An email would be good or text even. More informative instructions about the need to boil water especially in times of flood and especially for newer residents who don't understand the implication. Also better communication about fire restrictions specific to the local areas of the wider Hurunui. (Female, 25-49, Amuri ward)
- 8 I was very surprised that I couldn't find out any information regarding water restrictions easily, we have only been here for 3 months. It was December and very dry so I assumed that there would be restrictions. I am from a rural background and if it was dry in the Tasman DC area then it would be headline news. I couldn't find the information anywhere. I looked on the website but could find nothing so I just went about preserving my own water as someone told me that the Clarence was the lowest it had been in years. Locals weren't talking about it because I guess they are kind of used to it. (Female, 25-49, Hanmer Springs ward)
- 8 I think that their communication is poor as I didn't know we had a Civil Defence. The water quality is appalling. Council amalgamation, and I'm not a big fan of the medical centre, it doesn't push the 24 hour care. (Male, 25-49, Amberley ward)
- 8 I am really appalled by the service to the public from the office and the lack of knowledge of the contributions and activities of rural residents and bad manners of their staff. I phoned and complained to the Council's CEO but still haven't received a reply. (Female, 50-64, Amuri ward)



Participant's Additional Comments

SPORT/RECREATION FACILITIES/ACTIVITIES FOR YOUTH

- 8 They could do more in the recreational part i.e. a bike trails and a walking track. The Kowhai track is fantastic, we need more like that. (Female, 50-64, Amberley ward)
- 8 They could have kept up the recycling, people are now dumping things in the riverbed. The Amberley swimming pool needs money spent on it to help the community. (Female, 50-64, Amberley ward)
- 8 We need a Hurunui youth programme. It would be great if there were more activities for kids. (Female, 25-49, Glenmark ward)
- 8 They seem to be top heavy in the office. I'd like to know what they doing with the swimming pool. (Female, 50-64, Amberley ward)
- 8 Regarding the water, I'm not satisfied with the response from the Council, it needs addressing. I don't like the fact that there was no forward warning regarding the use of plastic bags. I would like to see some green waste collection, recycling of bottles and glass. The swimming pool needs to be sorted, we have to go out of the district to teach my children to swim. (Female, 25-49, Amberley ward)
- 8 It's interesting they didn't comment on water as it needs sorting out. There is an issue with green waste, the setup is not good as they don't take all the green waste so this needs looking into. The swimming pool, there has been no effort to assist in the planning of a new pool. The collection of recycling changes have resulted in the closure of the reuse centre. That was a valuable asset which the Council needed to retain hence why my ratings are not all that positive. (Male, 50-64, Amberley ward)
- 8 The new service with regards to the waste and recycling is dramatically worse, the Council's main concern should be the quality of the water, expecting a region of this size to raise two million to go towards a swimming pool is crazy. (Female, 25-49, Amberley ward)
- 8 Regarding cricket, they are trying to out us from the Amberley domain. The Council did not mow our field but we were charged. In the past the Hanmer hot pools used to be subsidised by rates, however I am aware that this has now stopped. (Male, 25-49, Glenmark ward)



Participant's Additional Comments

SPORT/RECREATION FACILITIES/ACTIVITIES FOR YOUTH continued

- 8 We have a reserve next to our house on Lochiel Drive. I am not sure if this is Council land or not. There is a pond and has a large type of like flax growing in the pond and so you can't tell that it is a pond which is dangerous particularly for children. They grow very quickly and high. Sometimes the reserve is quite overgrown, it only appears to get mowed when absolutely necessary. It looks good at the moment because it has just been done. One other thing is a lack of a good playground for children particularly those slightly older. The playground at Culverden is better. They should have a decent playground with the safety surface and lots of different things. Also at the domain there is netball, tennis and outdoor fitness equipment which is good but there is no water there so you can't fill up a water bottle. There are water fountains around the village though. (Female, 25-49, Hanmer Springs ward)
- 8 Public toilets, they are not very nice and they can freeze in the winter. There is no baby change facility. They need a bit of attention, maybe a coat of paint but certainly some tender loving care. The other thing is the local hall, our school which doesn't have their own hall used to use it during the week for sports and performances but we can't use it now due to earthquake damage. There was some problem with compliance under the new standards, but nothing appears to be done about it. This dates back until at least 2014 and our school really needs it. The cost of hiring somewhere else is very high. (Female, 25-49, Hanmer Springs ward)
- 8 The local swimming pool in Amberley is 82 years old. I'm disappointed that no provision has been made for its upgrading. (Male, 25-49, Amberley ward)
- 8 They should listen to the local sports clubs and accommodate their needs. The management of our water committee put forward massive expensive options and the people who are driving it need to consider the cost of it. (Male, 25-49, Amuri ward)
- 8 More recreational activities for after-school. (Female, 18-24, Amuri ward)



Participant's Additional Comments

STORMWATER/DRAINAGE/FLOODING

- 8 When they did the pathway out the front, they made it uneven and the water pools in the driveway flowing back from the pathway into my drive. (Female, 65+, Amberley ward)
- 8 The flooding at Leithfield Beach and the cleaning out of the creek has not been done. (Male, 50-64, Amberley ward)
- 8 I'm not very happy about drainage in the Waikari township particularly in Allen Street where the water slows down from the hill behind the township and runs underneath the houses (storm water drainage) and also on Oxford Terrace and Princes Street. (Female, 50-64, Hurunui ward)
- 8 With the water issue, the Council has never dug a hole to see where the water is coming from. It was a broken water main, and since has been resolved. (Male, 50-64, Amberley ward)
- 8 The guttering from the hotel to Montrose Avenue on Highfield Street is rough and could do with some work to improve it. (Female, 65+, Amuri ward)
- 8 I would like the Council to have a composting service for green stuff like they do in Kaikoura and other places. The technician for the Council checked my water leak from the main and told me that he was too busy to help fix it and therefore a lot of water is wasted. Trees in Culverden are breaking the footpath. Water doesn't drain well from Montrose Street and needs fixing soon. (Male, 65+, Amuri ward)
- 8 We should have the rubbish and recycling system as like Christchurch. On sales day in Culverden the dust is so thick that I can't open the windows or go outside because it has a negative effect on my health. A sprinkler system to keep the dust from the roads down would be a good idea. Footpath and drainage on St Leonards Road are very urgently needed. It is not safe to walk up and down on the road. (Female, 50-64, Amuri ward)

CONSENTS PROCESS/COMPLIANCE/REGULATIONS

- 8 Find Planning Building Consent Department defiantly deficient in their operation. (Male, 65+, Amberley ward)



Participant's Additional Comments

CONSENTS PROCESS/COMPLIANCE/REGULATIONS continued

- 8 The compliance side of the Council is a bit slow, however as a regional Council they are doing the best they can. (Male, 50-64, Amberley ward)
- 8 I think they are quite user unfriendly as when comes to businesses they are quite inflexible with recourse consent variations which are very hard to get through. Food, beverage, entertainment and hospitality is very difficult to negotiate. (Male, 50-64, Amberley ward)
- 8 If you look at our rates and how much money we pay to the Council and you add up all the things they bill us for, and then they don't actually provide it, like waste management. If we get a waste management tag on our rates and we don't use them, then we're subsidising those that do. Also pest management, and then the Environment Canterbury side of it just recently came into existence in the last ten or twenty years, and it's gradually increasing, and that's another service we don't need as they don't provide anything for us. I believe in user-pays. The compliances in every direction have gotten out of control and a lot of small businesses are suffering because of this. It's mainly to do with food businesses as they are really targeted very heavily and small things like stalls and farmers markets, they all have to have some sort of compliance and that costs money and they're just trying to make a little bit of money and make a living. This stops a lot of creativity and people actually doing things. Too many regulations, all filtered down from our National Government and when you ask councillors about this, they are embarrassed because they know about it, because all the ratepayers are paying their wages and they are doing whatever they want and they ignore the majority when it comes to submissions and they run with the minority. The last time they had a submission on the Amberley recycling, there were 79 submissions who wanted to keep the same scheme, and they went with a submission from one corporate company in Christchurch and now it's contracted to that company. If they don't listen to the majority, it's not a democracy so we live in a dictatorship of a system that poses to be democratic. (Male, 65+, Hurunui ward)
- 8 Entrance ways rules and regulations bond was \$15,000, I think this was for them to hold to ensure that we did it. They have yet to return it because of another spot that needs upgrading. They are earning interest on this. We are still waiting for the Council to get back to us. Roadside mowing and the condition of the sides of the road in some placings are quite disgusting e.g. long plantation. (Male, 50-64, Amuri ward)



Participant's Additional Comments

RATES

- 8 The communication going into the office, they are too scared to say or they don't know, or won't commit to anything. Our rates are high and we have to pay for our own bags. (Female, 50-64, Amberley ward)
- 8 Rates are based on asset value rather than income earned. (Female, 50-64, Amuri ward)
- 8 If you look at our rates and how much money we pay to the Council and you add up all the things they bill us for, and then they don't actually provide it, like waste management. If we get a waste management tag on our rates and we don't use them, then we're subsidising those that do. Also pest management, and then the Environment Canterbury side of it just recently came into existence in the last ten or twenty years, and it's gradually increasing, and that's another service we don't need as they don't provide anything for us. I believe in user-pays. The compliances in every direction have gotten out of control and a lot of small businesses are suffering because of this. It's mainly to do with food businesses as they are really targeted very heavily and small things like stalls and farmers markets, they all have to have some sort of compliance and that costs money and they're just trying to make a little bit of money and make a living. This stops a lot of creativity and people actually doing things. Too many regulations, all filtered down from our National Government and when you ask councillors about this, they are embarrassed because they know about it, because all the ratepayers are paying their wages and they are doing whatever they want and they ignore the majority when it comes to submissions and they run with the minority. The last time they had a submission on the Amberley recycling, there were 79 submissions who wanted to keep the same scheme, and they went with a submission from one corporate company in Christchurch and now it's contracted to that company. If they don't listen to the majority, it's not a democracy so we live in a dictatorship of a system that poses to be democratic. (Male, 65+, Hurunui ward)
- 8 I think they are generally doing a good job and I am pretty happy with it. There are funding issues. I pay a lot of rates for what I receive but we have to keep the community going. (Male, 25-49, Cheviot ward)



Participant's Additional Comments

HANMER SPRINGS/HOT POOLS

- 8 The water is terrible and they need to stop putting money into Hanmer Springs. The water is not safe to drink and it's always breaking down and they are still putting sewerage into the creek. They just keep pouring money into Hanmer Springs for the tourists but they need to put money into the water and sewerage here. (Male, 25-49, Hurunui ward)
- 8 Regarding cricket, they are trying to get us out from the Amberley domain. The Council did not mow our field but we were charged. In the past the Hanmer hot pools used to be subsidised by rates, however I am aware that this has now stopped. (Male, 25-49, Glenmark ward)
- 8 Stopping spending rates money on Hanmer and Amberley and spread it around the localities. (Male, 65+, Amuri ward)
- 8 The carpark that was specifically built to service the hot pools (by Takapu Lodge) is very messy. None of the bushes have been trimmed and there were a lot of weeds. It appears to be a bit of a forgotten carpark, people need to be better directed to it as it is only about 150m from the pools but it not clearly marked. People drive around for ages trying to get a park when they have a purpose- built park that people aren't aware. Perhaps if they put something on the advertising for the pools. (Male, 18-24, Hanmer Springs ward)

TOILETS

- 8 The toilets as some days they are good and some days they are not, so they are not consistent. (Female, 65+, Cheviot ward)
- 8 The library has an excellent service where if older people are having trouble with their cell phone, laptops or tablets then you can take them to the library and the young people there help you out. That's a great service and very helpful. I think that the public toilets need a bit of attention. They need to be 'spruced up.' They could do with a coat of paint. The Council needs to make sure that there is always enough toilet paper, and also that the doors lock. I was in there the other day and one of the locks was broken. (Female, 65+, Hanmer Springs ward)



Participant's Additional Comments

TOILETS continued

- 8 Public toilets, they are not very nice and they can freeze in the winter. There is no baby change facility. They need a bit of attention, maybe a coat of paint but certainly some tender loving care. The other thing is the local hall, our school which doesn't have their own hall used to use it during the week for sports and performances but we can't use it now due to earthquake damage. There was some problem with compliance under the new standards, but nothing appears to be done about it. This dates back until at least 2014 and our school really needs it. The cost of hiring somewhere else is very high. (Female, 25-49, Hanmer Springs ward)

SEWERAGE

- 8 The water is terrible and they need to stop putting money into Hanmer Springs. The water is not safe to drink and it's always breaking down and they are still putting sewerage into the creek. They just keep pouring money into Hanmer Springs for the tourists but they need to put money into the water and sewerage here. (Male, 25-49, Hurunui ward)
- 8 I would like to be able to burn garden rubbish. I would like them to address the septic tanks. Please put in a town sewer. More council housing for seniors especially Culverden, Waiau and Hanmer Springs and Rotheram. (Female, 50-64, Amuri ward)

OTHER COMMENTS

- 8 The water quality, the hardness and discoloration. We have a supermarket and new shopping centre, the old shops are derelict so either use them or pull them down. We need a general tidy up in that area as it is the main shopping area in Amberley. (Male, 65+, Amberley ward)
- 8 Be more practical and broad minded, just in general. We come from a community based town so we fundraise for the fire brigade, swimming pool, medical centre etc. so we never mention the Council. (Male, 25-49, Hurunui ward)



Participant's Additional Comments

OTHER COMMENTS *continued*

There is no water in the Rotheram cemetery. They put in a tank but there is no water in it. As Maori protocol demands that we wash our hands as we leave the cemetery, the lack of water there is terrible. This is culturally insensitive. (Male, 50-64, Amuri ward)

The library has an excellent service where if older people are having trouble with their cell phone, laptops or tablets then you can take them to the library and the young people there help you out. That's a great service and very helpful. I think that the public toilets need a bit of attention. They need to be 'spruced up.' They could do with a coat of paint. The Council needs to make sure that there is always enough toilet paper, and also that the doors lock. I was in there the other day and one of the locks was broken. (Female, 65+, Hanmer Springs ward)

The recycling depot is not open all hours and so I've had to return with my recycling stuff. Redpost corner to Rotheram, a lot of money has been spent there, there seems no logic to it. There must have been better things to spend it on. I support the Canterbury water strategy. (Male, 25-49, Amuri ward)

They seem to be top heavy in the office. I'd like to know what they are doing with the swimming pool. (Female, 50-64, Amberley ward)

We have a strong reserve board here. (Male, 65+, Amuri ward)

I would like to be able to burn garden rubbish. I would like them to address the septic tanks. Please put in a town sewer. More council housing for seniors especially Culverden, Waiau and Hanmer Springs and Rotheram. (Female, 50-64, Amuri ward)

The rubbish bags are far too expensive at \$2.50 and thinner than used to be. HDC should cover the cost of putting the driveway onto existing properties. (Female, 25-49, Glenmark ward)

The road was too narrow (St Leonards Road) and I wrecked a new tyre and tyre rim when a truck was on the other side of the road. Counterfeit and Christmas Country fete are held on the same day nearby and in Culverden. They are on the same day and that is not good for business and for the hard workers who organise it. (Female, 65+, Amuri ward)

The lighting is very poor I don't think they do a lot for the money (rates) and the water is crap but they are dealing with it. (Male, 25-49, Amberley ward)



Participant's Additional Comments

OTHER COMMENTS *continued*

- 8 Dog control, I was really disgusted that no one was available to come out to deal with a dog control problem over Waitangi weekend. It was on Harrogate Street, there were two large Dobermans which were very menacing, barking aggressively and approaching groups of people particularly those with children. People were having to cross the street to avoid the dogs. It is a busy street and it was a long weekend. I rang the Hurunui District Council and got a man in Amberley. He refused to attend because I couldn't give him the exact address and he said that it wouldn't be worth attending in case the dogs weren't there anymore and he couldn't identify the property. There was no street number but I could give him the exact location as it is quite close to my property. The dogs were eventually locked up later that evening but the next day the gates were locked and the dogs were howling. The owners of the dogs were at one stage sitting outside laughing at their dog's behaviour. I think that if the guy from Amberley won't come, then there should be someone at the northern end of our area. Recycling, there is no recycling for large items such as a once a year collection for unused furniture, electrical, white ware etc. or to be able to drop off for free at the local transfer station. Rubbish, we have to pay for our bags. Holiday home owners say they don't use it because they don't live here permanently but the people that they rent out their baches to still have rubbish. Holiday home owners are not fairly contributing to the cost of refuse by only paying for the bag. I am subsidising people who are making money out of their properties whereas the cost should be fairly shared. I certainly don't think that I am the only one complaining about refuse, others are not happy about this too. I would also like to say about the water system, that several years ago Hanmer updated their water system at the cost of the ratepayers. It was very expensive. At the time other town's supplies were not updated due to the cost. More recently, Waiau which is a very poor area upgraded theirs but they had a subsidised service because the area is so poor. Cheviot has never made any attempt to upgrade their water system due to the cost but now is going to at the cost of all ratepayers in the Hurunui. I don't see that I should be subsidising poor people to have their water upgraded. They should have to pay for it like we did. If the whole of the Hurunui has to pay, then the amount that ratepayers like myself have to pay should be deducted from what I have paid before. The system has to be fair and I shouldn't have to pay for others. (Female, 50-64, Hanmer Springs ward)
- 8 To have more proximity of police. On an occasion she called the police as there was an issue... have to wait a long time. She called Culverden police and is still waiting to hear back from them. (Female, 25-49, Amuri ward)



Participant's Additional Comments

OTHER COMMENTS *continued*

- 8 We have a reserve next to our house on Lochiel Drive. I am not sure if this is Council land or not. There is a pond and has a large type of like flax growing in the pond and so you can't tell that it is a pond which is dangerous particularly for children. They grow very quickly and high. Sometimes the reserve is quite overgrown, it only appears to get mowed when absolutely necessary. It looks good at the moment because it has just been done. One other thing is a lack of a good playground for children particularly those slightly older. The playground at Culverden is better. They should have a decent playground with the safety surface and lots of different things. Also at the domain there is netball, tennis and outdoor fitness equipment which is good but there is no water there so you can't fill up a water bottle. There are water fountains around the village though. (Female, 25-49, Hanmer Springs ward)
- 8 I am quite satisfied with things. The only time I was not satisfied was with the water tables. They were in very bad shape, not being cleaned. If they are not kept clean then they muck up the roads. The grass verges need cutting between Gore Bay and Cheviot. (Male, 65+, Cheviot ward)
- 8 They seem to spend a lot of money elsewhere and not in Cheviot, we don't get much at all. (Male, 65+, Cheviot ward)
- 8 I have an easement that goes through my property which the Council is meant to maintain which they haven't done. We only have 2 street lights and I'm not happy with that. There is no recycling for jars or glass, we need recycling bins for glass. (Female, 65+, Amberley ward)
- 8 Dog registration, it's expensive. (Male, 25-49, Cheviot ward)
- 8 I think that their communication is poor as I didn't know we had a Civil Defence. The water quality is appalling. Council amalgamation, and I'm not a big fan of the medical centre, it doesn't push the 24 hour care. (Male, 25-49, Amberley ward)





...Evidence Based Insight

