

Kaipara District Council

2025/2026 Residents' Survey

Table of Contents

Click icons below to skip to sections ►

► Introduction, Objectives and Methodology	Page 3
► Executive Summary	Page 4
► Key Performance Measures	Page 10
► Value for Money	Page 14
► Image and Reputation	Page 17
► Priorities and Opportunities	Page 22
► Awareness and Community Participation	Page 25
► Consultation	Page 27
► Communication and Engagement	Page 29
► Consent and Regulatory Services	Page 36
► Roads, Cycleway and Footpaths	Page 40
► Public Facilities	Page 43
► Waste Management	Page 47
► Water management	Page 51
► Quality of Life and Community Spirit	Page 57
► Sample profile	Page 61
► Appendix – Comments	Page 63

Introduction, Objectives, and Methodology

[>> TOC](#)

Introduction

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

Research Objectives

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

Method

- The methodology involves a postal to online survey measuring the performance of the Kaipara District Council. Email invites were also sent to respondents of past surveys who provided their email address to participate in future surveys.
- The questionnaire was carried over from previous years with refinements made in consultation with Kaipara District Council. It is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, as well as to provide a wider perspective of performance. This includes assessment of reputation, the willingness of residents to become involved with Council's decision making and to measure satisfaction across a range of lifestyle related matters.
- A total sample size of n=505 was achieved with data collected over four periods; from 25 August to 21 September 2025, 3 November to 7 December 2025, 30 January to 15 March 2026 and 24 April to 7 June 2026.
- 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 +/-4.36%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.
- Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Executive Summary

Key Findings

>>> TOC

Overall Satisfaction

- Satisfaction with Kaipara District Council's *Overall performance* has increased by 6% points since 2025 (from 45% to 51%).
- This improvement is consistent across key measures, including:
 - Core Service Deliverables* (from 60% in 2025 to 62% in 2026)
 - Overall image and reputation* (from 50% to 52%).
- In contrast, *Value for money* remains a key concern, with satisfaction at 42%, a slight decrease of 1% point since 2025 (43%). This is reflected in residents' feedback, with the most common general comment (22%) being that *Rates are too high / allocation not evenly spent*.

Services and Infrastructure

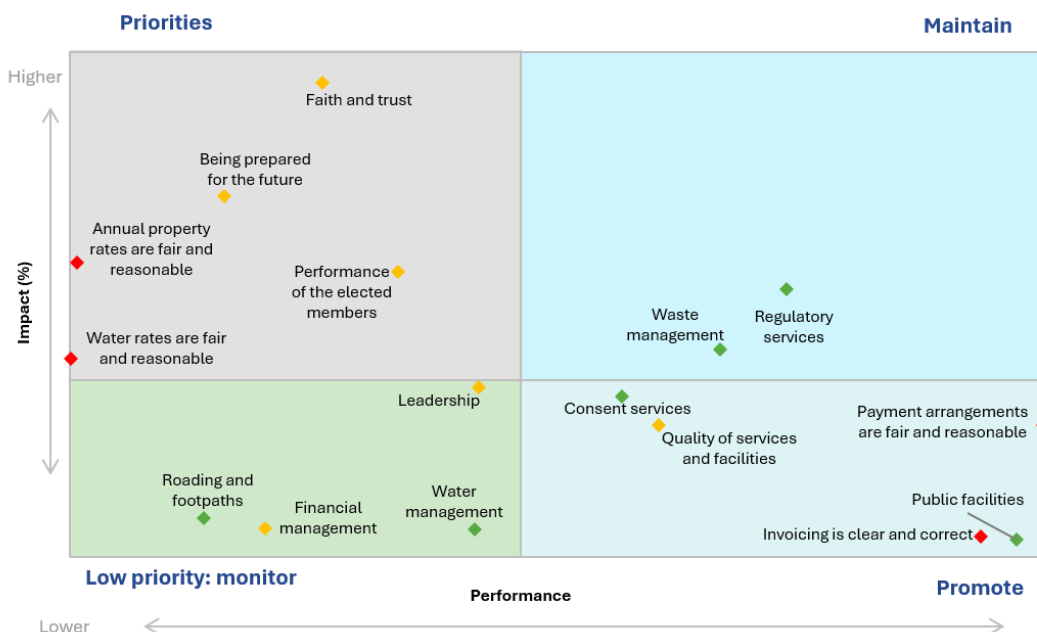
- Satisfaction with Council services and infrastructure has reported a slight improvement since 2025, with *Public facilities* recording a significant increase of 6% points, from 70% to 76%.
- Roads and footpaths* (from 37% to 40%) and *Waste management* (from 61% to 63%) have also improved since the last reporting period.
- In contrast, satisfaction with *Water management* decreased slightly, from 56% in 2025 to 52% in 2026.

Reputation

- The reputation profile remained relatively consistent year-on-year, with no significant changes across segments. Despite this, the reputation benchmark improved from +43 in 2025 to +48 in 2026, reflecting a slight improvement in overall perception of the Council's reputation.

Drivers and Priorities

- Image and reputation* continues to be the strongest driver of overall performance (52% impact).
- Measures relating to value for money (*Annual property rates being fair and reasonable* and *Water rates are fair and reasonable*), in addition to reputation-related attributes (*Being prepared for the future*, *Performance of elected members*, and *Faith and trust*), have been identified as key areas for improvement.



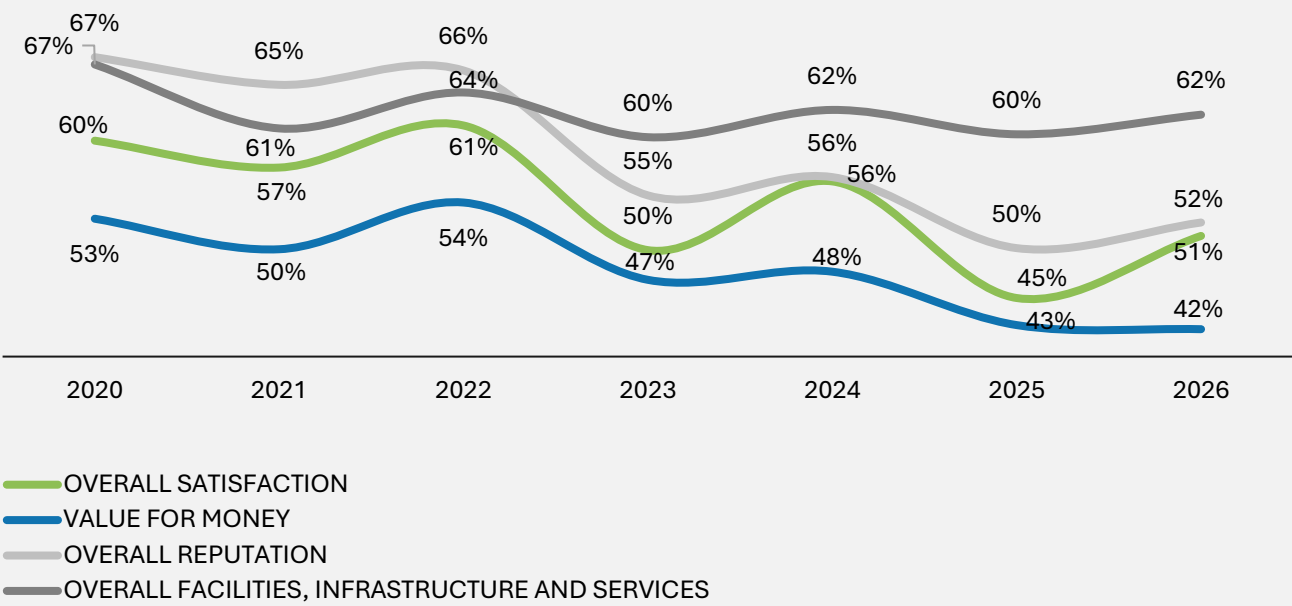
Quality of life

- Residents' perceptions of overall *Quality of life* have improved from 75% in 2025 to 78% in 2026, reflecting a more positive outlook among residents.

Summary of Key Performance Indicators

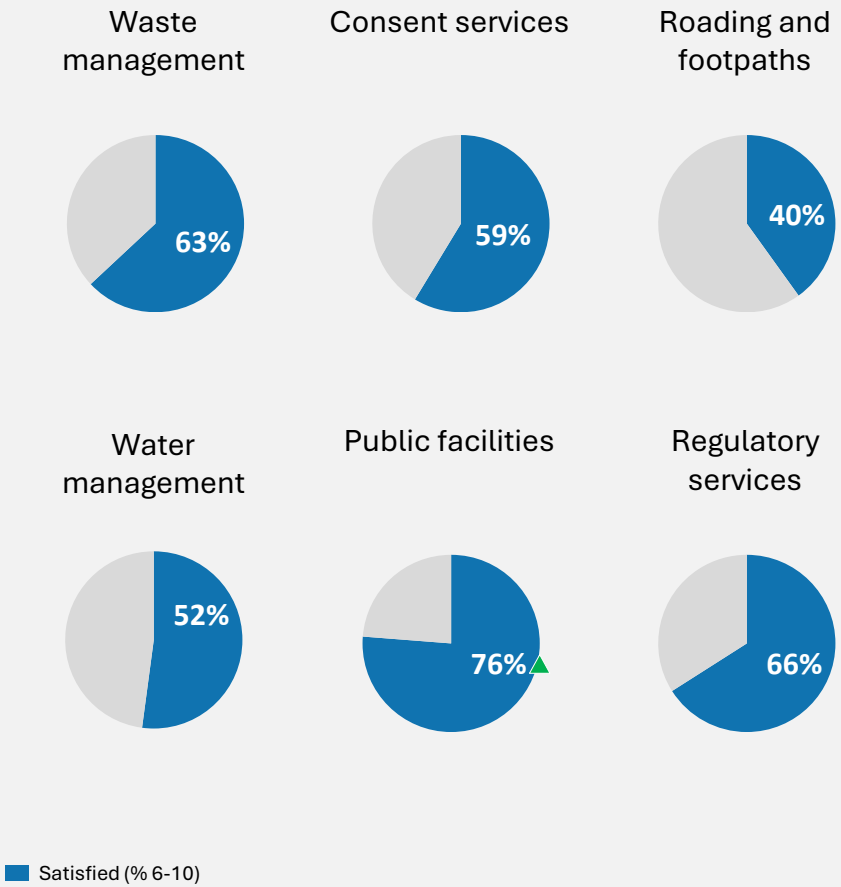
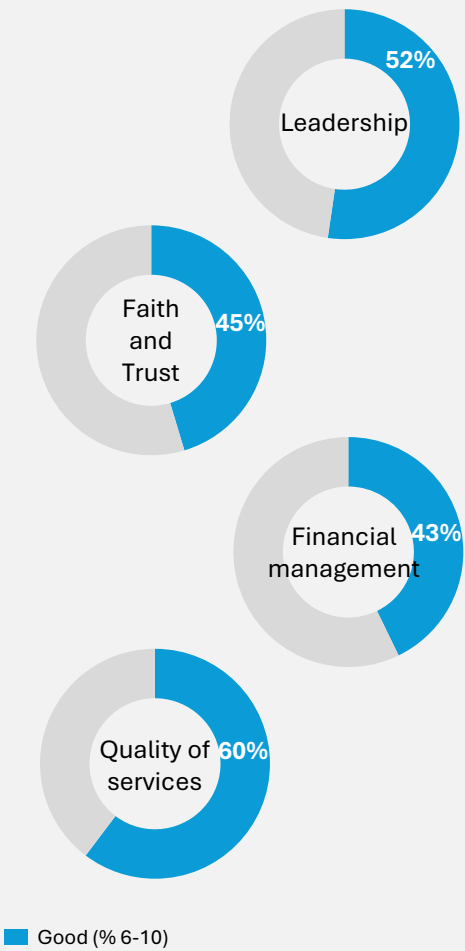
>>> TOC

OVERALL MEASURES



REPUTATION

SERVICES AND FACILITIES



Trends in Overall Measures and Reputation (% 6-10)

>>> TOC

	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied			
		2026	2025	2024	2023
Consent services overall	10%	59%	49%	50%	59%
Overall facilities	6%	76%	70%	77%	73%
Overall performance	6%	51%	45%	56%	50%
Overall roading and footpaths	3%	40%	37%	34%	28%
Overall waste management	2%	63%	61%	63%	59%
The information provided by Council is clear and easy to understand	2%	63%	61%	63%	64%
Overall core service deliverables	2%	62%	60%	62%	60%
Overall reputation	2%	52%	50%	56%	55%
What I hear about Council is relevant or interesting to me	-	67%	67%	64%	63%
Satisfaction with other services overall	-	66%	66%	67%	66%
Overall quality of your life	-1%	89%	90%	91%	90%
Overall value for money	-1%	42%	43%	48%	47%
District is going in the right direction	-2%	52%	54%	59%	56%
Overall water management	-4%	52%	56%	49%	50%

Notes:

- Sample: 2026 n=505; 2025 n=754; 2024 n=752; 2023 n=770;
- *Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Trends in satisfaction (% 6-10)

>>> TOC

	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied			
		2026	2025	2024	2023
Satisfaction with the resource consent process	23%	68%	45%	48%	52%
The ride quality of Council’s unsealed roads	9%	25%	16%	16%	11%
Council’s response to your request for service for building related matter	9%	69%	60%	54%	54%
The community spirit	8%	68%	60%	69%	66%
Animal management (dogs or stock control)	7%	54%	47%	51%	53%
Satisfied are you with the District libraries	5%	78%	73%	80%	76%
Satisfaction with Council’s sewerage system	5%	84%	79%	84%	79%
The ride quality of the Council’s sealed roads	4%	33%	29%	27%	23%
Annual property rates are fair & reasonable	4%	34%	30%	42%	41%
The quality of the services and facilities Council provide the Kaipara District	4%	60%	56%	58%	56%
Local parks, reserves or sports fields	3%	78%	75%	82%	82%
The standard of signage and road markings on Council’s sealed roads	3%	65%	62%	61%	52%
Water rates are fair & reasonable	3%	34%	31%	33%	25%
The quality of life in the Kaipara District	3%	78%	75%	82%	79%
Satisfaction with Council’s water supply to your house	2%	66%	64%	73%	74%
Satisfaction with Council’s stormwater collection	2%	77%	75%	67%	66%
The standard of signage on Council’s unsealed roads	2%	53%	51%	52%	41%
Council's recycling services	2%	59%	57%	57%	51%
Litter and graffiti control	2%	67%	65%	67%	65%
Satisfaction with Council’s approach to food safety and alcohol licensing regulations	2%	78%	76%	81%	77%
Performance of the Elected Members	2%	49%	47%	51%	49%
Council for being prepared for the future	2%	41%	39%	43%	38%

Notes:
 1. Sample: 2026 n=505; 2025 n=754; 2024 n=752; 2023 n=770;
 2. *Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Trends in satisfaction (% 6-10)

>>> TOC

	% point increase / decrease (2026-2025)	Percentage of respondents satisfied, or very satisfied			
		2026	2025	2024	2023
How well Council handled request or complaint	2%	69%	67%	62%	64%
Satisfaction with public toilets	1%	74%	73%	76%	72%
Customer experience with Council-owned campgrounds in the District	1%	86%	85%	85%	82%
Availability and maintenance of footpaths	1%	49%	48%	49%	41%
How the Council Road network provides you with access to services and destinations all year round	1%	59%	58%	51%	45%
The refuse bag collection service	1%	77%	76%	77%	76%
Financial management	1%	43%	42%	46%	41%
Satisfaction with the Council consultation process	-	48%	-	-	-
How easy it was to make your enquiry or request	-	83%	83%	82%	83%
Council's response regarding your questions around animal management	-	51%	51%	45%	52%
Payment arrangements are fair & reasonable	-	77%	77%	83%	79%
Satisfaction with how well request or complaint was resolved	-1%	68%	69%	61%	60%
Council's understanding of what you wanted	-1%	83%	84%	78%	81%
Invoicing is clear & correct	-1%	75%	76%	83%	77%
Council for its leadership	-1%	52%	53%	56%	50%
Council involves the public in the decisions it makes	-2%	46%	48%	52%	46%
The quality of Council's communication	-3%	79%	82%	76%	82%
Faith and trust in Council	-3%	45%	48%	50%	48%
Satisfaction with the Council person you spoke to	-3%	74%	77%	72%	76%
How long it took to resolve the matter	-4%	61%	65%	58%	61%
The information provided being accurate	-4%	71%	75%	72%	73%
Council's response to this requests	-7%	57%	64%	50%	42%

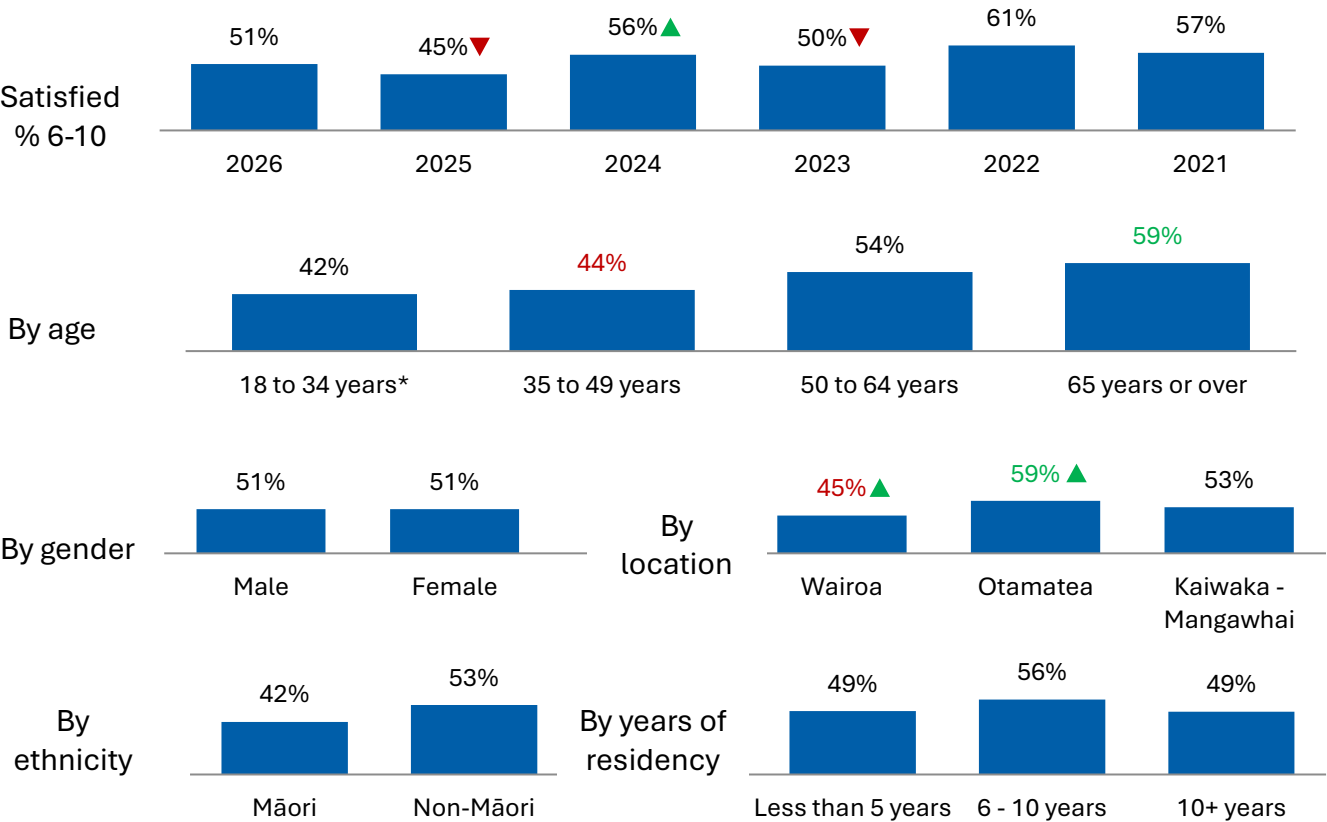
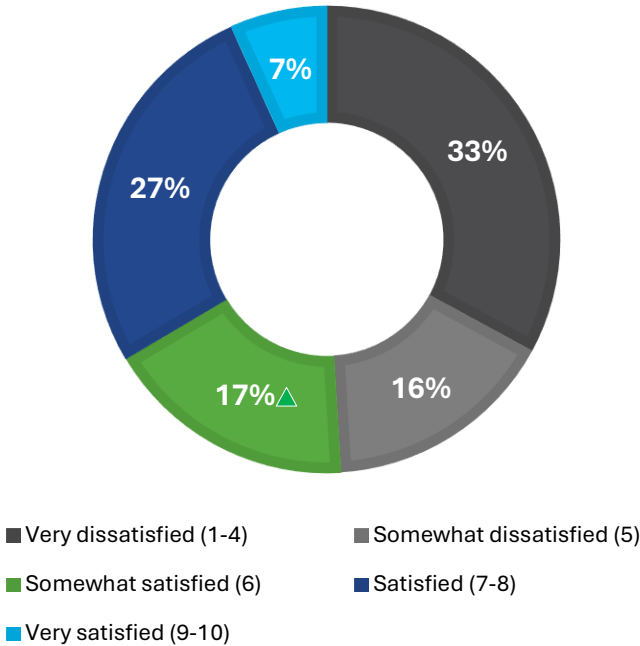
Notes:
 1. Sample: 2026 n=505; 2025 n=754; 2024 n=752; 2023 n=770;
 2. *Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Key Performance Measures

Overall Satisfaction with Kaipara District Council

>>> TOC

- Overall satisfaction with Kaipara District Council (51%) has increased by 6% points since the previous year (45%).
- This improvement is likely due to a significant increase in satisfaction among respondents in Wairoa (from 36% to 45%) and Otamatea (from 42% to 59%) since 2025.
- 12% of residents who provided a general comment expressed positive views, stating that they are *Satisfied with Council, or have had a good experience or interaction with them.*



Notes:

1. Q56. When you think about Council overall, their image and reputation, the services and facilities they provide and the rates and fees that you pay, overall, how satisfied are you with the Kaipara District Council? n=458

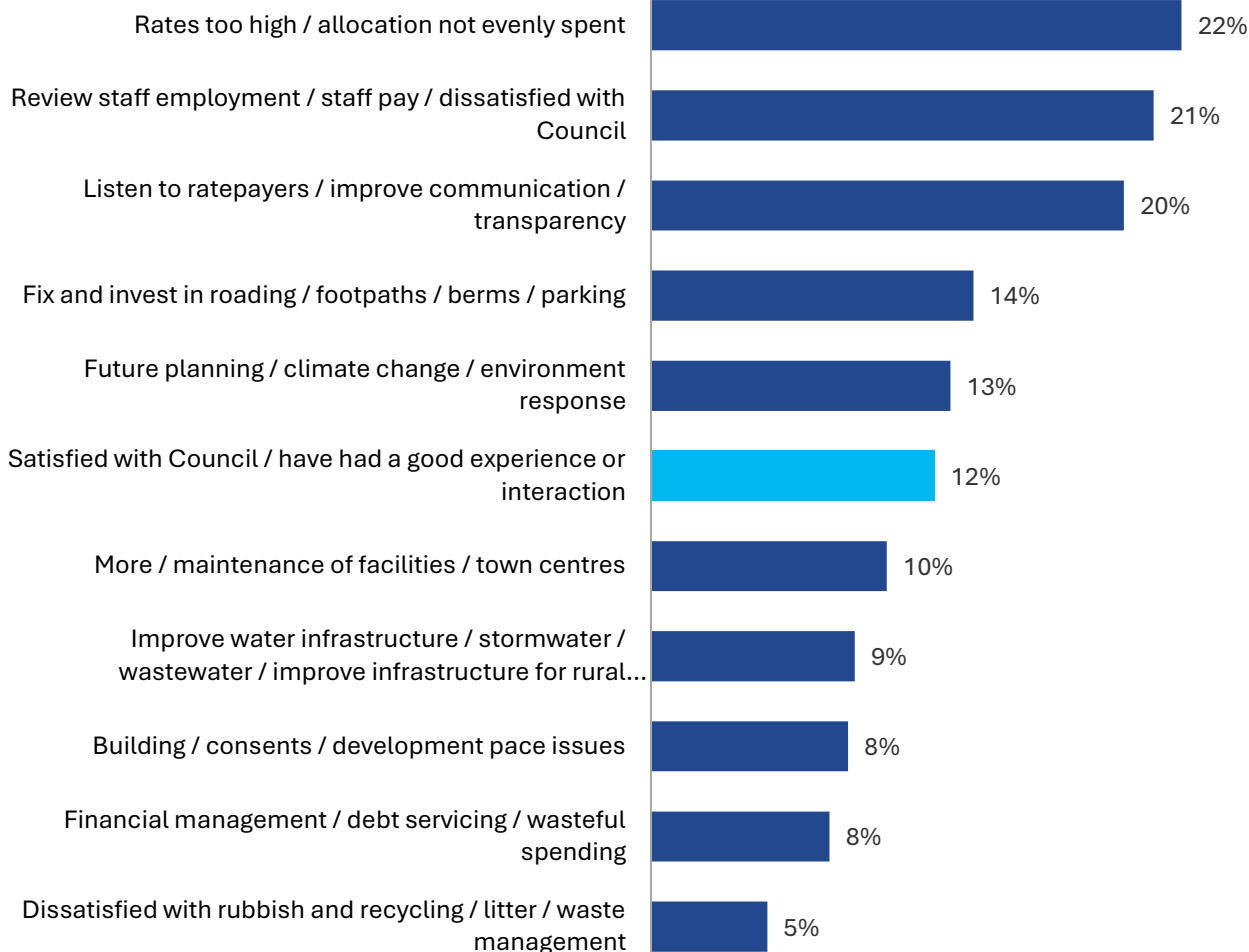
Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

General Comments

[>> TOC](#)


- Overall, I think the Mayor has done a good job, under difficult circumstances.
- Keep up the good work and keep working to make Kaipara a better place to live and socialise.
- Thanks for your hard work this term around, appreciate it.
- Keep up the good work on focusing on what an amazing community we live in and how we can move forward in the best interests of our community.
- I'm really enjoying living here. Best decision.
- Glad we have some changes of councillors.
- The staff are awesome.
- To me the Council seems to be working well together.
- A good, approachable and effective council given the scale it has.



- Stop spending and reduce rates. Concentrate on core services first.
- I pay higher rates and water rates than a friend in south Auckland and she has a lot more amenities.
- Put a freeze on rates, limit spending on new projects and focus only on core services
- Accountability for projects not done.
- Encourage a respectful workplace for the employees, so that they can do the work in a less toxic social setting.
- Focus on the people. That's what is important.
- More transparent decisions would be good.
- Seal our rural roads.
- Can always do better in areas of roading, footpaths and street lighting.

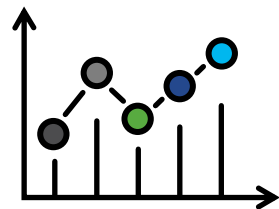
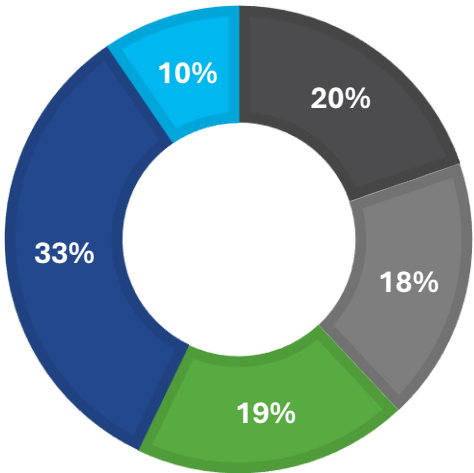
Notes:

1. Q56B. Are there any other comments you would like to make about Kaipara District Council? n=195
2. Comments lower than 5% are not shown.

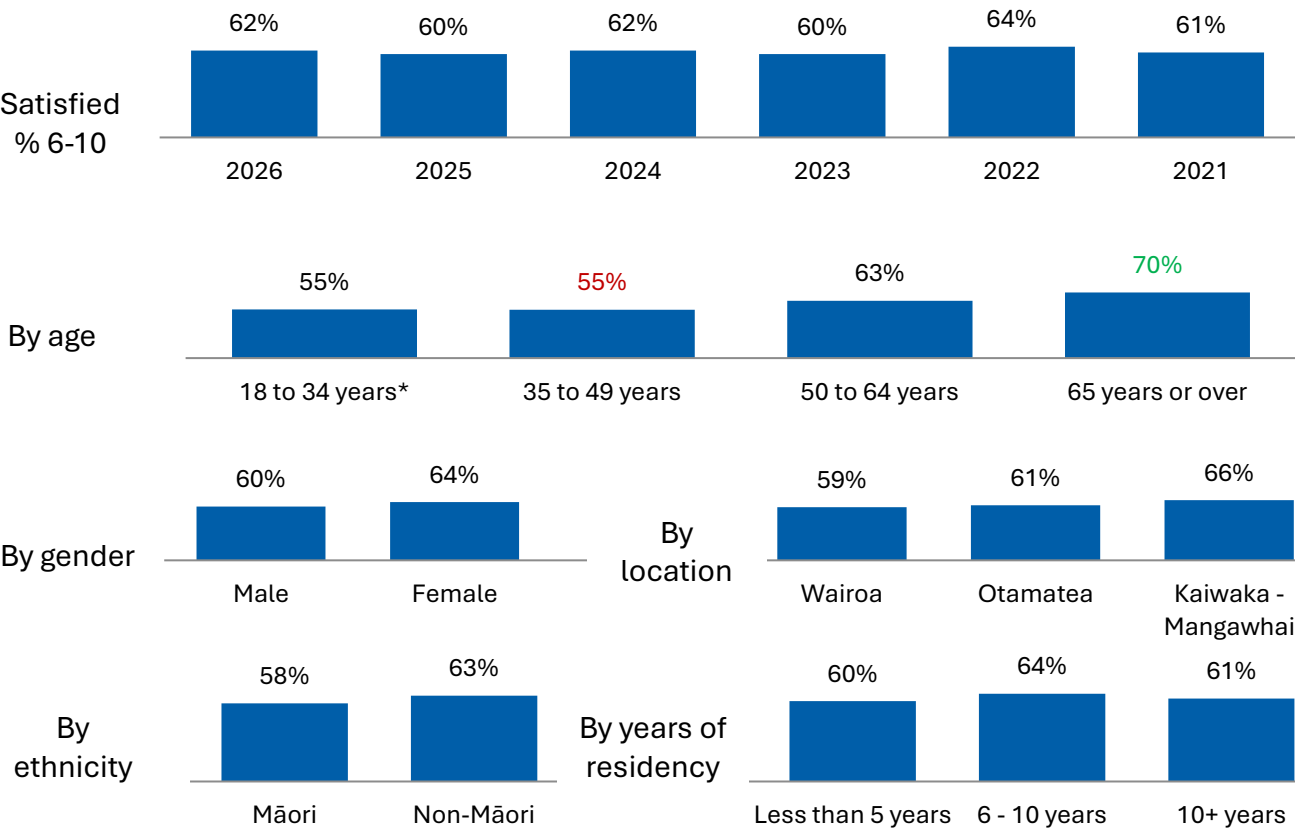
Core Service Deliverables

>>> TOC

- 62% of residents are satisfied with *Overall core service deliverables*, which remains consistent with the previous year (60%).
- Satisfaction is consistent across most sub-groups, however respondents aged 65 years or over are more likely to be satisfied that those aged 35 to 49 years (70% compared to 55%).



- Very dissatisfied (1-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)



Notes:

1. Q44. Now, thinking about ALL THE SERVICES of the Kaipara District Council taking into account facilities, water, outdoor spaces, roading, waste management and other services, how would you rate Kaipara District Council for its OVERALL CORE SERVICE DELIVERABLES? n=474

Year-on-year

Significantly higher

Significantly lower

Between demographics

Significantly higher

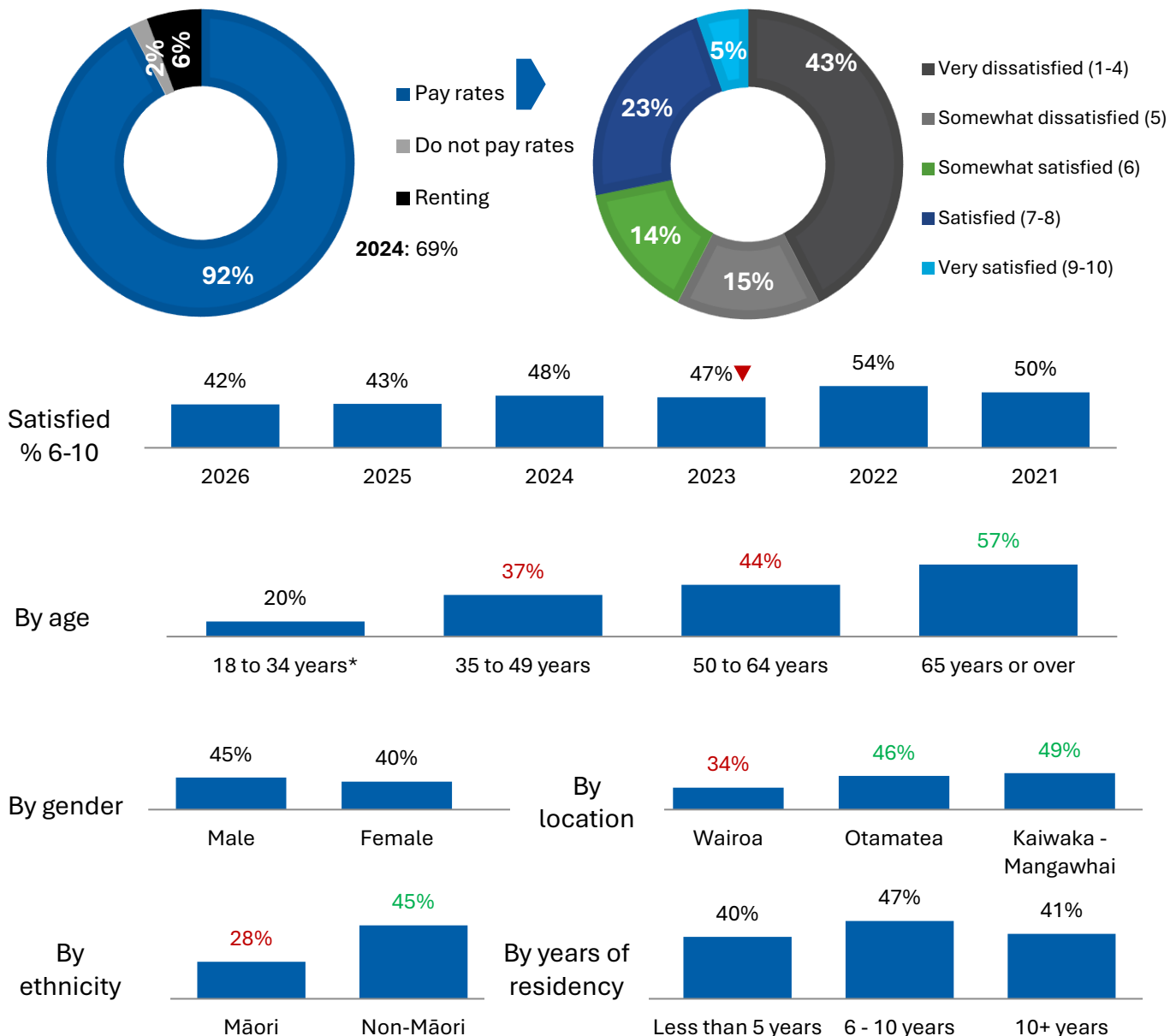
Significantly lower

Value for Money

Value for Money

>>> TOC

- In keeping with the results of 2025, 42% of residents are satisfied with the *Value for money* they receive from paying rates.
- Non-Māori residents report significantly higher satisfaction than Māori residents (45% compared to 28%).
- Satisfaction with all *Value for money* related attributes remained consistent year-on-year, with *Payment arrangements are fair and reasonable* receiving the highest satisfaction rating (77%).



Notes:

- Q46. Do you, or a member of your household, pay rates on a property in the Kaipara District Council area? n=489; Pay rates n=463
- Q48A. Now, thinking about everything Kaipara District Council has done over the last 12 months and what you have experienced of its services and facilities. How satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=444

Year-on-year

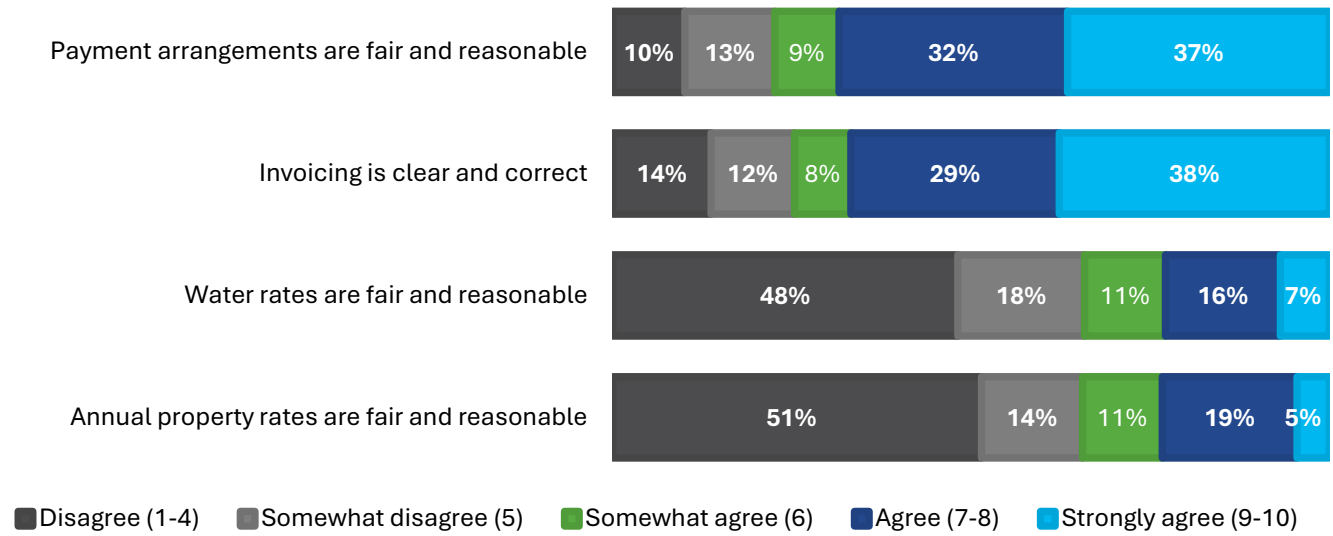
 Significantly higher
 Significantly lower

Between demographics

 Significantly higher
 Significantly lower

Other Measures Related to Value for Money

>>> TOC



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Payment arrangements are fair and reasonable	77%	77% ▼	83%	79%	86%	81%
Invoicing is clear and correct	75%	76% ▼	83%	77%	83%	74%
Water rates are fair and reasonable	34%	31%	33%	25%	35%	36%
Annual property rates are fair and reasonable	34%	30% ▼	42%	41%	44%	39%

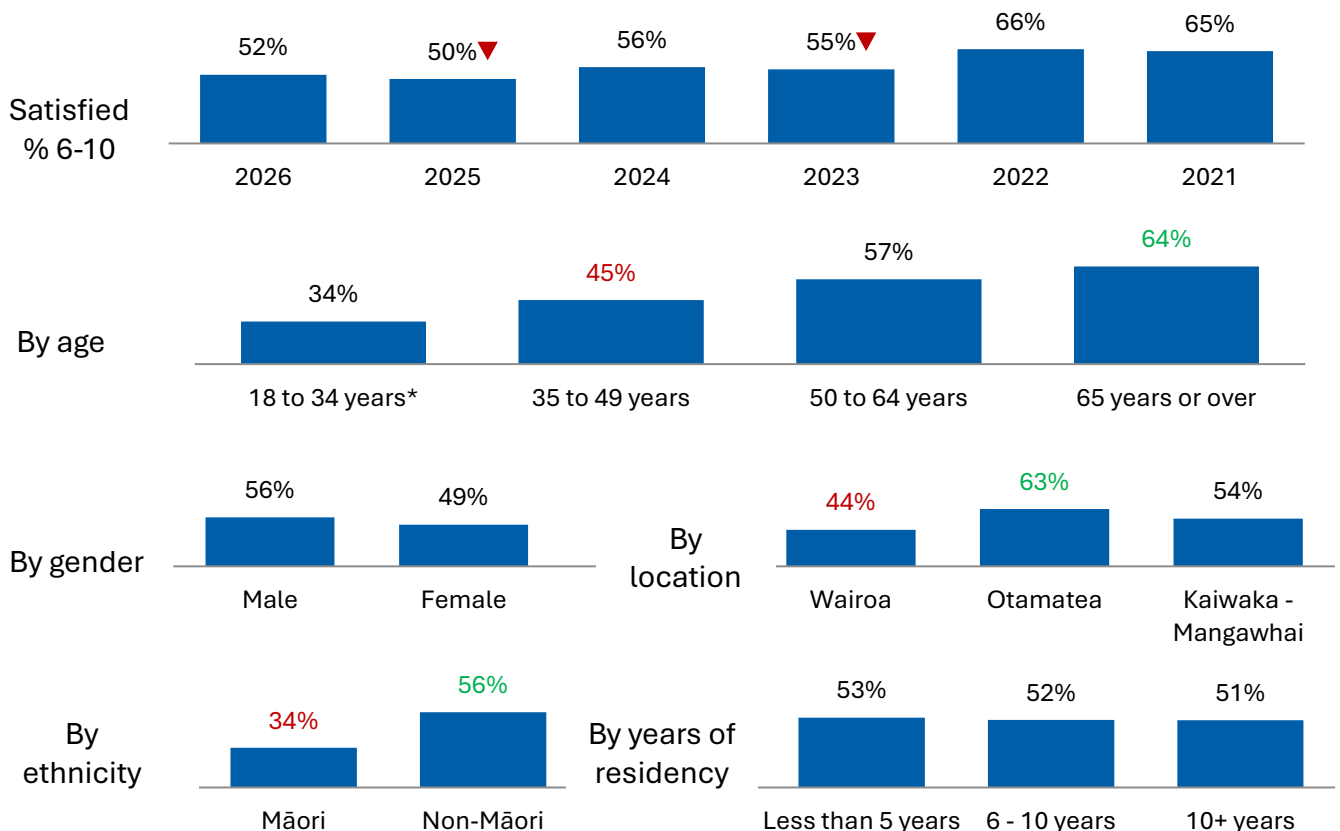
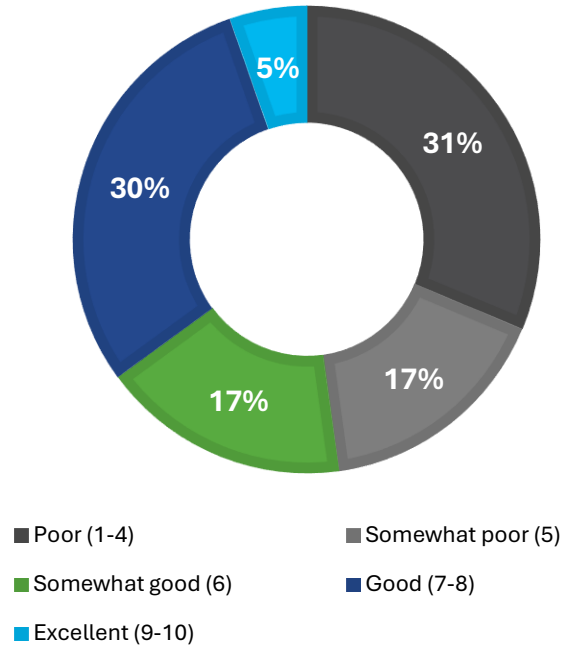
Scores with % 6 – 10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Payment arrangements are fair and reasonable	76%	81%	77%	58%	81%
Invoicing is clear and correct	68%	74%	82%	58%	78%
Water rates are fair and reasonable	29%	46%	35%	20%	38%
Annual property rates are fair and reasonable	32%	38%	34%	28%	36%

Image and Reputation

Image and Reputation

>>> TOC

- Over half (52%) of residents are satisfied with Council's *Overall reputation*.
- Satisfaction is significantly lower among Māori residents (34%) compared to Non-Māori (56%)
- Quality of services and facilities* continues to receive the highest satisfaction rating among all related attributes, at 60%. Satisfaction with this measure has increased by 4% points year-on-year.
- In contrast, *Being prepared for the future* received the lowest satisfaction of 40%. A significant decline in satisfaction with *Faith and trust* among Kaiwaka-Mangawhai residents has also been recorded (from 57% to 46%).



Notes:

- Q55A. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate the Kaipara District Council for its overall reputation? n=449

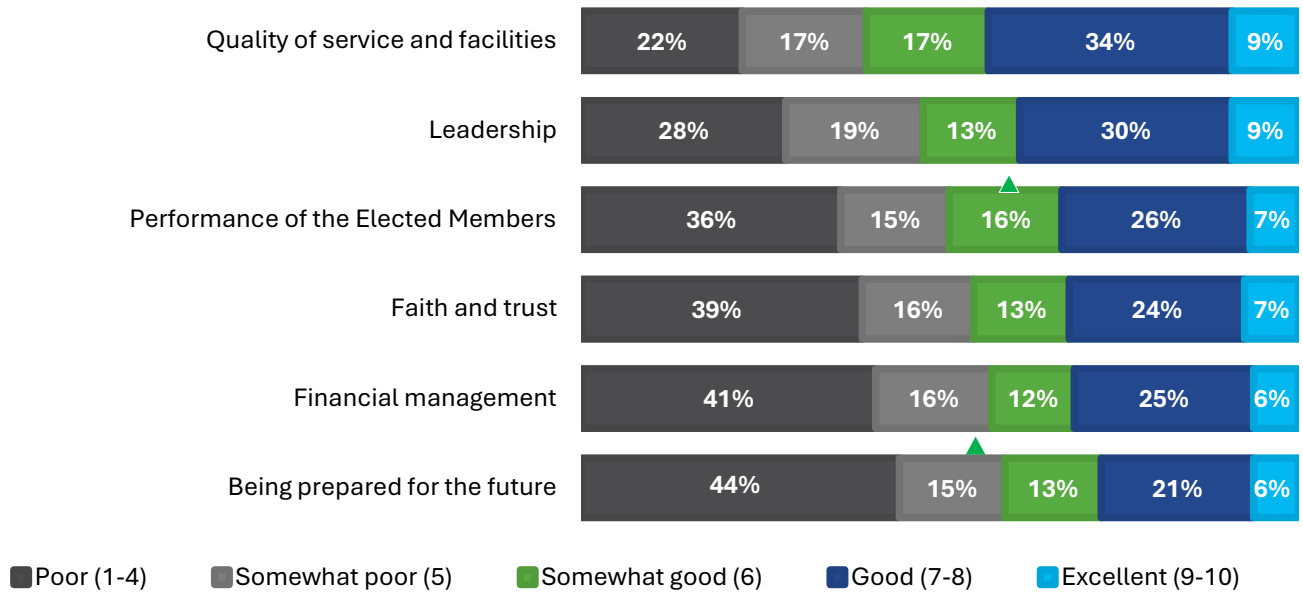
Year-on-year

 Significantly higher
 Significantly lower

Between demographics

 Significantly higher
 Significantly lower

Other Measures Related to Image and Reputation

[TOC](#)


Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Quality of service and facilities	60%	56%	58%	56% ▼	68%	62%
Leadership	52%	53%	56% ▲	50% ▼	64%	62%
Performance of the Elected Members	49%	47%	51%	49% ▼	59%	58%
Faith and trust	45%	48%	50%	48% ▼	55%	54%
Financial management	43%	42%	46%	41% ▼	47%	47%
Being prepared for the future	41%	39%	43%	38% ▼	54%	49%

Scores with % 6 – 10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Quality of service and facilities	52%	61%	69%	53%	62%
Leadership	42%	63%	57%	33%	57%
Performance of the Elected Members	42%	58%	51%	39%	51%
Faith and trust	40%	53%	46% ▼	28%	50%
Financial management	35%	51%	46%	29%	46%
Being prepared for the future	35%	49%	42%	35%	42%

Notes:

- Q54A. Overall how would you rate the Council for its leadership? n=434
- Q54B. ...overall, how would you rate the Council in terms of the faith and trust you have in them? n=435
- Q54C. ...how would you rate the Council overall for its financial management? n=404
- Q54D. ...how would you rate the Council for the quality of the services and facilities they provide the Kaipara District? n=456
- Q54E. How would you rate the Council for being prepared for the future? n=395
- Q54F. ...how would you rate the performance of the Elected Members? n=382

Year-on-year

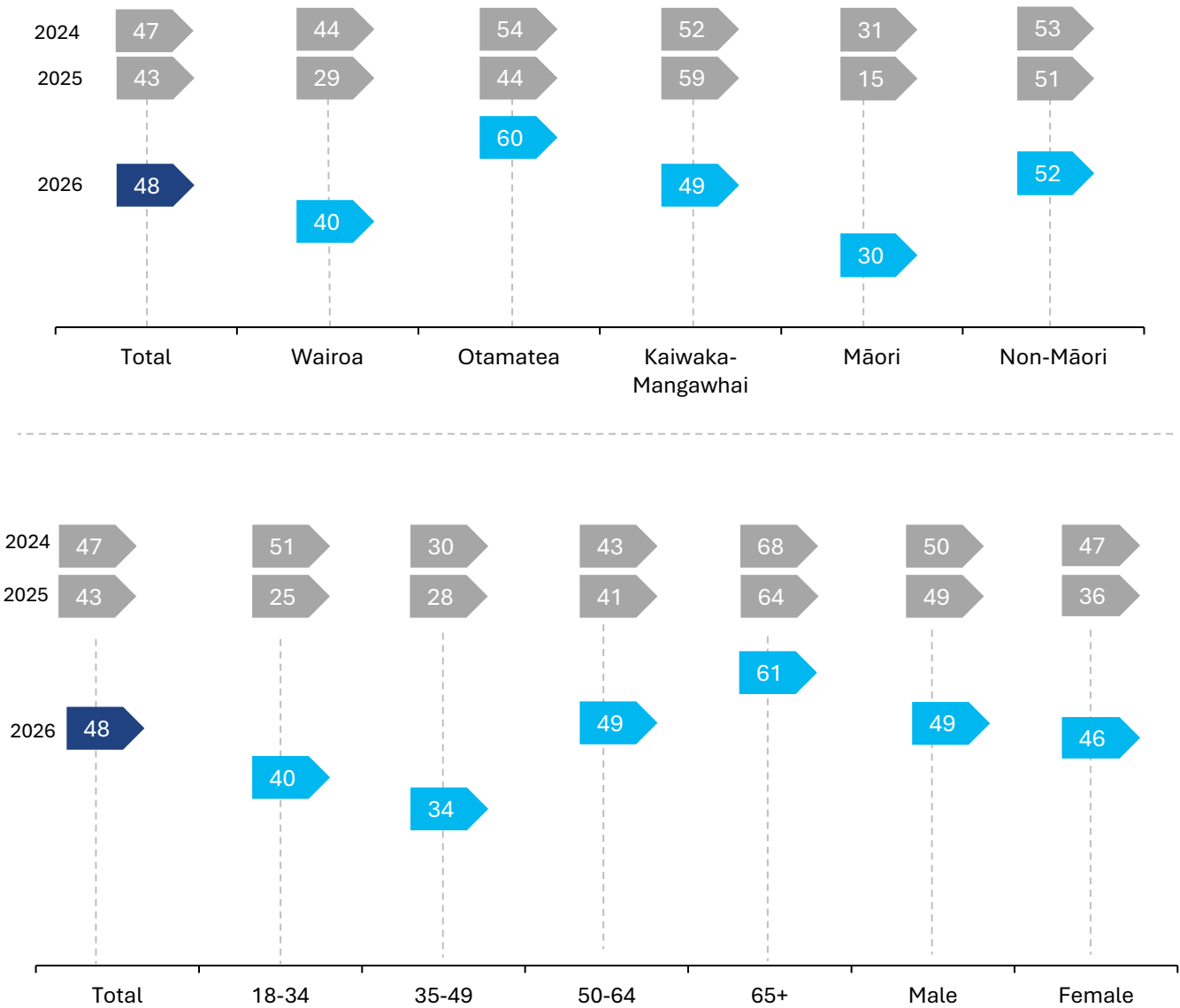
▲ Significantly higher
▼ Significantly lower

Between demographics

▲ Significantly higher
▼ Significantly lower

Reputation Benchmark

>>> TOC



- Council’s overall reputation benchmark (+48) has improved since 2025 (+43), marking the highest level recorded since 2024 (+47).
- Residents aged 65+ have consistently recorded the highest Reputation benchmark over recent years, and recorded a similarly high benchmark in 2026 (+61), while a significant increase was recorded for residents aged 18-34, from +25 in 2025 to +40 in 2026.

NOTES:

1. Q55A. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate the Kaipara District Council for its overall reputation? n=505

2. Excludes don't know response

3. 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.

Key:

>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Year-on-year

 Significantly higher

 Significantly lower

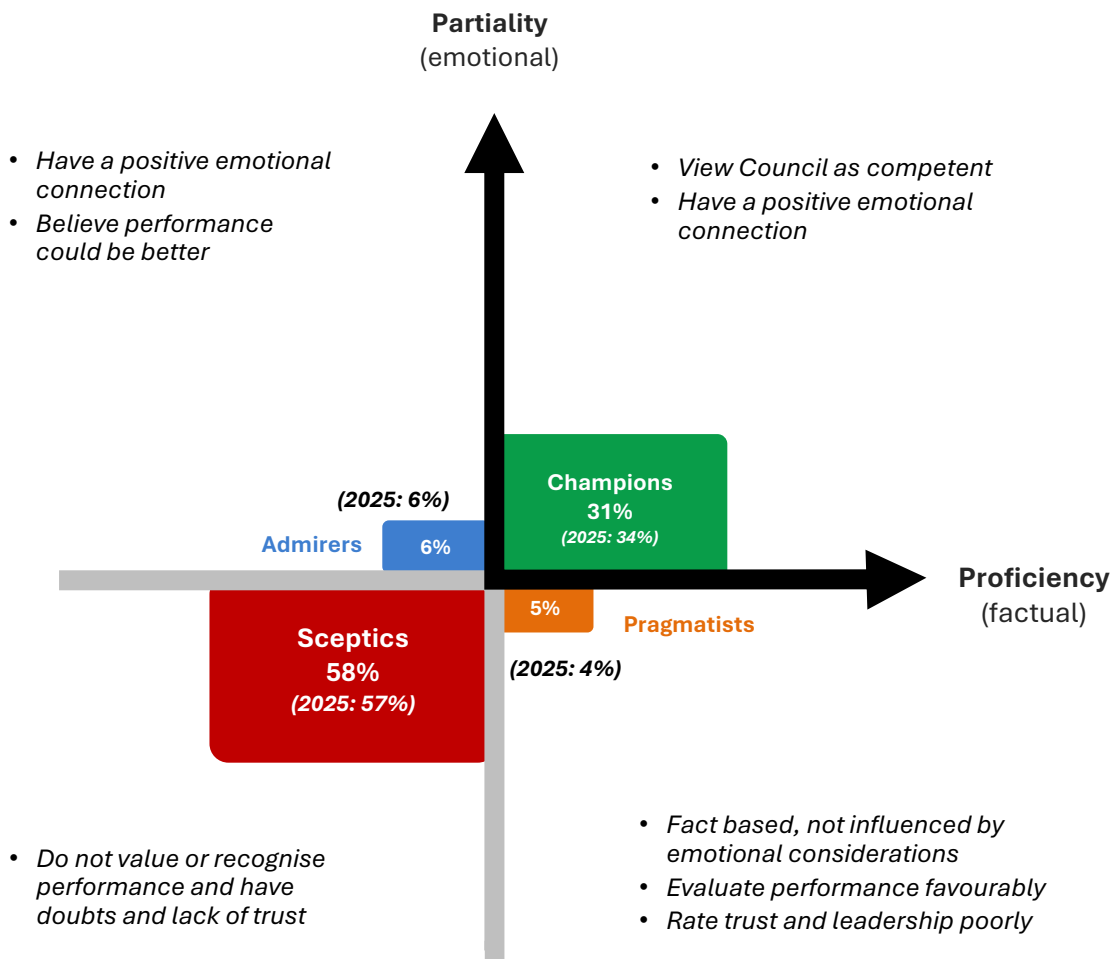
Between demographics

 Significantly higher

 Significantly lower

Reputation Profile

>> TOC



- The overall reputation profile has remained relatively consistent since 2025.
- A minimal shift was reported across segments, with 'Champions' decreasing slightly (from 34% to 31%), and 'Sceptics' increasing by 1% point (from 57% to 58%).
- Residents identified as 'Pragmatists' slightly increased from 4% in 2025 to 5% in 2026, and 'Admirers' remained consistent at 6%.

NOTES:

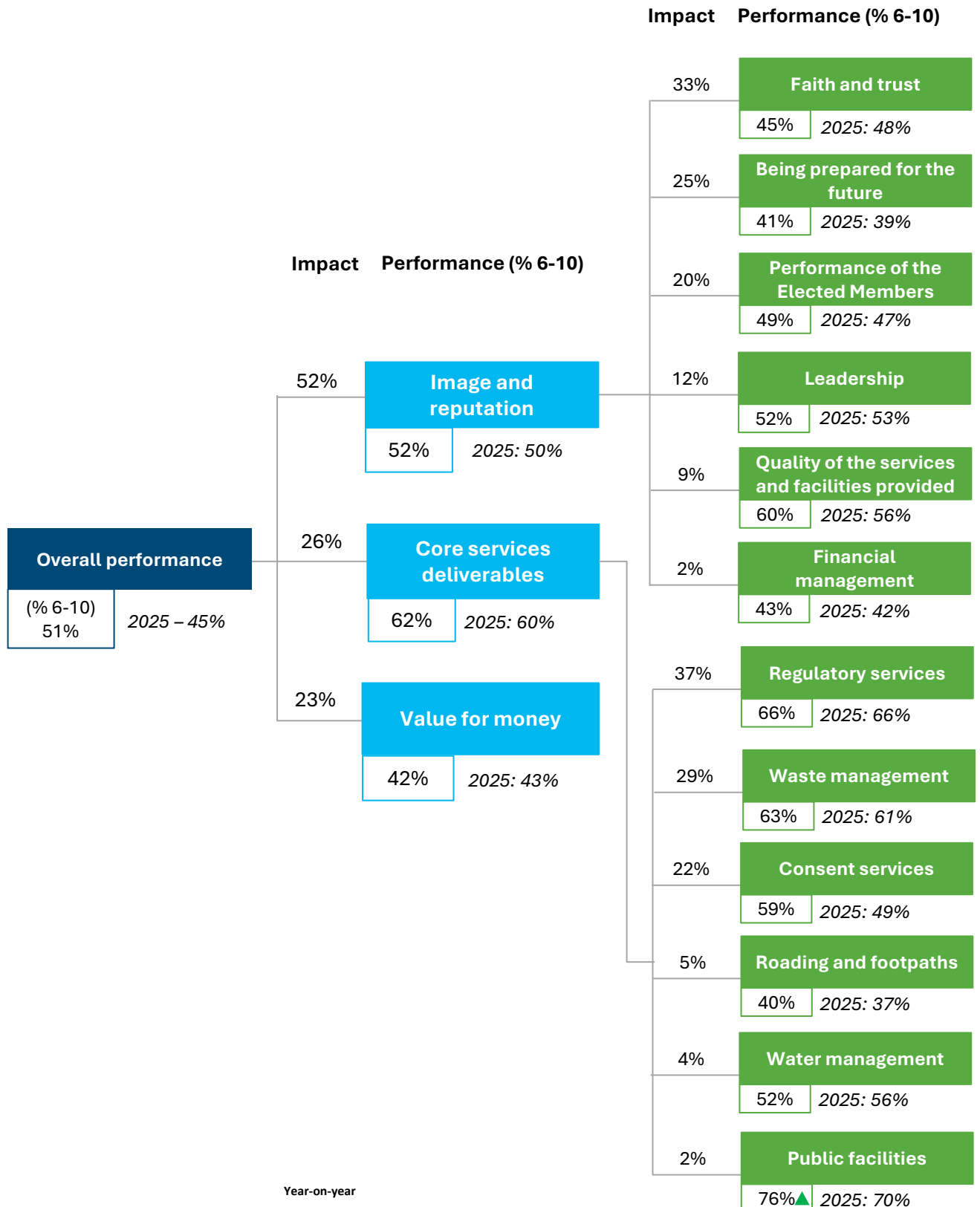
- Segments have been determined using the results from a set of five overall level questions
- Q54A. leadership, Q54B. faith and trust, Q54C. financial management, Q54D. Quality of the services and facilities, Q55A. Overall reputation
- Excludes don't know response

Priorities and Opportunities

Drivers of Perception of Kaipara District Council's Performance

>>> TOC

- *Image and reputation* continues to have the greatest impact on the Council's *Overall performance* with a 52% impact score. In addition, the performance of this measure has slightly increased since the previous year (from 50% to 52%).



NOTES:

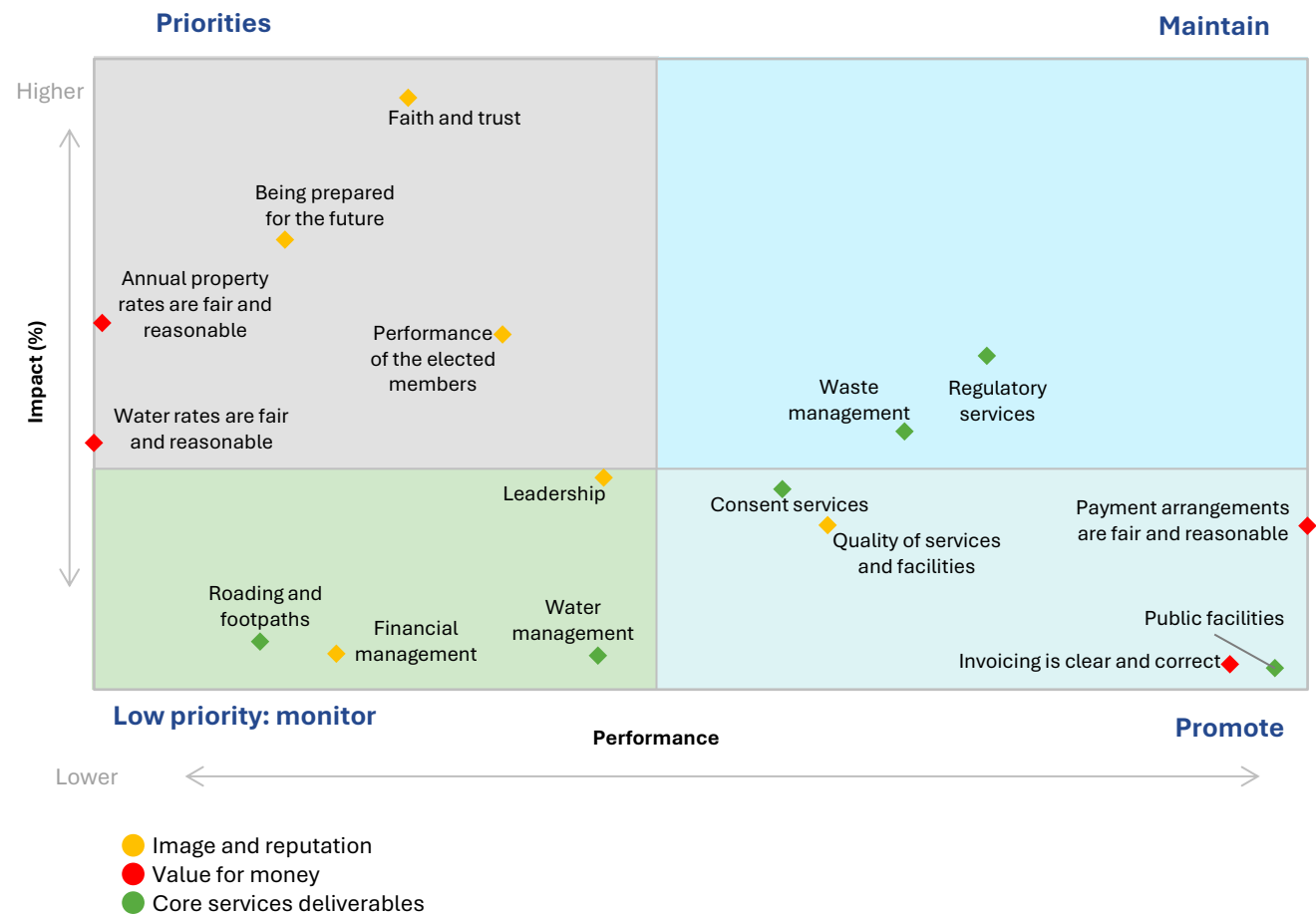
1. Excludes 'Don't know' responses

Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

Opportunities and Priorities - Overall measures

>>> TOC



As rates remain a prevalent concern among residents, the following measures have been identified as key areas for improvement:

- *Annual property rates being fair and reasonable*
- *Water rates are fair and reasonable*

In addition, strengthening the Council's image and reputation presents a further opportunity to improve overall perceptions, particularly in relation to:

- *Being prepared for the future*
- *Performance of elected members*
- *Faith and trust*

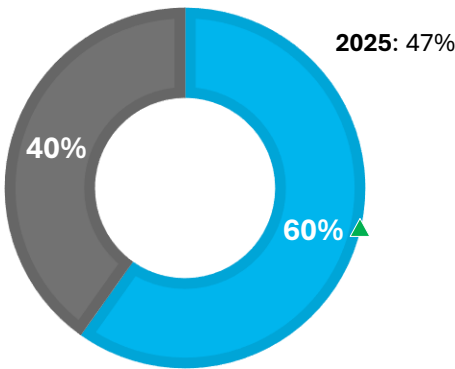
Awareness and Community Participation

Council Awareness and Community Participation

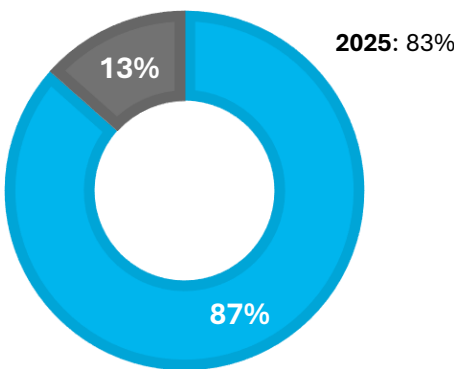
>>> TOC

- Six in ten residents (60%) report being *Aware of their local Councillor*, representing a significant increase from 47% in 2025.
- Meanwhile, a higher proportion of residents are *Aware of the Mayor’s name* (87%).
- However, less than one quarter of residents (23%) *Attended a Council meeting* in the last 12 months.

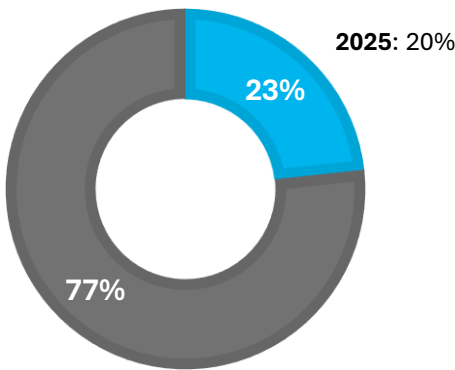
Aware of their Local Councillor



Aware of Mayor’s Name



Attended a Council Meeting



Channels Used to Provide Feedback to the Council

Communication channels	2026
Letter/Email	15%
In-person with an elected member / Council office	14%
Via phone	10%
Submission on a proposal	10%
Survey other than this one	8%
Social media	7%
Other methods	4%
I have not provided any feedback	52%
Unsure	6%

Notes:

1.

Q6. Do you know the name of your local councillor? n=505

2.

Q7. Do you know the name of your mayor? n=505

3.

Q8. In the last 12 months have you attended a meeting, event or stall (such as at a local market) led by Council and staff? n=505

4.

Q9. In the last 12 months, have you provided feedback to the Council through the following channels? n=505

Year-on-year

▲

Significantly higher

▼

Significantly lower

Between demographics

▲

Significantly higher

▼

Significantly lower

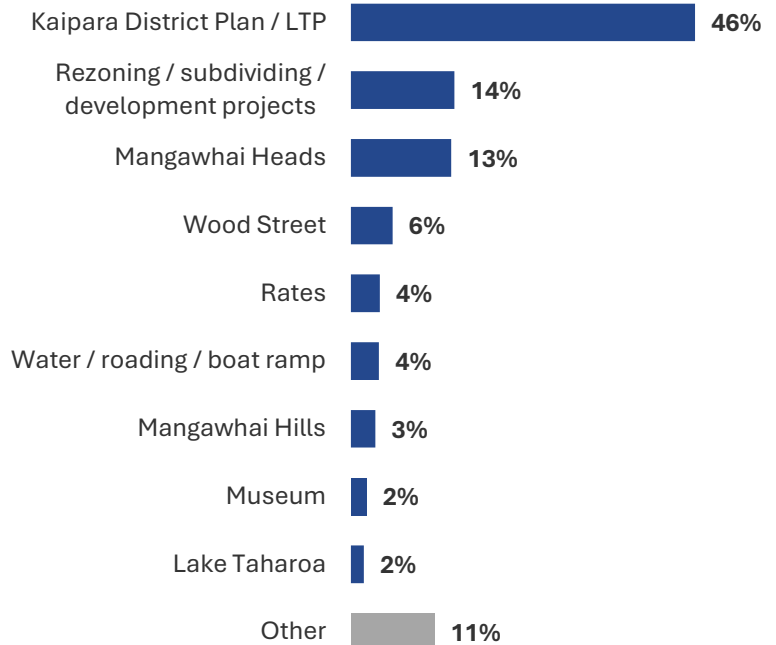
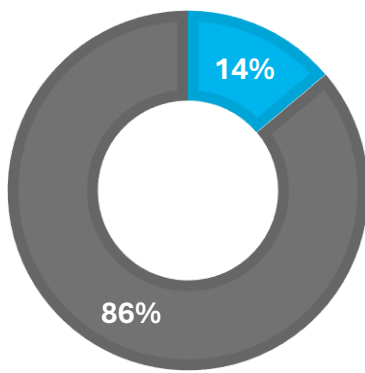
Consultation

Consultation**

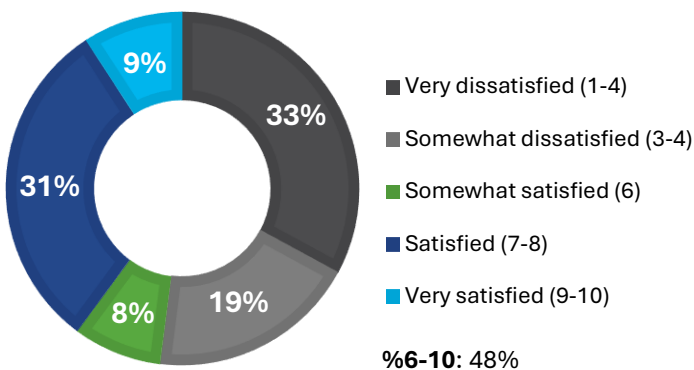
>>> TOC

- 14% of residents have *Taken part in Council consultation or made a submission*. Among them, 46% participated in the *Kaipara District Plan or LTP*.
- Nearly half of participants (48%) are satisfied with the *Council consultation process*.

Taken Part in Council Consultation / Made Submission



Satisfaction with Consultation



Notes:

- CON1. In the last 12 months, have you taken part in any Council public consultations or made a submission? n=505; Yes n=76
- CON2. Which Council public consultation(s) have you taken part in over the last 12 months? (Please list all that apply.) n=66
- CON3. How would you rate your satisfaction with the Council consultation process? n=76
- **New question added to 2025/26 survey. No historical data available

Year-on-year

 Significantly higher
 Significantly lower

Between demographics

 Significantly higher
 Significantly lower

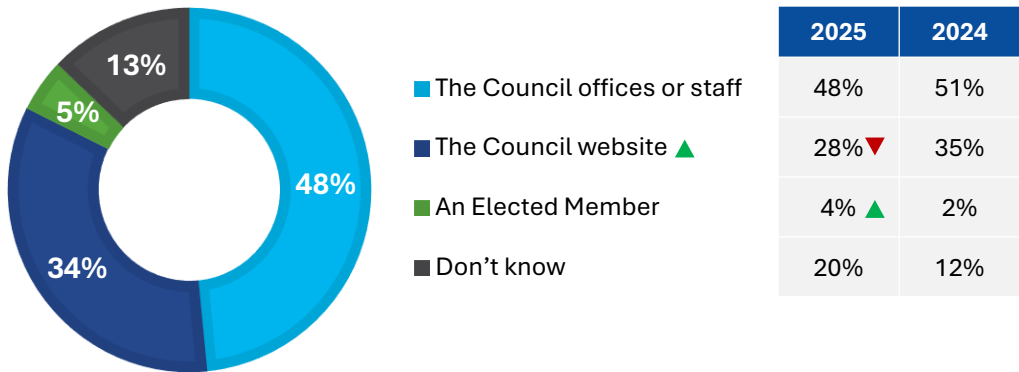
Communication and Engagement

Contact with Council - Interactions

>>> TOC

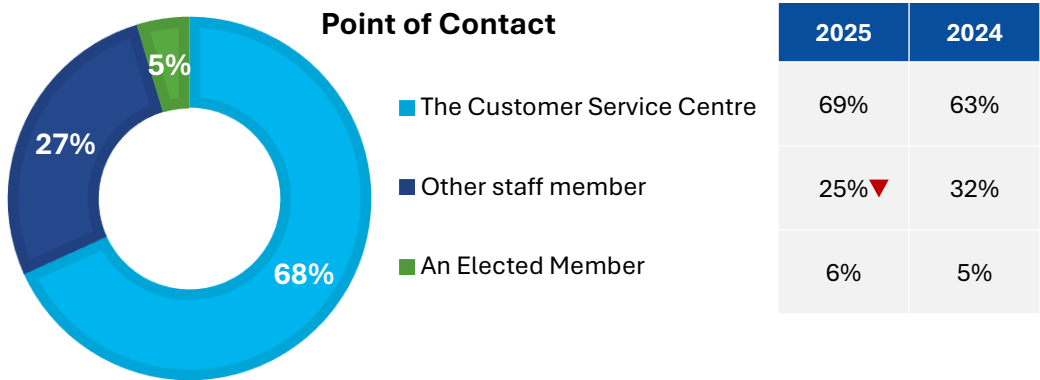
- Use of the *Council website* as the first point of contact has increased significantly, from 28% to 34%.
- Similarly, use of the *Council website* as a contact method among residents who contacted the Council in the past 12 months increased significantly, from 13% to 19%.
- The Customer Service Centre* continues to be the most prevalent way of contacting Council, with 68% of respondents reporting that they dealt with the Customer Service Centre during their most recent interaction.

First Point of Contact for Council-Related Matters



Method of Contact	2026	2025	2024	2023	2022
By phone	41%	36%	39% ▼	46%	42%
By e-mail	33%	29%	32%	36%	33%
In person	29%	31% ▲	24%	25% ▼	32%
Council's website	19% ▲	13% ▼	22%	-	-
Antenno App	11%	8%	9%	-	-
In writing	7%	4%	6%	6%	4%
Council's Facebook	7%	5% ▼	3%	-	-
Other	1%	1%	1% ▼	7% ▲	3%

Point of Contact



Notes:

- Q10. When you have a matter that you need to raise with Council, who do you approach first ...? n=505
- Q11. During the last 12 months, have you contacted the Council offices ...? n=501
- Q12. In your most recent interaction with the Council who did you deal with when contacting the Council? n=347

Year-on-year

▲ Significantly higher

▼ Significantly lower

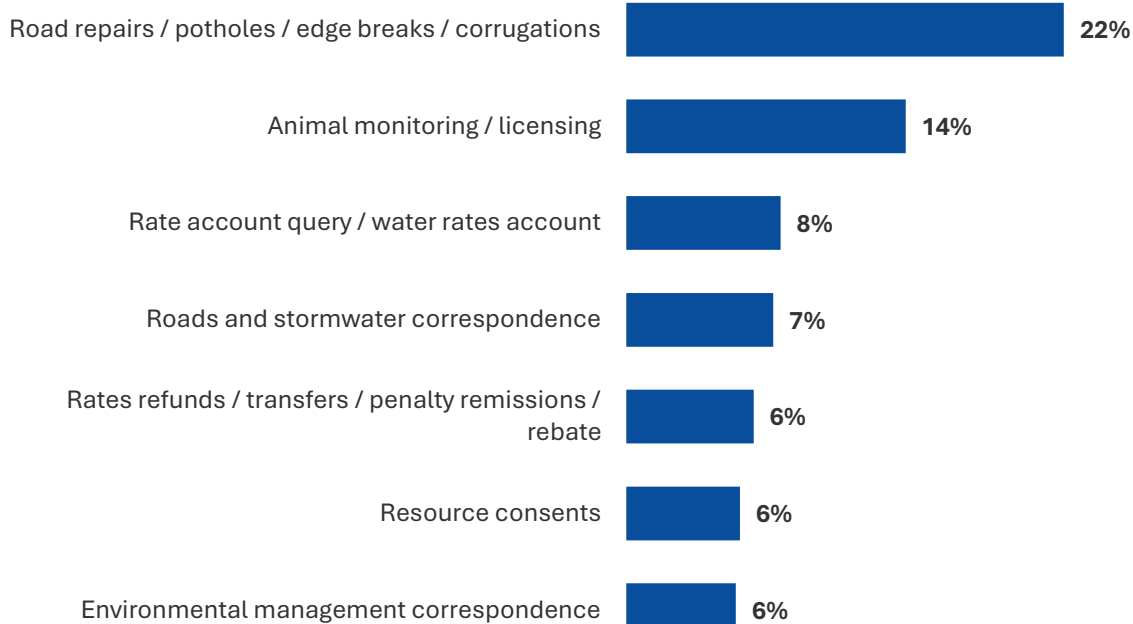
Between demographics

Significantly higher

Significantly lower

Reason for Most Recent Contact with Council*

>> TOC



Council Services Residents Want Available Online*



Notes:

1. Q12A. Thinking about your most recent contact with Council, what did it relate to? n=347
2. COM6. Are there Council services that would you like to be available online? n=100
3. *Items with less than 5% are not shown

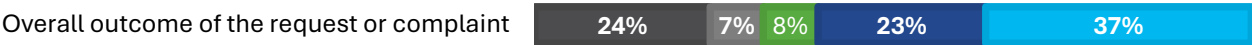
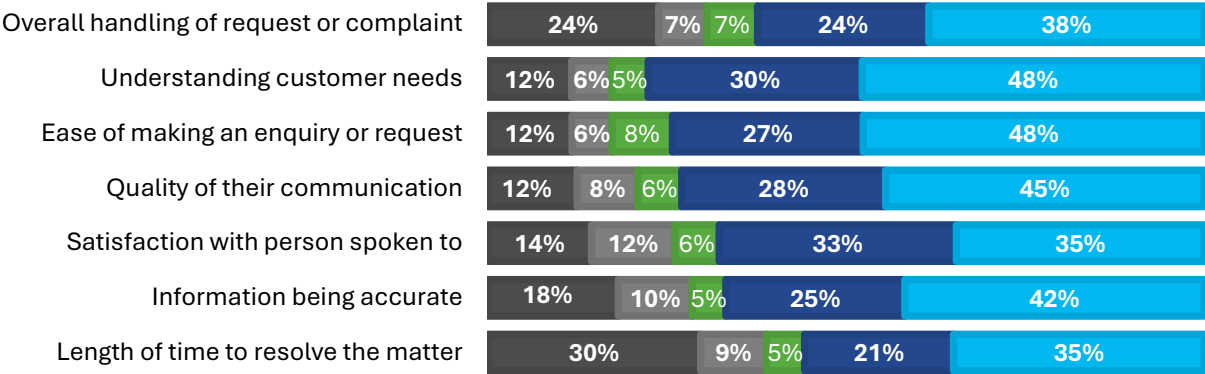
Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

Satisfaction with Recent Interaction with Council

>>> TOC

- Satisfaction with *Overall handling of request or complaint* and related attributes has remained relatively consistent since 2025.
- Across all measures, *Understanding customer needs* and *Ease of making an enquiry or request* received the highest satisfaction ratings, both at 83%.



Very dissatisfied (1-4) Somewhat dissatisfied (5) Somewhat satisfied (6) Satisfied (7-8) Very satisfied (9-10)

Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Overall handling of request or complaint	69%	67%	62%	64%	64%	68%
Understanding customer needs	83%	84%▲	78%	81%	78%	80%
Ease of making an enquiry or request	83%	83%	82%	83%	82%	86%
Quality of their communication	79%	82%▲	76%▼	82%	82%	79%
Satisfaction with person spoken to	74%	77%	72%	76%	77%	78%
Information being accurate	71%	75%	72%	73%	68%	73%
Length of time to resolve the matter	61%	65%▲	58%	61%	59%	65%
Overall outcome of the request or complaint	68%	69%▲	61%	60%	62%	66%

- Notes:
- 1. Q13A. How would you rate your satisfaction with the Council person you spoke to? n=337
 - 2. Q13B. How would you rate their understanding of what you wanted? n=340
 - 3. Q13C. How would you rate the quality of their communication? n=345
 - 4. Q13D. How would you rate your satisfaction with each of the following?
 - a. How easy it was to make your enquiry or request n=339
 - b. How long it took to resolve the matter n=318
 - c. The information provided being accurate n=319
 - d. How would you rate Council overall for how well they handled your request or complaint? n=332
 - 5. Q15. And how satisfied were you with the outcome, that is how well your request or complaint was resolved? n=316

Year-on-year

Between demographics

▲ Significantly higher

▼ Significantly lower

Significantly higher

Significantly lower

Communications

>>> TOC

Main way of staying informed

		2025	2024
Articles in newspaper (print or online)	63%	63%	65%
Social media (Facebook, Twitter, etc.)	50%	46%	38%
Newsletters in community/free newspapers	47%	43%	41%
In the mail/online with your rates notice	37%	36%	41%
Advert in the newspaper	34% ▲	26%	27%
Council newsletters (print or email)	32%	29%	36%
Word of mouth	32%	36%	33%
Articles on television news	27%	28%	15%
Council's website	24% ▲	18%	22%
In the community/at public events	20% ▲	12%	10%
Billboards	19% ▲	2%	2%
On the radio	17%	18%	11%
Interaction with council staff	17% ▲	10%	13%
Personalised letters from council	16%	14%	13%
Antenno (smartphone app)	13%	13%	12%
Via your local councillor	11%	8%	6%
On the side of buses	1%	1%	-
None of these	3% ▼	6%	4%
Other	<1% ▼	2%	1%
Don't know	1%	1%	2%

Preferred Way to Keep up-to-date with Council Activities

		2025	2024
Community/free newspapers	42%	42%	45%
Council email newsletters	40%	35%	34%
Rates notice	35%	35%	41%
Social media	29%	25%	27%
Council's Website	21%	17%	22%
Antenno (smartphone app)	14%	13%	13%
Personalised letters	9%	9%	6%
Public meeting/event	8%	5%	9%
Local elected members	6%	4%	5%
Consultation documents	5%	6%	6%
Radio	4%	4%	7%
Website alerts	3%	4%	4%
None of these	3%	4%	2%
Other	1%	2%	2%

Year-on-year

▲ Significantly higher
 ▼ Significantly lower

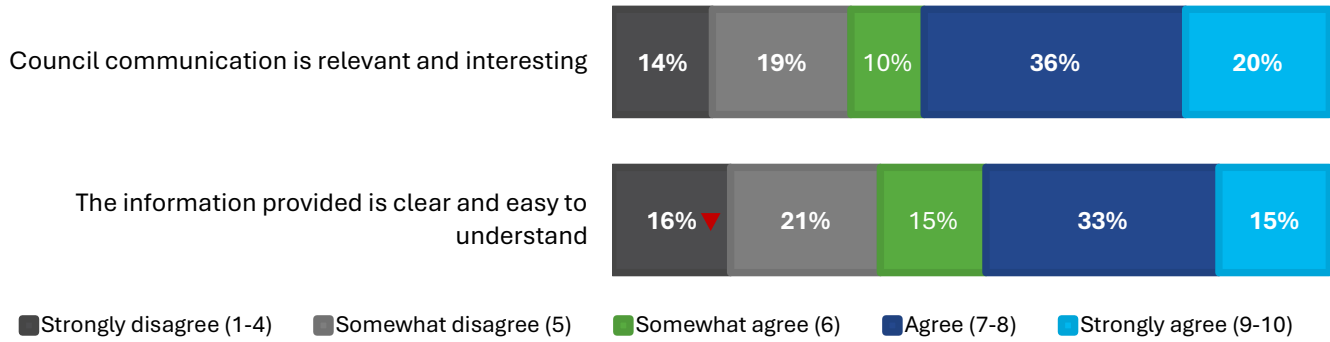
Notes:

- COM1. In the last 3 months, where have you seen or heard about Kaipara District Council? n=505
- COM2. What would be your preferred way to keep up to date with what Kaipara District Council is doing? n=504

Communication Evaluation

>>> TOC

- In keeping with the previous survey, 67% of residents agree that *Council communication is relevant and interesting*.
- Meanwhile, agreement that *The information provided is clear and easy to understand* has increased slightly, from 61% in 2025 to 63%.



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Council communication is relevant and interesting	67%	67%	64%	63%	68%	65%
The information provided is clear and easy to understand	63%	61%	63%	64%	67%	63%

Scores with % 6-10 (By location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Council communication is relevant and interesting	64%	67%	71%	64%	67%
The information provided is clear and easy to understand	61%	66%	62%	55%	65%

Notes:

- COM3. Using a scale of 1 to 10 where 1 means ‘Strongly disagree’ and 10 means ‘Strongly agree’, how much do you agree or disagree with the following statements:
 - What I hear about Council is relevant or interesting to me n=493
 - The information provided by Council is clear and easy to understand n=484

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

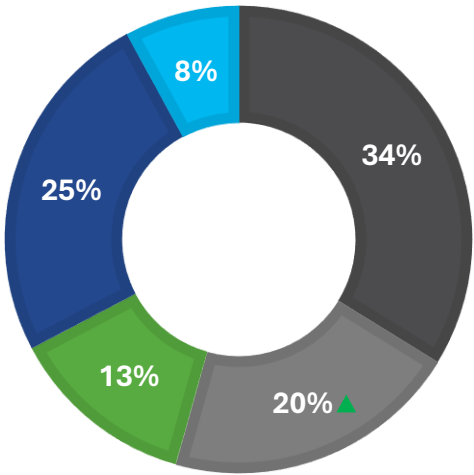
Significantly higher

Significantly lower

Involvement in Council decision-making

>>> TOC

- 46% of residents are satisfied with *The way Council involves the public in decision-making*, a slight decrease of 2% points since 2025 (48%).
- A significant decrease in satisfaction with this measure has been recorded among Male residents from 54% in 2025 to 44% in 2026.



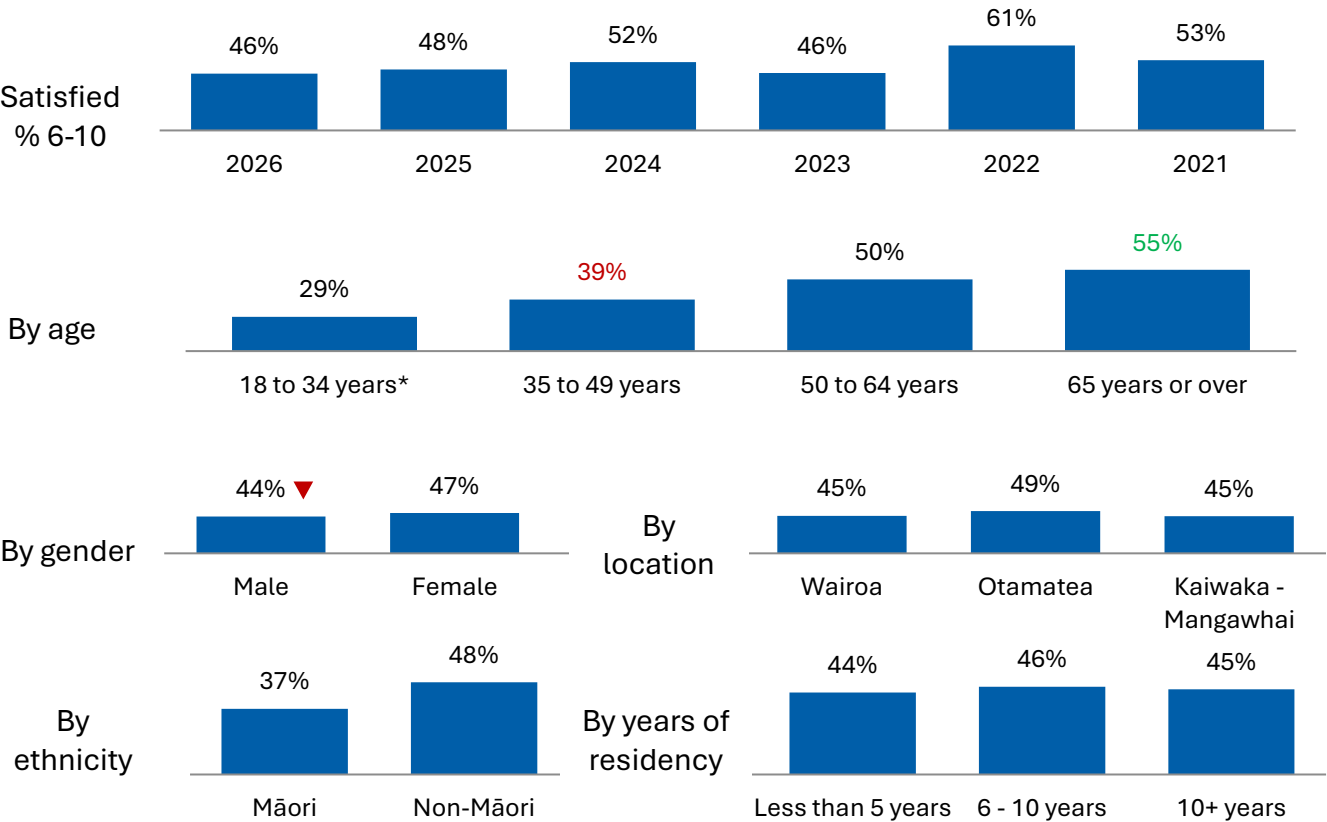
Very dissatisfied (1-4)

Somewhat dissatisfied (5)

Somewhat satisfied (6)

Satisfied (7-8)

Very satisfied (9-10)



Notes:

1. Q49. How satisfied are you with the way Council involves the public in the decisions it makes?
n=415

2. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

▲ Significantly higher

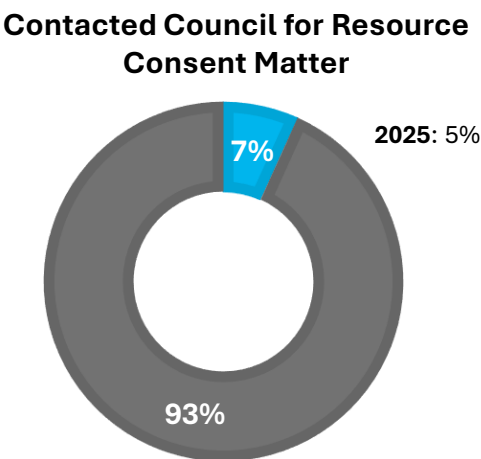
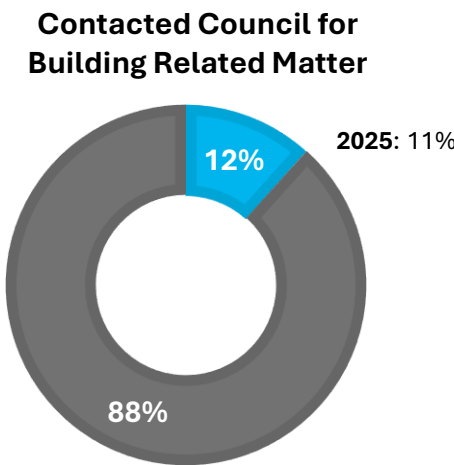
▼ Significantly lower

Consent and Regulatory Services

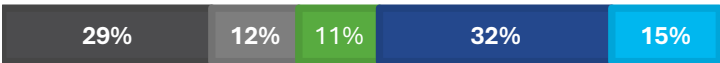
Overall Consent Services

>>> TOC

- Just over one in ten residents (12%) *Contacted the Council regarding a building-related matter* within the last 12 months. Among those residents, nearly seven in ten (69%) were satisfied with the Council's response.
- Fewer residents (7%) *Contacted the Council regarding a resource consent matter*. Satisfaction among those residents was similar to building-related matters, with 68% satisfied with the service they received.



Overall consent services



Building related matter



Resource consent



Poor (1-4)

Somewhat poor (5)

Somewhat good (6)

Good (7-8)

Excellent (9-10)

Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Overall consent services	59%	49%	50%	59%	53%	42%
Building related matter	69%	60%	54%	54%	36% ▼	57%
Resource consent	68%	45%	48%	52%	66%	48%

- Notes:
- Q30A. Have you contacted the Council within the last 12 months with a request for a building-related matter? n=498; Yes n=59
 - 30B. How would you rate the Council's response to your request for service for building related matter? Would you rate it ...? n=57
 - Q31A. Have you contacted the Council within the last 12 months with a request for a resource consent? n=498; Yes n=34
 - Q31B. How satisfied were you with the resource consent process? n=34
 - Q32. Thinking about CONSENT services of the Kaipara District Council taking into consideration both building and resource; how would you rate Kaipara District Council for these CONSENT services overall? n=66

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

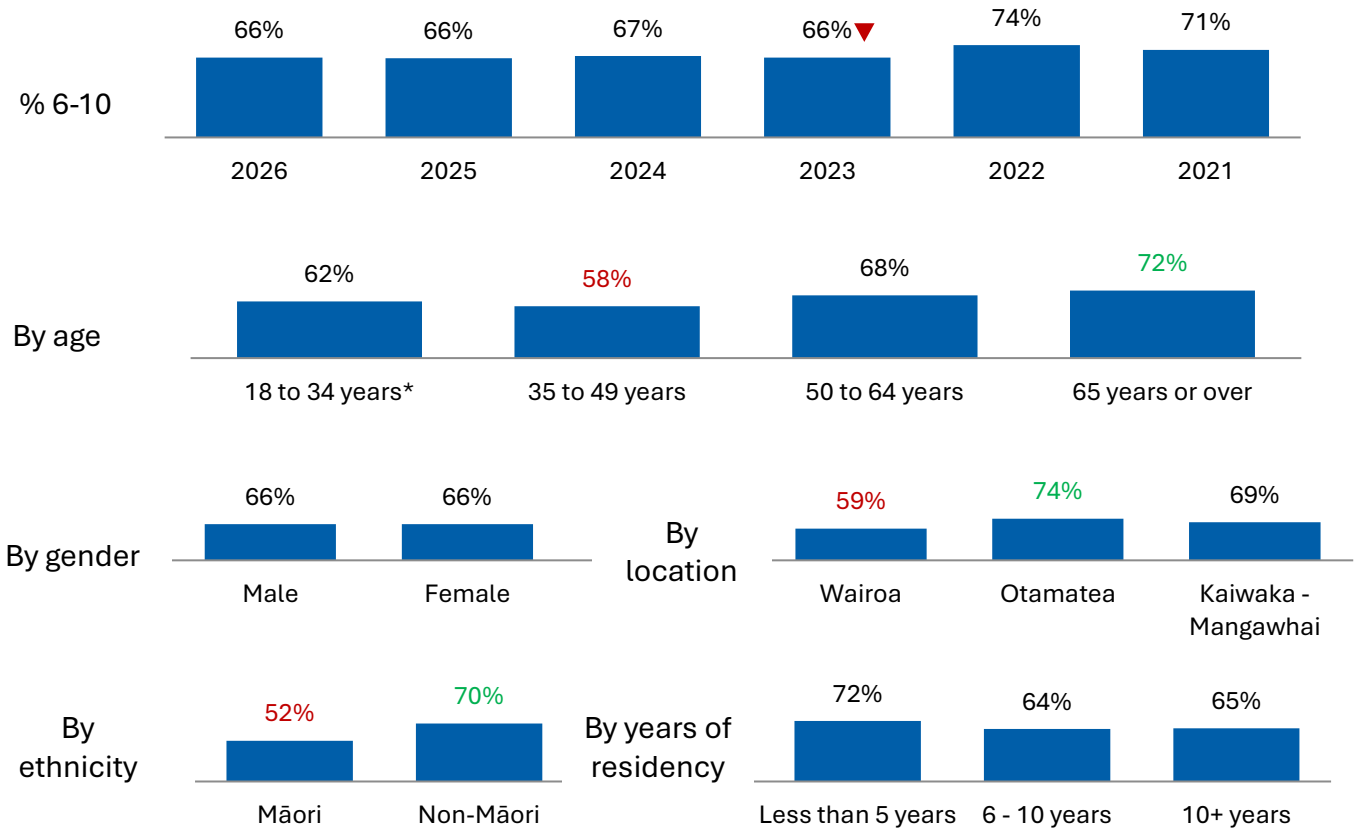
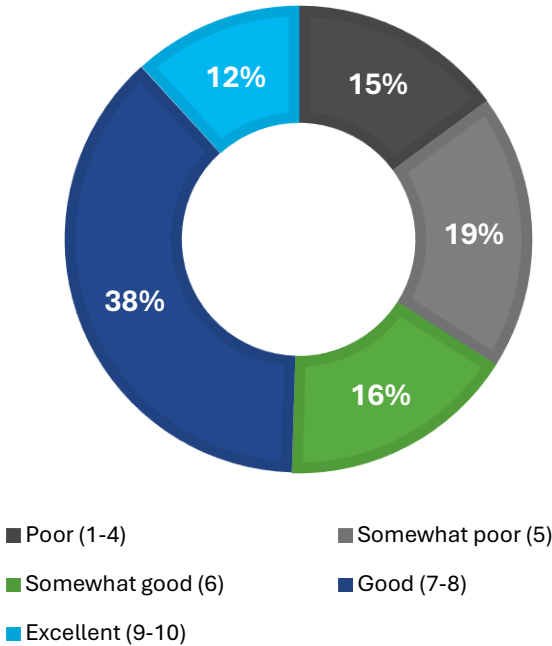
Significantly higher

Significantly lower

Overall Regulatory Services

>>> TOC

- Satisfaction with *Overall regulatory services* has remained consistent since 2025 at 66%.
- Residents in Otamatea (74%) are significantly more likely to be satisfied with *Overall regulatory services* than those in Wairoa (59%).



Notes:

1.

Q44. Thinking about the OTHER services of the Kaipara District Council taking into account animal control, litter & graffiti, and protecting environmental health, how would you rate Kaipara District Council for these OTHER services overall? n=399

2.

*Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

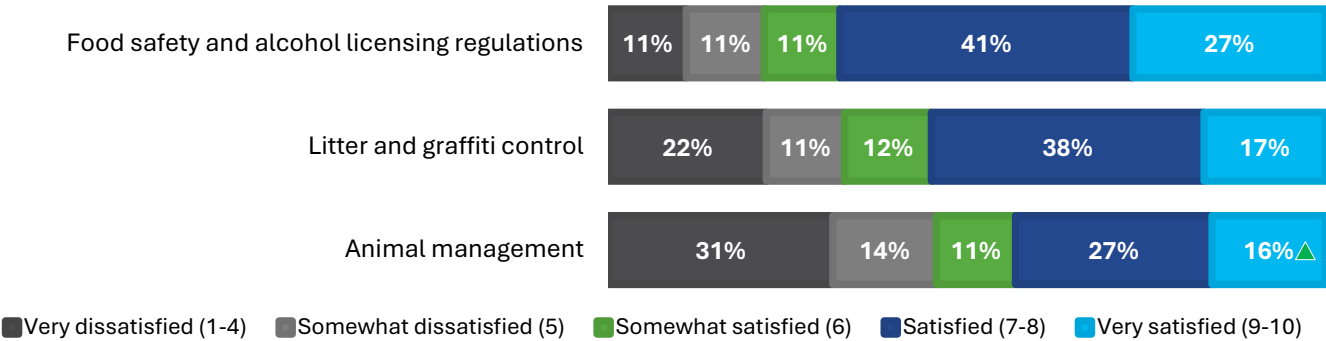
Significantly higher

Significantly lower

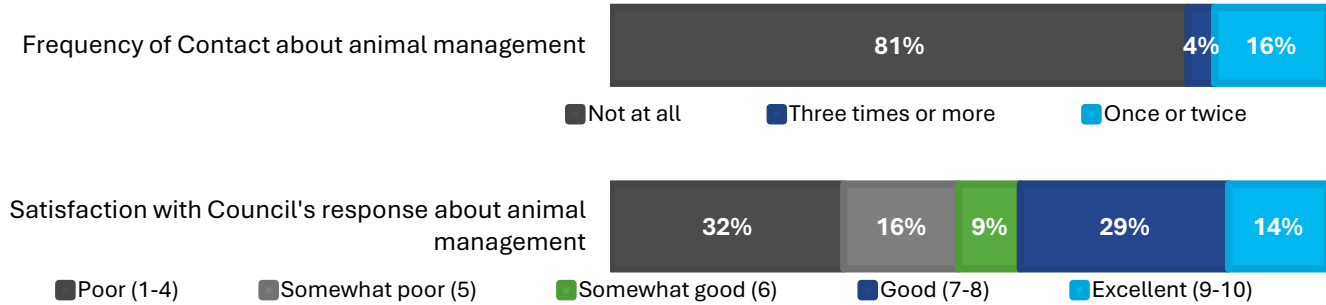
Regulatory Services

>>> TOC

- Satisfaction with all regulatory services has improved year-on-year, with *Food safety and alcohol licensing regulations* receiving the highest satisfaction rating (78%).
- While *Animal management* remains the lowest-rated regulatory service, satisfaction has increased significantly since 2025, from 47% to 54%.



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Food safety and alcohol licensing regulations	78%	76%	81%	77%▼	86%▲	77%
Litter and graffiti control	67%	65%	67%	65%	69%	64%
Animal management	54%▲	47%	51%	53%▼	62%▲	55%



Scores with % 6 - 10	2026	2025	2024	2023	2022	2021
Satisfaction with Council's response about animal management	51%	51%	45%	52%	57%▲	44%

- Notes:
1.

Q40A. On a scale of 1 to 10 where 1 is ‘very dissatisfied’ and 10 is ‘very satisfied’, how satisfied are you with the litter and graffiti control services provided by Council? n=425
2.

Q40B. How satisfied are you with animal management (dogs or stock control) services provided by Council? n=384
3.

Q43. How satisfied are you with the Council’s approach to food safety and alcohol licensing regulations? n=279
4.

Q42A. In the last year, how often have you contacted the Kaipara District Council about animal management issues (dogs or stock control?) Once to three times n=490
5.

42B. How would you rate Council's response regarding your questions around animal management? Would you rate it ...? n=82

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

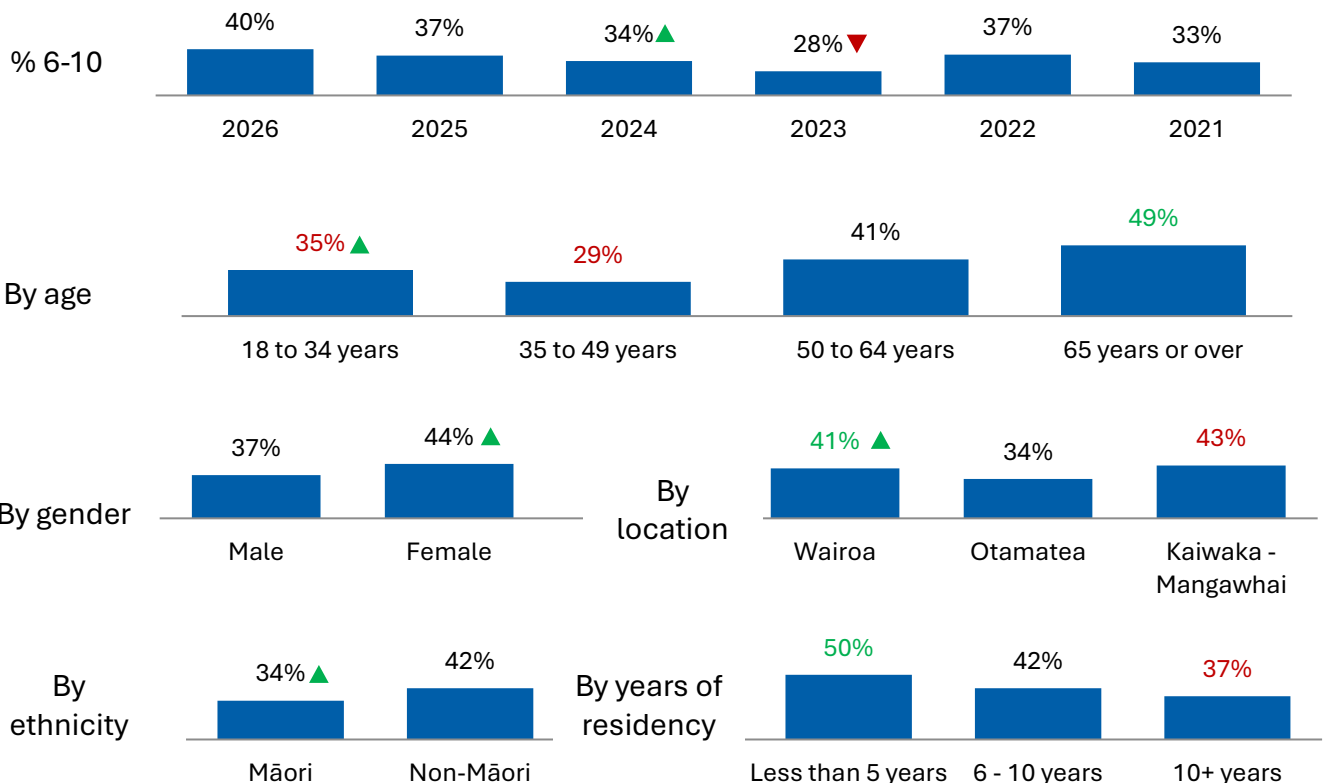
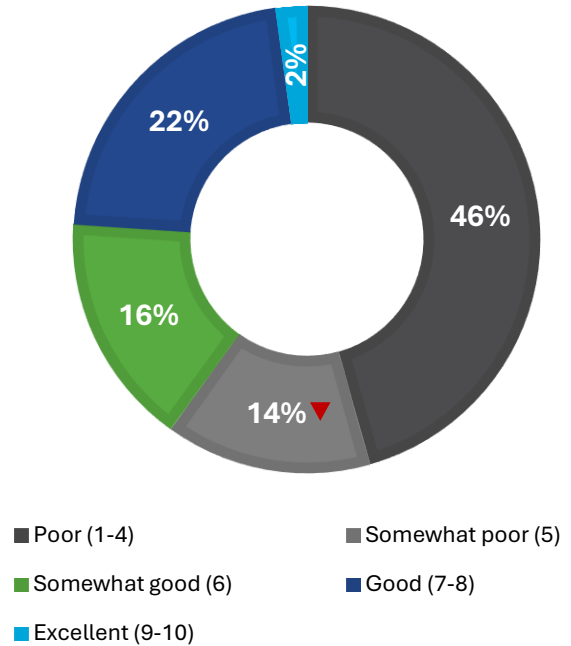
Significantly lower

Roads, Cycleways and Footpaths

Overall Roads and Footpaths

[>>> TOC](#)

- Four in ten residents (40%) are satisfied with *Overall roading and footpaths*, the highest level recorded since 2021.
- This improvement is likely driven by significant increases in satisfaction among residents aged 18-34 (from 22% to 35%), Female residents (from 33% to 44%), residents in Wairoa (from 32% to 41%), and Māori residents (from 18% to 34%).
- Similarly, satisfaction with all related attributes has improved year-on-year, with a significant increase recorded for *Ride quality of Council's unsealed roads*, from 16% in 2025 to 25% in 2026.



Notes:

- Q35. Thinking about the roading and footpaths of the Kaipara District Council how would you rate Kaipara District Council on their overall **ROADING** and **FOOTPATHS**? n=484

Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

Other Measures Related to Roads and Footpaths

[TOC](#)

Availability and maintenance of footpaths
n=453



Standard of signage and road markings on Council's sealed roads
n=473



Road network providing access to services and destinations
n=472



Standard of signage on Council's unsealed roads
n=434



Ride quality of the Council's sealed roads
n=487



Ride quality of Council's unsealed roads
n=461



Very dissatisfied (1-4) Somewhat dissatisfied (5) Somewhat satisfied (6) Satisfied (7-8) Very satisfied (9-10)

Scores with % 6-10	2026	2025	2024	2023	2022	2021
Availability and maintenance of footpaths	49%	48%	49%	41%	52%	-
Standard of signage and road markings on Council's sealed roads	65%	62%	61%	52%	65%	64%
Road network providing access to services and destinations	59%	58%▲	51%	45%	63%	56%
Standard of signage on Council's unsealed roads	53%	51%	52%	41%	53%	49%
Ride quality of the Council's sealed roads	33%	29%	27%	23%	36%	34%
Ride quality of Council's unsealed roads	25%▲	16%	16%	11%	21%	16%

Scores with % 6-10	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Availability and maintenance of footpaths	51%▲	33%	57%	48%▲	50%
Standard of signage and road markings on Council's sealed roads	64%	69%	63%	53%	68%
Road network providing access to services and destinations	64%	56%	56%	56%▲	60%
Standard of signage on Council's unsealed roads	53%	57%	49%	41%	56%
Ride quality of the Council's sealed roads	35%	31%	31%	29%	34%
Ride quality of Council's unsealed roads	27%▲	24%▲	22%	21%▲	26%▲

Notes:

- 33B. Now thinking about Council roads - excluding State Highways 1, 12 and 14 which are not Council roads - how satisfied are you with...?
- 33A. On a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the availability and maintenance of footpaths in the District?

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

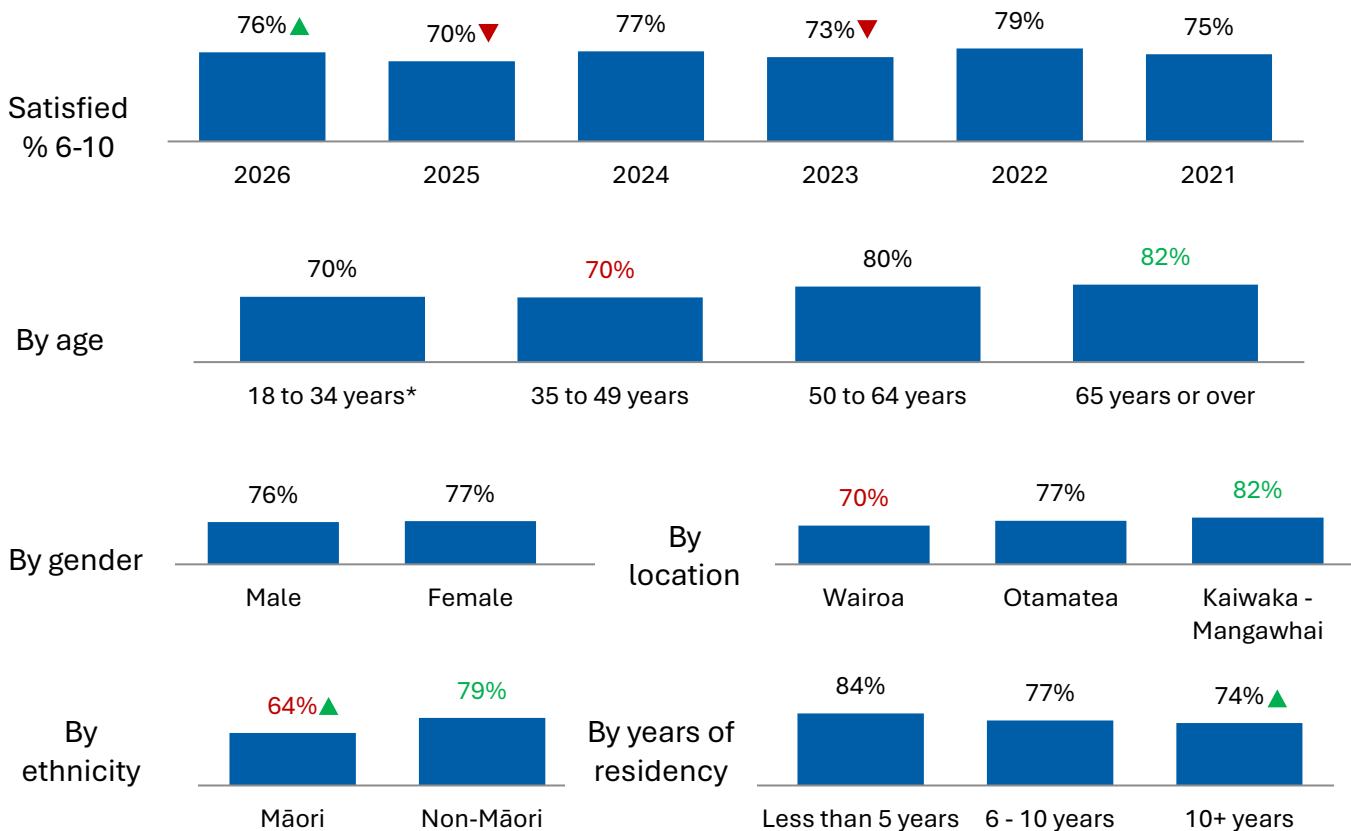
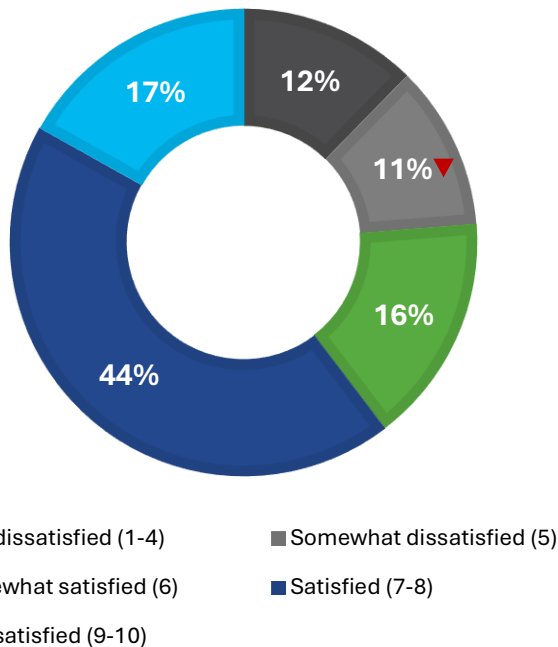
▲ Significantly higher
▼ Significantly lower

Public facilities

Public Facilities

>>> TOC

- Satisfaction with *Public facilities* has significantly increased since 2025, from 70% to 76%.
- A similar trend has been reported among Māori residents (from 48% to 64%) and residents who have lived in the district for 10 years or more (from 67% to 74%).



Notes:

1. Q22. Thinking about the FACILITIES discussed provided by the Kaipara District Council taking into account things like libraries, sports facilities, public conveniences, how would you rate Kaipara District Council for the FACILITIES provided? n=463

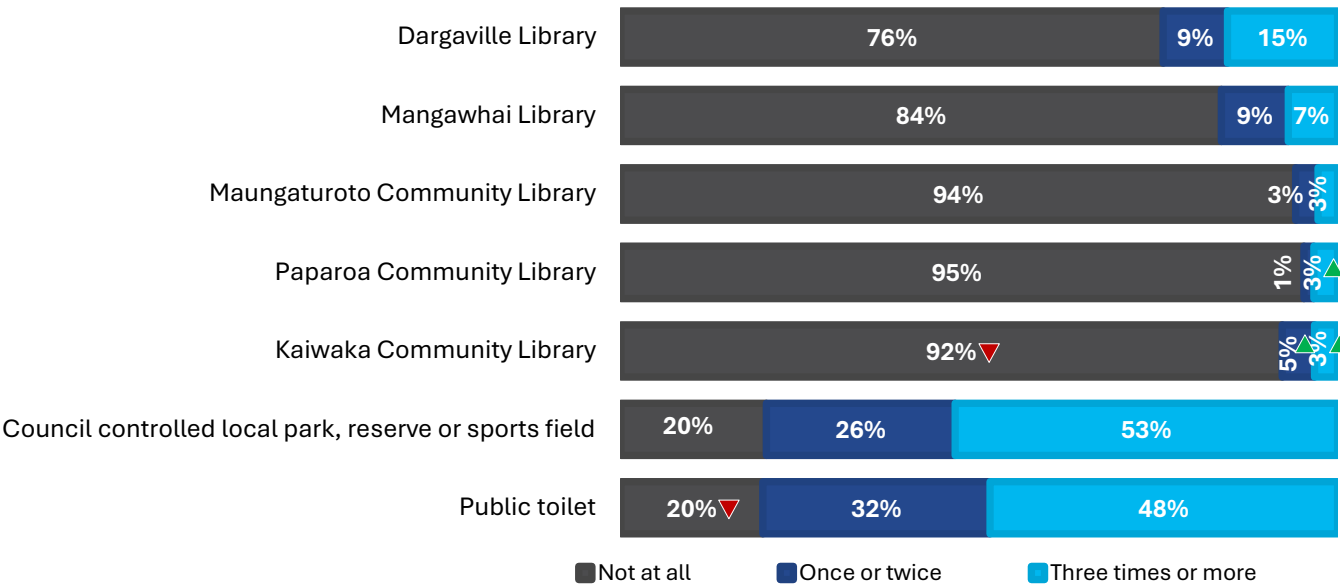
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Use of Public Facilities

>>> TOC

- Council controlled local parks, reserves, sports fields, and Public toilets remained the most visited public facilities, both with an 80% visitation rate.
- Visitation to Libraries has increased by 3% points since 2025, from 43% to 46%. Among library users, satisfaction has increased significantly, rising from 84% in 2025 to 92% in 2026.



% Who used or visited the facilities	2026	2025	2024	2023	2022
Libraries	46%	43%	43%	46%	47%
Library	24%	22%	25%	28%	27%
Mangawhai Library	16%	15%	8%	13%	11%
Maungaturoto Community Library	6%	6%	5%	6%	7%
Paparoa Community Library	5%	3%	5%	4%	6%
Kaiwaka Community Library	8%	3%	5%	7%	8%
Council controlled local park, reserve or sports field	80%	75%	74%	73%	79%
Public toilet	80%	75%	81%	80%	80%
Council-owned Campground	19%	14%	18%	12%	9%

Notes:

1.

Q16. In the last year, how frequently have you used the following services provided by the Kaipara District Council...? n=503
2.

Q23. In the last year, have you used or visited a Council-owned campground in the District? n=498

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

▲ Significantly higher

▼ Significantly lower

Satisfaction with Public Facilities

[TOC](#)

(Users)

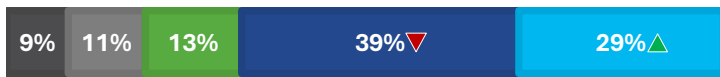
District libraries
n=223



Council-owned Campgrounds
n=223



Local parks, reserves or sports fields
n=386



Public toilets
n=395

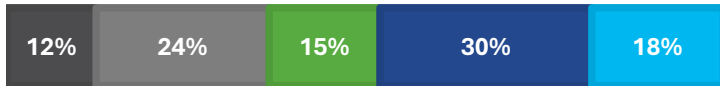


Very dissatisfied (1-4)
Somewhat dissatisfied (5)
Somewhat satisfied (6)
Satisfied (7-8)
Very satisfied (9-10)

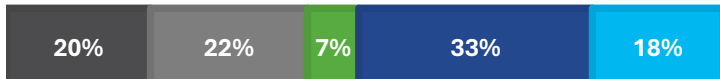
Scores with % 6 – 10	2026	2025	2024	2023	2022	2021
District libraries	92% ▲	84%	88%	82%	90%	88%
Council-owned Campground	86%	85%	85%	82%	-	-
Local parks, reserves or sports fields	81%	78%	84%	86%	87%	90%
Public toilets	76%	78%	79%	74%	82%	74%

(Non-Users)

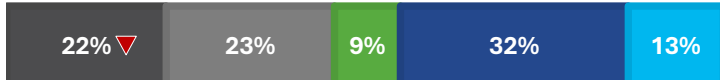
Local parks, reserves or sports fields
n=60



District libraries
n=142



Public toilets
n=38



Very dissatisfied (1-4)
Somewhat dissatisfied (5)
Somewhat satisfied (6)
Satisfied (7-8)
Very satisfied (9-10)

Scores with % 6 – 10	2026	2025	2024	2023	2022	2021
Local parks, reserves or sports fields	63%	65%	75%	67%	79%	73%
District libraries	58%	58%	67%	64%	69%	65%
Public toilets	54%	39%	54%	59%	73%	60%

Notes:

- Q18. Thinking about all libraries, overall, how satisfied are you with the district libraries (including Dargaville library)?
- Q20. How satisfied are you with local parks, reserves or sports fields?
- Q21A. How satisfied are you with public toilets?
- Q23A. Using a scale of 1 to 10 where 1 is 'Poor' and 10 is 'Excellent', how would you rate your customer experience with Council-owned campgrounds in the District?

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

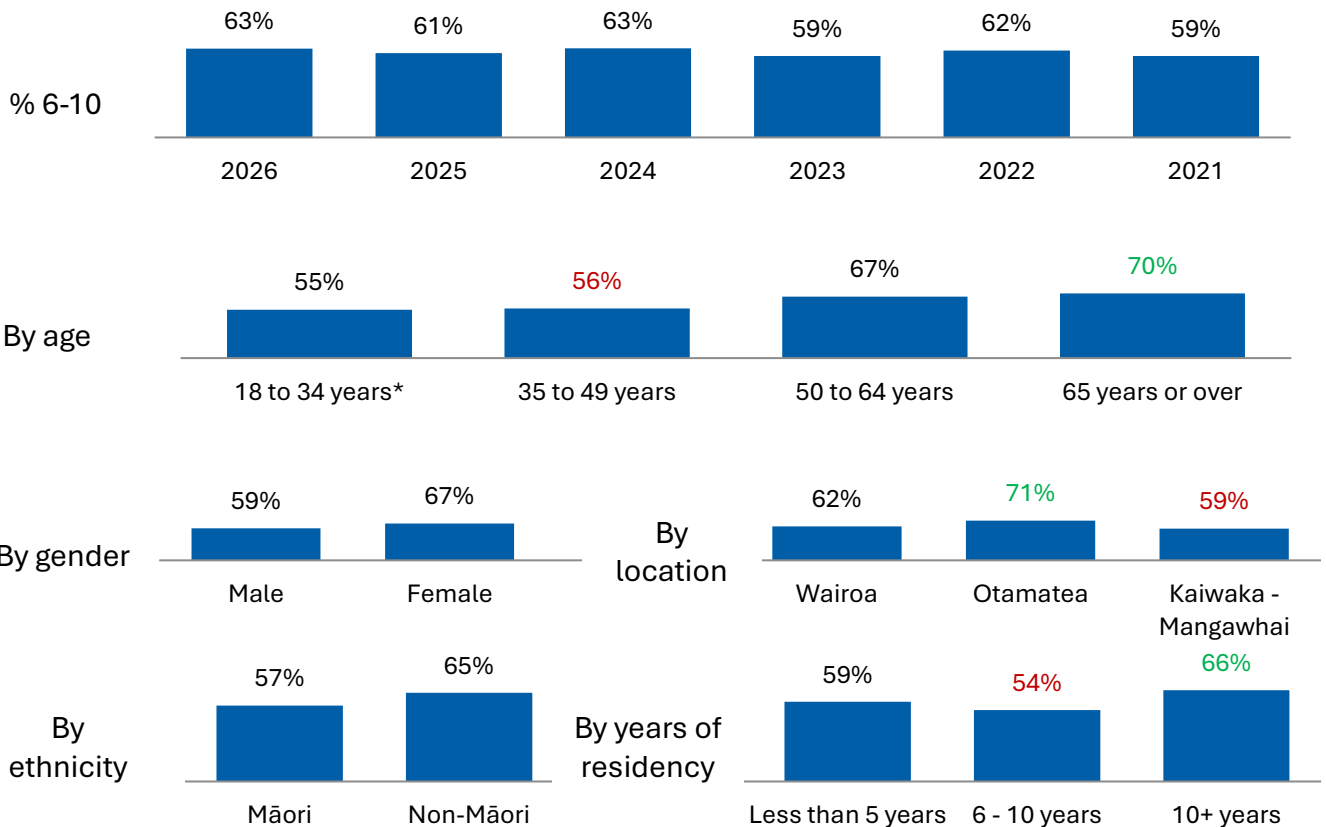
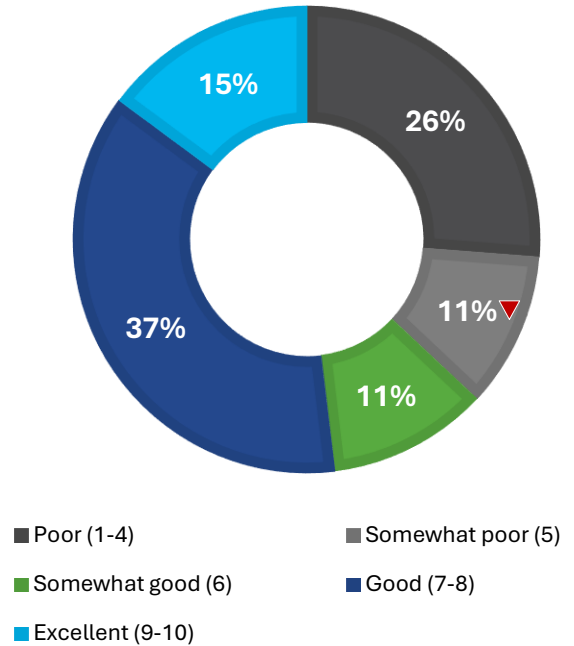
Significantly higher
Significantly lower

Waste Management

Overall Waste Management

>>> TOC

- Satisfaction with *Overall waste management* has remained relatively consistent year-on-year, increasing slightly from 61% in 2025 to 63% in 2026.
- The proportion of residents who rated this measure as 'Somewhat poor' ('5' on the 10-point scale) has significantly decreased since 2025, from 17% to 11%.
- Residents in Otamatea (71%) report a significantly higher satisfaction with *Overall waste management* than residents in Kaiwaka-Mangawhai (59%).



Notes:

1. Q39. Thinking about the WASTE MANAGEMENT of the Kaipara District Council, taking into account refuse bag collection, recycling services and litter bins, how would you rate Kaipara District Council for its overall WASTE MANAGEMENT? n=453

Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

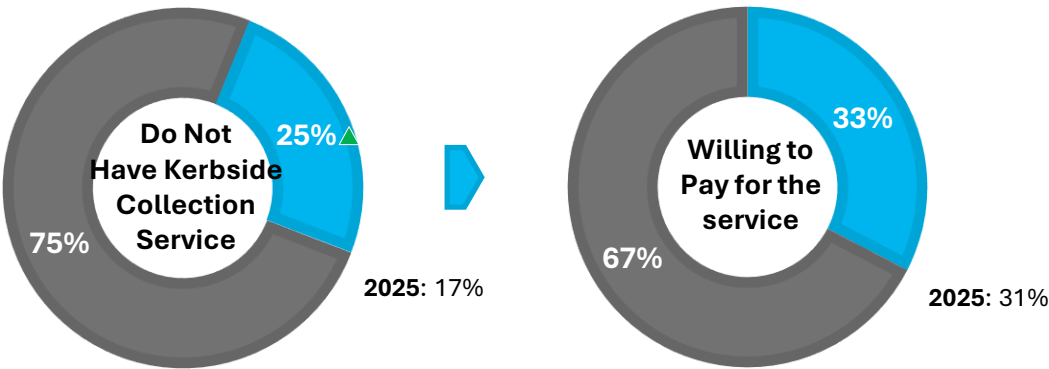
Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

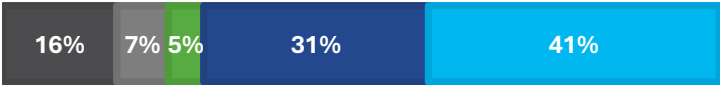
Rubbish and Recycling Services

>>> TOC

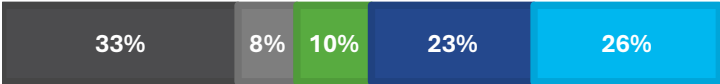
- One quarter of residents (25%) reported that they *Do not have a kerbside collection service*. Among those residents, one third (33%) indicated that they would be *Willing to pay for the service*.
- Nearly eight in ten residents (77%) are satisfied with *Refuse bag collection service*. While nearly six in ten residents (59%) are satisfied with *Council’s recycling services*.



Refuse bag collection service



Council's recycling services



Very dissatisfied (1-4) Somewhat dissatisfied (5) Somewhat satisfied (6) Satisfied (7-8) Very satisfied (9-10)

Scores with % 6-10	2026	2025	2024	2023	2022	2021
Refuse bag collection service	77%	76%	77%	76%	76%▲	70%
Council’s recycling services	59%	57%	57%	51%	50%	46%

Scores with % 6-10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Refuse bag collection service	79%	80%	73%	69%	79%
Council’s recycling services	65%	51%	57%	54%	60%

Notes:

1. Q35. Where you live, is there a kerbside collection service provided by Council? n=494; No n=107

2. Q36A. Would you be willing to pay for such service? n=107

3. Q36B. How satisfied are you with the following services or facilities?

1. The refuse bag collection service n=419

2. Council’s recycling services n=418

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

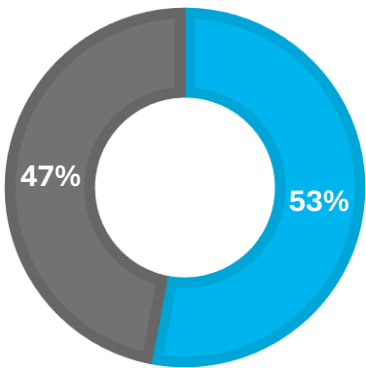
Significantly lower

Drop-off Location and Better Management

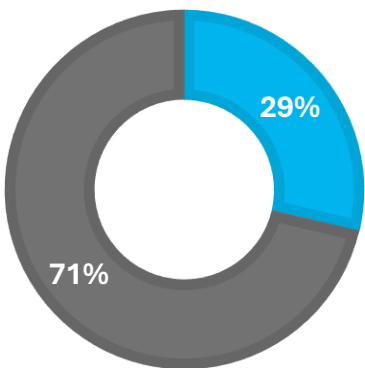
>>> TOC

- More than half of residents (53%) would *Prefer to have more rural drop-off locations for recycling and general waste*.
- However, only 29% are *Prepared to pay through rates for improved waste management services*.
- These sentiments are relatively consistent across all sub groups.

% Prefer more rural locations



Prepared to Pay for Better Service



Total	2026	2025	2024	2023	2022	2021
Preferred to have more rural drop off locations	53%	52%	49%▼	63%	57%	63%
Prepared to pay for better waste management services	29%	30%	28%▼	34%	34%	32%

(by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Preferred to have more rural drop off locations	57%	53%	49%	61%	51%
Prepared to pay for better waste management services	27%	32%	29%	33%	28%

Notes:

1. Q38A. Would you like to see more rural drop off locations for recycling and general waste? n=492; Yes n=254

2. Q38B. Would you be prepared to pay through rates for a better service? n=492; n=135

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

Significantly higher

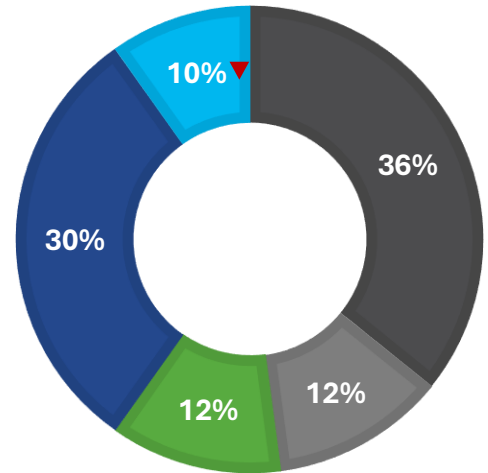
Significantly lower

Water Management

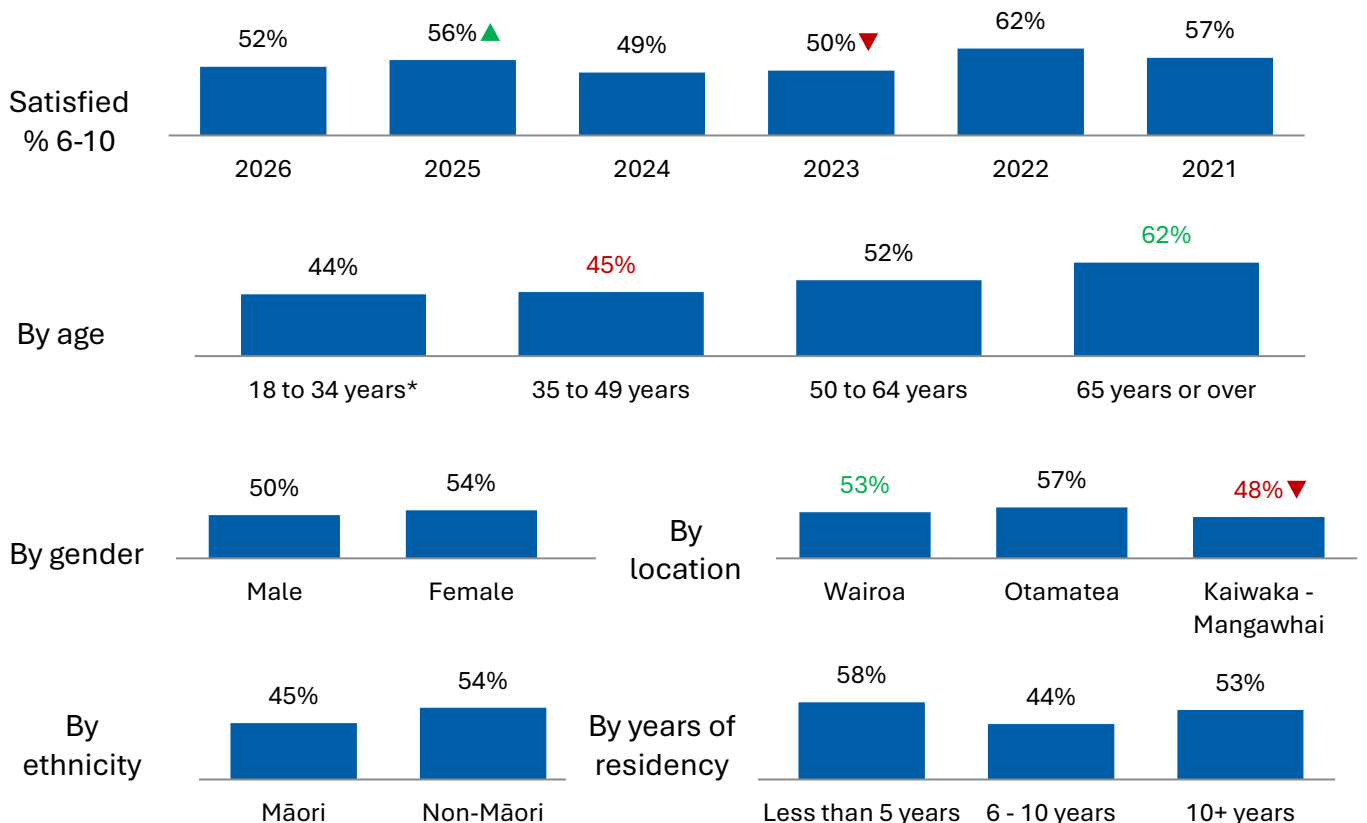
Overall Water Management

>>> TOC

- Just over one-half (52%) of residents are satisfied with Council's *Overall water management*, a 4% point decrease since 2025 (56%).
- This decline is likely driven by a significant decrease in satisfaction among Kaiwaka-Mangawhai residents, from 60% in 2025 to 48% in 2026.



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5)
 ■ Somewhat satisfied (6) ■ Satisfied (7-8)
 ■ Very satisfied (9-10)



Notes:

- Q29. And overall, when you think about the supply of water, stormwater collection and the sewerage system, how would you rate your satisfaction with Council overall for its management of water in the district? n=343

Year-on-year

▲ Significantly higher
 ▼ Significantly lower

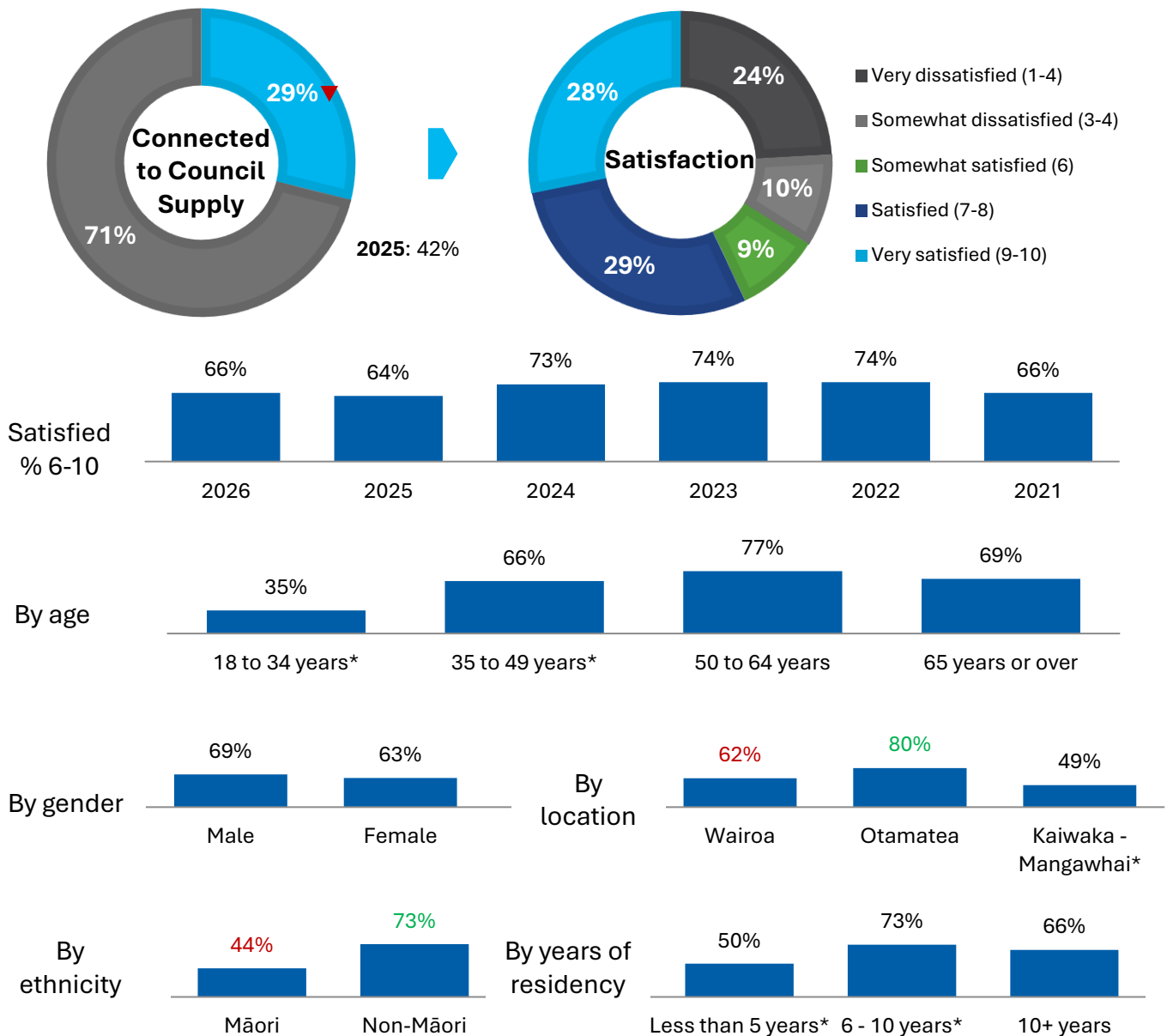
Between demographics

▲ Significantly higher
 ▼ Significantly lower

Water Supply

>>> TOC

- Nearly three in ten households (29%) are *Connected to the Council water supply*. Among those households, 66% are satisfied with *The service they receive*.
- Households in Otamatea (80%) are significantly more likely to be satisfied with the *Council water supply* than those in Wairoa (62%).



Notes:

- Q25A. Where you live, does the Council provide water supply to your house? n=499; Connected n=133
- Q25B. How satisfied are you with Council's water supply to your house? n=131
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

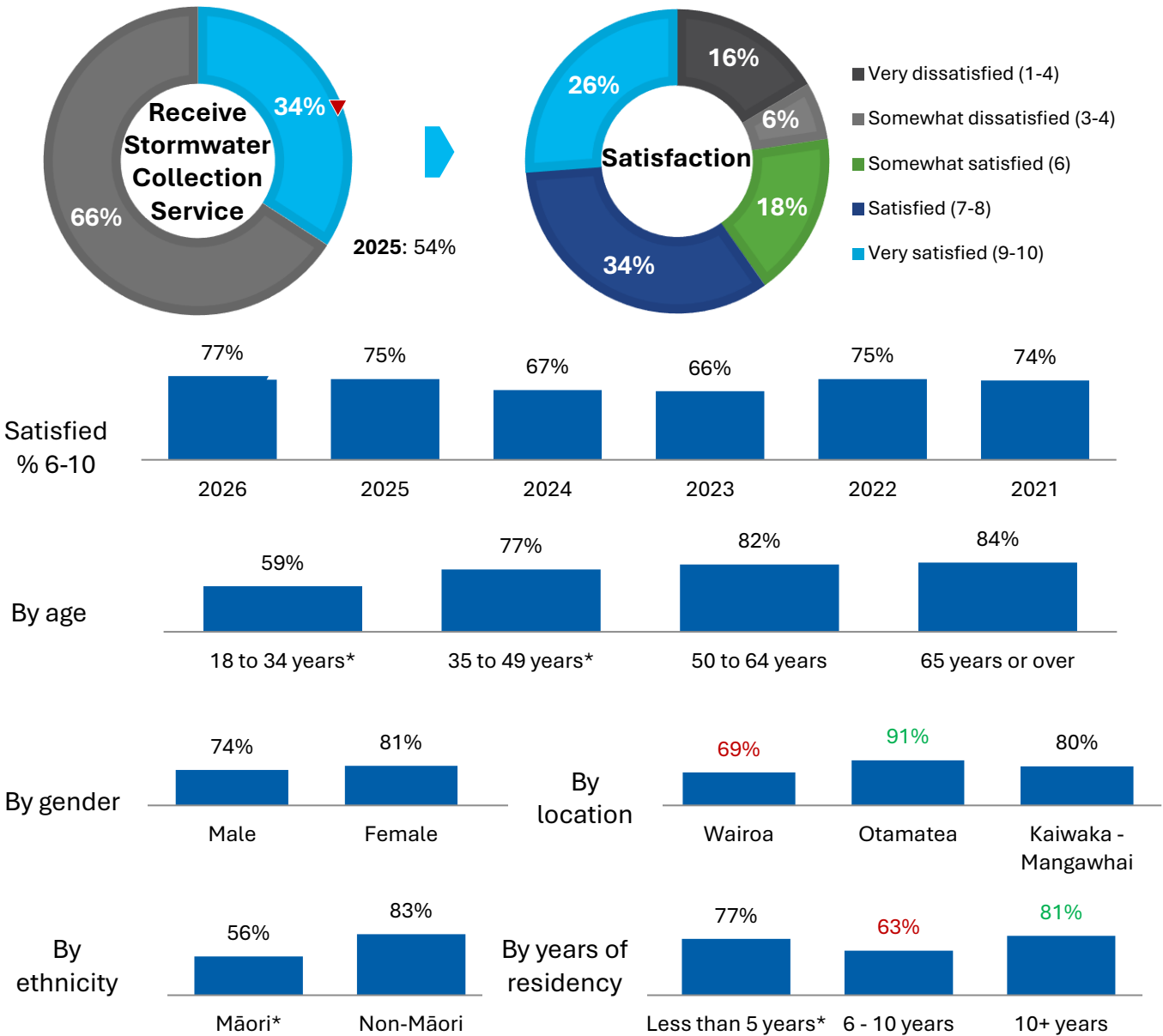
Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

Stormwater Collection Service

>>> TOC

- Satisfaction with the *Stormwater collection service* has increased slightly by 2% points since 2025, from 75% to 77%.
- Otamatea residents reported the highest satisfaction, at 91%



Notes:

1. Q25A. Where you live, does the Council provide stormwater collection? n=498; Yes n=168

2. Q25B. How satisfied are you with Council's stormwater collection? n=159

3. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

▲ Significantly higher

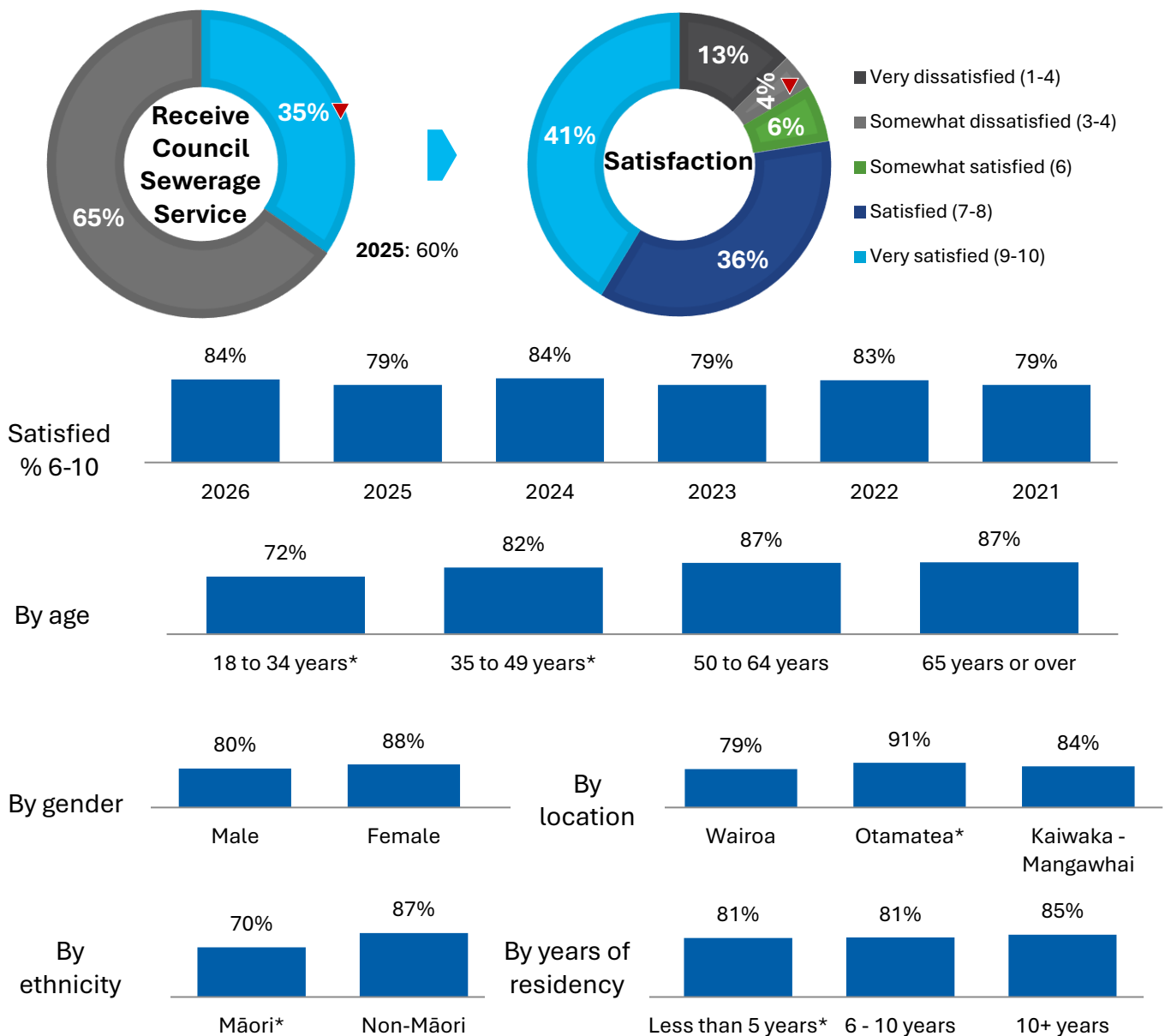
▼ Significantly lower

Page 54

Sewerage System

>>> TOC

- Among households who receive a Council-provided *Sewerage service*, satisfaction with the *Council's sewerage system* has increased by 5% points since the previous reporting period, from 79% to 84%.
- Satisfaction with this measure is consistent across all sub groups.



Notes:

- Q26A. Where you live, does the Council provide the sewerage system? n=497; Yes n=176
- Q26B. How satisfied are you with Council's sewerage system? n=167
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

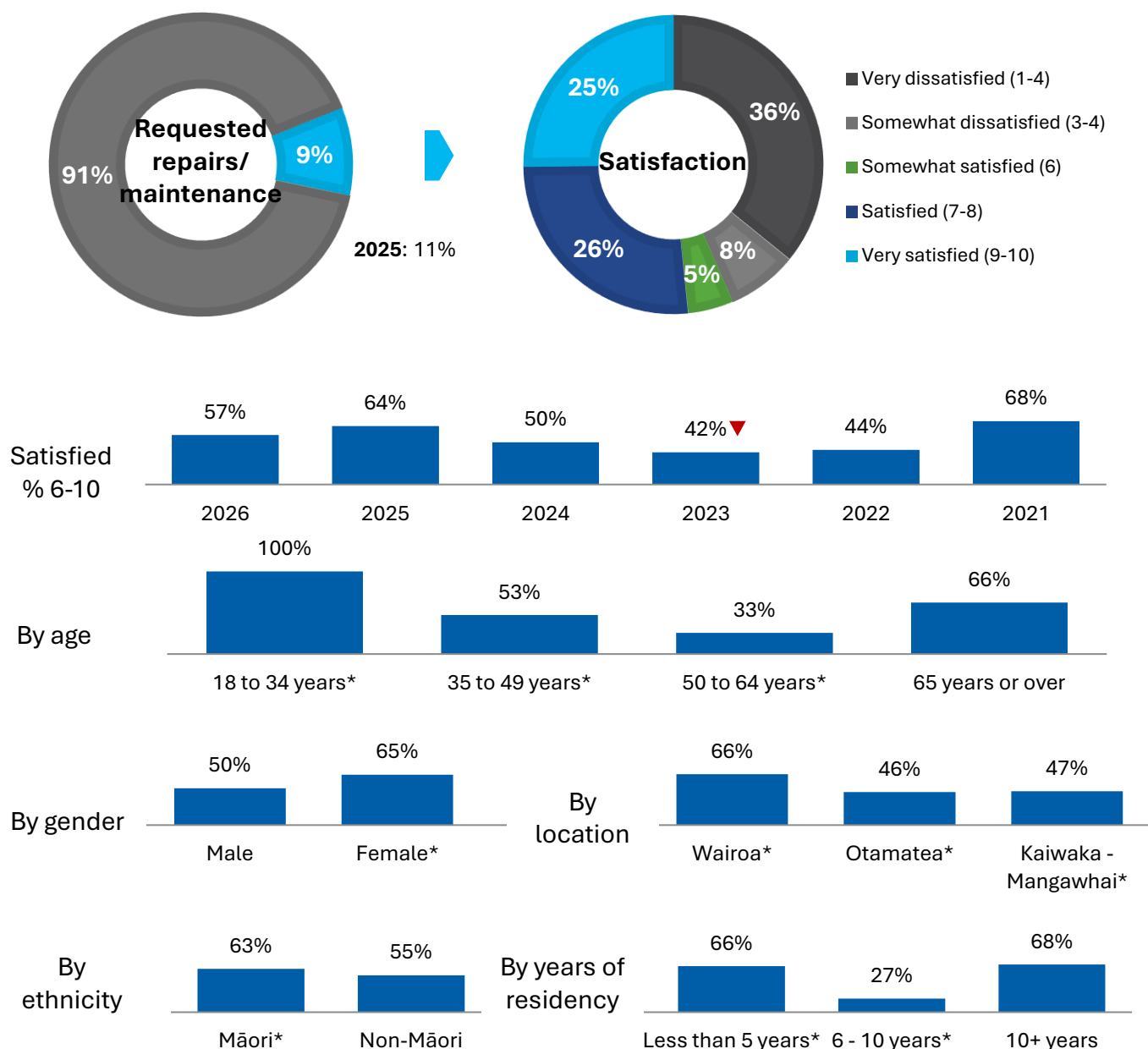
- ▲ Significantly higher
- ▼ Significantly lower

Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

Requested repairs and/or maintenance to Water Supply, Sewerage or Stormwater collection systems >>> TOC

- Nearly one in ten residents (9%) requested *Repairs and/or maintenance to the water supply, sewerage, or stormwater collection system* within the last 12 months.
- Among those who requested a service, more than half (57%) were satisfied with the Council's response, a 7% point decrease since 2025 (64%).



Notes:

- Q27A. Have you contacted the Council, in the last 12 months, to request repairs and/or maintenance to the Water Supply, Sewerage or Stormwater collection system in the District? n=498; Yes n=55
- Q27B. How would you rate Council's response to this request/s? Would you rate it ... n=55
- *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

Between demographics

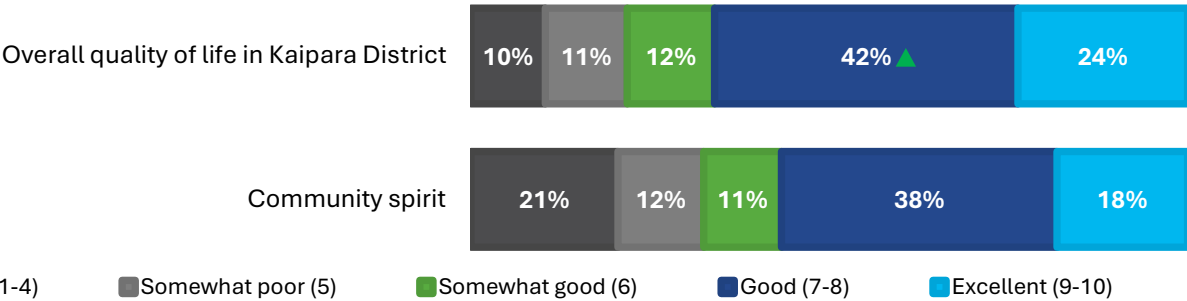
- ▲ Significantly higher
- ▼ Significantly lower

Quality of Life and Community Spirit

Quality of Life and Community Spirit

>>> TOC

- Residents' perception of their *Quality of life in the Kaipara District* has increased slightly since the previous reporting period, from 75% to 78%.
- In addition, agreement that there is a strong sense of *Community spirit* has increased significantly, from 60% in 2025 to 68% in 2026.



Scores with % 6-10	2026	2025	2024	2023	2022	2021
Overall quality of life in Kaipara District	78%	75% ▼	82%	79% ▼	87% ▲	83%
Community spirit	68% ▲	60% ▼	69%	66% ▼	78% ▲	72%

Scores with % 6-10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Overall quality of life in Kaipara District	71% ▲	87% ▲	81% ▼	58%	83%
Community spirit	56% ▲	79% ▲	74%	58% ▲	70%

Notes:

1.

Q50. If we think of community spirit as being a sense of belonging to a community, where people work together to shape their future, how would you rate the community spirit? n=448

2.

Q51. Would you say that, overall, the quality of life in the Kaipara District is ...? n=477

Year-on-year

▲ Significantly higher

▼ Significantly lower

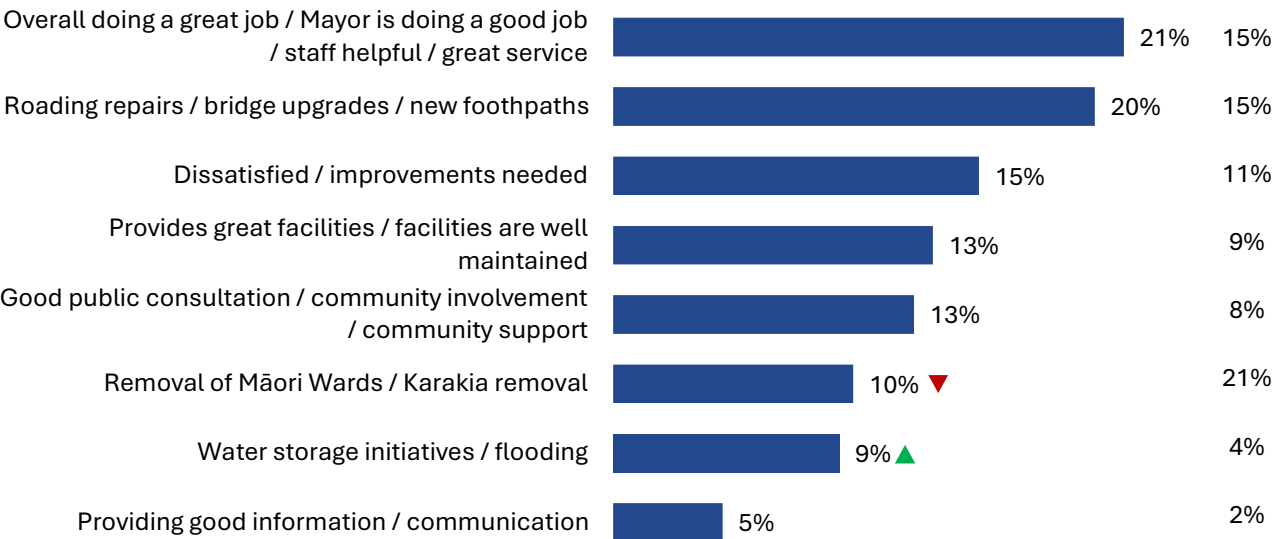
Between demographics

Significantly higher

Significantly lower

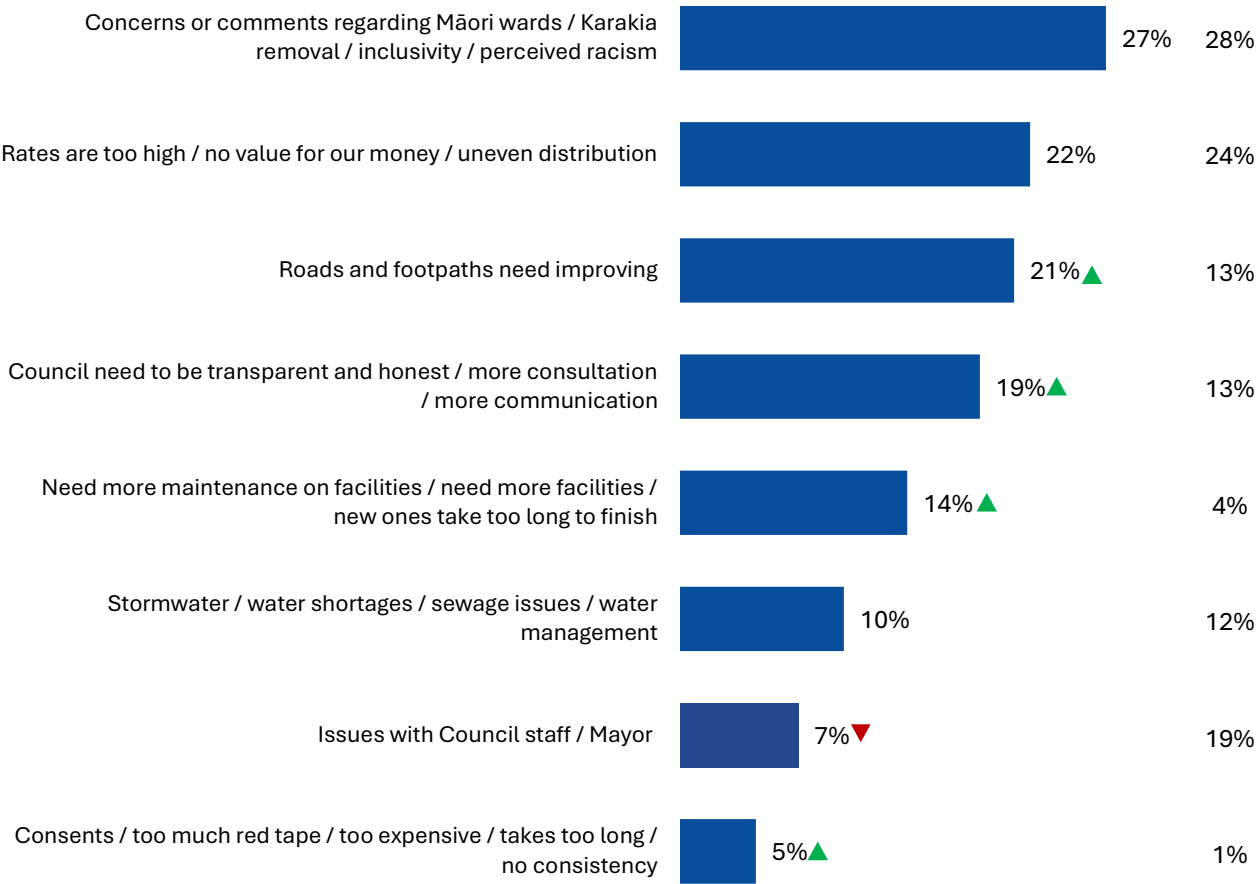
Aspects Liked or Approved Of

>>> TOC
2025



Aspects Disliked or Disapproved Of

2025



- Notes:
- Q52A. Is there any one thing that comes to mind with regard to the Council's actions, decisions or management in the last few months, that you dislike or disapprove of? n=256
 - Q53A. Is there any one thing about the Council's actions, decisions, or management in the last few months, that comes to mind as something you do like or approve of? n=147
 - Comments lower than 5% are not shown.

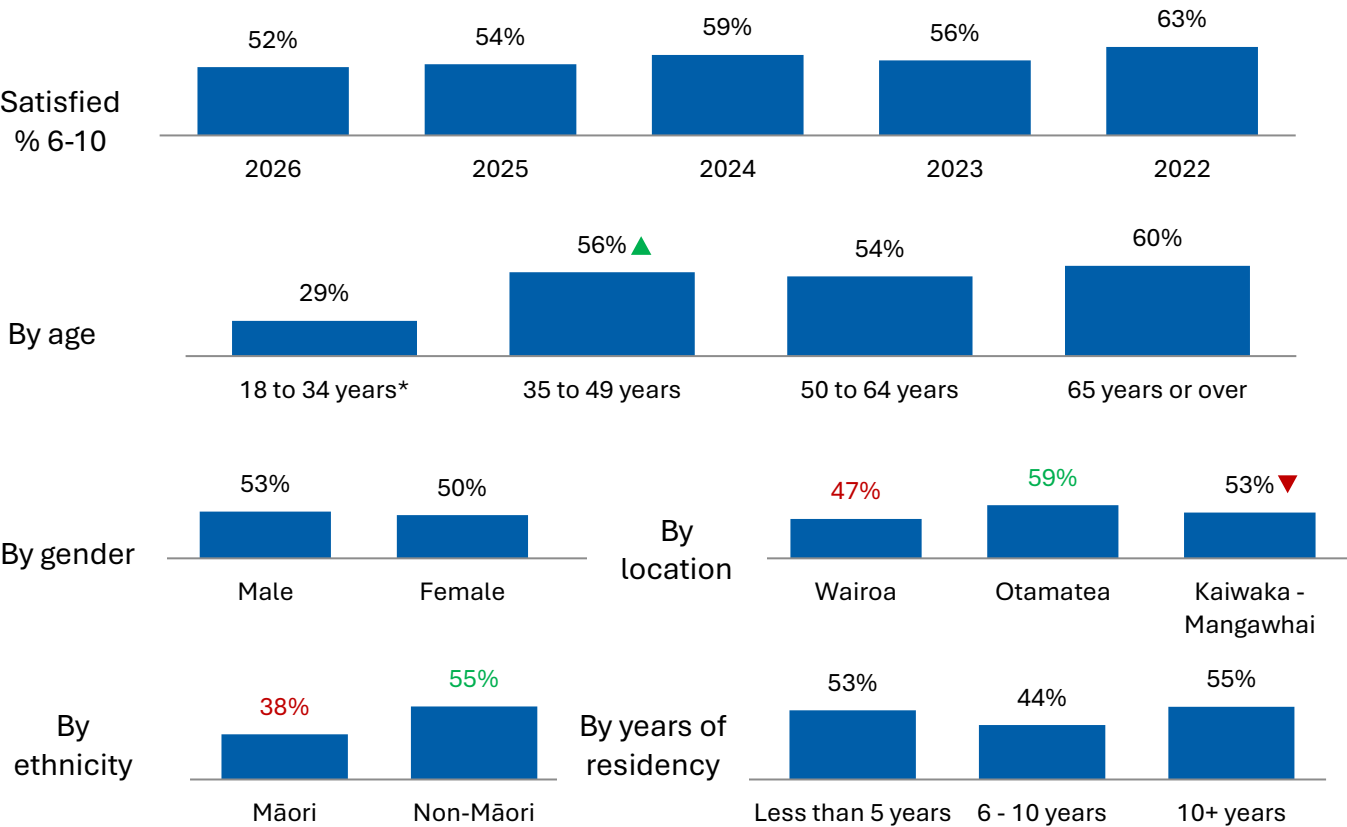
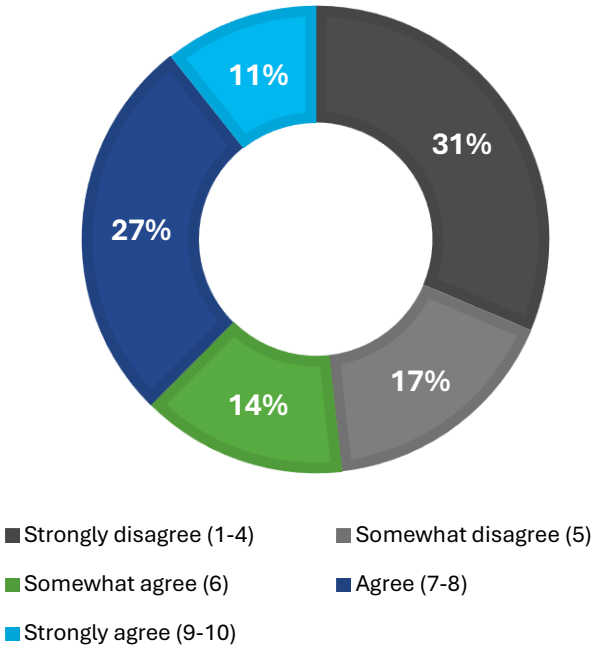
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

District Going in the Right Direction

[TOC](#)

- Just over one-half of residents (52%) are confident that the *District is going in the right direction*.
- This perception has significantly increased among residents aged 35-49 years, from 41% in 2025 to 56% in 2026.
- In contrast, confidence among residents in Kaiwaka-Mangawhai has significantly decreased, from 67% to 53%.



Notes:

1. Q58. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? *You are confident that the District is going in the right direction.* n=440

2. *Caution: Small sample size (n<30). Results are indicative only.

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

▲ Significantly higher

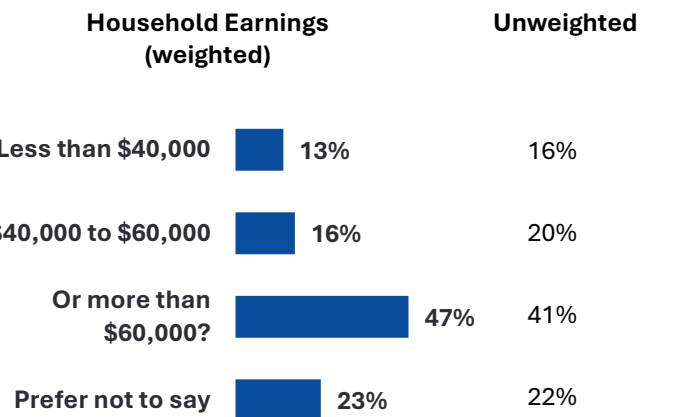
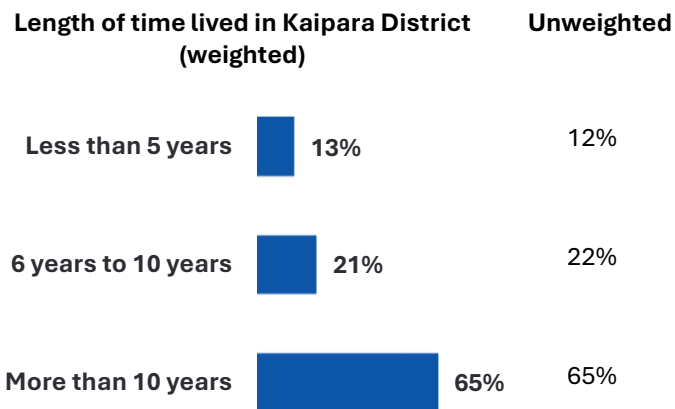
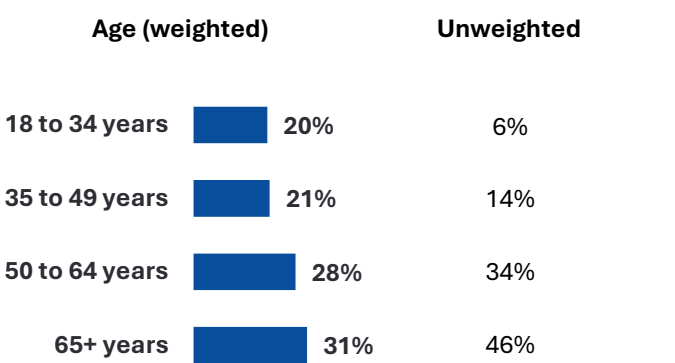
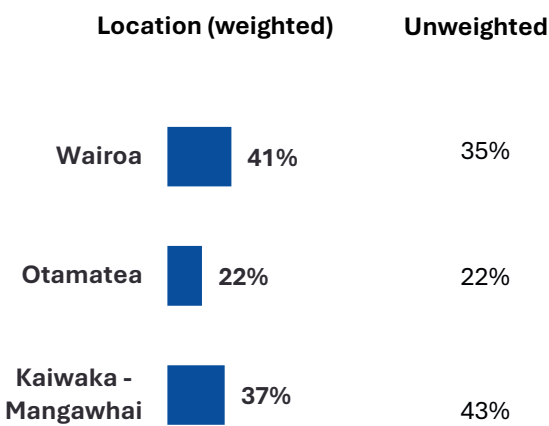
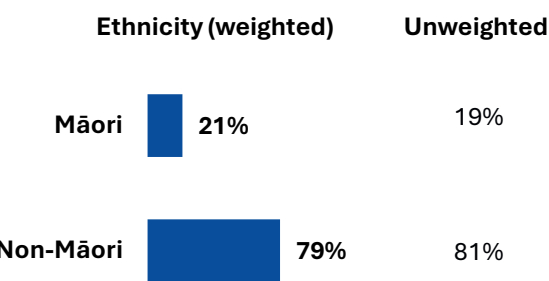
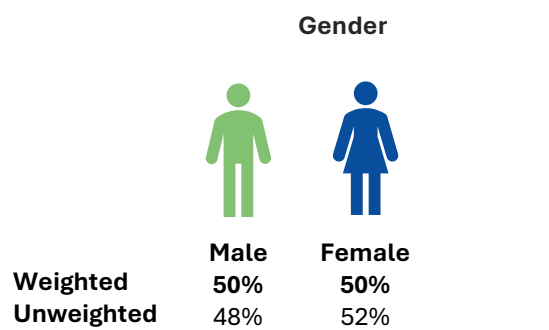
▼ Significantly lower

Page 60

Sample Profile

Sample Profile n=505

>>> TOC



Appendix – Comments

Residents' Comments

>> TOC

Reasons for dissatisfaction with council interaction	%
Staff are unhelpful / not friendly / not knowledgeable	46%
Issues not completed, or not completed to a high standard	44%
Poor communication / no follow up	26%
Hard to get in touch with the right person	9%
Issues take too long to get resolved	9%
Satisfied / staff are helpful / job was completed	5%
Other	6%

Reasons for dissatisfaction with Council communication	%
No communication / communication is not relevant	53%
Information is wrong / hard to understand	35%
Perception that Council have their own agenda / lack of transparency / lack of trust	27%
No consultation	11%
Website is not clear or easy to use	4%
Other	2%

Other comments on Council communication	%
Not enough communication / more communication needed in other areas	47%
Communication is great / staff are helpful / satisfied	24%
More transparency is needed	16%
Dissatisfied with Council overall	14%
Always room for improvement	6%
Needs to be simpler / less complicated wording	5%
Information is not correct / information needs updating / not enough information	3%
Website needs improving / website hard to navigate	2%
Person to person communication needed	1%
Other	5%

- Notes:
- Q14. 14. Relating to your recent interaction with Council, if you rated them 1 to 5 out of 10 in Questions 9D1 to 9D4, can you please tell us why? (Please provide as much detail as possible.) n=108
 - COM4. If you have rated 1 or 2 out of 10 in COM3, can you please tell us why you strongly disagree with the previous statement(s) about Council's communications? n=30
 - COM5. Are there comments that you would like to make about the communications provided by Kaipara District Council? n=148

Residents' Comments

>>> TOC

Reasons for not visiting library	%
Don't read books / no need to use the library / no interest in it	36%
Use the internet / e-books / kindle	30%
Have my own books at home / swap books with friends and relatives	10%
Have no time to read / too busy / just never get around to it / forget about it	9%
Local rural library is closed / does not have a good range of books / library too small	7%
The library is too far away / live rurally	5%
Buy books / buy newspapers to read	4%
Health / personal reasons	4%
Use the library / satisfied with the facilities	3%
Not a current member of the local library / use other libraries	2%
Did not know the library was there / do not know where it is	2%
Library opening hours not suitable	2%
Would like online access to library services	1%
No wheelchair access / no child safe area / facilities not good / parking / computer and printer facilities	1%
Children use the school library	1%
Other	2%
Suggested improvements for district libraries	%
Need more space / more amenities / better location / upgrades required	39%
More selection of books / new releases	14%
Don't use the library so can't comment / not interested / can't think of any	14%
More or different services / activities	14%
The library is fine as it is / no changes / no improvements needed	13%
More digital services / more e-books / upgrade website	10%
Don't need libraries / waste of money	7%
Extend the opening hours / open weekends	7%
Not enough parking / under cover parking / undercover walkway	3%
More signage / more advertising / attract more people	3%
More information where to find books / information centre	1%
Add a coffee bar / vending machines	1%
Other	5%

Notes:

1. Q17. If you have not used any of the library services in the last year, please tell us why. n=231
2. Q19. What improvements could be made to any of the District Libraries, including the Dargaville Library? n=227

Residents' Comments

[»» TOC](#)

Reasons for dissatisfaction with local parks, reserves and sports fields	%
Facilities need upgrading / maintenance	36%
Don't have a sports field / park / more required	25%
Vandalism / graffiti / rubbish concerns / general maintenance required	17%
Don't use the parks / sports fields	15%
Satisfied	10%
Need mowing / tree trimming / weeding	10%
Parking issues / access / roading	9%
More walking tracks required	9%
Pool upgrades / maintenance required	3%
Dog park needed / dog control concerns	3%
Security concerns / cameras needed	2%
Other	4%

Reasons for dissatisfaction with water supply

They turn it off every other week and it's always brown for days on end, I have to fork out money that I don't have for water because it can't be safe for my baby.

It is raw water and full of E.coli.

It's not fit for purpose, it stinks of chlorine, I have not used any town water for many years, I prefer to save my own and strongly object to subsidising others who could also be self sufficient.

No water in the summer.

We live on top the a hill, and the water pressure is terrible, on full, I can put my thumb over the top and stop the water completely, we put in tanks and pump our water, and even the town water supply, as a back up has to go through a tank and pump to give us enough pressure for the essentials, but not enough for a shower.

Infrastructure needs upgrading urgently. We need fluoridation, we need more sustainable supply.

It tastes disgusting, creates lime build up and kills my plants.

You are looking at Dargaville's water supply, totally wrong, you should allow water tanks in the township for water use, the current infrastructure above town has several farms where you could dam for water at lesser cost than what you are suggesting to do at the current time, I know one farm up that way that it was deemed would actually provide this town, not a problem but you seem to be stuck on this nonsense of pumping water to a dam at Glinks Gully and then pumping it to town and the water will be no better quality than what we already have now, let's get some brains into this Council that actually thinks outside the box, rather than following like a bunch of sheep to the nearest slaughterhouse.

Lack of supply during wet season, and then restrictions due to insufficient rainfall most years. Colour and smell have been off-putting. Infrastructure should be invested in to supply a decent water supply.

It's over priced, I would rather be in septic and tank supply, as it is far more cheaper.

Because majority of the water lines in Dargaville are old and outdated, and our household doesn't drink from town supply directly.

Notes:

1. Q20A. Relating to local parks, reserves and sports fields, if you rated your satisfaction 1-5 out of 10, can you please tell us why? n=64
2. Q25C. Relating to Council's water supply to your house, if you rated the service 1 or 2 out of 10, can you please tell us why? n=11

Residents’ Comments

>>> TOC

Reasons for dissatisfaction with stormwater collection

- Drains on the highway 14 are never cleared out properly and are full of litter.*
- I own a business in Dargaville. We have asked for years for the gutters and drains to be cleaned and cleared out. Last week after a couple of hours of light rain, the stormwater drains weren’t draining and the water was half way up the main streets footpaths.*
- The shop has been flooded due to the system failing, Council failed to act the first time and the way this was handled in the second instance was a joke.*
- Where I live, I am below the stormwater connection and it would be required me to put in thousands of dollars of additional groundwork to collect all stormwater that runs from my neighbours over my property and then I have to pay for it to be pumped to your stormwater connection. I have approached the Council about alleviating this charge to me, as I do not use it and was told that no one gets an exemption, that to me is the Council not thinking outside the box or relating to the ratepayers.*
- Stormwater travels through our land. KDC only maintain a small amount of the drain, we must wear the rest of the cost for stormwater that does not belong to us, and have allowed numerous new subdivisions to fed into the drain with disregard to the downstream effects on our property.*
- The drain outside my house has not been cleaned in the past 5 years since I have been at this property, the drain is in grass and the truck drives by it each time. I am in the middle of Dargaville, 5 min walk to the shops.*
- Infrastructure is unsuitable yet they keep developing the land. I’m not anti-development, but the existing stormwater isn’t sufficient and is affecting existing residents.*
- At high tide there's nowhere for water to be drained away to.*
- We lost our front of house driveway a few times due to flooding. The council specifications were apparently completely inadequate, and now it is not council's problem. But it is costing us enormous amounts to repair.*

Reasons for dissatisfaction with stormwater collection

- The stench from the Mangawhai system is terrible. I believe it is not capable of processing the volume.*
- The toilet in Totara Street overflows once in a while.*
- I live below the Council's sewage connection and have to pump up to the connection at my cost, as a I do not think this is fair, you charge me for the connection but don't help for the paying of the electricity to pump my sewage and I am not allowed a septic tank.*
- Far too expensive, would rather be on tank and septic, as it would be cheaper. Please provide options for us to disconnect. Not only that, there is mess building up in the river from the councils overflow.*
- Our pumping station regularly fails and allows raw sewage to enter the local stream. We have to put up with the smell of sewage gases and the inconvenience of council staff working and maintaining these facilities at all hours and noisy pumping trucks.*

Notes:

- Q26C. Relating to Council’s stormwater collection, if you rated the service 1 or 2 out of 10, can you please tell us why? n=9
- Q27C. Relating to Council’s sewerage system, if you rated the service 1 or 2 out of 10, can you please tell us why? n=5

Residents’ Comments

>>> TOC

Reasons for not using public toilets	%
I don't want to use them / don't need to use them	85%
Dirty / smelly / unclean	18%
Safety / security concerns	2%
Satisfied	1%
Other	2%
Reasons for dissatisfaction with public toilets	%
Dirty / smelly / lack of cleaning	66%
They need upgrading / updating / fixing	43%
Satisfied	18%
Not enough toilets	7%
Upgrades take too long to be completed	4%
Safety concerns / poor lighting	2%
Other	6%
Suggested improvement for public toilets	%
Upgrades required / fix locks / vandalism concerns	40%
Need to be cleaned / maintained properly	37%
Satisfied / no concerns	25%
Need more toilets	9%
Check soap / hand towels / toilet paper more regularly	7%
Safety concerns / cameras / lighting	5%
More rubbish bins required	2%
Are closed / locked / no access	2%
Other	12%

Notes:

- Q21. If you have not used or visited a public toilet in the last year, please tell us why. n=71
- Q22B. Relating to public toilets, if you rated your satisfaction 1 to 5 out of 10, can you please tell us why? n=66
- Q22C. What improvements could be made to the public toilets within the district? n=227

Residents’ Comments

>> TOC

Reasons for dissatisfaction with building related matter

I have 6.5 acres that I want to subdivide. I never gave you consent to decide the outcome for me. Yet, you don't pay my rates and you tell me I can't subdivide. You work for the people and you failed.

Poor communication regarding building inspection and the inspector not arriving at all.

Council made things so complicated and I couldn’t get a straight answer, only pay the money in fees and we will look into it. I walked away from the section purchase.

Asbestos removal without consent.

Was told on phone they will email the info to no avail last year.

Asking if I need consent only to be told I need to file a consent to get the answer.

Reasons for dissatisfaction with consent process

I was denied because of some act or registration. Those are corporate policies that only apply to corporations, not to the living.

We presented a 147 page report from a reputable planning, surveying and engineering company which included ecology and geotechnical reports, to save time required for Kaipara District Council to process, at considerable expense, only to have them take 7.5 months to grant us a resource consent that was identical to our original proposal, with the exact same regulations we obtained with an earlier resource consent in 2018 and then, they had the cheek to charge me 6500.00 dollars in extras. Quoting clause 36(5), which gives them the excuse to be reimbursed for all actual and reasonable costs in processing. It's completely unacceptable in my opinion.

It was the answer I gave further back about the head planner guy that was recommended as a good contact by the Mayor, but he was a brick wall.

Ambiguous. Very slow. Criticism things, months after an entrance was approved and then damaged by the Council contractor.

I am rural, I don't see why I need consent for a concrete slab of a shed, or anything I do for that matter. Building in Kaipara needs to be simplified to free up investment and stimulate the economy.

Notes:

1. Q30C. 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? (Please provide as much detail as possible). n=6
2. Q31C. Relating to the resource consent process, if you rated the service 1 or 2 out of 10, can you please tell us why? (Please provide as much detail as possible.) n=5

Residents' Comments

[>> TOC](#)

Reasons for Dissatisfaction with Roding and Footpaths	%
Poorly maintained / poor quality repairs	42%
Potholes / sinking / corrugated roads / uneven / poor quality roading	40%
Gravel / rural roads are not maintained / roads need sealing	33%
Roads are not maintained / fixed / too long before they are repaired	29%
Roads are dangerous / speed limit too high / not enough signage / no road markings	15%
Poorly maintained culverts / water tables and road drainage / no kerb and channelling / road flooding	15%
Dissatisfied with contractors	14%
Need more / better footpaths	13%
Poor quality roads causing damage to vehicles	11%
Footpaths are dangerous / uneven / cracked / tree roots causing damage	10%
Footpaths are not maintained / repaired properly	8%
Large trucks damaging the roads	6%
Overhanging / overgrowth of trees and weeds blocking visibility	4%
One way bridges require repairs / maintenance	2%
Other	2%

Reasons for dissatisfaction with waste management	%
Recycling / rubbish collection is too expensive / should be included in rates / illegal dumping concerns	53%
Dissatisfied with rubbish bags (too small, thin, animals interfering, cost to purchase) / prefer bins	40%
Need more recycling centres / public recycling bins / more recycling options / recycling centre open more	22%
Concerns that recycling is going into landfill	12%
Do not get any rubbish / recycling services	11%
Use private services	7%
More information desired / increased communication	4%
Other	3%

Notes:

- Q34. Relating to Council roads and footpaths, if you rated them 1 or 2 out of 10, can you please tell us why? (Please provide as much detail as possible, including where the problem occurred, e.g., road name where applicable.) n=135
- Q37. Relating to Council's waste management services, if you rated them 1 or 2 out of 10, can you please tell us why? (Please provide as much detail as possible.) n=68

Residents' Comments

[»» TOC](#)

Reasons for dissatisfaction with litter and graffiti or animal management	%
Problem with roaming / barking / unleashed dogs / dog mess	36%
Litter / rubbish on the roads and streets	34%
Dissatisfied with animal control / slow to respond / hard to get in touch	30%
Need more public rubbish / recycling bins / emptied more often	15%
Too many unregistered dogs / include dog registration in rates / no consequences for unregistered dogs	11%
Graffiti on signs/ fences / no action from council	11%
Concerns regarding dog attacks	9%
Problems with wandering stock / horses on the beach	7%
Dissatisfied with regulations for off leash times on the beach	2%
Other	4%

Reasons for dissatisfaction with value for money	%
Pay for services that are not provided / don't use services	42%
Roading / footpaths improvements required	36%
Rates not being spent on core services / not well spent / no maintenance	31%
Lack of value for money	31%
Rates are too high / rates keep increasing	31%
Rates disproportionate to area / paying for other areas	21%
Dissatisfied with Council / Council staff / services badly managed	12%
Don't know where the rates are going / what they are being spent on	4%
Water rates / usage	3%
Other	<1%

Notes:

- Q41. Relating to litter and graffiti control or animal management services provided by Council, if you rated them 1 or 2 out of 10, can you please tell us why? (Please provide as much detail as possible.) n=62
- Q48B. Relating to value for money, if you rated your satisfaction 1 to 5 out of 10, can you please tell us why? (Please provide as much detail as possible.) n=188

Residents' Comments

[>> TOC](#)

Reasons for Low Reputation Ratings	%
Lack of contact / trust / visibility of Mayor, Councillors, elected members	40%
Rates are too high	26%
Lack of future planning / innovation / communication	26%
Comments regarding perceived racism in Council	18%
Not enough public consultation	14%
Lack of value for money	10%
Dissatisfied with Council staff / paid too much / too much bureaucracy / lack of trust	10%
Council needs time to rebuild their reputation from historical issues	9%
Roading and footpath issues	9%
Water issues / drains / stormwater	5%
Dissatisfied with facilities / infrastructure / rubbish / sewerage	4%
Consents / building / subdivision issues or concerns	3%
Rubbish / recycling / environmental issues	1%
Other	2%

Areas Council are performing well	%
Roading / footpaths / berms / signage improvement / cycle paths	17%
Mangawhai	16%
Public consultation / good communication / transparency	14%
Parks, reserves, playgrounds, recreation / greenspace maintenance / beaches	14%
Could do better / dissatisfied / wasteful spending	13%
Mayor / Councillor leadership / Council staff are helpful / providing good service	12%
Provides great facilities / facilities and centres are well maintained	12%
Doing their best / performing well in most areas	9%
Rubbish / recycling collection / waste management	8%
Future planning / community-focus / infrastructure / growth	7%
Spending / debt management	6%
Building / developments / consents / subdivision	4%
Water / stormwater / wastewater services	4%
Rates	3%
Other	6%

Notes:

- Q55B. If you rated Kaipara District Council's reputation 1 to 5 out of 10, can you please tell us why you gave that rating? (Please provide as much detail as possible.) n=130
- Q56A. What are the areas where Council is performing well? n=229

Residents' Comments

[»» TOC](#)

Other comments	%
Satisfied / no complaints	27%
Rates too high / money not spent wisely / don't get value for money	17%
Roading / maintenance on roads / footpaths	14%
Dissatisfied with Council staff / overpaid / not helpful / not knowledgeable	13%
Money not evenly spent between regions / some areas get more than others / unite Councils	12%
More communication / transparency / more public consultation / listen to the ratepayers	12%
Facilities need upgrading / maintenance / new facilities	11%
More future planning and innovation / need to encourage new business and tourism	11%
Environmental concerns / noise control	5%
Consents need to be easier / cheaper / less red tape	5%
Concerns with subdivisions / increasing population / infrastructure lacking	3%
Rubbish / recycling issues	2%
Improve stormwater / sewerage / water management	2%
Dissatisfied with animal control / roaming dogs	1%
Other	6%

Notes:

1. Q62. Finally, are there any comments or feedback that you would like to make? n=125

Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

DISCLAIMER

The information in this report is presented in good faith and on the basis that neither Key Research, nor its employees are liable (whether by reason of error, omission, negligence, lack of care or otherwise) to any person for any damage or loss that has occurred or may occur in relation to that person taking or not taking (as the case may be) action in respect of the information or advice given.