

# Kaipara District Council

## 2024/2025 Residents' Survey



## Table of Contents

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
Communication and Engagement	Page 25
Consent and Regulatory Services	Page 32
Roads, Cycleway and Footpaths	Page 36
Public Facilities	Page 39
Waste Management	Page 43
Water management	Page 47
Quality of Life and Community Spirit	Page 53
Sample profile	Page 57
Appendix – Comments	Page 59

## Background, Objectives, and Methodology

### 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

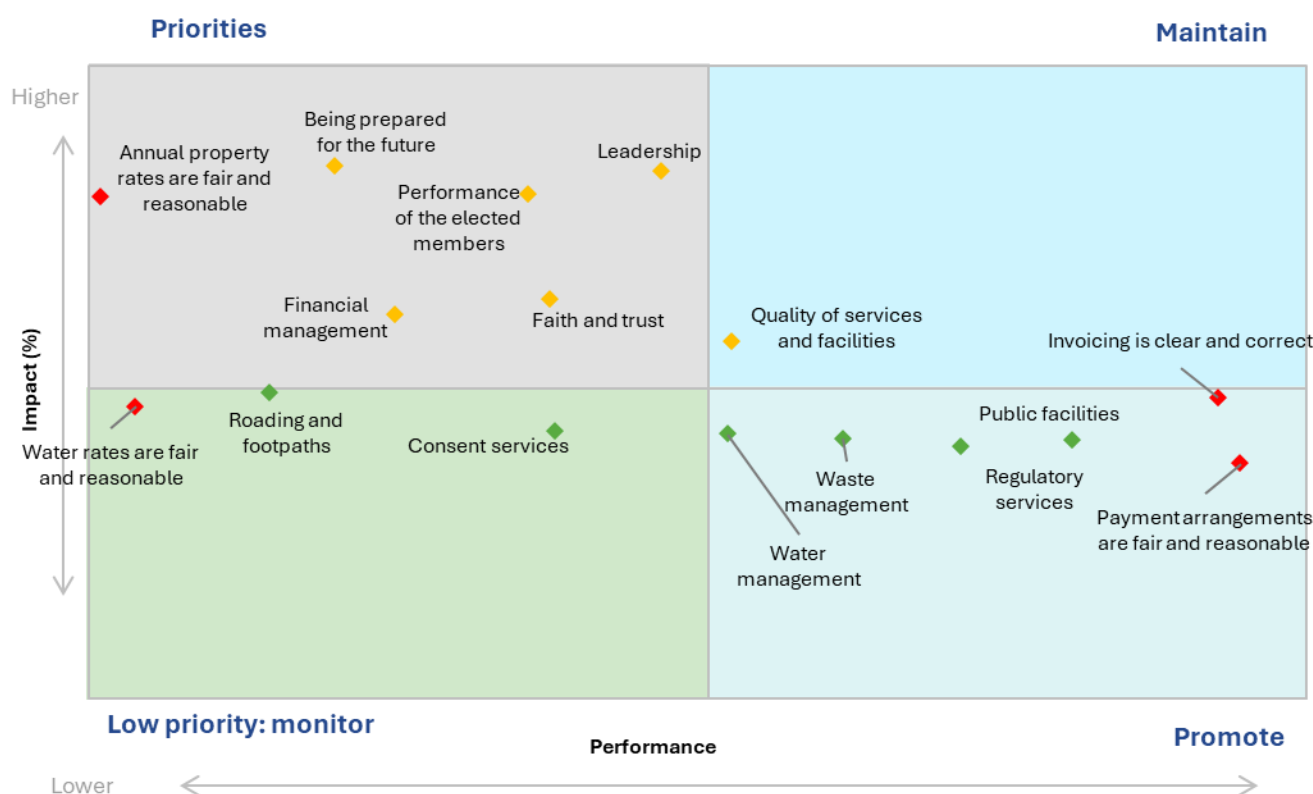
- The methodology involves a postal to online survey measuring the performance of the Kaipara District Council. Email invites were also sent to respondents of past surveys who provided their email address to participate in future surveys.
- The questionnaire was carried over from previous years with 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=754 was achieved with data collected over four periods; from 20 August to 20 September 2024, 4 November to 9 December 2024, 31 January to 14 March 2025 and 14 April to 8 June 2025.
- 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 +/-3.57%.
- 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



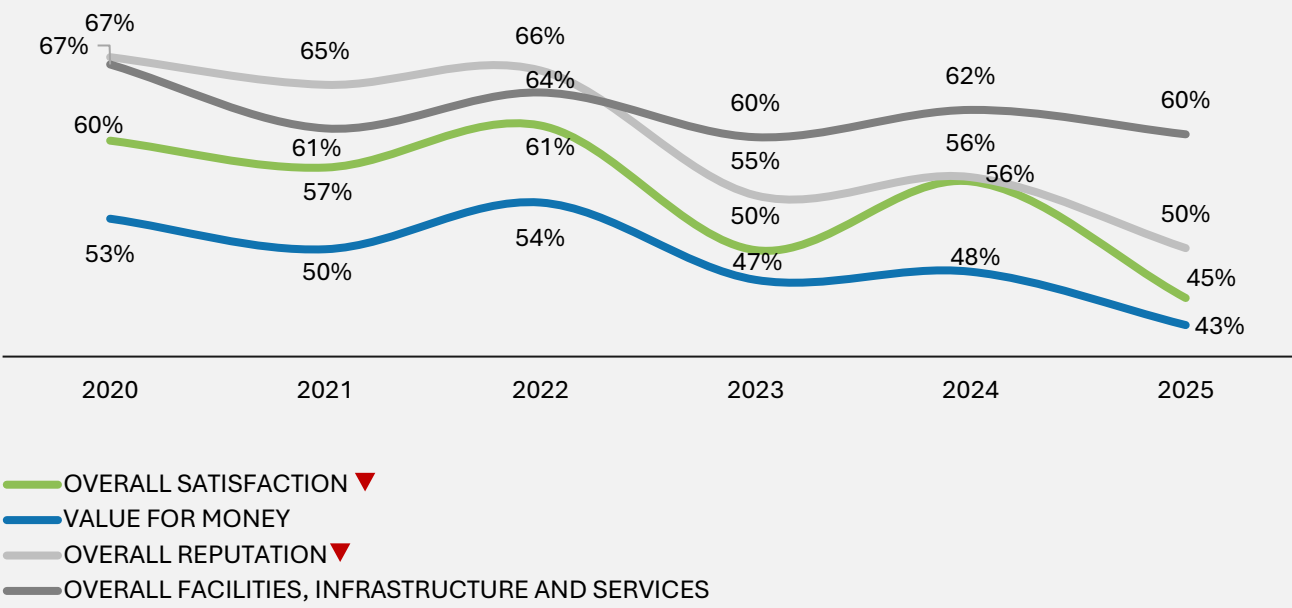
## Key Findings

- Satisfaction with Kaipara District Council's **Overall performance** has declined significantly year-on-year (45% compared to 56% in 2023/24). This decrease is driven by decreases across several key areas, including **Image and reputation** (down to 50% from 56%), **Value for money** (43% from 48%), and satisfaction with **Core service deliverables** (60% from 62%).
- While satisfaction with individual services remains relatively strong, including **Public facilities** (70%), **Regulatory services** (66%), **Overall waste management** (61%), and **Overall water management** (56%), overall satisfaction with Council is being shaped by broader concerns around leadership and reputation. Among those who shared aspects they disliked or disapproved of, 28% mentioned **Concerns or comments regarding Māori wards, the Karakia removal, inclusivity, or racism**.
- Image and reputation** is the most impactful driver of overall performance (66%). This aspect has seen a significant decline year-on-year, making most of its related measures key areas for improvement:
  - Being prepared for the future
  - Leadership
  - Performance of elected members
  - Faith and trust
  - Financial management
- The Council's reputation benchmark remains within the 'poor range' at +43, showing a decline from the +47 recorded in 2024.
- On a positive note, Council communications have significantly improved in terms of relevance and responsiveness. More residents now find the **Council communication relevant and interesting** (67%), and satisfaction with **Overall handling of requests or complaints** has also increased to 67%.
- Despite the significant decline, residents' perception of their **Quality of life in Kaipara District** remains high, with 75% rating it as 'somewhat good' to 'excellent'.

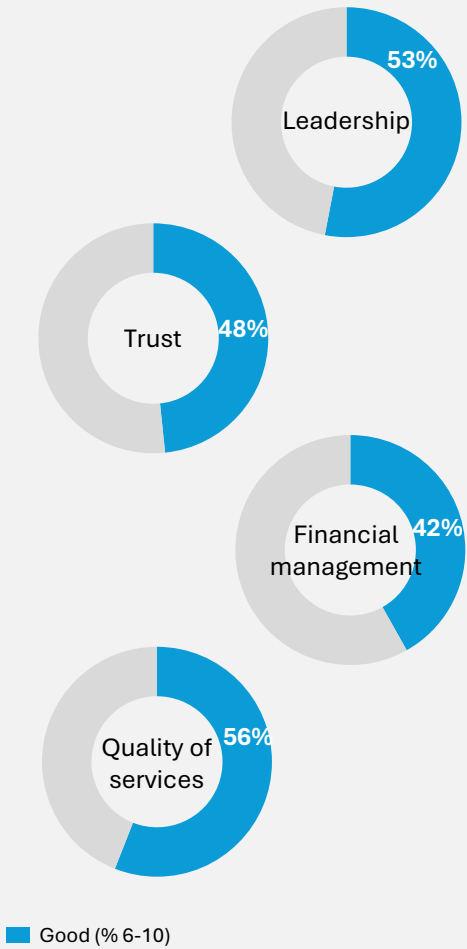


Summary of Key Performance Indicator

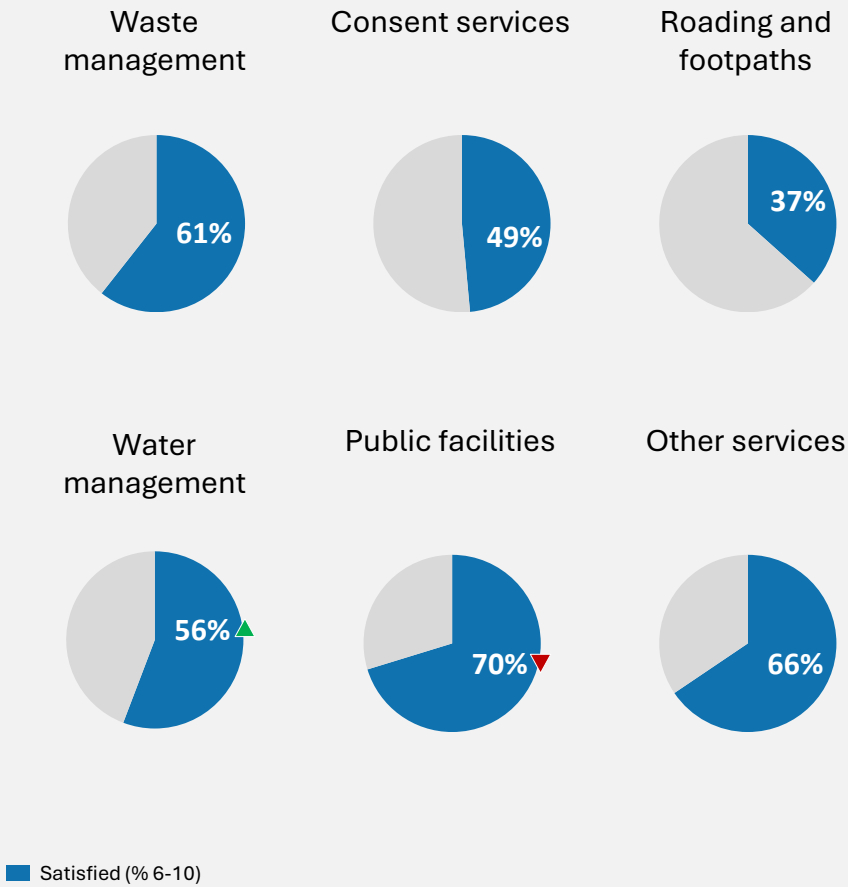
OVERALL MEASURES



REPUTATION



SERVICES AND FACILITIES



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

	% point increase / decrease (2025-2024)	Percentage of respondents satisfied, or very satisfied			
		2025	2024	2023	2022
Overall water management	7%	56%	49%	50%	62%
What I hear about Council is relevant or interesting to me	3%	67%	64%	63%	68%
Overall roading and footpaths	3%	37%	34%	28%	37%
Consent services overall	-1%	49%	50%	59%	53%
Satisfaction with other services overall	-1%	66%	67%	66%	74%
Overall waste management	-2%	61%	63%	59%	62%
The information provided by Council is clear and easy to understand	-2%	61%	63%	64%	67%
Overall core service deliverables	-2%	60%	62%	60%	64%
Overall quality of your life	-1%	90%	91%	90%	93%
District is going in the right direction	-5%	54%	59%	56%	63%
Overall value for money	-5%	43%	48%	47%	54%
Overall reputation	-6%	50%	56%	55%	66%
Overall facilities	-7%	70%	77%	73%	79%
Overall performance	-11%	45%	56%	50%	61%

### Notes:

- Sample: 2025 n=754; 2024 n=752; 2023 n=770; 2022 n=729;
- \*Due to rounding, percentages may add to just over or under (+/- 1%) totals.

## Trends in satisfaction (% 6-10)

	% point increase / decrease (2025-2024)	Percentage of respondents satisfied, or very satisfied			
		2025	2024	2023	2022
Council's response to this requests	14%	64%	50%	42%	44%
Satisfaction with how well request or complaint was resolved	8%	69%	61%	60%	62%
Satisfaction with Council's stormwater collection	8%	75%	67%	66%	75%
How long it took to resolve the matter	7%	65%	58%	61%	59%
How the Council Road network provides you with access to services and destinations all year round	7%	58%	51%	45%	63%
Council's response regarding your questions around animal management	6%	51%	45%	52%	57%
Council's understanding of what you wanted	6%	84%	78%	81%	78%
The quality of Council's communication	6%	82%	76%	82%	82%
Council's response to your request for service for building related matter	6%	60%	54%	54%	36%
Satisfaction with the Council person you spoke to	5%	77%	72%	76%	77%
How well Council handled request or complaint	5%	67%	62%	64%	64%
The information provided being accurate	3%	75%	72%	73%	68%
What I hear about Council is relevant or interesting to me	3%	67%	64%	63%	68%
The ride quality of the Council's sealed roads	2%	29%	27%	23%	36%
How easy it was to make your enquiry or request	1%	83%	82%	83%	82%
The standard of signage and road markings on Council's sealed roads	1%	62%	61%	52%	65%
The ride quality of Council's unsealed roads	-	16%	16%	11%	21%
Council's recycling services	-	57%	57%	51%	50%
Customer experience with Council-owned campgrounds in the District	-	85%	85%	82%	76%
Availability and maintenance of footpaths	-1%	48%	49%	41%	52%
The standard of signage on Council's unsealed roads	-1%	51%	52%	41%	53%
The refuse bag collection service	-1%	76%	77%	76%	76%

### Notes:

1. Sample: 2025 n=754; 2024 n=752; 2023 n=770; 2022 n=729;
2. \*Due to rounding, percentages may add to just over or under (+/- 1%) totals.



## Trends in satisfaction (% 6-10)

	% point increase / decrease (2025-2024)	Percentage of respondents satisfied, or very satisfied			
		2025	2024	2023	2022
The quality of the services and facilities Council provide the Kaipara District	-2%	56%	58%	56%	68%
Litter and graffiti control	-2%	65%	67%	65%	69%
Water rates are fair & reasonable	-2%	31%	33%	25%	35%
Faith and trust in Council	-2%	48%	50%	48%	55%
Satisfaction with the resource consent process	-3%	45%	48%	52%	66%
Satisfaction with public toilets	-3%	73%	76%	72%	81%
Council for its leadership	-3%	53%	56%	50%	64%
Council for being prepared for the future	-4%	39%	43%	38%	54%
Animal management (dogs or stock control)	-4%	47%	51%	53%	62%
Council involves the public in the decisions it makes	-4%	48%	52%	46%	61%
Financial management	-4%	42%	46%	41%	47%
Performance of the Elected Members	-4%	47%	51%	49%	59%
Satisfaction with Council's sewerage system	-5%	79%	84%	79%	83%
Satisfaction with Council's approach to food safety and alcohol licensing regulations	-5%	76%	81%	77%	86%
Payment arrangements are fair & reasonable	-6%	77%	83%	79%	86%
Local parks, reserves or sports fields	-7%	75%	82%	82%	86%
Invoicing is clear & correct	-7%	76%	83%	77%	83%
The quality of life in the Kaipara District	-7%	75%	82%	79%	87%
Satisfaction with the District libraries (including Dargaville library)	-7%	73%	80%	76%	83%
Satisfaction with Council's water supply to your house	-9%	64%	73%	74%	74%
The community spirit	-9%	60%	69%	66%	78%
Annual property rates are fair & reasonable	-12%	30%	42%	41%	44%

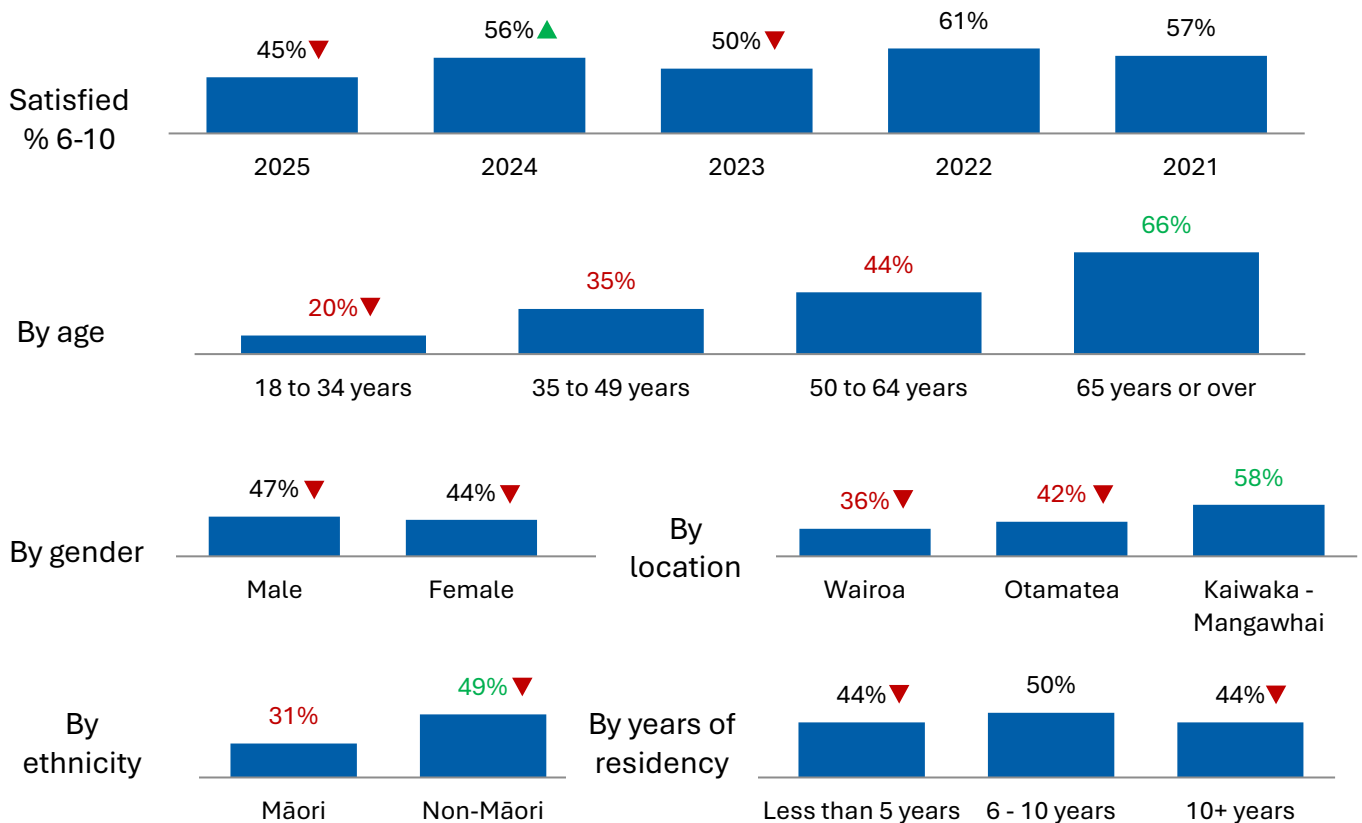
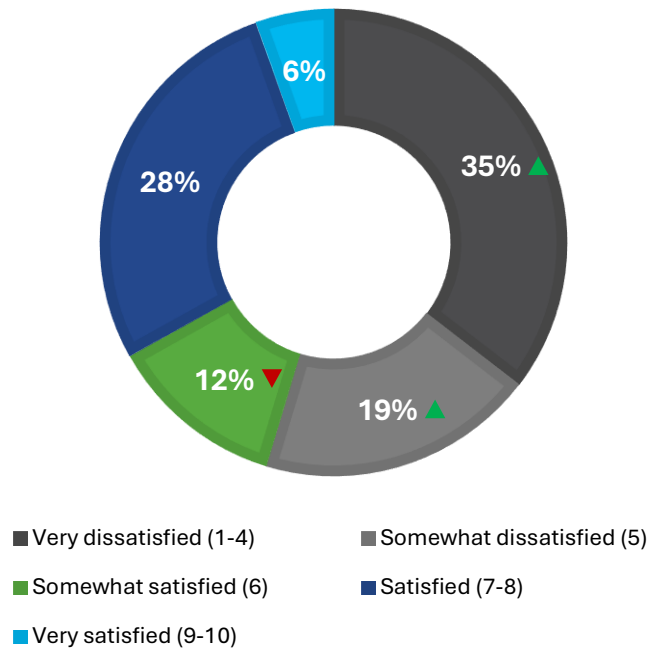
### Notes:

- Sample: 2025 n=754; 2024 n=752; 2023 n=770; 2022 n=729;
- \*Due to rounding, percentages may add to just over or under (+/- 1%) totals.

# Key Performance Measures

## Overall Satisfaction with Kaipara District Council

- Overall satisfaction with the Council** has significantly declined, dropping by 11% points year on year, from 56% in 2024 to 45% in 2025.
- A decline in satisfaction has been reported across all demographic groups, with significantly lower results among those aged 18 to 34 (20% from 64%), residents of Wairoa (36% from 52%) and Otamatea (42% from 59%), non-Māori (49% vs 60%), and those who have lived in the Kaipara District for less than five years (44% from 55%) or more than ten years (44% from 55%), compared to 2024.



### Notes:

- Q55. 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=668

### Year-on-year

- ▲ Significantly higher
- ▼ Significantly lower

### Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

## General Comments



- Overall, I think the Council does a good job considering the cost of delivery and many competing demands for the money but it is necessary to maintain rates at an affordable level for many residents.
- Elected members seem to be doing their best, but have trust issues with the mayor and deputy mayor.
- I feel Council staff are very committed and work hard for the community and doing a great job.
- Overall doing ok. Would like to see some planning in case of natural disasters.
- Keep up the good progress. Make Kaipara an easier place to get ahead in.
- Thank you for doing your best. It's got to be a tough job.

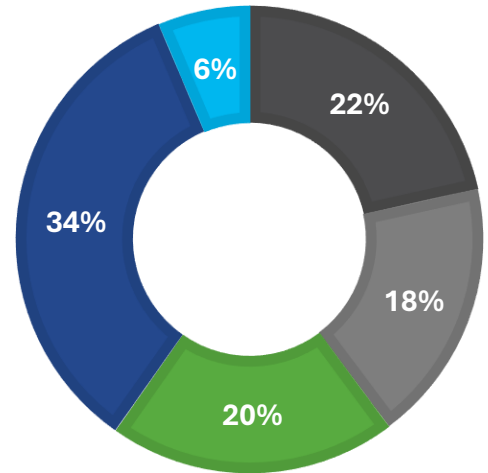


- Get the main access roads sorted out properly. It is getting to the ridiculous stage.
- There has been major undulation to the road, Colville Road for most of the year. Hazardous for anyone not familiar with the road and nothing has been done about it.
- Please fix our roads and get rid of the potholes.
- I am really concerned that our Mayor and some of our Councillors do not serve and represent our community well.
- Introduce a growth mindset for all in the Council members. Out with the old, and in with new, young, energy.
- There is too much political bias from leadership. This should be gone and replaced with complete community focus.

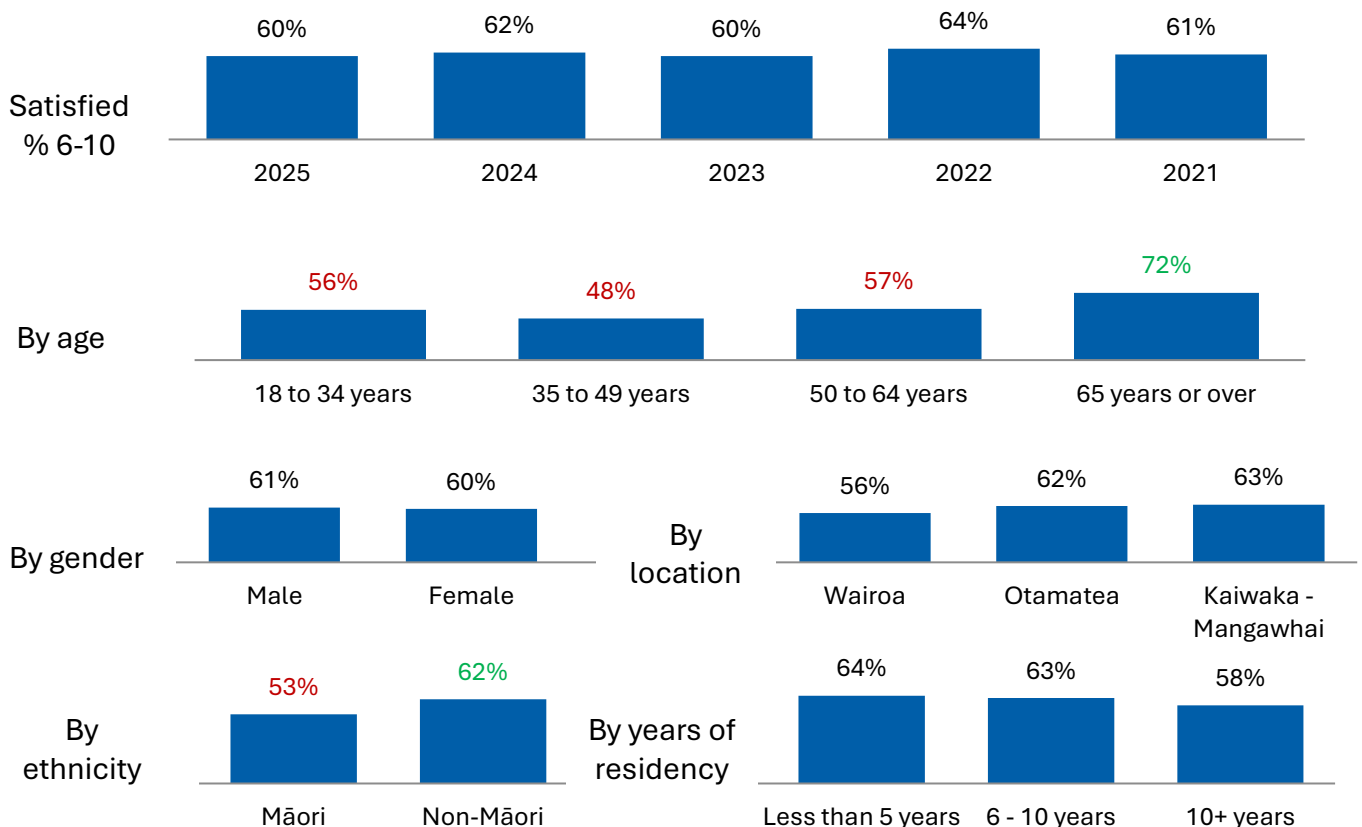
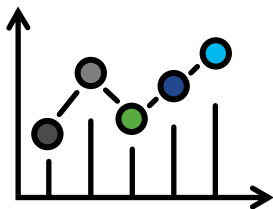
Notes:  
1. Q55B. Are there any other comments you would like to make about Kaipara District Council? n=180

## Core Service Deliverables

- Satisfaction with **Core services deliverables** remained consistent year on year (60% compared to 62%).
- Older residents aged 65 years or over (72%) are significantly more likely to be satisfied with **Core service deliverables** compared to other age groups.
- In contrast, Māori respondents (53%) are significantly less likely to express satisfaction with this aspect compared to non-Māori respondents (62%).



■ 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=692

### Year-on-year

▲ Significantly higher  
 ▼ Significantly lower

### Between demographics

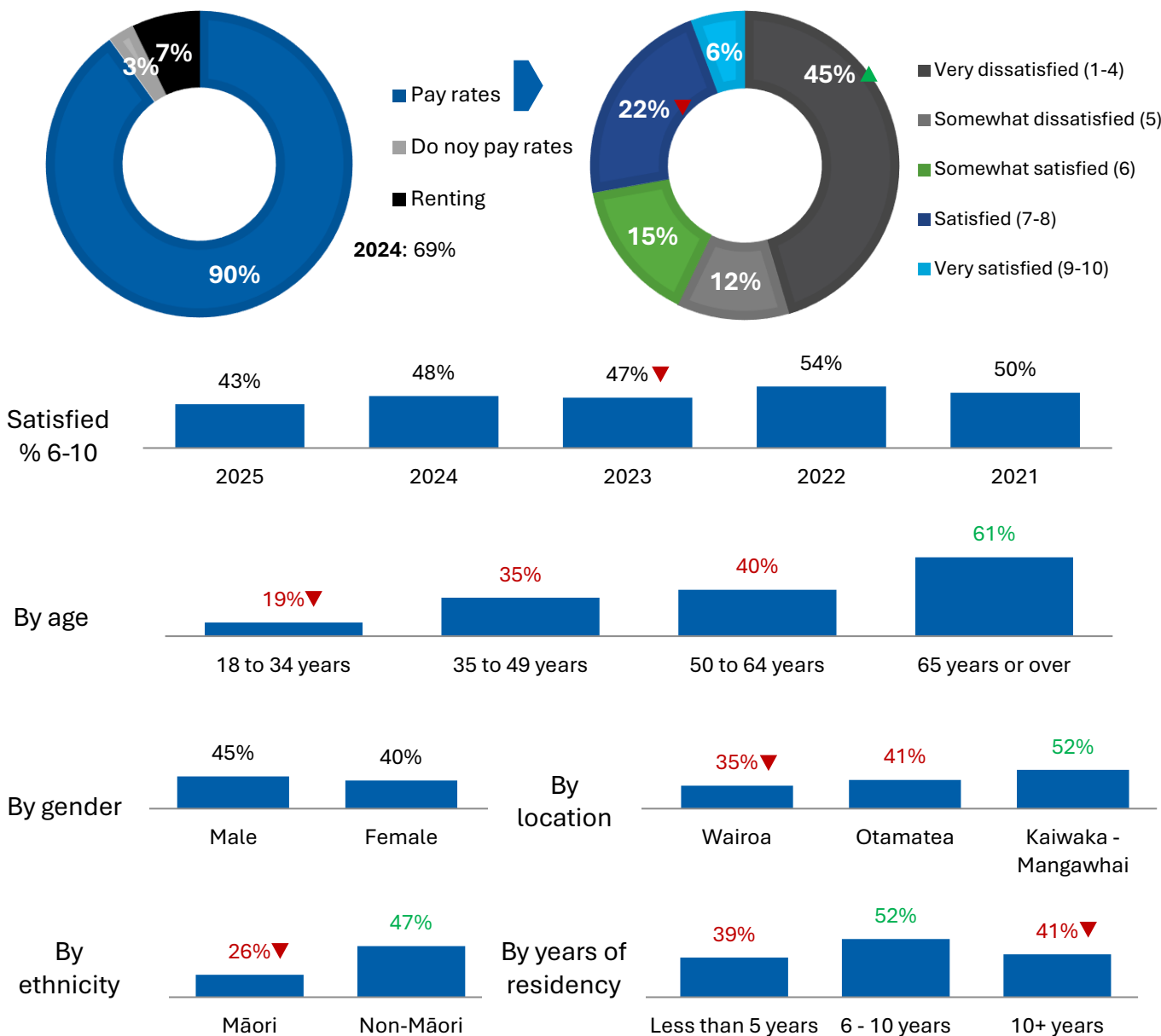
▲ Significantly higher  
 ▼ Significantly lower



# Value for Money

## Value for Money

- Among ratepayers, 43% are satisfied with how their rates are spent on Council services and facilities, and the overall **Value for money** received.
- Satisfaction among respondents aged 18 to 34 is the lowest across all age groups, at just 19%.
- The proportion of respondents who are 'very dissatisfied' has significantly increased to 45% since 2024 (37%). Among those who provided a comment, the most common concerns related to value for money were **Rates not being spent on core services or are not well spent** (30%), and **Rates being too high or continuously increasing** (29%). See page 58.



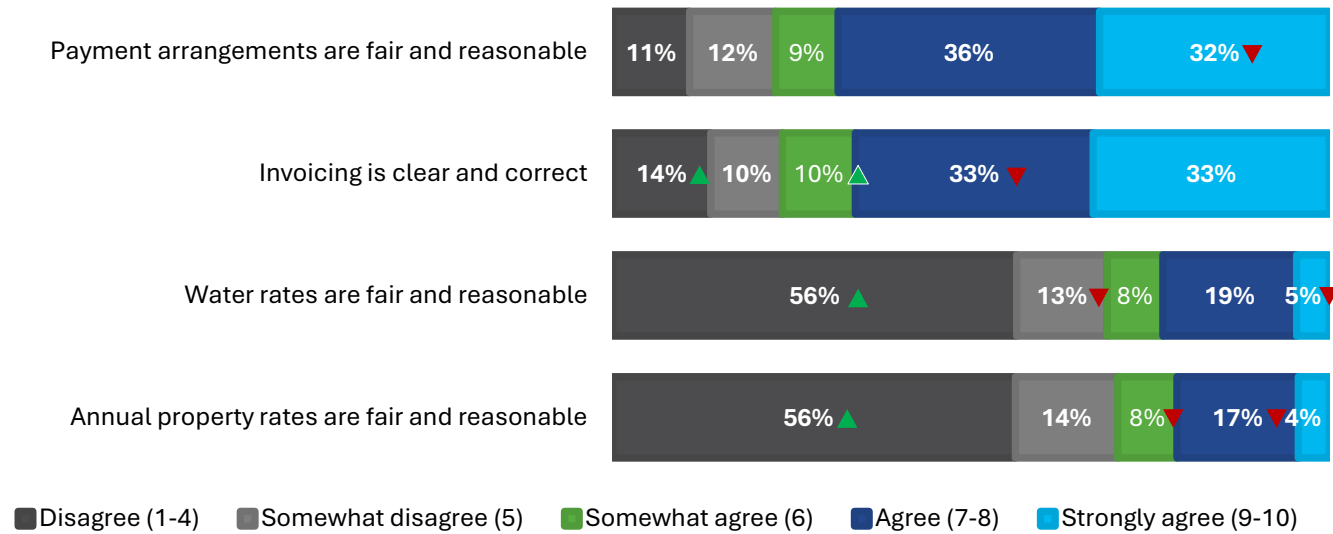
Notes:

- Q45. Do you, or a member of your household, pay rates on a property in the Kaipara District Council area? Pay rates n=674
- Q47A. 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=638

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower

## Other Measures Related to Value for Money



Scores with % 6 - 10	2025	2024	2023	2022	2021
Payment arrangements are fair and reasonable	77% ▼	83%	79%	86%	81%
Invoicing is clear and correct	76% ▼	83%	77%	83%	74%
Water rates are fair and reasonable	31%	33%	25%	35%	36%
Annual property rates are fair and reasonable	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	68% ▼	82%	84%	59%	81%
Invoicing is clear and correct	66% ▼	82%	83%	57% ▼	81% ▼
Water rates are fair and reasonable	26% ▼	46%	29%	15%	37%
Annual property rates are fair and reasonable	25% ▼	35% ▼	31%	20%	32% ▼

Notes:

1. Q46. How strongly do you agree or disagree with the following statements??

- a. Annual property rates are fair and reasonable n=655
- b. Water rates are fair and reasonable n=343
- c. Invoicing is clear and correct n=641
- d. Payment arrangements are fair and reasonable n=585

Year-on-year

▲ Significantly higher

▼ Significantly lower

Between demographics

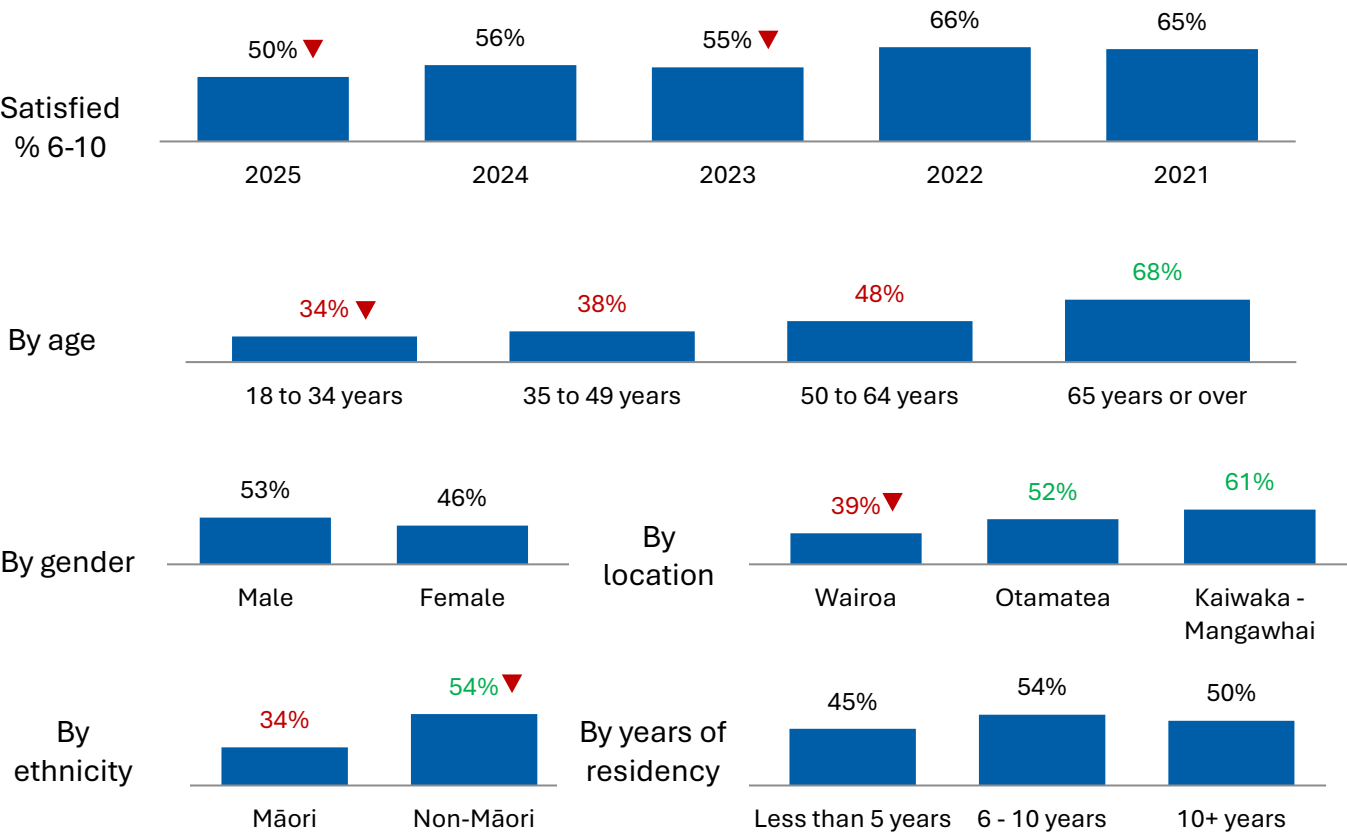
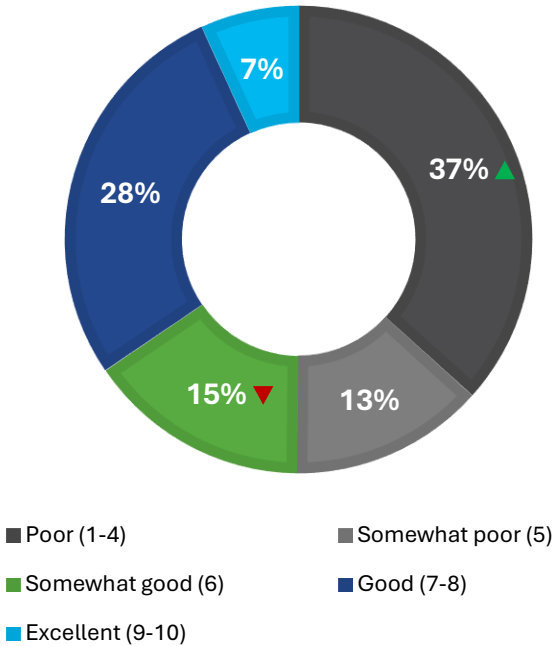
Significantly higher

Significantly lower

# Image and Reputation

## Image and Reputation

- Residents' perception of the Council's **Image and reputation** has significantly declined, from 56% in 2024 to 50% in 2025.
- Māori residents (34%) and those living in Wairoa (39%) are significantly less satisfied with the Council's **Image and reputation** compared to other ethnicities and locations.
- Among all related measures, **Being prepared for the future** (39%) and **Financial management** (42%) received the lowest ratings. In contrast, **Quality of services and facilities** was rated the highest at 56% and has been identified as an aspect the Council should continue to maintain.



Notes:

1. Q54A. 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=650

Year-on-year

▲ Significantly higher

▼ Significantly lower

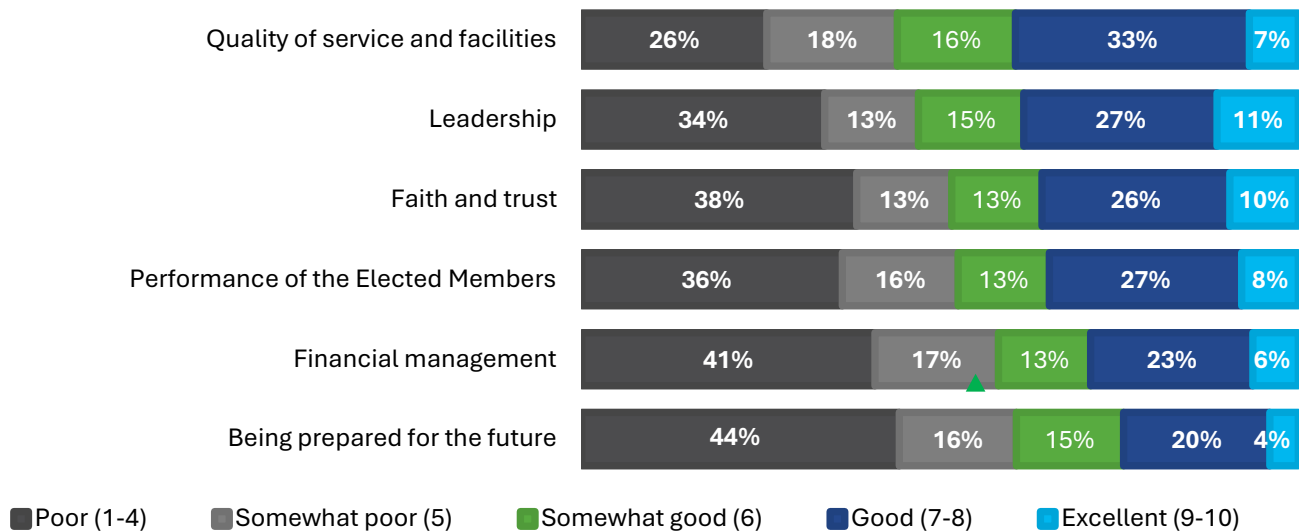
Between demographics

▲ Significantly higher

▼ Significantly lower



## Other Measures Related to Image and Reputation



Scores with % 6 - 10	2025	2024	2023	2022	2021
Quality of service and facilities	56%	58%	56%▼	68%	62%
Leadership	53%	56%▲	50%▼	64%	62%
Faith and trust	48%	50%	48%▼	55%	54%
Performance of the Elected Members	47%	51%	49%▼	59%	58%
Financial management	42%	46%	41%▼	47%	47%
Being prepared for the future	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	44%	59%	67%	38%	60%
Leadership	38%	61%	65%	31%▼	58%
Faith and trust	38%	52%	57%	32%	52%
Performance of the Elected Members	34%	50%	61%	27%	53%
Financial management	29%	44%	55%	22%▼	47%
Being prepared for the future	28%	46%	48%	22%▼	44%

### Notes:

- Q53A. Overall how would you rate the Council for its leadership? n=647
- Q53B. ...overall, how would you rate the Council in terms of the faith and trust you have in them? n=647
- Q53C. ...how would you rate the Council overall for its financial management? n=583
- Q53D. ...how would you rate the Council for the quality of the services and facilities they provide the Kaipara District? n=675
- Q53E. How would you rate the Council for being prepared for the future? n=588
- Q53F. ...how would you rate the performance of the Elected Members? n=566

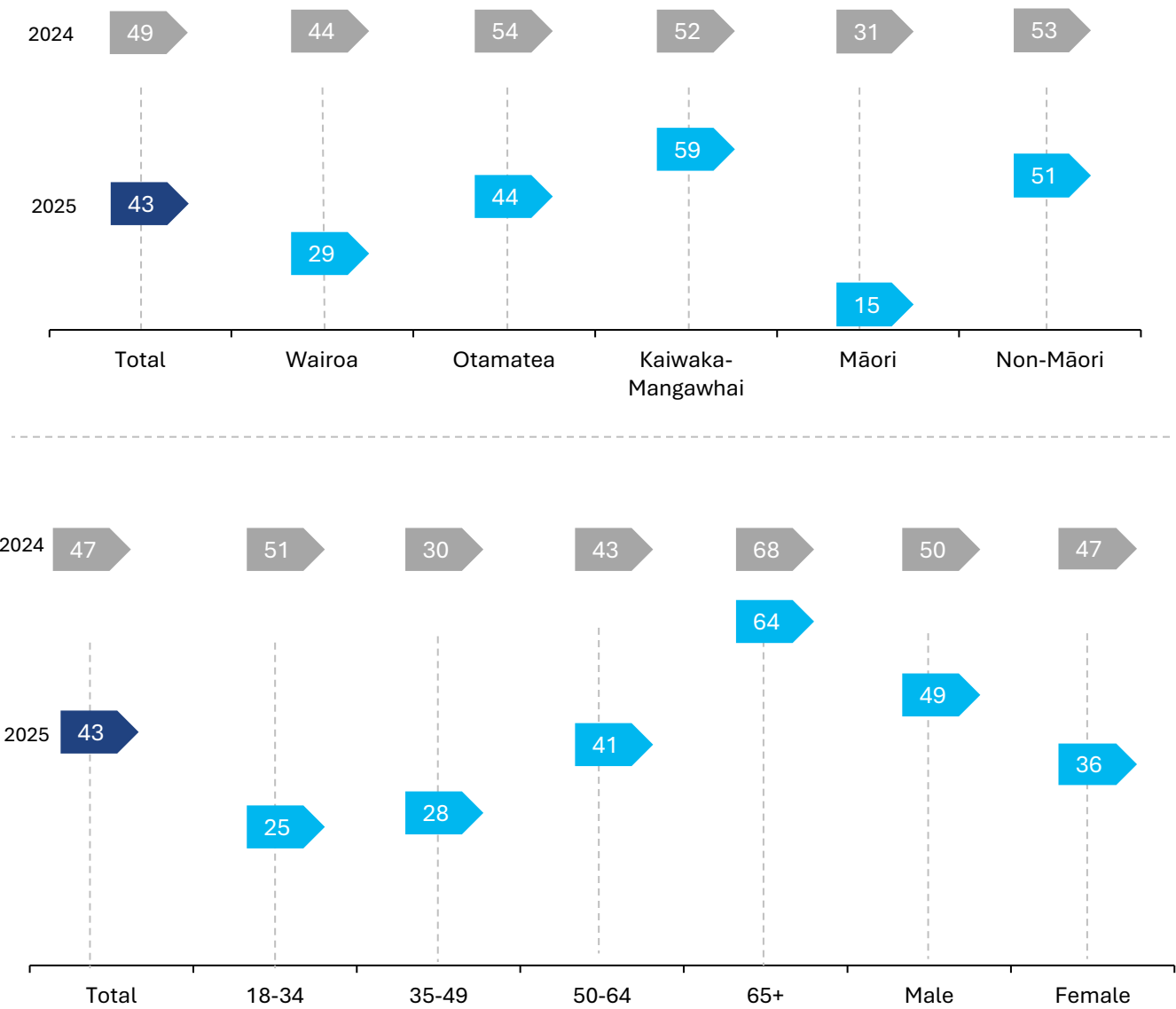
### Year-on-year

▲ Significantly higher  
▼ Significantly lower

### Between demographics

▲ Significantly higher  
▼ Significantly lower

Reputation Benchmark



- The Council’s reputation benchmark has declined from +47 to +43, remaining within the ‘poor’ range.
- Residents aged 65 and over recorded the highest reputation score at +64, while Māori residents had the lowest at +15.

NOTES:

1. Q54A. 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=667


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

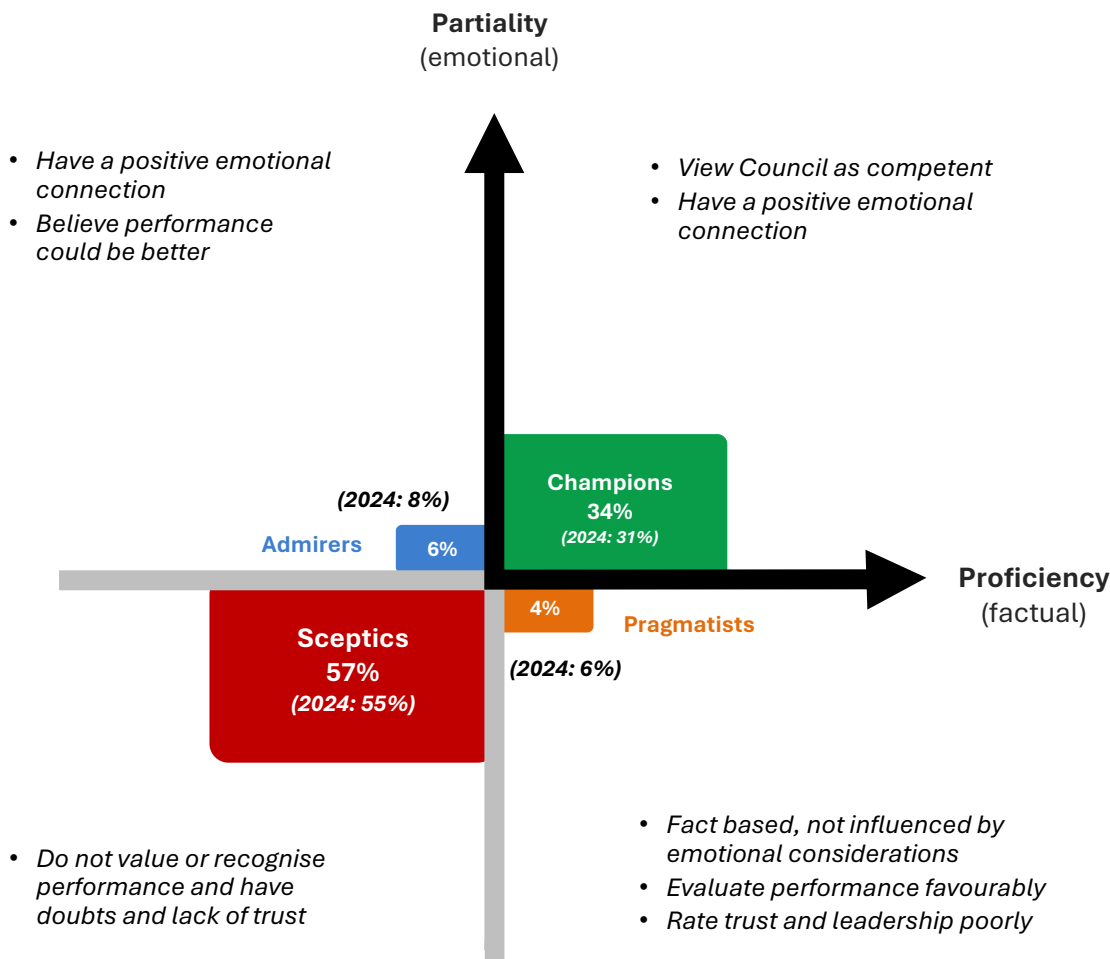
 Significantly lower

**Between demographics**

 Significantly higher

 Significantly lower

# Reputation Profile



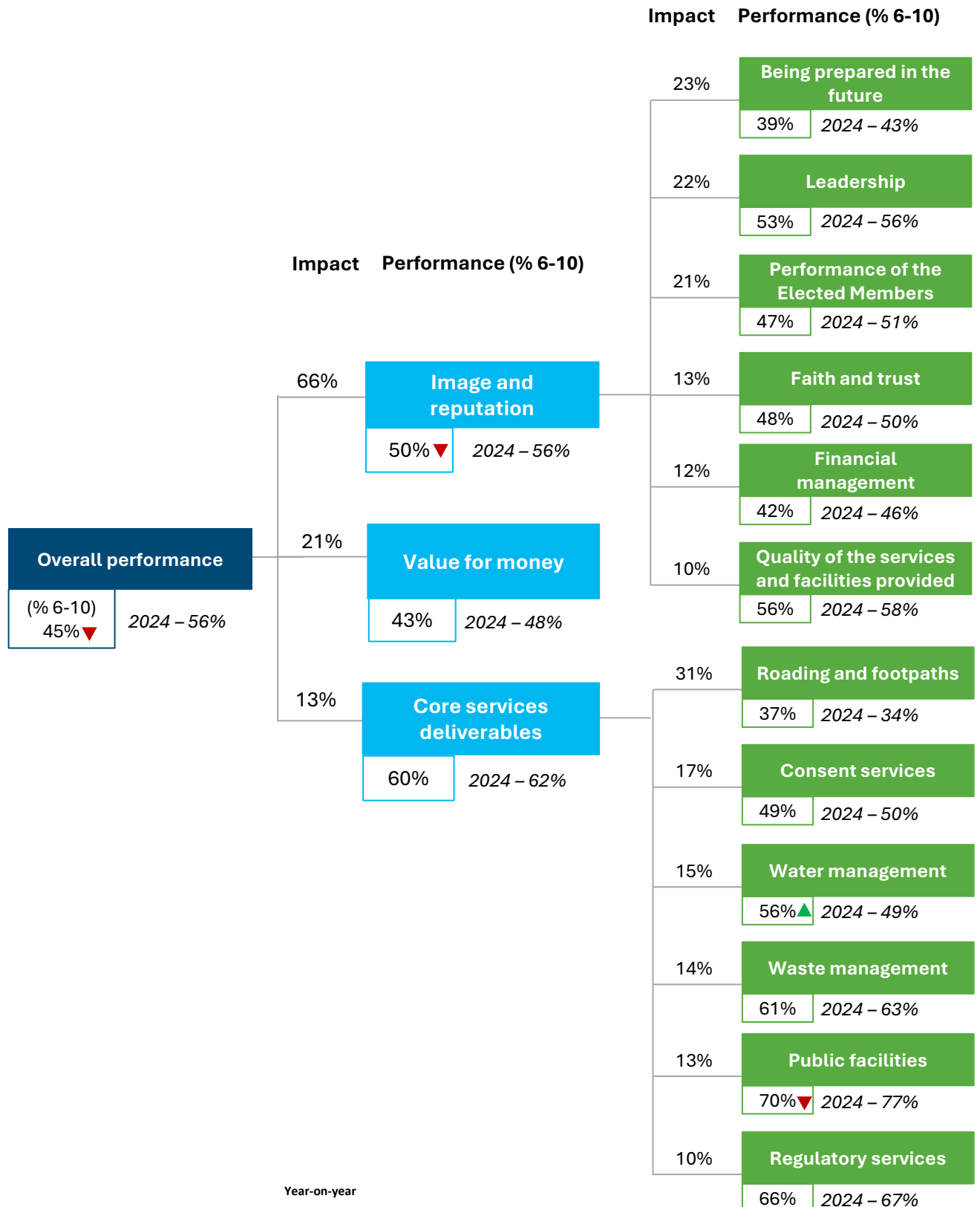
- *Sceptics* make up the largest group, with nearly six in ten residents (57%). Residents aged 18 to 34 are more likely to be *Sceptics* (77%), while those aged 65 and over are mostly *Champions* (50%).
- Most Māori residents (78%) are identified as *Sceptics*.
- While the proportion of *Sceptics* has increased slightly (57% compared to 55%), *Champions* have also grown (34% from 31%). At the same time, *Admirers* (8% to 6%) and *Pragmatists* (6% to 4%) have declined.
- This shift suggests that some residents who were previously more neutral or cautiously supportive may now be forming stronger opinions towards the Council, whether they be positive or negative.

NOTES:  
 1. Segments have been determined using the results from a set of five overall level questions  
 2. Q53A. leadership, Q53B. faith and trust, Q53C. financial management, Q53D. Quality of the services and facilities, Q54A. Overall reputation  
 3. Excludes don't know response

# Priorities and Opportunities

## Drivers of Perception of Kaipara District Council's Performance

- Image and reputation** (66%) has the greatest impact on overall satisfaction with the Council. Within this area, the top drivers are **Being prepared for the future** (23%), **Leadership** (22%) and **Performance of elected members** (21%)



Year-on-year

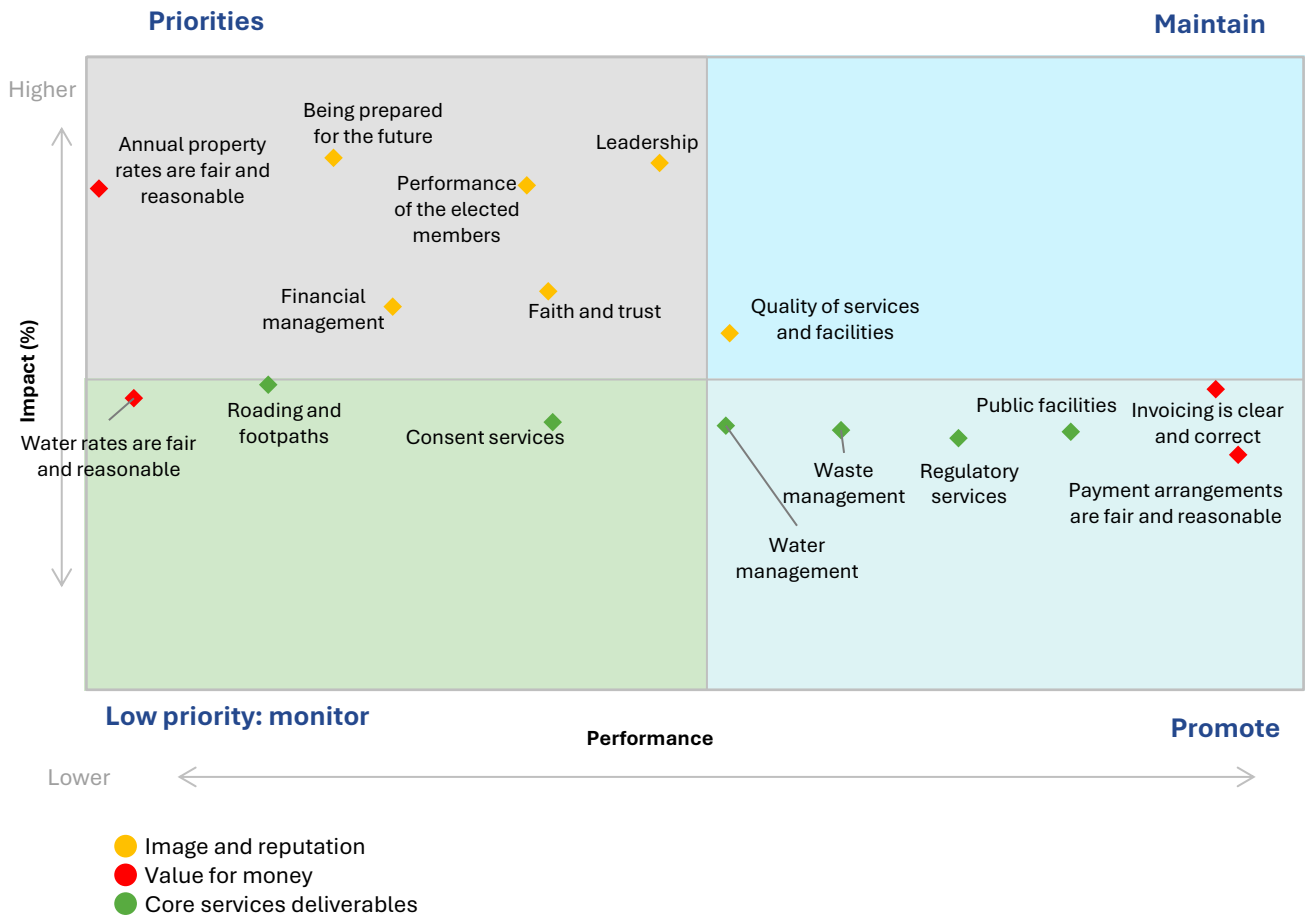
▲ Significantly higher  
 ▼ Significantly lower

NOTES:

1. Excludes 'Don't know' responses



## Opportunities and Priorities - Overall measures



With **Image and reputation** being the strongest driver of overall satisfaction, and satisfaction across measures under this aspect having declined, the key areas for improvement are largely reputation-related. These include:

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

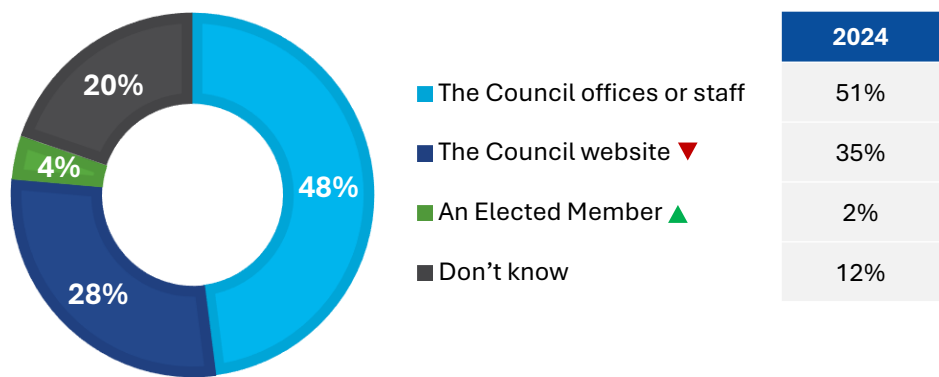
*Annual property rates being fair and reasonable* has also been identified as a priority for improvement, reflecting ongoing concerns with rates and financial management.

# Communication and Engagement

Contact with Council - Interactions

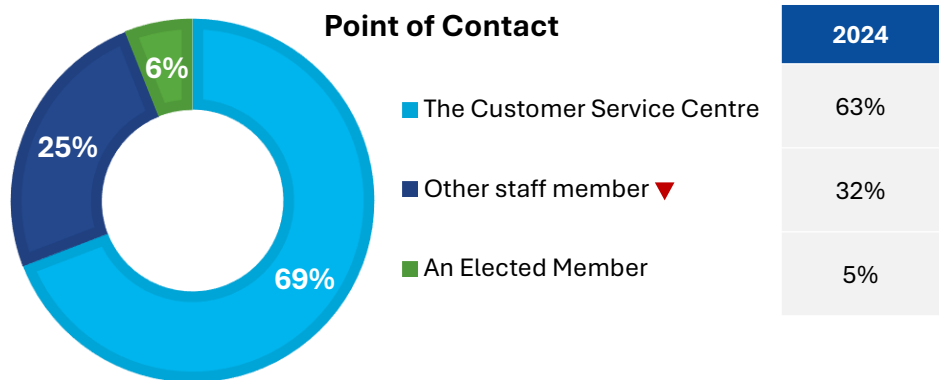
- Nearly half, 48%, of residents indicated they would approach the **Council offices or staff** first if they had a matter that they needed to raise with Council.
- In the last 12 months, 36% contacted the Council **By phone**, while 31% did so **In person**, a significant increase from 24% in 2024.
- Among those who made contact, nearly seven in ten (69%) dealt with the **Customer Service Centre**.

First Point of Contact for Council-Related Matters

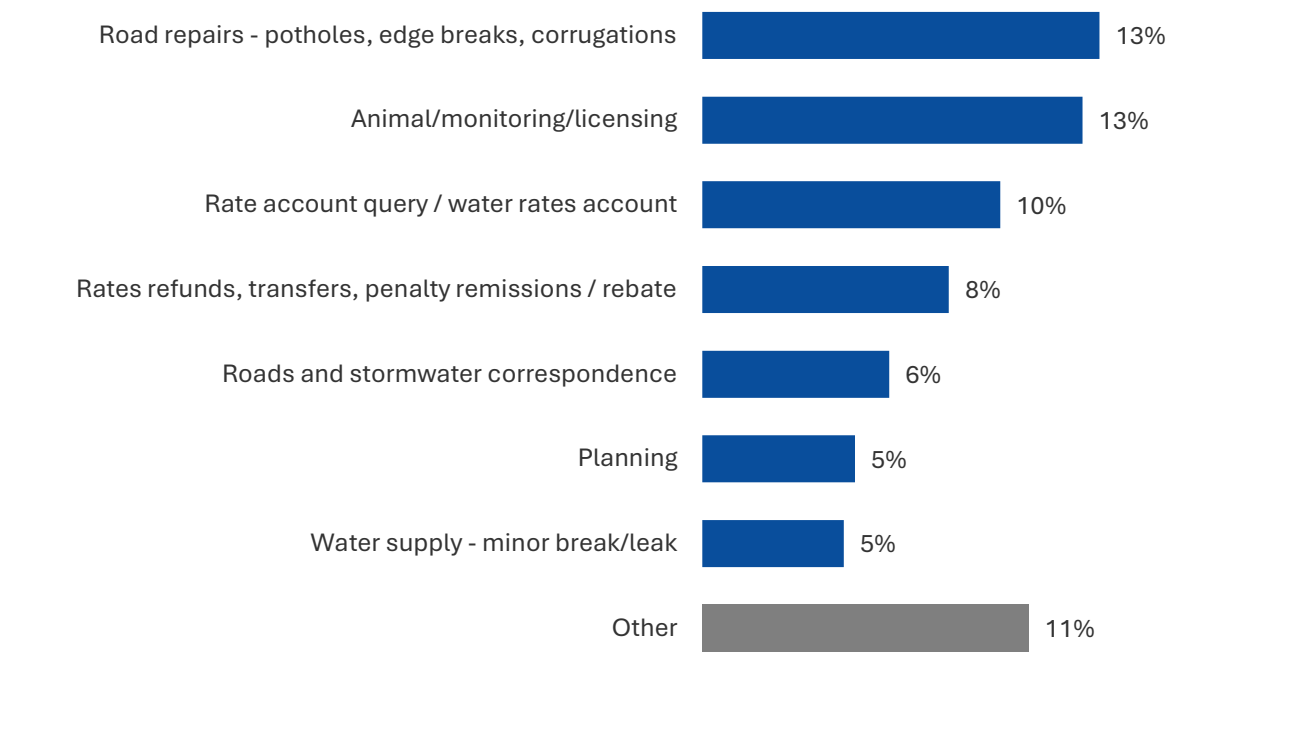


Method of Contact	2025	2024	2023	2022
By phone	36%	39% ▼	46%	42%
In person	31% ▲	24%	25% ▼	32%
By e-mail	29%	32%	36%	33%
Council’s website	13% ▼	22%	-	-
Antenno App	8%	9%	-	-
In writing	4%	6%	6%	4%
Council’s Facebook	5% ▼	3%	-	-
Other	1%	1% ▼	7% ▲	3%

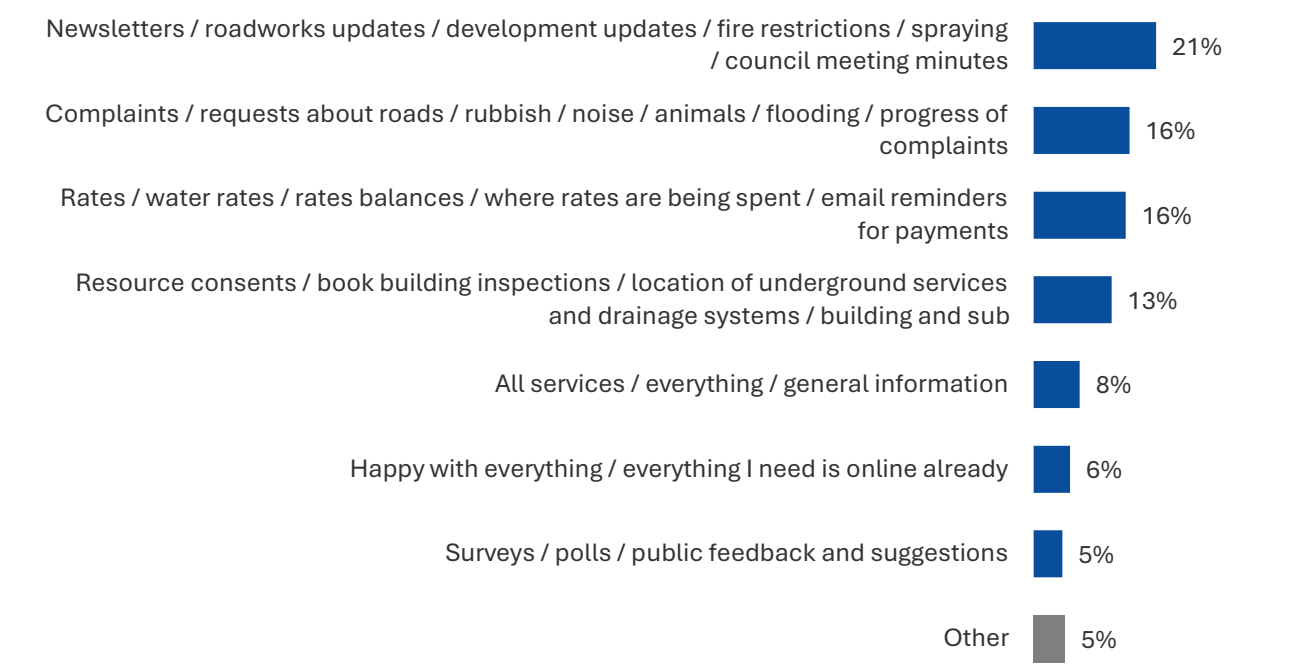
Point of Contact



## Reason for Most Recent Contact with Council





## Council Services Residents Want Available Online\*



Notes:

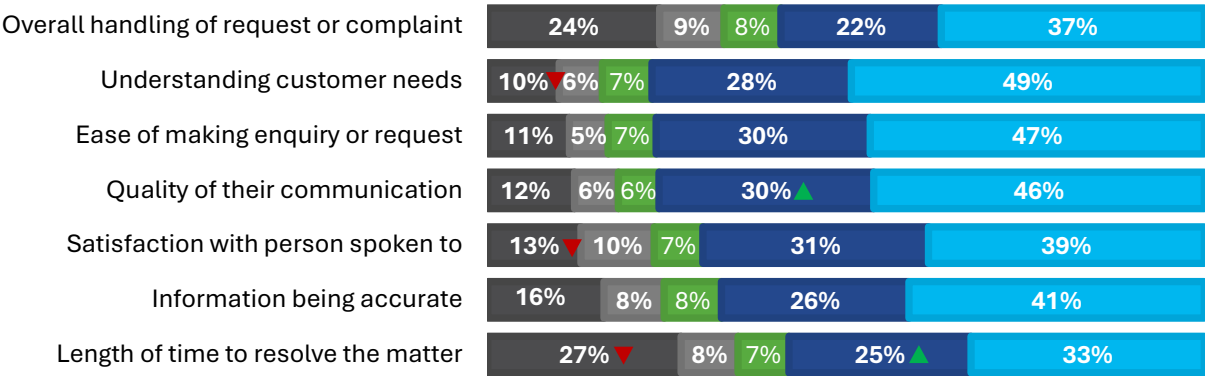
1. Q12A. Thinking about your most recent contact with Council, what did it relate to? n=458
2. COM6. Are there Council services that would you like to be available online? n=121
3. \*Suggestions with less than 5% are not shown

Year-on-year

 Significantly higher  
 Significantly lower

## Satisfaction with Recent Interaction with Council

- Satisfaction with the **Overall handling of requests or complaints** (67%) and all related measures has improved year on year.
- Residents who made contact were also highly satisfied with the **Overall outcome of their request or complaint**, with satisfaction rising to 69%, a significant increase from 61% in the previous reporting period.



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

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

- Notes:
1. Q13A. How would you rate your satisfaction with the Council person you spoke to? n=436
  2. Q13B. How would you rate their understanding of what you wanted? n=436
  3. Q13C. How would you rate the quality of their communication? n=442
  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=448
    - b. How long it took to resolve the matter n=442
    - c. The information provided being accurate n=415
    - d. How would you rate Council overall for how well they handled your request or complaint? n=444
  5. Q15. And how satisfied were you with the outcome, that is how well your request or complaint was resolved? n=414

Year-on-year
 

▲ Significantly higher
 ▼ Significantly lower

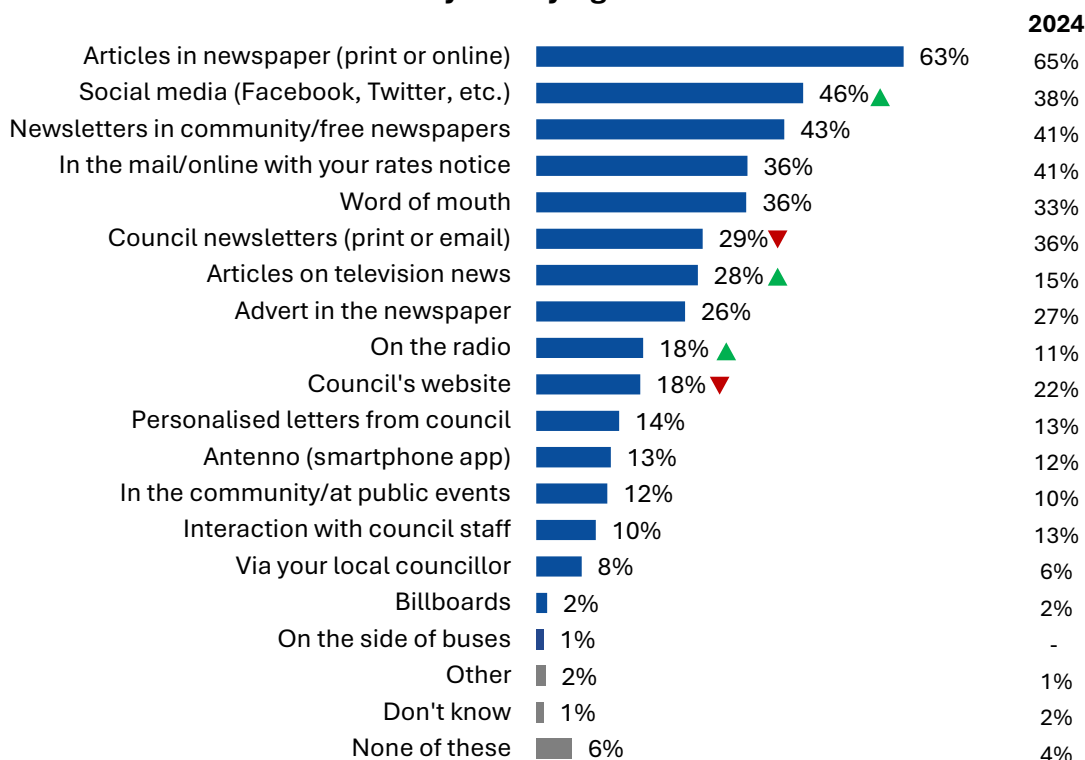
Between demographics
 

▲ Significantly higher
 ▼ Significantly lower

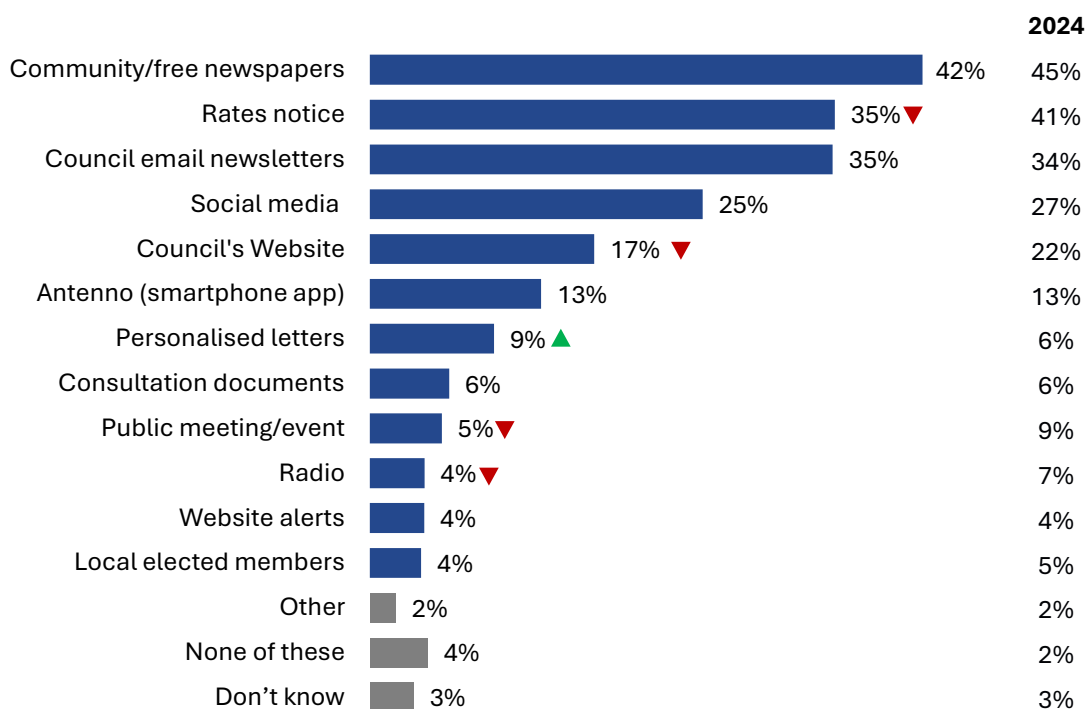


## Communications

### Main way of staying informed



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



Year-on-year

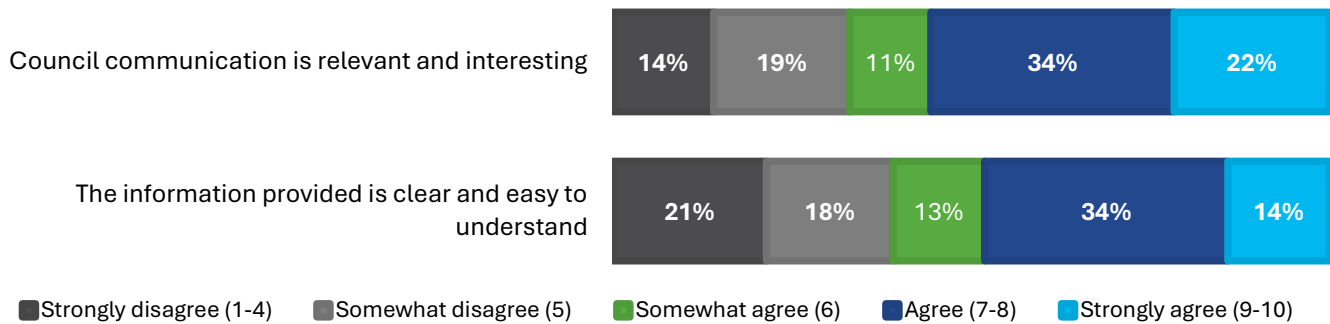
▲ Significantly higher  
 ▼ Significantly lower

Notes:

1. COM1. In the last 3 months, where have you seen or heard about Kaipara District Council? n=754
2. COM2. What would be your preferred way to keep up to date with what Kaipara District Council is doing? n=754

## Communication Evaluation

- 67% of residents believe that the **Council communication is relevant and interesting**, reflecting a 3% point increase since 2024 (64%).
- Meanwhile, 61% of residents agree that **The information provided is clear and easy to understand**.



Scores with % 6 - 10	2025	2024	2023	2022	2021
Council communication is relevant and interesting	67%	64%	63%	68%	65%
The information provided is clear and easy to understand	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	59%	72% ▲	73%	56%	70%
The information provided is clear and easy to understand	55% ▼	59%	69% ▲	50%	64%

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=717
  - The information provided by Council is clear and easy to understand n=713

Year-on-year

▲ Significantly higher

▼ Significantly lower

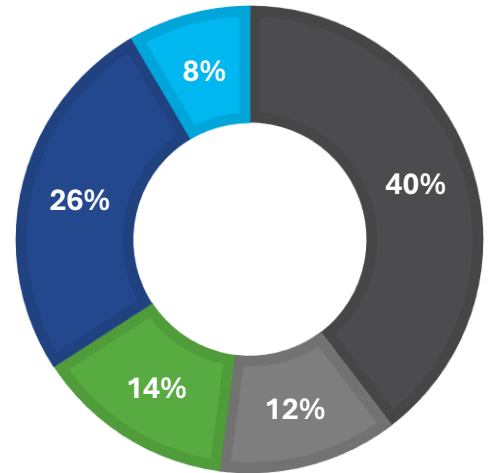
Between demographics

Significantly higher

Significantly lower

## Involvement in Council decision-making

- 48% of respondents are satisfied with *The way the Council involves the public in its decision-making*.
- While satisfaction is relatively high among residents aged 65 or older (64%), there has been a significant decrease among residents aged 18 to 34 since 2024 (34% compared to 52%).



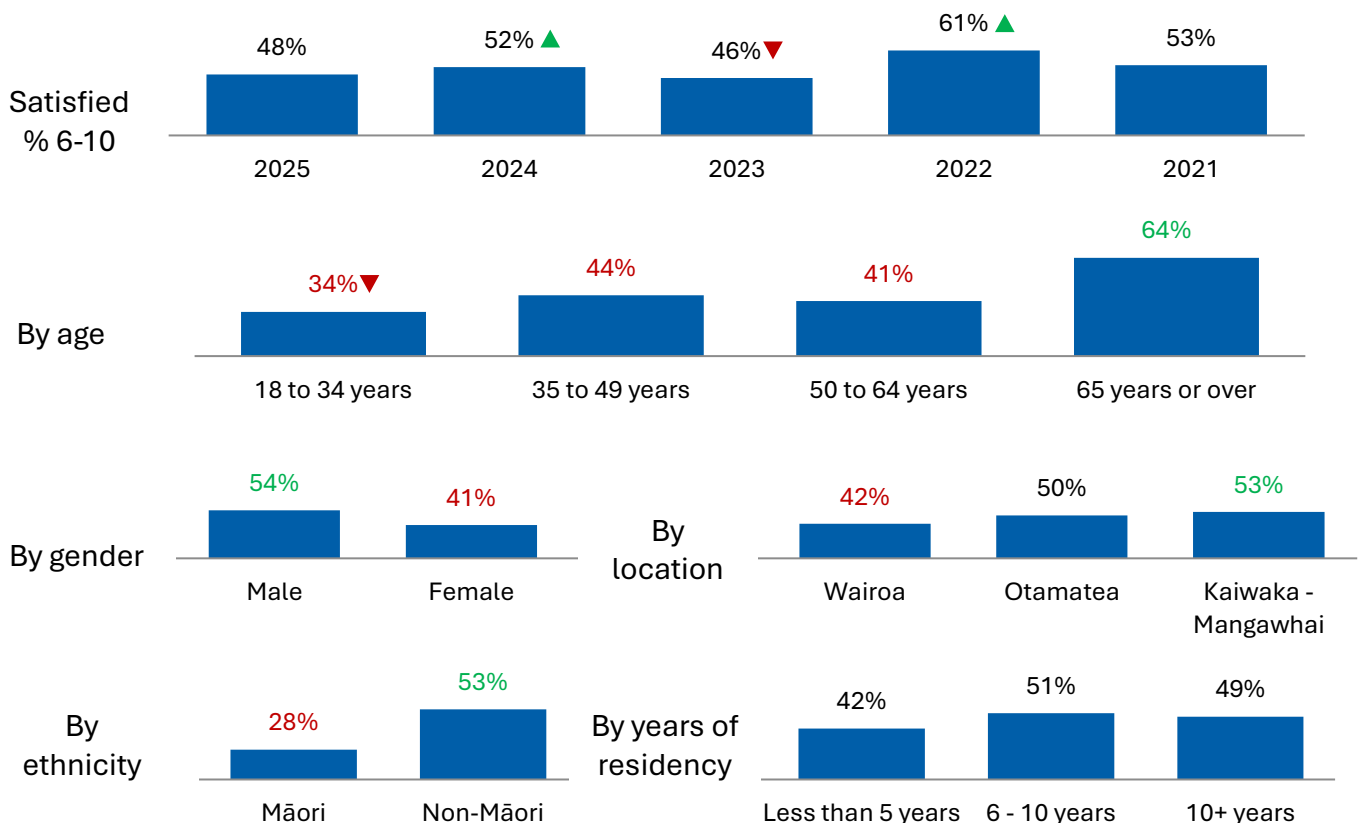
Very dissatisfied (1-4)

Somewhat dissatisfied (5)

Somewhat satisfied (6)

Satisfied (7-8)

Very satisfied (9-10)



### Notes:

- Q48. How satisfied are you with the way Council involves the public in the decisions it makes?  
n=606

### Year-on-year

▲ Significantly higher  
▼ Significantly lower

### Between demographics

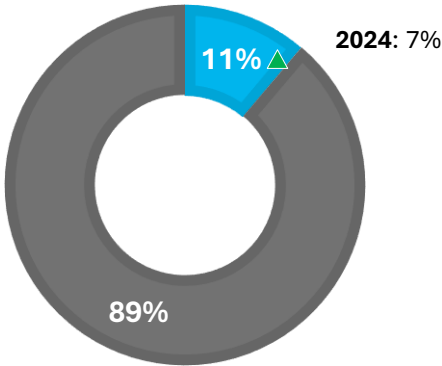
▲ Significantly higher  
▼ Significantly lower

# Consent and Regulatory Services

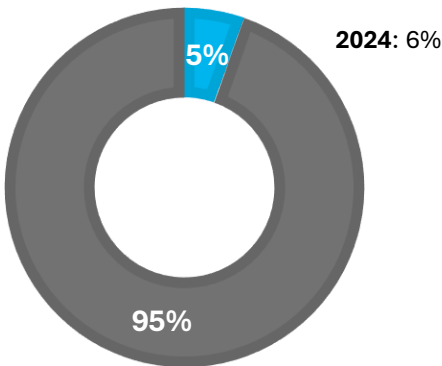
Overall Consent Services

- 11% of residents have contacted the Council regarding a **Building-related matter**. Among them, 60% are satisfied with the Council’s response to their request.
- In contrast, among the 5% who contacted the Council for a **Resource consent matter**, fewer residents are satisfied, with just 45% expressing satisfaction.

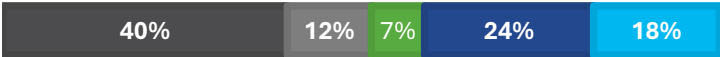
Contacted Council for Building Related Matter



Contacted Council for Resource Consent Matter



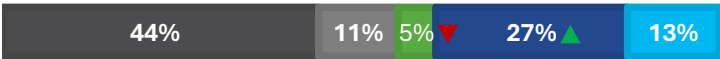
Overall consent services



Building related matter



Resource consent



Poor (1-4)

Somewhat poor (5)

Somewhat good (6)

Good (7-8)

Excellent (9-10)

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

- Notes:
- Q29A. Have you contacted the Council within the last 12 months with a request for a building-related matter? Yes n=79
  - 29B. How would you rate the Council’s response to your request for service for building related matter? Would you rate it ...? n=78
  - Q30A. Have you contacted the Council within the last 12 months with a request for a resource consent? Yes n=40
  - Q30B. How satisfied were you with the resource consent process? n=39
  - Q31. 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=76

Year-on-year

▲ Significantly higher

▼ Significantly lower

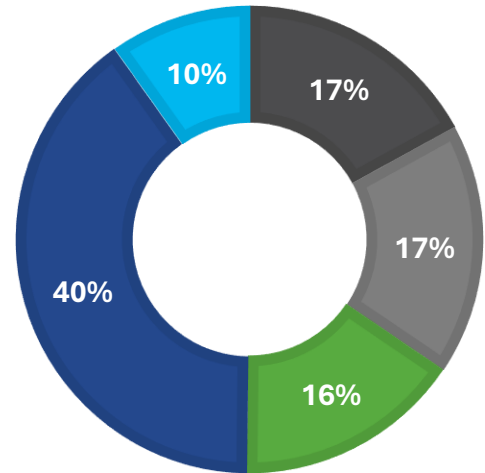
Between demographics

Significantly higher

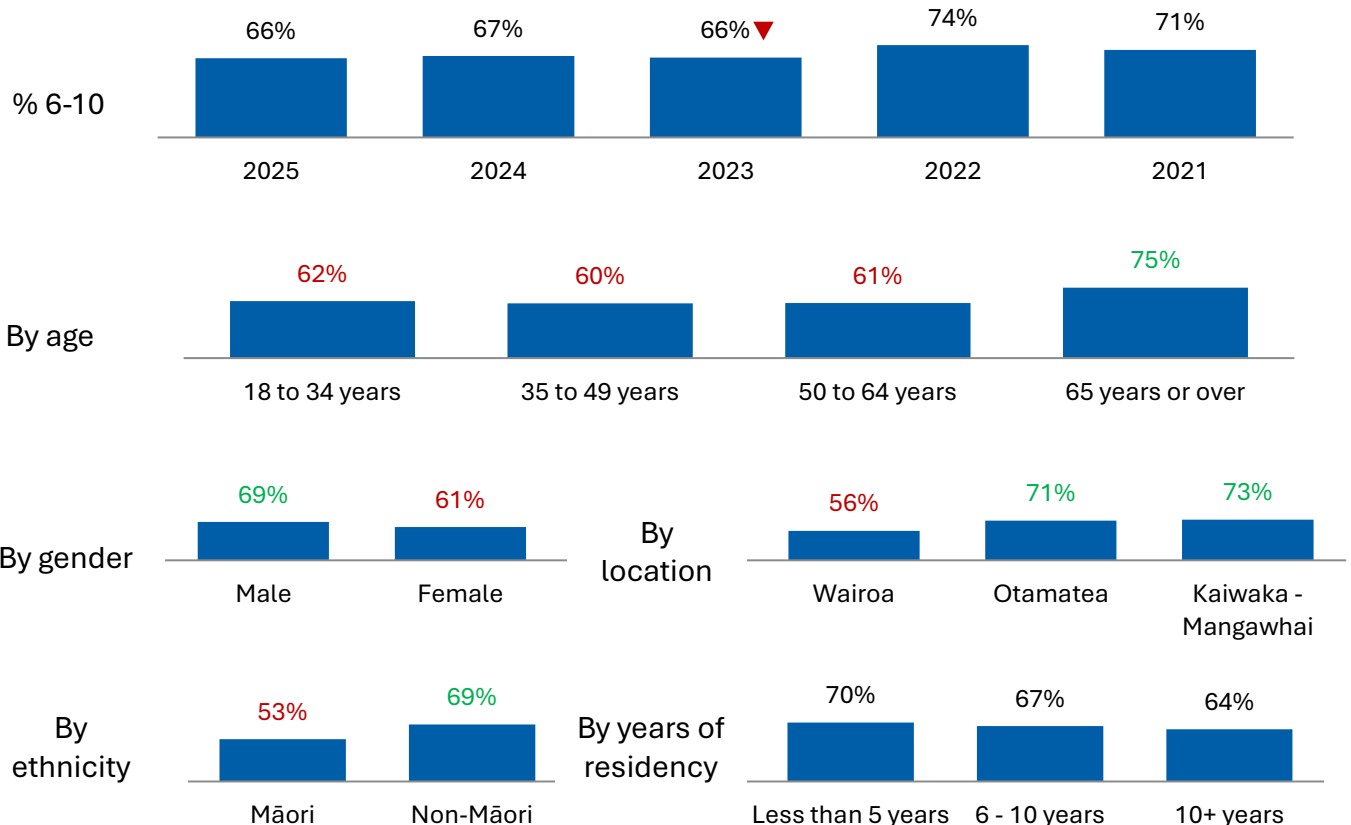
Significantly lower

## Overall Regulatory Services

- Respondents perception of **Overall other services**, such as animal control, litter and graffiti, and protecting environmental health has remained relatively consistent year-on-year.
- Residents in Otamatea (71%) and Kaiwaka-Mangawhai (73%) are significantly more likely to rate **Overall other services** as 'Somewhat good' to 'Excellent' compared to those in Wairoa (56%).



■ Poor (1-4)      ■ Somewhat poor (5)  
 ■ Somewhat good (6)      ■ Good (7-8)  
 ■ Excellent (9-10)



### Notes:

- Q43. 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=598

### Year-on-year

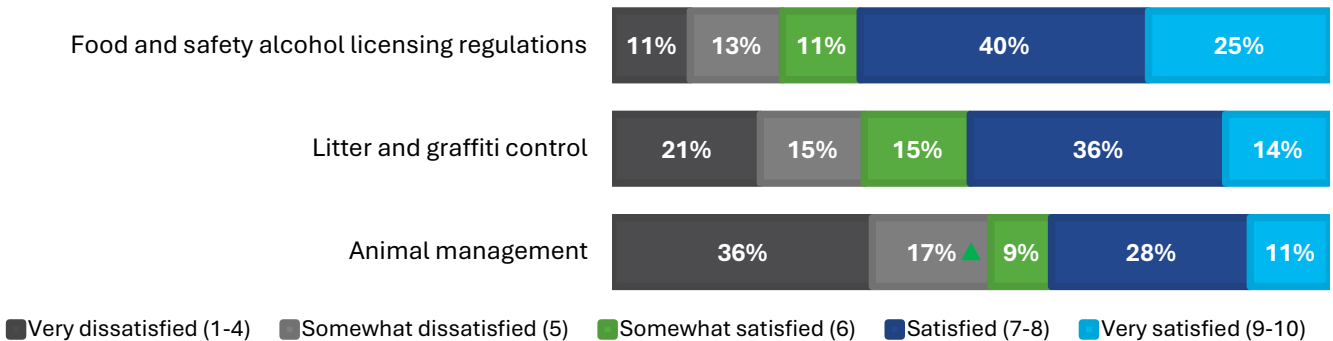
▲ Significantly higher  
 ▼ Significantly lower

### Between demographics

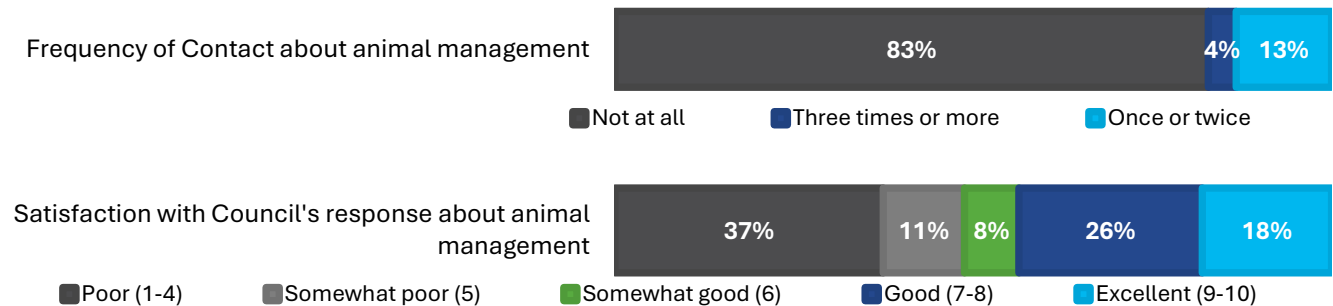
▲ Significantly higher  
 ▼ Significantly lower

## Regulatory Services

- Satisfaction with other services, including **Food and safety alcohol licensing regulations** (76%), **Litter and graffiti control** (65%), and **Animal management** (47%), has declined since 2024.
- Among those who contacted the Council for **Animal management**, 51% were satisfied with the Council's response.



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



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

- Notes:
- Q39A. 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=629
  - Q39B. How satisfied are you with animal management (dogs or stock control) services provided by Council? n=556
  - Q42. How satisfied are you with the Council's approach to food safety and alcohol licensing regulations? n=401
  - Q41A. 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=106
  - 41B. How would you rate Council's response regarding your questions around animal management? Would you rate it ...? n=106

Year-on-year

▲ Significantly higher
▼ Significantly lower

Between demographics

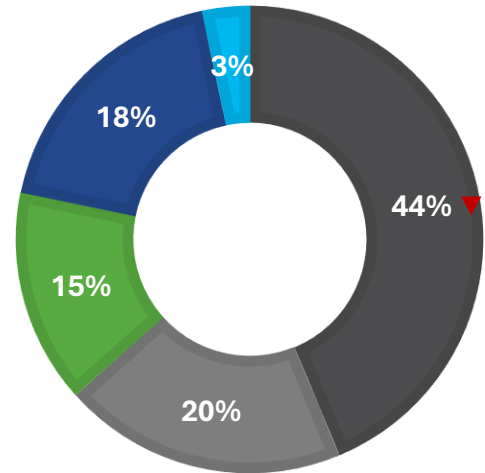
Significantly higher
Significantly lower

# Roads, Cycleways and Footpaths

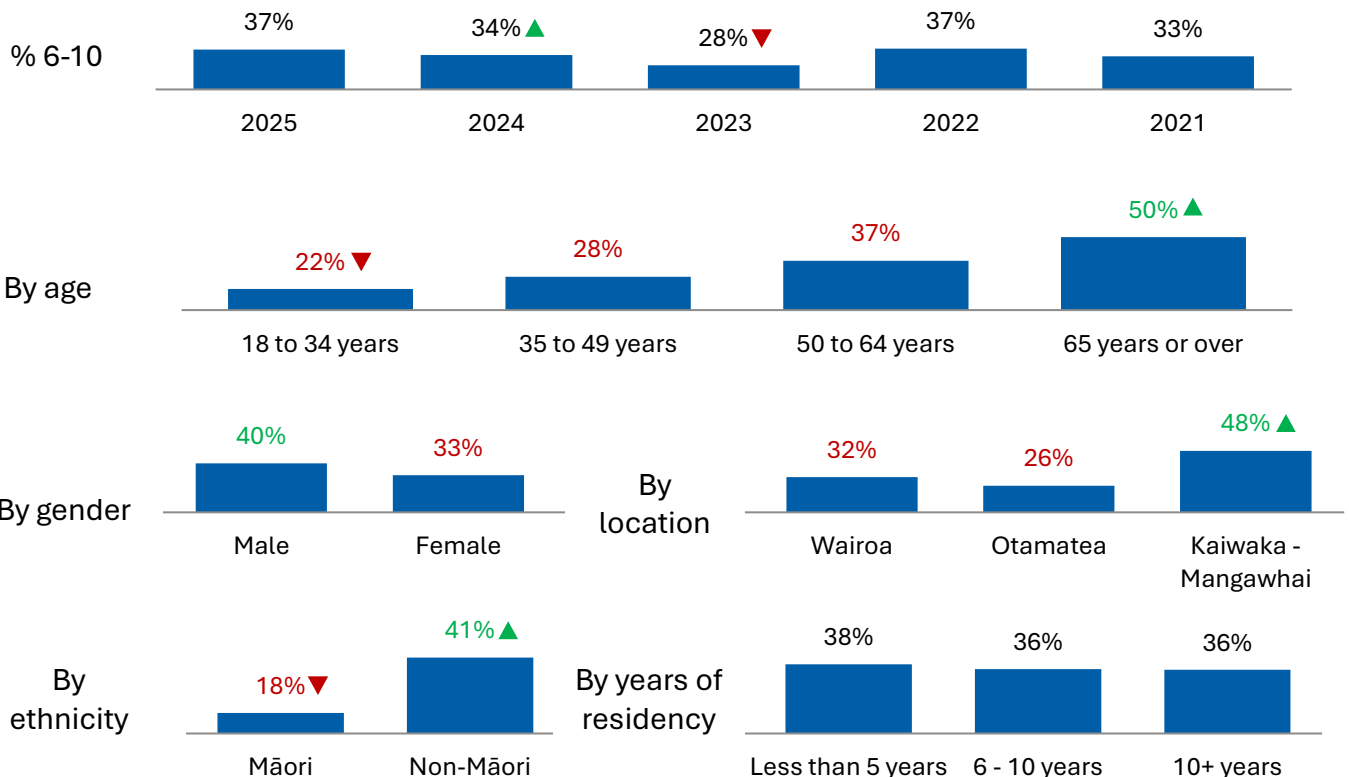


## Overall Roads and Footpaths

- Residents' perception of **Overall roads and footpaths** has slightly improved by 3% points since 2024 (34% compared to 37%).
- Respondents in the Kaiwaka–Mangawhai ward have reported a significant increase from 31% in 2024 to 48% in 2025.
- Satisfaction with the **Road network providing access to services and destinations** has also significantly increased, from 51% in 2024 to 58% in 2025.
- Meanwhile, **The ride quality of Council's unsealed roads** remains the lowest-rated aspect, with only 16% satisfied. Among those who provided a comment, 24% mentioned issues with **Gravel or rural roads** (see page 59).



■ Poor (1-4)      ■ Somewhat poor (5)  
 ■ Somewhat good (6)      ■ Good (7-8)  
 ■ Excellent (9-10)



### Notes:

- Q34. 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=720

### Year-on-year

▲ Significantly higher  
 ▼ Significantly lower

### Between demographics

▲ Significantly higher  
 ▼ Significantly lower

## Other Measures Related to Roads and Footpaths

Availability and maintenance of footpaths  
n=691



Standard of signage and road markings on Council's sealed roads  
n=699



Road network providing access to services and destinations  
n=687



Standard of signage on Council's unsealed roads  
n=613



Ride quality of the Council's sealed roads  
n=726



Ride quality of Council's unsealed roads  
n=662



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

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

Scores with % 6-10	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Availability and maintenance of footpaths	35% ▼	41%	66% ▲	31% ▼	52%
Standard of signage and road markings on Council's sealed roads	57%	70%	63% ▲	54%	65%
Road network providing access to services and destinations	58%	59%	57% ▲	43%	62% ▲
Standard of signage on Council's unsealed roads	47% ▼	56%	52%	42%	54%
Ride quality of the Council's sealed roads	32%	24%	30% ▲	23%	31%
Ride quality of Council's unsealed roads	17%	10%	19% ▲	10% ▼	18%

### Notes:

- 32B. Now thinking about Council roads - excluding State Highways 1, 12 and 14 which are not Council roads - how satisfied are you with...?
- 32A. 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

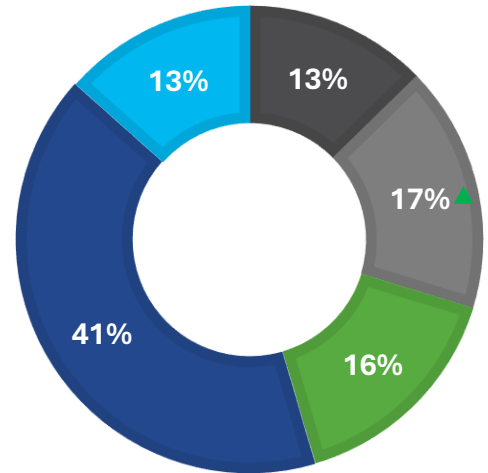
### Between demographics

▲ Significantly higher  
▼ Significantly lower

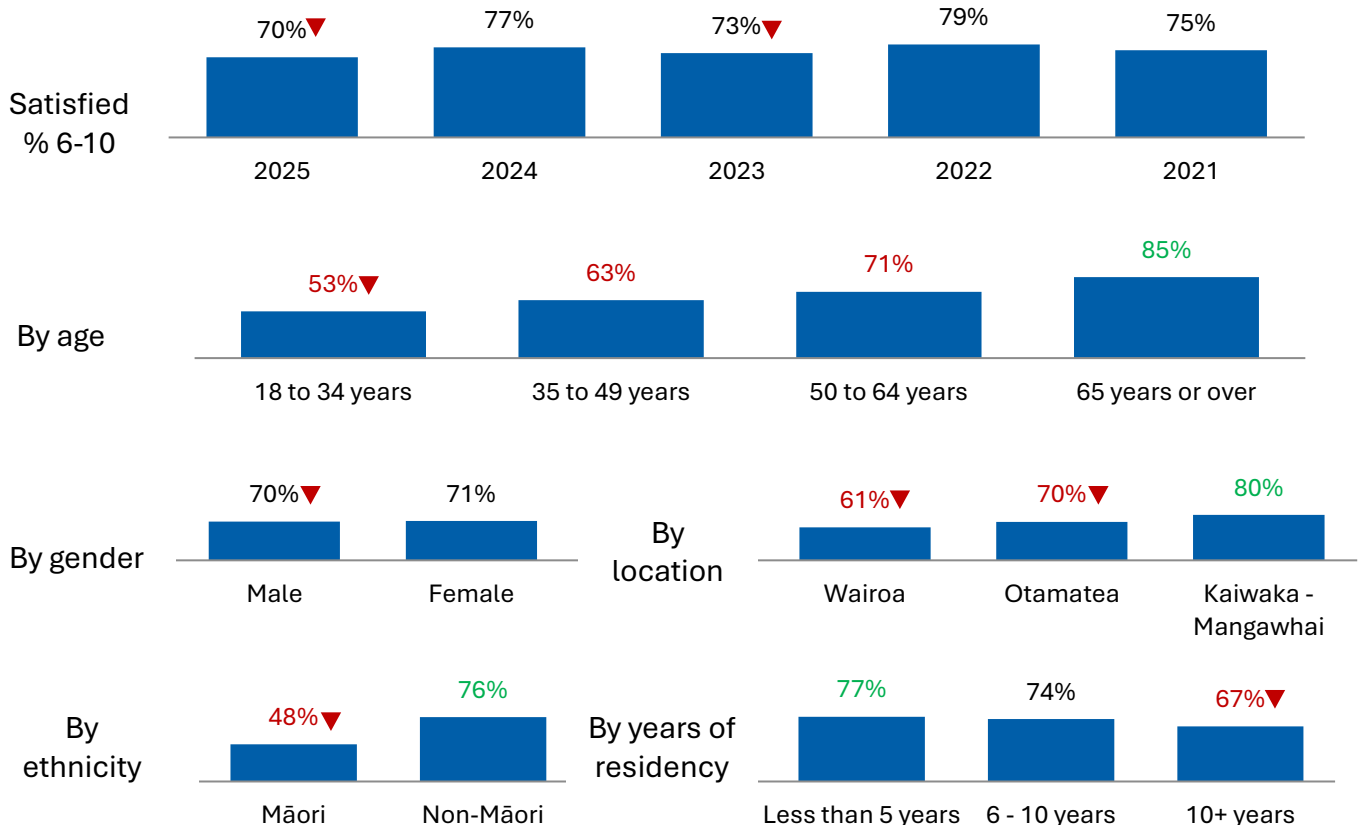
# Public facilities

## Public Facilities

- Seven in ten residents (70%) are satisfied with **Public facilities**, reporting a significant 7% point decrease (77% in 2024).
- Satisfaction among **Campgrounds** users remains consistently high at 85%
- However, while still relatively high, satisfaction with **District libraries** (84%), **Local parks, reserves or sports fields** (78%), and **Public toilets** (78%) has slightly declined since last year.



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



### Notes:

- 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=683

### Year-on-year

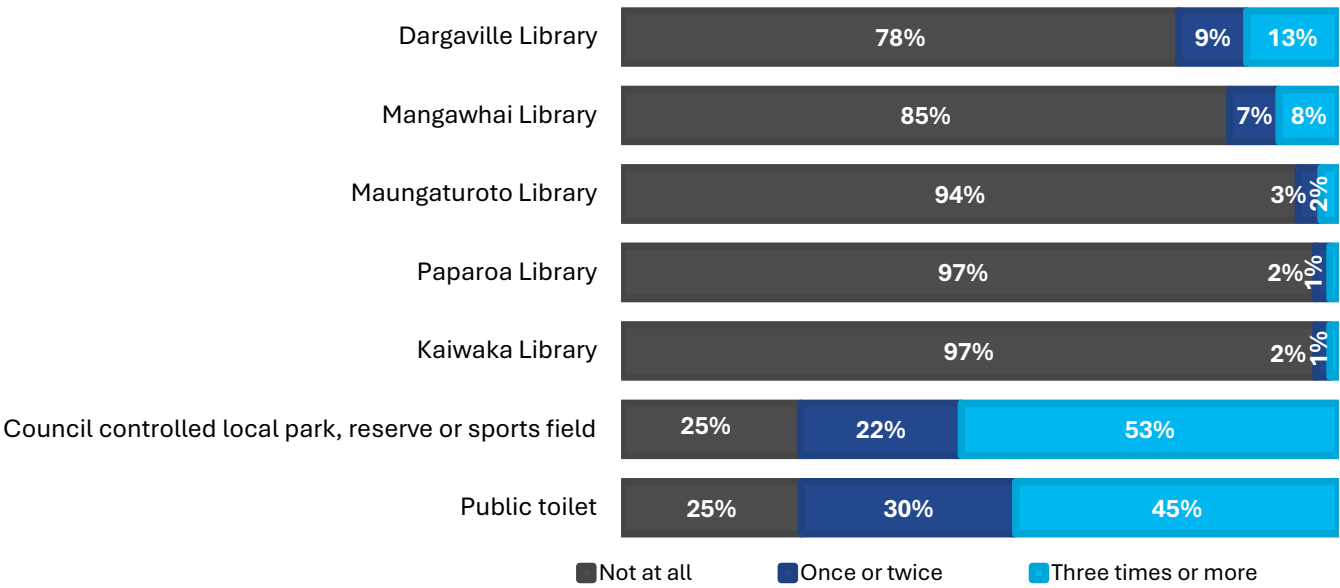
▲ Significantly higher  
 ▼ Significantly lower

### Between demographics

▲ Significantly higher  
 ▼ Significantly lower

## Use of Public Facilities

- **Council controlled local parks, reserve or sports field** (75%) and **Public toilets** (75%) are the most visited public facilities.
- Among the district libraries, **Dargaville Library** (22%) recorded the highest proportion of visitors.



% Who used or visited the facilities	2025	2024	2023	2022
Libraries	43%	43%	46%	47%
Dargaville Library	22%	25%	28%	27%
Mangawhai Library	15%	8%	13%	11%
Maungaturoto Library	6%	5%	6%	7%
Paparoa Library	3%	5%	4%	6%
Kaiwaka Library	3%	5%	7%	8%
Council controlled local park, reserve or sports field	75%	74%	73%	79%
Public toilet	75%	81%	80%	80%
Council-owned Campground	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=749

2. Q23. In the last year, have you used or visited a Council-owned campground in the District? n=741

Year-on-year

▲ Significantly higher

▼ Significantly lower

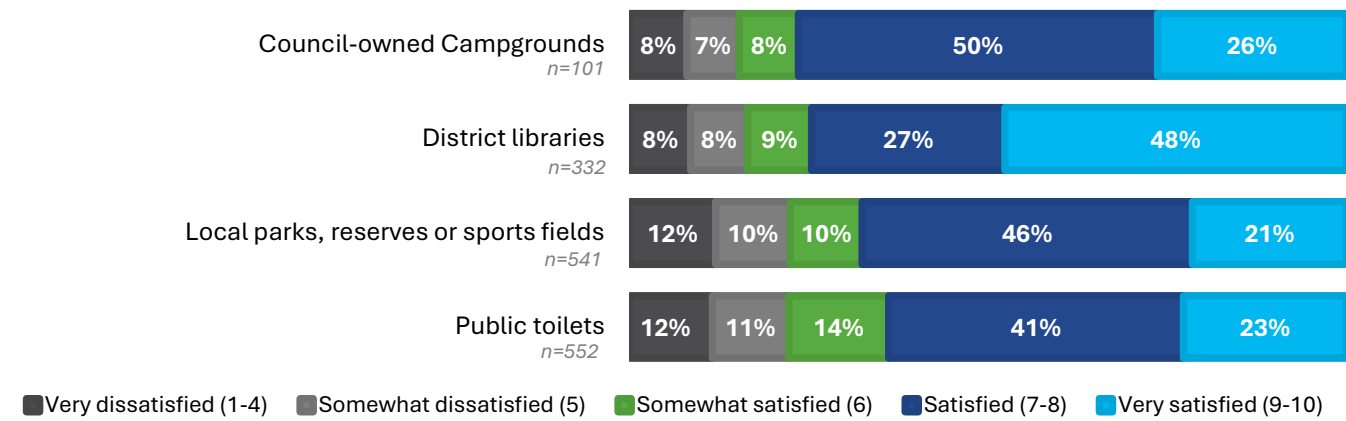
Between demographics

▲ Significantly higher

▼ Significantly lower

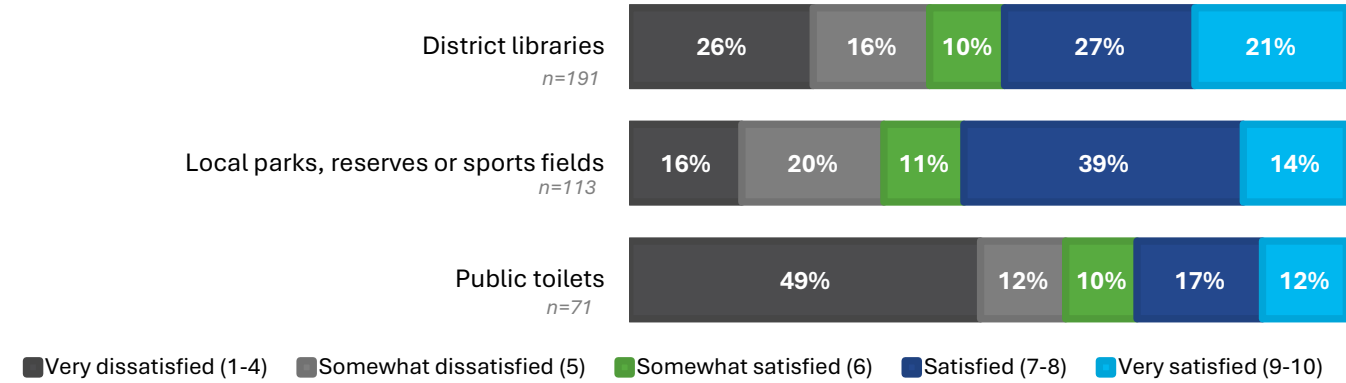
Satisfaction with Public Facilities

(Users)



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

(Non-Users)



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

Notes:

1.

Q18. Thinking about all libraries, overall, how satisfied are you with the district libraries (including Dargaville library)?
2.

Q20. How satisfied are you with local parks, reserves or sports fields?
3.

Q21A. How satisfied are you with public toilets?
4.

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

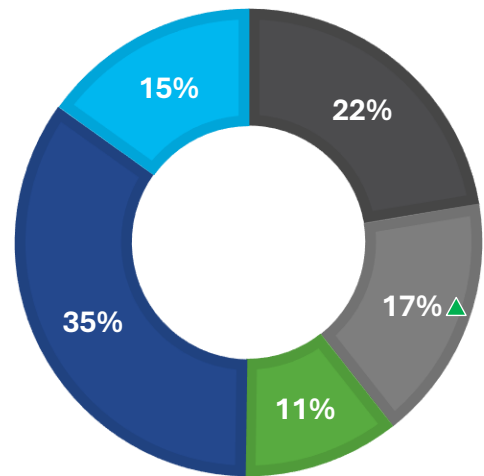
▼

Significantly lower

# Waste Management

## Overall Waste Management

- Residents perceptions of **Overall waste management**, which includes refuse bag collection, recycling services, and litter bins, has remained relatively consistent since 2024, with 61% rating it 'Somewhat good' to 'Excellent' in 2025 compared to 63% in 2024, and is consistent across all locations.



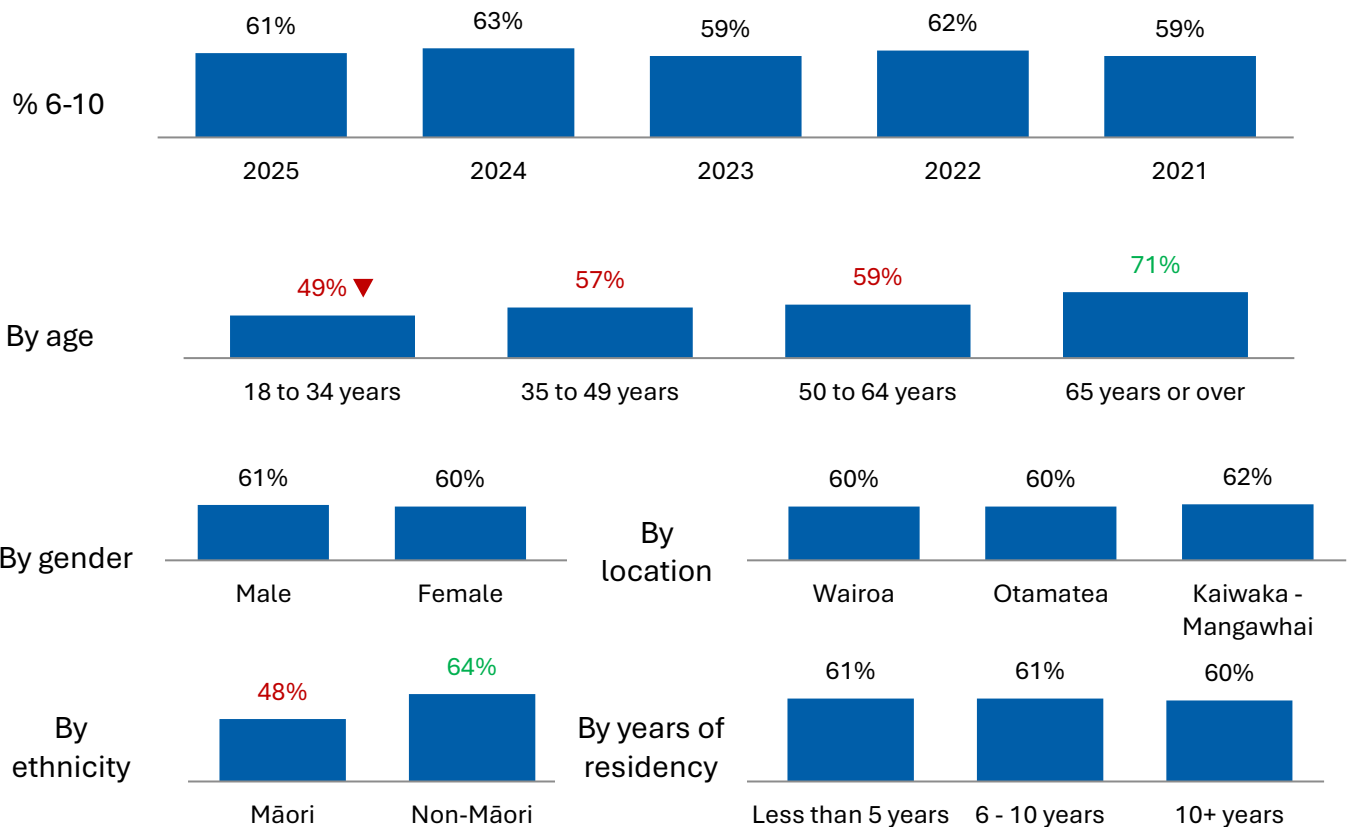
■ Poor (1-4)

■ Somewhat poor (5)

■ Somewhat good (6)

■ Good (7-8)

■ Excellent (9-10)



### Notes:

- Q38. 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=683

### Year-on-year

▲ Significantly higher

▼ Significantly lower

### Between demographics

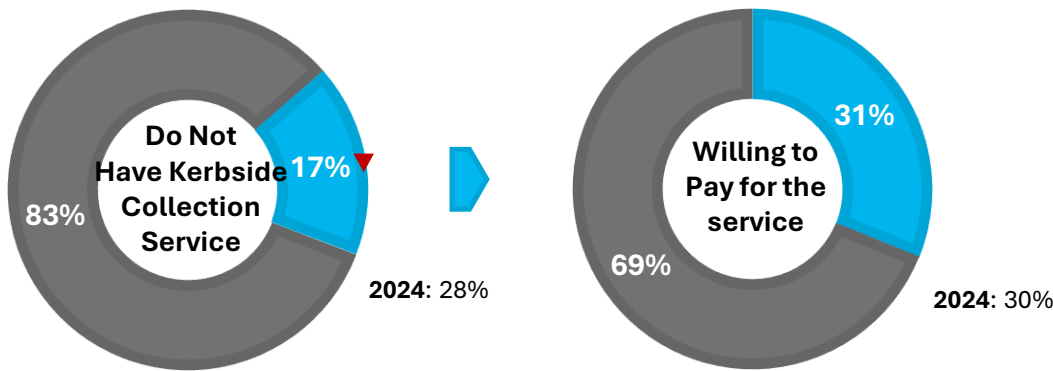
▲ Significantly higher

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Rubbish and Recycling Services

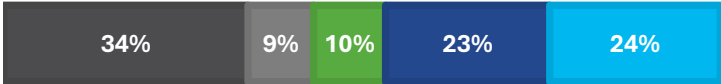
- 83% of residents have a **Kerbside collection service provided by Council** where they live. Satisfaction is high with **Refuse bag collection** at 76%, though lower for the **Council’s recycling services** at 57%.
- Among the 17% who do not receive kerbside collection, nearly one third (31%) express a **Willingness to pay for the service**.



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	2025	2024	2023	2022	2021
Refuse bag collection service	76%	77%	76%	76% ▲	70%
Council’s recycling services	57%	57%	51%	50%	46%

Scores with % 6-10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Refuse bag collection service	76%	77%	77%	69%	78%
Council’s recycling services	59%	58%	54%	47%	59%

- Notes:
- Q35. Where you live, is there a kerbside collection service provided by Council? No n=115
  - Q35A. Would you be willing to pay for such service? n=114
  - Q35B. How satisfied are you with the following services or facilities?
    - The refuse bag collection service n=623
    - Council’s recycling services n=605

Year-on-year

Significantly higher  
Significantly lower

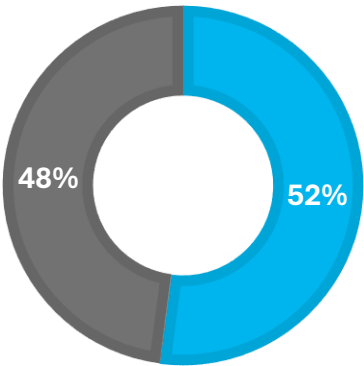
Between demographics

Significantly higher  
Significantly lower

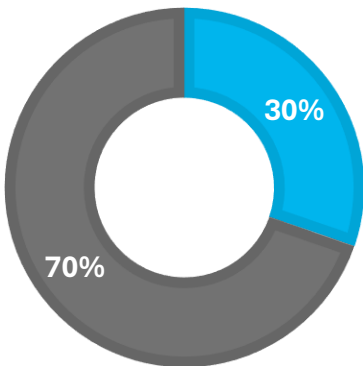
## Drop-off Location and Better Management

- While 52% of respondents *Would like to see more rural drop off locations for recycling and general waste*, only 30% are *Prepared to pay for a better service*.
- This sentiment is consistent across all demographic groups.

% Prefer more rural locations



Prepared to Pay for Better Service



Scores with % 6-10	2025	2024	2023	2022	2021
Preferred to have more rural drop off location	52%	49% ▼	63%	57%	63%
Prepared to pay for better waste management services	30%	28% ▼	34%	34%	32%

Scores with % 6-10 (by location and ethnicity)	Wairoa	Otamatea	Kaiwaka - Mangawhai	Māori	Non-Māori
Preferred to have more rural drop off location	50%	56%	52%	50%	53%
Prepared to pay for better waste management services	30%	29%	32%	32%	30%

Notes:

1.

Q37A. Would you like to see more rural drop off locations for recycling and general waste? Yes n=381

2.

Q37B. Would you be prepared to pay through rates for a better service? n=214

Year-on-year

▲

Significantly higher

▼

Significantly lower

Between demographics

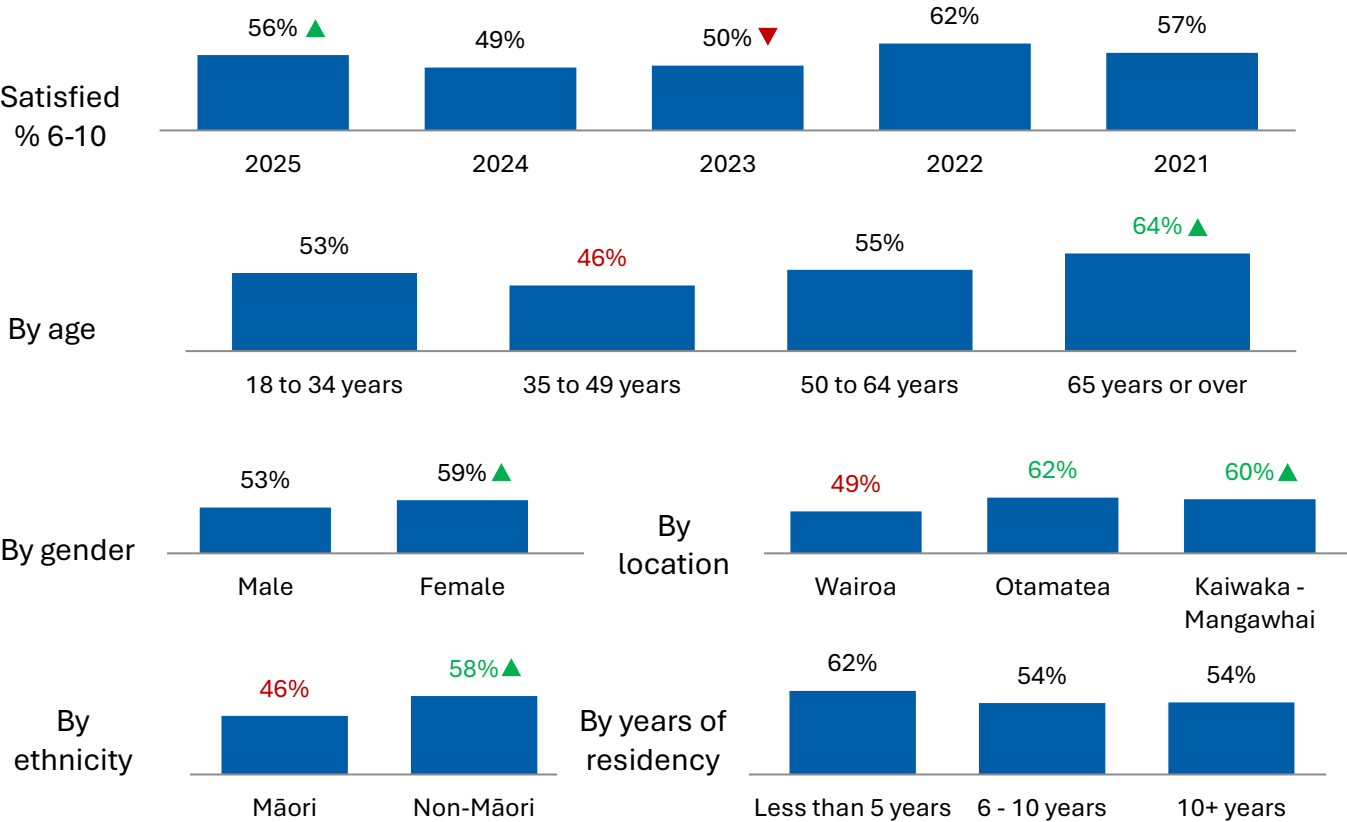
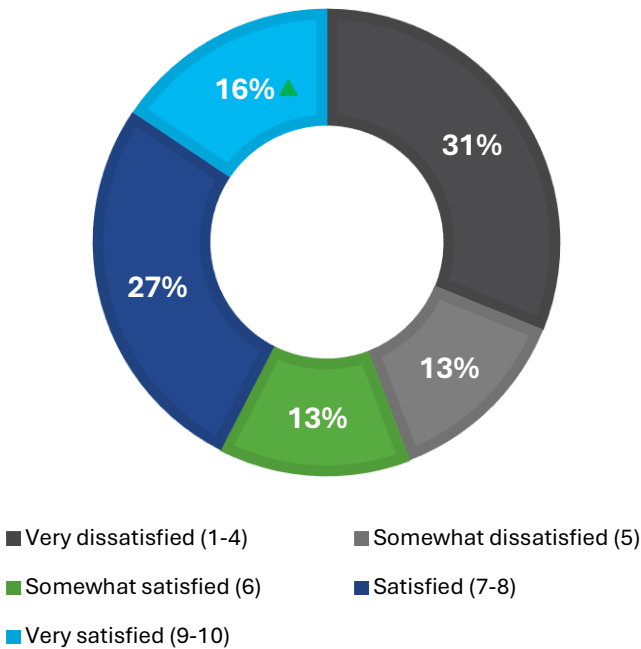
Significantly higher

Significantly lower

# Water Management

## Overall Water Management

- Satisfaction with **Overall water management** has significantly increased from 49% in 2024 to 56% in 2025.
- A significant increase in satisfaction has been reported among respondents in the Kaiwaka–Mangawhai area, increasing from 47% to 60%.



Notes:

1. Q28. 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=585

Year-on-year

▲ Significantly higher  
▼ Significantly lower

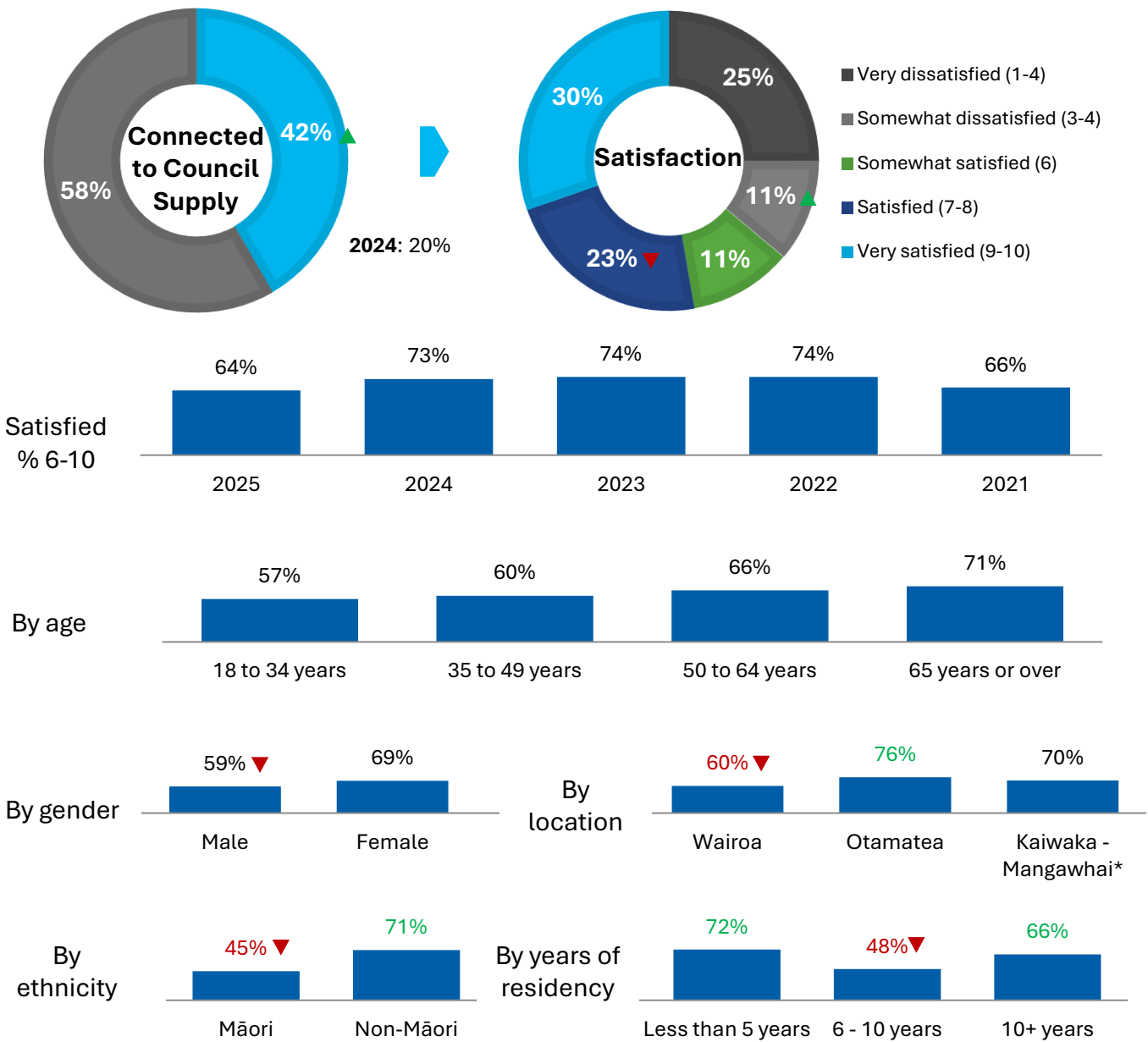
Between demographics

▲ Significantly higher  
▼ Significantly lower

Page 48

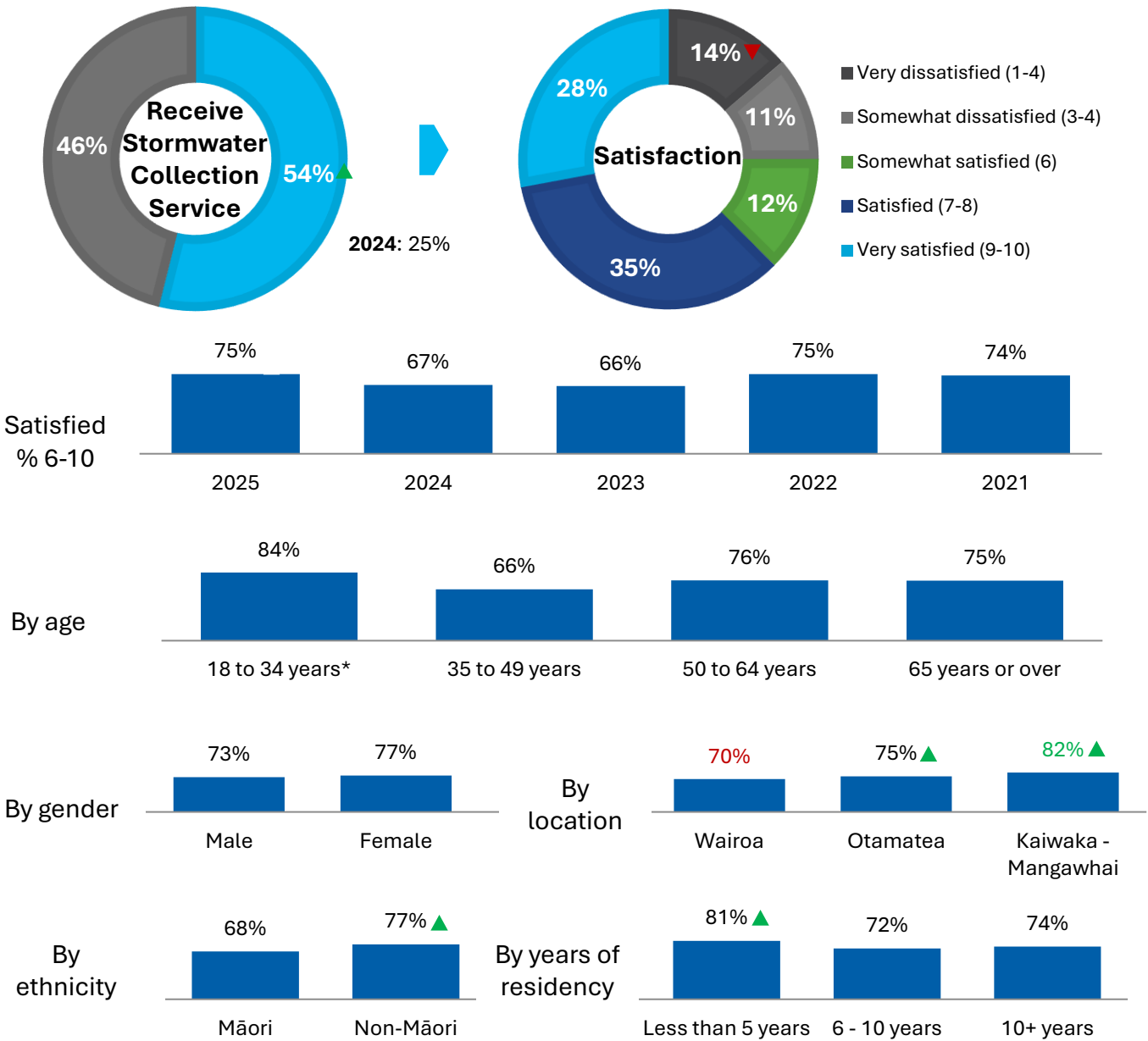
## Water Supply

- Just over four in ten respondents (42%) are connected to the **Council’s water supply**.
- Among them, 64% are satisfied with the service, the lowest satisfaction rating recorded in the past four years.



# Stormwater Collection Service

- Over half, 54%, of respondents receive **Council provided stormwater collection**.
- Of those, three-quarters (75%) are satisfied with the service they receive.



Notes:

1. Q25A. Where you live, does the Council provide stormwater collection? Yes n=405

2. Q25B. How satisfied are you with Council's stormwater collection? n=379

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

Year-on-year

Significantly higher

Significantly lower

Between demographics

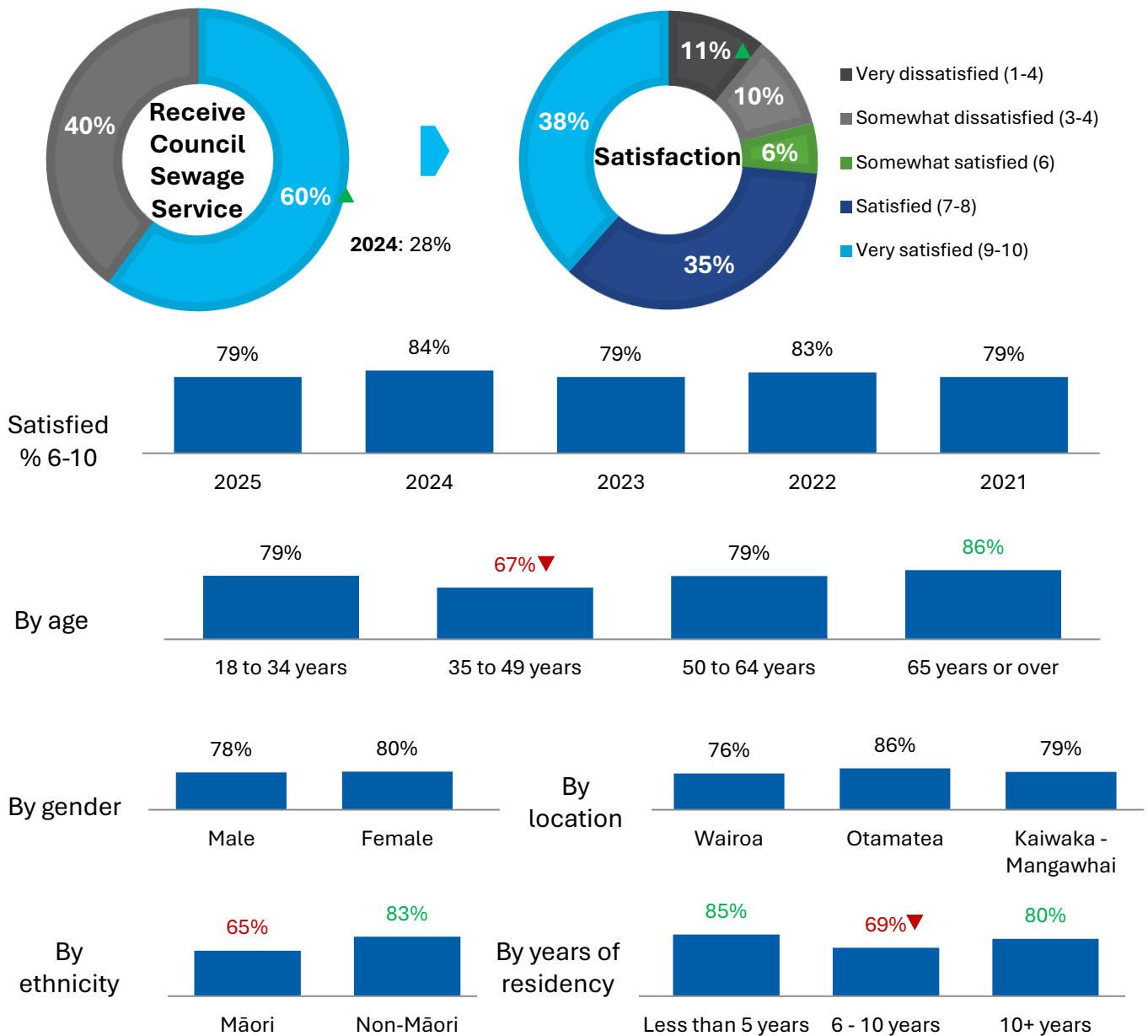
Significantly higher

Significantly lower

Page 50

## Sewerage System

- Six in ten residents (60%) are connected to the **Council's sewerage system**.
- Among them, nearly eight in ten (79%) are satisfied with the service, the highest satisfaction rating among all Council-managed water services.



### Notes:

1. Q26A. Where you live, does the Council provide the sewerage system? Yes n=464
2. Q26B. How satisfied are you with Council's sewerage system? n=439
3. \*Caution: Small sample size (n<30). Results are indicative only.

### Year-on-year

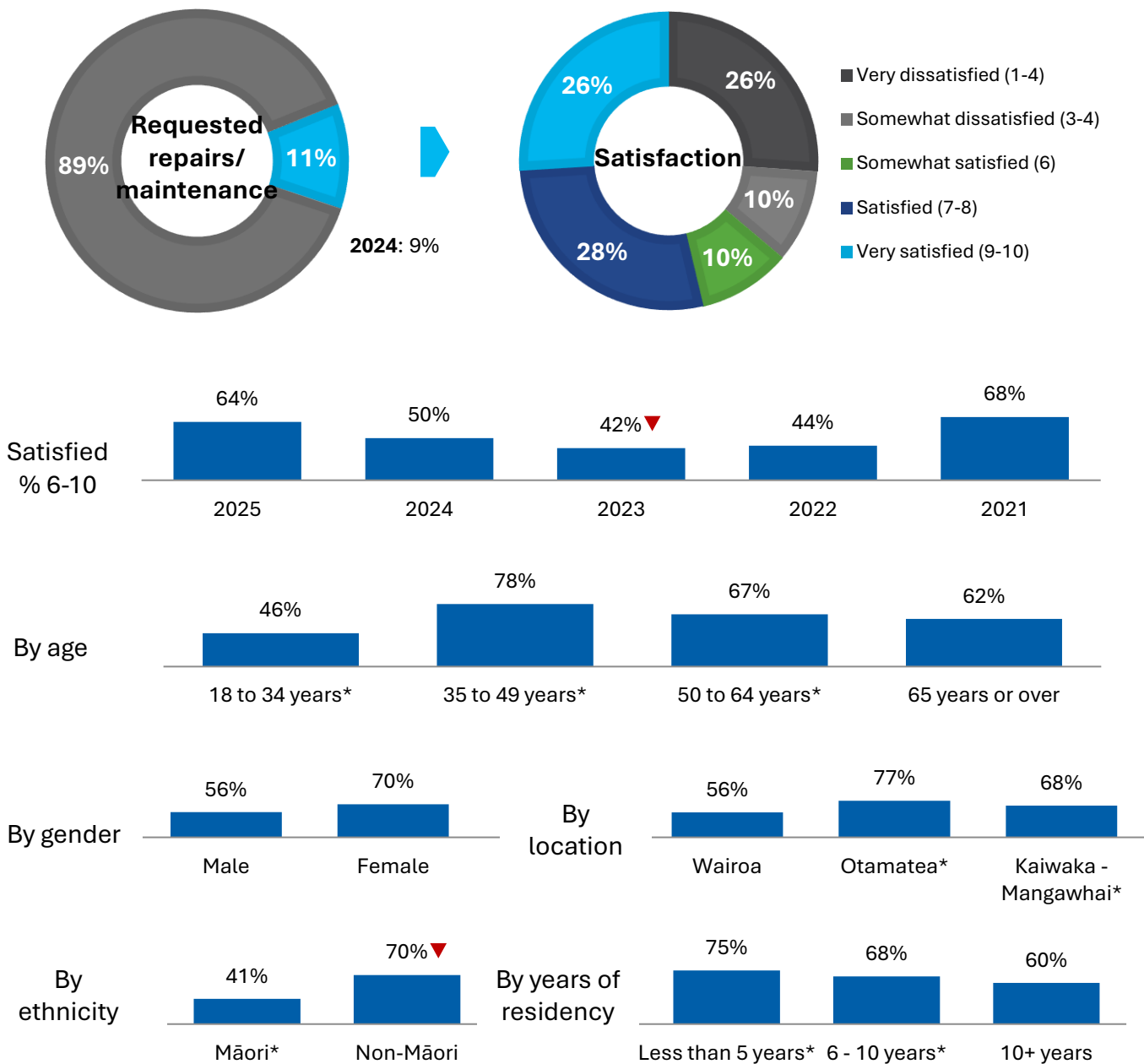
- ▲ Significantly higher
- ▼ Significantly lower

### Between demographics

- ▲ Significantly higher
- ▼ Significantly lower

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

- Over one in ten residents (11%) have **Contacted the Council in the past 12 months to request repairs or maintenance** for the water supply, sewerage, or stormwater system in the District.
- Among them, 64% are satisfied with the **Council's response to their request**.



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? Yes n=83
- Q27B. How would you rate Council's response to this request/s? Would you rate it ... n=82
- \*Caution: Small sample size (n<30). Results are indicative only.

**Year-on-year**  
 ▲ Significantly higher  
 ▼ Significantly lower

**Between demographics**  
 ▲ Significantly higher  
 ▼ Significantly lower

Page 52

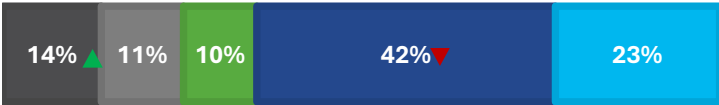


# Quality of Life and Community Spirit

## Quality of Life and Community Spirit

- Residents’ perception of their **Quality of life in the Kaipara District** has significantly declined since 2024, decreasing from 82% to 75%.
- Respondents perception of **Community spirit** has also declined, decreasing from 69% to 60% since 2024.

Overall quality of life in Kaipara District



Community spirit



Poor (1-4)

Somewhat poor (5)

Somewhat good (6)

Good (7-8)

Excellent (9-10)

Scores with % 6-10	2025	2024	2023	2022	2021
Overall quality of life in Kaipara District	75% ▼	82%	79% ▼	87% ▲	83%
Community spirit	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	60% ▼	76%	90%	58%	79% ▼
Community spirit	44% ▼	61% ▼	76%	39% ▼	65% ▼

Notes:

1. Q49. 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=671

2. Q50. Would you say that, overall, the quality of life in the Kaipara District is ...? n=707

Year-on-year

▲ Significantly higher

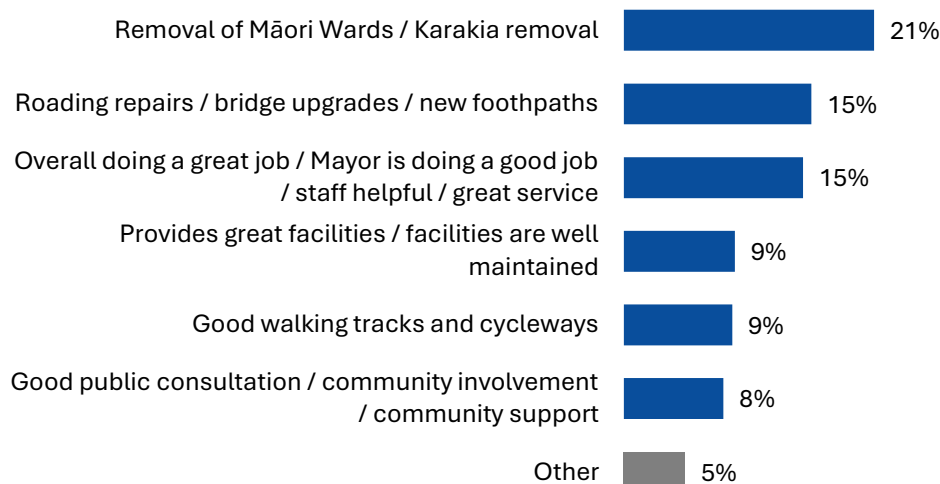
▼ Significantly lower

Between demographics

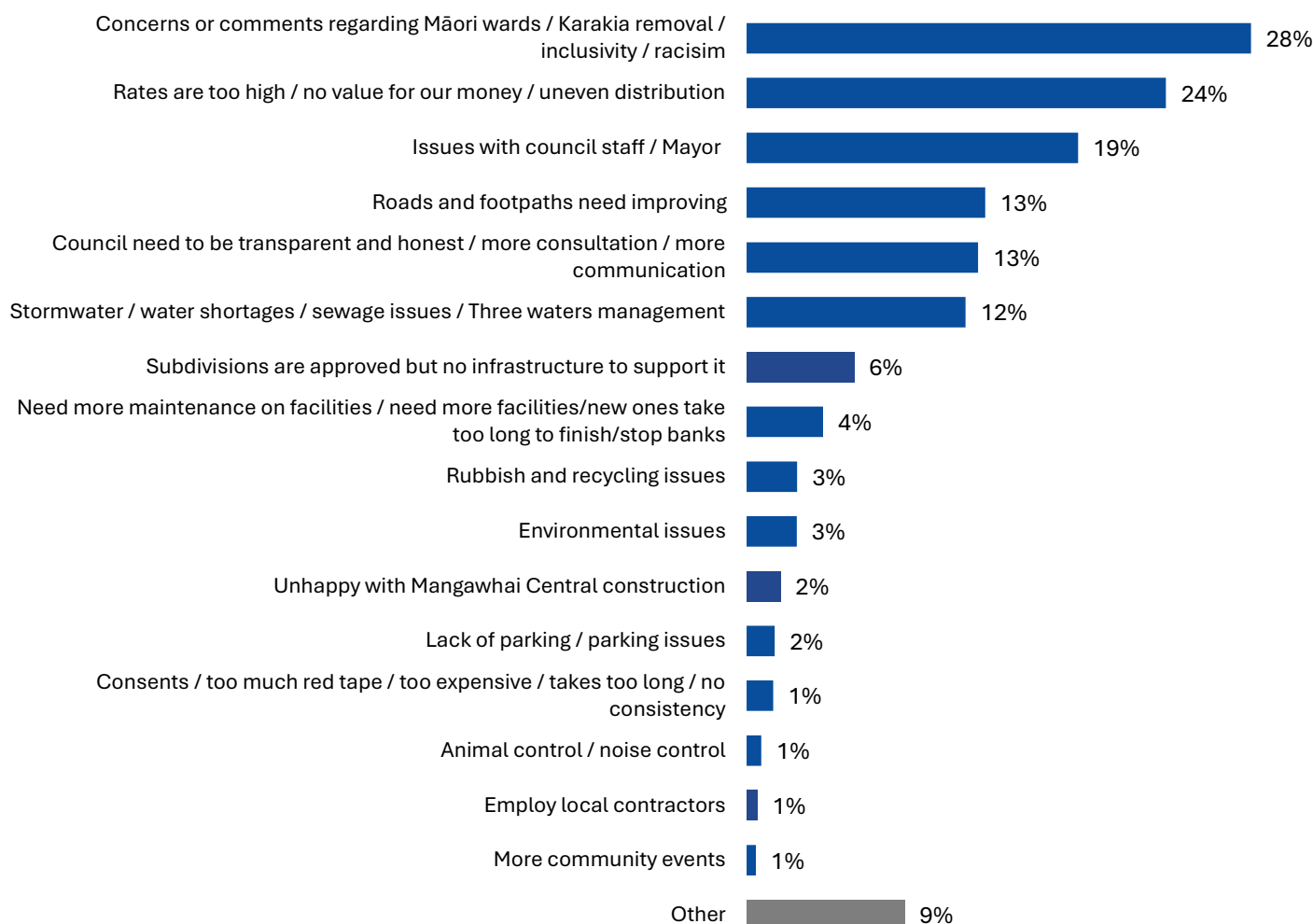
Significantly higher

Significantly lower

## Aspects Liked or Approved Of



## Aspects Disliked or Disapproved Of



### Notes:

- Q51A. Is there any one thing that comes to, decisions, or management in the last few months, that you dislike or disapprove of? n=414
- Q52A. 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=275
- Comments lower than 5% are not shown.

### Year-on-year

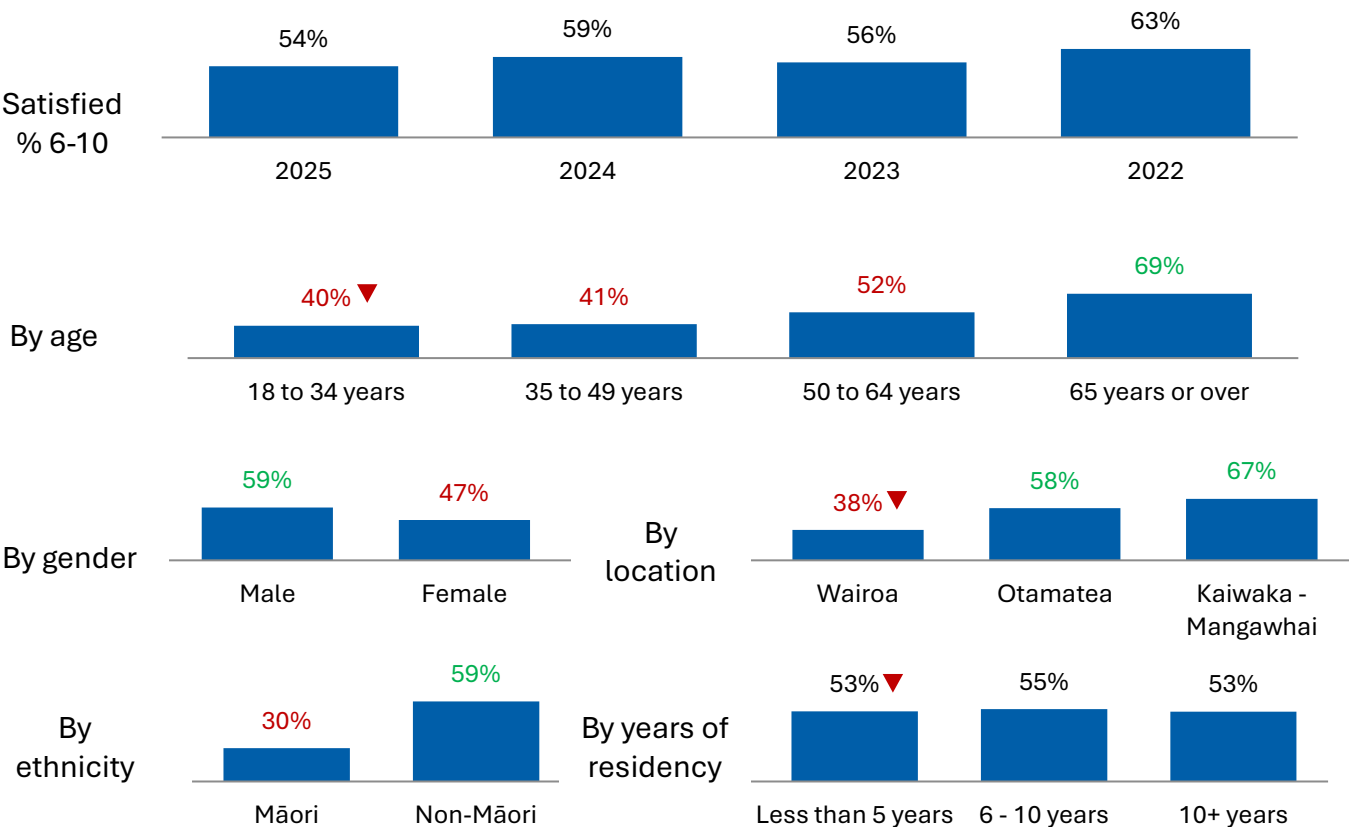
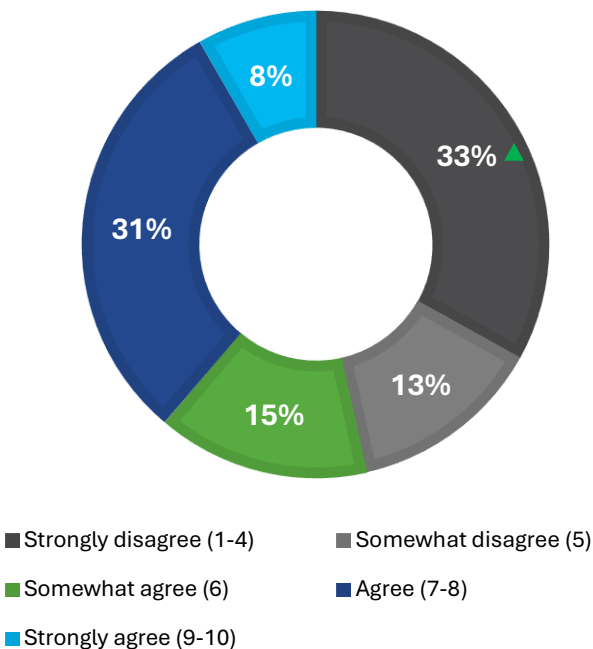
 Significantly higher  
 Significantly lower

### Between demographics

 Significantly higher  
 Significantly lower

# District Going in the Right Direction

- Over five in ten residents (54%) agree that the ***District is going in the right direction***, however, this is a 5% point decline from 59% in 2024.
- There has also been a significant increase in the proportion who *strongly disagree* (from 28% in 2024 to 33% in 2025).
- A significant decline in agreement is reported among residents aged 18 to 34, those living in Wairoa, and those who have lived in the district for less than five years.

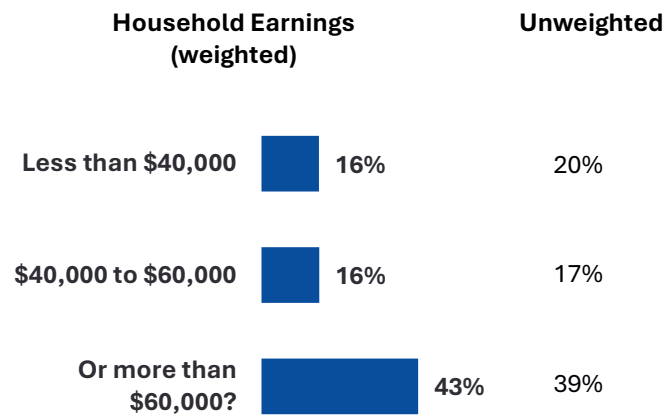
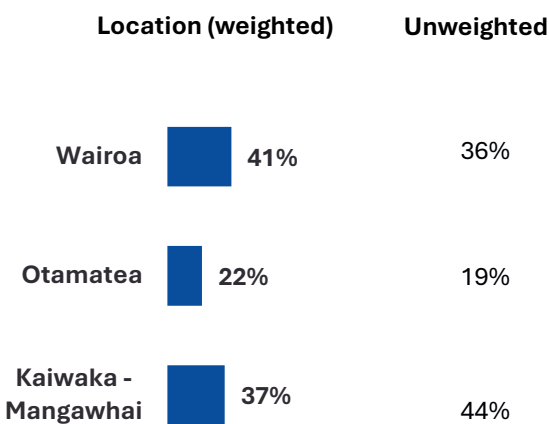
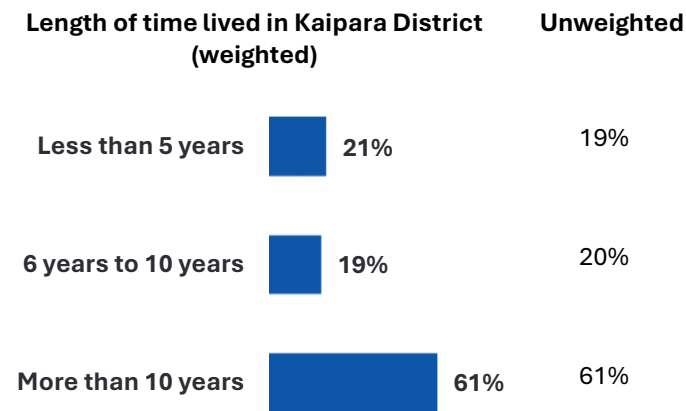
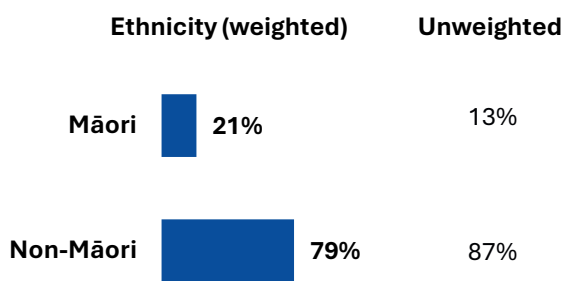
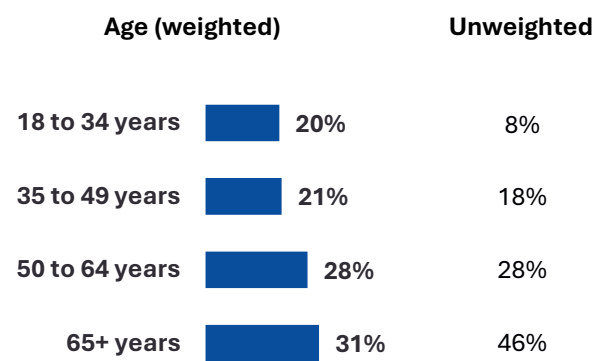
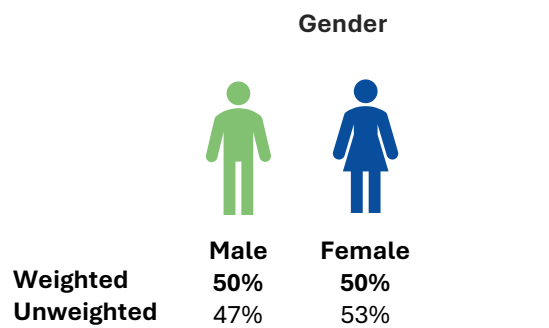


Notes:  
 1. Q57. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=649

Year-on-year  
 ▲ Significantly higher  
 ▼ Significantly lower  
 Between demographics  
 ▲ Significantly higher  
 ▼ Significantly lower

# Sample Profile

Sample Profile n=754



# Appendix – Comments

Residents’ Comments

Reasons for dissatisfaction with value for money	%
Rates not being spent on core services / not well spent	30%
Rates are too high / continuously increasing	29%
Roading improvements needed / footpath improvements	27%
Rates disproportionate to area / paying for other areas	27%
Don't get value for money	27%
Pay for services that are not provided / get nothing for what we pay / don't use services	24%
Incompetent and inefficient Council staff/services badly managed	12%
Don't know where the rates are going / don't know what they are being spent on	8%
Mangawhai Waste Management is badly managed	4%
Hard to understand rates bills	1%
Other	6%

Reasons for Low Reputation Ratings	%
Lack of contact / trust / visibility of Mayor, Councillors, and Elected Members	50%
Rates are too high and some areas are better serviced than others	24%
Facilities / infrastructure not good enough including rubbish and sewage services	16%
Roading and footpath issues	14%
Lack of skill in Council staff, paid too much, too much bureaucracy	11%
Lack of future planning, lack of innovation, lack of communication	11%
Lack of value for money and poor financial decisions	10%
Not enough public consultation. They don't listen to the ratepayers	8%
Consents, building, subdivision issues	7%
Council needs time to rebuild their reputation from historical issues	6%
Water issues / drains / stormwater	5%
Too much money spent on Mangawhai Heads / central	4%
Rubbish, recycling, environmental issues	3%
Other	7%

Notes:

- Q47B. Relating to value for money, if you rated your satisfaction 1 to 5 out of 10, can you please tell us why? n=276
- Q54B. If you rated Kaipara District Council’s reputation 1 to 5 out of 10, can you please tell us why you gave that rating? n=211



# Residents’ Comments

Reasons for Dissatisfaction with Roding and Footpaths	%
Potholes, sinking, corrugated roads / uneven / in a bad state	48%
Roads are not maintained / fixed, too long before they are repaired	36%
Poorly maintained, repairs are quick fixes / patch jobs	29%
Gravel / rural roads are not maintained, roads need sealing / dust is a problem	24%
Footpaths are dangerous, uneven, cracked, and tree roots are causing damage	15%
Roads are dangerous / speed limit too high / not enough signage / no road markings	15%
The state of the roads causes damage to vehicles	13%
Need more / better footpaths	8%
Poorly maintained culverts, water tables and road drainage / no kerb and channelling / road flooding	8%
Footpaths are not maintained / repaired properly / poor patch jobs	5%
Not safe areas for pedestrians and cyclists	4%
Contractors doing poor job / not doing enough	4%
One way bridges are in a bad state	3%
Overhanging / overgrowth of trees and weeds / blocks visibility	3%
Large trucks damaging the roads	3%
Poor clean up job / not cleaned after repairs causing damage to property and vehicles	1%
Roads not wide enough for logging trucks / need more lanes / need access	1%
Residents maintain berms and want recognition from Council	1%
Communication around roading / footpath work is poor	<1%
Other	6%

Notes:

1. Q33. 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=223

## Residents’ Comments

Reasons for not visiting library	%
Don't read books / no need to use the library / no interest in it	42%
Use the internet / e-books / kindle	29%
Have my own books at home / swap books with friends and relatives	13%
Local rural library is closed / does not have a good range of books / library too small	7%
Have no time to read / too busy / just never get around to it / forget about it	6%
Buy books / buy newspapers to read	6%
Did not know the library was there / do not know where it is	3%
The library is too far away / live rurally	2%
Not a current member of the local library / use other libraries	2%
Health reasons	1%
Library opening hours not suitable	1%
No wheelchair access / no child safe area / facilities not good / parking / computer and printer facilities	1%
Other	4%

Suggested improvements for district libraries	%
Need more space / better location / upgrade / wheelchair access / child friendly area / too noisy	34%
More selection of books / new releases / puzzles	16%
The library is fine as it is / no changes / no improvements needed	16%
Don't use the library so can't comment / not interested / can't think of any	12%
More digital services / more e-books / upgrade website	6%
Don't need libraries/waste of money/close them	5%
Extend the opening hours / open weekends	4%
More or different services/activities	3%
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	2%
Add a coffee bar/vending machines	2%
Get rid of gaming computers for kids / turn Wi-Fi off after hours / use computers only for getting information	2%
Staff issues / not friendly / no knowledge	1%
Mobile library for rural areas	<1%
Other	7%

Notes:

- Q17. If you have not used any of the library services in the last year, please tell us why. n=342
- Q19. What improvements could be made to any of the District Libraries, including the Dargaville Library? n=305

Residents’ Comments

Reasons for dissatisfaction with local parks, reserves and sports fields	%
Facilities need upgrading / general maintenance	39%
Need tidying up / vandalism / graffiti / rubbish	23%
Need mowing / tree trimming / weeding	18%
Don't have a sports field / park / more required	9%
Need more walking tracks	7%
Security concerns / cameras needed	6%
Dog park needed / dog control	5%
Need more rubbish bins	2%
Parking issues / access / roading	1%
Pool upgrades / maintenance	1%
Other	7%
Reasons for not using public toilets	%
I don't want to use them / don't need to use them	78%
Dirty / smelly / unclean	21%
Security / feel unsafe	6%
Other	2%
Reasons for dissatisfaction with public toilets	%
Dirty / smelly / not cleaned enough / disgusting	79%
They need upgrading / old / broken	28%
Not enough toilets	5%
Upgrades take too long to be completed	2%
Bad lighting / not safe	2%
Other	2%
Suggested improvement for public toilets	%
Need to be cleaned / maintained properly / smell	38%
Upgrades required / fix locks / paint / vandalised / graffiti	29%
Need more toilets	10%
Safety / cameras / lighting	6%
Check soap / hand towels / toilet paper more regularly	5%
Rubbish bins	4%
Are closed / locked / no access	2%
Other	4%

Notes:

- 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=108
- Q21. If you have not used or visited a public toilet in the last year, please tell us why. n=136
- Q21B. Relating to public toilets, if you rated your satisfaction 1 to 5 out of 10, can you please tell us why? n=107
- Q21C. What improvements could be made to the public toilets within the district? n=312

# Residents' Comments

Reasons for dissatisfaction with waste management	%
Get rid of plastic bags, animals get into plastic bags, too thin, too expensive need to move to the bins/free bins	65%
Need more recycling centres / public recycling bins / more recycling options / recycling centre open more / cheaper or free	28%
Recycling/rubbish collection is too expensive, should be included in our rates / make it cheaper or free to stop illegal	26%
Do not get any rubbish / recycling services	10%
Concerned that recycling is going into landfill	3%
Rubbish / recycling left on the side of the road	1%
Other	3%

Reasons for dissatisfaction with litter and graffiti or animal management	%
Problem with roaming dogs, do not feel safe with so many dogs off leashes / owners don't pick up after their dogs	61%
Litter / rubbish on the roads and streets	29%
Issues with Animal Control, slow to respond, hard to get hold of, not enough of them, website / computer system issues	21%
Graffiti on signs / fences / no action from council	18%
Problems with dog attacks on livestock, other dogs and people	15%
Need more public rubbish / recycling bins / emptied more often	10%
Too many unregistered dogs / include dog registration in rates / no consequences for unregistered dogs	5%
Barking dogs	4%
Problems with wandering stock / horses on the beach	3%
Unreasonable regulations for off leash times on the beach	3%
None of these services provided by Council where I live	2%
Other	2%

Notes:

- Q36. Relating to Council's waste management services, if you rated them 1 or 2 out of 10, can you please tell us why? n=104
- Q40. 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? n=92

## Residents' Comments

Areas Council are performing well	%
Mayor / Councillors leadership / Council staff are helpful / providing good service	18%
Roading / footpaths / berms / signage improvement / cycle paths	16%
Could do better / not happy / waste money	16%
Provides great facilities / facilities and centres are well maintained	14%
Parks, reserves, playgrounds, recreation / greenspaces maintenance / beaches	12%
Public consultation / good communication / transparency	12%
Rubbish/recycling collection, waste management	6%
Future planning / community-focus / infrastructure / growth	6%
Mangawhai	5%
Water / stormwater / wastewater services	5%
Spending / debt management	5%
Doing their best / performing well	4%
Building developments / consents / subdivisions	2%
Animal Control / by-laws / licensing	2%
Rates	1%
Other	8%

Other comments	%
Roading / maintenance on roads / footpaths	26%
Staff issues / new blood / overpaid / not helpful / not knowledgeable	18%
<b>Happy with everything / thank you / good work / no complaints</b>	<b>14%</b>
Facilities need upgrading / maintenance / new facilities	11%
More future planning and innovation / encourage new business / tourism	9%
Rates too high / money not spent wisely / don't get value for money	7%
More communication / transparency / more public consultation / listen to the ratepayers	7%
Rubbish / recycling issues	6%
Money not evenly spent between regions / some areas get more than others / unite Councils	5%
Improve stormwater / sewage / water	3%
Concerns with subdivisions / increasing population / infrastructure lacking	2%
Unhappy with Animal control / roaming dogs	1%
Environmental issues / noise control	1%
Need more car parking / illegal parking	1%
Don't have enough to do with council to comment	<1%
Other	10%

### Notes:

- Q55A. What are the areas where Council is performing well? n=320
- Q61. Finally, are there any comments or feedback that you would like to make? n=180

Residents’ Comments


Reasons for dissatisfaction with Council communication	%
There is no communication / communication does not relate to us	46%
Have their own agenda / no transparency / no follow up / do not understand situations / mistrust	38%
Information is wrong / information hard is to understand	18%
Website is not clear or easy to use	5%
No consultation	5%
Other	9%

Other comments on Council communication	%
Not enough communication / more communication needed in other areas	33%
<b>Communication is great / staff are helpful/ happy with everything</b>	<b>24%</b>
Answer not relevant to question	12%
Not happy with Council overall	9%
Needs to be simpler / less complicated wording	8%
More transparency is needed	8%
Person to person communication needed	7%
Information is not correct / information needs updating / not enough information	5%
Rates notices too hard to understand / rates need to be made simple	2%
Always room for improvement	2%
Website needs improving / website hard to navigate	2%
Other	5%

Notes:

- 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=52
- COM5. Are there comments that you would like to make about the communications provided by Kaipara District Council? n=189





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