



Far North  
District Council

*Te Kaunihera o Tai Tokerau Ki Te Raki*

**VERSUS**  
RESEARCH

**Resident Opinion Survey Report  
July 2016**

## Executive Summary

### Background and Objectives

The Residents Opinion Survey has been conducted annually since 2011. The survey gathers feedback from a random selection of Far North district residents regarding Council delivery of infrastructure and asset management, community and customer services, environmental management and communication.

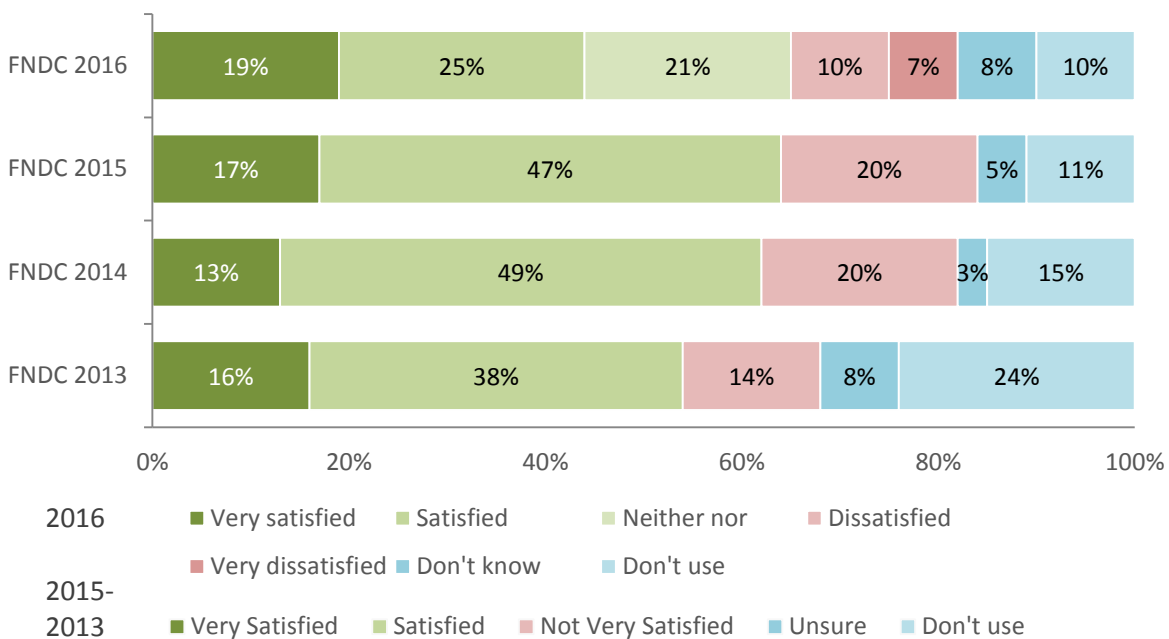
In 2016, a random selection of n=500 Far North residents were interviewed via telephone across the three wards: Te Hiku (Northern), Bay of Islands-Whangaroa (Eastern) and Kaikohe-Hokianga (Western). Interviews were conducted between May and June 2016, and the average survey duration was 10 minutes. In addition, a survey was conducted with a random selection of n=90 residents from three peer councils, namely Thames-Coromandel, Ōpōtiki and Gisborne districts.

### Changes from Previous Interviewing

In 2016 the decision was made to change from measuring residents' satisfaction on a scale with three response options (known as a 3-point scale) to a scale with five response options (known as a 5-point scale). The change in scale was driven by the need to have a more balanced and clear approach to measuring residents' levels of satisfaction. The change in scale ensured there was no skew in positive or negative response options by allowing respondents to provide a neutral rating.

However, due to the change in rating scales this year, comparisons between the 2016 results and previous years are indicative only. Therefore, as direct comparisons to previous years would be misleading, the commentary below focuses on 2016's results, and compares the total satisfied and very satisfied ratings to the Council-set targets<sup>1</sup> and peer group averages only. A summary of the average satisfaction scores across all measures for 2016 and previous years is outlined in the chart below.

#### Total results 2013 - 2016<sup>2</sup>



<sup>1</sup> Targets based on the 3-point scale.

<sup>2</sup> In previous years we would have discussed where FNDC levels of service had improved or decreased. Due to the changes in reporting scale we are unable to do this this year, as we do not wish to present misleading data. This comparative section will be reinstated in next year's and future reports when we have data to make direct comparisons. We will still present this year's graphs showing previous years data for transparency in each of the sections following.

### *Infrastructure and Asset Management*

Overall, 47% of residents who stated an opinion gave a positive or neutral rating with regards to the district's roading network. The total satisfied result (21%) was well below the Council-set target of 57% and was below the peer council average of 49%. A perceived lack of maintenance, uneven surfaces, unsealed roads and concerns for safety, contributed to dissatisfaction with the roading network.

Sixty-two percent of residents who stated an opinion provided a positive or neutral rating for the footpaths in the district. The total satisfied result (31%) was well below the Council-set target of 62%; and below the peer council average of 42%. Reasons for dissatisfaction included: having no footpaths at all, uneven and / or rough surface of the footpaths, insufficient footpaths, and the need for footpath maintenance.

Just under half (46%) of residents who stated an opinion gave a positive or neutral rating about the urban stormwater services. The total satisfied result (23%) was below the Council set target of 64%, and the peer council average of 31%. Surface flooding and inadequate drainage were the drivers of dissatisfaction with urban stormwater collection.

Seventy-seven percent of residents used the Council recycling services. Ninety percent of users who stated an opinion provided a positive or neutral rating about the recycling services. The total satisfied result (72%) was well below the Council-set target of 82% and just below the peer council average of 77%. Dissatisfaction revolved around the lack of recycling in specific areas, the transfer station layout not being user-friendly, or the uncleanliness of the transfer stations.

Seventy percent of residents had used the refuse transfer stations, slightly fewer than the number who had used the recycling services. Eighty-six percent of users who stated an opinion provided a positive or neutral rating for the refuse transfer stations. The total satisfied result (67%) was below the Council-set target of 77% and well below the peer council average of 82%. Reasons for dissatisfaction related to a lack of kerbside collection, the distance to transfer stations that residents had to travel, and having to pay for this facility.

Thirty-three percent of residents indicated they are connected to the Council water supply. Eighty-three percent of users who stated an opinion provided a positive or neutral rating about the water supply. The total satisfied result (67%) was well below the Council-set target of 85% and below the peer council average of 74%. Lack of maintenance (32%), poor quality (31%), dirty or discoloured water (30%), and too much chlorine (22%) were the main reasons for dissatisfaction with the Council water supply.

Thirty-two percent of residents indicated they are connected to the Council sewerage system. Eighty-seven percent of users who stated an opinion were either positive or neutral about the sewerage system. The total satisfied result (78%) was below the Council-set target of 85% and the peer council average of 85%. The twenty users who were not satisfied with the sewerage system based their perception on poor management, expense, bad odour, and discharge into the waterways.

### *District Facilities*

Seventy-five percent of residents who stated an opinion provided a positive or neutral rating about coastal access in the district. The total satisfied result (49%) was well below the Council-set target of 80% and below the peer council average of 67%. Dissatisfaction arose from restricted or limited access to the beaches (including restricted access revolving around iwi and Council controlling public access to certain beaches, as well as the lack of physical access to the beaches via road or pathway).

Sixty-three percent of residents who stated an opinion provided either a positive or neutral response regarding the cleanliness of public toilets. The total satisfied result (31%) was below the Council-set target of 62%, but only marginally below the peer council average of 33%. Increased perceptions of the need to clean, maintain, and upgrade public toilet facilities were the drivers of dissatisfaction for the 20% of residents who were not satisfied with the facilities.

Thirty-five percent of residents indicated they had visited a public cemetery over the past twelve months. Eighty-nine percent of users who stated an opinion provided either a positive or neutral response about the public cemeteries. The total satisfied result (71%) was below the Council-set target of 62% and well below the peer council average of 87%. The eighteen visitors who were not satisfied with the public cemeteries believed the cemeteries to be untidy and ill-maintained, in poor condition and in need of upgrading, with drainage problems (with plots full of water), and not enough facilities.

Over half (59%) of residents have used a park or reserve in the past twelve months. Eighty-eight percent of users provided either a positive or neutral rating about the parks and reserves. The total satisfied result (60%) was well below the Council-set target of 90% and below the peer council average of 82%. A perceived lack of maintenance, and a need for more and better parks and facilities contributed to dissatisfaction.

Use of public swimming pools was relatively low, with 18% of residents indicating they have used these facilities in the past twelve months. Eighty-nine percent of users who stated an opinion were either positive or neutral with regards to the public swimming pools. The total satisfied result (56%) was below the Council-set target of 70% and above the peer council average of 40%. Dissatisfaction was related to location (no council pool in the vicinity), the pool needing upgrades, too small, or a heated and indoor pool required for year round access.

Satisfaction with car parking facilities in the district was included for the first time this year. Seventy-one percent of residents who stated an opinion were either positive or neutral about the parking facilities in the district. The total satisfied result (40%) was below the Council set target of 80% and below the peer council average of 61%. Residents who were dissatisfied with car parking facilities commonly mentioned a lack of car parks in specific locations as their main reason for dissatisfaction.

Over half of residents (58%) had used a public library in the past twelve months. The majority (95%) of users who stated an opinion were either positive or neutral about the public libraries. The total satisfied result (84%) was below the Council-set target of 94% and below the peer council average of 87%. The small number of dissatisfied users (13 residents) felt membership charges, no libraries available where they live, or distance to public libraries were the cause of their concern.

### *Environmental Management and Customer Services*

Fifty-three percent of residents have contacted Council over the past twelve months. Residents contacted Council for building issues, permits and inspections (19%), regarding roads and footpaths (19%), dog and animal control (14%), with rates-related queries (12%) and land and property issues (11%).

Of residents who had contacted Council, 78% provided either a positive or neutral rating for the service they received. The total satisfied result (65%) was below the peer council average of 73%. Those who were very satisfied felt they received good follow-up from helpful frontline staff (36%), the service delivered was pleasant, demonstrating a good relationship with Council (34%), or they received a satisfactory outcome (24%).

Residents who were dissatisfied or very dissatisfied with Council service at point of contact felt Council was slow to respond (26%), they were unhappy with the outcome (24%), they failed to have their issue resolved (18%) or experienced unhelpful Council staff that they deemed as having a poor attitude (18%).

Nine percent of residents have applied for resource consent from Council over the past twelve months, amongst whom 56% provided either a positive or neutral rating about the resource consent process. The total satisfied result (44%) was below the Council set target of 60% and above the peer council average of 33%.

Similarly, 8% of residents had used the Council's resource consent duty enquiries / appointments service within the last twelve months. Three quarters (74%) of these residents provided either a positive or neutral rating about this service. The total satisfied result (52%) was below the Council-set target of 60% and well above the peer council average of 38%.

Six percent of residents have applied for building consent over the past twelve months. Just over half (51%) of these residents provided either a positive or neutral rating for this process. The total satisfied result (42%) was below the Council-set target of 60% and below the peer council average of 60%.

### ***Governance and Strategic Administration***

Sixty-two percent of residents were aware of local community boards, significantly below the Council target (73%), but above the peer council average (57%).

Eighty-four percent of residents who stated an opinion rated Council's performance as either positive or neutral with regards to how well they are being kept informed. The total informed result (49%) was below the Council-set target of 60% and on a par with the peer council average of 48%. Concerns related to a lack of information (45%), incorrect communication tools (43%), a perceived lack of transparency in communication from Council (21%), and a lack of community representation (9%).

### ***Strategic Planning and Policy (including engagement with Māori residents)***

Sixty-two percent of residents who stated an opinion felt either informed or neutral about the district plan. The total informed result (28%) was below the Council-set target of 50% and below the peer council average of 29%. A general sense of apathy can be seen in reasons for dissatisfaction, including not being informed at all, haven't seen it, no time and not interested.

Eighty-six percent of residents who stated an opinion were either positive or neutral about their ease of access to Council information. The total satisfied result (56%) was above the Council set target of 30% and above the peer council average of 43%. Dissatisfaction with access to information mainly stemmed from a lack of information or communication (24%), Council website being difficult to use (24%), or poor, inefficient service (20%).

Twenty-eight percent of residents identified themselves as being of Māori descent, with a further 37% of Māori residents having interacted with Council in the last twelve months. Sixty-eight percent of these residents were either positive or neutral about their interaction with Council. The total satisfied result (48%) was well below the Council-set target of 70%.

Seventy-one percent of residents of Māori descent felt they were either informed or neutral about Council's information and services. The total informed result (47%) was below the Council-set target of 60%.

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# 1 Method

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative telephone survey of n=500 Far North District residents and n=90 of the peer council residents (n=30 of Thames-Coromandel District residents, n=30 of Ōpōtiki District residents and n=30 of Gisborne District residents) was completed between the 25<sup>th</sup> May and 10<sup>th</sup> June 2016. Although the Resident Opinion Survey is carried out annually, the peer council survey has been conducted in 2014, 2015 and 2016.

The average duration of the survey was 10 minutes. Surveying was conducted during weekday evenings between 4.30pm and 8.30pm and Saturdays between 10am and 2pm.

## 1.1 Sample

### 1.1.1 Sourcing of Sample

Telephone numbers for the interviewing were supplied by Inivio (formerly KMS data), a sample supply company who provide privacy compliant phone numbers from the Spark White Pages connections. Inivio randomly selected data cases that fitted within the specified sample frame, i.e., people living within the Far North District, via SQL random code. These contact phone numbers were then provided to Versus Research.

### 1.1.2 Quotas

Sample quotas were applied to wards to ensure that the final sample was proportionately representative to the district overall. The table below details the final sample sizes and proportion by ward.

Ward	Actual <sup>3</sup>	Proportion Achieved 2016 <sup>4</sup>	Sample size 2016
Te Hiku (Northern)	27%	27%	135
Bay of Islands-Whangaroa (Eastern)	48%	47%	240
Kaikohe-Hokianga (Western)	25%	26%	125
Total	100%	100%	500

<sup>3</sup> Statistics New Zealand Census Data 2013.

<sup>4</sup> Unweighted proportion achieved.

### 1.1.3 Weighting

Age and gender weightings were applied to the final data set<sup>5</sup>. Weighting ensured that specific demographic groups were not under or over-represented in the final data set and that each group was represented as it would be in the population.

Weighting gave greater confidence that the final results were representative of the Far North District population overall and were not skewed by a particular demographic group. The proportions used for the gender and age weights were taken from the 2013 Census data (Statistics New Zealand). These proportions are outlined in the table below and a full profile of the final sample is given in Section 6.

Demographic	Proportion of Far North District population	Weight Factor
Male under 39	13%	3.42105
Female under 39	13%	2.09677
Male 40 - 59	18%	1.07143
Female 40 - 59	20%	0.74627
Male 60+	18%	0.83333
Female 60+	18%	0.72581

## 1.2 Questionnaire

The questionnaire for the 2016 Resident Opinion Survey (Appendix 7.1) was constructed in conjunction with Council. As Council was focused on improving service delivery, only those residents who were dissatisfied with a service were spoken to in more depth to uncover the reasons for their dissatisfaction. This was done to ensure that areas which required targeting were covered in sufficient detail in this research. As such, the questionnaire focused largely on understanding the reasons why residents were dissatisfied rather than elaborating on the reasons they were satisfied.

The questionnaire constructed for the peer group councils (Appendix 7.2) was based on the 2016 Far North Resident Opinion Survey, and the changes detailed below therefore apply. The peer group questionnaire consisted of key questions for which KPIs were set in the 2015/2016 annual plan.

### 1.2.1 Questionnaire Changes for 2016 from 2015

Where possible, the 2016 questionnaire followed a similar format to that used in 2015, especially with regards to core services. However, two major deviations from previous years were instigated in 2016:

- a) The questionnaire was shortened considerably, in particular questions relating to endorsing funding structures, method of contact with council, Council communications and publications, as well as selected sub-category questions were removed.

<sup>5</sup> Weightings have been applied only to the data collected from Far North District and not to the data collected from Peer Councils.



## 1.1 Scale changes

When selecting a scale with which to measure satisfaction upon consideration should be given to the following points:

- That the scale is balanced i.e., that there are an equal number of positive and negative options for respondents to select from;
- That the scale wording is as clear as possible, and;
- That there are enough options within the scale that all respondents can accurately record their opinion.

Within the 2016 questionnaire, the decision was made to change from measuring residents' satisfaction on a scale with three response options (known as a 3-point scale) to a scale with five response options (known as a 5-point scale), these are shown below:

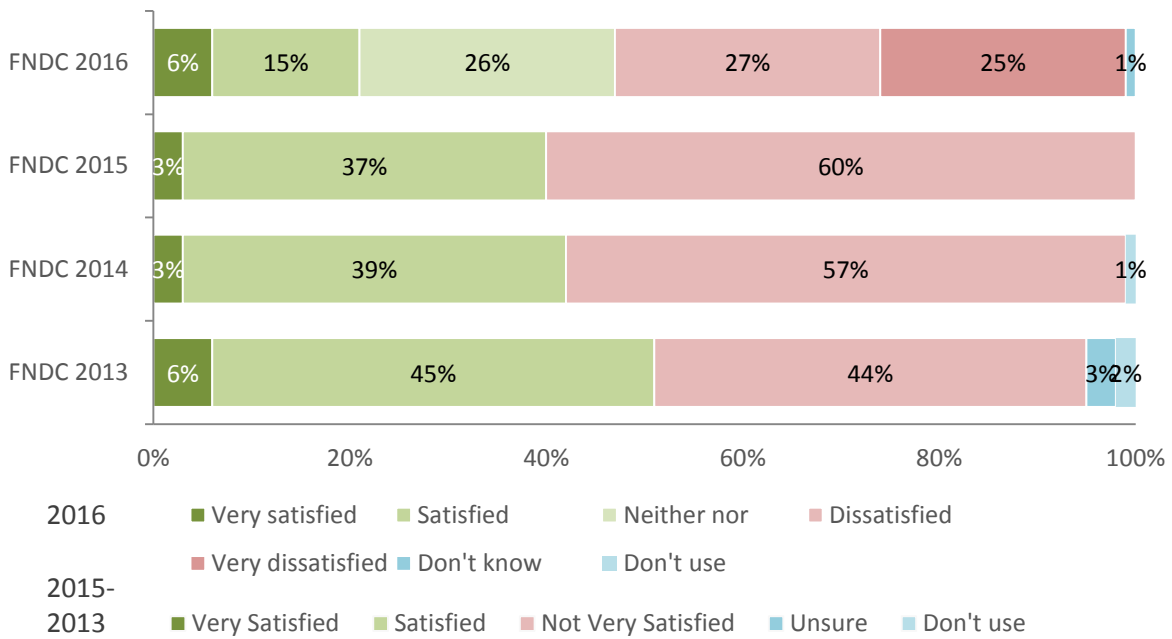
Pre 2016 response scale (3-point)	2016 response scale (5-point)
1. Very satisfied	1. Very satisfied
2. Satisfied	2. Satisfied
3. Not very satisfied	3. Neither satisfied nor dissatisfied
	4. Dissatisfied
	5. Very dissatisfied

The reasons for changing from a 3-point to a 5-point scale were:

- Providing a range of options so to ensure there is no skew to either positive or negative response options, and allows respondents to be neither satisfied nor dissatisfied;
- The 5-point scale is more sensitive than a 3-point scale, which allows the capture the range of possible responses. Given the services are reviewed at an overall level, the sensitivity of a 10-point scale was not required with many local authorities selecting to use 5-point scale for satisfaction with services and facilities offered ;
- The previous 3-point scale was unbalanced, with two positive rating options and only one negative, and;
- The 5-point scale is less ambiguous, previous scales included a not very satisfied option which could be confused with the satisfied option; given this it is likely that the not very satisfied option overstated dissatisfaction among residents.

Given the differences between the scales, the 2016 results are not comparable to those measured in previous years' as respondents are now responding with a completely different set of possible answers. When changing from a 3-point scale and a 5-point scale, there will be a decrease in both satisfied and dissatisfied results as residents now have the option of a mid-point.

The example below shows the results for roading, this highlights the decrease in combined satisfied and very satisfied results, as well as a decrease in the dissatisfied results. It is likely that both of these decreases are a result of the inclusion of a mid-point, which gives residents the option of being neither satisfied nor dissatisfied.



When compared to the previous years' results, it is unlikely that there has been a decrease in both satisfaction and dissatisfaction, which would be concluded if only the satisfied and dissatisfied options are compared between years. Instead, the more likely result is that the inclusion of the additional option has allowed respondents to select a truer representation of their perception of the service, i.e., they are neither satisfied nor dissatisfied with the service. The selection of a neither nor option by residents is often observed in a local government setting where services are of low engagement. Given the change in the scale, comparisons to previous years' results have not been included within the commentary of this report.

## 1.3 Analysis

### 1.3.1 Margin of Error

Margin of error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE.

The final sample size for this survey was n=500, which gives a maximum MOE of +/- 4.38% at the 95% confidence interval. Therefore, if the observed result on the total sample of 500 respondents was 50% (point of maximum margin of error), then there was a 95% probability that the true answer falls between 45.62% and 54.38%. Outlined in the table below is the MOE (95% confidence interval) for a range of sample sizes that are presented in this report.

Subgroup	Sample size, n=	MOE at the 95% Confidence Interval
Te Hiku (Northern)	135	+/-8.47%
Bay of Islands-Whangaroa (Eastern)	240	+/-6.33%
Kaikohe-Hokianga (Western)	125	+/-8.73%
<b>Total (FNDC)</b>	<b>500</b>	<b>+/- 4.38%</b>
<b>Peer Council Group Total</b>	<b>90</b>	<b>+/-10.33%</b>
Thames-Coromandel District Council	30	+/-17.89%
Ōpōtiki District Council	30	+/-17.89%
Gisborne District Council	30	+/-17.89%

#### 1.3.1.1 Significance Testing:

Significance testing was used to determine whether the difference between two results was statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Significance testing has been applied to those groups with more than n=30 people. Significance testing was conducted in this report between the 2016 total results and the results for the three wards; and across key demographic groups namely gender, age groups (18 – 39 years, 40 – 59 years and 60 years or over), ethnicity groups (NZ European, NZ Māori, and Other) and property ownership for 2016.

#### Illustrating Statistical Significance

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

## 1.4 Notes on Reporting

- The question relating to each table and / or chart is included as a footnote at the bottom of the page.
- The number of people (base) who answered each question is also marked as 'n=' in a footnote at the bottom of the page. It is important to note base sizes vary with each chart and each table.
- Reasons for dissatisfaction were collected verbatim, these have been primarily analysed and presented according to key themes. Where base sizes for verbatim are relatively small (<30), verbatim has been presented as recorded and has not been grouped according to theme.
- This year, demographic differences are shown in table format at the end of the report.

## 2 Detailed Results

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This section details the results for the 2016 Resident Opinion Survey. Where available, the KPI for a result is indicated and a peer group average presented.

In general, the reporting of the results for each part of this section follows a deductive course whereby a 'high level view' of the result of the service is provided first and then increasing detail follows. Generally, the results for each service follow the order of presentation as below.

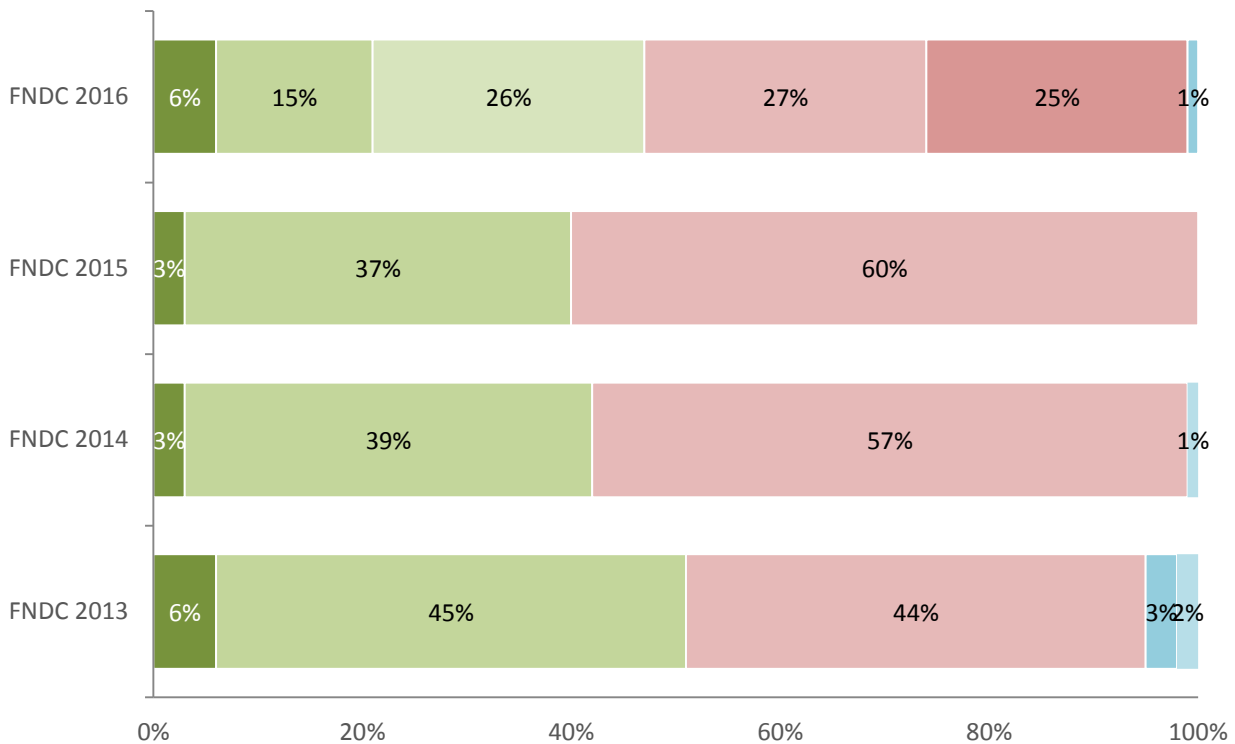
- The 2016 overall (high level view) result is presented first across the full rating scale, and where applicable are compared with the 2015, 2014 and 2013.
- In instances where rating scales have changed, both scales used are presented below the chart.
- The peer group comparison is presented in total and by district (generally tabulated).
- The result by ward is presented (generally tabulated).
- Demographic results (age, ethnicity, property ownership and gender) are presented in tabulated format.
- Reasons for 'not being very satisfied' are charted (by key theme primarily) and verbatim response by territorial authority within each ward are included at the end of the report (appendices).

### 3 Infrastructure, Asset Management and District Facilities

#### 3.1 District’s Roothing Network (excluding State Highways)

Just under half (47%) of residents who stated an opinion were not dissatisfied with the district’s rooding network. Overall, 21% of residents were satisfied (15%) or very satisfied (6%) with the district’s rooding network, with a further 26% of residents neither satisfied nor dissatisfied with this. The total satisfied result was well below the Council-set target of 57% and below the peer council average of 49%.

Figure 1: Satisfaction with the District’s Roothing Network<sup>6</sup>



2016 ■ Very satisfied ■ Satisfied ■ Neither nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know ■ Don't use  
 2015-  
 2013 ■ Very Satisfied ■ Satisfied ■ Not Very Satisfied ■ Unsure ■ Don't use

Table 1: Peer Council Comparison<sup>7</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016	49%	57%	63%	27%
2015	78%	80%	77%	77%
2014	61%	67%	70%	47%

<sup>6</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500 2014 n=513, 2013 n=406. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32. Due to a change in scale, result comparisons are indicative only.

<sup>7</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30. Due to a change in scale, result comparisons are indicative only.

Kaikohe-Hokianga residents were more likely to be very satisfied with the district roading network (12% cf. total, 6%), while Bay of Islands-Whangaroa residents were more likely to be satisfied (20% cf. total, 15%). Te Hiku residents were more likely to be dissatisfied with the district roading network (33% cf. total 27%).

**Table 2: Satisfaction with the District's Roding Network (excluding State Highways): by Ward, 2016<sup>8 9</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	6%	4%	5%	12%
<b>Satisfied</b>	15%	11%	20%	11%
<b>Neither nor</b>	26%	25%	26%	25%
<b>Dissatisfied</b>	27%	33%	25%	24%
<b>Very dissatisfied</b>	25%	26%	24%	28%
<b>Don't know</b>	0%	0%	0%	0%
<b>Don't use</b>	1%	1%	0%	0%

<sup>8</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30.

<sup>9</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

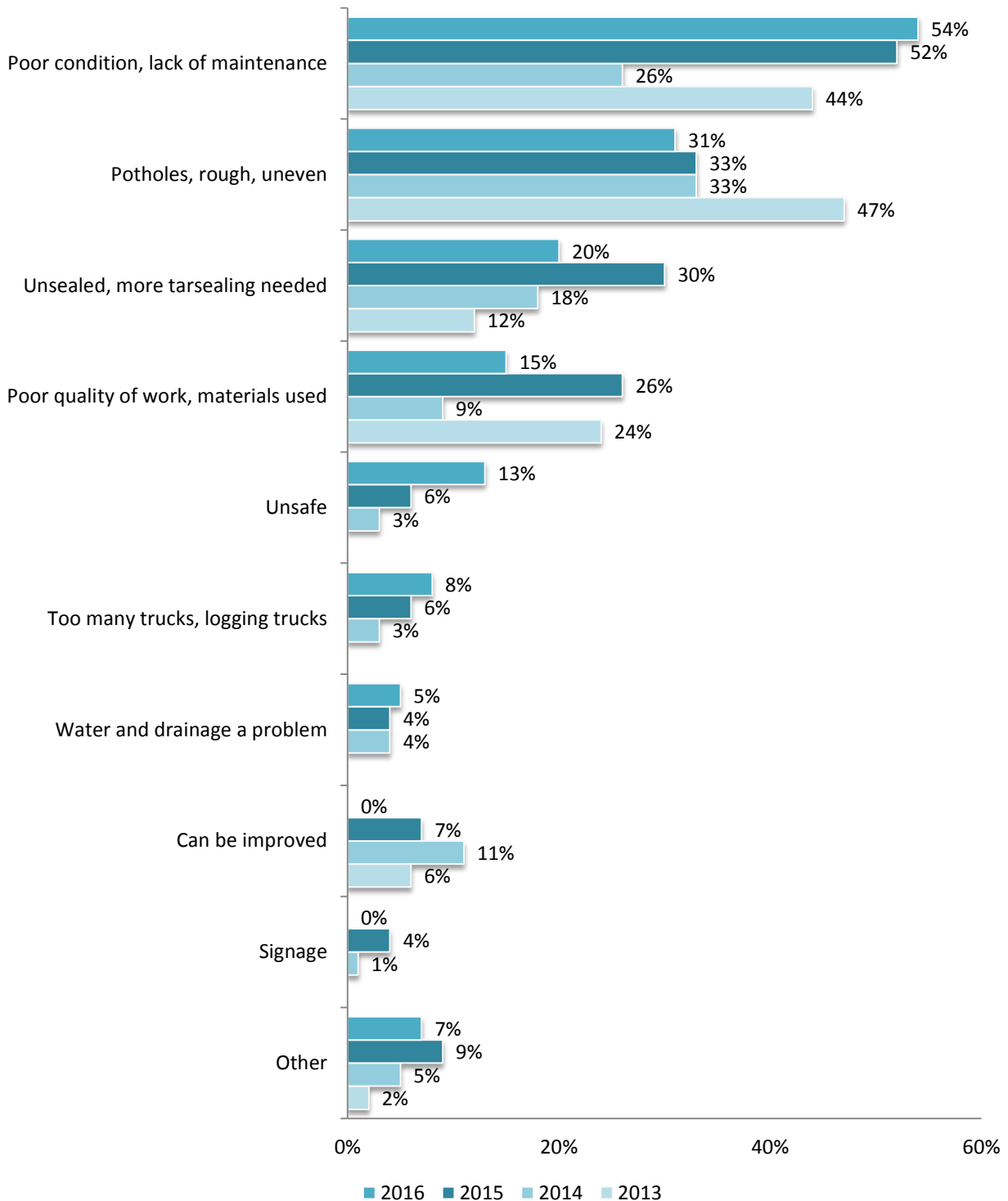
**Table 3: Satisfaction with the District’s Roading Network (excluding State Highways): by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	6%	12%	3%	6%	5%	8%	24%	5%	8%	29%	7%	6%
<b>Satisfied</b>	15%	10%	10%	24%	16%	9%	12%	15%	19%	7%	18%	12%
<b>Neither nor</b>	26%	25%	25%	27%	28%	20%	17%	26%	22%	36%	25%	26%
<b>Dissatisfied</b>	27%	30%	31%	21%	26%	32%	26%	27%	27%	20%	28%	26%
<b>Very dissatisfied</b>	25%	23%	31%	20%	24%	31%	22%	27%	23%	9%	21%	29%
<b>Don't know</b>	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
<b>Don't use</b>	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%



The poor condition and/or lack of maintenance of the district’s roading network (54%), uneven or rough surface due to potholes (31%), number of unsealed roads (20%), poor quality of repair work and materials used (15%), and concerns for safety (13%) were the main reasons for not being very satisfied with the district’s roading network.

*Figure 2: Reasons for Being Not Very Satisfied with the District’s Roding Network<sup>10</sup>*



<sup>10</sup> Q: You mentioned that you are not satisfied with the 'roading network' in the district. Why do you say that? Base: FNDC residents who were not very satisfied with district roading network: 2016 n=257, 2015 n=307, 2014 n=288, 2013 n=186.

**Table 4: Reasons for Being Not Very Satisfied with the District’s Roding Network: by Demographic Differences, 2016<sup>11</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	257	29	128	100	194	67	14	228	28	5	102	155
<b>Poor condition, lack of maintenance</b>	54%	61%	52%	50%	53%	57%	53%	57%	44%	0%	56%	52%
<b>Potholes, rough, uneven</b>	31%	35%	33%	23%	27%	39%	53%	27%	61%	37%	23%	37%
<b>Unsealed, more tarsealing needed</b>	20%	15%	22%	22%	21%	21%	6%	21%	13%	0%	21%	19%
<b>Poor quality of work, material used, too much patching, unfinished</b>	15%	17%	16%	13%	14%	17%	20%	16%	14%	9%	17%	14%
<b>Unsafe</b>	13%	13%	12%	14%	14%	11%	16%	11%	25%	0%	8%	18%
<b>Too many trucks, logging trucks</b>	8%	3%	10%	10%	7%	5%	27%	8%	5%	0%	8%	8%
<b>Water and drainage a problem</b>	5%	5%	5%	6%	5%	3%	14%	4%	0%	54%	7%	4%
<b>Other</b>	7%	3%	6%	14%	9%	2%	0%	5%	0%	23%	9%	4%

Verbatim comments identifying specific areas of concern are included in Appendix 7.3 grouped by ward and territorial authority.

<sup>11</sup>

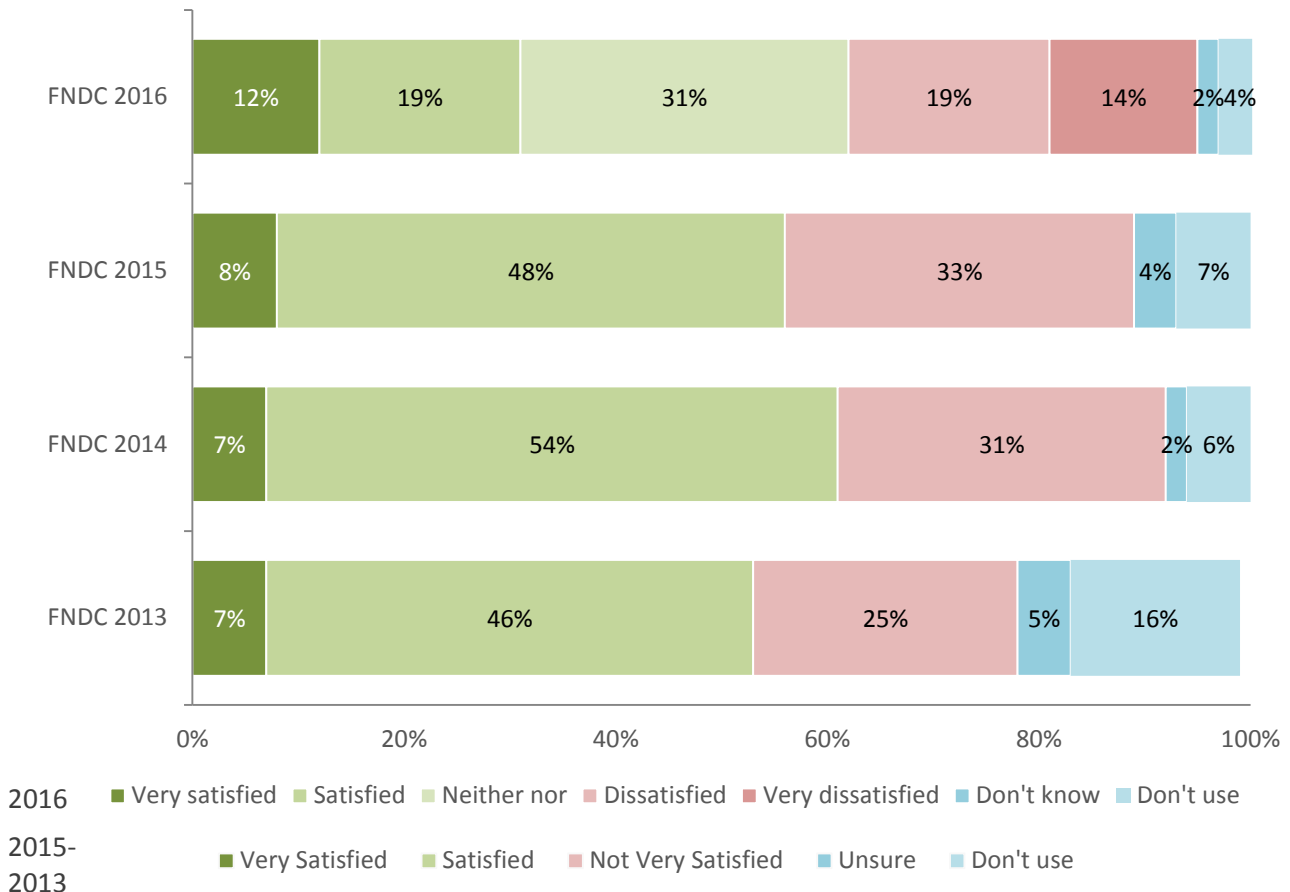
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

### 3.2 Footpaths

Sixty-two percent of residents who stated an opinion were not dissatisfied with footpaths. Overall, 31% of residents stated they were satisfied (19%) or very satisfied (12%) with footpaths, with a further 19% of residents neither satisfied nor dissatisfied with this. The total satisfied result was well below the Council-set target of 62% and below the peer council average of 42%.

Figure 3: Satisfaction with Footpaths<sup>12</sup>



Thames-Coromandel residents were more satisfied (60%), while Gisborne were less satisfied (30%) with the footpaths.

Table 5: Peer Council Comparison

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016	42%	60%	37%	30%
2015	58%	60%	40%	73%
2014	66%	70%	57%	72%

<sup>12</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500 2014 n=513, 2013 n=406. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32. Due to a change in scale, result comparisons are indicative only.

Bay of Islands-Whangaroa residents were less likely to be dissatisfied with the footpaths in the district (14% cf. total, 19%).

**Table 6: Satisfaction with Footpaths: by Ward, 2016<sup>13</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	12%	10%	11%	16%
<b>Satisfied</b>	19%	21%	19%	16%
<b>Neither nor</b>	31%	30%	34%	24%
<b>Dissatisfied</b>	19%	23%	14%	23%
<b>Very dissatisfied</b>	14%	12%	17%	12%
<b>Don't know</b>	2%	3%	1%	3%
<b>Don't use</b>	4%	2%	4%	5%

**Table 7: Satisfaction with Footpaths: by Demographic Differences: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	12%	18%	8%	12%	10%	22%	17%	12%	13%	21%	12%	12%
<b>Satisfied</b>	19%	22%	14%	22%	20%	15%	9%	16%	24%	44%	19%	18%
<b>Neither nor</b>	31%	24%	37%	28%	32%	23%	32%	32%	28%	13%	31%	30%
<b>Dissatisfied</b>	19%	24%	17%	16%	19%	18%	20%	19%	18%	15%	20%	17%
<b>Very dissatisfied</b>	14%	8%	18%	15%	14%	17%	19%	15%	13%	7%	12%	17%
<b>Don't know</b>	2%	0%	4%	1%	2%	2%	0%	2%	2%	0%	2%	2%
<b>Don't use</b>	4%	3%	3%	5%	4%	3%	4%	4%	3%	0%	4%	4%

13

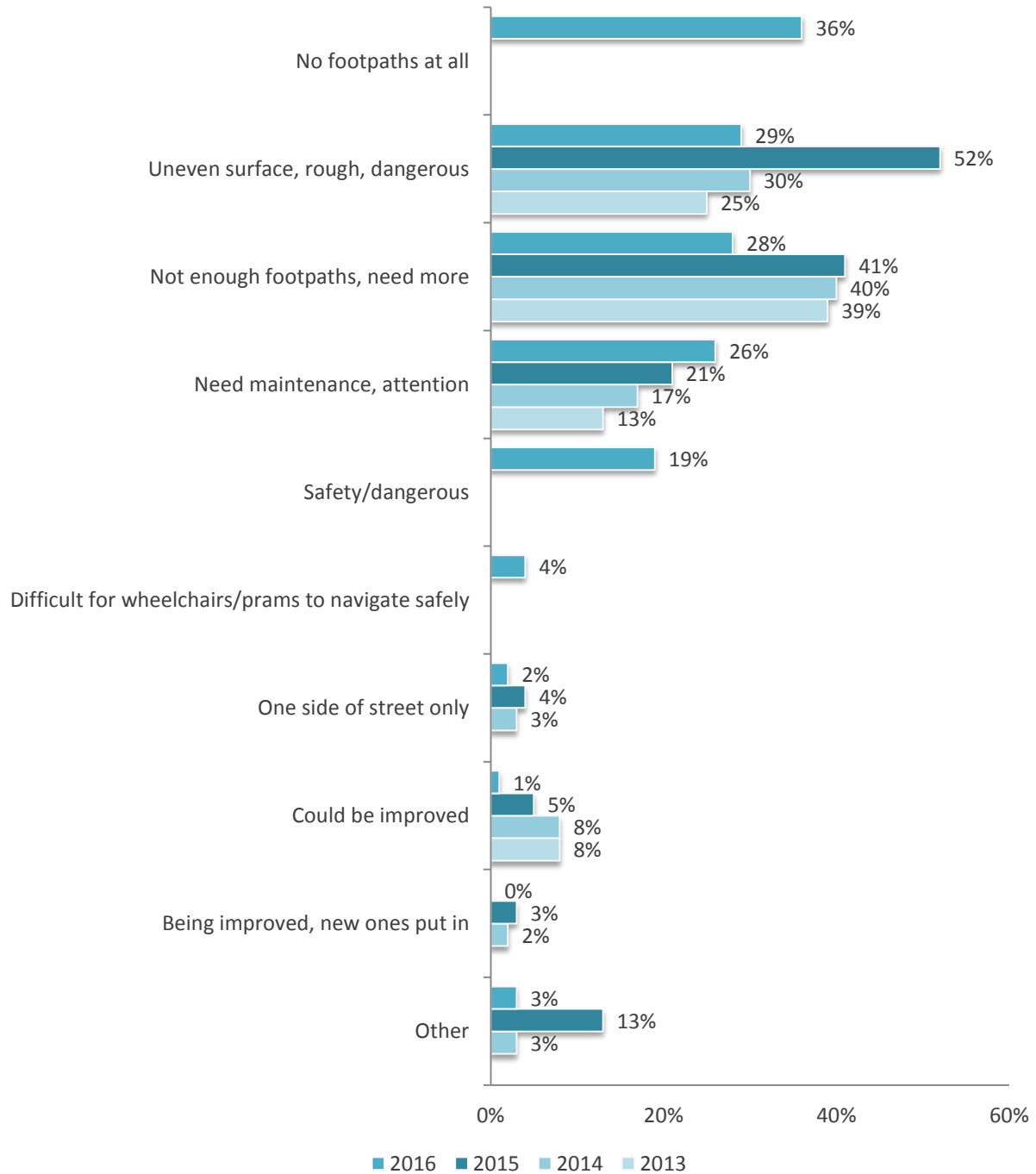
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Having no footpaths at all (36%), the footpaths being uneven and / or rough surface of the footpaths continued to be the main reason for dissatisfaction (29%), along with insufficient footpaths (28%) and the need for footpath maintenance (26%).

**Figure 4: Reasons for Being Not Very Satisfied with the Footpaths<sup>14</sup>**



<sup>14</sup> Q: You mentioned that you are 'not very satisfied' with the footpaths in the district. Why do you say that? Base: FNDC residents who were not very satisfied with footpaths. 2016 n=165, 2015 n=178, 2014 n=166, 2013 n=108.

**Table 8: Reasons for Being Not Very Satisfied with the Footpaths: by Demographic Differences, 2016<sup>15</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	165	18	70	77	126	41	11	145	18	4	67	98
<b>No footpaths at all</b>	36%	32%	39%	34%	37%	29%	48%	39%	27%	0%	34%	37%
<b>Uneven surface, rough</b>	29%	36%	26%	28%	27%	42%	0%	25%	48%	70%	26%	32%
<b>Not enough footpaths, need more</b>	28%	28%	32%	24%	25%	26%	61%	30%	22%	0%	31%	25%
<b>Need maintenance, attention</b>	26%	28%	23%	28%	28%	21%	8%	25%	31%	12%	23%	29%
<b>Safety/ dangerous</b>	19%	12%	18%	24%	18%	17%	17%	17%	16%	70%	16%	21%
<b>Difficult for wheelchairs/prams to navigate safely</b>	4%	8%	4%	1%	4%	4%	0%	4%	9%	0%	0%	8%
<b>One side of street only</b>	2%	0%	4%	1%	2%	4%	0%	2%	0%	18%	1%	3%
<b>Could be improved</b>	1%	0%	0%	2%	1%	2%	0%	1%	0%	0%	0%	2%
<b>Other</b>	3%	12%	0%	0%	4%	8%	0%	2%	9%	0%	4%	2%

Verbatim comments identifying specific areas of concern are included in Appendix 7.4 grouped by ward and territorial authority.

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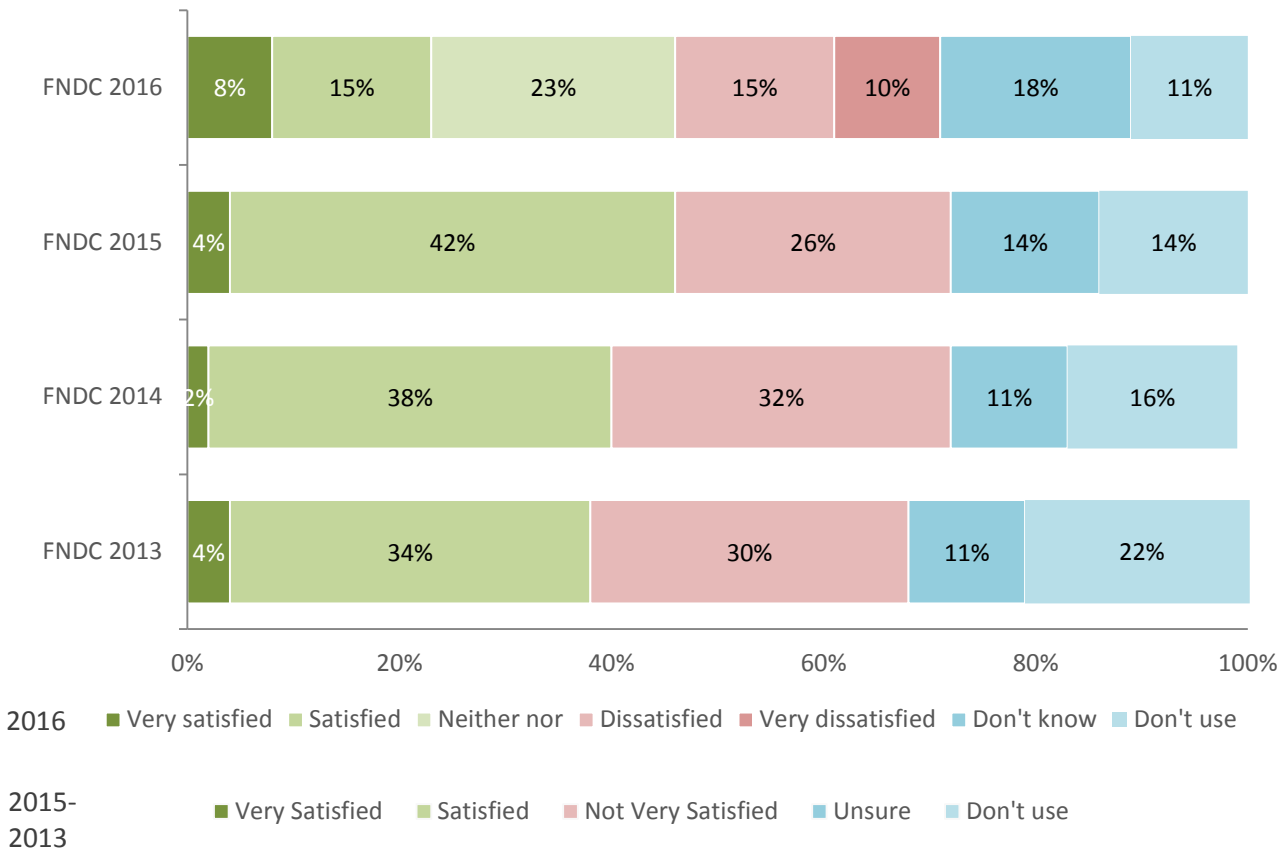
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

### 3.3 Urban Stormwater Collection

Just under half (46%) of residents who stated an opinion were not dissatisfied with urban stormwater collection. Overall, 23% of residents were satisfied (15%) or very satisfied (8%) with urban stormwater collection, and a further 23% of residents were neither satisfied nor dissatisfied. The total satisfied result was well below the Council target of 64%, and below the peer council average of 31%.

Figure 5: Satisfaction with Urban Stormwater Collection<sup>16</sup>



Thames-Coromandel residents were more satisfied with urban stormwater services provided (43%), while Ōpōtiki residents were least satisfied (13%). Thirty-seven percent (37%) of Gisborne residents were very satisfied or satisfied with the stormwater services provided.

Table 9: Peer Council Comparison

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016	31%	43%	13%	37%
2015	63%	67%	50%	73%
2014	61%	77%	60%	47%

<sup>16</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32. Due to a change in scale, result comparisons are indicative only.

Te Hiku residents were less likely to be satisfied with urban stormwater collection (9% cf. total, 15%), while Kaikohe-Hokianga residents were less likely to be neither satisfied nor dissatisfied regarding their satisfaction with the Council urban stormwater collection services (15% cf. total, 23%).

**Table 10: Satisfaction with Urban Stormwater Collection: by Ward, 2016<sup>17</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	8%	10%	6%	8%
<b>Satisfied</b>	15%	9%	18%	18%
<b>Neither nor</b>	23%	27%	26%	15%
<b>Dissatisfied</b>	15%	17%	12%	16%
<b>Very dissatisfied</b>	10%	9%	12%	7%
<b>Don't know</b>	18%	17%	18%	21%
<b>Don't use</b>	11%	12%	9%	15%

**Table 11: Satisfaction with Urban Stormwater Collection: by Demographic Differences: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	8%	18%	3%	5%	7%	12%	15%	5%	18%	23%	9%	6%
<b>Satisfied</b>	15%	17%	13%	16%	15%	17%	19%	15%	19%	14%	15%	15%
<b>Neither nor</b>	23%	20%	26%	23%	24%	20%	25%	24%	23%	13%	23%	24%
<b>Dissatisfied</b>	15%	14%	17%	13%	13%	18%	16%	14%	15%	12%	16%	13%
<b>Very dissatisfied</b>	10%	7%	13%	9%	10%	9%	9%	11%	4%	7%	10%	10%
<b>Don't know</b>	18%	22%	16%	18%	19%	15%	3%	18%	15%	28%	17%	20%
<b>Don't use</b>	11%	2%	12%	17%	12%	9%	13%	13%	5%	3%	10%	12%

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**Legend Key: Illustrating Statistical Significance**

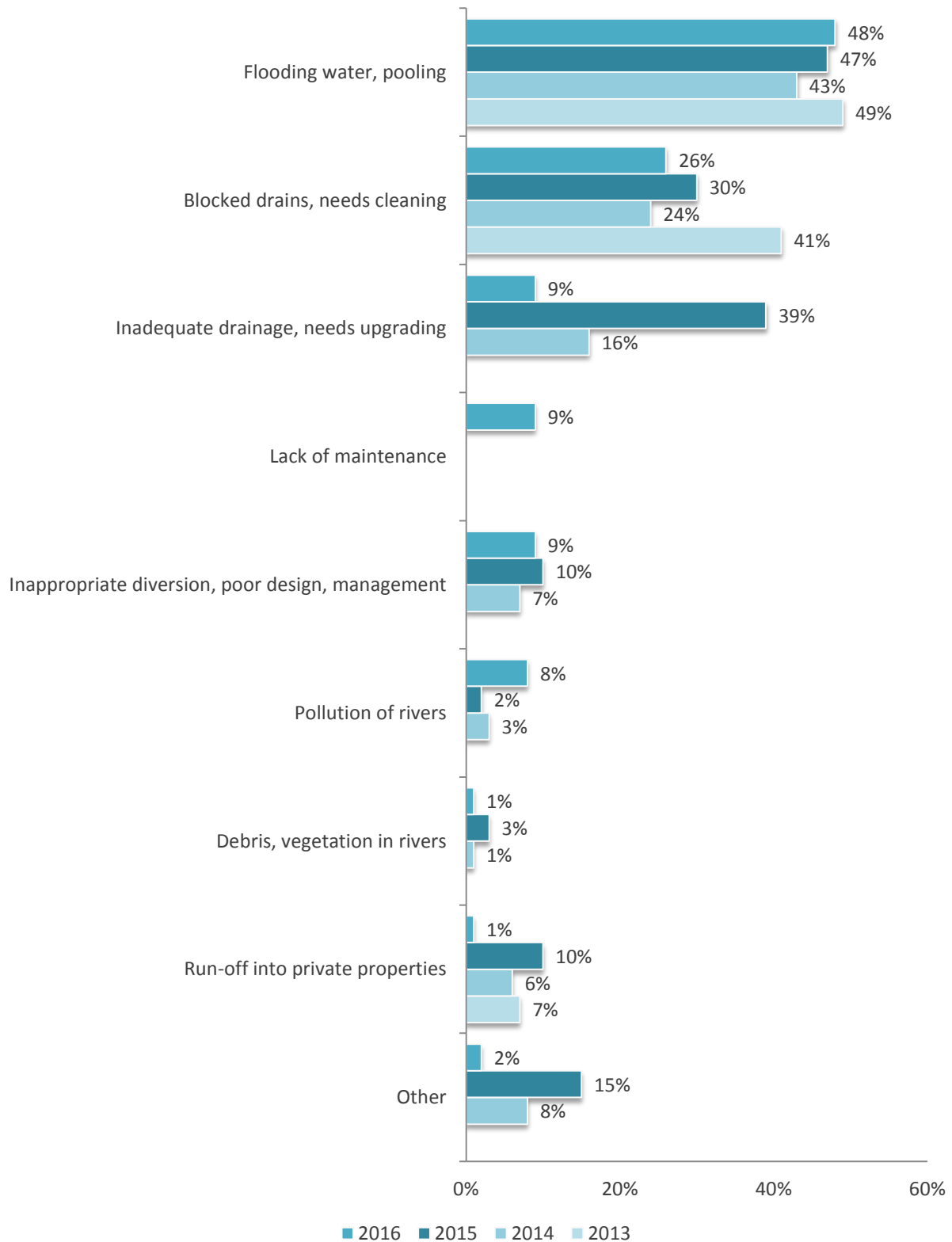
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).



Reasons for not being very satisfied with urban stormwater collection mainly related to flooding and pooling water (48%) and blocked drains, or drains that need cleaning (26%). Other contributing factors included inadequate drainage (9%), lack of maintenance (9%), and inappropriate or poorly designed water diversion and / or stormwater run-off into private properties (9%).

*Figure 6: Reasons for Being Not Very Satisfied with Urban Stormwater Collection<sup>18</sup>*



<sup>18</sup> Q: You mentioned that you are not satisfied with urban or town stormwater collection. Why do you say that? Base: FNDC residents who were not very satisfied with urban stormwater collection. 2016 n=122, 2015 n=136, 2014 n=161, 2013 n=126.

**Table 12: Reasons for Being Not Very Satisfied with Urban Stormwater Collection: by Demographic Differences, 2016<sup>19</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	122	11	59	52	91	31	8	110	10	2	57	65
<b>Flooding water, pooling</b>	48%	38%	49%	53%	50%	47%	50%	47%	53%	65%	35%	64%
<b>Blocked drains, need cleaning</b>	26%	31%	23%	26%	26%	35%	24%	27%	25%	0%	23%	29%
<b>Inadequate drainage, needs upgrading</b>	9%	0%	5%	21%	12%	5%	0%	10%	6%	0%	11%	8%
<b>Lack of maintenance</b>	9%	0%		7%	8%	14%	10%	10%	8%	0%	9%	10%
<b>Inappropriate diversion, poor design, management</b>	9%	0%	7%	18%	11%	3%	0%	9%	12%	0%	12%	6%
<b>Pollution of rivers</b>	8%	12%	10%	2%	8%	6%	13%	9%	0%	0%	11%	4%
<b>Debris, vegetation in rivers</b>	1%	0%	2%	2%	2%	0%	0%	2%	0%	0%	0%	3%
<b>Run-off into private properties</b>	1%	7%	0%	0%	2%	0%	0%	0%	14%	0%	0%	3%
<b>Other</b>	2%	0%	5%	0%	2%	3%	0%	3%	0%	0%	3%	2%

Verbatim comments identifying specific areas of concern are included in Appendix 7.5 grouped by ward and territorial authority.

19

**Legend Key: Illustrating Statistical Significance**

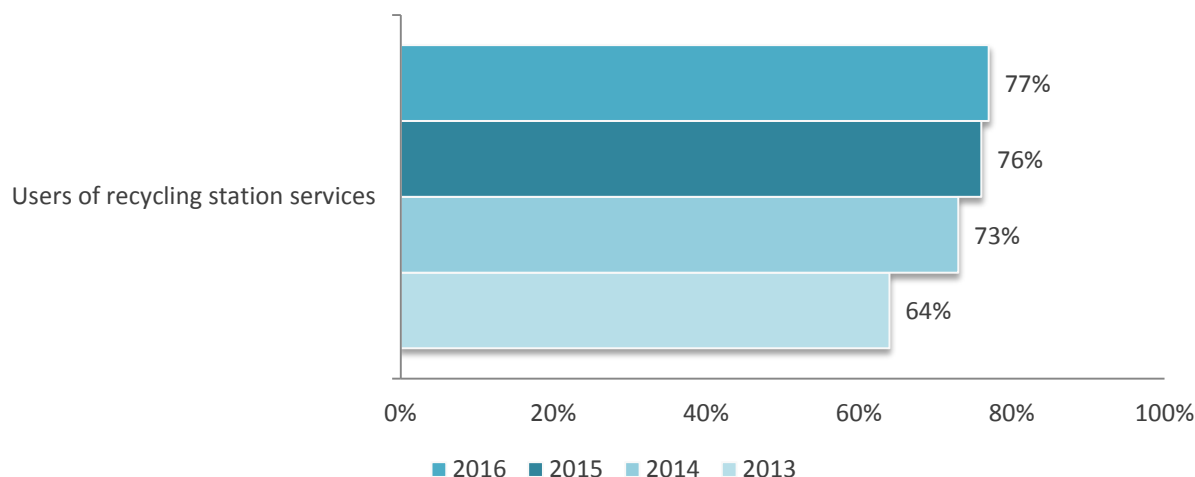
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

### 3.4 Waste Management – Recycling Services

Consistent with 2015’s levels, 77% of residents had used the recycling services at the transfer stations within the past twelve months. There has been a steady increase in usage over time, with 2016 recording the highest usage since 2013. However, use of recycling services in FNDC remains lower than in Gisborne, Ōpōtiki and Thames-Coromandel districts.

Figure 7: Usage of Recycling Stations<sup>20</sup>



Peer council results are similar across the peer councils, with Thames-Coromandel residents more satisfied (97%), while Ōpōtiki residents are less satisfied (80%).

Table 13: Peer Council Comparison

% Recycling users	Peer council average	TCDC	ODC	GDC
2016	90%	97%	80%	93%
2015	81%	77%	83%	83%
2014	73%	70%	87%	63%

Table 14: Usage of Recycling Stations: by Demographic Differences, 2016

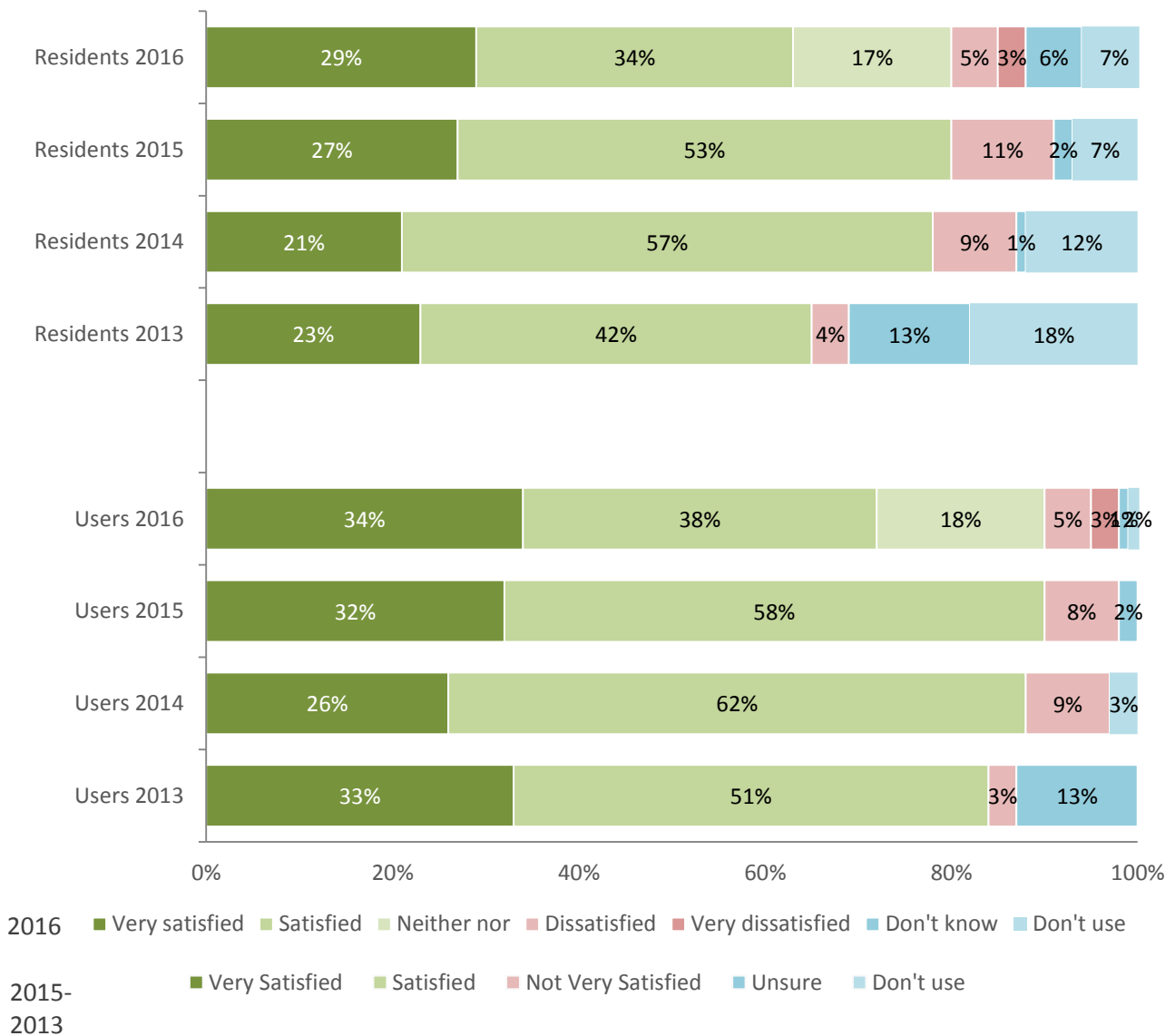
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	77%	74%	79%	77%	77%	77%	89%	79%	71%	63%	76%	78%
<b>No - have not use</b>	22%	26%	20%	22%	22%	23%	11%	20%	28%	37%	24%	20%
<b>Don't remember</b>	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%

<sup>20</sup> Q: Have you or has anyone in your household used or visited Council’s recycling services (at transfer stations)? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils users of recycling services 2016 TCDC n=29\*, ODC n=25\*, GDC n=15\*, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32. \*Indicative results due to small sample size.

Eighty percent of residents who stated an opinion were not dissatisfied with the recycling services. Overall, 63% of residents were satisfied (34%) or very satisfied (29%) with the recycling services, with a further 17% of residents stating they were neither satisfied nor dissatisfied.

In terms of recycling service users, 90% of users who stated an opinion were not dissatisfied with the recycling services. Overall, 72% of residents were satisfied (38%) or very satisfied (34%), with a further 18% of residents neither satisfied nor dissatisfied. The total satisfied result was below the Council-set target of 82%, and just below the peer council average of 77%.

**Figure 8: Satisfaction with Waste Management – Recycling Services<sup>21</sup>**



<sup>21</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500. Users of recycling services: 2016 n=390. Due to a change in scale, result comparisons are indicative only.

Thames-Coromandel residents were more satisfied with the recycling services provided (93%), while Gisborne residents were least satisfied (63%). Seventy-three percent of Ōpōtiki residents were very satisfied or satisfied with the recycling services provided.

**Table 15: Peer Council Comparison** <sup>22</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016 residents	77%	93%	73%	63%
2015 residents	89%	86%	94%	87%
2014 residents	80%	87%	83%	69%
2016 users	90%	97%	80%	93%
2015 users	93%	96%	92%	92%
2014 users	94%	95%	88%	100%

Bay of Islands-Whangaroa residents were less likely to be very satisfied with the recycling services (23% cf. total, 29%). Kaikohe-Hokianga residents were more likely to be very satisfied (38% cf. total, 29%), and less likely to be neither satisfied nor dissatisfied (9% cf. total, 17%) regarding the recycling services provided at the transfer stations.

**Table 16: Satisfaction with Waste Management – Recycling Stations: by Ward, 2016** <sup>23</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
Very satisfied	29%	31%	23%	38%
Satisfied	34%	30%	33%	39%
Neither nor	17%	22%	19%	9%
Dissatisfied	5%	7%	3%	4%
Very dissatisfied	3%	3%	5%	1%
Don't know	6%	2%	7%	7%
Don't use	7%	6%	11%	3%

<sup>22</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32, Users of recycling services 2016 TCDC n=29\*, ODC n=25\*, TCDC n=15\*, 2015 TCDC n=23\*, ODC n=25\*, GDC n=25\*, 2014 TCDC n=21\*, ODC n=26\*, GDC n=20\*. \*Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

<sup>23</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

**Table 17: Satisfaction with Waste Management – Recycling Stations: by Demographic Differences: by Demographic Differences, 2016<sup>24</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	29%	26%	26%	34%	25%	40%	30%	31%	21%	16%	26%	32%
<b>Satisfied</b>	34%	36%	32%	33%	35%	31%	32%	32%	40%	50%	36%	32%
<b>Neither nor</b>	17%	13%	24%	13%	17%	14%	25%	16%	22%	13%	16%	18%
<b>Dissatisfied</b>	5%	5%	3%	5%	5%	4%	0%	5%	4%	0%	5%	4%
<b>Very dissatisfied</b>	3%	0%	5%	3%	3%	2%	4%	4%	2%	0%	5%	2%
<b>Don't know</b>	6%	9%	4%	5%	7%	1%	4%	5%	6%	12%	7%	4%
<b>Don't use</b>	7%	10%	6%	7%	7%	8%	6%	8%	6%	9%	6%	9%

24

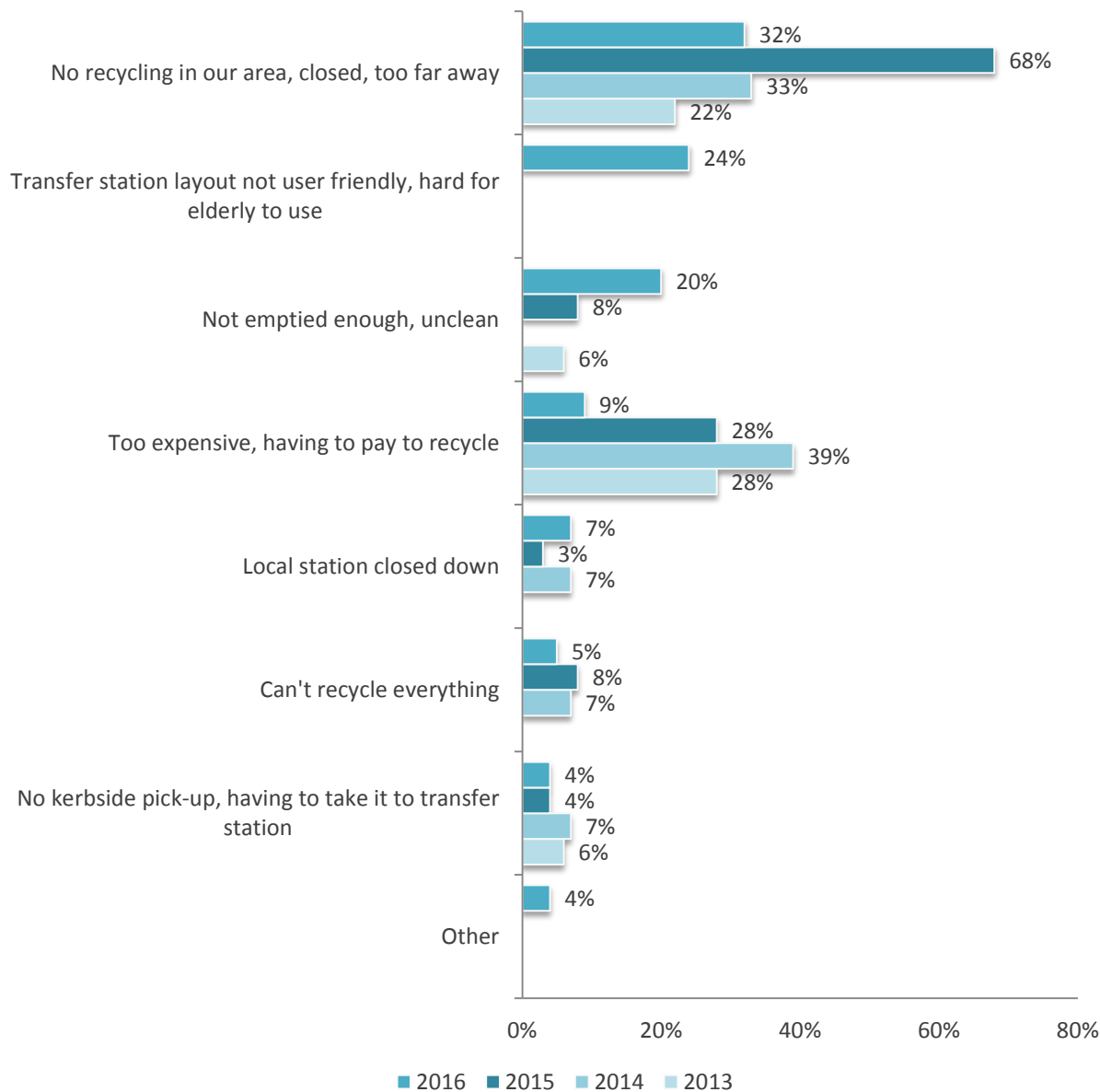
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

The lack of recycling in specific areas, and the required distance to travel to transfer stations to access recycling services, were the main reasons for not being very satisfied with recycling services (32%). Mentioned for the first time in 2016, the layout of the transfer station not being user friendly, and difficult for the elderly to use (24%) were the most common reasons for dissatisfaction.

**Figure 9: Reasons for Being Not Very Satisfied with Waste Management – Recycling Services<sup>25</sup>**



25 Q: You mentioned that you are 'not very satisfied' with recycling stations. Why do you say that? Base: FNDC residents who were not very satisfied with recycling. 2016 n=40, 2015 =52, 2014 n= 50, 2013 n=18\*.

\* Indicative results due to small sample size.

**Table 18: Reasons for Being Not Very Satisfied with Waste Management – Recycling Services: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	40	3	16	21	33	7	1	37	3	0	24	16
<b>No recycling in our area, too far away</b>	32%	26%	31%	34%	33%	12%	100%	30%	48%	0%	33%	29%
<b>Transfer station layout not user friendly, hard for elderly to put stuff in</b>	24%	48%	19%	19%	30%	14%	0%	27%	0%	0%	29%	16%
<b>Not emptied enough, unclean</b>	20%	74%	12%	4%	19%	24%	0%	19%	24%	0%	18%	23%
<b>Too expensive, have to pay to recycle</b>	9%	0%	17%	5%	8%	12%	0%	10%	0%	0%	3%	18%
<b>Local station closed down</b>	7%	0%	12%	5%	5%	14%	0%	8%	0%	0%	8%	6%
<b>Can't recycle everything</b>	5%	0%	7%	4%	6%	0%	0%	5%	0%	0%	4%	5%
<b>No kerbside pick-up, have to take it to transfer station</b>	4%	0%	0%	9%	5%	0%	0%	4%	0%	0%	3%	5%
<b>Other</b>	4%	0%	0%	9%	2%	11%	0%	4%	0%	0%	3%	5%

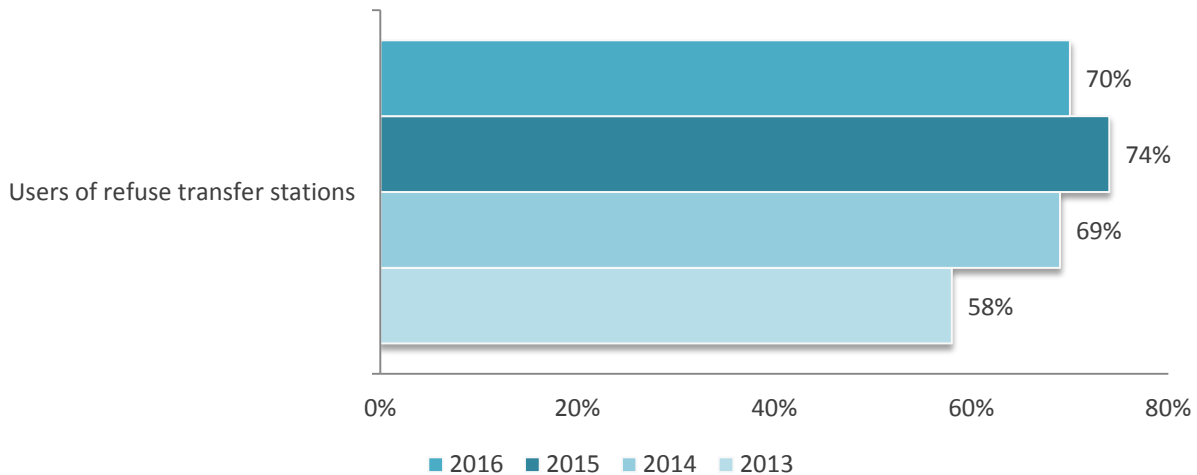
Verbatim comments identifying specific areas of concern are included in Appendix 7.6 grouped by ward and territorial authority.



### 3.5 Waste Management – Refuse Transfer Stations

Although not statistically significant, a smaller proportion of residents have used the transfer stations in the past twelve months (down 4% to 70%). This was marginally lower than the peer council average (73%).

Figure 10: Usage of Refuse Transfer Stations<sup>26</sup>



Down five percent from 2015, 73% of peer council residents have used the refuse transfer stations in the past twelve months.

Table 19: Peer Council Comparison

% Transfer station users	Peer council average	TCDC	ODC	GDC
2016	73%	87%	73%	60%
2015	78%	83%	80%	70%
2014	75%	83%	83%	56%

Table 20: Usage of Refuse Transfer Stations: by Demographic Differences, 2016<sup>27</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	70%	66%	71%	72%	70%	70%	78%	73%	60%	47%	73%	68%
<b>No - have not used</b>	28%	32%	27%	26%	28%	29%	22%	25%	37%	53%	27%	29%
<b>Don't remember</b>	2%	1%	2%	2%	2%	1%	0%	2%	3%	0%	1%	3%

<sup>26</sup> Q: Have you or has anyone in your household used or visited Council’s refuse disposal services (refuse transfer stations)? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406.

Peer councils’ users of recycling services 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

<sup>27</sup>

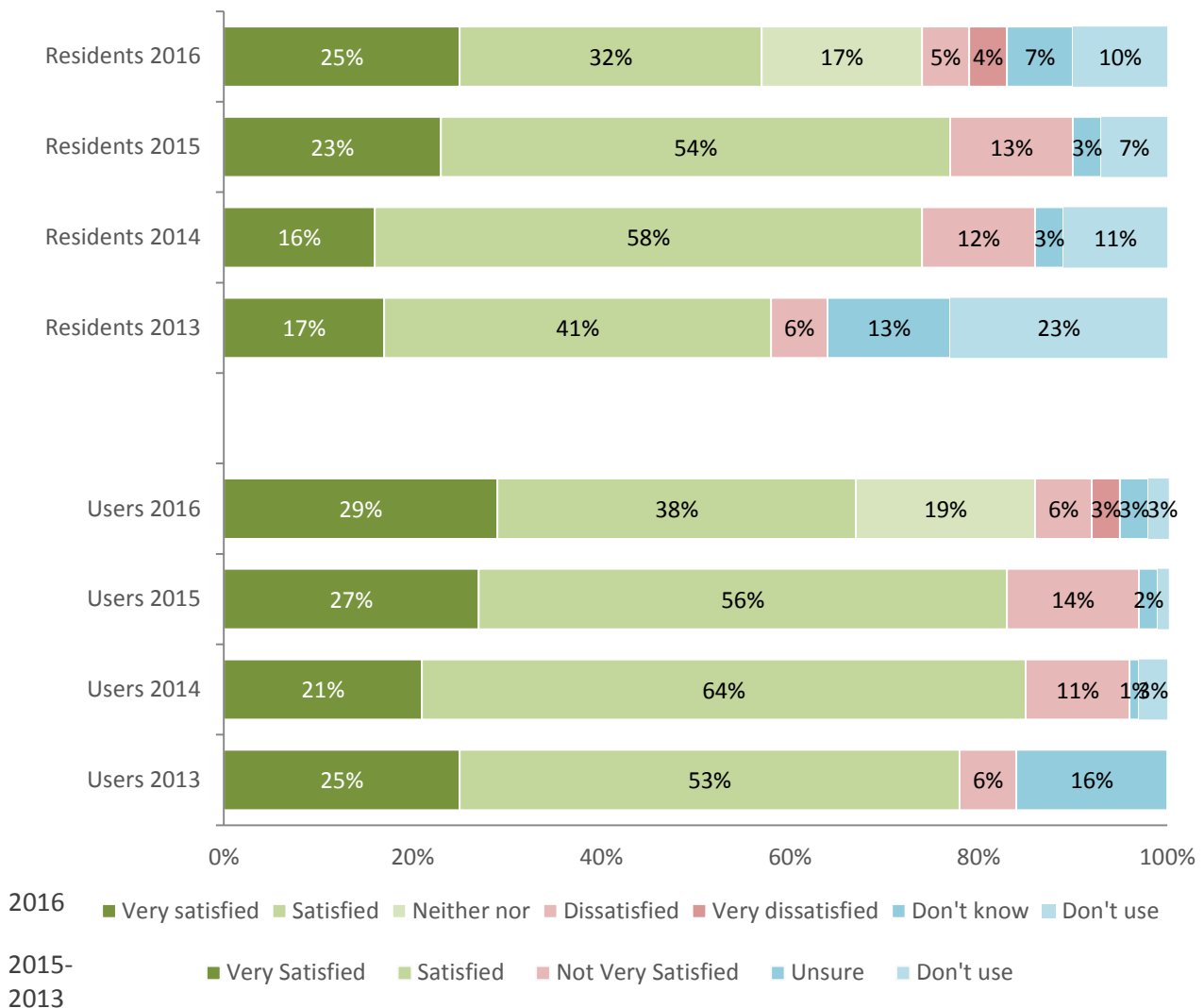
Legend Key: Illustrating Statistical Significance

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Three quarters (74%) of residents who stated an opinion were not dissatisfied with the refuse transfer stations. Overall, 57% of residents were satisfied (32%) or very satisfied (25%) with the refuse transfer stations, while 17% of residents were neither satisfied nor dissatisfied with this. The total satisfied result was below the peer council average of 69%.

In terms of users, 86% of residents who stated an opinion were not dissatisfied with the refuse transfer stations. Overall, 67% of users were satisfied (38%) or very satisfied (29%) with the refuse transfer stations, with a further 19% of users neither satisfied nor dissatisfied. The total satisfied result was below the Council-set target of 77%, and well below the peer council average of 82%.

**Figure 11: Satisfaction with Waste Management – Refuse Transfer Stations<sup>28</sup>**



<sup>28</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Users of refuse transfer station services: 2016 n=355, 2015 n=365, 2014 n=351, 2013 n=241. Due to a change in scale, result comparisons are indicative only.

A greater proportion of Thames-Coromandel residents were satisfied (80%) with refuse transfer stations than Ōpōtiki or Gisborne residents (60%, 67% respectively). A similar proportion of Thames-Coromandel and Gisborne users of refuse transfer stations were satisfied with refuse transfer stations (88%, 89% respectively), while a smaller proportion of Ōpōtiki users were satisfied (68%).

**Table 21: Peer Council Comparison** <sup>29</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016 residents</b>	69%	80%	60%	67%
<b>2015 residents</b>	85%	83%	86%	83%
<b>2014 residents</b>	71%	86%	67%	60%
<b>2016 users</b>	82%	88%	68%	89%
<b>2015 users</b>	93%	88%	92%	100%
<b>2014 users</b>	83%	88%	76%	89%

Bay of Islands-Whangaroa residents were less likely to be very satisfied with the refuse transfer stations (21% cf. total, 25%).

**Table 22: Satisfaction with Waste Management – Refuse Transfer Stations: by Ward, 2016** <sup>30</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikōhe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	25%	29%	21%	29%
<b>Satisfied</b>	32%	33%	30%	35%
<b>Neither nor</b>	17%	18%	19%	13%
<b>Dissatisfied</b>	5%	3%	6%	5%
<b>Very dissatisfied</b>	4%	3%	5%	1%
<b>Don't know</b>	7%	6%	7%	9%
<b>Don't use</b>	10%	9%	11%	8%

<sup>29</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32. Users of refuse disposal 2016 TCDC n=26\*, ODC n=22\*, GDC n=18\*, 2015 TCDC n=25\*, ODC n=24\*, GDC n=21\*, 2014 TCDC n=25\*, ODC n=25\*, GDC n=18\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

<sup>30</sup> **Legend Key: Illustrating Statistical Significance**

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

**Table 23: Reasons for Being Not Very Satisfied with Refuse Transfer Station Services: by Demographic Differences, 2016<sup>31</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	25%	26%	21%	30%	25%	25%	20%	25%	30%	23%	26%	25%
<b>Satisfied</b>	32%	37%	30%	30%	33%	32%	36%	30%	37%	50%	37%	27%
<b>Neither nor</b>	17%	14%	24%	12%	17%	18%	17%	18%	17%	9%	13%	21%
<b>Dissatisfied</b>	5%	0%	7%	6%	6%	2%	7%	5%	4%	3%	7%	3%
<b>Very dissatisfied</b>	4%	1%	6%	3%	3%	4%	7%	4%	4%	0%	4%	3%
<b>Don't know</b>	7%	9%	4%	9%	8%	8%	4%	8%	3%	12%	6%	9%
<b>Don't use</b>	10%	12%	8%	10%	9%	10%	10%	11%	5%	3%	7%	12%

Verbatim comments identifying specific areas of concern are included in Appendix 7.7 grouped by ward and territorial authority.

31

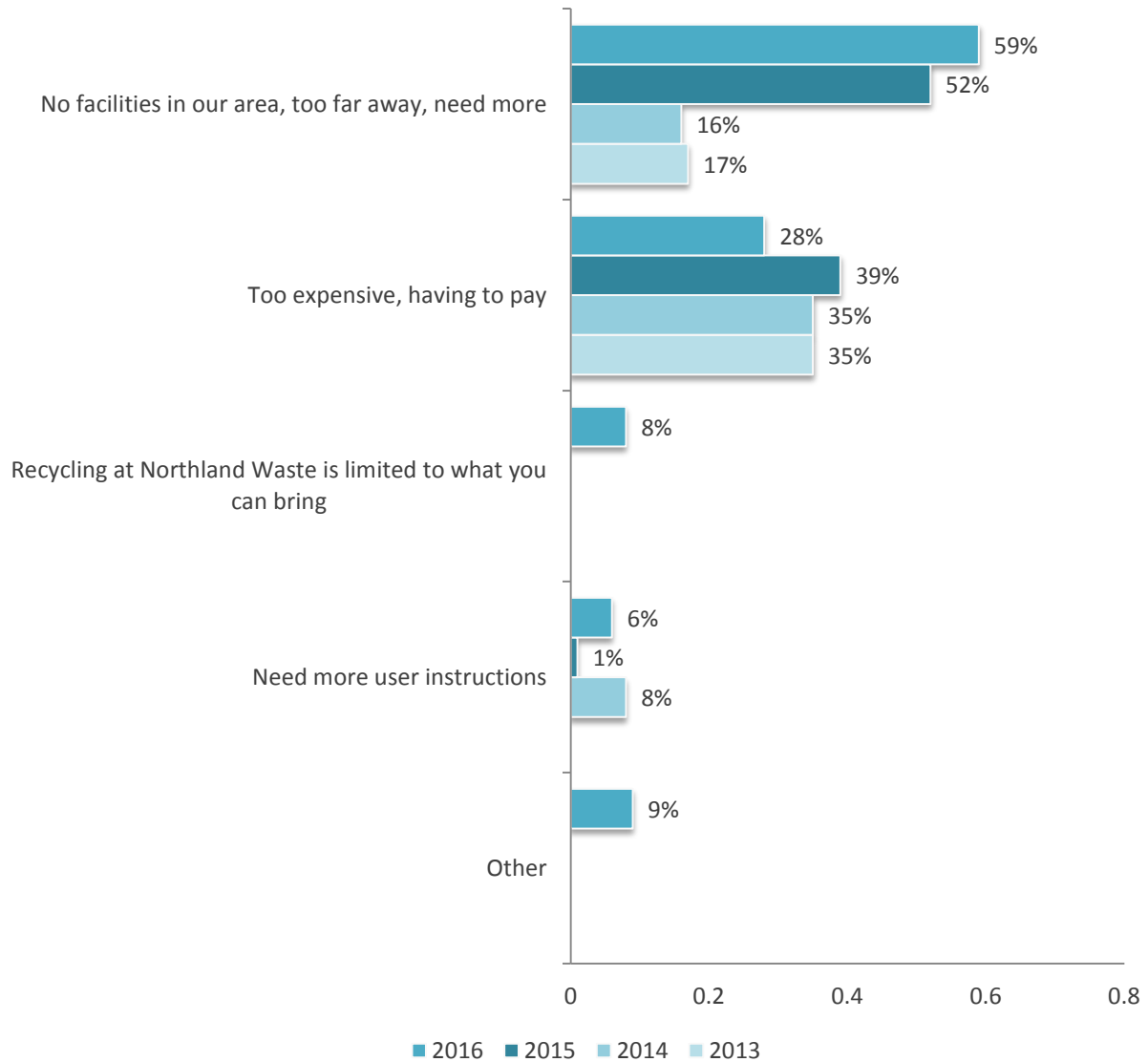
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

The lack of roadside collection and the distance to travel to the closest transfer stations were the main reasons for not being very satisfied with the refuse transfer stations (59%). The associated cost and / or need to pay for refuse services was the second main reason for dissatisfaction (28%).

**Figure 12: Reasons for Being Not Very Satisfied with Refuse Transfer Station Services<sup>32</sup>**



<sup>32</sup> Q: You mentioned that you are not satisfied with refuse disposal (refuse transfer stations). Why do you say that? Base: FNDC residents who are not very satisfied with refuse disposal. 2016 n=48, 2015 n=68, 2014 n=61, 2013 n=23\*. \* Indicative results due to small sample size.

**Table 24: Reasons for Being Not Very Satisfied with Refuse Transfer Station Services: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	48	1	25	22	38	7	4	42	5	1	30	18
<b>No facilities in our area, too far away, need more</b>	59%	0%	56%	69%	62%	26%	78%	63%	37%	0%	65%	48%
<b>Too expensive, have to pay</b>	28%	100%	36%	9%	23%	63%	0%	23%	50%	100%	25%	34%
<b>Recycling at Northland Waste is limited to what you can bring</b>	8%	0%	15%	0%	8%	12%	0%	8%	0%	100%	4%	17%
<b>Need more user instruction</b>	6%	0%	8%	5%	8%	11%	0%	7%	0%	0%	7%	6%
<b>Other</b>	9%	0%	4%	17%	6%	12%	22%	10%	0%	0%	3%	19%

### 3.6 Water supply

Similar to last year, 33% of residents are connected to the town water supply.

By comparison, 73% of Thames-Coromandel residents, 70% of Ōpōtiki residents and 87% of Gisborne residents were connected to their council town water supply.

Figure 13: Council Town Water Supply<sup>33</sup>

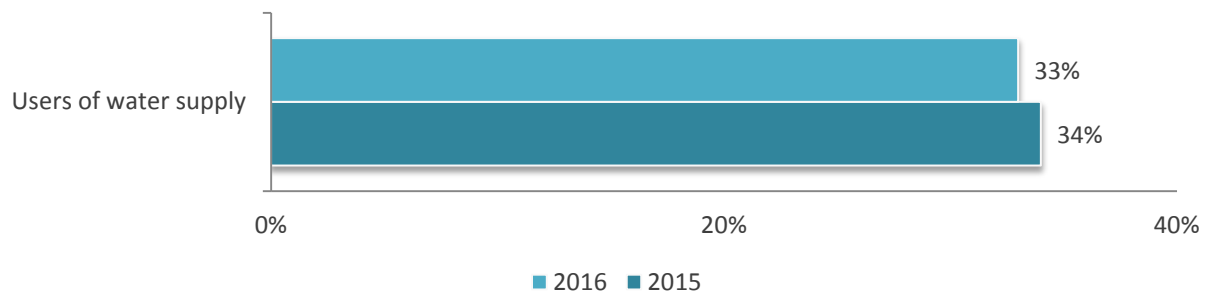


Table 25: Council Town Water Supply: by Demographic Differences, 2016<sup>34</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Council water supply</b>	33%	38%	25%	37%	32%	37%	35%	29%	57%	26%	33%	33%
<b>Own private water supply</b>	71%	61%	79%	69%	73%	63%	70%	75%	45%	74%	71%	70%

<sup>33</sup> Q Q: Do you have your own private water supply, or are you connected to the Council operated water supply? 2016 n=500, 2015 n=500.

<sup>34</sup>

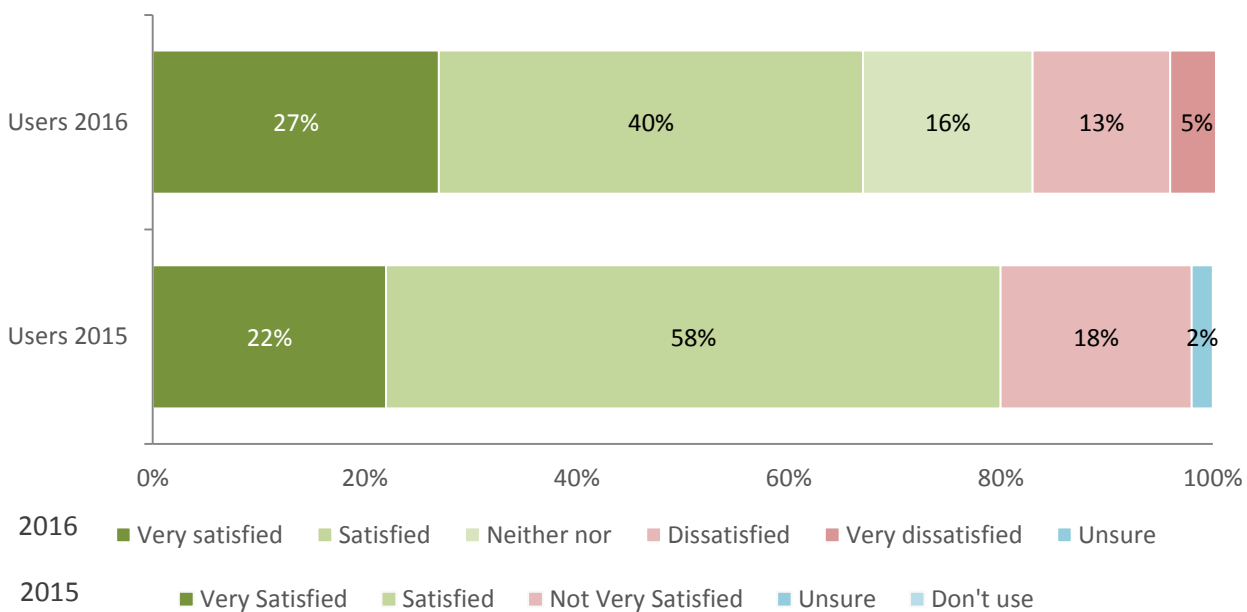
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Eighty-three percent of residents who use town water supply were not dissatisfied with the water supply. Overall, 67% of these residents were satisfied (40%) or very satisfied (27%) with the water supply, with a further 16% of residents neither satisfied nor dissatisfied with this. The total satisfied result was well below the Council-set target of 85%, as well as being below the peer council average of 74%.

**Figure 14: Satisfaction with Water Supply\*<sup>35</sup>**



<sup>35</sup> Q: Please tell me on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your Council water supply? Base: FNDC residents who were connected to Council town water supply 2016 n=162, 2015 n=177. Due to a change in scale, result comparisons are indicative only.



Seventy-four percent of peer council residents who used the service were very satisfied or satisfied with the Council water supply.

*Table 26: Peer Council Comparison*<sup>36</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016</b>	74%	68%	71%	81%
<b>2015</b>	91%	91%	90%	93%

*Table 27: Satisfaction with Water Supply: by Ward, 2016*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	27%	29%	22%	32%
<b>Satisfied</b>	40%	33%	42%	42%
<b>Neither nor</b>	16%	15%	19%	10%
<b>Dissatisfied</b>	13%	16%	14%	10%
<b>Very dissatisfied</b>	5%	7%	3%	5%
<b>Don't know</b>	0%	0%	0%	0%
<b>Don't use</b>	0%	0%	0%	0%

<sup>36</sup> Q: Please tell me on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your Council water supply? Base: FNDC residents who were connected to Council town water supply. 2016 n= 162; Peer council 2016 TCDC users n=22\*, ODC users n=21\*, GDC users n=26\*. \*Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

**Table 28: Satisfaction with Water Supply: by Demographic Differences: by Demographic Differences, 2016<sup>37</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	162	22	51	89	128	36	10	133	29	3	71	91
<b>Very satisfied</b>	27%	21%	16%		24%	29%	42%	26%	30%	26%	22%	31%
<b>Satisfied</b>	40%	55%	34%	34%	38%	54%	36%	39%	37%	74%	39%	41%
<b>Neither nor</b>	16%	0%	28%	18%	18%	9%	0%	17%	13%	0%	18%	13%
<b>Dissatisfied</b>	13%	20%	14%	7%	15%	4%	11%	12%	18%	0%	17%	9%
<b>Very dissatisfied</b>	5%	4%	8%	3%	4%	5%	11%	6%	2%	0%	4%	6%
<b>Don't know</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Don't use</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

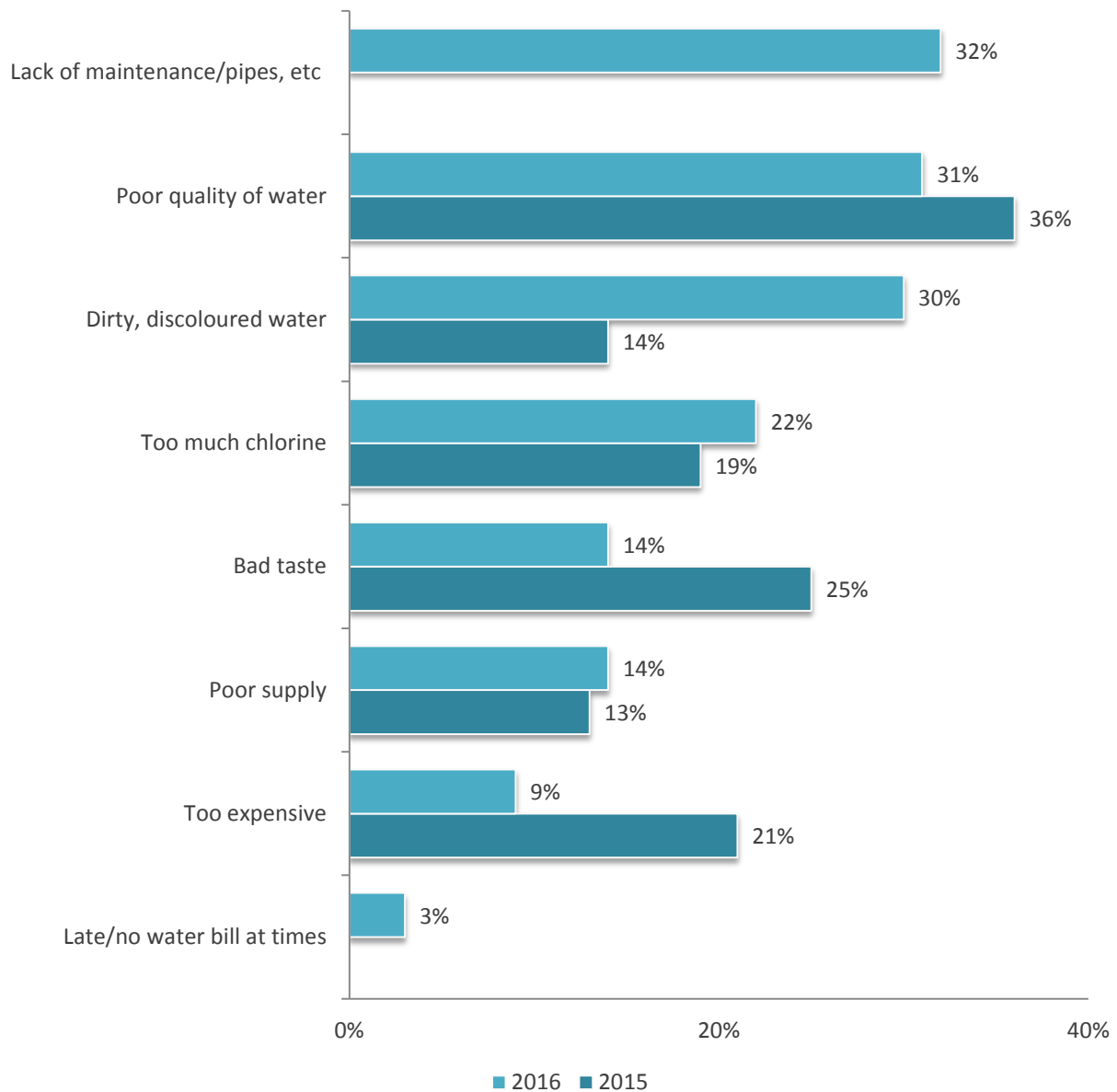
37

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Lack of maintenance (32%) and poor quality of water in general were the main reasons for residents not being very satisfied with the water supply (31%), followed by dirty or discoloured water (30%), and too much chlorine in the water supply (22%). Fourteen percent felt the water had a bad taste, 14% were dissatisfied due to poor supply, with a further 9% commenting that it was too expensive.

*Figure 15: Reasons for Being Not Very Satisfied with the Water Supply\**<sup>38</sup>



38 Q: And why do you say that? Please give me an example or instance that describes why you are not very satisfied with your Council water supply? Base: FNDC residents who were not very satisfied with Council water supply 2016 n=25\*, 2015 n=33. \* Indicative results due to small sample size.

*Table 29: Reasons for Being Not Very Satisfied with the Water Supply: by Demographic Differences, 2016*

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	25	5	11	9	20	4	2	20	5	0	13	12
<b>Lack of maintenance/pipes etc.</b>	32%	43%	26%	22%	34%	0%	50%	20%	65%	0%	30%	34%
<b>Poor quality of water</b>	31%	57%	8%	22%	24%	80%	0%	43%	0%	0%	24%	41%
<b>Dirty, discoloured water</b>	30%	43%	28%	12%	33%	20%	0%	24%	47%	0%	37%	21%
<b>Too much chlorine</b>	22%	28%	29%	0%	26%	0%	50%	30%	0%	0%	38%	0%
<b>Bad taste</b>	14%	0%	18%	32%	14%	20%	0%	11%	24%	0%	11%	18%
<b>Poor supply</b>	14%	0%	18%	34%	13%	0%	50%	16%	11%	0%	16%	13%
<b>Too expensive</b>	9%	15%	0%	12%	11%	0%	0%	12%	0%	0%	5%	14%
<b>Late/ no water bill at times</b>	3%	0%	8%	0%	4%	0%	0%	4%	0%	0%	0%	7%

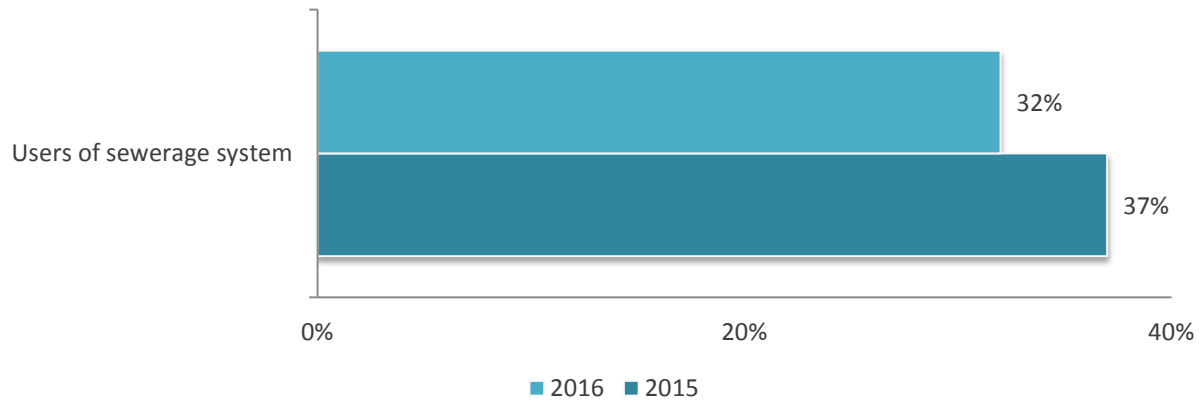
Verbatim comments identifying specific areas of concern are included in Appendix 7.8 grouped by ward and territorial authority.

### 3.7 Sewerage System

Also similar to last year, 32% of residents were connected to the Council sewerage system.

Bay of Islands-Whangaroa residents were less likely to be connected to the Council sewerage system (25% cf. total, 32%).

**Figure 16: Usage of Council Sewerage System<sup>39</sup>**



**Table 30: Usage of Council Sewerage System: by Demographic Differences, 2016<sup>40</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	32%	30%	27%	37%	30%	36%	38%	30%	43%	24%	30%	33%
<b>No</b>	65%	61%	72%	61%	68%	61%	50%	68%	52%	52%	67%	63%
<b>Don't know</b>	3%	9%	0%	2%	2%	3%	12%	2%	5%	25%	3%	4%

<sup>39</sup> Q: Does Council provide the sewerage system where you live? 2016 n=500, 2015 n=500.

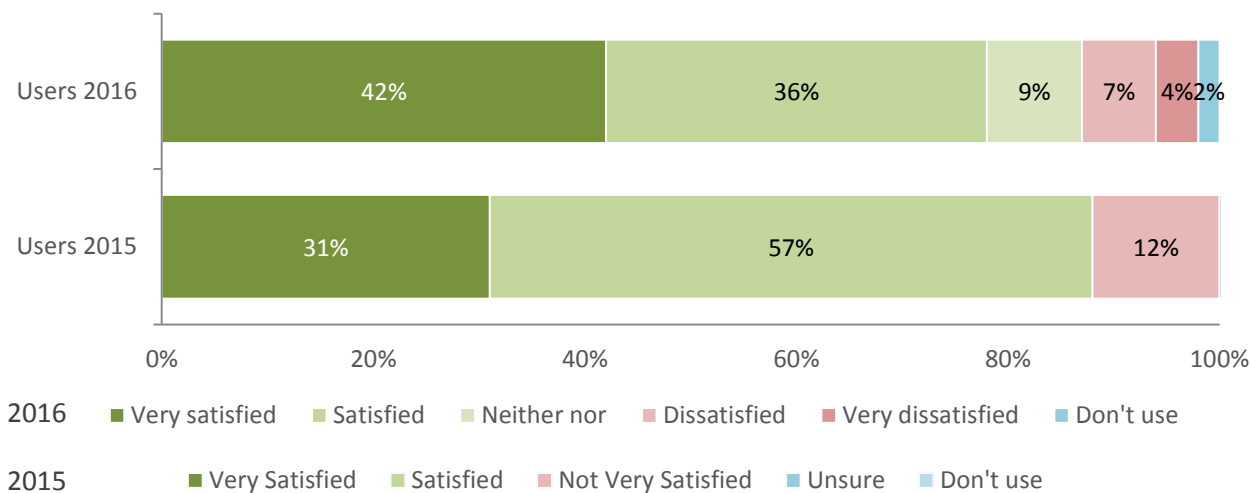
<sup>40</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Eighty-seven percent of residents connected to the Council sewerage system were not dissatisfied with it. Specifically, 78% of these residents were satisfied (36%) or very satisfied (42%) with the Council sewerage system, while 9% of these residents were neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 85%, and the peer council average, also 85%.

**Figure 17: Satisfaction with Sewerage System\*<sup>41</sup>**



Eight-five percent of peer council residents who accessed their council’s sewerage system were very satisfied or satisfied with the facilities.

**Table 31: Peer Council Comparison**

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016</b>	85%	90%	85%	81%
<b>2015</b>	94%	100%	90%	93%

<sup>41</sup> On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the sewerage system? Base: residents who connect to the Council sewerage system 2016 n=163, 2015 n=182. Peer councils TCDC users 2016 n=20\*, ODC users 2016 n=13\*, GDC users 2016 n=26\*, ODC users 2015 n=19\*, GDC users 2015 n=28\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

Te Hiku residents were more likely to be satisfied with the sewerage system (48% cf. total, 36%). Kaikohe-Hokianga residents were more likely to be very satisfied (56% cf. total, 42%), and less likely to be satisfied (23% cf. total, 36%), with the sewerage system.

**Table 32: Satisfaction with Sewerage System: by Ward, 2016<sup>42</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	42%	37%	34%	56%
<b>Satisfied</b>	36%	48%	35%	23%
<b>Neither nor</b>	9%	9%	12%	6%
<b>Dissatisfied</b>	7%	6%	6%	9%
<b>Very dissatisfied</b>	4%	0%	7%	4%
<b>Don't know</b>	0%	0%	0%	1%
<b>Don't use</b>	2%	0%	6%	0%

**Table 33: Satisfaction with Sewerage System: by Demographic Differences: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	163	18	55	90	124	39	12	138	23	4	69	94
<b>Very satisfied</b>	42%	49%	22%	53%	41%	48%	22%	39%	52%	56%	33%	49%
<b>Satisfied</b>	36%	43%	44%	26%	35%	37%	41%	34%	42%	44%	40%	32%
<b>Neither nor</b>	9%	0%	16%	10%	10%	6%	10%	11%	4%	0%	13%	6%
<b>Dissatisfied</b>	7%	0%	12%	7%	8%	4%	8%	8%	3%	0%	5%	9%
<b>Very dissatisfied</b>	4%	0%	7%	3%	2%	3%	18%	5%	0%	0%	5%	3%
<b>Don't know</b>	0%	0%	0%	1%	1%	2%	0%	1%	0%	0%	0%	1%
<b>Don't use</b>	2%	8%	0%	0%	3%	0%	0%	3%	0%	0%	4%	0%

42

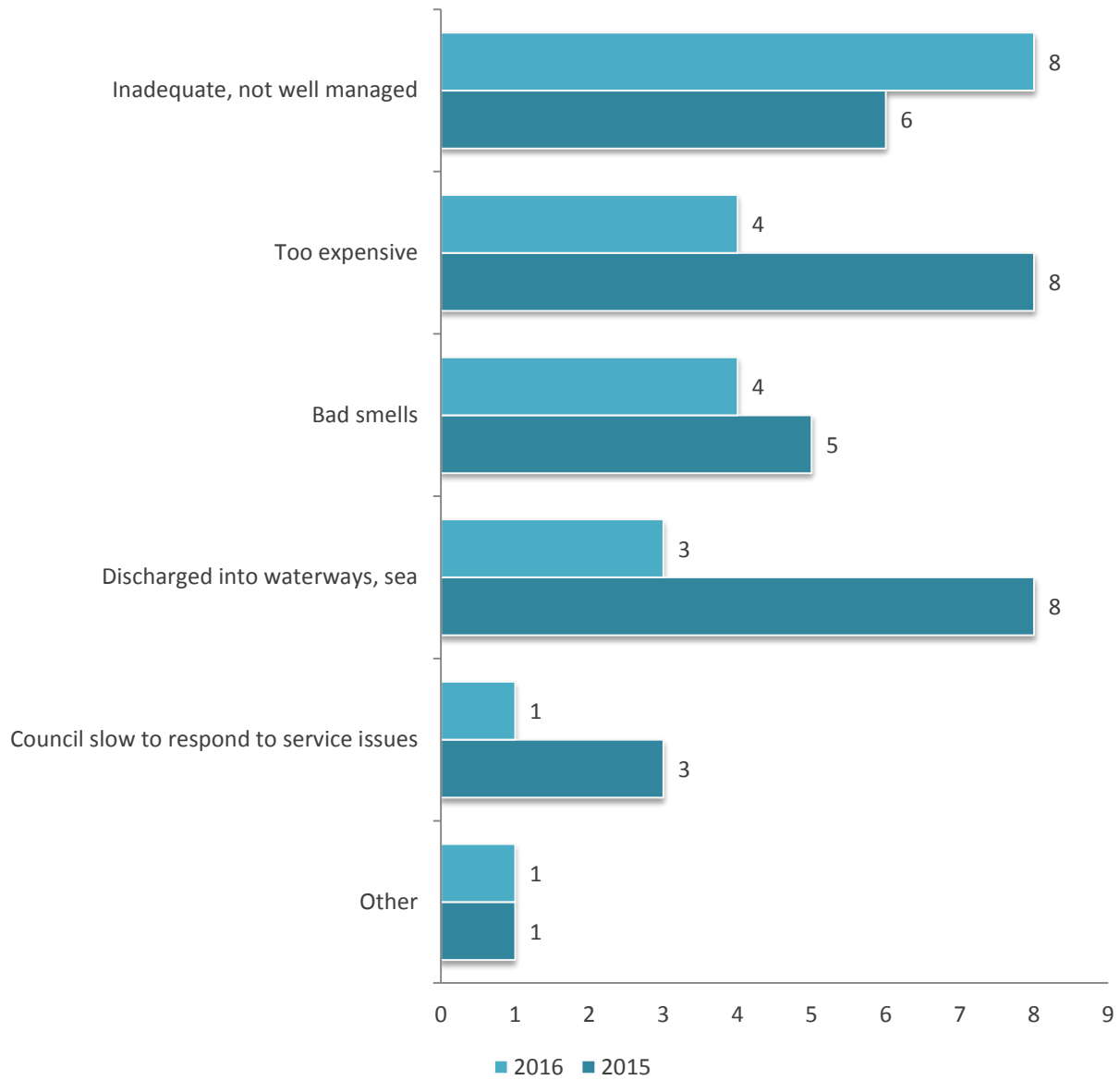
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Twenty residents connected to the Council sewerage system were not very satisfied with the service. Inadequate sewerage facilities or facilities that were not well managed, expensive, bad smells and sewerage being discharged into the waterways or ocean were the main reasons for not being very satisfied with the sewerage system.

*Figure 18: Reasons for Being Not Very Satisfied with the Sewerage System (Number of Mentions)<sup>43</sup>*



Due to the small base sizes no key demographic differences are noted. Verbatim comments identifying specific areas of concern are included in Appendix 7.9 grouped by ward and territorial authority.

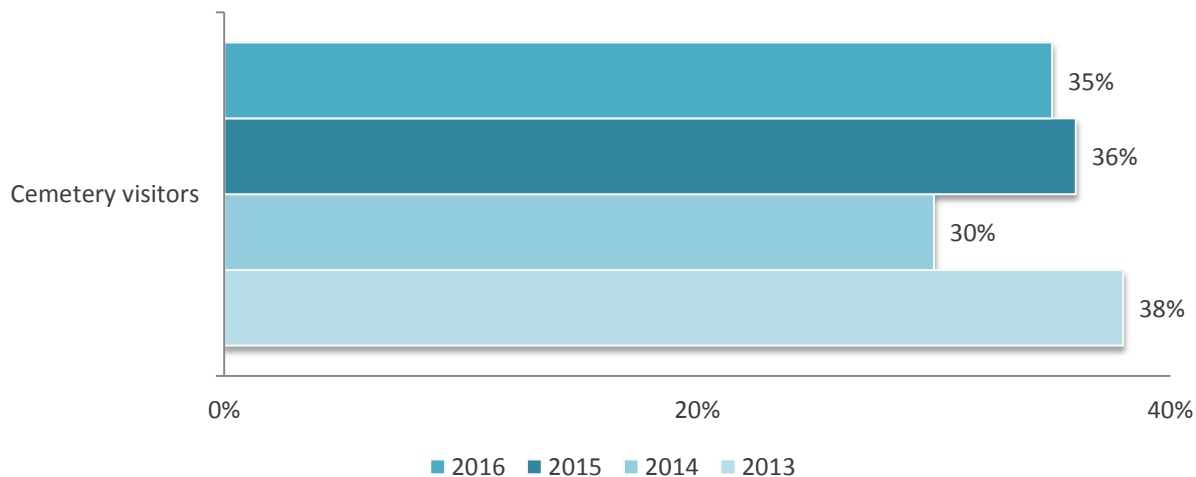
<sup>43</sup> Q: And why do you say that? Base: FNDC residents who were not very satisfied with the sewerage system. 2016 n=20\*, 2015 n=20\*. \*Indicative results due to small sample size – results shown as count instead of percentage.



### 3.8 Public Cemeteries

Consistent with 2015, 35% of residents visited a public cemetery over the past twelve months. This is on a par with the peer council average of 33%.

Figure 19: Visits to Cemeteries<sup>44</sup>



Thirty-three percent of peer council residents visited a public cemetery over the past twelve months, which was below the previous year (48%), with the most visits seen in Ōpōtiki (40%) and Gisborne (43%).

Table 34: Peer Council Comparison

% Public cemetery visitors	Peer council average	TCDC	ODC	GDC
2016	33%	17%	40%	43%
2015	48%	37%	60%	47%
2014	41%	30%	50%	44%

Table 35: Visits to Cemeteries: by Demographic Differences, 2016<sup>45</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	35%	34%	42%	29%	33%	45%	26%	36%	30%	31%	35%	58%
<b>No - have not used</b>	64%	66%	57%	71%	66%	53%	74%	63%	70%	69%	64%	42%
<b>Don't remember</b>	1%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%

<sup>44</sup> Q: Have you or has anyone in your household used or visited a public cemetery? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

<sup>45</sup>

**Legend Key: Illustrating Statistical Significance**

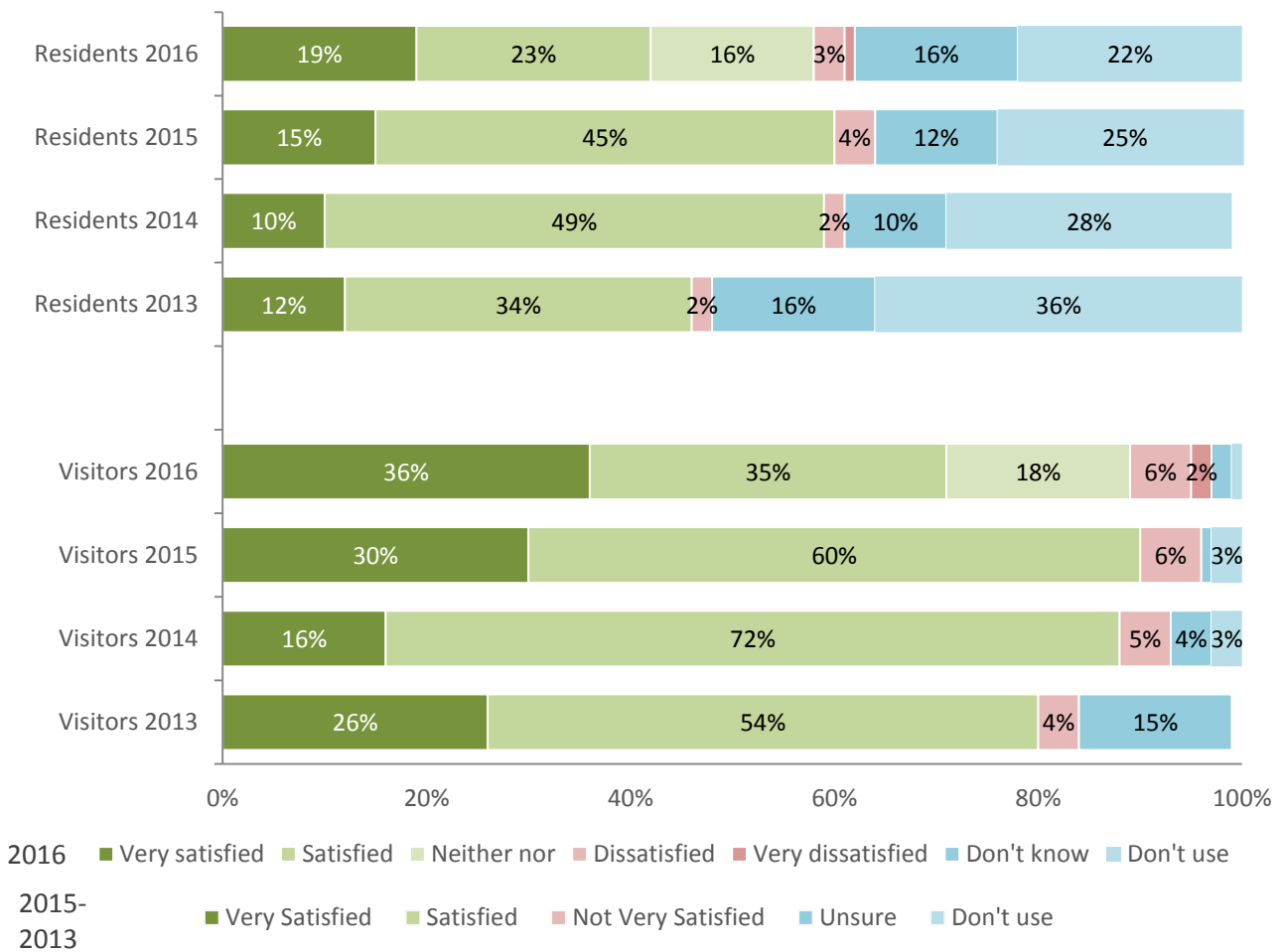
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Over half (58%) of residents who stated an opinion were not dissatisfied with public cemeteries. Specifically, 42% of residents were satisfied (23%) or very satisfied (19%) with public cemeteries, with a further 16% of residents neither satisfied nor dissatisfied.

In terms of public cemetery visitors, the majority (89%) of residents who stated an opinion were not dissatisfied with the public cemeteries. Specifically, 71% of users were satisfied (35%) or very satisfied (36%) with the public cemeteries, while 18% of visitors were neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 62% and below the peer council average of 87%.

**Figure 20: Satisfaction with Public Cemeteries<sup>46</sup>**



<sup>46</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents 2016 n=500, 2015 n=500. 2014 n=513, 2013 n=406. Visitors of public cemeteries: 2016 n=173, 2015 n=182, 2014 n=155, 2013 n=154. Due to a change in scale, result comparisons are indicative only.

Fifty-one percent of peer council residents were very satisfied or satisfied with public cemeteries.

Eighty-seven percent of peer council visitors were very satisfied or satisfied with public cemeteries, with the highest satisfaction seen in Thames-Coromandel district (100%).

**Table 36: Peer Council Comparison** <sup>47</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016 residents</b>	51%	47%	50%	57%
<b>2015 residents</b>	67%	57%	76%	67%
<b>2014 residents</b>	63%	50%	70%	69%
<b>2016 visitors</b>	87%	100%	75%	92%
<b>2015 visitors</b>	98%	91%	100%	100%
<b>2014 visitors</b>	90%	89%	80%	100%

Bay of Islands-Whangaroa residents were less likely to visit the public cemeteries (27% cf. total, 35%) and less likely to be very satisfied (15% cf. total, 19%), or dissatisfied (1% cf. total, 3%), with the facilities. Te Hiku residents were less likely not to have visited public cemeteries (57% cf. total, 64%), and more likely to be dissatisfied with the public cemeteries (6% cf. total, 3%). Residents of Kaikohe-Hokianga were more likely to visit the public cemeteries (43% cf. total, 35%).

**Table 37: Satisfaction with Public Cemeteries, by Ward, 2016**<sup>48</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	19%	22%	15%	24%
<b>Satisfied</b>	23%	20%	23%	27%
<b>Neither nor</b>	16%	19%	15%	13%
<b>Dissatisfied</b>	3%	6%	1%	4%
<b>Very dissatisfied</b>	1%	2%	0%	1%
<b>Don't know</b>	16%	12%	21%	12%
<b>Don't use</b>	22%	19%	25%	20%

<sup>47</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32. Users of public cemeteries 2016 TCDC n=5\*, ODC n=12\*, GDC n=13\*, 2015 TCDC n=11\*, ODC n=18\*, GDC n=14\*, 2014 TCDC n=9\*, ODC n=15\*, GDC n=14\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

**Legend Key: Illustrating Statistical Significance**

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

**Table 38: Satisfaction with Public Cemeteries, by Demographic Differences: by Demographic Differences, 2016<sup>49</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	19%	26%	17%	17%	19%	23%	16%	18%	23%	36%	19%	20%
<b>Satisfied</b>	23%	18%	27%	22%	23%	26%	6%	23%	23%	27%	22%	24%
<b>Neither nor</b>	16%	17%	22%	9%	16%	14%	13%	17%	10%	7%	18%	14%
<b>Dissatisfied</b>	3%	3%	5%	1%	3%	3%	0%	4%	0%	0%	2%	4%
<b>Very dissatisfied</b>	1%	1%	1%	0%	1%	1%	0%	0%	3%	0%	1%	1%
<b>Don't know</b>	16%	20%	10%	20%	17%	14%	9%	15%	25%	15%	20%	12%
<b>Don't use</b>	22%	15%	18%	31%	21%	18%	56%	23%	16%	15%	18%	26%

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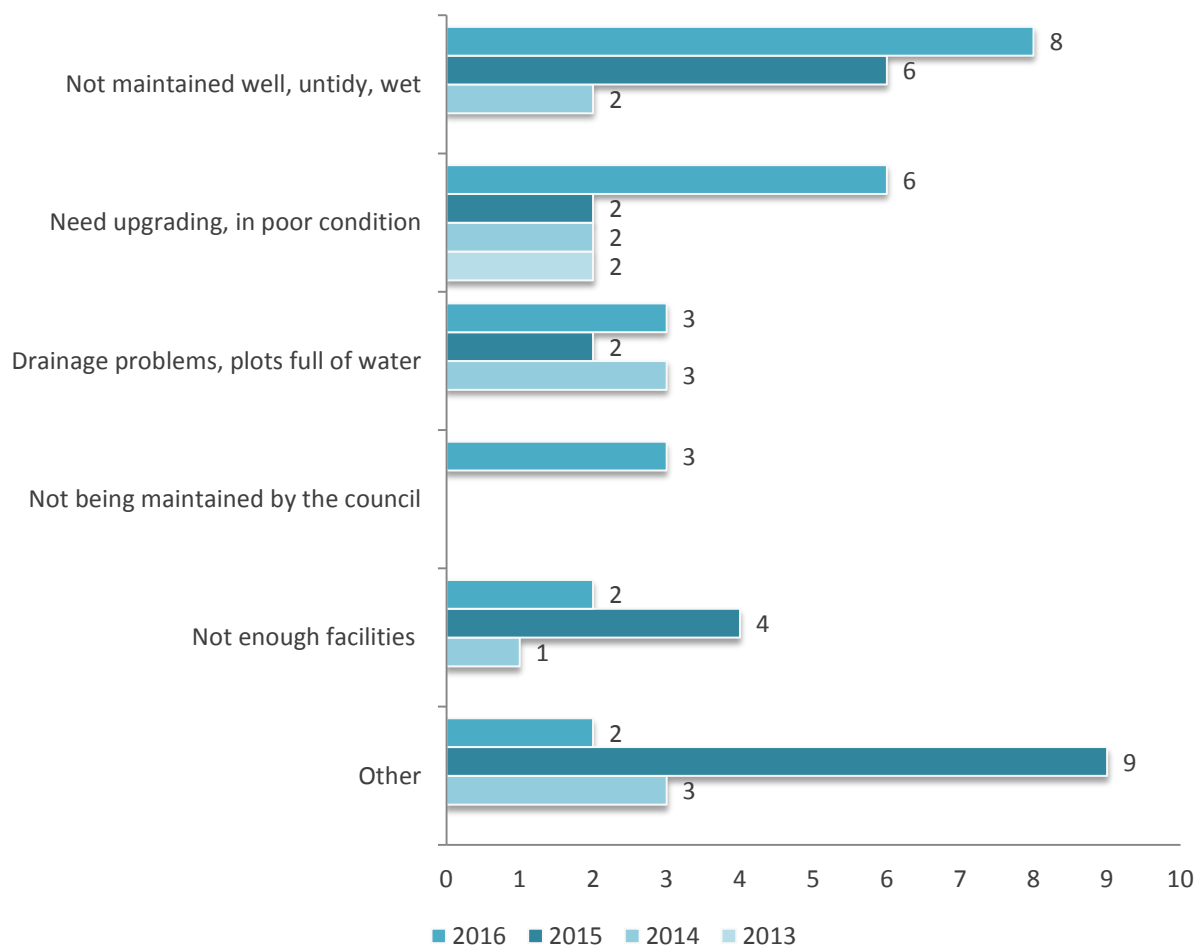
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Eighteen users were not very satisfied with the public cemetery facilities. Reasons for their dissatisfaction are, therefore, shown numerically below due to the small sample size. Lack of maintenance at public cemeteries, and a general need to upgrade and address drainage problems were the main reasons for not being very satisfied with public cemeteries.

**Figure 21: Reasons for Being Not Very Satisfied with Public Cemeteries (Number of Mentions)\*<sup>50</sup>**



Due to the small base sizes no key demographic differences are noted. Due to the small base sizes no key demographic differences are noted. Verbatim comments identifying specific areas of concern are included in Appendix 7.10 grouped by ward and territorial authority.

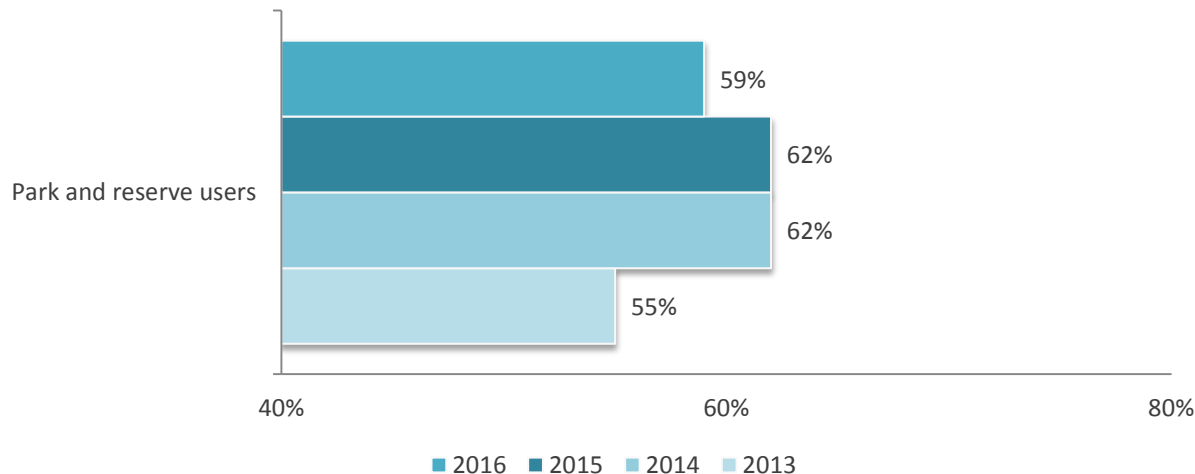
<sup>50</sup> Q: You mentioned that you are not satisfied with cemeteries. Why do you say that? Base: FNDC residents who were not very satisfied with public cemeteries 2016 n=18\*, 2015 n=19\*, 2014 n=12\*, 2013 n=9\*.

\*Indicative results due to small base size – results shows as count instead of percentage.

### 3.9 Parks and Reserves (excluding Playgrounds)

Fifty-nine percent of residents have used parks and reserves, excluding playgrounds over the past twelve months. This was marginally less than previous results and below the peer council average of 63%.

Figure 22: Usage of Parks and Reserves<sup>51</sup>



Sixty-three percent of peer council residents have used parks and reserves, excluding playgrounds over the past twelve months with the highest use in Thames-Coromandel (70%).

Table 39: Peer Council Comparison

% Users	Peer council average	TCDC	ODC	GDC
2016	63%	73%	70%	47%
2015	74%	83%	67%	73%
2014	74%	80%	70%	72%

Table 40: Usage of Parks and Reserves: by Demographic Differences, 2016<sup>52</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	59%	61%	62%	55%	60%	52%	61%	58%	68%	47%	62%	56%
<b>No - have not used</b>	40%	39%	37%	44%	39%	48%	36%	41%	32%	53%	37%	43%
<b>Don't remember</b>	1%	0%	2%	1%	1%	0%	3%	1%	0%	0%	2%	0%

<sup>51</sup> Q: Have you or has anyone in your household used or visited a park or reserve excluding public playgrounds? Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

<sup>52</sup>

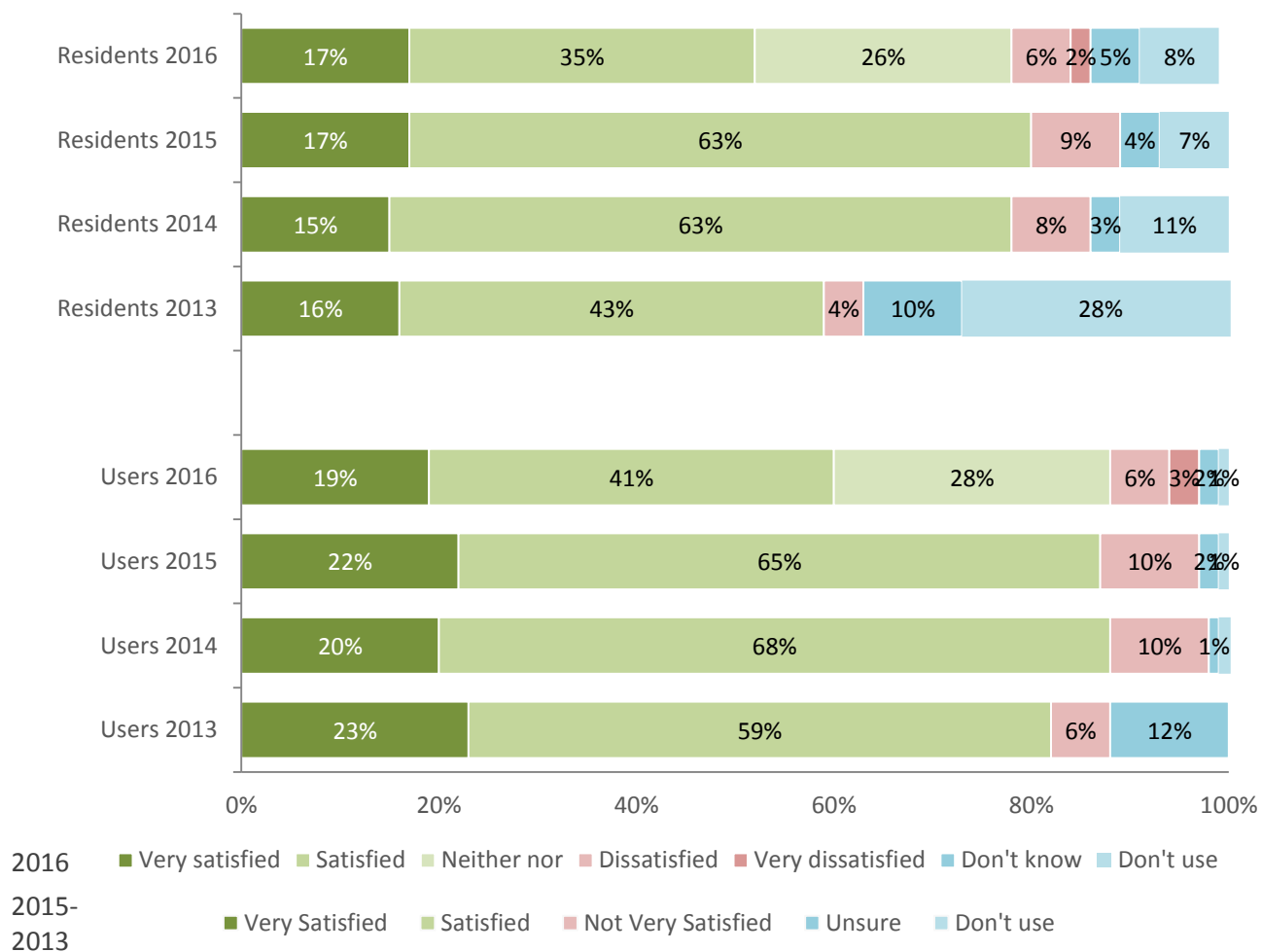
Legend Key: Illustrating Statistical Significance

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Seventy-eight percent of residents who stated an opinion were not dissatisfied with parks and reserves. Specifically, 52% of residents were satisfied (35%) or very satisfied (17%) with parks and reserves, while a further 26% of residents were neither satisfied nor dissatisfied.

In terms of parks and reserves users, 88% of users who stated an opinion were not dissatisfied with the parks and reserves. Specifically, 60% of users were satisfied (41%) or very satisfied (19%) with the parks and reserves, while 28% of users were neither satisfied nor dissatisfied. The total users satisfied is well below the Council-set target of 90%, and well below the peer council user satisfaction average of 82%.

**Figure 23: Satisfaction with Parks and Reserves<sup>53</sup>**



<sup>53</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Users of parks and reserves, excluding playgrounds: 2016 n=291, 2015 n=298, 2014 n=304, 2013 n=216. Due to a change in scale, result comparisons are indicative only.

Sixty-seven percent of peer council residents were very satisfied or satisfied with the parks and reserves in their district, while 82% of users were very satisfied or satisfied with the parks and reserves in the peer districts. Thames-Coromandel residents were the most satisfied.

**Table 41: Peer Council Comparison** <sup>54</sup>

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016 residents</b>	67%	80%	63%	57%
<b>2015 residents</b>	92%	90%	87%	87%
<b>2014 residents</b>	89%	97%	83%	88%
<b>2016 users</b>	82%	95%	71%	79%
<b>2015 users</b>	99%	100%	100%	95%
<b>2014 users</b>	94%	96%	90%	95%

Fifty-nine per cent of Bay of Islands-Whangaroa residents were very satisfied (24%) or satisfied (35%) with the parks and reserves, compared with 45% of Te Hiku residents, and 48% of Kaikohe-Hokianga residents. Bay of Islands-Whangaroa residents were more likely to be very satisfied with the parks and reserves, while Te Hiku residents were less likely to be very satisfied (24% and 9% cf. total, 17%).

**Table 42: Satisfaction with Parks and Reserves, by Ward, 2016** <sup>55</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	17%	9%	24%	12%
<b>Satisfied</b>	35%	36%	35%	36%
<b>Neither nor</b>	26%	28%	23%	31%
<b>Dissatisfied</b>	6%	9%	5%	4%
<b>Very dissatisfied</b>	2%	2%	3%	1%
<b>Don't know</b>	5%	6%	4%	5%
<b>Don't use</b>	8%	9%	6%	12%

<sup>54</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32. Users of parks and reserves 2016 TCDC n=22\*, ODC n=21\*, GDC n=14\* 2015 TCDC n=25\*, ODC n=20\*, GDC n=22\* 2014 TCDC: n=24\*, ODC n=21\*, GDC n=23\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

<sup>55</sup>

**Legend Key: Illustrating Statistical Significance**

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).



**Table 43: Satisfaction with Parks and Reserves, by Demographic Differences: by Demographic Differences, 2016<sup>56</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	17%	23%	13%	15%	17%	15%	22%	15%	29%	25%	18%	16%
<b>Satisfied</b>	35%	31%	33%	41%	36%	32%	40%	35%	33%	46%	36%	35%
<b>Neither nor</b>	26%	31%	29%	20%	25%	34%	17%	27%	24%	19%	26%	26%
<b>Dissatisfied</b>	6%	8%	8%	2%	5%	6%	6%	6%	6%	7%	6%	6%
<b>Very dissatisfied</b>	2%	4%	2%	1%	3%	1%	0%	3%	0%	0%	2%	3%
<b>Don't know</b>	5%	1%	6%	6%	5%	7%	4%	5%	4%	3%	5%	5%
<b>Don't use</b>	8%	1%	8%	14%	9%	7%	11%	10%	3%	0%	7%	10%

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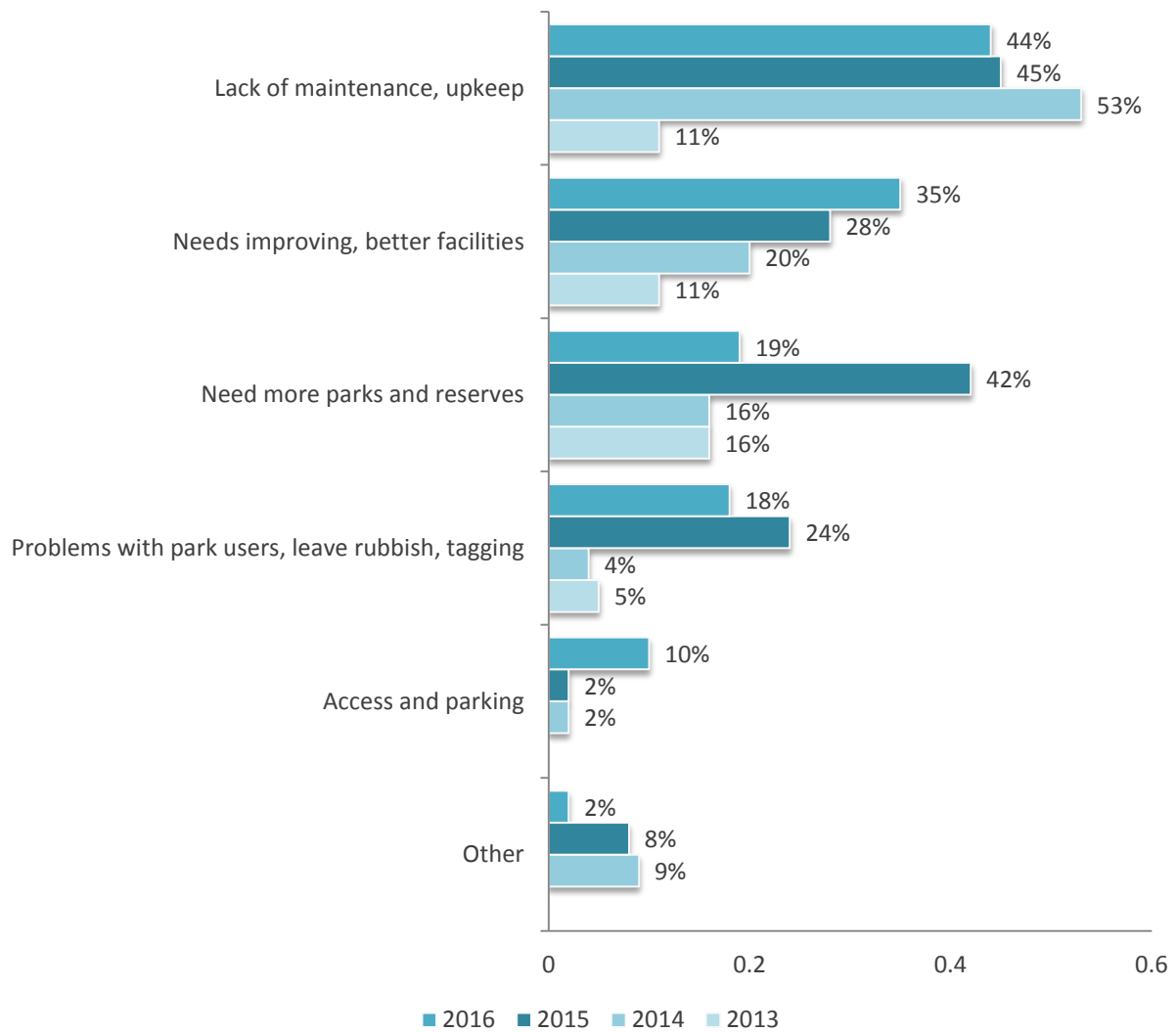
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

A lack of maintenance (44%) and a need for improved facilities in the district (35%) were the main reasons for not being very satisfied with parks and reserves.

**Figure 24: Reasons for Being Not Very Satisfied with Parks and Reserves, excluding Playgrounds<sup>57</sup>**



<sup>57</sup> Q: You mentioned that you are 'not very satisfied' with parks and reserves. Why do you say that? Base: FNDC residents who were not very satisfied with parks and reserves. 2016 n=37, 2015 n=49, 2014 n=39, 2013 n=19\*. \* Indicative results due to small sample size.

**Table 44: Reasons for Being Not Very Satisfied with Parks and Reserves, excluding Playgrounds: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	37	6	22	9	26	9	2	34	2	1	13	24
<b>Lack of maintenance, upkeep</b>	44%	55%	39%	34%	44%	41%	50%	42%	82%	0%	42%	45%
<b>Need improving, better facilities</b>	35%	45%	32%	21%	38%	32%	0%	35%	0%	100%	28%	41%
<b>Need more parks &amp; reserves</b>	19%	12%	22%	24%	17%	21%	50%	22%	0%	0%	14%	23%
<b>Problems with park users, leave rubbish, tagging</b>	18%	22%	18%	10%	19%	19%	0%	19%	18%	0%	22%	15%
<b>Access and parking</b>	10%	22%	4%	0%	13%	0%	0%	11%	0%	0%	17%	4%
<b>Other</b>	2%	0%	4%	0%	3%	0%	0%	2%	0%	0%	0%	4%

Verbatim comments identifying specific areas of concern are included in Appendix 7.11 grouped by ward and territorial authority.

### 3.10 Swimming Pool Facilities

*(Kawakawa, Kaitaia and Kerikeri Swimming Pools)*

The proportion of residents who have used the public swimming pools over the past twelve months is on a par with the previous year (18%). Swimming pool usage was marginally above the peer council average of 17%.

Figure 25: Usage of Swimming Pool Facilities<sup>58</sup>

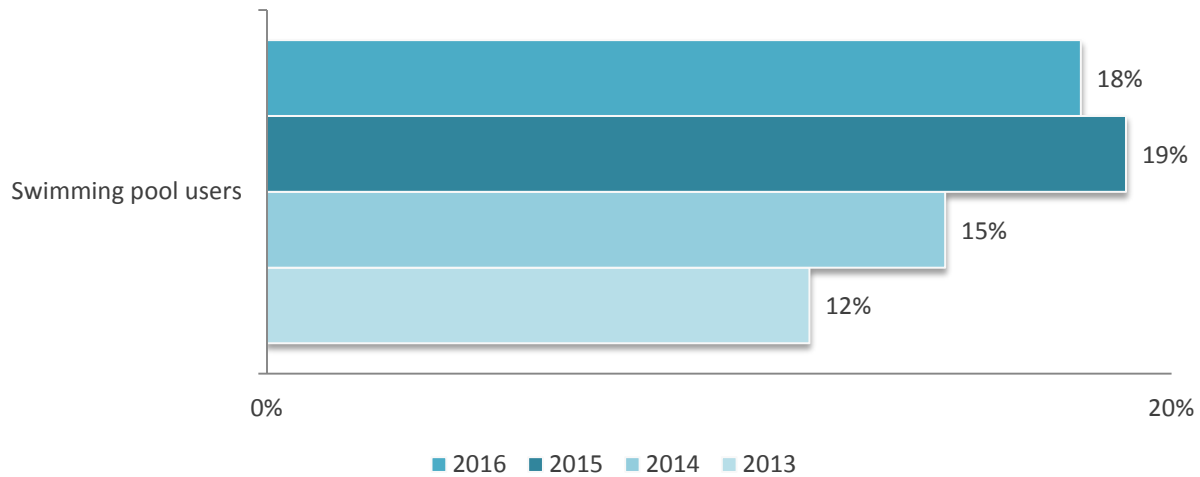


Table 45: Usage of Swimming Pool Facilities: by Demographic Differences, 2016<sup>59</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	18%	29%	22%	6%	15%	29%	26%	16%	32%	11%	14%	22%
<b>No - have not used</b>	82%	70%	78%	94%	84%	70%	74%	83%	68%	89%	86%	77%
<b>Don't remember</b>	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%

<sup>58</sup> Q: Have you or has anyone in your household used or visited a public swimming pool (Kawakawa, Kaitaia or Kerikeri swimming pools). Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

<sup>59</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Seventeen percent of peer council residents have used public swimming pools over the past twelve months. Although usage in Ōpōtiki and Gisborne remained consistent with the previous year, there has been a decline in usage of public swimming pools in Thames-Coromandel.

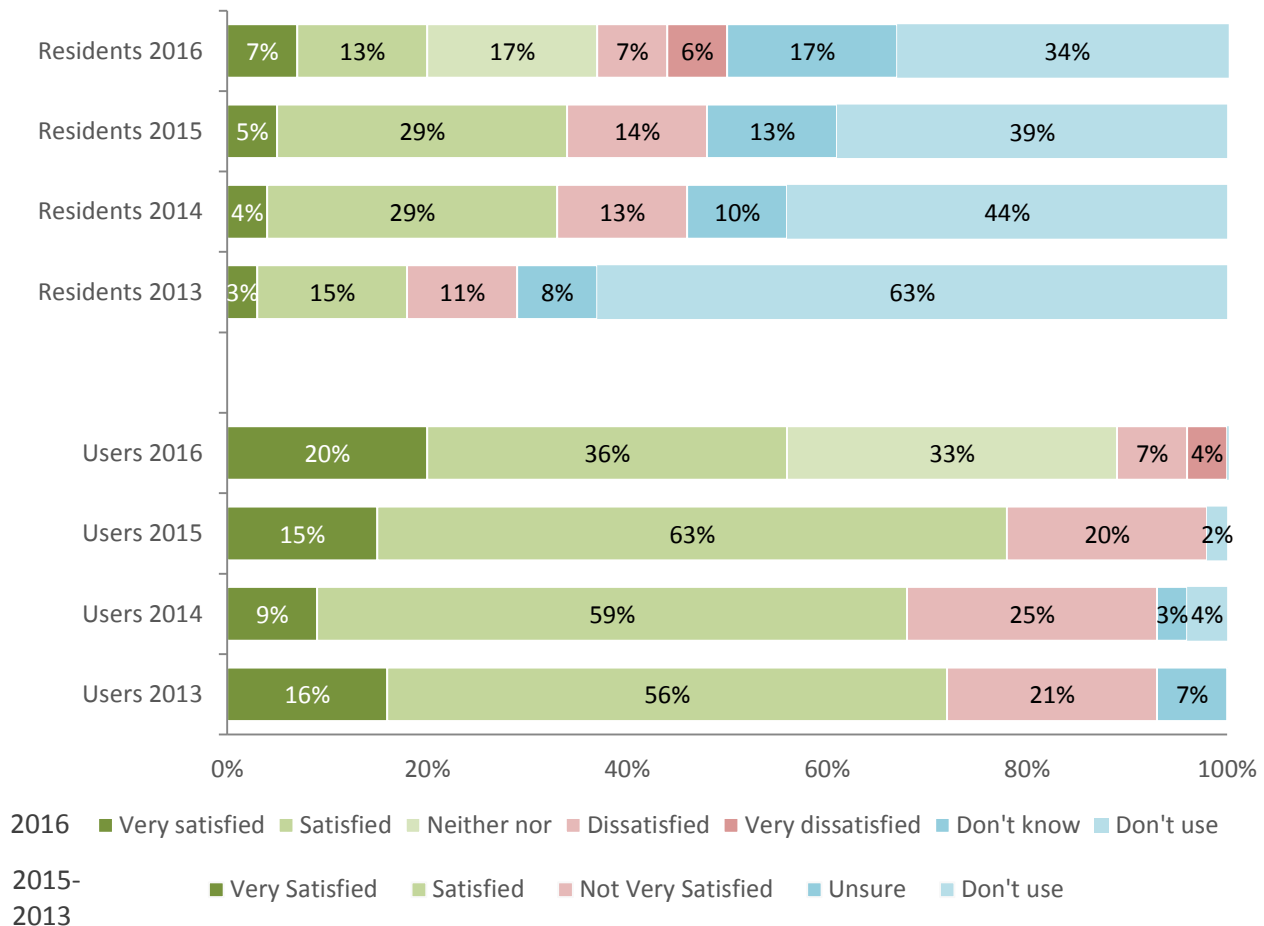
**Table 46: Peer Council Comparison**

% Swimming pool users	Peer council average	TCDC	ODC	GDC
2016	17%	3%	23%	23%
2015	23%	17%	23%	30%
2014	27%	13%	17%	50%

Thirty-seven percent of residents who stated an opinion were not dissatisfied with the swimming pool facilities. Specifically, 20% of residents were satisfied (13%) or very satisfied (7%) with the swimming pool facilities, with a further 17% of residents neither satisfied nor dissatisfied.

In terms of swimming pool users, 89% of users who stated an opinion were not dissatisfied with the swimming pool facilities. Specifically, 56% of users were satisfied (36%) or very satisfied (20%) with the swimming pool facilities. The total satisfied result was below the Council-set target of 70%, and above the peer council average of 40%.

**Figure 26: Satisfaction with Swimming Pool Facilities<sup>60</sup>**



<sup>60</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Users of public swimming pools: 2016 n=77, 2015 n=77, 2014 n=74, 2013 n=45. Due to a change in scale, result comparisons are indicative only.

Twenty-four percent of peer council residents were satisfied with the public swimming pool facilities. By comparison, 40% of pool users were satisfied. However, the peer council average was pulled down by dissatisfied pool users in Thames-Coromandel, of which no one was satisfied. Gisborne pool users were the most satisfied with the public pool facilities (57%).

**Table 47: Peer Council Comparison<sup>61</sup>**

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016 residents</b>	24%	23%	23%	27%
<b>2015 residents</b>	42%	47%	33%	46%
<b>2014 residents</b>	39%	37%	27%	53%
<b>2016 users</b>	40%	0%	29%	57%
<b>2015 users</b>	81%	80%	72%	89%
<b>2014 users</b>	76%	75%	60%	82%

Te Hiku residents were less likely to be very satisfied and more likely to be dissatisfied (3% cf. total, 7%, 12% cf. total, 7% respectively) with the public swimming pool facilities. Bay of Islands-Whangaroa residents were more likely to have used public swimming pools (22% cf. total, 18%), and were more likely to be very satisfied with the facilities (10% cf. total, 7%). Kaikohe-Hokianga residents were less likely to have used public swimming pools (10% cf. total, 18%), and were less likely to be dissatisfied (3% cf. total, 7%) with the public swimming pool facilities.

**Table 48: Satisfaction with Swimming Pool Facilities: by Ward, 2016<sup>62</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	7%	3%	10%	5%
<b>Satisfied</b>	13%	17%	12%	11%
<b>Neither nor</b>	17%	21%	17%	12%
<b>Dissatisfied</b>	7%	12%	6%	3%
<b>Very dissatisfied</b>	6%	7%	4%	8%
<b>Don't know</b>	17%	14%	16%	20%
<b>Don't use</b>	34%	27%	34%	41%

<sup>61</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32. Users of public swimming pools: 2016 TCD n=1\*, ODC n=7\*, GDC n=7\*, 2015 TCD n=5\*, ODC n=7\*, GDC n=9\*, 2014 CDC n=4\*, ODC n=5\*, GDC n=16\*. Due to a change in scale, result comparisons are indicative only.

<sup>62</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

**Table 49: Satisfaction with Swimming Pool Facilities: by Demographic Differences: by Demographic Differences, 2016<sup>63</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	7%	14%	5%	3%	7%	7%	9%	4%	19%	23%	7%	6%
<b>Satisfied</b>	13%	16%	16%	8%	13%	14%	7%	12%	13%	23%	10%	16%
<b>Neither nor</b>	17%	18%	22%	10%	16%	21%	13%	17%	16%	12%	19%	15%
<b>Dissatisfied</b>	7%	10%	8%	4%	6%	8%	12%	7%	7%	7%	7%	7%
<b>Very dissatisfied</b>	6%	8%	6%	5%	6%	11%	6%	6%	8%	3%	6%	6%
<b>Don't know</b>	17%	23%	12%	17%	17%	14%	11%	16%	15%	29%	20%	13%
<b>Don't use</b>	34%	11%	32%	52%	35%	25%	43%	38%	22%	4%	31%	36%

63

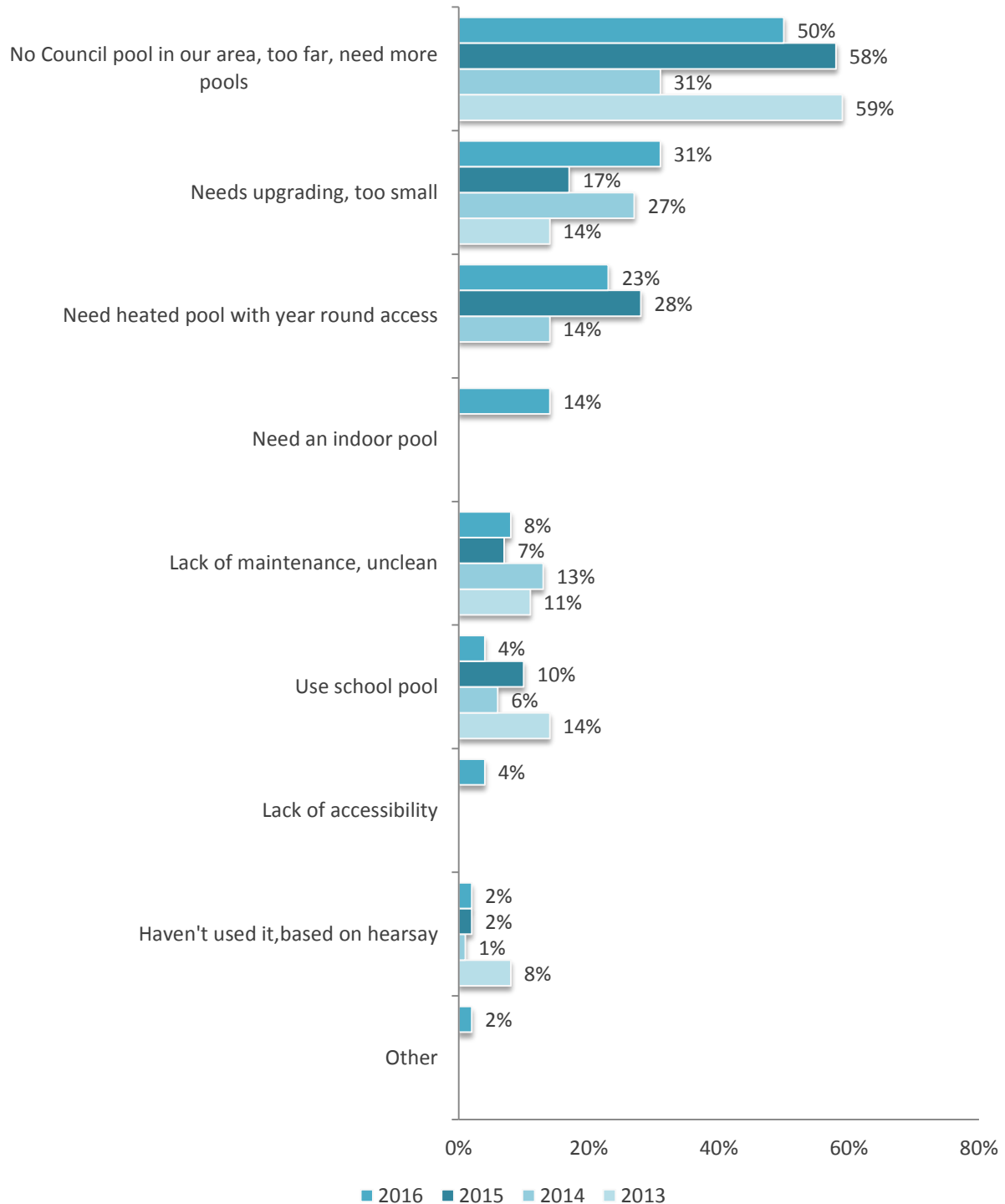
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

The lack of local facilities in the area (50%), the need to upgrade current facilities (31%), and the lack of a heated pool for year round access (23%) were the main reasons for residents not being very satisfied with swimming pool facilities.

*Figure 27: Reasons for Being Not Very Satisfied with Swimming Pool Facilities<sup>64</sup>*



64 Q: You mentioned that you are not satisfied with public swimming pools. Why do you say that? Base: FNDC residents who were not very satisfied with public swimming pools. 2016 n=59, 2015 n=77, 2014 n=69, 2013 n=45.



**Table 50: Reasons for Being Not Very Satisfied with Swimming Pool Facilities: by Demographic Differences, 2016**

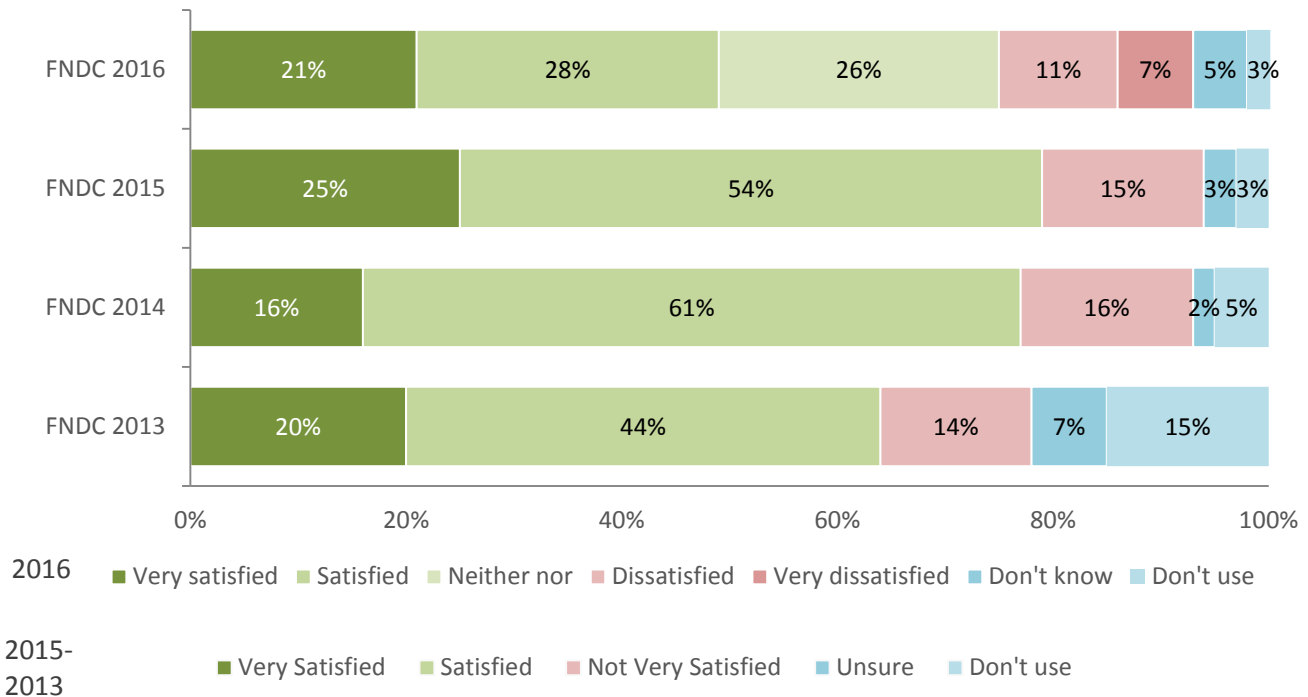
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	59	9	28	22	42	19	5	50	8	2	21	38
<b>No Council pool in area, too far away, need more pools</b>	50%	43%	44%	70%	54%	32%	86%	49%	55%	28%	55%	45%
<b>Needs upgrading, too small</b>	31%	51%	25%	13%	32%	36%	36%	26%	56%	72%	27%	34%
<b>Need heated pool with year round access</b>	23%	35%	25%	0%	18%	29%	0%	24%	27%	0%	27%	18%
<b>Need an indoor pool</b>	14%	22%	17%	0%	16%	7%	0%	14%	18%	0%	10%	18%
<b>Lack of maintenance, unclean</b>	8%	8%	7%	9%	8%	6%	0%	6%	18%	0%	3%	12%
<b>Use school pool</b>	4%	8%	3%	0%	4%	4%	0%	2%	18%	0%	0%	8%
<b>Lack of accessibility</b>	4%	0%	10%	0%	4%	7%	0%	5%	0%	0%	0%	8%
<b>Haven't used it, based on hear-say</b>	2%	0%	0%	9%	1%	0%	14%	1%	7%	0%	0%	4%
<b>Other</b>	2%	0%	3%	4%	1%	7%	0%	3%	0%	0%	0%	5%

Verbatim comments identifying specific areas of concern are included in Appendix 7.12 grouped by ward and territorial authority.

### 3.11 Coastal Access

Seventy-five percent of residents who stated an opinion were not dissatisfied with coastal access. Overall, 49% of residents were satisfied (28%) or very satisfied (21%) with coastal access, and 26% were neither satisfied nor dissatisfied. The total satisfied result was below the peer council average of 67%. The total satisfied result was well below the Council-set target of 80%, and below the peer council average of 67%.

Figure 28: Satisfaction with Coastal Access<sup>65</sup>



Sixty-seven percent of peer council residents were satisfied with coastal access. Thames-Coromandel residents were the most satisfied, and Gisborne residents the least satisfied.

Table 51: Peer Council Comparison

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016	67%	87%	60%	53%
2015	96%	90%	100%	97%
2014	94%	90%	90%	100%

<sup>65</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32. Due to a change in scale, result comparisons are indicative only.

Te Hiku residents were more likely to be satisfied with access to the beaches (38% cf. total, 28%), while Bay of Islands-Whangaroa residents were more likely to be dissatisfied or very dissatisfied (16% cf. total, 11%, 10% cf. total, 7% respectively). Kaikohe-Hokianga residents were more likely to be unsure how to rate coastal access, and less likely to be dissatisfied (33% cf. total, 26%, 6% cf. total, 11% respectively).

*Table 52: Satisfaction with Coastal Access, by Ward, 2016<sup>66</sup>*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	21%	22%	18%	24%
<b>Satisfied</b>	28%	38%	24%	24%
<b>Neither nor</b>	26%	21%	24%	33%
<b>Dissatisfied</b>	11%	7%	16%	6%
<b>Very dissatisfied</b>	7%	4%	10%	3%
<b>Don't know</b>	5%	5%	5%	3%
<b>Don't use</b>	3%	2%	2%	7%

66

**Legend Key: Illustrating Statistical Significance**

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Table 53: Satisfaction with Coastal Access, by Demographic Differences: by Demographic Differences, 2016<sup>67</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	21%	23%	17%	23%	18%	20%	46%	19%	26%	25%	18%	23%
<b>Satisfied</b>	28%	29%	28%	27%	28%	33%	23%	29%	34%	3%	26%	30%
<b>Neither nor</b>	26%	31%	26%	21%	28%	25%	17%	26%	17%	53%	28%	24%
<b>Dissatisfied</b>	11%	13%	10%	11%	12%	7%	7%	11%	15%	3%	13%	9%
<b>Very dissatisfied</b>	7%	1%	11%	6%	6%	7%	3%	7%	5%	4%	8%	5%
<b>Don't know</b>	5%	4%	5%	5%	5%	5%	0%	5%	3%	12%	5%	5%
<b>Don't use</b>	3%	0%	3%	6%	3%	3%	3%	4%	1%	0%	3%	4%

67

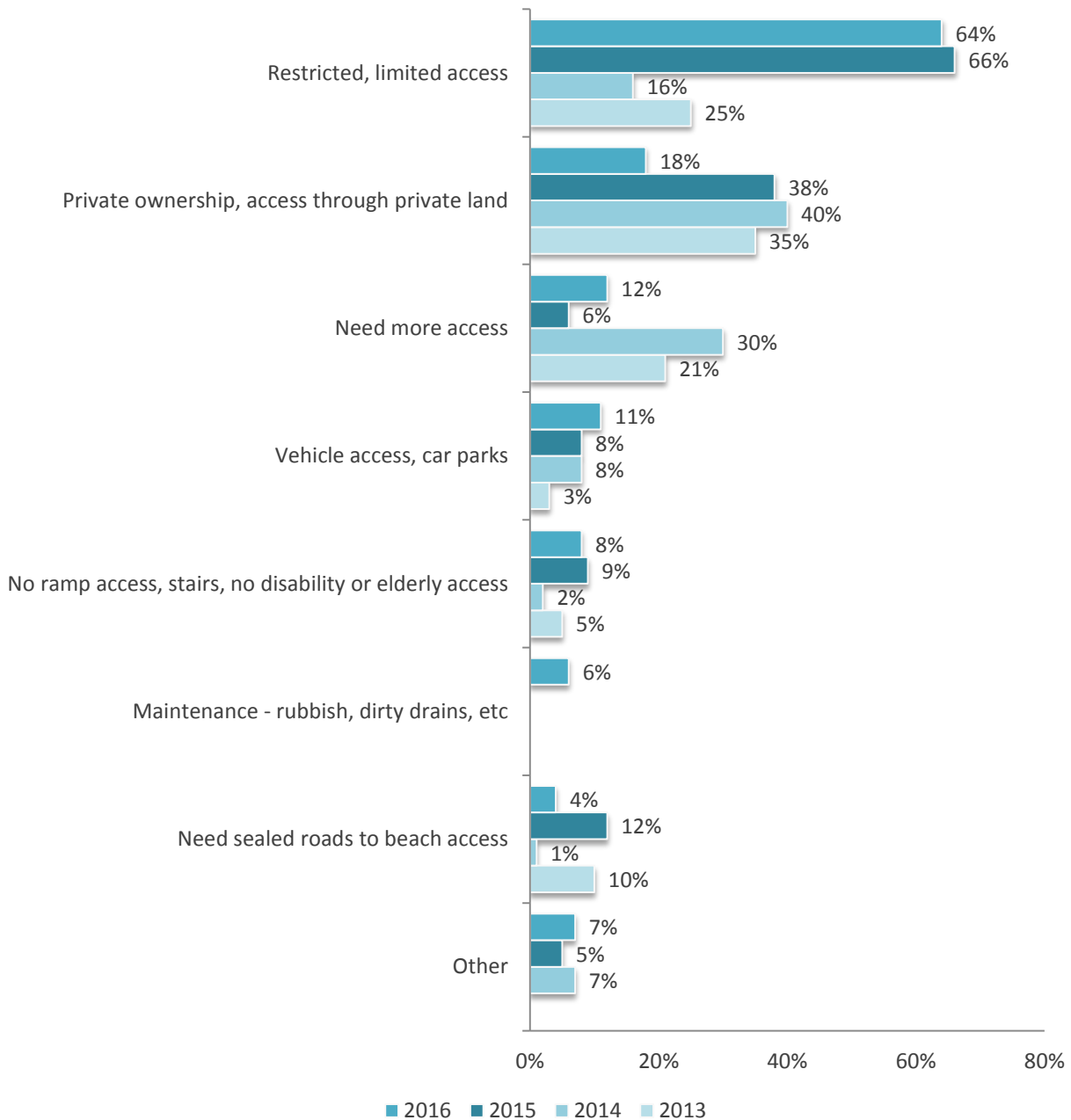
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Restricted or limited access (64%) continued to be the main reason for residents not being very satisfied with access to the beaches. Restricted access revolved around iwi and Council controlling public access to certain beaches (18%). In addition, the lack of physical access to the beaches via road (11%) or pathway (12%) were also mentioned as reasons for dissatisfaction.

**Figure 29: Reasons for Being Not Very Satisfied with Coastal Access<sup>68</sup>**



<sup>68</sup> Q: You mentioned that you are not satisfied with coastal access. Why do you say that? Base: FNDC residents who were not very satisfied with coastal access. 2016 n=89, 2015 n=79, 2014 n=84, 2013 n=58.

**Table 54: Reasons for Being Not Very Satisfied with Coastal Access: by Demographic Differences, 2016<sup>69</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	89	7	41	41	71	18	3	79	10	2	46	43
<b>Restricted, limited access</b>	64%	81%	67%	51%	67%	54%	30%	65%	65%	54%	77%	47%
<b>Private ownership, access through private land</b>	18%	27%	15%	17%	18%	14%	30%	18%	13%	54%	19%	17%
<b>Need more access</b>	12%	0%	15%	15%	13%	10%	0%	13%	5%	0%	11%	13%
<b>Vehicle access, car parks</b>	11%	27%	4%	10%	12%	14%	0%	6%	38%	0%	9%	13%
<b>No ramp access, disability access, elderly access</b>	8%	0%	9%	10%	7%	11%	0%	8%	0%	54%	7%	9%
<b>Maintenance-rubbish, dirty drains etc.</b>	6%	10%	4%	7%	5%	14%	0%	5%	13%	0%	2%	13%
<b>Need sealed roads to beach access, maintain access</b>	4%	18%	0%	2%	1%	18%	0%	5%	0%	0%	6%	2%
<b>Other</b>	5%	0%	4%	10%	4%	5%	32%	5%	0%	46%	5%	7%

Verbatim comments identifying specific areas of concern are included in Appendix 7.13 grouped by ward and territorial authority.

69

**Legend Key: Illustrating Statistical Significance**

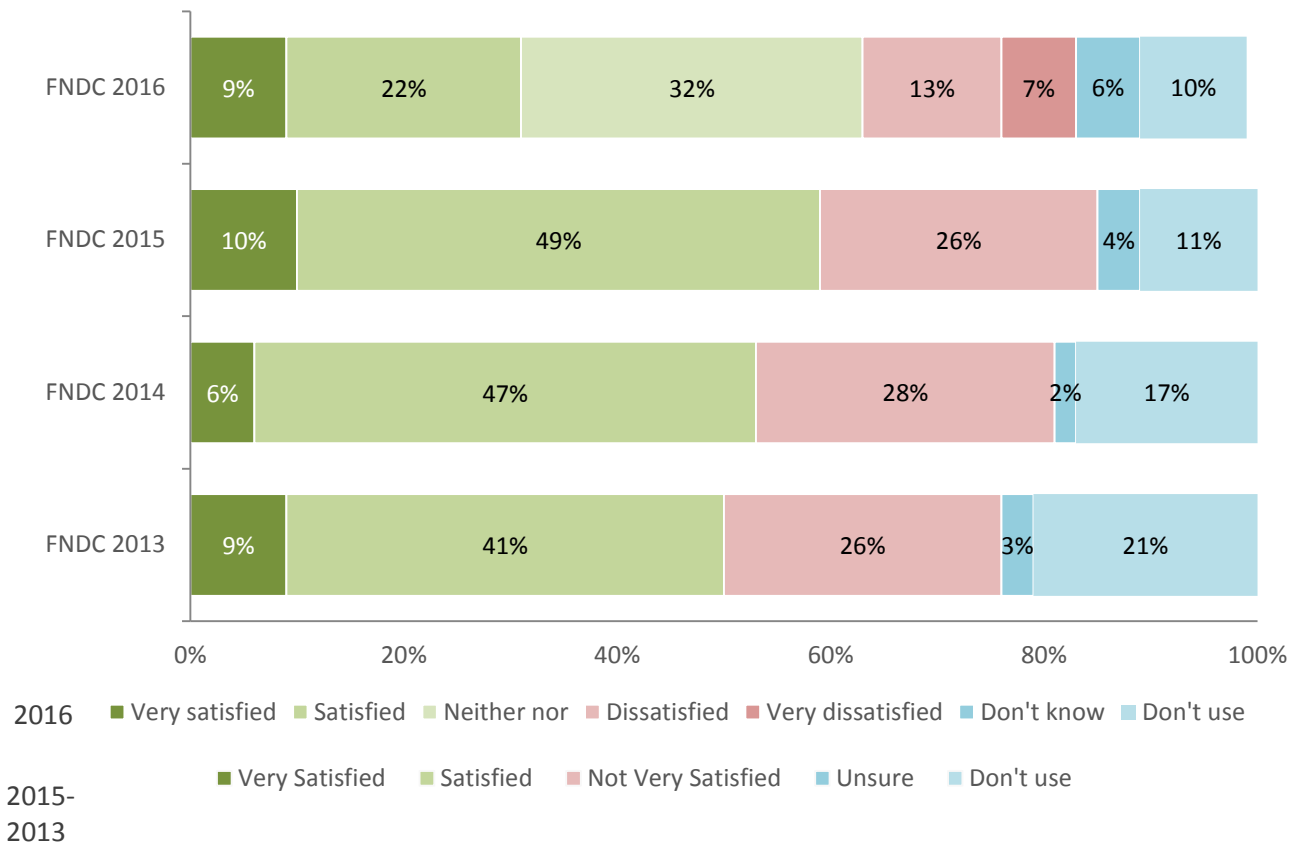
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

### 3.12 Cleanliness of Public Toilets

Sixty-three percent of residents who stated an opinion were not dissatisfied with the cleanliness of public toilets. Specifically, 31% of residents were satisfied (22%) or very satisfied (9%) with the cleanliness of public toilets, and 32% were neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 62%, and only marginally below the peer council average of 33%.

Figure 30: Satisfaction with Cleanliness of Public Toilets<sup>70</sup>



<sup>70</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Due to a change in scale, result comparisons are indicative only.

Thirty-three percent of peer council residents were very satisfied or satisfied with the cleanliness of public toilets within their district. While Thames-Coromandel received the highest satisfaction rating with the cleanliness of public toilet facilities (53%), Gisborne received the lowest satisfaction rating (13%).

*Table 55: Peer Council Comparison<sup>71</sup>*

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
2016	33%	53%	33%	13%
2015	56%	77%	43%	50%
2014	46%	63%	53%	22%

Kaikohe-Hokianga residents were more likely to be dissatisfied with the public toilet facilities (20% cf. total, 13%).

*Table 56: Satisfaction with Cleanliness of Public Toilets, by Ward, 2016<sup>72</sup>*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
Very satisfied	9%	9%	11%	6%
Satisfied	22%	21%	26%	16%
Neither nor	32%	29%	33%	33%
Dissatisfied	13%	12%	11%	20%
Very dissatisfied	7%	10%	5%	9%
Don't know	6%	6%	6%	4%
Don't use	10%	13%	8%	11%

<sup>71</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. Base: Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014: TCDC n=30, ODC n=30, GDC n=32. Due to a change in scale, result comparisons are indicative only.

<sup>72</sup>

**Legend Key:** *Illustrating Statistical Significance*

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).



**Table 57: Satisfaction with Cleanliness of Public Toilets, by Demographic Differences: by Demographic Differences, 2016<sup>73</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	9%	10%	9%	9%	8%	14%	12%	9%	11%	4%	10%	8%
<b>Satisfied</b>	22%	16%	25%	24%	23%	16%	29%	21%	21%	40%	24%	20%
<b>Neither nor</b>	32%	36%	32%	29%	32%	27%	29%	32%	32%	22%	34%	30%
<b>Dissatisfied</b>	13%	20%	15%	8%	13%	19%	3%	12%	23%	19%	11%	16%
<b>Very dissatisfied</b>	7%	7%	10%	6%	7%	10%	9%	7%	8%	16%	5%	10%
<b>Don't know</b>	6%	4%	5%	8%	6%	4%	10%	7%	2%	0%	7%	5%
<b>Don't use</b>	10%	8%	5%	17%	11%	10%	8%	13%	3%	0%	9%	12%

73

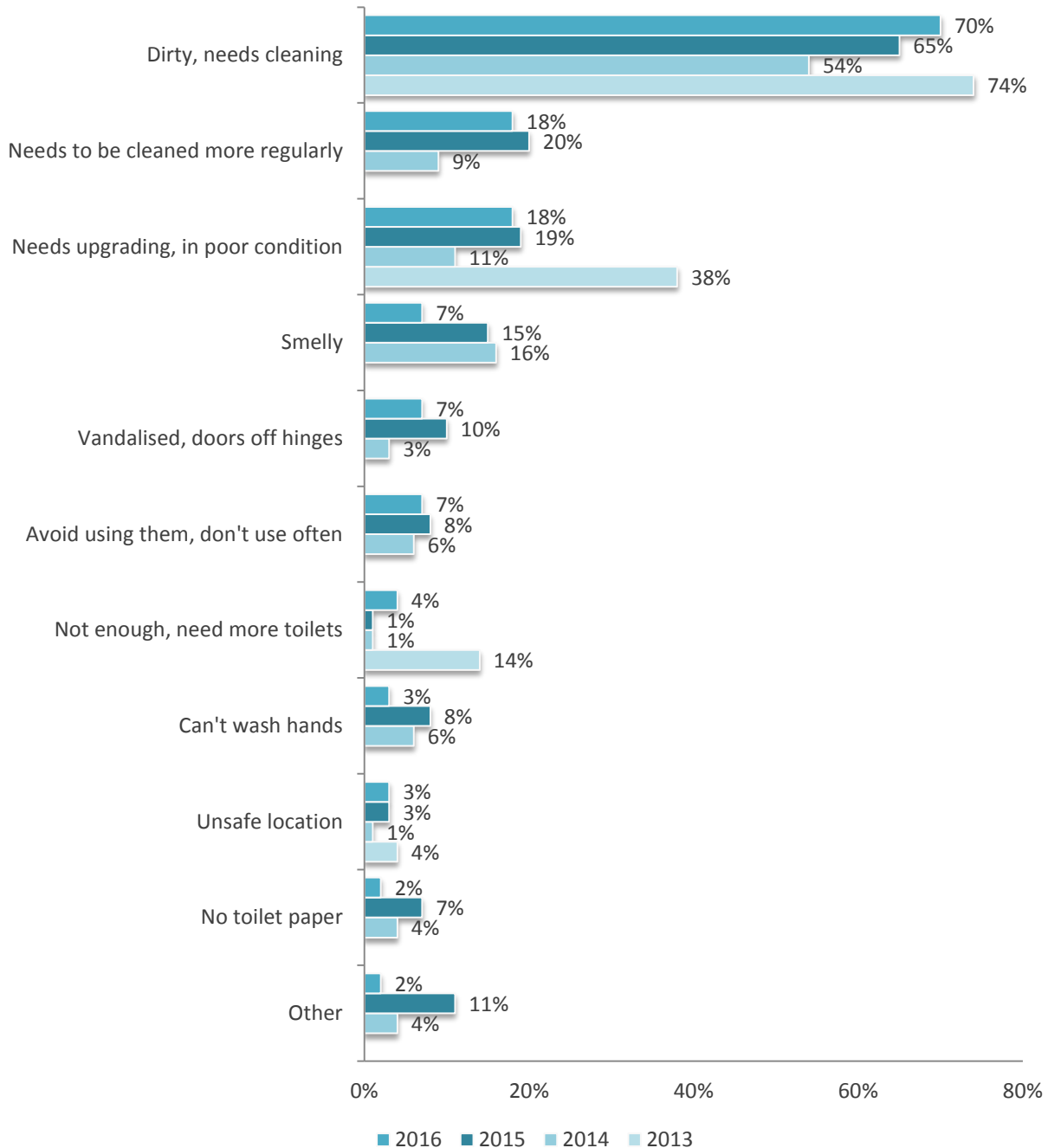
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Dirty facilities (70%) was the main reason for not being very satisfied with public toilet facilities. Residents also mentioned a need for regular cleaning of public toilets (18%), and a need for upgrading of the public toilet facilities (18%). The smell of public toilets (7%), and vandalism (7%) were also mentioned.

**Figure 31: Reasons for Being Not Very Satisfied with the Cleanliness of Public Toilets<sup>74</sup>**



74 Q: You mentioned that you are 'not very satisfied' with cleanliness of public toilets. Why do you say that? Base: FNDC residents who were not very satisfied with cleanliness of public toilets. 2016 n=98, 2015 n=131, 2014 n=141, 2013 n=104.

**Table 58: Reasons for Being Not Very Satisfied with the Cleanliness of Public Toilets: by Demographic Differences, 2016<sup>75</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	98	16	50	32	74	30	4	80	15	5	31	67
<b>Dirty, needs cleaning</b>	70%	75%	71%	62%	68%	74%	100%	71%	64%	81%	64%	74%
<b>Needs to be cleaned more regularly</b>	18%	15%	16%	26%	21%	12%	0%	16%	29%	8%	27%	12%
<b>Needs upgrading, in poor condition</b>	18%	5%	20%	31%	20%	17%	0%	24%	4%	0%	17%	18%
<b>Smelly</b>	7%	5%	8%	6%	6%	10%	0%	5%	16%	0%	5%	8%
<b>Vandalised, doors off hinges</b>	7%	15%	4%	3%	7%	16%	0%	6%	14%	0%	11%	5%
<b>Avoid using them, don't use often</b>	7%	5%	8%	6%	8%	10%	0%	5%	8%	19%	5%	8%
<b>Not enough, need more toilets</b>	4%	0%	7%	3%	5%	0%	0%	5%	0%	0%	8%	1%
<b>Can't wash hands</b>	3%	0%	4%	6%	4%	0%	0%	3%	4%	0%	0%	5%
<b>Unsafe location</b>	3%	5%	4%	0%	3%	2%	0%	2%	0%	19%	0%	5%
<b>No toilet paper</b>	2%	0%	4%	0%	2%	0%	0%	2%	0%	0%	0%	3%
<b>Other</b>	2%	0%	4%	0%	1%	2%	0%	2%	0%	0%	3%	1%

Verbatim comments identifying specific areas of concern are included in Appendix 7.14 grouped by ward and territorial authority.

75

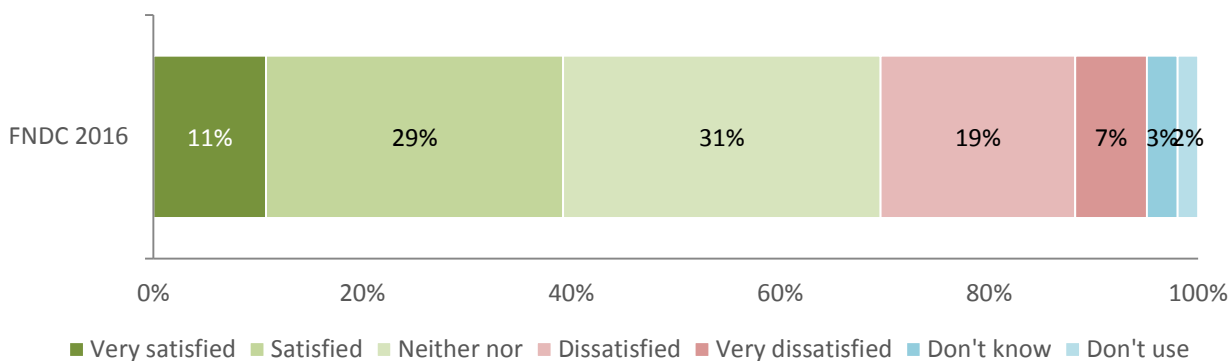
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

### 3.13 Car Parking Facilities

Seventy-one percent of residents who stated an opinion were not dissatisfied with the car parking facilities. Specifically, 40% of residents were satisfied (29%) or very satisfied (11%) with car parking facilities, while 31% of residents were neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 80%, and below the peer council average of 61%.

Figure 32: Satisfaction with Car Parking Facilities<sup>76</sup>



Sixty-one percent of peer council residents were very satisfied or satisfied with car park facilities in the district. Satisfaction with car park facilities was greatest in Thames-Coromandel (73%), and least in Gisborne (50%).

Table 59: Peer Council Comparison

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016</b>	61%	73%	60%	50%

<sup>76</sup> Q: Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents 2016 n=500. Peer councils: 2016 TCDC n=30, ODC n=30, GDC n=30.

Residents of Kaikohe-Hokianga were more likely to be very satisfied (16% cf. total, 11%), and less likely to be dissatisfied (15% cf. total, 19%) with car park facilities in the district.

*Table 60: Satisfaction with Car Parking Facilities, by Ward, 2016<sup>77</sup>*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	11%	10%	9%	16%
<b>Satisfied</b>	29%	27%	29%	31%
<b>Neither nor</b>	31%	31%	33%	27%
<b>Dissatisfied</b>	19%	20%	20%	15%
<b>Very dissatisfied</b>	7%	7%	8%	3%
<b>Don't know</b>	3%	3%	1%	5%
<b>Don't use</b>	2%	2%	0%	4%

77

**Legend Key:** *Illustrating Statistical Significance*

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Table 61: Satisfaction with Car Parking Facilities, by Demographic Differences: by Demographic Differences, 2016<sup>78</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	11%	13%	9%	13%	11%	14%	17%	11%	10%	23%	12%	11%
<b>Satisfied</b>	29%	30%	26%	30%	28%	30%	36%	28%	38%	31%	26%	31%
<b>Neither nor</b>	31%	30%	33%	29%	35%	20%	16%	30%	32%	30%	32%	29%
<b>Dissatisfied</b>	19%	17%	22%	16%	17%	20%	21%	19%	14%	11%	18%	19%
<b>Very dissatisfied</b>	7%	6%	7%	7%	6%	9%	6%	7%	5%	3%	8%	6%
<b>Don't know</b>	3%	4%	1%	4%	2%	5%	0%	3%	0%	0%	4%	2%
<b>Don't use</b>	2%	0%	2%	2%	1%	2%	3%	2%	0%	4%	1%	2%

78

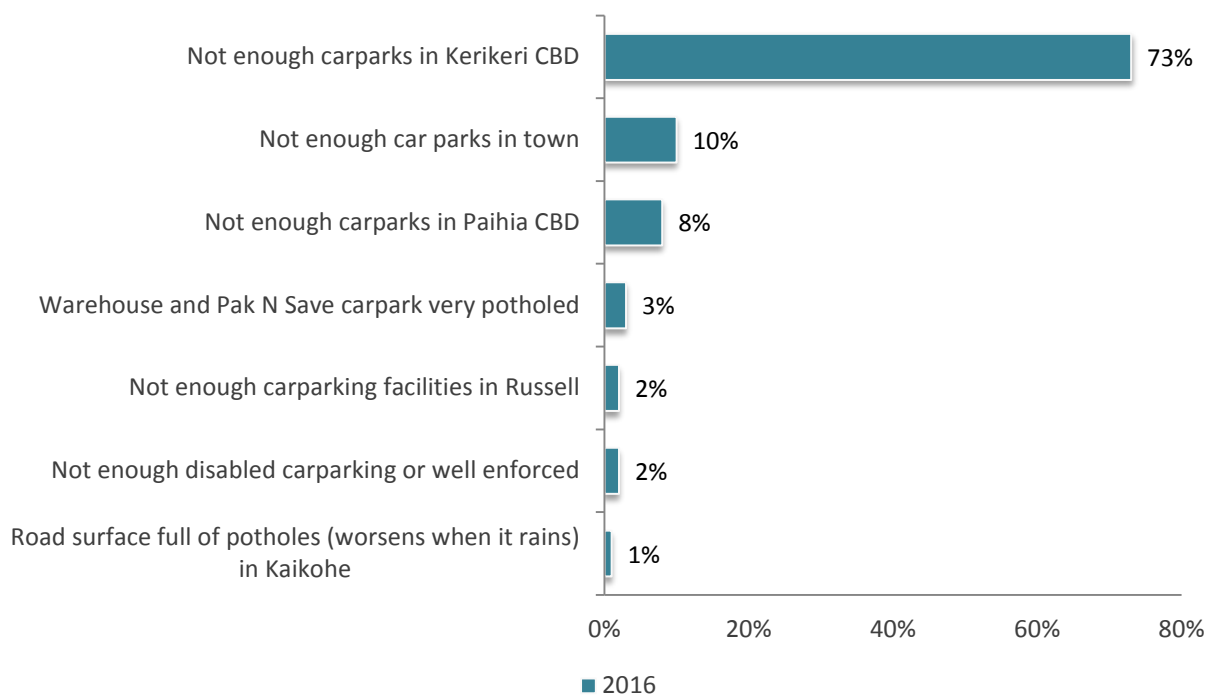
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Residents who were dissatisfied with car parking facilities commonly mentioned a lack of car parks in specific locations as their main reason for dissatisfaction.

**Figure 33: Reasons for Being Not Very Satisfied with the Car Park Facilities<sup>79</sup>**



<sup>79</sup> Q: You mentioned that you are 'not very satisfied' with the car parking facilities in the district. Why do you say that? Base: FNDC residents who were not very satisfied with the car parking facilities in the district. 2016 n=126.

Table 62: Reasons for Being Not Very Satisfied with the Car Park Facilities: by Demographic Differences, 2016<sup>80</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	126	13	59	54	95	31	8	113	10	3	55	71
<b>Not enough carparks in Kerikeri CBD</b>	73%	88%	70%	66%	77%	66%	59%	72%	86%	70%	79%	68%
<b>Not enough car parks in town</b>	10%	6%	13%	9%	7%	19%	12%	11%	0%	0%	3%	17%
<b>Not enough carparks in Paihia CBD</b>	8%	0%	7%	15%	9%	2%	20%	8%	0%	30%	11%	5%
<b>Warehouse and Pak N Save carpark very potholed</b>	3%	6%	3%	0%	2%	5%	0%	2%	14%	0%	2%	4%
<b>Not enough carparking facilities in Russell</b>	2%	0%	0%	7%	2%	2%	9%	3%	0%	0%	3%	2%
<b>Not enough disabled carparking or well enforced</b>	2%	0%	5%	0%	2%	3%	0%	3%	0%	0%	2%	3%
<b>Road surface full of potholes(worsens when it rains) in Kaikohe</b>	1%	0%	2%	2%	1%	2%	0%	2%	0%	0%	2%	1%

Verbatim comments identifying specific areas of concern are included in Appendix 7.15 grouped by ward and territorial authority.

80

Legend Key: Illustrating Statistical Significance

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).



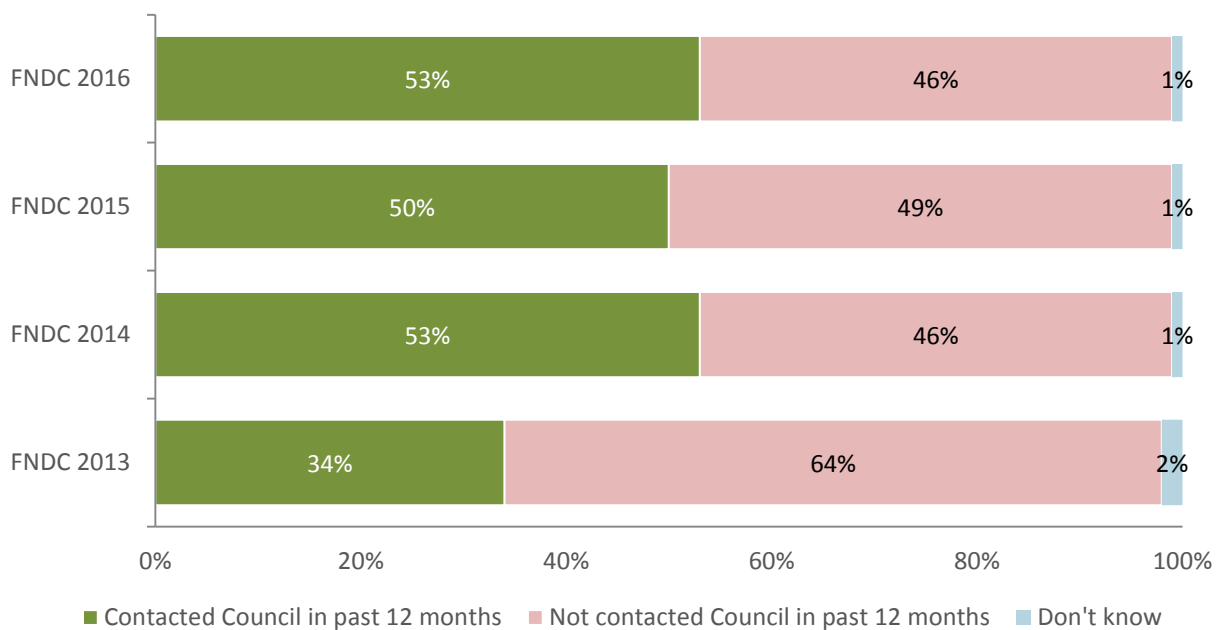
## 4 Community and Customer Services

This section describes residents’ experiences with contacting Council. Overall satisfaction with Council services at point of contact and residents’ satisfaction with public libraries are also included.

### 4.1 Incidence of Contact with Council

Fifty-three percent of residents have contacted Council in the past twelve months, slightly more than in the previous year (50%) and slightly more than the peer council average (50%).

*Figure 34: Incidence of Contact with Council<sup>81</sup>*



On average, 50% of peer council residents contacted their district council within the past twelve months, with the greatest level of contact from Ōpōtiki (60%) residents and the lowest from Gisborne (43%).

*Table 63: Peer Council Comparison*

% Contacted Council in past 12 months	Peer council average	TCDC	ODC	GDC
<b>2016</b>	50%	47%	60%	43%
<b>2015</b>	59%	53%	63%	60%
<b>2014</b>	51%	67%	47%	41%

81 Q: During the past 12 months have you contacted the Council? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils: 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

Although not statistically significant, fewer Te Hiku residents contacted Council in the past twelve months (49%), with 53% of Bay of Islands-Whangaroa residents and 57% of Kaikohe-Hokianga residents contacting Council in the same time period.

**Table 64: Incidence of Contact with Council, by Ward, 2016**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	126
<b>Contacted Council in past 12 months</b>	53%	49%	53%	57%
<b>Have not contacted Council in past 12 months</b>	46%	49%	46%	41%
<b>Don't remember</b>	1%	2%	1%	1%

**Table 65: Incidence of Contact with Council: by Demographic Differences, 2016<sup>82</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	53%	47%	57%	53%	53%	53%	64%	57%	39%	7%	53%	53%
<b>No</b>	46%	53%	42%	45%	46%	47%	34%	42%	57%	91%	46%	46%
<b>Can't recall</b>	1%	0%	1%	2%	1%	1%	3%	1%	4%	3%	1%	2%

82

**Legend Key: Illustrating Statistical Significance**

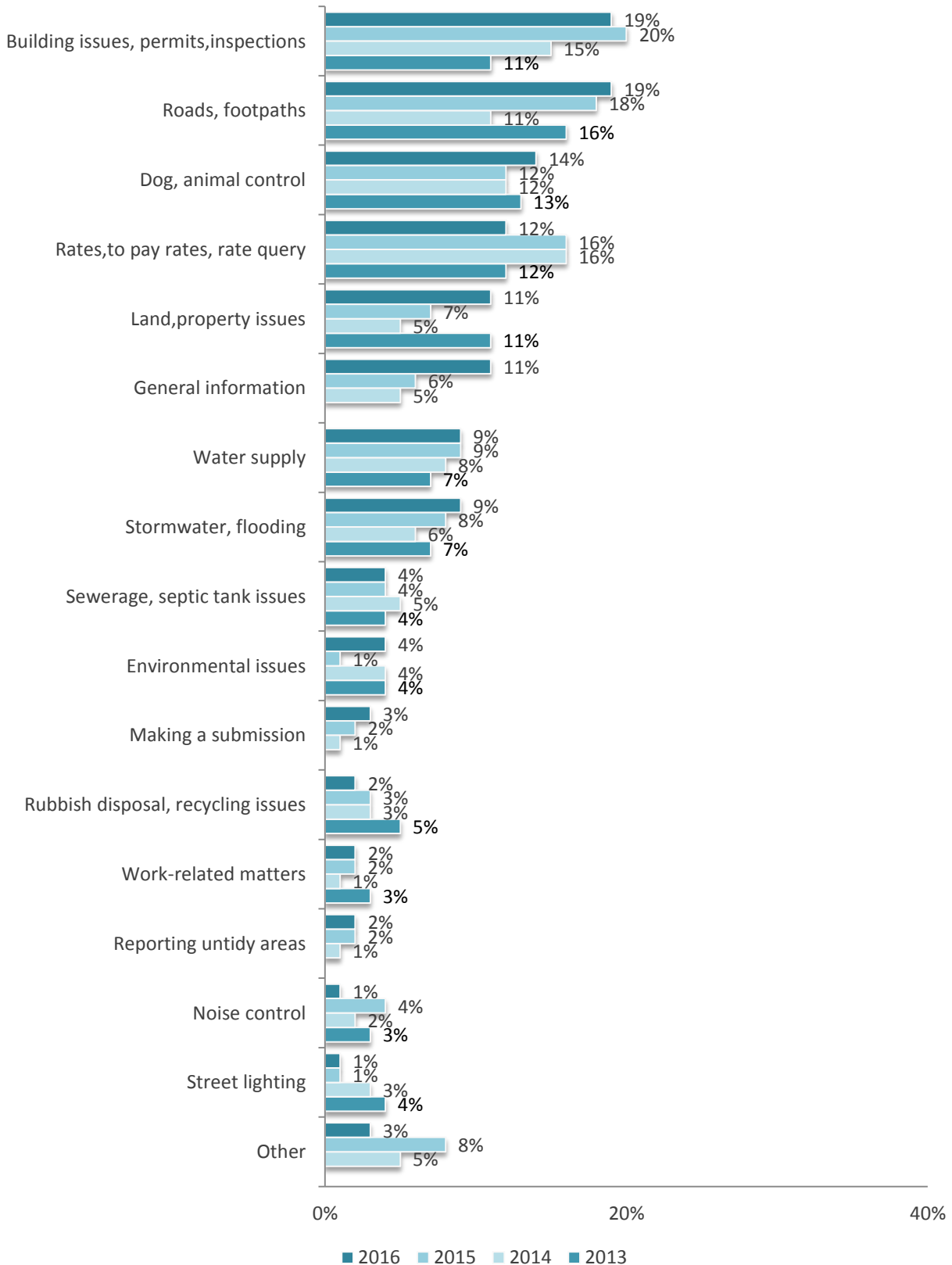
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

## 4.2 Main Reason for Contacting Council

The main reasons for contacting Council over the past twelve months pertained to building issues, permits and inspections (19%), roads or footpaths (19%), dog or animal control (14%), rates (12%), land or property issues (11%) and general information (11%).

Figure 35: Main Reason for Contacting Council<sup>83</sup>



83 Q: And what was your main reason for contacting the Council in past twelve months? Base: Respondents who contacted the Council in past twelve months. 2016 n=269, 2015 n=267, 2014 n=274, 2013 n=139.

Te Hiku residents were more likely to contact Council regarding stormwater or flooding (17% cf. total, 9%), and less likely to contact Council regarding land or property issues (4% cf. total, 11%). Bay of Islands-Whangaroa residents were more likely to contact Council with regards building issues, permits and inspections (25% cf. total, 19%), and less likely with regards dog or animal control (9% cf. total, 14%). Kaikohe-Hokianga residents were more likely to contact Council with regards rates or environmental issues (19% cf. total, 12%, 10% cf. total 4% respectively), and less likely to contact Council with regards building issues, permits and inspections and water supply (11% cf. total, 19%, 2% cf. total, 9% respectively).

**Table 66: Main Reason for Contacting Council: by Ward, 2016<sup>84</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	269	66	130	73
<b>Building issues, permits, inspections</b>	19%	18%	25%	11%
<b>Roads, footpaths</b>	19%	13%	18%	24%
<b>Rates, to pay rates, rates query</b>	12%	9%	9%	19%
<b>Dog, animal control</b>	14%	18%	9%	18%
<b>Water supply</b>	9%	14%	11%	2%
<b>Stormwater, flooding</b>	9%	17%	7%	5%
<b>Land, property issues</b>	11%	4%	12%	16%
<b>General information</b>	11%	10%	14%	7%
<b>Sewerage, septic tank issues</b>	4%	5%	3%	6%
<b>Environmental issues</b>	4%	3%	2%	10%
<b>Rubbish disposal, recycling issues</b>	2%	0%	3%	1%
<b>Make a submission</b>	3%	3%	5%	0%
<b>Work-related matters</b>	2%	1%	3%	0%
<b>Reporting untidy areas</b>	2%	0%	3%	3%
<b>Other</b>	3%	1%	1%	6%

84

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Table 67: Main Reason for Contacting Council: by Demographic Differences, 2016<sup>85</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	269	27	115	127	212	58	18	246	22	2	120	149
<b>Building issues, permits, inspections</b>	19%	28%	24%	9%	22%	13%	10%	20%	15%	0%	25%	14%
<b>Roads, footpaths</b>	19%	14%	21%	19%	20%	19%	10%	20%	3%	40%	16%	21%
<b>Dog, animal control</b>	14%	22%	12%	11%	16%	7%	11%	13%	24%	0%	13%	15%
<b>Rates, to pay rates, rates query</b>	12%	9%	11%	14%	8%	17%	31%	12%	6%	60%	8%	15%
<b>Land, property issues</b>	11%	5%	10%	16%	13%	2%	11%	11%	13%	0%	13%	9%
<b>General information</b>	11%	9%	13%	9%	11%	9%	5%	12%	7%	0%	11%	11%
<b>Water supply</b>	9%	11%	8%	9%	10%	5%	6%	8%	16%	0%	10%	8%
<b>Stormwater, flooding</b>	9%	11%	9%	7%	8%	14%	14%	9%	7%	0%	10%	8%
<b>Sewerage, septic tank issues</b>	4%	3%	4%	5%	5%	8%	5%	5%	0%	0%	4%	4%
<b>Environmental issues</b>	4%	8%	3%	4%	3%	8%	0%	5%	3%	0%	5%	4%
<b>Make a submission</b>	3%	0%	4%	5%	3%	4%	0%	4%	0%	0%	5%	2%
<b>Rubbish disposal, recycling issues</b>	2%	0%	2%	3%	2%	2%	0%	2%	3%	0%	3%	1%
<b>Work related matters</b>	2%	3%	1%	1%	1%	0%	10%	1%	7%	0%	1%	2%
<b>Reporting untidy areas</b>	2%	3%	2%	3%	2%	5%	0%	2%	3%	0%	2%	3%
<b>Noise control</b>	1%	0%	1%	2%	1%	0%	10%	1%	0%	0%	1%	1%
<b>Street Lighting</b>	1%	0%	0%	2%	1%	0%	0%	1%	3%	0%	1%	1%
<b>Other</b>	3%	3%	2%	4%	1%	6%	9%	2%	7%	0%	1%	5%

85

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

### 4.3 Overall Satisfaction with Service when Contacting Council

Of residents who had contacted Council, 78% were not dissatisfied with the contact. Specifically, 65% of residents were satisfied (31%) or very satisfied (34%) with the contact, with a further 13% of these residents neither satisfied nor dissatisfied. The total satisfied result was below the peer council average of 73%.

Figure 36: Overall Satisfaction when Contacting Council<sup>86</sup>

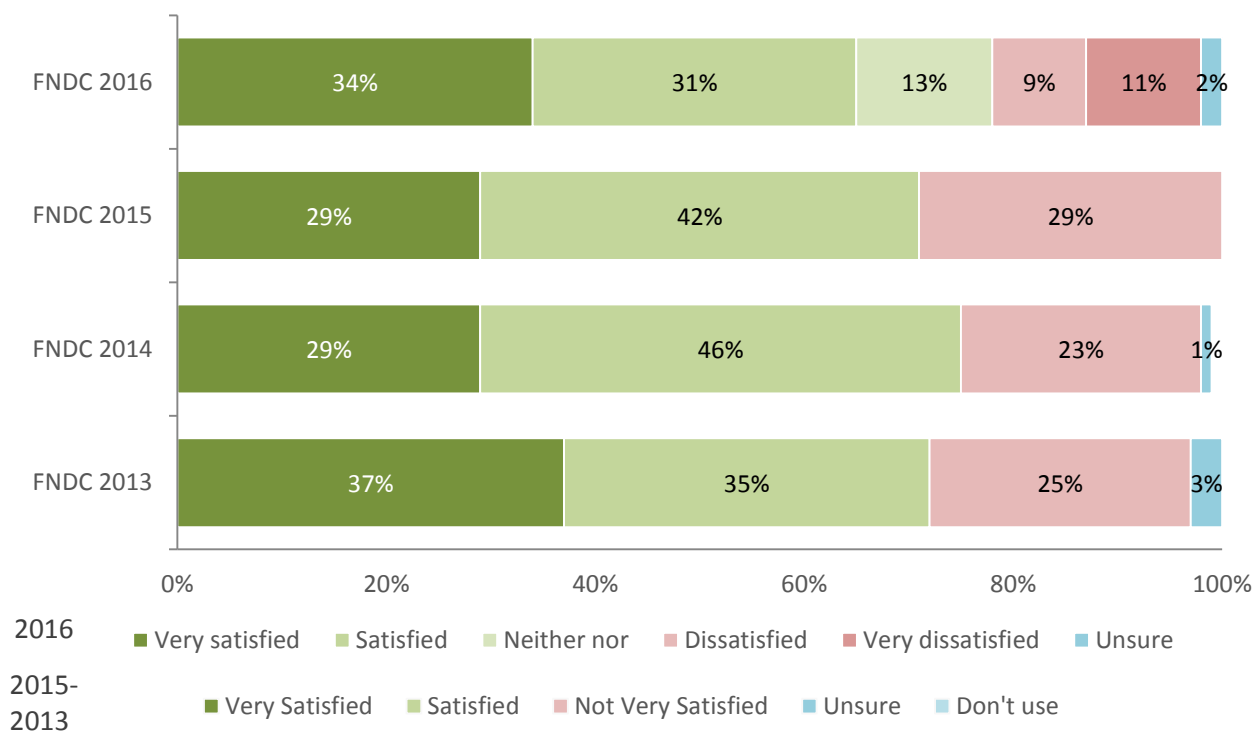


Table 68: Peer Council Comparison

% Very Satisfied / Satisfied	Peer council average
2016	73%
2015	87%
2014	73%

<sup>86</sup> On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied would you say you were about the customer service experience you received when you contacted the Council offices in the past twelve months? Base: Respondents who contacted the Council in past twelve months 2016 n=269, 2015 n=267, 2014 n=274, 2013 n=139; Peer councils 2016 n=30, 2015 n=53, 2014: n=47. Due to a change in scale, result comparisons are indicative only.

Sixty-five percent of Te Hiku residents, 62% of Bay of Islands-Whangaroa residents and 69% of Kaikohe-Hokianga residents who had contacted Council in the past twelve months were very satisfied or satisfied with the contact.

**Table 69: Overall Satisfaction when Contacting Council: by Ward, 2016<sup>87</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	269	66	130	73
<b>Very satisfied</b>	34%	37%	30%	36%
<b>Satisfied</b>	31%	28%	32%	33%
<b>Neither nor</b>	13%	10%	16%	12%
<b>Dissatisfied</b>	9%	14%	8%	5%
<b>Very dissatisfied</b>	11%	11%	13%	9%
<b>Don't know</b>	2%	0%	1%	6%
<b>Don't use</b>	0%	0%	0%	0%

**Table 70: Overall Satisfaction when Contacting Council: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	269	27	115	127	212	58	18	246	22	2	120	149
<b>Very satisfied</b>	34%	36%	31%	34%	34%	31%	50%	33%	37%	40%	32%	35%
<b>Satisfied</b>	31%	20%	35%	35%	33%	28%	14%	32%	29%	0%	28%	35%
<b>Neither nor</b>	13%	14%	13%	13%	13%	8%	25%	14%	7%	0%	11%	16%
<b>Dissatisfied</b>	9%	11%	10%	6%	9%	16%	0%	9%	8%	0%	12%	5%
<b>Very dissatisfied</b>	11%	14%	10%	11%	11%	12%	6%	11%	16%	60%	15%	8%
<b>Don't know</b>	2%	5%	1%	1%	0%	5%	6%	2%	4%	0%	3%	1%
<b>Don't use</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

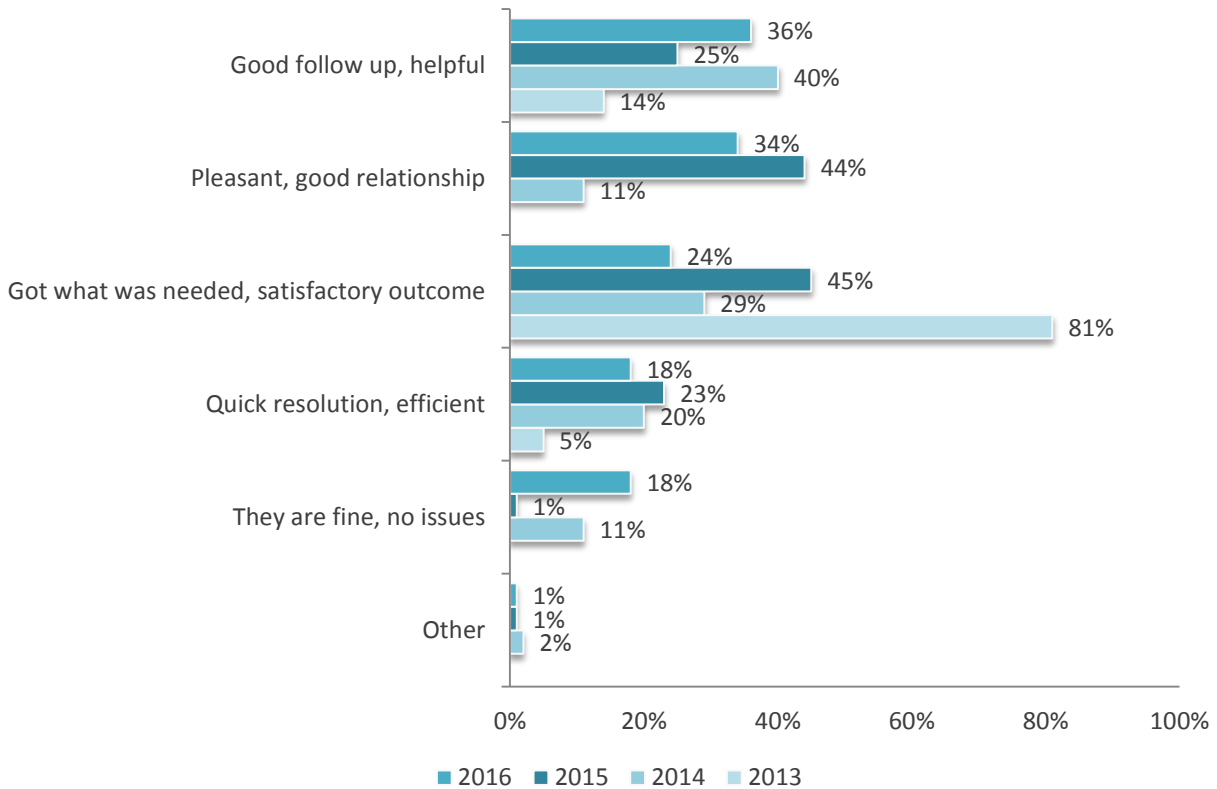
87

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Good follow-up and helpfulness of Council’s frontline staff (36%), as well as having a pleasant or good relationship with frontline staff (34%), a satisfactory outcome (24%), a quick resolution (18%), and having no issues to cause dissatisfaction (18%) contributed most to overall satisfaction.

**Figure 37: Reasons for Being Very Satisfied when Contacting Council<sup>88</sup>**

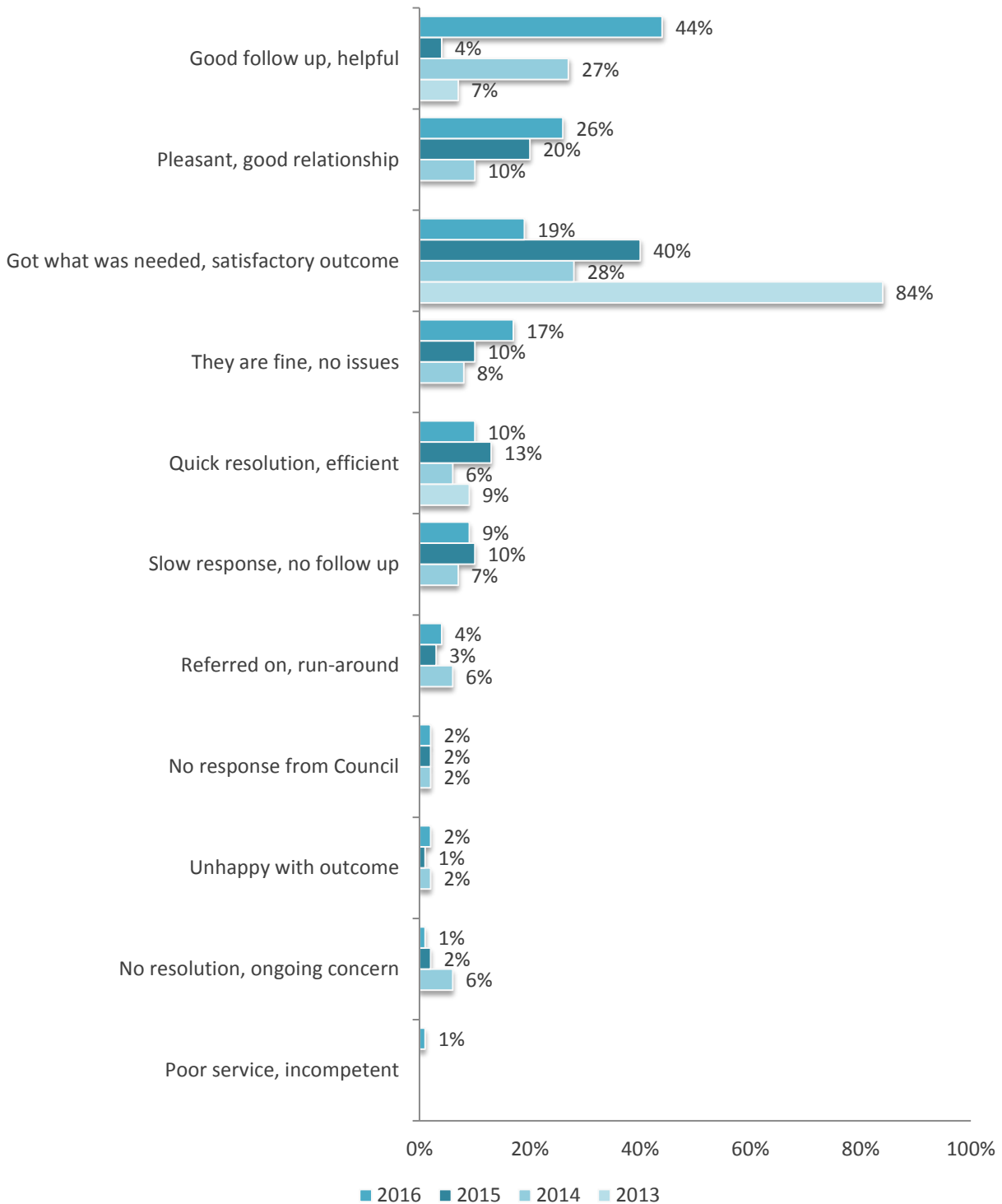


<sup>88</sup> Q: Why do you say that? Base: FNDC residents who were very satisfied with service when contacting Council 2016 n=90, 2015 n=83, 2014 n=83, 2013 n=51.



Similarly, good follow-up and helpfulness of Council’s frontline staff (44%), as well as having a pleasant or good relationship with frontline staff (26%), a satisfactory outcome (19%), having no issues to cause dissatisfaction (17%), and a quick resolution (10%) contributed most to overall satisfaction. Residents who were satisfied did, however, also mention that in some instances Council was slow to respond (9%), referred them on without resolution (4%), gave no response (2%), or that they were unhappy with the outcome of the interaction (2%), had no resolution (1%), and received poor service (1%).

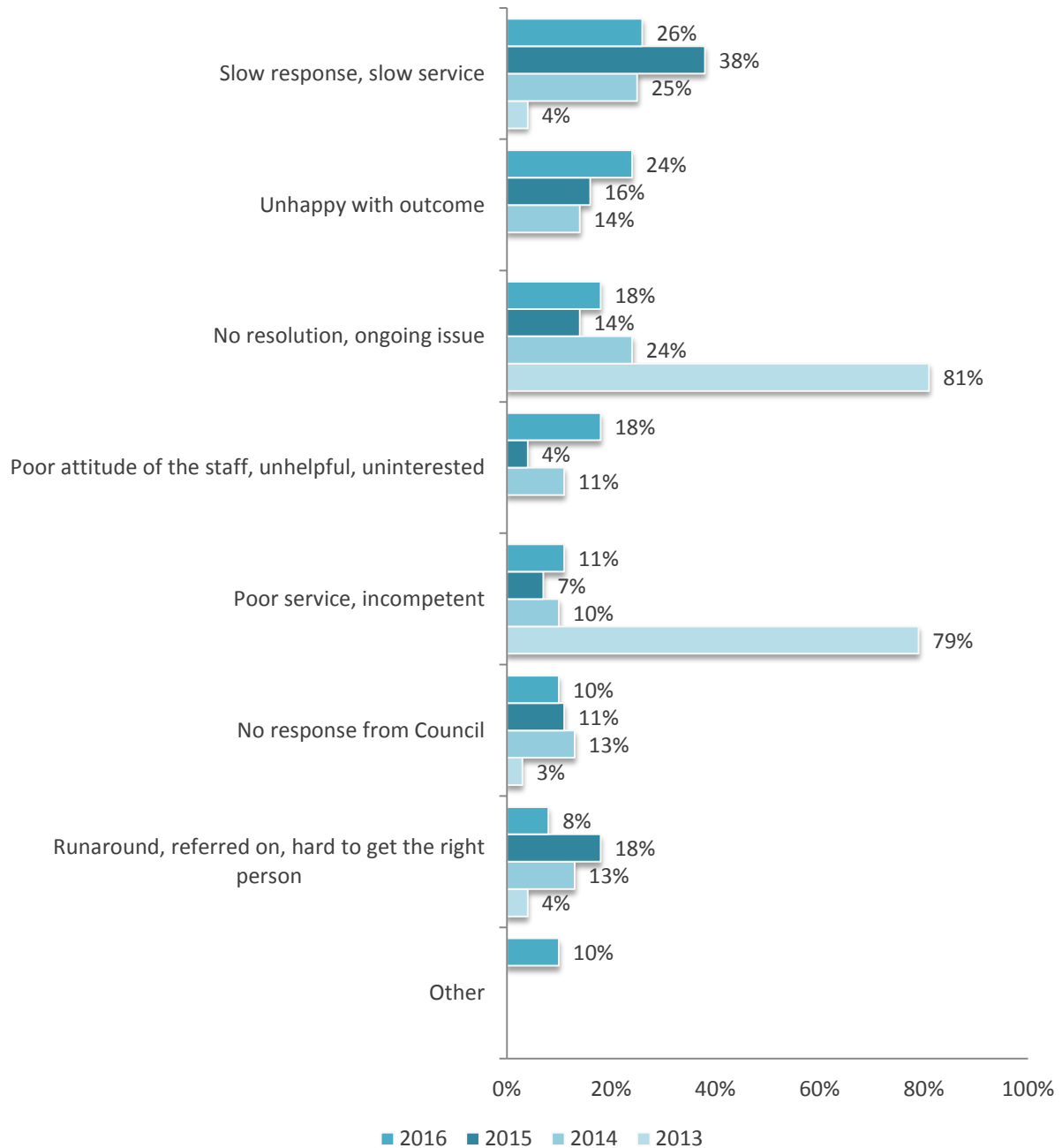
**Figure 38: Reasons for Being Satisfied when Contacting Council<sup>89</sup>**



89 Q: Why do you say that? Base: FNDC residents who were satisfied with service when contacting Council 2016 n=90, 2015 n=109, 2014 n=124, 2013 n=48.

Slow response or service (26%), an unsatisfactory outcome (24%), lack of resolution (18%), poor attitude of Council staff (18%), and poor service (11%) were the main reasons for dissatisfaction with the service when contacting Council.

**Figure 39: Reasons for Being Dissatisfied/Very Dissatisfied with the Service when Contacting Council<sup>90</sup>**

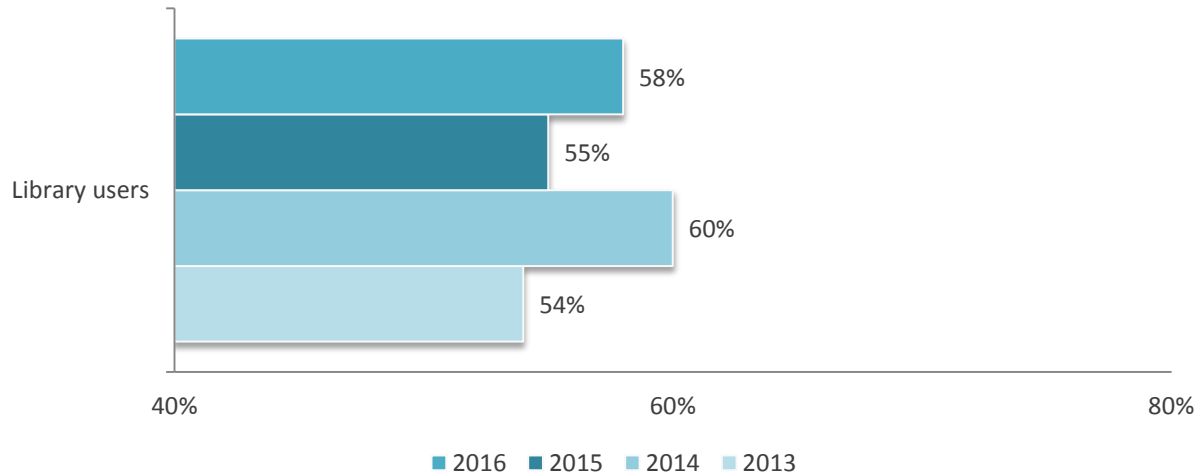


<sup>90</sup> Q: Why do you say that? Base: FNDC residents who were dissatisfied or very dissatisfied with their contact with Council. 2016 n=50, 2015 n=73, 2014 n= 63, 2013 n=36.

## 4.4 Public Libraries

Fifty-eight percent of residents used the public libraries in the past twelve months, slightly more than last year (55%) and greater than the peer council average use of 52%.

Figure 40: Usage of Public Libraries<sup>91</sup>



Although not significant, fewer peer council residents used the public libraries over the past twelve months than the previous year (52% down from 64%). Thames-Coromandel and Gisborne districts experienced a reduction in use, while Ōpōtiki experienced an increase in library use over this period.

Table 71: Peer Council Comparison

% Library users	Peer council average	TCDC	ODC	GDC
2016	52%	47%	70%	40%
2015	64%	67%	63%	63%
2014	50%	47%	57%	47%

Table 72: Usage of Public Libraries: by Demographic Differences, 2016

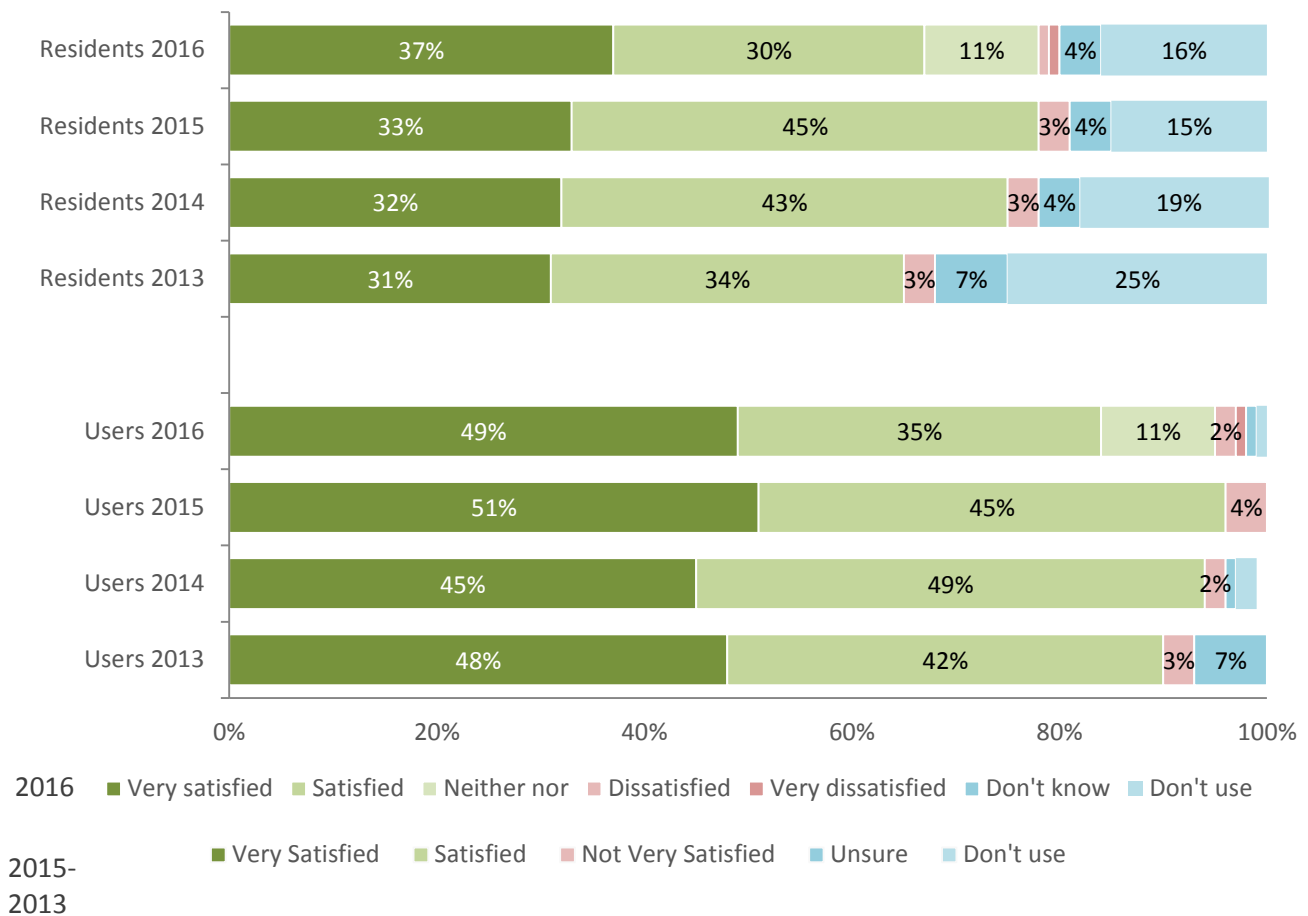
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes - have used</b>	58%	64%	56%	55%	59%	52%	61%	56%	59%	71%	57%	58%
<b>No - have not used</b>	42%	36%	44%	45%	41%	48%	39%	44%	41%	29%	43%	42%
<b>Don't remember</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

91 Q: Have you or has anyone in your household used or visited a public library? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406; Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

Overall, 78% of residents who stated an opinion were not dissatisfied with public libraries. Specifically, 67% of residents were satisfied (30%) or very satisfied (37%) with public libraries, with a further 11% neither satisfied nor dissatisfied with public libraries. The total satisfied result was in line with the peer council average of 68%.

In terms of library users, 95% of users who stated an opinion were not dissatisfied with public libraries. Overall, 84% of library users were satisfied (35%) or very satisfied (49%) with the libraries, with 11% of users neither satisfied nor dissatisfied with this. The total satisfied result was below the Council-set target of 94%, however, it was similar to the peer council average of 87%.

**Figure 41: Satisfaction with Public Libraries<sup>92</sup>**



<sup>92</sup> This set of questions asks you about your views on the Far North District Council and how it is servicing the community. Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406; Users of public libraries: 2016 n=282, 2015 n=297, 2014 n=308, 2013 n=220. Due to a change in scale, result comparisons are indicative only.

Sixty-eight percent of peer council residents were very satisfied or satisfied with the public library services, with 87% of library users satisfied with the services. The most satisfied users were in Gisborne (92%), followed by Ōpōtiki (90%) and Thames-Coromandel (79%).

**Table 73: Peer Council Comparison**

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016 residents<sup>93</sup></b>	68%	67%	73%	63%
<b>2015 residents</b>	76%	77%	80%	73%
<b>2014 residents</b>	76%	80%	63%	85%
<b>2016 users</b>	87%	79%	90%	92%
<b>2015 users</b>	94%	95%	100%	90%
<b>2014 users</b>	91%	100%	76%	100%

Bay of Islands-Whangaroa residents were more likely to be neither satisfied nor dissatisfied with public libraries (15% cf. total, 11%), while Te Hiku residents were less likely to be unsure how to rate public libraries (4% cf. total, 11%).

**Table 74: Satisfaction with Public Libraries: by Ward, 2016<sup>94</sup>**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikōhe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	37%	42%	35%	36%
<b>Satisfied</b>	30%	32%	30%	27%
<b>Neither nor</b>	11%	4%	15%	10%
<b>Dissatisfied</b>	1%	2%	1%	2%
<b>Very dissatisfied</b>	1%	0%	1%	2%
<b>Don't know</b>	4%	4%	5%	3%
<b>Don't use</b>	16%	16%	15%	20%

<sup>93</sup> This set of questions asks you about your views on the Far North District Council and how it is servicing the community. Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied. Base: Peer councils 2016 TDC n=30, ODC n=30, GDC n=30, 2015 TDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32; users of public libraries: 2016 TDC n=14\*, ODC n=21\*, GDC n=12\*, 2015 TCDC n=20\*, ODC n=19\*, GDC n=19\*, 2014 TCDC n=14\*, ODC n=17\*, GDC n=15\*. \*Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

<sup>94</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Table 75: Satisfaction with Public Libraries: by Demographic Differences: by Demographic Differences, 2016<sup>95</sup>

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	37%	41%	30%	42%	37%	41%	46%	35%	48%	48%	28%	46%
<b>Satisfied</b>	30%	31%	34%	25%	30%	26%	28%	30%	25%	31%	36%	24%
<b>Neither nor</b>	11%	12%	12%	8%	11%	8%	6%	10%	15%	10%	12%	10%
<b>Dissatisfied</b>	1%	1%	1%	2%	1%	3%	0%	2%	0%	0%	1%	2%
<b>Very dissatisfied</b>	1%	0%	1%	1%	1%	0%	0%	1%	0%	0%	1%	1%
<b>Don't know</b>	4%	4%	5%	3%	4%	3%	4%	4%	1%	7%	6%	3%
<b>Don't use</b>	16%	12%	17%	19%	15%	20%	16%	18%	11%	4%	17%	15%

95

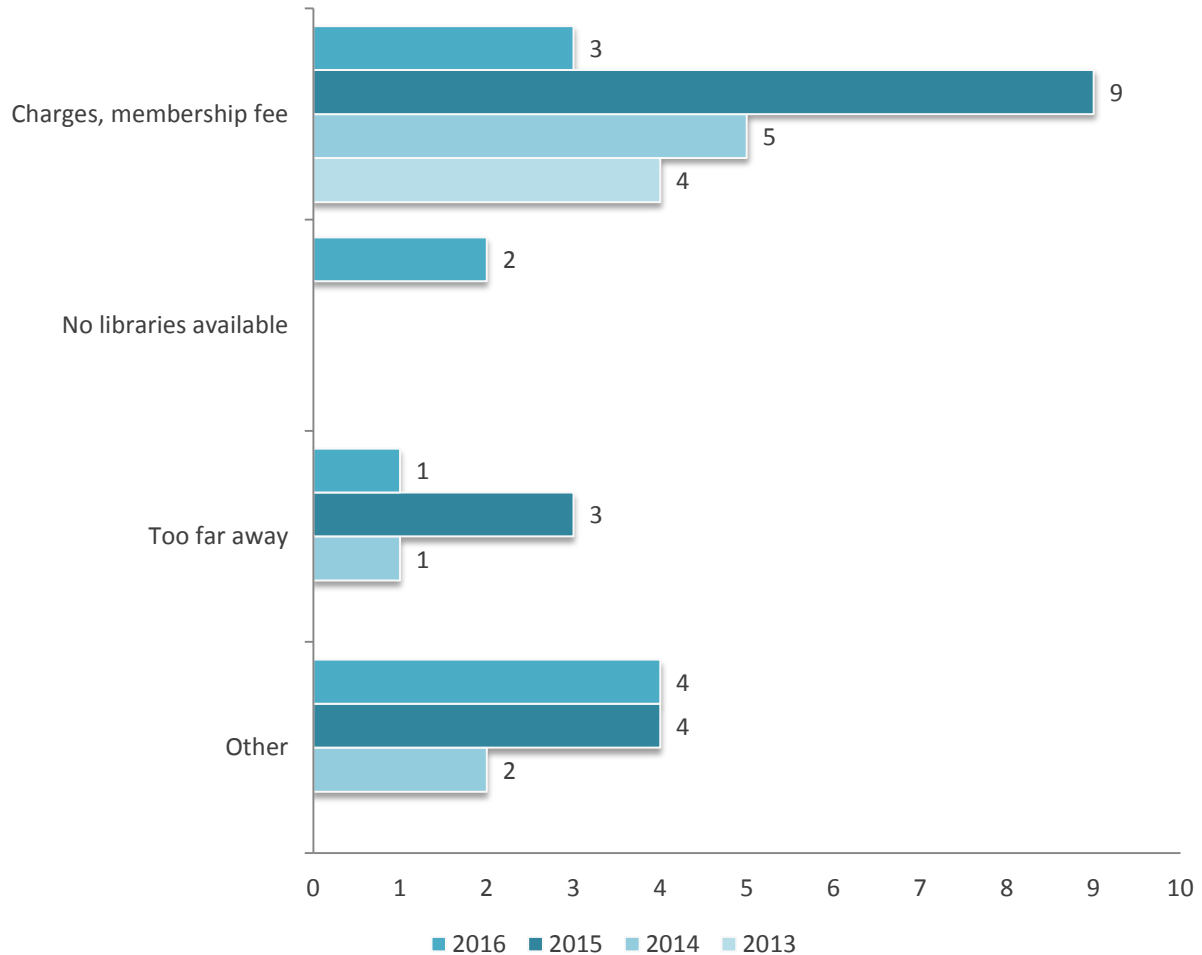
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Thirteen residents who used the public libraries were not very satisfied with the services. The associated charges and/or membership fees, no libraries available, and travelling distance to access a public library were the main reasons for not being very satisfied with the district’s public libraries.

*Figure 42: Reasons for Being Not Very Satisfied with Public Libraries (Number of Mentions)\*<sup>96</sup>*



Due to the small base sizes no key demographic differences are noted. Verbatim comments identifying specific concerns are included in Appendix 7.16 grouped by ward and territorial authority.

<sup>96</sup> Q: You mentioned that you are 'not very satisfied' with public libraries. Why do you say that? Base: FNDC residents who were not very satisfied with public libraries. 2016 n=13\*, 2015 n= 18\*, 2014 n=15\*, 2013 n=12\*. \*Indicative results due to small sample size - results shown as count instead of percentages.

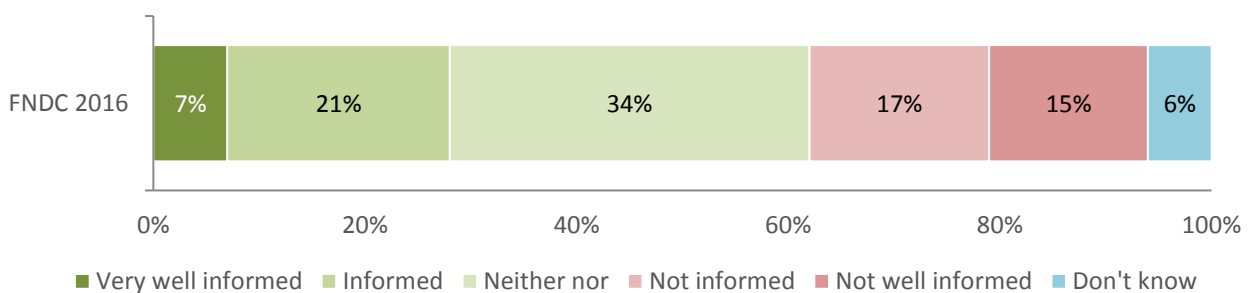
## 5 Environmental Management/Strategic Planning and Policy

This section describes the degree to which residents felt informed about the district plan, as well as the incidence and satisfaction regarding resource consents and building consent services.

### 5.1 District Plan

Residents were asked how informed they felt about the district plan. Sixty-two percent of residents who stated an opinion were not uninformed regarding the district plan. Overall, 28% of residents indicated they were informed (21%) or very well informed (7%), while 34% of residents were neither informed nor uninformed. The total informed result was below the Council set target of 50%, and on a par with the peer council average of 29%.

**Figure 43: 'Being Informed' about the District Plan<sup>97</sup>**



Twenty-nine percent of peer council residents felt well informed or informed about the district plan, with the lowest rating seen amongst Thames-Coromandel residents (23%).

**Table 76: Peer Council Comparison**

% Well informed / informed	Peer council average	TCDC	ODC	GDC
<b>2016</b>	29%	23%	33%	30%

<sup>97</sup> On a scale of 1 to 5, where 1 means not well informed and 5 means very well informed, how well informed do you feel about the Council's District Plan? Base: All residents 2016 n=500. Peer councils 2016 TDC n=30, ODC n=30, GDC n=30.



No statistically significant differences were noted across wards.

**Table 77: 'Being Informed' about the District Plan: by Ward, 2016**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very well informed</b>	7%	8%	6%	6%
<b>Informed</b>	21%	25%	20%	20%
<b>Neither well informed nor uninformed</b>	34%	32%	32%	38%
<b>Not informed</b>	17%	16%	19%	17%
<b>Not well informed</b>	15%	16%	17%	11%
<b>Don't know</b>	6%	4%	6%	8%

**Table 78: 'Being Informed' about the District Plan: by Demographic Differences, 2016<sup>98</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very well informed</b>	7%	4%	6%	9%	6%	11%	8%	7%	9%	0%	7%	6%
<b>Informed</b>	21%	22%	16%	26%	21%	21%	27%	21%	23%	16%	22%	20%
<b>Neither well informed nor uninformed</b>	34%	36%	36%	30%	35%	29%	29%	36%	22%	19%	31%	36%
<b>Not informed</b>	17%	14%	23%	14%	18%	9%	29%	16%	21%	32%	18%	17%
<b>Not well informed</b>	15%	16%	16%	14%	14%	23%	0%	15%	20%	14%	16%	15%
<b>Don't know</b>	6%	8%	3%	8%	5%	6%	6%	5%	6%	19%	6%	6%

98

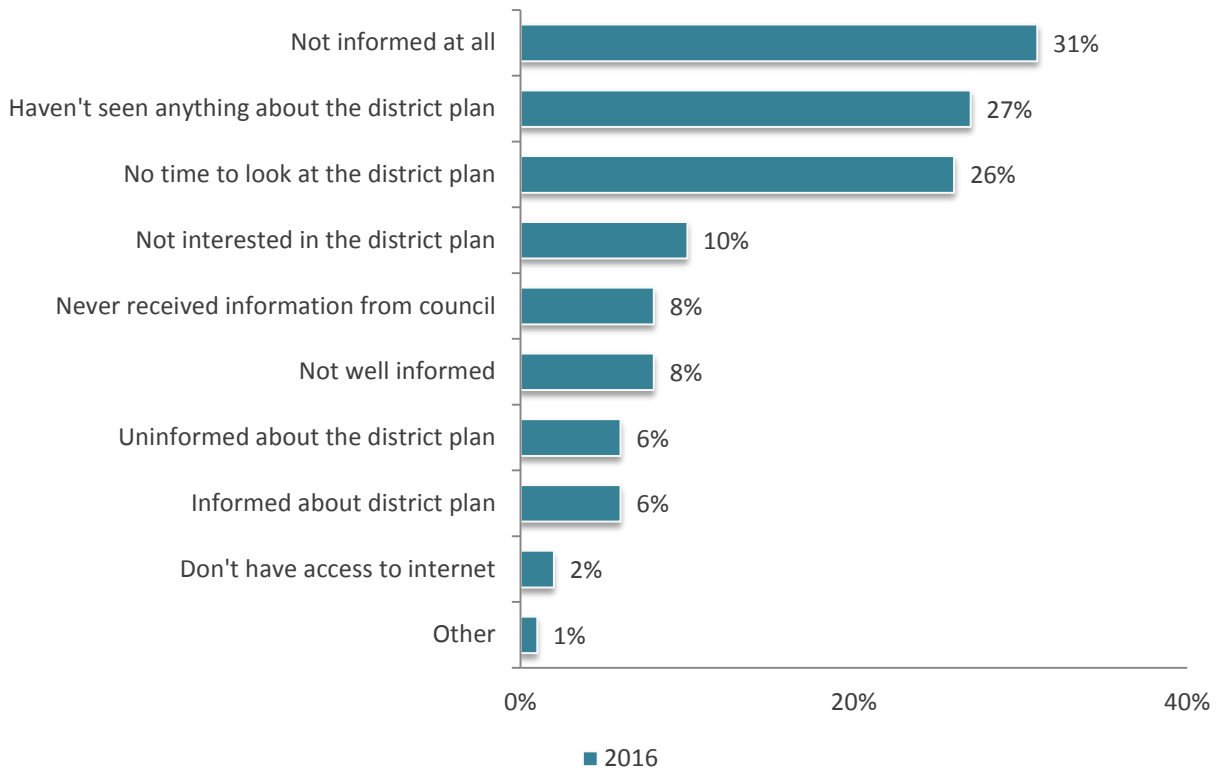
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

The main reason for residents feeling uninformed about the district plan included residents not being informed (31%), not seeing anything about the district plan (27%), they don't have the time (26%) or interest (10%), and haven't received anything from the Council regarding the district plan (8%).

*Figure 44: Reasons for Not Feeling Informed about the District Plan<sup>99</sup>*



<sup>99</sup> Q: Why do you say that? Base: FNDC residents who felt Council was not doing a good job at keeping the public informed. 2016 n=57, 2015 n=72, 2014 n=54.

**Table 79: Reasons for Not Feeling Informed about the District Plan: by Demographic Differences, 2016**

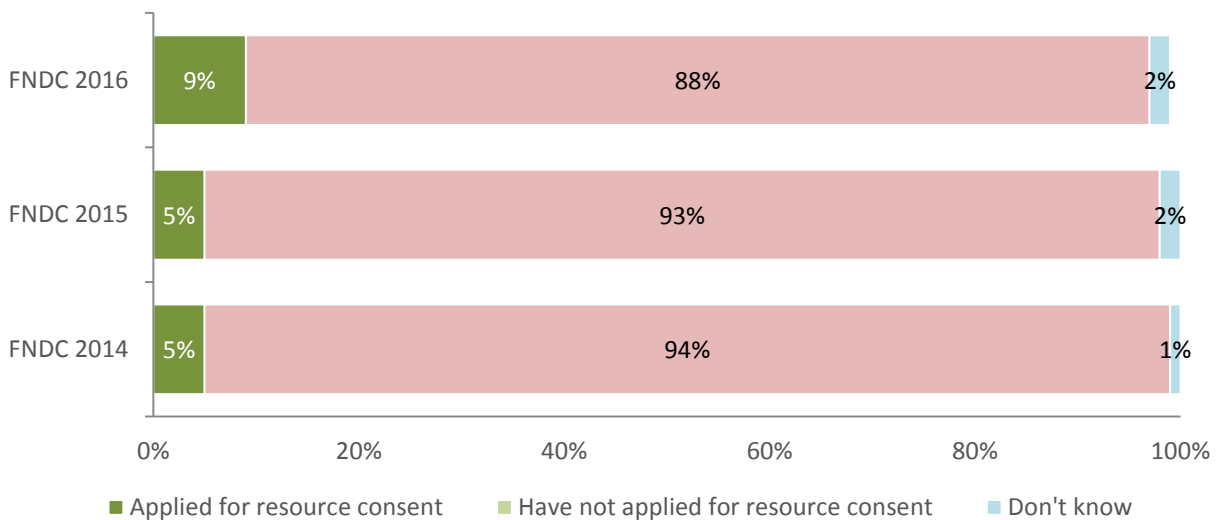
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	161	16	78	67	128	35	8	136	21	9	72	89
<b>Not informed at all</b>	31%	44%	30%	24%	27%	42%	11%	29%	32%	58%	34%	28%
<b>Haven't seen anything about district plan</b>	27%	27%	23%	34%	26%	21%	46%	23%	64%	6%	29%	26%
<b>No time to look at district plan</b>	26%	26%	27%	25%	30%	27%	0%	30%	14%	14%	21%	32%
<b>Not interested in district plan</b>	10%	5%	12%	13%	11%	13%	0%	12%	3%	7%	8%	13%
<b>Never received information from council</b>	8%	5%	11%	7%	8%	5%	35%	6%	17%	14%	8%	8%
<b>Not well informed</b>	8%	0%	12%	9%	9%	4%	22%	10%	0%	0%	10%	6%
<b>Unsatisfied with the district plan</b>	6%	0%	9%	8%	6%	7%	11%	8%	0%	0%	4%	8%
<b>Informed about district plan</b>	6%	8%	4%	6%	6%	5%	9%	5%	15%	0%	7%	4%
<b>Don't have access to internet</b>	2%	0%	1%	3%	1%	0%	13%	1%	0%	6%	1%	2%
<b>Other</b>	1%	0%	1%	3%	1%	2%	9%	2%	3%	0%	0%	3%

## 5.2 Resource Consent

Nine percent of residents participated in a resource consent application process within the last twelve months, which was significantly higher than last year (9% cf. 2015, 5%) and significantly higher than the peer council average (3%).

Note: question wording changed between 2016 and previous years (refer to footnote).

**Figure 45: Incidence of Resource Consent Applications<sup>100</sup>**



Three percent of peer council residents participated in a resource consent application process within the last twelve months, with all applications made in Thames-Coromandel (10%).

**Table 80: Peer Council Comparison**

% Applied for Resource Consent	Peer council average	TCDC	ODC	GDC
<b>2016</b>	3%	10%	0%	0%
<b>2015</b>	7%	10%	7%	3%
<b>2014</b>	9%	13%	3%	9%

<sup>100</sup> Q: Have you applied to the Council for resource consent in the past twelve months? Base: All respondents. 2016 n=500, 2015 n=500, 2014 n=513 Peer councils: 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 TCDC n=30, ODC n=30, GDC n=30, 2014 TCDC n=30, ODC n=30, GDC n=32.

**Table 81: Incidence of Resource Consent Applications: by Demographic Differences: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	9%	7%	14%	7%	9%	10%	6%	11%	5%	0%	10%	8%
<b>No</b>	88%	88%	85%	92%	89%	85%	94%	88%	92%	88%	87%	89%
<b>Unsure</b>	2%	5%	1%	1%	1%	5%	0%	2%	2%	12%	2%	2%

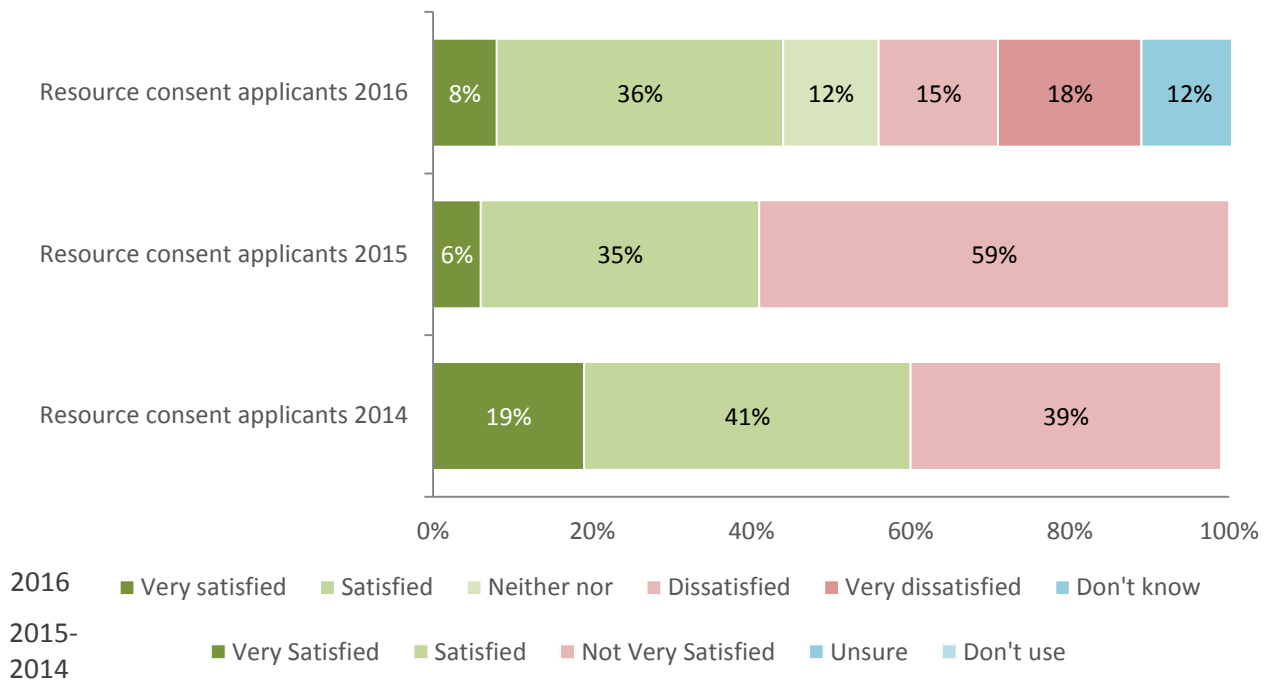
Eight percent of Te Hiku residents participated in a resource consent application process within the last twelve months, compared with 11% of Bay of Islands-Whangaroa residents, and 7% of Kaikohe-Hokianga residents.

**Table 82: Incidence of Resource Consent Applications: by Ward, 2016**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	134	240	126
<b>Applied for resource consent</b>	9%	8%	11%	7%
<b>Have not applied</b>	88%	88%	88%	89%
<b>Don't know</b>	2%	4%	0%	4%

Fifty-six percent of residents who had applied for resource consent were not dissatisfied with the process. Specifically, 44% of these residents were satisfied (36%) or very satisfied (8%) with the process, while 12% were neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 60%, and above the indicative peer council average of 33%.

**Figure 46: Overall Satisfaction with Resource Consent Process\*<sup>101</sup>**



Indicative results from peer councils showed 33% of resource consent applicants were satisfied or very satisfied with this process.

**Table 83: Peer Council Comparison\***

% Very Satisfied / Satisfied	Peer council average
2016	33%
2015	83%
2014	63%

<sup>101</sup> Q: How satisfied are you with your most recent resource consent process experience with Council? Very dissatisfied=1, dissatisfied=2, neither nor=3, satisfied=4, very satisfied=5. Base: Those who have applied for resource consent in the past 12 months. 2016 n=47\*; Peer councils 2015 n=6\*, 2014 n=8\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

**Table 84: Overall Satisfaction with Resource Consent Process: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	47	4	27	16	36	12	1	45	4	0	24	23
<b>Very satisfied</b>	8%	0%	11%	7%	8%	7%	0%	8%	25%	0%	7%	8%
<b>Satisfied</b>	36%	41%	37%	31%	37%	43%	0%	37%	0%	0%	27%	47%
<b>Neither nor</b>	12%	0%	12%	19%	12%	8%	0%	12%	0%	0%	19%	3%
<b>Dissatisfied</b>	15%	0%	19%	18%	18%	6%	0%	12%	75%	0%	16%	15%
<b>Very dissatisfied</b>	18%	38%	11%	19%	21%	6%	0%	19%	0%	0%	23%	11%
<b>Don't know</b>	12%	21%	11%	6%	5%	30%	100%	12%	0%	0%	8%	16%

The process of getting a resource consent, poor communication from Council and the costs involved, were the main reasons for applicants not being very satisfied with the resource consent process. The verbatim comments are detailed below in full:

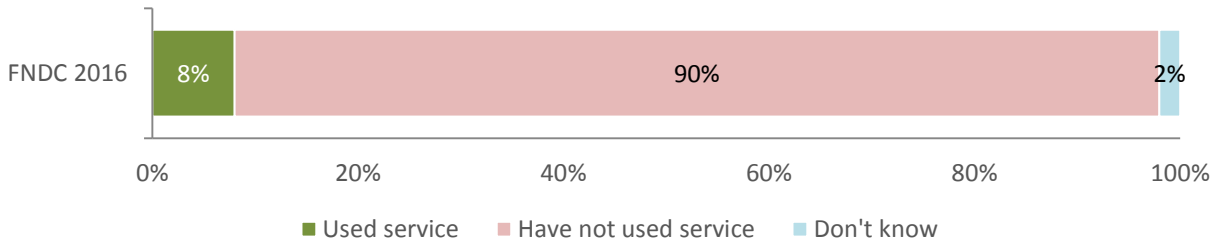
- *It's all just paper trails and nothing with them.*
- *It's because they charged us big money for someone to inspect the building and they didn't come.*
- *You go in, you get a resource consent and there's no one in charge of it. You ring them up and it's a whole big process that needs someone to manage.*
- *The process wasn't straightforward. There was always information required and it wasn't clear to our builder what information was required. You had to spend a lot of time finding things as you go. The initial requirements weren't clear enough.*
- *The information required is nonsense to say the least. It's frustrating and expensive.*
- *Well we have an ongoing difference of opinion with the Council.*
- *It's to do with the way the Council planners give guidance; they will not commit to anything. Basically bad management policy.*
- *Really hard to engage properly without having a large bank account as well as a large legal representation e.g. witnesses and stuff: things escalate quickly.*
- *It costs a lot of money and you get nothing for the money but a go ahead, consent and for them to have a look.*
- *The cost of it and lack of information. Every time you call you can't call them directly, you have to go through a call centre.*
- *Highly expensive and now I believe it's being waived. Was \$30,000 for us.*
- *I have had a small bedroom, bad builders, bad Council, and Council inspectors.*
- *Everything takes too long. They forgot that they had signed off on my final inspection and they came around and told me that I needed it signed off and when the inspector got here, he said that he had already done it. Lack of paperwork.*
- *I did not get any answers.*
- *They shouldn't have asked for it, but they do anyway. It was unnecessary, but they insisted.*



### 5.3 Resource Consent Duty Enquires/Appointments Service

Eight percent of residents have used the Council’s resource consent duty enquiries/appointments service within the past twelve months. This is on a par with peer council usage (9%).

*Figure 47: Incidence of Resource Consent Duty Enquiries/Appointments Service<sup>102</sup>*



Nine percent of peer council residents have used the Council’s resource consent duty enquiries/appointments service within the past twelve months, with significantly greater usage in Gisborne (20% cf. total, 9%).

*Table 85: Peer Council Comparison*

% Users	Peer council average	TCDC	ODC	GDC
<b>2016</b>	9%	3%	3%	20%

Six percent of Te Hiku residents used the Council’s resource consent duty enquiries/appointments service within the past twelve months, compared with 10% of Bay of Islands-Whangaroa residents, and 6% of Kaikohe-Hokianga residents.

*Table 86: Incidence of Resource Consent Duty Enquiries/Appointments Service: by Ward, 2016<sup>103</sup>*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Used service</b>	8%	6%	10%	6%
<b>Have not used service</b>	90%	89%	90%	93%
<b>Don't know</b>	2%	5%	1%	1%

<sup>102</sup> Have you used the Council's resource consent duty enquiries/appointments service within the last twelve months? Base: All residents 2016 n=500; Peer councils: 2016 TCDC n=30, ODC n=30, GDC n=30.

<sup>103</sup>

**Legend Key:** *Illustrating Statistical Significance*

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

**Table 87: Incidence of Resource Consent Duty Enquiries/Appointments Service: by Demographic Differences, 2016<sup>104</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	8%	7%	12%	5%	9%	7%	16%	9%	7%	0%	8%	8%
<b>No</b>	90%	90%	88%	93%	89%	91%	84%	90%	90%	88%	91%	90%
<b>Unsure</b>	2%	4%	0%	2%	2%	1%	0%	1%	3%	12%	2%	2%

104

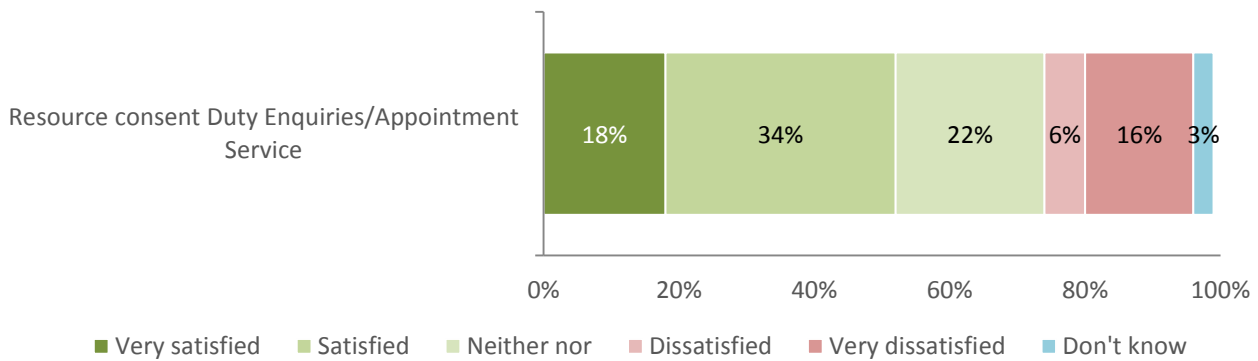
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Three quarters (74%) of users of the resource consent duty enquiries/ appointments service were not dissatisfied with the service. Specifically, 52% of these residents were satisfied (34%) or very satisfied (18%) with the service, while 22% were neither satisfied nor dissatisfied. The total satisfied result was just below the Council-set target of 60%, and was well above the peer council average of 38%.

**Figure 48: Overall Satisfaction with Resource Consent Duty Enquiries/Appointments Service\*<sup>105</sup>**



Indicative results from peer councils showed 38% of users of the resource consent duty enquiries/appointments service were satisfied or very satisfied with this service.

**Table 88: Peer Council Comparison\***

% Very Satisfied / Satisfied	Peer council average
2016	38%

Council being difficult to communicate with was the main reason for applicants not being very satisfied with the resource consent duty enquiries or appointment service. The verbatim comments are detailed below in full:

- *Cost and delay.*
- *It's because no one's in charge, you can't find out what's happening.*
- *Could not get answers.*
- *It's because I just think the Council have tried to hinder us and tried to charge us for everything, every single query. I don't rate them for planning at all; it is just a money grabbing facility.*
- *Complained: I think I have to go through builders, no energy to do it myself. Can't be bothered taking them to court. Done nothing about it.*
- *They were meant to follow up our RSS number but they didn't.*
- *I don't think Council is paying any attention to my requests about the spraying of Kohukohu on the harbour; they're putting it in the too hard basket.*

<sup>105</sup> Q: On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent resource consent duty enquiries/appointments with Council? Base: Those who have used this service in the past twelve months. 2016 n=40\*; Peer councils: 2016 n=8\*. \*Indicative results due to small sample size.

**Table 89: Overall Satisfaction with Resource Consent Duty Enquiries/Appointments Service: by Demographic Differences, 2016**

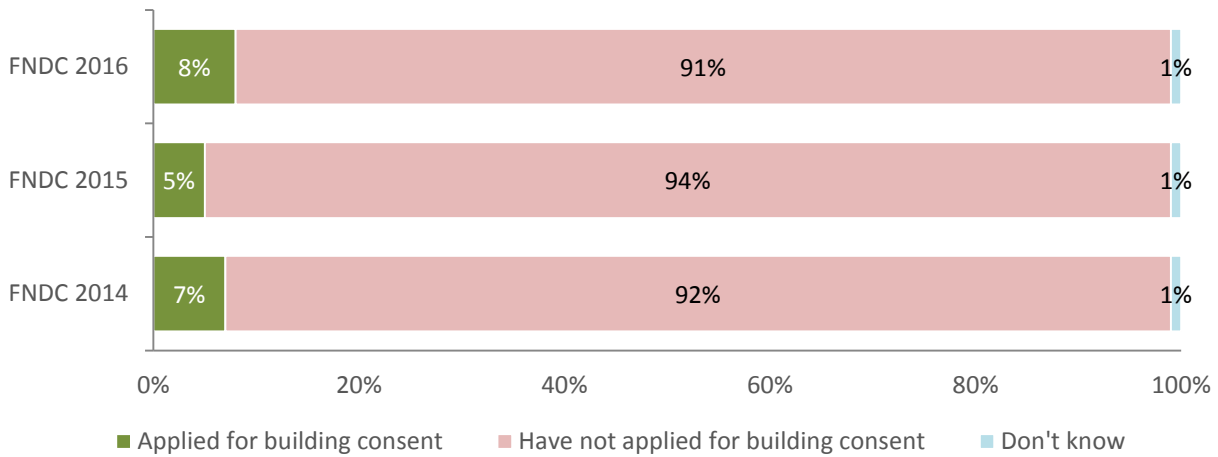
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	40	4	23	13	33	8	4	37	4	0	17	23
<b>Very satisfied</b>	18%	21%	22%	7%	22%	31%	0%	17%	22%	0%	16%	20%
<b>Satisfied</b>	34%	41%	30%	39%	28%	38%	84%	33%	56%	0%	25%	43%
<b>Neither nor</b>	22%	0%	31%	22%	22%	23%	16%	25%	0%	0%	27%	18%
<b>Dissatisfied</b>	6%	0%	9%	7%	8%	0%	0%	4%	22%	0%	5%	7%
<b>Very dissatisfied</b>	16%	38%	4%	23%	17%	8%	0%	17%	0%	0%	21%	11%
<b>Don't know</b>	3%	0%	5%	0%	3%	0%	0%	3%	0%	0%	5%	0%

## 5.4 Building Consents

Six percent of residents have applied for building consent over the past twelve months, on a par with the previous two years (5% in 2015, and 7% in 2014) and the peer council average (6%).

Note: question wording changed between 2016 and previous years (refer to footnote).

**Figure 49: Incidence of Building Consent Applications**<sup>106,107</sup>



Six percent of peer council residents have applied for building consent over the past twelve months.

**Table 90: Peer Council Comparison**

% Applied for Building Consent	Peer council average	TCDC	ODC	GDC
<b>2016</b>	6%	7%	7%	3%
<b>2015</b>	7%	17%	3%	0%
<b>2014</b>	9%	10%	13%	3%

<sup>106</sup> Q: Did you participate in a building consent application process within the last twelve months? Base: All respondents. 2016 n=500; Peer councils: 2016 TCDC n=30, ODC n=30, GDC n=30.

<sup>107</sup> Q: Have you applied to the Council for a building consent in the past twelve months? Base: All respondents. 2015 n=500, 2014 n=513; Peer councils: 2015 TCDC n=30, ODC n=30, GDC n=30 2014 TCDC n=30, ODC n=30, GDC n=32.

**Table 91: Incidence of Building Consent Applications: by Demographic Differences, 2016<sup>108</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	8%	8%	13%	3%	9%	5%	7%	9%	4%	0%	10%	6%
<b>No</b>	91%	90%	87%	97%	90%	94%	93%	91%	96%	88%	88%	94%
<b>Unsure</b>	1%	2%	0%	0%	1%	1%	0%	0%	0%	12%	1%	0%

A smaller proportion of Te Hiku residents applied for building consent over the past twelve months, while a greater proportion of Bay of Islands-Whangaroa residents have done the same (2% and 13% respectively cf. total, 8%).

**Table 92: Incidence of Building Consent Applications: by Ward, 2016**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Applied for building consent</b>	8%	2%	13%	5%
<b>Have not applied</b>	91%	95%	87%	95%
<b>Don't know</b>	1%		0%	0%

108

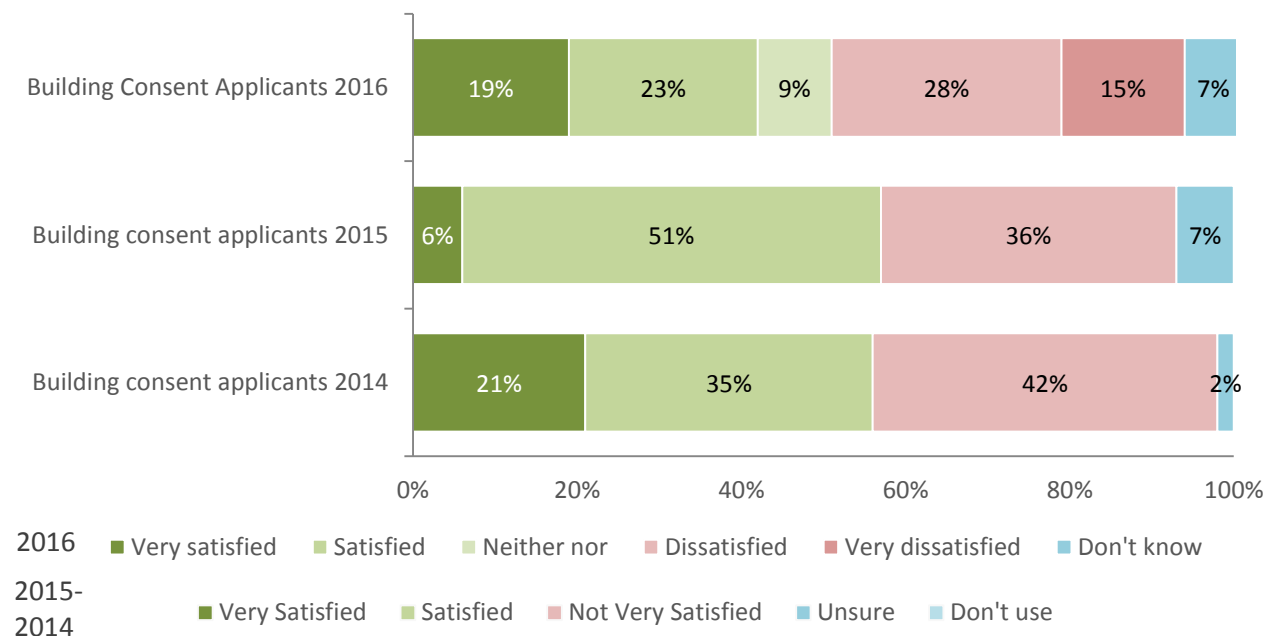
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Just over half (51%) of the 36 residents who have applied for building consent and stated an opinion were not dissatisfied with the process. Specifically, 42% of these residents were satisfied (23%) or very satisfied (19%) with the process, with a further 9% of residents neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 60%, and below the peer council average of 60%.

**Figure 50: Overall Satisfaction with Building Consent Process\*<sup>109</sup>**



<sup>109</sup> Q: On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent building consent process experience with Council? Base: Those who have applied for resource consent in the past 12 months. 2016 n=36\*, 2015 n= 25\*, 2014 n=31; Peer Councils 2016 n=5\*, 2015 n=6\*, 2014: n=8\* \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.

Indicative results showed that 60% of peer council building applicants were very satisfied or satisfied with the process.

**Table 93: Peer Council Comparison<sup>110</sup>**

% Very Satisfied / Satisfied	Peer council average
2016	60%
2015	100%
2014	76%

**Table 94: Overall Satisfaction with Building Consent Process: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	36	4	25	7	30	6	2	35	3	0	21	15
<b>Very satisfied</b>	19%	18%	23%	0%	19%	55%	0%	19%	63%	0%	8%	36%
<b>Satisfied</b>	23%	18%	28%	13%	21%	16%	56%	24%	0%	0%	17%	35%
<b>Neither nor</b>	9%	0%	8%	30%	5%	13%	44%	9%	0%	0%	11%	6%
<b>Dissatisfied</b>	28%	32%	29%	15%	29%	16%	0%	29%	0%	0%	37%	12%
<b>Very dissatisfied</b>	15%	32%	4%	30%	17%	0%	0%	15%	0%	0%	19%	6%
<b>Don't know</b>	7%	0%	9%	13%	8%	0%	0%	5%	37%	0%	8%	5%

<sup>110</sup> Q: On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent building consent process experience with Council? Base: Those who have applied for resource consent in the past twelve months. 2016 n=36\*; Peer councils 2016 n=5\*. \* Indicative results due to small sample size. Due to a change in scale, result comparisons are indicative only.



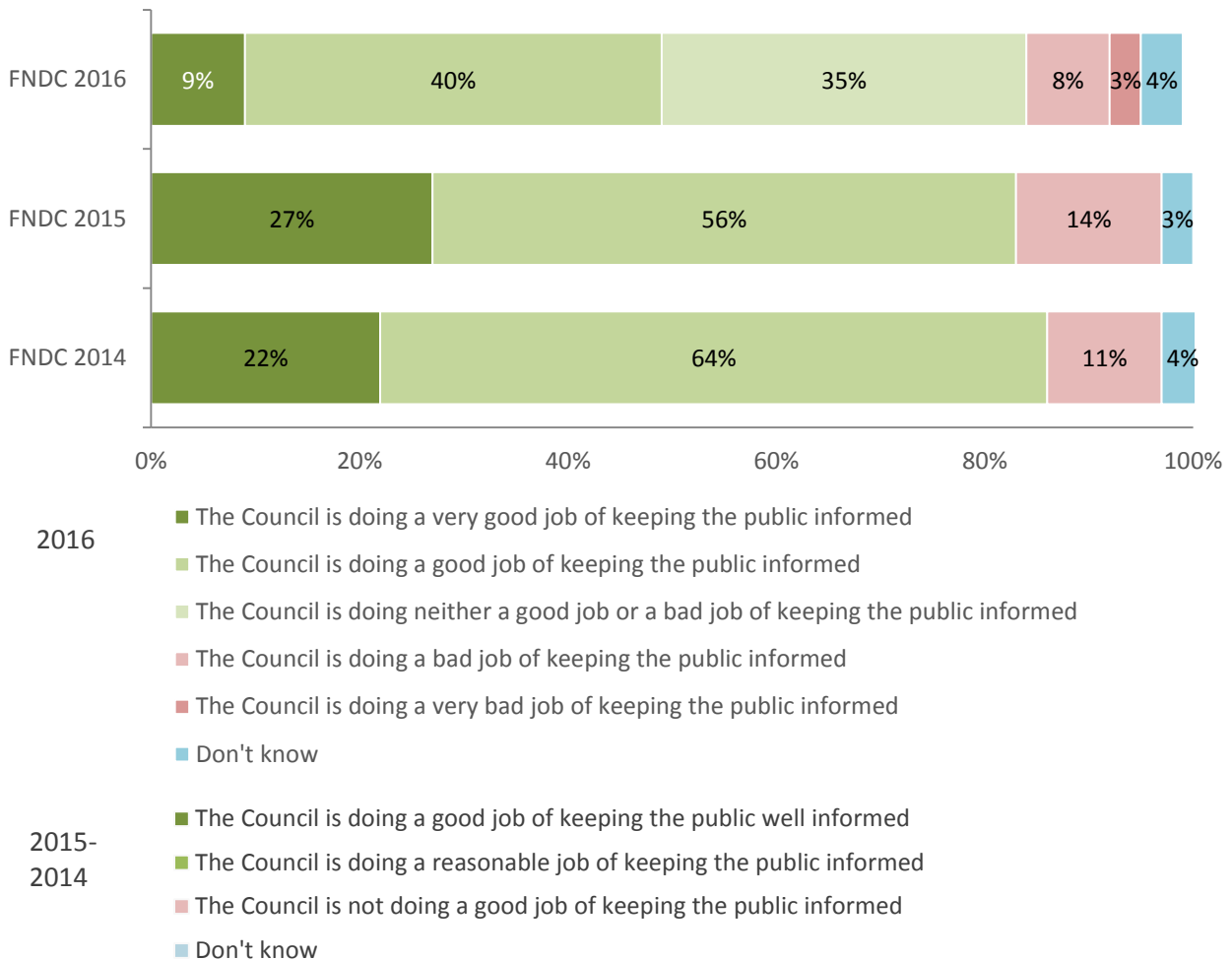
The cost appears to be the primary reason for not being very satisfied with the building consent process. Verbatim comments are detailed below in full.

- *I don't like the rules or the cost. It's a lot of effort and could be simplified. There's a lot of stuff to get around to actually build.*
- *No one's in charge, you don't get definitive answers and you never know what your costs are.*
- *Just the same thing really, they do anything to get more money and there was always a hiccup, they aren't straight from the start with how much it will cost.*
- *We had a quoted price for the building consent based on the price and size of the property and it almost doubled by the end of it. My project was a small project that took a lot longer than it was meant to take, and then I got asked more details on my circumstances and I was charged another massive amount of money for taking longer to do the consent.*
- *Seem so worried about their certification they lose track of looking out for if a building is safe and sanitary instead of covering their own butts.*
- *It seems to be still haywire on the Council's end.*
- *Inconsistent with changing the building inspectors.*
- *Disaster, nightmare, makes me look like an absolute fool, in debt twice as much for a 2 by 2 bedroom, rules keep on changing, no reasoning, no nothing, total waste of time, destroying my life. So much debt.*
- *Very expensive for the speed they worked at, could have been much faster.*
- *Still going through it; not a nice experience.*
- *I've asked for a building inspection and for both times I've done it I ended up ringing them up and complaining because they didn't do it. I rang up about one a month ago and they seem to have lost it.*

## 5.5 Perception of Council Communication

Eighty-four percent of residents who stated an opinion were not dissatisfied with how Council is keeping the public informed. Specifically, 49% of residents mentioned Council is doing a good (40%) or very good (9%) job of keeping the public informed. The total positive rating was below the Council set target of 60%, and on a par with the peer council average of 48%.

Figure 51: Keeping the Public Informed<sup>111</sup>



<sup>111</sup> The Council uses lots of methods to get information to the community, including media releases, letters to households, newspaper and radio ads and the internet. Considering what you have seen or heard, how you would you rate the Council's efforts to keep the public informed? Base: All residents 2016 n=500. Due to a change in scale, result comparisons are indicative only.

Forty-eight percent of peer council residents felt that their district council was doing a very good or good job of keeping them informed. More Ōpōtiki residents thought council kept them informed (63%); while fewer Gisborne residents felt this way (33%).

*Table 95: Peer Council Comparison<sup>112</sup>*

% Well informed	Peer council average	TCDC	ODC	GDC
2016	48%	47%	63%	33%
2015	84%	70%	86%	97%
2014	91%	97%	90%	83%

Residents in all wards felt very similar in regards to how well Council kept them informed.

*Table 96: Keeping the Public Informed: by Ward, 2016*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
Very good job of keeping the public informed	9%	8%	9%	11%
Good job of keeping the public informed	40%	42%	40%	39%
Neither a good job or a bad job of keeping the public informed	35%	37%	35%	34%
Bad job of keeping the public informed	8%	8%	9%	8%
Very bad job of keeping the public informed	3%	4%	4%	3%
Don't know	4%	1%	4%	5%

<sup>112</sup> The Council uses lots of methods to get information to the community, including media releases, letters to households, newspaper and radio ads and the internet. Considering what you have seen or heard, how you would you rate the Council's efforts to keep the public informed? Base: Peer councils 2016 TDC n=30, ODC n=30, GDC n=30. Due to a change in scale, result comparisons are indicative only.

**Table 97: Keeping the Public Informed: by Demographic Differences: by Demographic Differences, 2016<sup>113</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very good job of keeping the public informed</b>	9%	9%	8%	11%	8%	10%	18%	8%	18%	0%	7%	11%
<b>Good job of keeping the public informed</b>	40%	36%	39%	45%	42%	37%	39%	39%	38%	59%	41%	40%
<b>Neither a good job or a bad job of keeping the public informed</b>	35%	37%	39%	29%	35%	35%	24%	37%	27%	21%	39%	32%
<b>Bad job of keeping the public informed</b>	8%	9%	7%	9%	8%	10%	8%	9%	6%	7%	7%	9%
<b>Very bad job of keeping the public informed</b>	3%	5%	4%	2%	3%	5%	0%	2%	6%	13%	3%	4%
<b>Don't know</b>	4%	3%	3%	5%	3%	4%	10%	4%	4%	0%	3%	4%

113

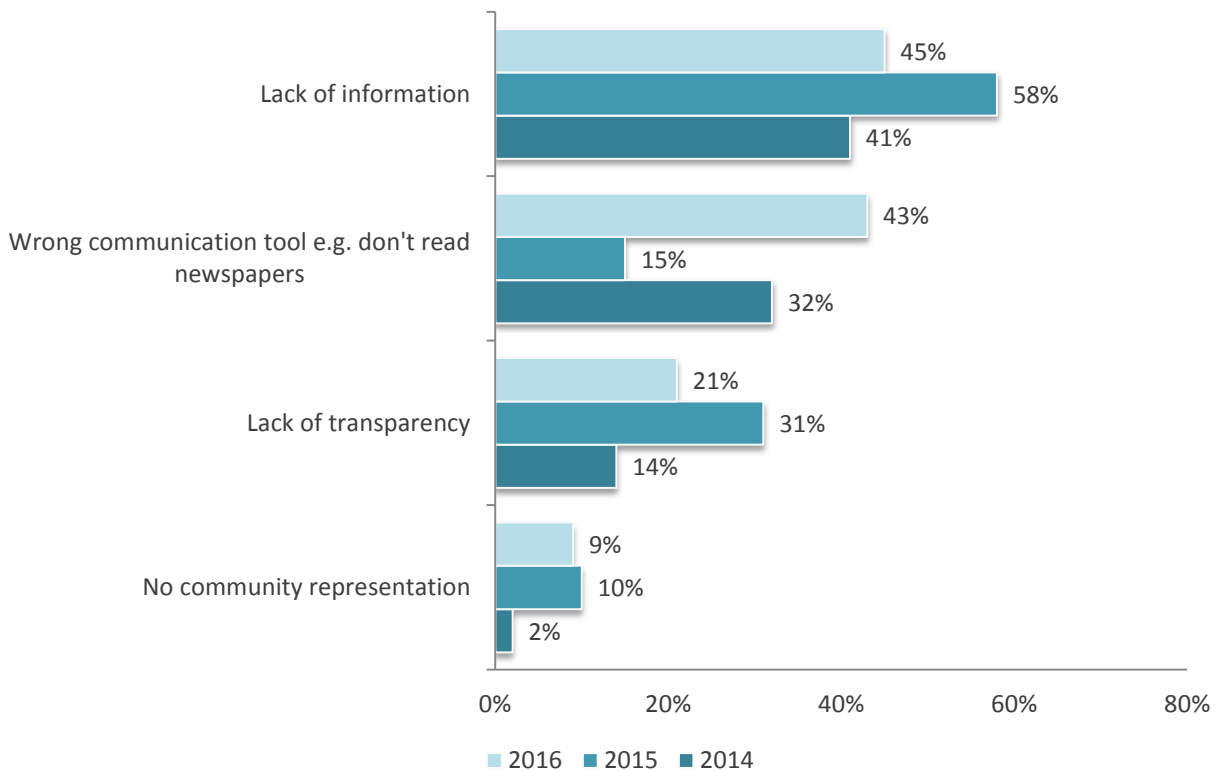
**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Concerns regarding a lack of information (45%), Council using the wrong communication tool, e.g. residents don't read newspapers or use the Internet (43%), lack of transparency (21%), and lack of community representation (9%) were the main reasons for perceptions that Council was not good at keeping the public informed.

**Figure 52: Reasons for Rating Council Not Good at Keeping the Public Informed<sup>114</sup>**



**Table 98: Reasons for Rating Council Not Good at Keeping the Public Informed: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	57	9	23	25	41	17	3	50	6	3	23	34
<b>Lack of information</b>	45%	55%	42%	40%	41%	49%	38%	44%	81%	33%	36%	52%
<b>Wrong communication tool e.g. don't read papers</b>	43%	53%	39%	37%	49%	33%	0%	44%	49%	0%	57%	32%
<b>Lack of transparency</b>	21%	9%	23%	32%	20%	15%	62%	21%	10%	33%	25%	18%
<b>No community representation</b>	9%	0%	14%	13%	10%	10%	0%	11%	0%	0%	17%	3%

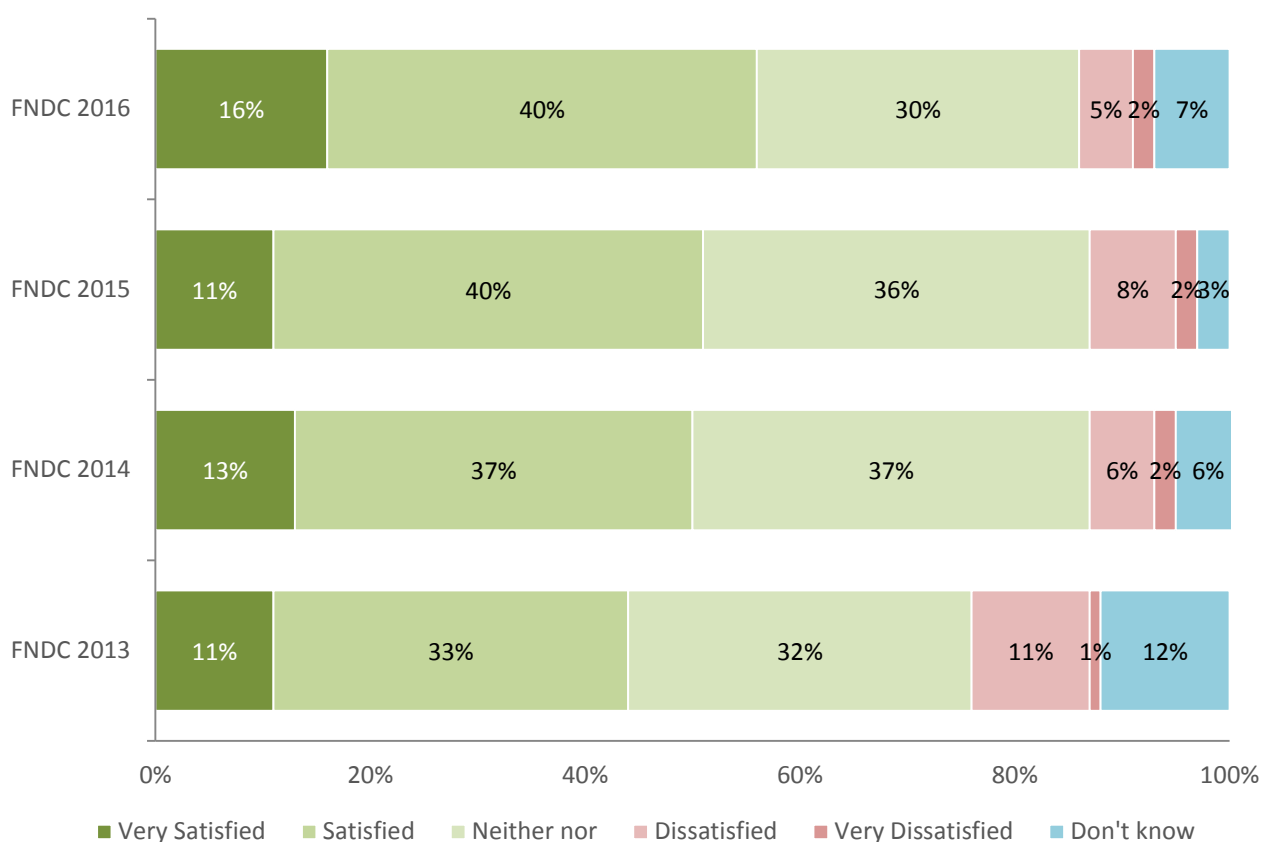
114 Q: Why do you say that? Base: FNDC residents who felt Council is not doing a good job at keeping the public informed. 2016 n=57, 2015 n=72, 2014 n=54.

## 5.6 Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation

Eighty-six percent of residents who stated an opinion were not dissatisfied with their ease of access to Council information and services. Specifically, 56% of residents were satisfied (40%) or very satisfied (16%) with ease of access to Council information and services, while 30% of residents were neither satisfied nor dissatisfied. The total satisfied result was above the Council set target of 30%, and above the peer council average of 43%.

As the scale for this question remains similar to previous years, year-on-year comparisons are applicable here. There was a 5% increase in total satisfied results from 2015, and a 12% increase in total satisfied results since 2013.

**Figure 53: Satisfaction with Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation<sup>115</sup>**



<sup>115</sup> In relation to the district plan change processes and opportunities for participation, on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the ease of access to Council information and services? Base All respondents: 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 n=90, 2014 n=92.

Forty-three percent of peer council residents were very satisfied or satisfied with the ease of access to Council information and services, which is significantly fewer than last year (58%). The highest satisfaction was seen for Thames-Coromandel district (47%) and lowest for Gisborne (40%).

*Table 99: Peer Council Comparison<sup>116</sup>*

% Very Satisfied / Satisfied	Peer council average	TCDC	ODC	GDC
<b>2016</b>	43%	47%	43%	40%
<b>2015</b>	58%	57%	53%	63%
<b>2014</b>	62%	50%	63%	72%

Similar levels of satisfaction were measured across the three district wards with 52% of Te Hiku residents, 56% of Bay of Islands-Whangaroa residents and 61% of Kaikohe-Hokianga residents very satisfied or satisfied with the ease of access to Council information and services.

*Table 100: Satisfaction with Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation: by Ward, 2016*

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Very satisfied</b>	16%	15%	16%	19%
<b>Satisfied</b>	40%	37%	40%	42%
<b>Neutral</b>	30%	35%	31%	23%
<b>Dissatisfied</b>	5%	4%	6%	5%
<b>Very dissatisfied</b>	2%	2%	1%	2%
<b>Don't know</b>	7%	7%	6%	9%

<sup>116</sup> In relation to the district plan change processes and opportunities for participation, on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the ease of access to Council information and services? Base Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30, 2015 n=90, 2014 n=92. Due to a change in scale, result comparisons are indicative only.

**Table 101: Satisfaction with Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation: by Demographic Differences, 2016<sup>117</sup>**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Very satisfied</b>	16%	20%	13%	17%	13%	22%	30%	14%	35%	17%	12%	21%
<b>Satisfied</b>	40%	40%	40%	39%	41%	38%	36%	41%	22%	57%	42%	37%
<b>Neither satisfied nor dissatisfied</b>	30%	27%	34%	29%	33%	23%	17%	31%	30%	16%	32%	28%
<b>Dissatisfied</b>	5%	5%	5%	5%	5%	6%	7%	5%	7%	3%	4%	6%
<b>Very dissatisfied</b>	2%	0%	2%	2%	2%	1%	0%	2%	0%	0%	2%	2%
<b>Don't know</b>	7%	8%	6%	9%	6%	9%	10%	8%	4%	7%	8%	6%

117

**Legend Key: Illustrating Statistical Significance**

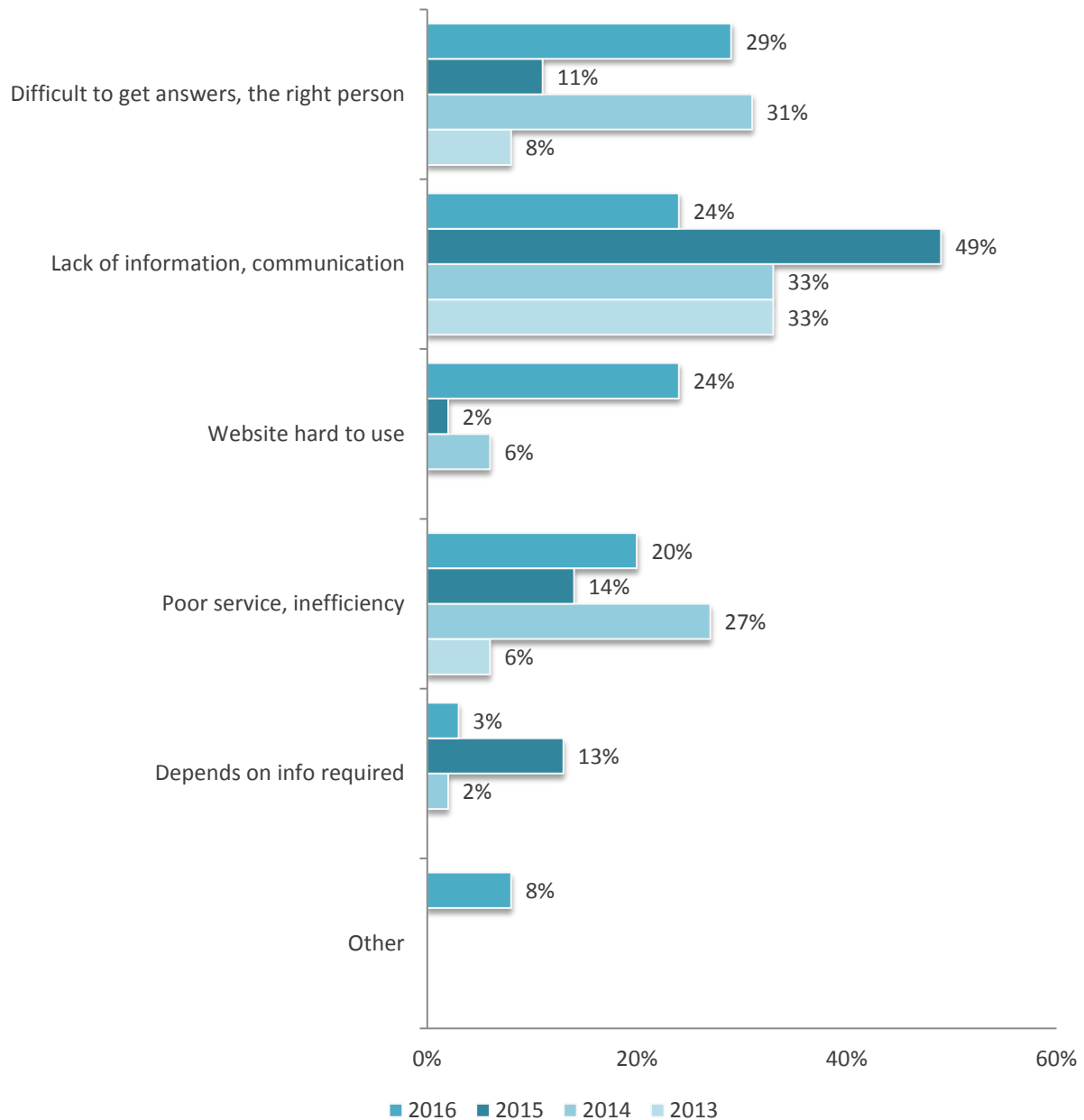
Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).



It being difficult to get the right person (29%), and a lack of information or communication (24%) were the main reasons for being dissatisfied or very dissatisfied with the ease of access to Council information and services. Difficulty using the Council website (24%), and poor service or inefficiency (20%) also contributed to dissatisfaction levels.

**Figure 54: Reasons for being Dissatisfied or Very Dissatisfied with Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation**<sup>118</sup>



118 Q: Why do you say that? Base: FNDC residents who are dissatisfied or extremely dissatisfied with the ease of access to Council information and services. 2016 n=36, 2015 n=48, 2014 n=45, 2013 n=48.

**Table 102: Reasons for being Dissatisfied or Very Dissatisfied with Ease of Access to Information in Relation to the District Plan Change Processes and Opportunities for Participation: by Demographic Differences, 2016**

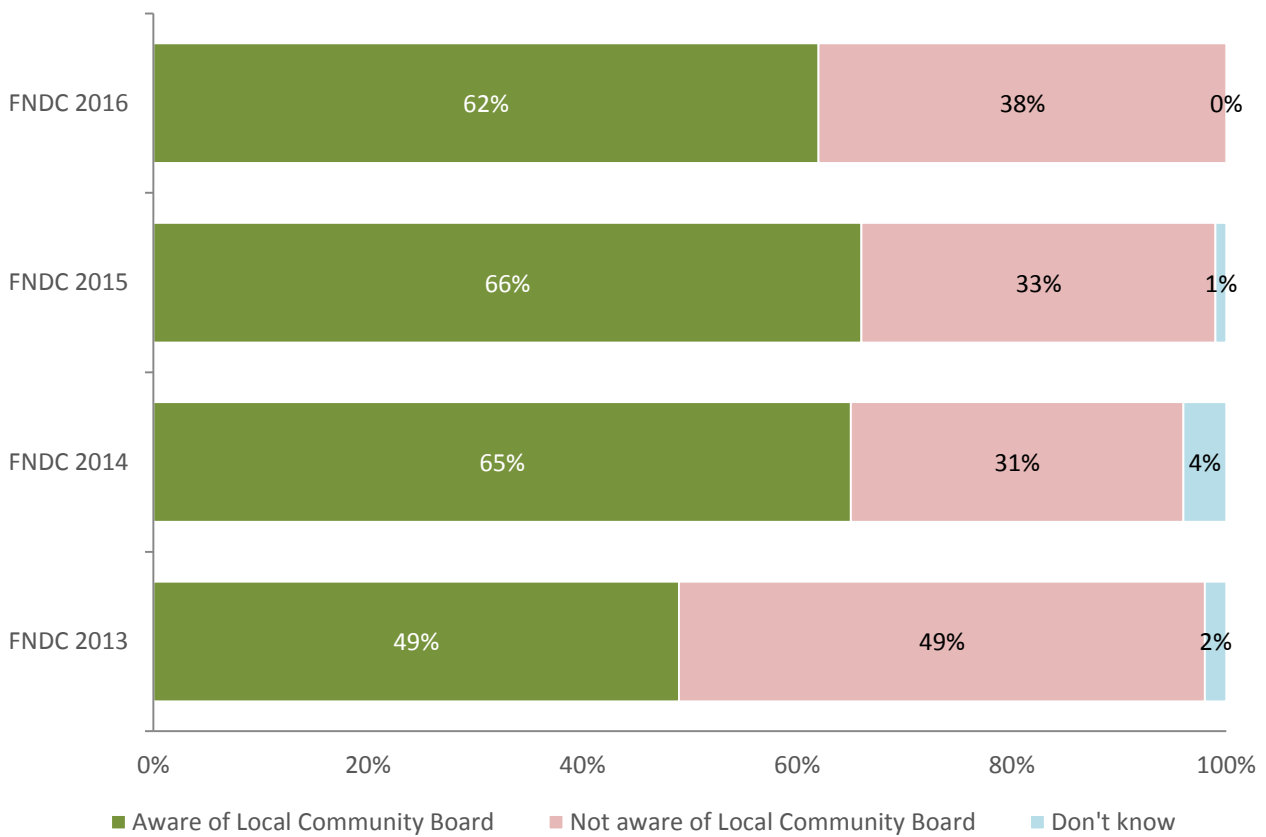
	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	36	3	17	16	26	9	2	32	4	1	14	22
<b>Difficult to get answers, the right person</b>	29%	26%	24%	37%	29%	29%	0%	35%	0%	0%	24%	33%
<b>Lack of information, communication</b>	24%	48%	11%	26%	23%	27%	0%	17%	71%	0%	39%	12%
<b>Website hard to use</b>	24%	26%	24%	24%	34%	18%	0%	26%	0%	100%	13%	33%
<b>Poor service, inefficiency</b>	20%	0%	29%	18%	24%	0%	46%	23%	0%	0%	13%	25%
<b>Depends on info required</b>	3%	0%	7%	0%	0%	0%	54%	4%	0%	0%	7%	0%
<b>Other</b>	8%	0%	12%	7%	8%	8%	0%	9%	0%	0%	13%	4%

## 5.7 Local Community Boards

### 5.7.1 Awareness of Local Community Boards

Awareness of local community boards has decreased from last year. This year, 62% of residents were aware of the local community boards that function in their area, compared with 66% last year. Awareness levels were higher than the peer council average (57%), but below the target set (73%).

*Figure 55: Awareness of Local Community Boards<sup>119</sup>*



<sup>119</sup> Q: Are you aware of the local community board that functions in your area? Base: All respondents 2016 n=500, 2015 n=500, 2014 n=513, 2013 n=406. Peer councils 2016 TCDC n=30, ODC n=30, GDC n=30.

Fifty-seven percent of peer council residents were aware of the local community boards that operate in their area. Awareness in Gisborne district has been volatile over the past three years, and was significantly lower this year (33%) compared to Thames-Coromandel (70%) and Ōpōtiki (67%).

**Table 103: Peer Council Comparison<sup>120</sup>**

% Aware of L.C.B	Peer council average	TCDC	ODC	GDC
2016	57%	70%	67%	33%
2015	59%	77%	53%	47%
2014	51%	83%	47%	25%

Similar levels of awareness was measured across the three district wards with 65% of Te Hiku residents, 58% of Bay of Islands-Whangaroa residents and 66% of Kaikohe-Hokianga residents aware of the local community boards that operate in their area.

**Table 104: Awareness of Local Community Boards: by Ward, 2016**

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Aware of Local Community Board</b>	62%	65%	58%	66%
<b>Not aware of Local Community Board</b>	38%	35%	42%	34%
<b>Don't know</b>	0%	0%	0%	1%

**Table 105: Awareness of Local Community Boards: by Demographic Differences: by Demographic Differences, 2016**

	TOTAL	AGE			ETHNICITY			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	New Zealand European	New Zealand Maori	Other	Own	Rent	Prefer not to say	Male	Female
	500	57	202	241	400	104	29	441	51	15	219	281
<b>Yes</b>	62%	37%	67%	75%	65%	60%	45%	65%	49%	52%	61%	63%
<b>No</b>	38%	63%	33%	25%	35%	40%	55%	35%	51%	48%	39%	37%
<b>Can't recall</b>	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%

120

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

## 5.8 Māori Engagement

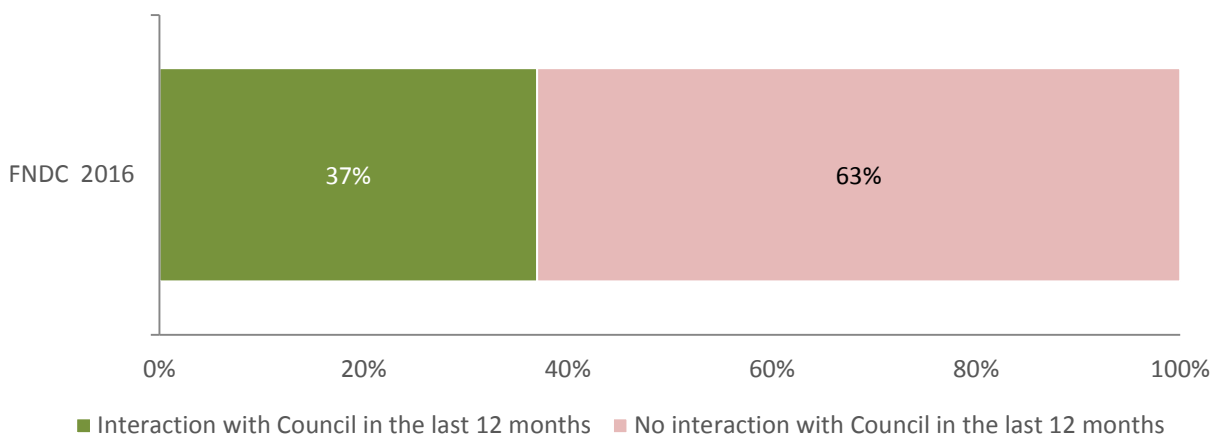
This year, residents who identified they were of NZ Māori descent were asked a number of questions relating to Council’s engagement with Māori.

### 5.8.1 Māori interaction with Council

Twenty-eight percent of residents identified themselves as being of Māori descent.

Thirty-seven percent of Māori residents have interacted with Council in the last twelve months.

**Figure 56: Māori Incidence of Interaction with Council**<sup>121 122</sup>



A greater proportion of Te Hiku Māori residents (51%) have had an interaction with Council than Māori residents from Bay of Islands-Whangaroa (33%) or Kaikohe-Hokianga (27%).

**Table 106: Māori Incidence of Interaction with Council: by Ward, 2016**<sup>123</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	119	41	37	41
<b>Yes</b>	37%	51%	33%	27%
<b>No</b>	63%	9%	67%	73%

<sup>121</sup> Q: Have you had any interaction with Council in the last twelve months? Base: NZ Māori residents: 2016 n=119, Te Hiku n=41\*, Bay of Islands-Whangaroa n=37\*, Kaikohe-Hokianga n=41. \*Indicative results due to small sample size.

<sup>122</sup> Q: On a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the response from Council relating to that interaction? Base NZ Māori residents: 2016 n=47, Te Hiku n=20\*, Bay of Islands-Whangaroa n=14\*, Kaikohe-Hokianga n=13. \*Indicative results due to small sample size.

<sup>123</sup>

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

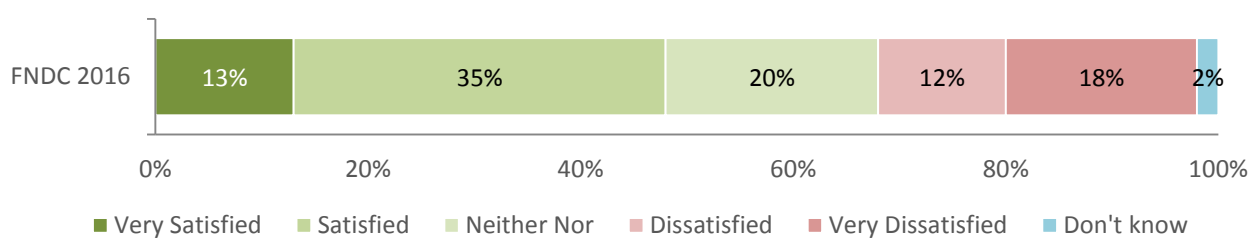
**Table 107: Māori Incidence of Interaction with Council: by Demographic Differences: by Demographic Differences, 2016<sup>124</sup>**

	TOTAL	AGE			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	Own	Rent	Prefer not to say	Male	Female
	119	30	52	37	97	21	5	42	77
<b>Yes</b>	37%	28%	49%	36%	36%	32%	33%	38%	36%
<b>No</b>	63%	72%	51%	64%	64%	68%	67%	62%	64%

### 5.8.2 Satisfaction of Māori residents with Council Interaction

Amongst these residents, 68% of residents who stated an opinion were not dissatisfied with the response they received from Council regarding interaction. Overall, 48% of residents were satisfied (35%) or very satisfied (13%) with this, with a further 20% neither satisfied nor dissatisfied. The total satisfied result was well below the Council-set target of 70%.

**Figure 57: Satisfaction of Māori with Interaction with Council\*<sup>125</sup>**



Indicative results show similar levels of satisfaction were measured across the three district wards with 55% of Te Hiku residents, 44% of Bay of Islands-Whangaroa residents and 38% of Kaikohe-Hokianga residents very satisfied or satisfied with their interaction with Council.

**Table 108: Satisfaction of Māori with Interaction with Council\***

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	47	20	14	13
<b>Very satisfied</b>	13%	4%	20%	19%
<b>Satisfied</b>	35%	51%	24%	19%
<b>Neither nor</b>	20%	11%	14%	44%
<b>Dissatisfied</b>	12%	16%	18%	0%
<b>Very dissatisfied</b>	18%	18%	24%	12%
<b>Don't know</b>	2%	0%	0%	7%

124

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

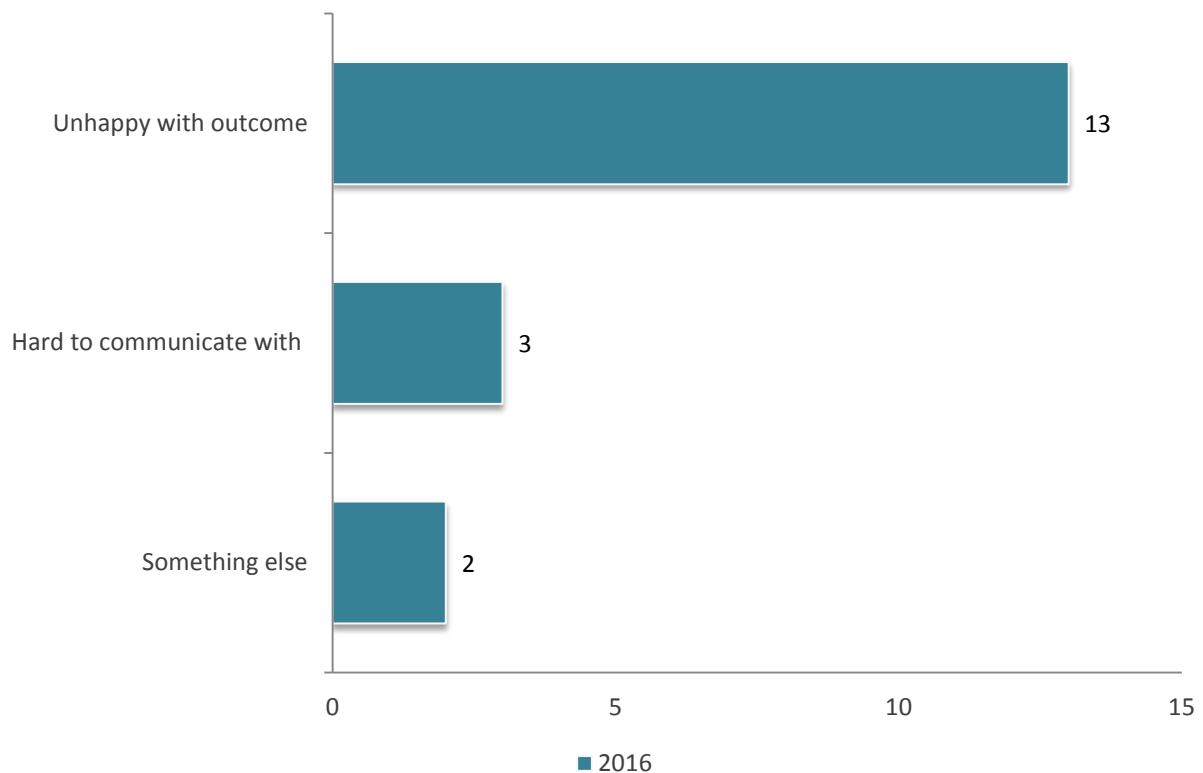
<sup>125</sup> Q: On a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the response from Council relating to that interaction? Base NZ Māori residents: 2016 n=47, Te Hiku n=20\*, Bay of Islands-Whangaroa n=14\*, Kaikohe-Hokianga n=13. \*Indicative results due to small sample size.

*Table 109: Satisfaction of Māori with Interaction with Council: by Demographic Differences, 2016*

	TOTAL	AGE			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	Own	Rent	Prefer not to say	Male	Female
	47	9	25	13	38	7	2	19	28
<b>Very satisfied</b>	13%	20%	9%	8%	9%	32%	0%	14%	12%
<b>Satisfied</b>	35%	59%	19%	31%	36%	40%	0%	29%	39%
<b>Neither satisfied nor dissatisfied</b>	20%	10%	32%	8%	23%	0%	46%	24%	17%
<b>Dissatisfied</b>	12%	10%	12%	15%	13%	12%	0%	14%	11%
<b>Very dissatisfied</b>	18%	0%	24%	38%	17%	17%	54%	18%	18%
<b>Don't know</b>	2%	0%	4%	0%	2%	0%	0%	0%	3%

Seventeen Māori residents who had an interaction with Council were dissatisfied with the interaction. Residents being unhappy with the outcome, and Council being hard to communicate with were primary reasons for dissatisfaction.

*Figure 58: Reasons for Māori being Dissatisfied or Very Dissatisfied with Interaction with Council<sup>126</sup>*

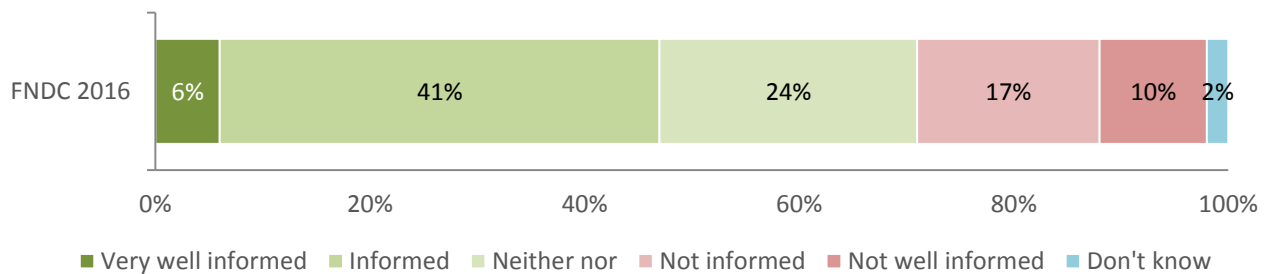


<sup>126</sup> Q: Why do you say that? Base NZ Māori residents: 2016 n=17

### 5.8.3 Māori ‘Being Informed’ about Council Information and Services

Seventy-one percent of Māori residents who stated an opinion indicated they do not feel uninformed. Specifically, 47% of residents indicated they felt informed (41%) or very informed (6%) about Council’s information and services, with a further 24% of these residents indicating they felt neither informed nor uninformed. The total informed rating was below the Council set target of 60%.

Figure 59: Māori ‘Being Informed’ about Council Information and Services



Indicative results show similar levels of satisfaction were measured across the three district wards, with 55% of Te Hiku residents, 38% of Bay of Islands-Whangaroa residents and 40% of Kaikohe-Hokianga residents feeling very well informed or informed about Council information and services.

Table 110: Māori ‘Being Informed’ about Council Information and Services: by Ward\*, 2016<sup>127</sup>

	Total	Te Hiku (Northern)	Bay of Islands-Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	47	20	14	13
<b>Very well informed</b>	6%	4%	7%	6%
<b>Informed</b>	41%	51%	31%	34%
<b>Neither well informed nor uninformed</b>	24%	23%	6%	46%
<b>Not informed</b>	17%	11%	31%	13%
<b>Not well informed</b>	10%	11%	17%	0%
<b>Don't know</b>	2%	0%	7%	0%

<sup>127</sup> Q: On a scale of 1 to 5, where 1 means not well informed and 5 means very well informed, how well informed do you feel with Council information and services? Base NZ Māori residents: 2016 n=47, Te Hiku n=20\*, Bay of Islands-Whangaroa n=14\*, Kaikohe-Hokianga n=13. \*Indicative results due to small sample size.

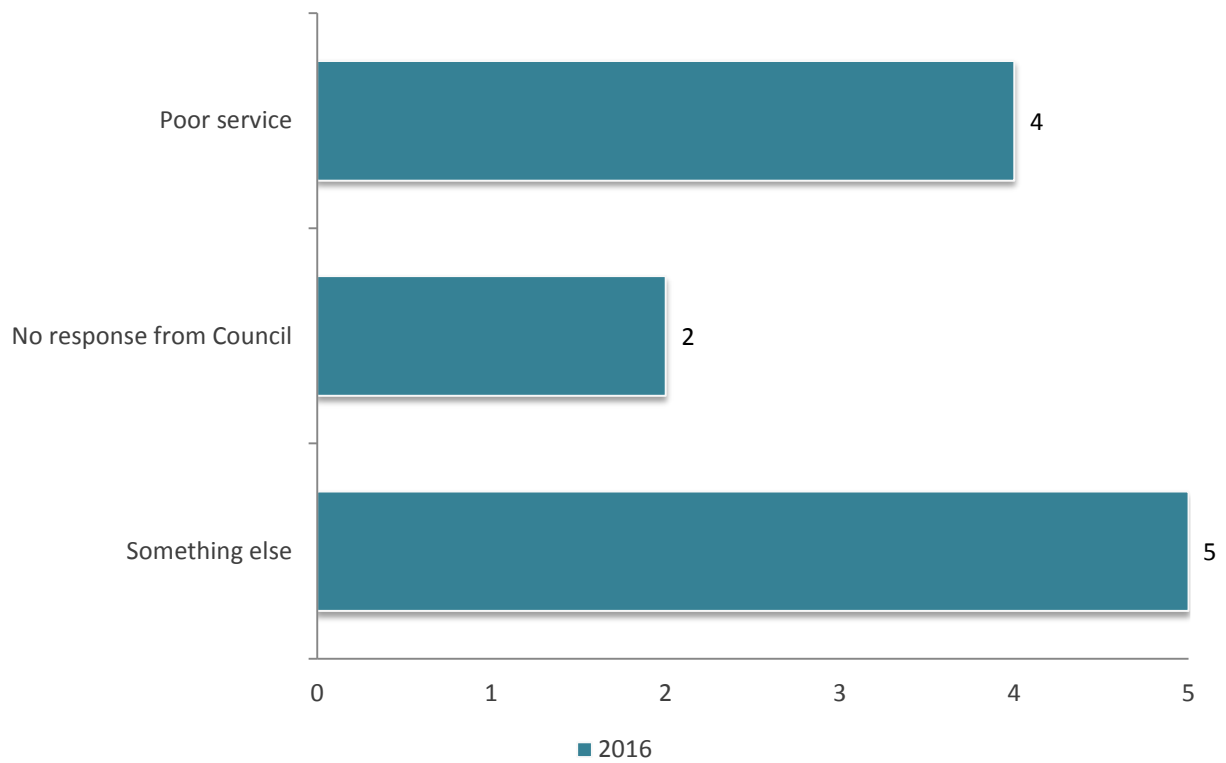


*Table 111: Māori 'Being Informed' about Council Information and Services: by Demographic Differences, 2016*

	TOTAL	AGE			OWN PROPERTY			GENDER	
		18 - 39 years	40 - 59 years	60+ years	Own	Rent	Prefer not to say	Male	Female
	47	9	25	13	38	7	2	19	28
<b>Very well informed</b>	6%	0%	9%	8%	2%	23%	0%	14%	0%
<b>Informed</b>	41%	59%	35%	22%	43%	40%	0%	35%	45%
<b>Neither informed nor uninformed</b>	24%	10%	35%	23%	27%	8%	46%	23%	25%
<b>Not informed</b>	17%	30%	8%	15%	15%	20%	54%	9%	22%
<b>Not well informed</b>	10%	0%	8%	31%	10%	9%	0%	13%	7%
<b>Don't know</b>	2%	0%	4%	0%	3%	0%	0%	5%	0%

Thirteen residents indicated they felt uninformed about Council information and services. Poor service and no response from Council appear to be the primary reasons for dissatisfaction.

*Figure 60: Reasons for Being Not Informed or Not Well informed about Council Information and Services<sup>128</sup>*



<sup>128</sup> Q: Why do you say that? Base NZ Māori residents: 2016 n=13

## 6 Sample Profile

Te Hiku residents accounted for 27% of the sample, similar to Kaikohe-Hokianga residents accounting for 26%. The remaining 47% of the sample were drawn from Bay of Islands-Whangaroa. Representation across wards was quota controlled to match population proportions.

**Table 112: Ward by Gender**<sup>129</sup>

	Total	Male	Female
	500	219	281
Te Hiku (Northern)	27%	28%	27%
Bay of Islands-Whangaroa (Eastern)	47%	51%	43%
Kaikohe-Hokianga (Western)	26%	21%	30%

Nine percent (9%) of residents were under 30 years of age with a further 17% aged between 30 and 39 years. Residents aged 18-29 years were more likely to be female (12% cf. total, 9%), while residents aged between 30 and 39 years were more likely to be male (21% cf. total, 17%). More than one third of residents were aged 60 years or older (36%).

**Table 113: Age by Gender**<sup>130131</sup>

	Total	Male	Female
	500	219	281
18 - 29 years	9%	5%	12%
30 - 39 years	17%	21%	14%
40 - 49 years	12%	11%	13%
50 - 59 years	26%	25%	26%
60 years or over	36%	37%	35%

129 Q: Ward recorded from sample. Gender recorded at end of survey. Base: All respondents 2016 n=500 – weighted data.

130 Q: Gender recorded at end of survey. Base: All respondents 2016 n=500 – weighted data. Which of the following age groups do you belong to? Base: All respondents 2016 n=500.

131

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

NZ Māori residents were more likely to be aged between 30 and 39 years (30% cf. total, 17%). Fourteen per cent of residents were aged between 40 and 49 years, 24 per cent were aged between 50 and 59 years. NZ European residents were more likely to be aged 60 years or older (40% cf. total, 36%).

**Table 114: Age by Ethnicity Group<sup>132</sup>**

	Total	NZ European	NZ Māori	Other
	500	400	104	29
18 - 29 years	9%	8%	11%	7%
30 - 39 years	17%	14%	35%	14%
40 - 49 years	12%	12%	13%	17%
50 - 59 years	26%	26%	23%	24%
60 years or over	36%	40%	18%	38%

Eighty-three percent (83%) of residents owned property in the district, with 13% who rented. Similar proportions of residents rented and owned property in the district across wards.

**Table 115: Property Ownership by Ward**

	Total	Te Hiku (Northern)	Bay of Islands - Whangaroa (Eastern)	Kaikōhe-Hokianga (Western)
	500	135	240	125
Own property	83%	82%	84%	82%
Rent property	13%	12%	14%	13%
Refused	5%	6%	4%	8%

132

**Legend Key: Illustrating Statistical Significance**

Purple shading indicates the 2016 result is greater than the total Far North result (at >90% confidence level).

Orange shading indicates the 2016 result is lower than the total Far North result (at >90% confidence level).

Table 116: Territorial Authority by Ward<sup>133</sup>

	Total	Te Hiku (Northern)	Bay of Islands - Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
Kerikeri	21%	0%	45%	0%
Kaitaia	14%	50%	0%	0%
Kaikohe	10%	0%	0%	40%
Russell	5%	0%	12%	0%
Ohaeawai	5%	0%	1%	16%
Waipapa	4%	0%	9%	0%
Kaeo	4%	0%	8%	1%
Paihia	3%	0%	7%	0%
Kawakawa	2%	0%	5%	0%
Karikari Peninsula	2%	6%	0%	0%
Rawene	2%	1%	0%	6%
Pukenui	2%	6%	0%	0%
Opononi	1%	0%	0%	5%
Opua	1%	0%	3%	0%
Awanui	1%	5%	0%	0%
Peria	1%	4%	0%	1%
Haruru	1%	0%	2%	0%
Mangonui	1%	4%	0%	0%
Wapapakauri	1%	4%	0%	0%
Pakaraka	1%	0%	2%	0%
Te Kao	1%	3%	0%	0%
Kaingaroa	1%	3%	0%	0%

133 Record Ward. Record Territorial Authority Base: All respondents 2016 n=500.

	Total	Te Hiku (Northern)	Bay of Islands - Whangaroa (Eastern)	Kaikohe-Hokianga (Western)
	500	135	240	125
<b>Maromaku</b>	1%	0%	0%	3%
<b>Taheke</b>	1%	0%	0%	3%
<b>Waimate North</b>	1%	0%	0%	2%
<b>Taupo Bay</b>	1%	0%	1%	1%
<b>Waima</b>	1%	0%	0%	3%
<b>Totara North</b>	1%	0%	1%	0%
<b>Waimamaku</b>	1%	1%	0%	2%
<b>Omapere</b>	1%	0%	0%	3%
<b>Whangaroa</b>	1%	0%	1%	0%
<b>Herekino</b>	1%	2%	0%	0%
<b>Horeke</b>	1%	1%	0%	1%
<b>Coopers Beach</b>	1%	2%	0%	0%
<b>Panguru</b>	0%	0%	0%	2%
<b>Taipu</b>	0%	2%	0%	0%
<b>Cable Bay</b>	0%	2%	0%	0%
<b>Te Hapua</b>	0%	1%	0%	1%
<b>Whirinaki</b>	0%	1%	0%	0%
<b>Awarua</b>	0%	0%	0%	1%
<b>Broadwood</b>	0%	0%	0%	1%
<b>Ngawha Springs</b>	0%	0%	0%	1%
<b>Hukerenui</b>	0%	0%	1%	0%
<b>Oue</b>	0%	0%	0%	1%
<b>Waiharara</b>	0%	1%	0%	0%
<b>Moerewa</b>	0%	0%	1%	0%
<b>Houhora</b>	0%	1%	0%	0%

## 7 Appendices

### 7.1 Residents Opinion Survey Questionnaire

#### **Far North District Council**

Good afternoon / evening it's ----- calling on behalf of the Far North District Council. We're doing a survey about residents' opinions on the services provided by Council and are interested to speak to the youngest person over the age of 18 in the household.

#### **Before we start, can I please check that you are over 18 years of age?**

1. 18 and over - CONTINUE
2. Under 18 - [ask for parent/guardian] if no one available - sorry, but we need to speak with people 18 and over. Thank you for being willing to participate. Have a nice evening.

#### **And does anyone in your household work for, or contract to, the Far North District Council?**

1. Nobody in household works for the council - **CONTINUE**
2. Someone in household works for the council - sorry, but we need to speak with people who do not work for or contract to the Council. Thank you for being willing to participate. Have a nice evening.

#### **And do you normally reside in the Far North District?**

1. Resident of the Far North District - **CONTINUE**
2. On holiday or visiting the Far North District– sorry, but we are required to collect the feedback from Far North District residents only.

**IF NEEDED:** *I am calling from Versus Research, an independent research company hired by Far North District Council to carry out this survey. All responses are confidential and no names are recorded.*

**IF NEEDED:** *Council are interested in getting residents' feedback on how they feel Council has performed recently.*

**IF NEEDED:** *The survey should take about 10 minutes depending on your answers.*

**IF NEEDED:** *All numbers have been randomly selected from within the Far North District and are provided by Inivio a privacy compliant sample provider.*

1. Can you please confirm you live in XX area?

AREA AUTO CODED FROM SAMPLE

[REQUIRE ANSWER]

- Te Hiku (Northern) ..... 1  
 Bay of Island - Whangaroa (Eastern) ..... 2  
 Kaikohe - Hokianga (Western) ..... 3

2. And, are you of Maori descent?

[REQUIRE ANSWER]

- Yes ..... 1  
 No ..... 2  
 DO NOT READ OUT - Prefer not to say ..... 3

3. To begin with, over the last 12 months, have you or has anyone in your household, used or visited, any of the following in the district.

**If necessary:** Public cemeteries include Rawene, Kohukohu, Kaikohe, Kawakawa, Paihia, Russell, Kerikeri, Kaeo, Totara North, Kaitaia and Okaihau. Public cemeteries exclude urupa, church and private cemeteries.

**If necessary:** Council recycling service is offered at transfer stations; this is not kerbside collection of recycling.

[REQUIRE ANSWER]

	Yes - have used	No- have not used	Don't remember (do not read out)
A public swimming pool (Kawakawa, Kaitaia, Kerikeri or Kaikohe swimming pool)	1	2	3
A park or reserve, excluding public playgrounds	1	2	3
A public library	1	2	3
A public cemetery (excluding urupa, church and private cemeteries)	1	2	3
Council's refuse disposal services (refuse transfer stations)	1	2	3
Council's recycling services (at transfer stations)	1	2	3

4. This set of questions asks you about your views on the Far North District Council and how it is servicing the community. Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied

**If necessary:** District Council has no responsibility for State Highways.

**If necessary:** Public cemeteries include Rawene, Kohukohu, Kaikohe, Kawakawa, Paihia, Russell, Kerikeri, Kaeo, Totara North, Kaitaia and Okaihau.

**If necessary:** Council recycling stations are at the transfer station and does not include kerbside collection of recycling

**If necessary:** Coastal access refers to existing public access to beaches

[REQUIRE ANSWER]

	1 - Very dissatisfied	2 - dissatisfied	Neither nor	Satisfied	5 - Very satisfied	DO NOT READ OUT - Don't know	DO NOT READ OUT - Don't use
Roading network, that is the local roads excluding state highways	1	2	3	4	5	6	7
Footpaths	1	2	3	4	5	6	7
Urban or town stormwater collection	1	2	3	4	5	6	7
Recycling stations	1	2	3	4	5	6	7
Refuse disposal (transfer stations)	1	2	3	4	5	6	7
Public cemeteries excluding urupa, church and private cemeteries	1	2	3	4	5	6	7
Parks and reserves (excluding playgrounds)	1	2	3	4	5	6	7
Public swimming pools, (Kawakawa, Kaitaia, Kerikeri and Kaikohe swimming pools)	1	2	3	4	5	6	7
Coastal access	1	2	3	4	5	6	7
Cleanliness of public toilets	1	2	3	4	5	6	7
Car Park facilities	1	2	3	4	5	6	7
Public libraries	1	2	3	4	5	6	7

[A - IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 6]



5. You mentioned that you are not satisfied with the roading network in the district. Why do you say that?  
*If Needed: The roading network is the Local Roads and excludes the State Highways.*  
*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 7]

6. You mentioned that you are not satisfied with the footpaths in the district. Why do you say that?  
*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 3 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 8]

7. You mentioned that you are not satisfied with the urban or town stormwater collection in the district. Why do you say that?

*Thinking about urban, eg town stormwater*  
*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 5 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 9]

8. You mentioned that you are not satisfied with the refuse disposal (refuse transfer stations) in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 4 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 10]

9. You mentioned that you are not satisfied with the recycling stations in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 6 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 11]

10. You mentioned that you are not satisfied with the public cemeteries in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 7 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 12]

11. You mentioned that you are not satisfied with the parks and reserves in the district. Why do you say that?

*Thinking about parks and reserves, excluding playgrounds  
Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 8 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 13]

12. You mentioned that you are not satisfied with the Public Swimming Pools in the district. Why do you say that?

*Thinking about Kawakawa, Kaitaina, Kerikeri and Kaikohe swimming pools  
Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 9 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 14]

13. You mentioned that you are not satisfied with the coastal access in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 10 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 15]

14. You mentioned that you are not satisfied with the cleanliness of the public toilets in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 11 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 16]

15. You mentioned that you are not satisfied with the car parking facilities in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

[A - IF THE ANSWER TO SUB-QUESTION 12 OF QUESTION 4 IS NOT 1-2, THEN SKIP TO QUESTION 17]

16. You mentioned that you are not satisfied with the public libraries in the district. Why do you say that?

*Probe fully, note the location of the problem (street/road name) if applicable*

[REQUIRE ANSWER]

---

17. Do you have your own private water supply, or are you connected to the council operated water supply?

[REQUIRE ANSWER]

- Own private water supply ..... 1
- Council water supply ..... 2
- DO NOT READ OUT - Don't know ..... 3

[S - IF THE ANSWER IS 1 OR 3, THEN SKIP TO QUESTION 20]

18. Please tell me on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your council water supply?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very Satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6
- DO NOT READ OUT - Don't use ..... 7

[A - IF THE ANSWER TO QUESTION 18 IS NOT 1-2, THEN SKIP TO QUESTION 20]

19. Why do you say that? Please give me an example or instance that describes why you are not very satisfied with your council water supply.

**Record Verbatim: Record location of the problem:** *At which street / road is the problem located?*

[REQUIRE ANSWER]

20. Does Council provide the sewerage system where you live?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Don't know - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 23]

21. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the sewerage system?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6
- DO NOT READ OUT - Don't use ..... 7

[A - IF THE ANSWER TO QUESTION 21 IS NOT 1-2, THEN SKIP TO QUESTION 23]

22. And why do you say that?

**Record Verbatim: Record location of the problem:** *At which street / road is the problem located?*

[REQUIRE ANSWER]

23. Did you participate in a resource consent application process within the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- DO NOT READ OUT - Unsure ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 26]

24. How satisfied are you with your most recent resource consent process experience with Council?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 24 IS NOT 1-2, THEN SKIP TO QUESTION 26]

25. And why do you say that? Please give me an example or an instance that describes why you are not satisfied with the resource consent process.

**Record verbatim**

[REQUIRE ANSWER]

26. Have you used the Council's resource consent duty enquiries/appointments service within the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Unsure - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 29]

27. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent resource consent duty enquiries/appointments with Council?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 27 IS NOT 1-2, THEN SKIP TO QUESTION 29]

28. Why do you say that? Please give me an example or an instance that describes why you are not satisfied with the resource consent duty enquiries/appointments with Council?

*Probe fully*

[REQUIRE ANSWER]

29. And, did you participate in a building consent application process within the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- DO NOT READ OUT - Unsure ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 32]

30. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent building consent process experience with Council?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied or dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 30 IS NOT 1-2, THEN SKIP TO QUESTION 32]

31. Why do you say that? Please give me an example or an instance that describes why you are not satisfied with the building consent process experience?

*Probe fully*

[REQUIRE ANSWER]

32. During the past 12 months have you contacted the Council?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Can't recall - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 36]

33. What was the main reason for contacting the Council in the past 12 months

[REQUIRE ANSWER]

34. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied would you say you were about the customer service experience you received when you contacted the Council offices in the past 12 months?

READ OUT

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 34 IS 3 OR 6, THEN SKIP TO QUESTION 36]

35. Why do you say that?

Record verbatim

[REQUIRE ANSWER]

36. Are you aware of the local community board that operates in your area?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Can't recall - DO NOT READ OUT ..... 3

37. The Council uses lots of methods to get information to the community, including media releases, letters to households, newspaper and radio ads and the internet. Considering what you have seen or heard, how would you rate the Council's efforts to keep the public informed?

READ OUT

[REQUIRE ANSWER]

- The Council is doing a very good job of keeping the public informed ..... 1
- The Council is doing a good job of keeping the public informed ..... 2
- The Council is doing neither a good job or a bad job of keeping the public informed ..... 3
- The Council is doing a bad job of keeping the public informed ..... 4
- The Council is doing a very bad job of keeping the public informed ..... 5
- Don't know - DO NOT READ OUT ..... 6

[A - IF THE ANSWER TO QUESTION 37 IS NOT 4-5, THEN SKIP TO QUESTION 2]

38. Why do you say that?

[REQUIRE ANSWER]

[A - IF THE ANSWER TO QUESTION 2 IS 2-3, THEN SKIP TO QUESTION 44]

39. Have you had any interaction with Council in the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- DO NOT READ OUT - Unsure ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 44]

40. On a scale of 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the response from Council relating to that interaction?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 40 IS NOT 1-2, THEN SKIP TO QUESTION 42]

41. Why do you say that?

[REQUIRE ANSWER]

42. And, on a scale of 1 to 5, where 1 means not well informed and 5 means very well informed, how well informed do you feel with Council information and services?

[REQUIRE ANSWER]

- Not well informed ..... 1
- Not informed ..... 2
- Neither informed nor uninformed ..... 3
- Informed ..... 4
- Very well informed ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 42 IS NOT 1-2, THEN SKIP TO QUESTION 44]

43. Why do you say that?

[REQUIRE ANSWER]

---

44. On a scale of 1 to 5, where 1 means not well informed and 5 means very well informed, how well informed do you feel about the Council's District Plan? *Some people confuse the District plan with the Annual Plan. The District Plan controls land use in the District. The Annual Plan sets out what the Council plans to do in the coming year.*

[REQUIRE ANSWER]

- Not well informed ..... 1
- Not informed ..... 2
- Neither well informed nor uninformed ..... 3
- Informed ..... 4
- Very well informed ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 44 IS NOT 1-2, THEN SKIP TO QUESTION 46]

45. Why do you say that?

*Probe fully*

[REQUIRE ANSWER]

---

46. In relation to the District Plan change processes and opportunities for participation, on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the ease of access to Council information and services?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

[A - IF THE ANSWER TO QUESTION 46 IS NOT 1-2, THEN SKIP TO QUESTION 48]

47. Why do you say that? Why are you dissatisfied with the ease of access to Council information and services?  
*Probe fully: Anything else?*

[REQUIRE ANSWER]

---

48. Finally, just a few demographics to ensure we get a good cross section of residents. Can you please tell me which of the following age groups do you belong to?

**READ OUT**

[REQUIRE ANSWER]

- 18 - 29 years ..... 1
- 30 - 39 years ..... 2
- 40 - 49 years ..... 3
- 50 - 59 years ..... 4
- 60 years or over ..... 5
- DO NOT READ OUT - Refused ..... 6

49. Do you own or rent property in the Far North District?

[REQUIRE ANSWER]

- Own ..... 1
- Rent ..... 2
- DO NOT READ OUT - Prefer not to say ..... 3

[EXCLUSIVE ANSWER: "DO NOT READ OUT - Prefer not to say"]

50. And finally, which of the following ethnic groups do you most consider yourself?

READ OUT - Tick all that apply

[REQUIRE ANSWER]

- New Zealand European ..... 1
- New Zealand Maori ..... 2
- Pacific Islander ..... 3
- Asian ..... 4
- DO NOT READ OUT - other, specify ..... 5
- DO NOT READ OUT - Prefer not to say ..... 6

[EXCLUSIVE ANSWER: "DO NOT READ OUT - Prefer not to say"]

[A - IF THE ANSWER TO QUESTION 50 IS NOT 5, THEN SKIP TO QUESTION 52]

51. Other specify ethnic group

[REQUIRE ANSWER]

52. Do you have any other comments you would like to add about anything we have been discussing today?

**Record Verbatim**

**If nothing record as "NONE"**

[REQUIRE ANSWER]

53. Thank you for your feedback, just to confirm these answers are completely anonymous and the information you have provided will be combined with all other responses.

In case you missed it, my name is 'NAME' from Versus Research and this survey was conducted on behalf of Far North District Council. Enjoy the rest of your day / evening.

**Record Gender**

[REQUIRE ANSWER]

- Male ..... 1
- Female ..... 2



54. AREA - Auto coded from Sample

[REQUIRE ANSWER]

Awanui .....	1
Awarua .....	2
Broadwood .....	3
Cable Bay .....	4
Coopers Beach .....	5
Haruru .....	6
Herekino .....	7
Hihi .....	8
Horeke .....	9
Houhora .....	10
Kaeo .....	11
Kaikohe .....	12
Kaingaroa .....	13
Kaitaia .....	14
Karetu .....	15
Karikari Peninsula .....	16
Kawakawa .....	17
Kerikeri .....	18
Kohukohu .....	19
Lake Ohia .....	20
Mangonui .....	21
Maromaku .....	22
Mitimiti .....	23
Moerewa .....	24
Ngawha Springs .....	25
Ohaeawai .....	26
Okaihau .....	27
Omapere .....	28
Opononi .....	29
Opuia .....	30
Otaua .....	31
Oue .....	32
Paihia .....	33
Pakaraka .....	34
Panguru .....	35
Parekura Bay .....	36
Peria .....	37
Pukenui .....	38
Rawene .....	39
Russell .....	40
Taheke .....	41
Taipu .....	42
Takahue .....	43
Te Hapua .....	44
Te Tii .....	45
Totara North .....	46
Towai .....	47
Umawera .....	48
Waiharara .....	49
Waima .....	50
Waimamaku .....	51
Waimate North .....	52
Waipapa .....	53
Wapapakauri .....	54
Whangaroa .....	55

## 7.2 Peer Council Questionnaire

### Peer Councils survey introductions

Good afternoon / evening it's ----- calling from Versus. We're doing quick survey about District council services, facilities and communication to gather peer council group averages across the country. Could I speak to the youngest person in the household over the age of 18 years?

#### **Before we start, can I please check that you are over 18 years of age?**

1. 18 and over - CONTINUE
2. Under 18 - [ask for parent/guardian] if no one available - sorry, but we need to speak with people 18 and over. Thank you for being willing to participate. Have a nice evening.

#### **And does anyone in your household work for, or contract to, the District Council?**

1. Nobody in household works for the District council - CONTINUE
2. Someone in household works for the District council - sorry, but we need to speak with people who do not work for or contract to the District Council. Thank you for being willing to participate. Have a nice evening.

**IF NEEDED:** *I am calling from Versus Research, an independent research company hired by Far North District Council to carry out this survey. All responses are confidential and no names are recorded.*

**IF NEEDED:** *All numbers have been randomly selected from Inivio, a privacy compliant data sample provider.*

1. AREA AUTO CODED FROM SAMPLE

[REQUIRE ANSWER]

Gisborne ..... 1  
 Opotiki ..... 2  
 Thames-Coromandel ..... 3

2. To begin with, over the last 12 months, have you or has anyone in your household, used or visited, any of the following in the district.

[REQUIRE ANSWER]

	Yes - have used	No- have not used	Don't remember (do not read out)
A public swimming pool	1	2	3
A park or reserve, excluding public playgrounds	1	2	3
A public library	1	2	3
A public cemetery (church and private cemeteries)	1	2	3
Council's refuse disposal services (refuse transfer stations)	1	2	3
Council's recycling services (at transfer stations)	1	2	3

3. This set of questions asks you about your views on the Council and how it is servicing the community. Council provides a number of services and facilities for the benefit of the community which you as a ratepayer or resident could be contributing to. Please rate each of these, using the scale: 1 is very dissatisfied and 5 is very satisfied

**If necessary:** District Council has no responsibility for State Highways.

**If necessary:** Council recycling stations are at the transfer station and does not include kerbside collection of recycling

**If necessary:** Coastal access refers to existing public access to beaches

[REQUIRE ANSWER]

	1 - Very dissatisfied	2 dissatisfied	Neither nor	3 Satisfied	4 5 - Very satisfied	5 DO NOT READ OUT - Don't know	6 DO NOT READ OUT - Don't use	7
Roading network, that is the local roads excluding state highways	1	2	3	4	5	6	7	
Footpaths	1	2	3	4	5	6	7	
Urban or town storm water collection	1	2	3	4	5	6	7	
Recycling stations	1	2	3	4	5	6	7	
Refuse disposal (transfer stations)	1	2	3	4	5	6	7	
Public cemeteries excluding church and private cemeteries	1	2	3	4	5	6	7	
Parks and reserves (excluding playgrounds)	1	2	3	4	5	6	7	
Public swimming pools	1	2	3	4	5	6	7	
Coastal access	1	2	3	4	5	6	7	
Cleanliness of public toilets	1	2	3	4	5	6	7	
Car Park facilities	1	2	3	4	5	6	7	
Public libraries	1	2	3	4	5	6	7	

4. Do you have your own private water supply, or are you connected to the council operated water supply?

[REQUIRE ANSWER]

- Own private water supply ..... 1
- Council water supply ..... 2
- DO NOT READ OUT - Don't know ..... 3

[S - IF THE ANSWER IS 1 OR 3, THEN SKIP TO QUESTION 6]  
[EXCLUSIVE ANSWER: "DO NOT READ OUT - Don't know"]

5. Please tell me on a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your council water supply?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very Satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6
- DO NOT READ OUT - Don't use ..... 7

6. Does Council provide the sewerage system where you live?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Don't know - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 8]

7. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the sewerage system?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6
- DO NOT READ OUT - Don't use ..... 7

8. Did you participate in a resource consent application process within the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- DO NOT READ OUT - Unsure ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 10]

9. How satisfied are you with your most recent resource consent process experience with Council?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

10. Have you used the Council's resource consent duty enquiries/appointments service within the last 12 months?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Unsure - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 12]

11. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent resource consent duty enquiries/appointments with Council?  
[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

12. And, did you participate in a building consent application process within the last 12 months?  
[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- DO NOT READ OUT - Unsure ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 14]

13. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with your most recent building consent process experience with Council?  
[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied or dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

14. During the past 12 months have you contacted the Council?  
[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Can't recall - DO NOT READ OUT ..... 3

[S - IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 16]

15. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied would you say you were about the customer service experience you received when you contacted the Council offices in the past 12 months?

READ OUT

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

16. Are you aware of the local community board that operates in your area?

[REQUIRE ANSWER]

- Yes ..... 1
- No ..... 2
- Can't recall - DO NOT READ OUT ..... 3

17. The Council uses lots of methods to get information to the community, including media releases, letters to households, newspaper and radio ads and the internet. Considering what you have seen or heard, how would you rate the Council's efforts to keep the public informed?

READ OUT

[REQUIRE ANSWER]

- The Council is doing a very good job of keeping the public informed ..... 1
- The Council is doing a good job of keeping the public informed ..... 2
- The Council is doing neither a good job or a bad job of keeping the public informed ..... 3
- The Council is doing a bad job of keeping the public informed ..... 4
- The Council is doing a very bad job of keeping the public informed ..... 5
- Don't know - DO NOT READ OUT ..... 6

18. On a scale of 1 to 5, where 1 means not well informed and 5 means very well informed, how well informed do you feel about the Council's District Plan? *Some people confuse the District plan with the Annual Plan. The District Plan controls land use in the District. The Annual Plan sets out what the Council plans to do in the coming year.*

[REQUIRE ANSWER]

- Not well informed ..... 1
- Not informed ..... 2
- Neither well informed nor uninformed ..... 3
- Informed ..... 4
- Very well informed ..... 5
- DO NOT READ OUT - Don't know ..... 6

19. On a scale of 1 to 5 where 1 means very dissatisfied and 5 means very satisfied, how satisfied are you with the ease of access to Council information and services?

[REQUIRE ANSWER]

- Very dissatisfied ..... 1
- Dissatisfied ..... 2
- Neither satisfied nor dissatisfied ..... 3
- Satisfied ..... 4
- Very satisfied ..... 5
- DO NOT READ OUT - Don't know ..... 6

20. Finally, just a few demographics to ensure we get a good cross section of residents. Can you please tell me which of the following age groups do you belong to?

**READ OUT**

[REQUIRE ANSWER]

- 18 - 29 years ..... 1
- 30 - 39 years ..... 2
- 40 - 49 years ..... 3
- 50 - 59 years ..... 4
- 60 years or over ..... 5
- DO NOT READ OUT - Refused ..... 6

21. And finally, which of the following ethnic groups do you most consider yourself?

READ OUT - Tick all that apply

[REQUIRE ANSWER]

- New Zealand European ..... 1
- New Zealand Maori ..... 2
- Pacific Islander ..... 3
- Asian ..... 4
- DO NOT READ OUT - other, specify ..... 5
- DO NOT READ OUT - Prefer not to say ..... 6

[EXCLUSIVE ANSWER: "DO NOT READ OUT - Prefer not to say"]

[A - IF THE ANSWER TO QUESTION 21 IS NOT 5, THEN SKIP TO QUESTION 23]

22. Other specify ethnic group

[REQUIRE ANSWER]

23. Thank you for your feedback, just to confirm these answers are completely anonymous and the information you have provided will be combined with all other responses.

In case you missed it, my name is 'NAME' from Versus Research and this survey was conducted on behalf of the district council. Enjoy the rest of your day / evening.

***Record Gender***

[REQUIRE ANSWER]

- Male ..... 1
- Female ..... 2

## 7.3 Dissatisfaction with Roothing Network: Verbatim Comments

### 7.3.1 Te Hiku (Northern)

#### Awanui

- *Te Hapua Road has lost its tarseal, it is not good for cars to travel on. There is cattle on the road, I would like to see a tunnel underneath at the Brott Road to Mathew's cow shed. Patch work that's done doesn't last long when they're repaired. Quarry Road, patch work done last Christmas already beginning to deteriorate. Most roads have uneven surface and cattle poo on the road. Grass is overgrowing onto the road.*
- *The roads coming off SH10, thing take so long to be fixed for roads so close to town.*
- *Metal roads are poorly maintained. They put less metal on every year. There's no sealing happening and it seems as though the budget for roading decreases every year.*
- *Our roads are so bad and I've mentioned that to the Council. They are the worst roads I've ever seen, hopefully something's going to be done.*

#### Coopers Beach

- *Lots of humps and bumps on dusty roads - Parapara region. Just real bad.*
- *Roads are crap and logging trucks are ripping them up. Waima Valley Road is disgusting.*

#### Herekino

- *There's a large amount of road works that need attention, they've tried to fix the roads but they've been damaged within a week, they just need a lot of attention. It's the main roads.*
- *I live on a shingle road which is 12km from the nearest tarsealed road and it's really bad most of the time.*

#### Kaingaroa

- *Rough roads around my area; there's no thought put into the works there.*
- *Need to get roads up to scratch. A lot needs attention needed in Herekino, Broadwood area.*

#### Kaitaia

- *Where I live we have a footpath that goes across the road and we've been waiting for our little road to be tarsealed for over 10 years. There's no curb channelling either.*
- *Diggers Valley Road is full of pot holes.*
- *It's because if you have a look at Lake Road it is terrible; someone could have quite a big accident there.*
- *It's because the roads are horrible. I was in a car accident at the end of January, which was due to a pothole, Takahue Road is bad.*
- *Shocking surfaces everywhere in the north.*
- *It's because there's always road works going on, but the roads never seem to get better.*
- *It's because we pay our rates and what do we get for it? All we get is a tarsealed road past our gate; it needs repairs and maintenance.*
- *So many of the roads have potholes and are so uneven.*
- *Well, if they actually did road works up here, I'd be happy. You have to have a 4x4 to get anywhere. We are in desperate need of road works. The road workers have a serious lack of care.*
- *It's because there's not enough money spent on the roads and what money is spent on the roads gets a poor job done. Church Road is one, they just reseal over the top and it breaks off, also South Road.*
- *Some of the side roads are appalling. Some are so thin and tiny that they will cause accidents. Some need to be sealed.*
- *There are a lot of potholes, Snelgar Road is terrible. All our roads are patch worked around here- there are no good roads.*
- *I live on a metal road that is always full of potholes. In the summer it's a health hazard from the dust and in the winter it's just a bog.*
- *Our roads have filled with potholes. They have put a lot of work in, but they're dangerous and not up to scratch. The roads down south are maintained better.*
- *I go on a couple of metal roads and they are dusty in the summer and not well maintained.*



- *Potholes and lack of maintenance.*
- *Not enough sealed roads considering the year we live in. I feel like we are stuck in the ages and the roads need to be updated.*
- *Potholes, there's not many roads without pot holes.*
- *Particularly roads off the road between Kaitia, and Mangamuka are atrocious and the maintenance of the dirt roads are terrible. They are full of pot holes, particularly Whangape Road.*
- *There's a kilometre on our road that has not been sealed in the middle. There's no policing of heavy traffic, Okahu Rd.*
- *They just need to go for a drive here and they'll know. They are the worst roads in the country.*
- *The degree of pitting on the road and the amount of unsealed roads so close to Kiataia. Upper Church Road and Ohkahu Road are very bad and the road up to airport is bad in terms of pitting.*
- *All the potholes, they tarseal and within months the same roading has big potholes again, Awaroa Rd.*
- *There's some roads that need more tarseal. Too many metal roads around the town.*
- *Just that there should be more sealed roads surrounding the town, instead of being dusty gravel roads full of potholes, e.g. Church road, Donald Road.*
- *They say it's our job to fix the driveway when it's the Far North District Council's property.*
- *When I drive down our road is full of potholes, they don't metal it much. They used to fill in the potholes with a truck, now they don't.*
- *I live on a dirt road, and I have logging trucks going past making dust and dirt in the summer and potholes in the winter. Even the main road isn't that great.*
- *There always seems to be a lack of improvement of what they look like over the years. We seem to be living in the past with all the metal roads.*
- *Some of the roads are very poor and I find that the signage for them isn't very good either.*
- *Where I live, it's on the access to the beach and because the access isn't maintained, the road up near it is awful and the Council won't do anything.*
- *It's because we only live 5 mins from the very centre of town and our roads are really bad, Church Road and Donald Road.*
- *It's because of the state of the secondary roads and the gravel roads, they're pretty rough.*

#### *Karikari Peninsula*

- *My husband is on them every day and it shakes his vehicle. They're bumpy, the money should be spent where it's meant, not in Auckland.*
- *They think of everywhere else except our district. The road here is hammered, but has never been fixed or sealed.*
- *It's funny, the roads around the east coast and Bay of Islands, in comparison to the west coast. The west coast roads are much worse.*
- *They only do patch up jobs which are not very good, Inland Road in particular.*
- *Got grass growing on the road in new subdivisions.*

#### *Mangonui*

- *It's because I live on a metal road which is not maintained well and is extremely dusty, despite people complaining.*
- *It's because I think it's poorly maintained, after 5 years they came to clean the water tables, which was poorly done.*
- *Lumps, bumps, holes, the maintenance is bad, and there is water damage and truck damage. Repairs not done properly the first time.*
- *One way bridges, potholes and the sides of the roads are in a mess.*

#### *Peria*

- *Too much limestone on the roads. The country roads need an extra culvert pipe put in.*
- *Maintenance not just on the field roads, there are large potholes.*
- *There are a lot of problems with Kohumarua Road not being repaired and fixed.*
- *Troubles with roads; potholes and corrugations.*

#### *Pukenui*

- *The maintenance is terrible, the roads could be a lot better. They could run the graders over the*

road a lot more often than they do. There are massive potholes that take weeks to fix outside Pukenui.

- There's open drains, which are dangerous for school kids. If you drive down the road, there's big dips in the tarseal.
- We live on a side road with broken sign posts.
- Very end of Trig Road in Houhora area; Council's not doing enough on it.
- I got a new car in February and since then I have had a new window and have now got another crack in it. They are constantly fixing bits, but never fix all of it. I had someone overtake me when I was being careful on the metal road and it flicked all the stones. It took three weeks for me to get the windscreen fixed because there are so many broken windscreens up here as there are so many loose stones. The tourists don't understand either. This is Far North Road.

#### Taipu

- Puketotara Road, the condition of our road is dangerous.
- It's because the Council doesn't listen to people who use the road. They don't help and leave you for dead. The Council ignores complaints about the roads. Health and safety for the road uses aren't being met and they are dangerous.

#### Waiharara

- The roads are shocking. From Whangarei north they've got idiots. The roads are full of potholes; they don't know what a smooth road is.

#### Wapapakauri

- It's because of corrugation, lack of grading, and metal on the road. There is a lot of maintenance needed. A lot of roads are also narrow. Road locations are poor and prone to being damaged by the elements, and there is poor painting on the road. People get lost because of poor signage and it is unsafe with the white lines barely visible. It's hard on your vehicle as well.

### 7.3.2 Bay of Islands - Whangaroa (Eastern)

#### Haruru

- It could be improved, there needs to be white lines on the side of the road so people don't drive in the middle.
- The roads up here are disgusting, potholes and all.

#### Kaeo

- We live on a very bumpy metal road which is poorly maintained. Omaunu Road.
- We live rurally and we find it hard to get service and maintenance for our road.
- Insufficient maintenance done on the roads, and insufficient tarseal on many roads.
- I rang up and complained about the bridge on our road and nothing has happened. They were going to put a new surface on it. They mailed us a year ago and they still haven't done anything about it. There is a lack of metal on the roads; nearly drove my truck over the side of a bank.
- I'm a bit biased considering our own road, Takou Bay Road. The roads are getting a hiding from more people using them. The population is expanding and the forestry is going to destroy the roads.
- Considering the number of people that use a particular road (Dip Road, Kaeo) the Council is just not doing any maintenance on it at all. They only do where the commercial vehicles use it, but not more than that, where all the residents use.
- Heaps of roads are in bad condition.
- I live on a dirt road and it's shocking; it needs to be improved.
- Just the length of time it takes to do repairs.
- It's because I live 20 minutes up a metal road and it's used by logging and cattle trucks. There's potholes everywhere, it's really bad. I have put complaints in and I know my neighbours have as well.
- For the amount of times I go up Martin Road it gets graded about three times a year and it just continues to have potholes and it's a shambles.
- There's a lot of rural roads around here that are metal and they're not very well maintained and

*there's potholes everywhere.*

- *If you come up our road you'll find out why- Otangaroa Road.*

#### *Karetu*

- *When we moved here 32 years ago we were on a metal road. We were told we were on the top of the list for upgrading to a tarsealed road, we are still waiting. The roads are very bendy roads - Waikino Road.*

#### *Kawakawa*

- *It's because it's pretty obvious when you drive around. There are a lot of unsealed roads, not up to scratch, and stormwater drains not cleaned: Eastern Bay of Islands, Kawakawa.*
- *It's because the roads are terrible. They're pretty shocking at the moment. They are doing a lot of road works and stuff, but the roads could be better.*
- *I live on a gravel road and it is in very bad condition at the moment. It's a bottomless cup if you grade it and grade it and don't seal it. On some of the roads, the speed limit is far too high for the condition of the roads.*
- *A lot of roads and side streets need work because of uneven surfaces.*
- *They need a lot of work. Waikare Road is shocking.*

#### *Kerikeri*

- *It's because it is full of potholes. I come from Kerikeri and there's too many dead end streets and as a result Kerikeri township is gridlocked from time to time.*
- *I don't think there is enough coordination with local councils and the Government with the placement with the state highways.*
- *We only recently had our road sealed. It's been on their list to seal for many years, but it kept getting pushed over. I know we've spent a lot of money to seal it, which is ridiculous considering how close we are you town (3km to town).*
- *There are a lot of potholes on roads coming into Kawakawa.*
- *We live on a very busy, very narrow road near Rainbow Falls and there's lots of noise and construction by this narrow road.*
- *Just because the roads are in horrible condition. They are very dangerous, it is not good for many users; cars, walker, cyclists. There are quite a few roads in my area, but I am very concerned about the roads close to me like Kapiro Road. I wish there were more sealed roads because there are a lot of unsealed ones which are dangerous. I find it quite striking and illogical that they have the same speed limit as sealed roads.*
- *SH10 has a lot of maintenance. The roads aren't adequate for the business of the roads and the size of trucks. There's no left hand turn from Waipa to SH10, it's very dangerous during peak traffic times. The cycle lane makes it very dangerous.*
- *Well Kerikeri is appalling, the Council hasn't taken any note of the population increase and has made no provisions for the traffic increase.*
- *The condition of them, the amount of road works and the way they're managed as a whole.*
- *A lot of the roads don't have very good surfaces and in Kerikeri we really don't like the one way system, it really needs sorting out.*
- *Hasn't been any strategic planning, and any developer is allowed to subdivide and put additional traffic on to the roads, which has resulted in a linear development along Kerikeri.*
- *The roads in Northland are terrible. All they do is patch, and there is no base to them.*
- *The potholes on the roads are getting worse; they are deteriorating. Lots of patch jobs are being done rather than proper repairs.*
- *Well there are lumps and potholes everywhere.*
- *There's logging trucks roaring past on main state highway. Some roads are pretty cut up.*
- *Lack of sealed roads.*
- *Lack of tarseal everywhere in general.*
- *Furness Road is shockingly maintained. It's a metal road and we've been here 16 years and we've seen new metals on it twice; currently pot holes are horrid.*
- *Potholes that don't get fixed up, and the lack of footpaths leave pedestrians walking on the road. Some of the roads are also very narrow.*
- *I think we have bad roads which are rough and have potholes. On the main road from Kerikeri to*

- Whangarei there isn't many passing lanes, but lots of potholes.*
- *It's because we still have one way bridges and reasonably busy so need updating.*
  - *North of Whangarei you can't drive more than two to three kilometres without encountering very uneven surfaces or repair of some description. Don't use the same sub-contractors. Lighting is poor along the roads as well.*
  - *The upkeep of a lot of roads.*
  - *The logging trucks that come up here they break the roads. Also the Government promised 13 bridges and cut it down to 3 and have delivered none so far.*
  - *It gets hammered by big trucks and logging trucks.*
  - *Condition of the roads; potholes need maintenance.*
  - *All our roads are terrible.*
  - *Just the poor quality of most roads.*
  - *It's a mess: the roads are ok, but the whole infrastructure is horrible, as if there was no planning whatsoever going into it e.g. the main road coming into Kerikeri.*
  - *I still think the one way system needs refining. Some intersections are heavily burdened with traffic at some roundabouts and that needs addressing. Waipapa Road and SH10, Hobson Ave and Kerikeri Road are way too cramped. Congestion on Hone Heki Road at peak school times in Kerikeri.*
  - *Roundabouts in town are terrible and roads are narrow; and there was no thought for driveway entrances.*
  - *It's because half of the roads are still gravel.*
  - *The network itself is as well as it can be expected. The maintenance of it is not. It appears that savings have been made by doing a shoddy job instead of doing it once and doing it right.*
  - *The state of the roads. Windscreens get broken by stones, road works are slow and there is a lack of roundabouts.*
  - *Shoulders are not big enough, a lot of one way bridges; too many on main roads.*
  - *They're just really bad. The potholes and the uneven tarseal. They're just really bad.*
  - *We need more cycle lanes for the ability to cycle safely. The road from Kerikeri to Waipapa has been widened for cyclists and that's great. We need to continue that throughout the town.*
  - *I don't believe the Council has a decent roading engineer. In Kerikeri there is 5 o' clock grid lock traffic, when people back out of car parks it shuts down all the traffic.*
  - *The maintenance is pathetic and the roads themselves are rubbish. Metal road maintenance is non-existent.*

#### *Moerewa*

- *Very dusty, full of pot holes and poo covered.*
- *Well our last big flood washed away access to my property on Otirie Road and nothing has been done with it. Then I started making access and they decided to build a walkway and take away all the rocks I had spent a couple of years sorting out.*

#### *Ohaeawai*

- *I live on a gravel road; it's corrugated on one end and full of potholes.*
- *Where we live, there is a washout under the road: Waiara Rd.*
- *They said a road would be laid within 5 years, and it's been 9. The maintenance of that road is shocking.*

#### *Opua*

- *The standard of some of the roading. There's a lot of unsealed roads up north.*
- *The amount of trucking that goes on in the Northland District. There is a lot of patchwork on the roads. Also the size of the bridges are too narrow.*

#### *Paihia*

- *They are horrible, lumpy, bumpy and uneven, just generally all the roads.*
- *It's constantly being ripped up and redone and it's subject to heavy logging traffic that keeps ruining it.*
- *The roads aren't the best. The Council is very slow at repairing potholes and such, and the work that is done doesn't seem to last very long.*

- *Disgusting around here: they always seem to be repairing one small part of the road and our roads are continuously deteriorating.*
- *It is very poor, and there is no maintenance and no curbing.*
- *I'm not complaining that it is not tarsealed, but the road is shocking. There are several one way areas. Pawaranga Road is shocking.*

#### *Pakaraka*

- *It's because they constantly patch up the road which costs a lot, but within 24hours it's the same as it was before. It needs to be maintained, rather than being patched up all the time.*
- *Live on metal roads. Maintenance of roads isn't done regularly, particularly Waimatenui Road and Hopra Road.*

#### *Russell*

- *It's because I have a 2010 Toyota. I have gone through 4 sets of tyres and when I took it to Toyota they said it was because the roads are so bad in Northland.*
- *I'm just dissatisfied with the speed limits on the roads: Deeming Road is 50 and I think is too high.*
- *Uneven surfaces on smaller roads : poor quality in local roads and poor seal.*
- *We've only recently got a sealed road. The roads are generally not well kept and not repaired well.*
- *Problems with the roads in various parts of the north.*
- *There's a lot of gravel roads which could be sealed. A lot of roads in Russell have poor lighting.*
- *They are totally shocking, cars are shaken to pieces, not maintained well, and trucks rip up roads. They are inadequate to maintaining a viable business. Rates to travel are high, there aren't any passing lanes. Russell people should get subsidy.*
- *Our roading is atrocious. They are not up to scratch and not maintained well.*
- *Well I live on a street that's fine, but I live on a hill. The road you need to use to get down to get to the township are horrible. They are barely big enough to fit two cars down and the gravel on the outsides are absolutely horrible, e.g. Hazard Street, Ashby Street, Church Road in the area of Russell. People always park their cars on the road and you can't use it.*
- *It's full of potholes and the roads are uneven. I think the roading in the Far North is terrible as they haven't spent money on it for years.*
- *There's a lot of potholes in Russell and the road services need fixing at times and a lot of gravel roads.*
- *I have got a really bad road outside my house: Pomare Road is unacceptable.*

#### *Waipapa*

- *It's because we had to pay to get our roads sealed and it took us 10 years to pay for it. So there is no road networking being done and we shouldn't have to pay for more.*
- *I live on a dirt road, it's a nightmare: they put down some low grade gravel which was 90% mud and the road is now worse off because of it- Koropewa Road. There have been three deaths on this road because of its dangerous nature. After a bend on the Pungaere Road there was a gully, they've made a spillway and the surface has already come off in the space of a few weeks and was therefore a completely pointless roading exercise.*
- *I just think it is a forgotten area; a lot of the roads up here are in shocking condition or not looked after.*
- *Well because I'm sick of them working on the same few pot holes all the time Waipapa Road.*
- *At the roundabouts in town on Monday morning the traffic banks up. We've had about three reseals in 18 months and they're ripping them up again to resurface them.*
- *Where I lived, I've had ongoing issues with the roads being flooded out. Down Sandy's Road, the water fills up and takes the gravel off.*
- *They're poorly maintained and the company responsible is doing nothing, causing a lot of headaches for people. We're having to drive at 20 km because they're not safe. They keep reducing the width. The Far North has the worst roads and contractors in New Zealand, in my opinion. The slip three years ago is still is not fixed. Turntable Hill is exactly the same; down to one lane. There was a repair three weeks ago at my road and it's already deteriorated.*
- *Lots of the intersections are overloaded, so there's heaps of work that needs to be done to make it safe.*
- *It's because the roading here is just always poor; it seems to be consistently re-done; nothing is a*



*final outcome.*

#### Whangaroa

- *It's because the road down to our house is horrendous and it takes months of yelling to get anything done. When they do come, they go over it quickly and a week later it is broken up again - Bayview Road, Paihia, Waitangi - a lot of the rural roads need attention.*
- *Not good at the moment. I'd like to see a nicer service of it.*

### 7.3.3 Kaikohe – Hokianga (Western)

#### Awarua

- *Mangakahia Road has terrible road works for months. Some rural roads are a little degraded.*
- *There's Knudsen Road which is full of pot holes on the first bridge, which have been created by the trucks. We have to stop or it will destroy our vehicles.*

#### Broadwood

- *Nothing is improving: a lady said she came down my road 60 years ago and said it look better then than it does now. The roads are terrible, the logging trucks can't stay within the line of the outside of the road and the dotted middle line.*

#### Horeke

- *It's never done properly. We need our roads tarsealed and we've been waiting 30 years.*
- *It's because of the state of our roads.*

#### Kaeo

- *We live on a road outside of Kaeo and 5km out of 6km is metal. There's no drainage, there's always corrugation on the road. It needs drains, so when it pours there's nowhere for the water to go. Omaunu Road in Kaeo.*

#### Kaikohe

- *Mangakahia Road, I travel on it every day and it's in shocking state. A lot of the back roads are in pretty bad shape.*
- *I think the roads need to be wider and there should be more tarsealed roads. There are too many gravel roads in the Kaikohe District and the main road going through the forest.*
- *It's because they're not upgraded; you travel so far down Matawara Road and then you hit gravel. They promised to upgrade around the Marae and they got to a certain point and stopped.*
- *Too many potholes and unevenness in the roads.*
- *The roads are shocking, they're bumpy, they've got potholes and we were supposed to get 10 bridges up here. They're all still one way.*
- *Just because Mangakahia Road is coming under SH15 in July. The roads here are not good.*
- *We've got curbs that are broken with jagged ends sticking out, down by the public hall and the Marino Court there some broken curbs that are cracked and jagged also.*
- *Some of the roads are really bad and need to be fixed up. I don't travel very far so what I see is what I get.*
- *It gets hammered by logging trucks and the maintenance is disgusting, the repairs only last a few weeks.*
- *I have a logging business and there simply isn't enough planning.*
- *Still a lot of damage from last year's flooding; lots of potholes.*
- *Roads aren't up to standard, rough and patched up.*
- *The roading is a bit rocky, and the rain causes slips.*
- *Potholes and so forth on rural roads, caused by logging trucks and hones on the road.*
- *A double lane road was washed away years ago, and still hasn't been fixed. The temporary fix is awkward and dangerous.*
- *We live in a rural area. They barely grade our road and when they do grade it they just put loose gravel over the top which is worse and it makes a mess. There are potholes galore and it's just getting very rough.*
- *I see people speeding all the time and I think speed bumps could be put in place and also potholes are on the main roads.*

- *There are plenty of logging trucks and such coming down my road and they do a fair bit of damage. Maybe make them stronger.*
- *I'm 57 years old and I've lived in this area from birth, and my parents before me, and our road has been a dirt metal road all this time. The condition of the metal road is bad: the road gets graded and within two weeks the road is back to dirt. When it rains it's just mud. The cattle trucks make potholes. Other roads have been patched up and where the patch overlaps with the old road it creates a bump and some places they reseal the road but the bumps remain afterwards.*
- *Lot of slips, gravel on side not graded properly.*
- *It's because it's terrible and poorly made. Pepua Road is too thin.*

#### *Kohukohu*

- *We've got the worst roads in New Zealand; they are not metal, they are either mud or dust. Everyone else gets metal and we don't- Paponga Road.*
- *The logging trucks cause damage to the roads, potholes, and minor slippages along the roads.*
- *It's because a lot of our roads around here are very badly damaged from logging trucks and they aren't often repaired.*
- *The road is constantly full of potholes. There's lots of logging trucks in the north. Hokianga Road is in a bad state. Parts of the road are slipping into the harbour and they keep being repaired but still fall apart.*

#### *Maromaku*

- *37 Mangamuka School Road needs to be better maintained; the fence could be nicer.*

#### *Mitimiti*

- *We've got dirt/metal roads and it is corrugated and full of potholes. West Coast Road, Runaruna Road through to Kaitaia.*

#### *Ohaeawai*

- *The state of the roads; mainly the main roads.*
- *Kerikeri gets more than other areas.*
- *Frequent but bad grading corrugates very quickly- Hariru Road.*
- *I think that the road off SH2, is disgraceful compared to the rest of NZ. The roads do not stand up though the volume of traffic and the logging trucks.*
- *Waiting for engine breaking signs. We have been waiting for two years in Ohaeawai. Reduce the speed limit in the town of Ohaeawai. Also have a mirror at Hobson Street, Ohaeawai and SH10 intersection to give better road vision.*
- *Old Valley Rd, Okaihau; the road is very dusty. The roads are horrible. Lake Rd; half tarsealed and half metal road.*
- *The log trucks wreck the roads and potholes; you can't really see them so you have to quickly dodge them.*
- *The road we live on is a metal road and is often riddled with potholes.*
- *Just repairs and stuff are poor and break within two to three weeks.*
- *There is quite a few potholes on the roads and it is quite dangerous, especially for visitors who drive fast because they don't know. I am concerned why they dig up and reseal roads that were already sealed, but not sealing the gravel roads. It is dusty and horrible.*
- *The roads are in poor condition and badly maintained.*
- *It's terrible, not maintained. The road I'm on is metal and roads nearby aren't on a map, so they don't get fixed.*

#### *Omapere*

- *We're on a road 500m long and when it is wet it is awful and when it is dry we get all the dust here. It's terrible.*
- *Well I live on a road that's not sealed and has potholes all over it and all they do is send a grader down and then in winter it turns to slush, so our road is not very good.*
- *It's because our road isn't maintained, or is very rarely maintained - Waihuka Road.*

#### *Opononi*

- *It's because it's quite poor out in the west here, comparing it to the east.*

- *Half the footpaths and road have fallen into the sea. It has been like that for some time; it is roped off but nothing happening to fix it on SH12.*
- *It's because I live rural and get high rates and they don't help. They use a grader on the road and never do it right with hard large metal tyres. I would like more effort and investment in it.*

#### *Oue*

- *It's because where you come on Wharekawa Road you fall off the road; so many slips and with the rain there is hardly any metal and two cars can hardly pass each other.*

#### *Panguru*

- *It's non-existent; there are no tarsealed roads, they're all gravel in Panguru.*
- *Well I suppose there's no money to fix our roads. There are plenty of potholes and they just cover it over. Since I live in the country they don't pay much attention to the country roads.*
- *It's because ours is horrible- Runaruna Road.*

#### *Rawene*

- *It's because it's bumpy; they don't seem very well maintained- Nimmo Street.*
- *There's a lot of logging trucks ripping up the road.*
- *Where I live there is no footpaths and we have to walk on the road- Manning Street.*
- *I drive for my job around Hokianga: not been fixed and they are bumpy. My road is sealed, but no care.*

#### *Taheke*

- *Our 'road' is barely a road: it's just a track; a metal track that gets graded now and then, which in turn makes the pot holes bigger and turns it in to a great mess. It gets a lot of use, but not a lot of care.*

#### *Umawera*

- *Potholes and lack of maintenance.*

#### *Waima*

- *It floods a lot and logging trucks run down and create dust and big holes in the road due to wet weather. Withering roads and trees falling onto the road that we have remove ourselves. Very poor maintenance. Waima Valley Road and the road form Taheke heading to Otaha and Rakauwahia Road in particular.*
- *The dust from the metal roads. There are heaps of potholes and plenty of vegetation on the side of the roads is a big one and the vegetation is blocking blind corner e.g. Waima Valley Road is a very bad one!*

#### *Waimamaku*

- *There are a lot of potholes on roads off the main highway (rural roads) and it takes a while for people to come and fix it - Hook and Hall Road.*
- *Our road is always in a bad state of repair because it's metal. It has corrugations and ridges running parallel with the cars. We've got loads of potholes.*
- *We don't get enough people fixing our roads. There is a 40 ft drop in our road which has been over a year and is very dangerous. Nothing done about it.*

#### *Waimate North*

- *I think the roads are too bumpy and uneven and too narrow at some points. Some of the roads need a limit of 80 rather than 100.*



## 7.4 Dissatisfaction with Footpaths: Verbatim Comments

### 7.4.1 Te Hiku (Northern)

#### Awanui

- *The footpath on Queen Street has had a big crack in it for the last years. It is unsafe for kids running up and down the footpath.*
- *First we don't have one on Quarry Road. Uneven surfaces on the footpaths we do have in Kaitaia.*
- *Residents are complaining about fixing the footpaths and nothings getting done and now the people are doing it themselves.*

#### Cable Bay

- *Outside our house we walk on grass, while the other side of the road has a footpath. I don't understand it - Stratford Drive.*

#### Coopers Beach

- *It's because there aren't enough at Coopers Beach.*
- *Lots of bumps and overgrowth - Coopers Beach. Overgrowth of Privet between Oruru and Taipa.*

#### Herekino

- *First off we don't actually have them and where we have needed footpaths rurally for the safety of the kids it was lobbied by the community. The Council didn't think it was necessary, but it is, as kids have to walk home over main roads.*

#### Kaitaia

- *They have cracks and have holes in and we've tried to do something about it over the years but nothing ever happens.*
- *Some of them are second class: they are broken, hollowed and there is mud everywhere.*
- *It's because you can actually see the steel pieces and holes in the footpaths on Lake Road. It has been like it for years and they haven't done anything.*
- *Lack of footpaths on both sides of Mathews Ave.*
- *Footpaths are terrible for wheelchairs. I push my son in a wheelchair and probably the same for pushchairs and on Donald Road and Okahu Road the footpath only goes half way up the hill so I don't see why it stops because more people would use it to go to school and lots of people run around here so it is a shame the footpath doesn't go all the way down.*
- *Either they are not wide enough and have no wheelchair access; they are just rubbish. People in wheelchairs have no access and paths are always littered and there is chewing gum everywhere.*
- *It's because half of them are old, out of date, and have cracks in them. Seems to be more money spent on the main street area which doesn't really need to be ripped up compared to the other footpaths.*
- *There are two footpaths where they're sunken from tree roots. When it rains there are puddles, and the footpath lifts.*
- *I just think they could be maintained a bit better; they are bumpy. We have pushchairs and things and it is sometimes a little bit tricky.*
- *Footpaths in general are quite uneven; they look good, but the design isn't great.*
- *Run down and they have big pools of water when it's raining in Kaitaia.*
- *Quite a few of them are cracked or bits broken out of them or lumps-Kaitaia.*
- *There's very few of them.*
- *If you are blind or on a mobility scooter then they are a hazard to them..*
- *Not very long lasting: need better maintenance; poor tiling on central Commerce Street.*
- *The footpaths below us have a gap; it doesn't continue. Walking with pushchairs, you have to walk on the road which is busy and is dangerous - Tasman Heights.*
- *There's a lot of unevenness, I've fallen over on them.*
- *I have to get around with a walker and walking stick. They are uneven, and I need to be very careful.*
- *They seem to be patchy and uneven. They are better than they used to be, but still much more*

improvements to be made. There also needs to be more of them; it's often just one side of the road.

- Pram crossings and stuff aren't that great, they could do better there.
- The same reason as the roading networks.
- They're pretty rough as, you should still be able to walk down a footpath when it's raining without getting water in your shoes. I mean why else would be the point of having footpaths, if you couldn't walk on them properly.
- Some streets don't have them on both sides and aren't in good repair.
- The footpaths on my street are dangerous. The roads aren't sealed properly so there are holes down the side of the road, which I nearly broke my leg in once.

#### Karikari Peninsula

- We don't have any and the ones in Kaitaia aren't that great anyway.
- There have never been footpaths here, but when there's a road with no seal that's used as a stock car track, something should be done.
- It's because we don't have any around my street, Makariki Place.
- Our footpaths in Whatuwhiwhi are just non-existent, they peter out half way down, or the kids have to cross the road for the rest of the footpath, or nothing at all for the kids to walk on.
- Well because we don't have many.

#### Mangonui

- Not enough footpaths.

#### Peria

- Don't have any footpaths or lighting.

#### Pukenui

- The footpaths don't seem to be maintained very well and they need to be cleared inside Pukenui
- They don't maintain them: they put in new ones, but don't maintain them.
- We don't have any up our road. My friends and I walk every day and we have to walk on the road and have to jump into the drain if something comes and people have been hit. We need footpaths on Hukatere Road.

#### Rawene

- Some are very narrow such as Parnell Street.

#### Taipu

- Where I am the grass impinges on footpath; gets bad before something's done about it.
- My area is cracked like concrete and it takes years to fix it, which is also a danger. They use the excuses that the Council doesn't have money, but they are forking out money in other areas.

#### Wapapakauri

- You don't have any, but even in the township (Kaitaia/Awanui) the concrete is cracking and is uneven. It's a tripping hazard, difficult to manoeuvre prams and for the elderly, my friend with a walker struggles.
- I know some old people in town who have had accidents because of uneven footpaths.

### 7.4.2 Bay of Islands - Whangaroa (Eastern)

#### Haruru

- Just lack of them: there's no footpath from Haruru falls into Paihia, there's just a verge which is quite dangerous.
- I have been filing to get a footpath from Pahia to Haruru Falls for ten years and still haven't seen one yet.

#### Kaeo

- There aren't a lot of footpaths in the country, but a lot of pedestrians which is a safety hazard.
- There is a well-used footpath between the village and the school which is extremely rough due to tree roots; makes it hard to push prams. I have to push past trees that are growing over properties

- to get through a path. Vegetation control is needed.
- Just because there aren't many.
- Too many cracks in them.

#### Kawakawa

- For old people walking and my boy in a wheelchair it is very uneven and broken in places, and water coming across the path creates a hazard. Even the main street in Kawakawa I have had a few falls, there you are likely to trip or slip where it is uneven.
- It's because no work is being done to them around my area where slabs are broken and old pipes sticking through them.
- In a lot of places there are a lot of uneven footpaths; it's quite dangerous for little ones or elderly to have to walk on.
- It's because where I am living, the footpath is not very good, and there are no good ones here in Kawakawa.
- They're uneven in Kawakawa. In the main street there are a lot of uneven: outside the Post Office, Foursquare.

#### Kerikeri

- They don't come to our house, they're getting closer though.
- It's because there's not enough of them.
- There are not enough of them. It's an infrastructure that's hard to manage.
- There aren't any footpaths they're too rural so none in Kerikeri Road .
- I think there should definitely be more, the ones that are there are good, but there are not enough.
- I do a lot of walking in the mornings, I had been walking and I noticed outside the old ANZ bank in Kerikeri where there used to be a parking sign, it had been hit or something and there was a metal lip sticking out and I knew it was dangerous. A lady I know tripped and was very bruised and broke her teeth but the Council accepted no responsibility and just offered flowers which I don't think is good enough. The concrete in town is very uneven and not wheelchair friendly.
- Based on the maintenance.
- They are all broken, like the roads.
- Uneven in a lot of places: it is difficult in a lot of places, with holes, overhanging branches, or debris from the trees.
- They don't keep the trees off them: they get blocked, and people block them with market stalls and whatever else. In the morning. I often don't have any footpath to walk on, or avoid trees, or people selling things on the footpath.
- I haven't got one. There aren't any.
- In Kerikeri, I have a double stroller and we live 2 kms from town. There's a footpath from town to my house and the footpath stops half the way down the road: needs major improvement.
- No footpaths in general in the Bay of Islands area.
- Very uneven, this makes it easy to trip.
- We have only one on Kendall Rd.
- There should be more of them everywhere.
- There aren't enough in lots of places.
- On Kerikeri Road footpaths needed: we walk through mud to go into town.
- I live 2km out of town: there is no footpath and there is a fair number of school children and foot traffic in general.
- Basically because I know a lot of areas where there are none.
- Mostly around Kerikeri there are no footpaths. If there is one, it will only be on one side of the roads, and even then, it's just really badly done.
- We need a lot more footpaths, e.g. from the Kerikeri crossroads in town and we have backpackers from some of the hotels and they have to walk on the roadside, so we have to try and encourage people to use alternative means of transport.
- Half as many as needed.

#### Ohaeawai

- Just because there's not many and the kids have to walk to school.

#### Opua

- *I just had to give a figure, I don't know.*
- *Just because they are too uneven and it is too easy to lose your footing. There are steps and lumps and bumps. I am older and we need level footpaths; there are too many variations in it.*
- *Well because there aren't any.*

#### Paihia

- *Footpaths from here up to the road are all potholed and everything.*

#### Pakaraka

- *We don't have any it would be good to have some.*

#### Russell

- *Well I live in Russell and there are very few, so you generally have to walk on the road.*
- *It's because there's a lot of growth over them and they're getting slippery and uneven and there's not many in the district.*
- *We could do with some more. There is none on the road leading to the school.*
- *In Russell, there aren't many footpaths.*
- *Hardly any, Wellington Street in Russell: mostly in Russell there are no footpaths.*
- *Demming Road has no footpaths at all; no curbing and channelling and our footpath, Kakapu Road and Aucks Road. No plan to build a footpath to do curbing and channelling on in Demming Road and something needs to be done.*
- *There's none on Gould Street (my street) nor on Robertson Road and it's just bad all around the area considering the fact Russell a big tourist destination. There's no footpaths to get up the hill to look at the view, it's not good enough.*
- *There's none.*
- *There's no footpath at Flagstaff Hill: it's dangerous. It's been put off for 5 or 6 years.*
- *There is not one outside my house. I pay rates and I have no footpaths or any other services. We pay the highest rates in the country, it's ridiculous.*

#### Totara North

- *A friend of mind has to go on the road as there is no footpath to the main centre - Kaeo.*

#### Waipapa

- *The provision of footpaths is pretty poor.*
- *There aren't enough of them: I'm worried about the children, also uneven surfaces; several people have fallen over. We are very grateful for the footpath at Waipapa road. They don't encourage people to walk. Every new subdivision should have footpaths. The places like The Landing are dangerous as they have no footpaths and a lot of traffic.*
- *We haven't got any, because of the dirt roads, we're 1km from Waipapa. If it was a more direct road there's only half a km separating us. The road leads to state highway so we have to drive because of no footpaths.*
- *There is very few and they are cracked.*
- *The footpaths are not at all level and I recently tripped over the uneven surface.*
- *I don't have a footpath.*
- *We don't have any footpaths on the road whatsoever. Only people who have put access ways out, otherwise, no footpaths on 100 km roads, which is dangerous for the kids. No footpaths going into Waipapa Road. Need to be able to walk places safely. It's alright around Kerikeri.*
- *The footpaths need as much care as the road. There's far too few of them and they need updating.*

#### Whangaroa

- *The committee lobbied them and we got a footpath, but there needs to be more of them.*

### 7.4.3 Kaikohe – Hokianga (Western)

#### Horeke

- *I don't have anything to do with them.*

### Kaikohe

- *Just because they're uneven: I've fallen over them many times.*
- *One of my properties has no kerbs, channellings, footpaths or anything there and it's a beach property that I pay top dollar for.*
- *There are some areas that don't have footpaths that should and others which do, but have a low population density. For example, the Waima footpath from Goldfish Corner to the school and the Marae, but no footpath on Te Pua Road.*
- *When I was on crutches I noticed the footpaths are uneven and not good; people that are disabled it is not good for them.*
- *Some of them are covered in graffiti and also look yuck. They need to be water blasted. Across the road from the Westpac around there are lumps, bumps and metal driveways on council property which needs to be cemented. I sometimes think the Council is not doing what they are supposed to be doing.*
- *Bottom of the end of the town they don't fix the footpaths and did the top part, Kaikohe but not the bottom part. It has only recently been done.*
- *They are being used by cyclists. I saw a little boy nearly knocked down by one and no one seems to care about that.*
- *They are getting better, but they can still do some work on them.*
- *I think the business association paid for some of our footpaths.*
- *There's no footpath near our house.*
- *They are not even: I go out walking and I'm on the elderly side. They are not great, some are quite hard and they have little bits sticking up sometimes.*
- *Not good.*
- *They are also too narrow: you can't fit a pram and a friend walking next to you on them.*

### Kohukohu

- *There are none on Paponga Road, the new grater driver has taken the grass off the sides of the roads and puts it on the road, which turns into thick mud when it rains and we get no metal. Dangerous trees hanging over the fence on our road.*
- *There aren't any on certain parts of the road, and some people are walking their dogs on the actual road.*

### Maromaku

- *There are no footpaths whatsoever; would be nice to have some.*

### Ngawha Springs

- *We only have one road with a footpath in Martha Springs, and it's not the main road coming into here. The main road needs one, because it's an open road as well.*

### Ohaeawai

- *Well the footpaths in Ohaeawai are almost non-existent. In the small centres, there is not a lot of work done.*
- *A lot of people, but have to walk on the roads- no footpaths.*
- *Other places like larger towns are better served. Everything is spent on the east coast, there's none in the small towns.*
- *Extend the footpaths to the rugby clubroom and the early childhood centre in Ohaeawai.*
- *Old Valley Rd: I pay rates and we've got no footpaths, no lighting, no mail and, no rubbish. We should get stuff done for our own road.*
- *Just not necessarily the footpaths but the fact that there aren't footpaths like around Kerikeri the footpaths run out pretty fast and you end up walking on the grass.*
- *I'm not sure.*
- *Uneven, broken - no footpath and we need one and it is a main entrance to the rugby domain and we need one for the children.*

### Omapere

- *Huge big hole under a footpath on SH12 which will cause problems with erosion later on. A footpath has completely fallen away after repeated warnings from the locals and myself about it, (SH12 as well.) The excuses that are used are about a lot of storms recently, but now one of the*

*main roads has been condensed into one lane because of it costing us money: Waipoua Forest, (SH 12, 2 places.)*

#### *Opononi*

- *Well there is none up here.*
- *There's not many and the ones we have are cracked or recently swept away by the storm.*
- *State highway 12 had part of its footpath sink into the sea.*
- *We have none.*

#### *Panguru*

- *They're not existent, Panguru*

#### *Rawene*

- *In Rawene there's still not an adequate footpath up to the hospital from the town and on small roads there's no footpaths, they're limited.*
- *Don't have one on Nimmo Street.*
- *In Rawene the footpaths are a disgrace, they need a do-over.*
- *Main road the footpath is not at road level.*
- *Apart from local people complaining, maintenance is shocking: for kids to walk to school, obnoxious weeds, long grass.*

#### *Taheke*

- *They're not even; the elderly trip.*

#### *Waima*

- *There are no footpaths that I've seen around the district of Waima.*



## 7.5 Dissatisfaction with Urban or Town Stormwater Collection: Verbatim Comments

### 7.5.1 Te Hiku (Northern)

#### Awanui

- *It comes off the road and comes straight through my driveway in Queen Street, because it's not cleaned out. The water doesn't clear fast enough.*
- *Okahu Road is not a safe stormwater collection unless some attention to it.*
- *This should include sewerage, as we have overflows often.*

#### Coopers Beach

- *We get a bit of flooding down the back: leaves blocking up the drain are not cleared away.*

#### Kaitaia

- *It's because there is none and there should be.*
- *It's because when it rains; water is all across the road and all the stormwater drains are blocked up because people don't come round and clean them regularly like they used to.*
- *Well because our rivers are all blocked with trees and therefore it makes our places flood.*
- *The last lot of rain caused the street next to mine to completely flood and when it is actually cleaned they just dump it onto the footpath and do a half job. Just lack of safety with the workers.*
- *Don't know.*
- *It doesn't interest me.*
- *We have surface flooding around town.*
- *Trendy thing to do more than anything. I pay the drainage rates as a rural rate payer and I feel that the town does not pay its fair share.*
- *There was a drain across the property that was blocked: took three months of constant contact till they came and fixed it and when the contractor finally came job wasn't finished properly 110 Donald Road, Kaitaia.*
- *Not all areas have stormwater collection; lots of streets have open drains.*
- *The drains overflow. Manhole keeps getting popped on Okhahu.*
- *Directly opposite the Te Ahu Centre in Kaitaia, the drains were blocked somehow. There always seems to be a lot of water pooling around there.*
- *The drain below our house never gets cleared and someone mowing lawn blocks it.*
- *There's always rubbish and stuff sitting in and on top of the drains, which floods the street whenever we have torrential rain.*
- *It's because the drains out in our area have never been cleaned and every time it rains they flood, they may have been cleaned once, but it didn't fix the problem, it made it worse.*
- *It's because the drains don't clear very well.*
- *It's because the streets flood every time it rains.*

#### Karikari Peninsula

- *It's because we're still on tank water and the stormwater, all the houses are basically heading into the creek.*

#### Mangonui

- *I live in Mangonui and it's bad.*
- *Cable Bay and Coopers Beach is poor and the smell and look when there has been heavy rain.*
- *Where I am there is none: there is one on one side of the hill but not on the other.*

#### Peria

- *For years it has needed a lot of money spent on it.*
- *We have trouble with water being blocked in the side of the road.*

#### Pukenui

- *There is often flooding in heavy rain, it gets to the point we clear our own gutters as we rarely see*

*any workmen actually come out - overall throughout the district.*

- *The cost is exorbitant.*

#### *Rawene*

- *We had a rat come up into our toilet at one point and it was caused from the overflowing stormwater down our street- Gundry Street.*

#### *Taipu*

- *It is too expensive for the quality of service provided.*

#### *Wapapakauri*

- *The drains outside my property, I don't even remember the last time they were sprayed. The local farmer cleared out the creek that runs in the back of my property as we've had quite heavy rain. I've been here for 18 years and it's flooded for the first time because the storm drainage hasn't been sprayed or maintained. It doesn't flow like it used to.*

### **7.5.2 Bay of Islands - Whangaroa (Eastern)**

#### *Haruru*

- *After heavy rain it can't handle the amount; it's flowing through the road.*
- *Don't believe Council does enough to help the environment especially with lots pollution in Waihou River.*

#### *Kaeo*

- *Well I think largely where I live in Whangaroa, most of it just goes into the harbour.*
- *There's no drainage maintenance and it's washing out the road.*
- *The stormwater drains never get cleaned.*
- *Not very interested in that.*

#### *Kawakawa*

- *Drains aren't draining properly. Never managed in Kawakawa.*
- *The streets are completely dirty, and there's a lot of rubbish.*

#### *Kerikeri*

- *Every time it rains heavily it floods in town here in quite a few areas and a lot of the new sub divisions haven't been layered properly. There was no thought put into the stormwater drains.*
- *I have a big trench in the front of my property. It's actually council land, but they never clean it. It's not my responsibility they say. We're in a flood area, but they never fix the drains there.*
- *Well at times there can be floods and things, as the drainage is not always clean and it needs to be.*
- *Maintenance.*
- *I live in Riverview Road and the whole of our back section floods. Our drains just can't handle all the water.*
- *Stormwater at the end Waipapa needs to be cleared out: hasn't been cleaned in forever.*
- *It's to do with the road where I live, Blacks Road: they haven't cleaned the drains in a long time and they're full of rubbish.*
- *There are a lot of issues with leaks. I work close to a water supply and there's been a few times where we had water issues too.*
- *Areas that do flood, that is to do with the trees.*
- *Well we don't have any where I live. It runs off the road across my property and into a stream.*
- *I haven't got one of those, either.*
- *We live very close to town, but we aren't on the town water supply. We have to have tanks. We live on Rainbow Falls Road. I suppose it's a septic tank issue.*
- *Water just streams straight into the rivers should be all on site disposal.*
- *Every time it rains, the drain is blocked Hone Heke Rd.*
- *Truck damaged our drain and Council won't do anything about it.*
- *Stormwater drains are never cleaned out anywhere.*
- *The flooding when it rains heavily.*



- Lack of money to fix it.
- I live in town in my own house which isn't even connected to town sewage, I can't see why not. I live in town, I own my house and I can't even connect to town sewage. It's just not fair really.
- There isn't any: there's no infrastructure regarding stormwater.

#### Moerewa

- It's because it floods: it is on the news, people swimming in the street.

#### Paihia

- It floods, it backs up into our toilet: any big tide comes across the road and into our driveway and garage and when you flush the toilet it comes right up. We live on Tohitapu Road.
- It's because I haven't got any.
- Corner of Bayview Rd: It's a ninety degree corner and the stormwater is on the opposite side of road and the water during a storm cuts across my driveway and gouges out my metal driveway. We've tried to fix it to no avail.

#### Russell

- Russell went to a river because there is no stormwater collection. When there was lots of rain, the main road you had to go through in a dingy.
- The drains are not looked after; the Council doesn't keep them clean or maintained.
- It's because up until very recently we had a lot of flooding and it took a long time to get fixed and sorted.
- Local areas in town, pours in: Te Wahapu areas drains don't cope and Russell areas rain going across roads. Basic drains, more maintenance.
- We get a lot of rain and flooding and they're not maintained properly.
- When we have torrential rain, it goes all over the road; there are huge drains down the bottom of the hill, but up where I am its madness.
- It's because I don't think they do enough to collect the stormwater.
- They're covered with stones and have only been cleared once.

#### Totara North

- On Campbell Road drainage is poor, it floods frequently.

#### Waipapa

- We don't get this service and they want to charge us extra for some stormwater proposal that won't benefit us and now we've become a flooding area.
- I don't actually understand it. I'm rural. They don't seem to dig their drains enough.
- Most of the water just goes straight into the harbour. Far too much pollution, nothing around the area. Isn't safe for swimming, let alone drinking.
- I believe the waterways in the area are polluted.

### 7.5.3 Kaikohe – Hokianga (Western)

#### Horeke

- Paying for water is my issue.

#### Kaeo

- Kaeo floods badly. There is water on the road everywhere. There needs to be a permanent fix somehow. There's no way it can't be fixed. It's been flooding for a hundred years.

#### Kaikohe

- The amount of flooding we get is partly because of the drainage- Mangakahia Rd, Pukenui.
- It's because it runs straight past my place and every time there is heavy rain there's a big flood.
- All the trees they have on the street lose their leaves in autumn when all the weather gets horrible and they all get stuck in the drains and the water goes absolutely nowhere.
- They don't come and clean the drains, and leaves block it up and create overflow of water.
- The drains near our place gets often clogged up and when it rains it just backs up and comes along our property - Hillcrest-Tawanui Road.

- *The drains get blocked because they're not cleaned.*
- *The water drainage when we lived in town was never cleared out, the roads and even our garage got flooded.*
- *I notice loads of floods, drains get blocked and quite a few areas flood when it rains.*
- *Drain going under driveway, Rawhiti Road, its blocked and is of poor design.*
- *Where our business is, the water is always banking up and flooding across a good portion of the road and onto the footpath. It gets cleaned but the people who clean it always dump all the silt and muck from the road on our back fence line.*

#### *Ohaeawai*

- *Well, it's not a problem in my district, but in Kerikeri, the water takes a very long time to go away - flooding.*
- *Drainage has nowhere to run to. The water goes into everyone's section. Don't clean them very often and at inconvenient times. Ohaeawai.*
- *Floods when it rains.*
- *I don't know again I just chose a number.*
- *It doesn't exist in our area. The water here just runs down the side of the road into a ditch.*
- *It's because I've had a lot of dislikes due to that factor I've had a lot of fights with discharge into the harbour.*

#### *Omapere*

- *Well it always floods.*
- *The drains are not working along SH12. They cleaned them out recently, but otherwise the water sits there and stagnates, it's not consistent.*

#### *Opononi*

- *They're currently not nice looking and the Council needs to maintain them better.*
- *Haven't got one as far as I know.*
- *It's just that we get a lot of flooding. The drains are not adequate for the rainfall, but I guess it's possibly not the drains. It could be the roads and the way they're positioned and that sort of stuff.*

#### *Panguru*

- *Excessive flooding here.*

#### *Rawene*

- *There is surface flooding very easily, particularly on Parnell Street.*
- *I've got a request into the Council that's been there for 5 months to clear the drain next to my house: its full of rubbish and blocked it's an absolute mess. I've lived here 7 years and it's never been cleaned and I've been asking about it the whole time - Mariner Street.*
- *Where I live, it is half way down the hill and it comes off the road and straight onto the property. I have a well on the property to get it off the property- Manning Street.*
- *Every time there is heavy rain, it floods.*

#### *Waima*

- *We haven't got stormwater around our property: it floods frequently, there is little clearance with the river and the smallest amount of rain will cause it to flood.*

#### *Waimamaku*

- *When a storm comes, there's a lot of flooding that happens and I feel it's very dangerous for children as they are walking home from school in the town of Omapere.*

## 7.6 Dissatisfaction with Waste Management – Recycling Services: Verbatim Comments

### 7.6.1 Te Hiku (Northern)

#### Kaitaia

- *No one picks up the recycling anymore.*
- *Not clean, not well organised, some staff are a bit rude: Kaitaia Transfer Station.*
- *Well when the other crowd had it, it was good and now it is new owners, it is very messy and I have never seen so much rubbish lying around. I was thinking oh my god, I haven't seen this. I was quite shocked.*
- *We had a better service before with the collection before NZ Waste took over.*

#### Karikari Peninsula

- *The positioning of the recycling bins are awkward to tip the empties into: it's not user friendly and is hard for the elderly to put stuff in.*

#### Pukenui

- *The layout of the actual station is not elderly friendly.*
- *They don't recycle anything; it just goes into the land fill.*
- *They smell.*

#### Wapapakauri

- *Northland Waste Ltd have taken over the Transfer Station: more about profit, they don't allow plastic bags anymore, batteries, broken glass, which they used to do, because it's not profitable, so it's just going to the landfill. Recycling collection hours timing is difficult because it needs to be collected before I start work, so it's a struggle to get it out in time. Now you can only recycle if you have their bins. We used to use accessible and affordable bins to do it. People don't recycle as*

### 7.6.2 Bay of Islands – Whangaroa (Eastern)

#### Kaeo

- *Just need to be more user friendly and some more encouragement for people to recycle more is needed.*

#### Kerikeri

- *Too far out, whether that's an issue for more people I don't know, but I think more people would recycle if they were closer to town.*
- *Like to be handy for everybody to use.*
- *Again I have to drive so far to get there.*
- *Lack of a recycling station in Kerikeri.*
- *Need to be closer to townships.*
- *Used to be good, but then they got rid of it.*
- *We used have one now we don't.*
- *There are none close to Kerikeri.*
- *It's very hard to access. Hard to access, and not convenient at all.*
- *Cheap and unhelpful; they seem to take great delight in not helping you sort your rubbish.*

#### Waipapa

- *Distance to get to the one by White Cliff (25 min drive). Just the distance.*

#### Whangaroa

- *Is good, but there is nowhere for green waste and need a place for it.*

### 7.6.3 Kaikohe – Hokianga (Western)

#### Kaikohe

- *I don't go there.*

*Ohaeawai*

- *We don't have one. We have to go to Kaikohe which is 10km away.*
- *They look untidy.*
- *Illegal dumping of rubbish, but the actual recycle station is great.*

*Opononi*

- *Need more facilities.*
- *Inaccessibility of it. We live a far way away. To make a trip to a station you need to be doing something else to make it worthwhile.*

*Oue*

- *I have to go 42km away.*

*Panguru*

- *Want the money to go back into the community.*

## 7.7 Dissatisfaction with Waste Management -Refuse Transfer Stations: Verbatim Comments

### 7.7.1 Te Hiku (Northern)

#### Awanui

- Awanui, we're having to pay a dollar to dump yellow bag, where the one in town in free.

#### Kaitaia

- I am happy.
- A lot of hassles with the bin, put it out and they won't take it if there's any extra bits.
- I was pretty disappointed when they went outside the area for contract.

#### Pukenui

- Since it changed over ownership, it has become that the bins are too high and not many elderly people can reach the bins to put our glass in- it's not elderly friendly.
- They don't recycle anything: it just goes into the land fill.

#### Wapapakauri

- It's because Northland Waste Ltd, has started to reduce what we can recycle. I had some broken glass which I wanted to bring in; they couldn't accept it even though they break the bottles anyway. They also no longer take batteries even though it's very toxic, also plastic bags, they don't recycle anything that's not profitable. It's hard to get the recycling out at work because it's collected before I start work.

### 7.7.2 Bay of Islands –Whangaroa (Eastern)

#### Kaeo

- I don't think that they're accessible to enough people in the district.
- They need to be more user friendly, you go up there and you're scared of doing the wrong thing or putting something in the wrong place.
- It's because we don't have any and have to go to the recycling stations.

#### Kawakawa

- Quite costly to dump rubbish.

#### Kerikeri

- We don't have a recycling plant near us. We used to have one and it got taken away and I enjoyed doing it myself.
- Ordinary one, not so bad.
- There isn't one. I have to drive nearly 45 minutes to get to a Transfer Station, it is ridiculous.
- I don't have a free recycling option, which we used to have in the past.
- The facilities should be closer to townships, rather than in the middle of nowhere.
- Used to be good, but then they got rid of it.
- Used to be one in town which is closed, so now you have to go halfway to Kaeo.
- Just because for me to get rid of refuse I have to travel 25 minutes and then it costs me on top of my rates.
- Most unhelpful, very expensive; the facility itself is done on the cheap.
- We pay a reasonable amount of money for rates and we have to pay extra for kerbside pickups, which makes me wonder 'what am I paying for?' I feel the Council needs to add some sort of assistance on payment, or make it free.
- I was upset when the Council took away the good one we had and then started charging us for the service.
- It's because I think it is very stupid having two contractors doing the same service. We have about 4 trucks coming to get the rubbish. I think that we shouldn't have to pay for what goes in our recycling bins.

- *Non organic waste is the issue; electrical stuff you have to take to the dump.*

#### *Ohaeawai*

- *They're pretty gross when we go there, also I pay for collection in my rates but the trucks don't come by my house.*

#### *Opuā*

- *You have to pay to dump rubbish. It should just be put on the rates.*

#### *Russell*

- *It's a fair way out of town and we have to go to the tip ourselves.*
- *There's no public/council rubbish collection in Russell; having one would be much better than having to dump your own rubbish.*

#### *Totara North*

- *People should be encouraged to use it.*

#### *Waipapa*

- *It's because every other time we put a bag out on a Friday, it's not picked up. Ours is always missed. We only put out a rubbish bag about every 3 or 4 weeks. Whenever we do put one out it's not picked up and is left there until the following Friday and the men don't want to come down the road because it's too dusty.*

### **7.7.3 Kaikohe – Hokianga (Western)**

#### *Maromaku*

- *There is nowhere to put our rubbish in Mangamuka, it's very costly to have to put it out on the road; we need somewhere to take it, consequently a lot of rubbish gets left everywhere and it's very untidy.*

#### *Ohaeawai*

- *I don't like the way it is collected and disposed of. It goes somewhere south and there's lots of trucks - seems wasteful of resources.*
- *The whole system is buggered. I don't understand it.*
- *There are not very many and it is a problem travelling there.*

#### *Opononi*

- *Only have a rubbish dump; need more facilities.*
- *It's because we pay large rates and no rubbish collection where we live and get charged lots to get it to Transfer Stations.*

#### *Oue*

- *I have to go 42km for that.*

#### *Panguru*

- *Just because the ones within the community are fine, but I'd like to see us accumulating the bottles and glass and take them in and the money going back into the community.*

#### *Waimamaku*

- *I don't have a collection here because there aren't enough people. We're only 10km away. They should have a collection in Waimamaku. They have a fantastic one in Kerikeri, I believe.*

## 7.8 Dissatisfaction with Council Water Supply: Verbatim Comments

### 7.8.1 Te Hiku (Northern)

#### Kaitaia

- *The quality of the water at Te Maire Ave and the fact we have water restrictions and it's so expensive.*
- *Lack of pressure, some days it's murky, too much chlorine, some days it stinks, some days it's fine- Church Road.*
- *We have been on Council water for five years, since they put new pipes in. We've had no water a number of times, and we had to pay to fix problems. There was no warning about the problems with the water supply.*
- *My shower dribbles and I live probably at the most 200m from the reservoir. When I asked why it's happening they said it's because it's an old road and the water inches are different, so I have the worst pressure for my showers and I'm closer to the reservoir.*

### 7.8.2 Bay of Islands – Whangaroa (Eastern)

#### Haruru

- *We live in a road whereby the mains are 80 metres away and it runs across other properties and if there's a problem to our supply, but in someone else's property I have to fix it. The pipes aren't big enough to facilitate the amount of water for the average household.*
- *From Waitangi River and when the river floods river turns brown makes them sick. Goffe Drive in Hauru Falls, Paihia.*
- *It's got far too many chemicals in it; I can't even drink it, sometimes when I'm washing with it I'm glad it doesn't go down my throat.*

#### Kaeo

- *It's because it fluctuates and the Kaeo water is so dirty at times. I think it's been subcontracted out and you never know when you're going to get a bill for the water supply.*

#### Kerikeri

- *Varies a lot. The taste isn't terribly nice and there was a colour problem at some point in the past - Barrett Place, Kerikeri.*
- *The amount of chlorine or whatever they put in it makes it smell.*
- *They flooded the area when changing the water supply line in Waipapa Road.*
- *It's not very good water: it tastes terrible and should be filtered more.*
- *It's because they changed our water meter and blocked our pipe with clay, so I had to unblock it. The water meter broken. I got a plumber to fix it. When I complained the Council gave me a discount on my next water bill.*

#### Paihia

- *It doesn't taste very nice and when they flush the hydrant sometimes it makes the water get really dirty. Our neighbour washed white washing and the sheets all went brown in the muddy water because they don't warn us; you have to run it a long time to clear it.*
- *Pricing is too expensive.*

### 7.8.3 Kaikohe – Hokianga (Western)

#### Kaikohe

- *There's too much chlorine in the water.*
- *Sometimes the water line, when it rains and stuff it's actually dirty and when you ring them they say you need new water pipes and when it's not raining the water is clear as - my child got sick from this.*
- *It tastes vile and others say the same.*
- *In the summer it smells like swamp water.*
- *Pipe busts and Council doesn't flush out pipes for connecting water again.*

*Ohaeawai*

- *The water doesn't taste very nice.*

*Rawene*

- *We have droughts in the summer and we don't have a big enough storage capacity and we run out of water from time to time.*
- *The corner of my property is in reduction unit and farmers supplied pipe on my land get all my water. Totally useless.*



## 7.9 Dissatisfaction with Sewerage System: Verbatim Comments

### 7.9.1 Te Hiku (Northern)

#### Coopers Beach

- Leaks further down, comes onto the beach, when we complain they fix it quickly- Coopers Beach

#### Kaitaia

- Just because the sewerage system sometimes smells and needs to be updated.
- Blockages, so we've had to get plumbers in to unplug it twice this year already.
- It's because we're fairly low lying and we ring the Council about every 6 months to unblock it. The bend is near/under our house so we're first to notice it - Matthews Ave.

### 7.9.2 Bay of Islands – Whangaroa (Eastern)

#### Haruru

- Stinks: it works but the pump stations smell stinks up town. Considering they rebuilt the system 5 years ago it's not much better, waste of money.
- It's because of the smell: it's very bad, it's on Puketona Road.

#### Kaeo

- The price of it all is huge, that's the biggest take in our rates, even if you have one toilet in your house it's still expensive but if you have two it's way too expensive to afford.

#### Kawakawa

- It's because it costs too much on the rates, too dear. The service is okay but costs a lot. Council paid too much capital for the scheme: spent too much money on it for the number of rate payers that use it.

#### Paihia

- I don't know sometimes it is smelly.
- It's because there was a flood: there was raw sewerage floating everywhere.

#### Russell

- It's because the rates are so high due to the sewerage system here.
- We have to pay a lot of money for it and don't get anything for it.

### 7.9.3 Kaikohe – Hokianga (Western)

#### Kaikohe

- Problem with stormwater, it backs up onto our sewer line- Sydney Street.

#### Kohukohu

- It's because I have been arguing with the Council for about 4 years trying to get affordable sewage for the community and about accountability of where are money goes for sewage.
- Kohukohu KROC We got the money back that we we're over charged but would like to see a change in the rules to be more common sense local maintenance plan that is affordable for the residents.

#### Ngawha Springs

- We are on pumps here, and they break down all the time. We would have been better off keeping septic tanks.
- We're out at Mata Springs and the system in every place has its own pump and it keeps getting blocked. We have to get someone out here to fix it often and the Council keep saying they're going to change it, but also that we have to pay for it on top of getting this system repaired. The system we had before we didn't have any problems with that. This one takes up too much space on the lawn, it's inconvenient; it's not nice having sewerage on your lawn and it's a stupid system really.

#### Omapere

- *You can see and smell the waste in the harbour overflow outlet; it's supposed to be treated but it stinks and when tourists are here it becomes more prominent. Hokianga Harbour.*

*Rawene*

- *Needs upgrading, as they allow people to dump their collected waste from their septic tanks in our area - in Rawene's sewerage ponds.*

## 7.10 Dissatisfaction with Public Cemeteries: Verbatim Comments

### 7.10.1 Te Hiku (Northern)

#### *Herekino*

- *The Council are never there; they don't come in and look after the Herekino Public Cemetery.*

#### *Kaitaia*

- *I don't really visit them.*
- *Lack of drainage in the Kaitaia Cemetery.*
- *Rubbish, graffiti, used condoms and, dirty needles. There aren't any cameras, keys or lighting either.*
- *Headstones maintenance, they aren't properly looked after especially since some of the older families are unable to maintain their headstones, making cemetery look unkempt- Kaiataia Cemetery.*
- *When we've used them and been there, the graves are full of water and you can't even walk there without gumboots.*

#### *Karikari Peninsula*

- *Council don't do much there as far as I'm aware. We mow our family graves ourselves.*

#### *Peria*

- *No reason, just heard they aren't great.*

#### *Pukenui*

- *The Council does nothing, it's all volunteers.*

#### *Wapapakauri*

- *It's because I was really upset that my mother passed away and she's buried there. I was expecting that it would be maintained, I visited a few years later and trees had grown around, workmen had been in and out working on the trees and they decided to level out her grave, which I found confronting because I was waiting for her to settle herself. They also cleared away gifts from my children. Workmen boots had walked on my mother's grave. All the water channelled down through the graves.*

### 7.10.2 Bay of Islands –Whangaroa (Eastern)

#### *Kaeo*

- *They're often difficult pieces of land, making them not great places.*

#### *Opuā*

- *The Kawakawa one was a bit rubbish when I last went.*

### 7.10.3 Kaikohe – Hokianga (Western)

#### *Awarua*

- *There is nowhere to plant flowers. I want to plant annual plants in the RSA part at the Kaikohe Cemetery.*

#### *Horeke*

- *We've got one that's costing \$1600 per person.*

#### *Kaikohe*

- *We've had some damage to headstones previously and the lawnmower doesn't use a catcher and blasts cut grass all over the headstones, it's not on.*
- *Just looks overgrown and messy.*

#### *Omapere*

- *Overgrown.*

*Opononi*

- *We only have one, need more.*

## 7.11 Dissatisfaction with Parks and Reserves: Verbatim Comments

### 7.11.1 Te Hiku (Northern)

#### Awanui

- *We don't have many and if there is one there is normally a homeless guy in there.*

#### Coopers Beach

- *Could be more activities for older kids e.g. rock climbing walls. The community hall should target a large general audience of teens not just rugby or netball players.*

#### Herekino

- *I went to one of the parks, Hone Heke Reserve, for a reserve it is overgrown and there's rubbish everywhere, there's nothing to go see. It's just a car park and looks like a worn down backyard; there's nothing significant or nice.*

#### Kaitaia

- *There isn't enough rubbish bins in Kaitaia.*
- *Lack of parks and stuff to do at them.*
- *A lot of tagging, especially at the skateboard bowl in Kaitaia.*
- *If you have a look at the parks, you can find people drinking alcohol, so they're not suitable for children.*
- *I wouldn't want to take my kids there; some have needles and need to be cleaned.*
- *When I used to go they were often quite grubby, and there is a lot of graffiti.*
- *The netball courts are a bit rough and they could be upgraded.*
- *Not as clean as it should be.*

#### Karikari Peninsula

- *Not enough rubbish bins: we only have one bin at Tokerau Beach and needs to be mowed.*

#### Pukenui

- *The park down the road has playthings for children and it is not covered at all. Schools these days have to have a covered area, so I don't know why that one isn't. It gets so sunny and hot in summer. It is good they have a BBQ, but we need some shade for the kids.*

### 7.11.2 Bay of Islands – Whangaroa (Eastern)

#### Kaeo

- *They're hard to monitor and again they need to be more user friendly.*

#### Kerikeri

- *They don't mow the domain here at Kerikeri properly. They mow the corners one week and do the rest the next; they do two trips where there should be one.*
- *There are not enough picnic tables and BBQ areas.*
- *They're just not easily accessible.*
- *It will be good to have more parks, or if not parks, maybe footpaths/walkways along some of the streams in Kerikeri, which gets brought up on a lot of the Council meetings. It seems as though the Council doesn't seem to listen. The community at large would like to have more public walkways along the streams.*

#### Ohaeawai

- *The park on the northern side of the bridge by the Stone Store is very dirty around the BBQ and table areas and the bathrooms as well. I wouldn't let my children run in bare feet.*

#### Russell

- *Well once again living in Russell there isn't a public park here.*
- *We use James Clendon Reserve, which has a picket fence and information plaque. Also the informative notice has weather deterioration making it unreadable.*

- *The Council doesn't do any maintenance on the reserves where I live, so we have to mow it ourselves and if we didn't do it would be a bloody mess.*

#### *Waipapa*

- *The Stonesbone Reserve track has not had any stones on it for three years. It's a muddy mess.*
- *There aren't enough facilities. Whangarei has so much more in comparison. We don't even have a local free tennis court, which is ridiculous.*
- *They need a bigger budget, a lot of weed control and they need better gates, toilets, car parks.*

#### *Whangaroa*

- *There's not enough space to handle tourists and travellers.*

### **7.11.3 Kaikohe – Hokianga (Western)**

#### *Kaikohe*

- *Just because of all the druggies that hang around them.*
- *They're really untidy. You can't let your kids run through because the grass is long and you can't see any broken glass.*
- *The contractor now doesn't mow both sides of the lawn. I've made a complaint to FNDC one month ago, but have since heard nothing back.*

#### *Omapere*

- *We don't have a decent park here.*
- *Erosion, they keep putting a fence up and keep putting up more fence as the park erodes away.*

#### *Panguru*

- *It's because there are none, Panguru is not seen as a priority.*

## 7.12 Dissatisfaction with Public Swimming Pools: Verbatim Comments

### 7.12.1 Te Hiku (Northern)

#### Awanui

- *Would like to see the indoor Te Puna Wai Pool open to the public more often.*

#### Kaitaia

- *The toilets in the swimming pool are disgusting.*
- *The pool here is not very clean, and it is too small.*
- *The Kaitia one is at least 40yrs old, not much since has been done so it is quite dated.*
- *I just think that the Kaitaia swimming pool is grotty. It needs an update and we really need a warm pool. It would be ideal, especially for the kids from swimming clubs; they could all use it.*
- *Filthy - absolutely filthy. There are bits and pieces of stuff floating in them. Young kids are uneducated and don't know to not use the toilets. Needs more staff and better safety equipment. The diving pool is also not fenced off.*
- *It's because the pool in Kaitaia is very outdated. It has been there for a long time, no heated or indoor facility.*
- *It is just really old and run down, it leaks a lot and needs upgrading: the Kaitaia town pool this is.*
- *We need a new one; the existing one is old. We've only got the one local pool and it's passed it's used by date.*
- *It's outdated for what it is. It's okay, cold water and limited use, not up to the standard you expect, should be heated, and covered all year round with some health facilities that encourage regular use from residents all year round.*
- *They're not in good condition.*
- *Bank's Street Pool (Kaitaia) is quite uneven due to land sliding, unpleasant to swim in and the one up by the airport is very limited in terms of public access.*
- *There's just a big stall about what's happening with that.*
- *It's because the pools have done their dash.*

#### Karikari Peninsula

- *They're trying now, but they need improving. I've seen how old and damaged the pools are.*

#### Peria

- *I just can't think where there is one near us.*

#### Pukenui

- *We don't have one as far as I'm aware.*

### 7.12.2 Bay of Island - Whangaroa (Eastern)

#### Haruru

- *No pools: one at Kawakawa but that's a school pool, and the same with Kerikeri.*

#### Kaero

- *Again, they're not accessible enough to people.*

#### Kawakawa

- *The pools are like most of the time my kids go there and they don't have a special part for kids to play then can only learn to swim the kids can't go there for fun. There should be two pools one for the kids and one for the swimmers.*

#### Kerikeri

- *Kerikeri, there's only the high school one. They proposed a new one, which they're trying to raise money for, but as far as I know there's only the high school one and a privately owned one.*
- *It's because they are open swimming pools, like Kerikeri pool, so it is closed in winter and even in the months it is open it is sometimes already so cold and rainy it is not easy for the public to use it. We would welcome a covered pool if you can make it happen.*
- *We have none in Kerikeri, only the Kerikeri High School one.*
- *In Kerikeri there isn't one as far as I can tell.*
- *I would like it if there was an indoor pool as I don't use the outdoor one here in Kerikeri.*
- *From my one visit to Kawakawa, I've seen better pools.*
- *Kerikeri doesn't have one even though it's the biggest in the area.*
- *Have too much chlorine in it and should be reduced.*

- *Be nice to have a heated one.*
- *It's the old college pool and out there they had indoor pools. Something should be done for our kids so they can play water sports all year round, like with heated indoor pools and like a gym.*
- *We haven't got one here in Kerikeri. We have been trying hard to get one and the Council seems very against it.*

#### *Opuā*

- *They're usually too cold, and there's not many of them.*
- *It's because it's a long way for me to walk to them.*

#### *Russell*

- *We don't have any; we have to go to Kawakawa which has terrible facilities.*
- *The Kawakawa pool is unclean, the changing sheds are poorly maintained and there's only one public pool.*
- *There's no swimming pool in Kerikeri, the one in Kawakawa is OK. There should be one in Kerikeri.*
- *Don't have one is Russell.*

#### *Waipapa*

- *There's no swimming pool, the only one is in Kerikeri in associated with the high school and it really isn't a good facility.*
- *It's because they can't be used every day of the year, as its part of the high school.*
- *Needs to be inside or heated.*
- *There is no public facility swimming pool as such, only the school one.*
- *Only school swimming pools. No public pools.*

### **7.12.3 Kaikohe - Hokianga (Western)**

#### *Horeke*

- *There's not enough; you have to go to Kawakawa and then you've got to rely on the schools to open theirs.*

#### *Kaikohe*

- *I don't think there's enough activity around it; some swimming pools are free. My mates and I would rather go to the park than the swimming pool because it's cleaner.*
- *Well the only public swimming pool we have is in Northern College. The public shouldn't be using that as it is meant for the school; the Council should fund one for the Kaikohe community.*
- *The only pool that's here in Kaikohe is the one at the college, we need a new one.*
- *There's none that I know of other than school ones in Kaikohe.*
- *We don't have a local pool; the only one I know of is in Kaitaia.*

#### *Maromaku*

- *It's because it's expensive to run, so it's costly for the public to use.*

#### *Opononi*

- *We need more pools, as we only have the school's one.*

#### *Oue*

- *We haven't got one, only the school one which is closed most of the time.*

#### *Panguru*

- *It's because we don't have one.*

#### *Waima*

- *We don't have a public swimming pool whatsoever: closest is Kaikohe, which is 32kms away.*

#### *Waimamaku*

- *It's because there are no public swimming pools in the district.*

#### *Waimate North*

- *Well we don't have any here that I know of.*



## 7.13 Dissatisfaction with Coastal Access: Verbatim Comments

### 7.13.1 Te Hiku (Northern)

#### Herekino

- *Where I live you can't go to the beach. There is no coastal access for example, a docking bay for boats is gated off and there's no maintenance of the beach and the road to get to the beach has potholes, some that are one metre deep.*

#### Kaitaia

- *There is always rubbish and the drains aren't clean.*
- *If you want to go anywhere, you need a 4x4. Plus, you can't even access the beach because people block the paths claiming that the land is theirs. The roads that are barely there are damaged anyway.*
- *It's because some of the parts you'd like to go to you can't because the Maori tribes have got them and other areas also have restrictions.*
- *Fairly limited, especially Ahipara.*
- *Waipupakauri Ramp being washed out on the ninety mile beach.*
- *I live in Otahuaui, there is no pedestrian access up the end of Kaka Street, and it is poorly maintained and used very often! No public toilets and there is about 200 people down there a day in summer. No parking.*
- *The access to the beach here isn't maintained and the Council won't do anything because they say that it is not a proper access.*

#### Karikari Peninsula

- *Dick Ulrich Road accesses the beach. Fishermen come and use the access and other people, but the access from start to finish is very poor.*

#### Pukenui

- *There is a property down from where I live down over by Harbour View Road and there is meant to be public access there, but no one can get to the beach through these access places anymore.*
- *They keep cutting off places we used to be able to go for no apparent reason.*

#### Rawene

- *It's hard for me, personally, because I use a walker. Some walkways in Opononi are very narrow and it's hard for people to pass me or for me to pass them because of my walker that I need for walking.*

#### Taipu

- *The way they are building up houses around the coasts. There are houses all in front of the beaches so we can't access them as much as we use to.*

### 7.13.2 Bay of Islands – Whangaroa (Eastern)

#### Haruru

- *Too many rich people buying land and no access for the locals. More places for people to run dogs.*

#### Kaeo

- *The amount of public access to the coastline is really disproportionate. A fair bit of the coast is private.*
- *Well I had a bit of an issue around Whangaroa and we can't get a park as they get eaten up by the outsiders with their boats and stuff and us locals who pay rates for it can't even get in there.*
- *Some Maori ban public from going and a lot of places have been signed off to private areas/people.*

#### Kawakawa

- *You have to go to back roads to get there.*

### Kerikeri

- *There are not enough beaches that you can get to: Tapuatahi is gated.*
- *Some of the beaches in the area were accessible previously, but the owners of the land, of quite a few, have decided they do not want people accessing it on their property.*
- *It's a long way to the coast, from Kerikeri.*
- *It is because there's not much of it, in Kerikeri. Takes me about 20 minutes to get to the beach.*
- *Can't get to the coast in many instance, few beaches to access.*
- *It's because I find that there is a lot of private properties or land that is owned by trusts or groups so the beach is not accessible.*
- *Inland beaches aren't very adequate. Not many council beaches. The road to get there is dangerous with small rickety bridges, especially for the amount of boats that go through.*
- *I guess with foreign bias a lot of coastal access has been cut off and perhaps that should've been a requirement for letting people buy the land.*
- *There isn't enough of it: it's too land locked.*
- *Council hasn't been purchasing costal access.*
- *There are not many beaches that I can access: just poor access.*
- *I think we should have more access to beaches. The name has escaped me.*
- *We don't have much access to the coast, unless we drive.*
- *There's not enough access in the remoter areas: up to the coast towards Whangaroa.*
- *Some of the places are hard to pull off the road and get access to, or to find a place to park off the road.*
- *I think we are a marine community and we don't have access in regards to boats where you launch your boats and need to look at marine ramp.*
- *Could do a lot better. Very few beaches. North of Kerikeri; there is access up the coast without public access. More launching ramps in the Kerikeri inlet end of Kerikeri Inlet Road.*
- *Most of it is inaccessible.*
- *Costal subdivision minimises local access and reserves.*
- *We have a beautiful coastline here but no public access around Kerikeri.*
- *It's difficult to access the beach that faces the pacific: have to go far to other places as they're restricted.*
- *It would be better to have more access to launch your boat.*
- *They can't do anything about it.*
- *There aren't a lot of accessible beaches. The nearest beach is about 10-15 km away. Some of the beaches further north are just closed. For the amount of coastline we have, the access is poor.*
- *It's because if I wanted to go to a beach or take my family to a beach I have to travel 40 minutes to get to nice ocean: all access privately owned. The Council had opportunity when the land was subdivided to grant public access, but they left it to the wealthy.*
- *It's because there is very little of it.*
- *Not enough boat ramps.*
- *So we only have a few public beaches. The closest is Taranui Bay which is reasonably difficult to get to, and we need to look further into coastal access to accommodate the community for future generations*
- *It's because there are lots of beaches you can't get to.*
- *It's because I live at Opito Bay. We have boats coming in at four in the morning. They make a hell of a noise. They block the beach and the beach we live in is the only swimmable beach in Kerikeri. People need somewhere to bring their kids and not be blocked: boat trailers park everywhere, take all the parks. We have people always yelling at each other at four in the morning; it goes all day and all night.*
- *There is not much access for the public.*

### Ohaeawai

- *There's no massive issue - but there is few.*

### Opua

- *There is just about no costal access anymore, compared to what it used to be. Everything has been shut off and gated.*
- *The paths need to be upgraded: the water front, from English Bay Road around the coast.*

#### Paihia

- *I thought they could open up the coast a bit more to some of the beaches.*
- *Some areas are quite restricted. We still have lots of metal roads that aren't very wide, quite dangerous.*

#### Russell

- *It is because the access is quite dangerous. It is quite dangerous on most places to go to the beach in Russell; it is hardly well built.*
- *Not that there is a problem; concerned about future problems.*
- *Paper Roads, reserves and coastal reserves: number one not clearly identified on easily obtainable maps: secondly some of the public areas such as end up Pakaru Road there's a cul de sac end of road. Paper Road, goes around coast to ferry ramp and no access to them as it is over grown with shrubs, so pedestrians can't access these areas for walking.*
- *It's because land is being sold off and paths that used to lead to beaches now have private properties.*

#### Totara North

- *I think there are some areas that they don't want you on the beach and I think the beach should be for everybody: in relation to Maori rights.*

#### Waipapa

- *I don't think there is any: the only beaches in the area, you can't get to them: there's no access to them. When the Council has proposed trying to change this it hasn't been achieved.*
- *It's because we'd have to travel to Mautauri Bay or Paihia: no way people in Kerikeri can access a beach locally. Should be easier access.*
- *I live in the bay of Islands, and in Waipapa. We don't actually have a beach! There's plenty of coastal land - we just can't access it.*
- *There's a lot of access points becoming unavailable and the points we can access, there's often no parking for miles.*
- *It's because there are some beautiful public beaches with limited public access.*
- *It's because we're such a coastal nation the people don't have access to the waterways and I believe we need to re-evaluate how New Zealanders can have access.*

### 7.13.3 Kaikohe – Hokianga (Western)

#### Kaikohe

- *They have all these judder bars and signs everywhere and then we have bins by our beaches that are full and spilling, that are never cleaned.*
- *I don't think there is any coastal access in some parts.*
- *The Clansman Warf: no maintenance done. Council refuses to do anything about it. Engineer said*

#### Kohukohu

- *It's because it's in Mitimiti, which the road to from here is terrible.*

#### Ohaeawai

- *South end of the Bay of Islands has limited access and that is a frequently used beach. Hard to get to the beaches, congestion, a lot of traffic.*
- *Well we used to have coastal access for fishing and diving and recreation, but now it's closed off to people buying coastal properties. Taipa Waitahi, Mautauri Bay, Takahue Bay.*
- *I don't know again.*
- *We are inland a bit so it is quite a way to the beach.*

#### Omapere

- *Very little access to the beach where we live, eroding by the day, becoming more difficult to access the beach- Pioneers Walk.*
- *Erosion, hard to access.*

#### Waima

- *The closest coastal access is about 30km away.*

## 7.14 Dissatisfaction with Cleanliness of Public Toilets: Verbatim Comments

### 7.14.1 Te Hiku (Northern)

#### Awanui

- They are locked up around 7pm or earlier and would like to have them open longer. More lighting around them would be good as well.
- It's because they are generally disgusting. A lot of them having been disgusting.

#### Herekino

- They're so dirty, they're filthy, they don't work, there's rusty water coming out when you try flush, there's poo up the walls. You can tell there's no maintenance done to them when it's needed.

#### Kaingaroa

- They can only be so clean, but it is a hard job to clean it but it's pretty bad in Kaingaroa.

#### Kaitaia

- In the main street of Kaitaia they are awful.
- I know they are regularly maintained, but they need to go more than once a week. Faecal matter on walls, urine on walls too. Toilet paper everywhere, sanitary ware everywhere too. Flies are a problem too.
- It's because they're not clean and they smell bad- the town park toilet.
- They are just disgusting, smelly, more like prison toilets with big massive doors and huge bolts. I don't like the kids using them. The town one is actually getting upgraded, so I am sure that will be good, but they are so bad, the ones by the park, especially compared to like the ones in Paihia. They seem to get all the money spent on those and ours are really bad.
- There's no public toilet.
- Smell bad, often no soap. Gross in general in Kaitaia. The ones in Waipapa are bad now as well. Doors not closing properly and no soap.
- Quality is poor especially ones in Kaitaia, particularly the one in the playground in the middle of Kaitaia.
- They're the dirtiest I've seen, but that's the peoples fault.
- Haven't got one due to rebuilding but used to very dirty gross floors especially the one behind the War Memorial.
- They're not clean.
- It's because they're not clean; they're not maintained throughout the day.
- Should be cleaner.
- We go in there, they stink. They can't clean them all the time but they're always smelly and filthy.
- Quite unclean and I'm not keen on using them. the soap dispensers are often empty and the hand dryers don't work.

#### Karikari Peninsula

- Well in Kaitaia they're pretty bad, and there's not many of them.
- They're just not clean. If I've used one, which I rarely do, its filthy.

#### Peria

- Grotty, needs upgrades at Taipa Beach. Cable Bay ones are fine but could be cleaned more.
- Toilet paper on floor, poo in bowl, no toilet paper.

#### Pukenui

- We only have the one in Kaitaia and I would never use it; it's very old and run down. It's not the hygiene that's the issue, it's the age.
- The only one I've seen was disgusting.

#### Rawene

- They are not looked after very well and a tourist came to me and complained.

#### Taipu

- *Dirty: I use them often and they aren't cleaned regularly, particularly summer.*
- *It was horrible but I think they've shut it down now.*

#### Waiharara

- *They're disgusting and always smell. The soap dispenser never works and the hand dryer doesn't work. I don't think any maintenance gets done on them.*

### 7.14.2 Bay of Islands – Whangaroa (Eastern)

#### Haruru

- *Need spruce up especially since we live in a tourism destination need modern ones.*
- *They are very dirty.*

#### Kaeo

- *I think that there could be improvement.*

#### Kerikeri

- *I own a commercial premise within Kerikeri and there is one outside and it's just not clean. It needs to be cleaner for babies having their nappy changed and all of that.*
- *They're not clean.*
- *There is one here that is not very nice. Whenever I have been in there, it's not very pleasant.*
- *They are all an absolute disgrace, you will go in and it says cleaned this morning but it looks like it hasn't been cleaned for at least a week. They are all horrible; I haven't come across a good one yet.*
- *Every time I've used one, they've been disgusting. I prefer not to use them.*
- *Last time I went wasn't that nice. Stuff all over the floor at Waipapa.*
- *Used the town ones in Kerikeri and need more maintenance and cleaning. Tend to smell at times.*
- *They could do with a lot more cleaning (Kaikohe and Kerikeri toilets)*
- *They're disgusting, and the public is to blame.*
- *They're just gross.*
- *It's personal experience.*
- *We have a public toilet in Opito bay and the toilets are very gross: the tank gets all clogged up. It's not good for when people use it.*
- *It's pretty average.*

#### Moerewa

- *Well every time I go in it has been left as the last person finds it.*

#### Ohaeawai

- *The floors were disgusting. Can't remember which one.*
- *The ones by the skate park and the Stone Store parking areas are dirty: they all are.*

#### Opuā

- *They're not clean most of the time.*

#### Paihia

- *I don't know: it might be the campers that use it, but we don't know, but they aren't cleaned very often. I don't like using them.*
- *At the present moment they are fine, but in the past I have had complaints.*

#### Pakaraka

- *Kaikohe one by the library is very unclean.*

#### Russell

- *They are filthy.*
- *They're always dirty; not particularly well maintained.*
- *On the few occasions I've been and they're not well kept. I drive a bus and tourists aren't happy.*
- *Hygiene standard.*

### Waipapa

- *They're abysmal for a tourist town they need a big upgrade.*
- *Well because they are outdated, dirty and grimy. I avoid them as best as I can.*
- *I've visited some recently and felt they were disgusting as well as unhygienic. I believe the old system of providing hygiene in toilets is not satisfactory, I believe there are new systems that are.*

### Whangaroa

- *The ones at the club aren't that. Whangaroa Sports Fishing Club*

## 7.14.3 Kaikohe – Hokianga (Western)

### Broadwood

- *They're just disgusting.*

### Horeke

- *Rawene is not clean enough and they're not safe. They're in an area where no one can see what's going on.*
- *The last few times I've been to some they haven't exactly been very clean.*

### Kaikohe

- *Kerikeri - down by the fire station/rugby ground; it's not nice. Kaitaia - on the main street; they're filthy.*
- *I'd rather go home and use the bathroom. There are a lot of unfriendly characters at the toilets here.*
- *They're not clean: it's not due to the cleaners it's due to the users.*
- *They smell putrid.*
- *In Kiakohe, there's a seat for the public right outside the toilets, which is a terrible layout, not very private.*
- *Some are in abominable state and others locals are cleaning them themselves. Not enough in strategic positions for visitors and tourists.*
- *I don't blame the Council I blame the people that use it. They leave it unclean, they don't flush and there is always paper water and soap everywhere.*
- *Cleanliness of toilets in Kaikohe.*
- *Just because they aren't clean.*
- *They could be kept cleaner, because they are often untidy and messy.*
- *I seldom use them, but when I do they're watery or have urine on the floor.*
- *In general the toilets are pretty bad.*
- *Often if we are by toilets there is toilet paper on the floor. Not maintained and ugly looking, they are a hangout for dubious characters.*
- *Well because they are gross.*

### Kohukohu

- *It's because they're always yuck: no soap, the doors are too close to the toilet and if you are in a wheel chair, then you can't get in. They're dark, poorly designed -the Waipapa toilets.*
- *Signage of when the toilets get cleaned. We have a feeling that they don't get serviced.*

### Maromaku

- *It's because we have long drops and we need nicer ones.*

### Mitimiti

- *Narrows/Rawene- I used it and it wasn't very clean, I wouldn't use it again.*

### Ohaeawai

- *I think it's very variable and sometimes quite disgraceful. I have not been impressed with the level of cleanliness.*

### Omapere

- *When I use them they're not that clean and they don't seem to have that much toilet paper.*

*Opononi*

- *They're gross: you go in and know that they won't be the cleanest of things.*

*Oue*

- *I find them fairly filthy, all of them in general; they are ok in the morning but then get dirty.*

*Panguru*

- *Just because they're never clean: all of them.*

*Rawene*

- *Dirty and unclean.*

*Taheke*

- *Always a big mess.*

*Waima*

- *It's because there are a lot of toilets that are not clean.*
- *The one in Kaikohe off Library Road is disgusting and the toilets as well as the one at the bottom of Rawene Road.*



## 7.15 Dissatisfaction with Car Parking Facilities: Verbatim Comments

### 7.15.1 Te Hiku (Northern)

#### Awanui

- *We have two in the town Kaitaia, but they are nowhere near any shopping districts.*
- *Without the old Pak' N' Save car park, there would be next to no parking in the district what so ever. I have to park in company car parks such as Farmers and that to get around town.*

#### Cable Bay

- *There are never enough car parks.*
- *In the summertime there's not enough parking by the beach.*

#### Coopers Beach

- *Bolsters catching cars and damaging cars; Mangonui Four Square.*

#### Herekino

- *It's because I think that they need to look at having more lighting around the car parks and more security and CCTV for safety and there's potholes and it's just horrible.*

#### Kaingaroa

- *Not enough of them in the main street.*

#### Kaitaia

- *There isn't enough really.*
- *The ones that I use are old warehouse ones; very potholed and the Pak' N' Save one is also quite potholed. If they don't belong to the Council then it doesn't really matter.*
- *The Pak' N' Save one has too many pot holes, and the one at the old warehouse.*
- *Trying to get a park in town when it's busy is basically impossible. I know there is construction going on, but people should be compensated for the inconvenience. Also, there are potholes everywhere: seriously deep - can take bumpers off cars.*
- *It's because you can never find a car park in the main city when it's busy in. Lack of spaces in general.*
- *Some of them have big potholes in them and there are not enough in the main street: they have taken some away and put trees in there. There is a tree so big you can't see the traffic coming which seems quite silly.*
- *It's because we use the car park at the old warehouse which is just full of potholes. It is just hit and miss, not very safe and bad on your vehicle. The others are fine.*
- *The old Council car parks are a shambles; not sure whether the Council still owns that or not.*
- *In Kaitaia, there are no real parking facilities: you have to walk half a mile.*
- *There are heaps of car parks, but massive potholes in them.*
- *There is no council car parking. Most is used up by the old Pak' N' Save building.*
- *Creators everywhere in the car parks on the main street by Birdies Cafe. and the old warehouse building in Kaitaia.*
- *Plenty of car parks but maintenance are poor: lots of pot holes.*
- *Main car park has a lot of pitting and uneven service, plus you can't park in the Pak' N' Save anymore; so limited car parks also many pot holes.*
- *Especially in town- Kaitaia, they've got the parking blocked from BNZ to men's shop blocked off and there is no parking for anyone. Not enough parking on the main street.*
- *It's often very hard to find a park there, especially on the main street.*
- *They've all got big holey potholes in them; you could just about swim in them.*
- *A lot of potholes and they should get taken care of in Kaitaia and Ahipara.*
- *Where are they?*

#### Karikari Peninsula

- *I have to cross a public cark park to go to work every day. There are potholes everywhere. It's disgusting.*

- *It's because the car parks used the most have very little public toilets and lighting. During the day is fine but at night it's very poor.*
- *Not satisfied with car parks in the main street: car parks are too small. At Rangiputa the car park facilities are hopeless, not enough room.*
- *Too small.*

#### *Mangonui*

- *Nowhere near enough parking spaces over near the library. I'm an elder with sore knees and we are forced to walk ages to get to the library in Kaitaia.*

#### *Pukenui*

- *There could be more parking in the area - I park in Pak' N' Save and go into town and do my business as there's no parking in town.*
- *We are lucky there is no charge, but there is not a lot of car parking.*

### **7.15.2 Bay of Islands – Whangaroa (Eastern)**

#### *Haruru*

- *Lost a hundred car parks and now there's no parks for locals and the campervans take up all the space.*
- *There's not much parking in Paihia that you don't have to pay for.*
- *It's because there is either no parking or they are full of potholes.*

#### *Kaeo*

- *It's because outsiders/tourists always take up the car parks.*
- *Not enough car parks.*

#### *Karetu*

- *Two car parks at the moment and when I go in the car parking are quite full, and I try to not be there at peak times. Hopefully the Council will increase the car parks; they've put a proposal forward Kawakawa, same problem at Paihia.*

#### *Kawakawa*

- *Numerous potholes should be sealed; they cover it up and as soon as the rain comes it's bad again: Kawakawa, behind the Service Centre.*
- *It's because it is really hard to get parking anywhere I have been in the district. It is limited parking and we have always have to pay for it as well.*
- *Some are very hard to access and not enough public parking within Piahia when events are on.*

#### *Kerikeri*

- *Needs to be more car parks in the town of Kerikeri.*
- *It depends on whether its tourist season or not: if it is there's just not enough parking.*
- *It is becoming increasingly difficult to find parking due to staff (workers) who are getting there early in the morning and parking there for the day, therefore limiting what the rest of the public can use.*
- *Inadequate, unsealed: a large portion on the one way street in Kerikeri and the one opposite Countdown. There is a vacant area near which could be expanded into.*
- *Lack of car parks. Need more car parks due to added pressures on Kerikeri.*
- *There's not enough.*
- *It seems to be getting very full lately, busier and busier and there is never enough parks.*
- *We need a lot more, a lot more for disabled people at places where disabled people like to go. There is not enough.*
- *Kerikeri, no parks.*
- *Not enough.*
- *There aren't enough in town and they're very narrow.*
- *Need car parks where you can leave it there all day. Just need a few more of those in Kerikeri.*
- *Only one in Paihia which is always full and allows campervans to take up half the room.*
- *Not enough car parks.*

- *There could be more of them in Whangarei and Kerikeri.*
- *There are not enough places to park.*
- *Lacking a lot of car park facilities anywhere in town.*
- *It's because it is often difficult to find car parks in busy times, particularly around tourist times and particularly around Paihia.*
- *It's because parking in Paihia is abysmal.*
- *Hidden away not accessible.*
- *Not enough car parks Kerikeri is chock-a-block.*

#### Moerewa

- *Well my sister is handicapped with a special ticket and the parks are always taken by people who aren't even handicapped. There should be some form of policing.*

#### Ohaeawai

- *Hard to get a park in Paihia.*
- *They're all so squashed in: no room, the cars aren't fitting.*
- *Parking is awful to find. I have to park by the library and often get notices because I can't park there. It's very hard to find all day parking.*

#### Opuā

- *I don't think locals should have to pay for parking in places like Paihia, especially when there's not much demand for it.*
- *There is not enough, in summer time it is not even possible to park.*
- *I don't think there are any disability car parks around.*

#### Paihia

- *Paihia needs to open up the back of Paihia and have more parking facilities. I think they should have free parking for anyone over the age of 70. If you're in the doctors and you need to move your car before the metre ticks over it's quite an ordeal.*
- *Not enough disabled parking and not well enforced i.e. people who aren't disabled but using it.*
- *It's because where we live there's not enough and during the tourist season it's sometimes impossible to get a car park.*
- *Purely based on the car park in Paihia, there are potholes and it's not very well maintained for a user paid car park.*
- *Depending on where you are, there's just not enough.*
- *It's just the situation that they've taken a lot away from us at the reserve and not given any extra. It's not satisfactory when the tourists come and we residents are struggling to get a park when we're shopping.*
- *At the height of summer in Paihia we get a lot of summer people parking on our street all day; it's a narrow street and at the height of summer I have people parking on my grass verge and blocking the whole street especially from 6-12 Bayview Road.*

#### Russell

- *Well we don't have any car parking facilities in Russell.*
- *It's because where I live there are none: Russell.*
- *Car parking is a complete shambles: 30 min parking in town double parking: it's a mess: terrible in summer.*
- *Not a lot of car parks, very little no free parking; all paid.*
- *A lack of.*

#### Totara North

- *We had plenty, then the Council leased most of it to the mussel farming guy, taking half our parking and saying we can't park there.*

#### Waipapa

- *They alright they work alright.*
- *There's nowhere near enough there: I park in the supermarket sometimes to get a park.*
- *There just isn't enough parking.*

- *There's not enough. In town on a busy day, you'll spend lots of time looking for a parking space. Honestly, unless you go up to Countdown, you can't park.*
- *Hard to find car parks in Kerikeri. Waipapa intersection always really blocked up and would want a roundabout there to get to the State Highway by the BP.*
- *Just increase in urban population and the car park facilities aren't keeping up with it.*

#### Whangaroa

- *There are not enough of them around Paihia.*
- *There's not enough space in the summer.*
- *Not enough parking for the Marina.*

### 7.15.3 Kaikohe – Hokianga (Western)

#### Broadwood

- *Can't get a park in the main street; maybe 2 or 3 times a year I might be able to. They should provide more parking.*

#### Horeke

- *There's not enough in the middle of town.*

#### Kaikohe

- *There is a lack of car parking facilities. Kaikohe- can't get in any of them and the amount of people using disabled car parking that don't have a disabled sticker is shocking.*
- *I think that with the car parks there are not enough of them. There's not enough space and they're not marked at all, or clearly enough.*
- *Trying to park by the New World and the warehouse in Kaikohe is hopeless - no car parks what so ever.*
- *We have lights; some of them don't even operate which is a health and safety issue. We pay rates and where's the money going - Marino Court, Mangakahia Road.*
- *It's hard to find parking spaces in town.*
- *Can't find a car park.*
- *In Kaikohe, except for the Marino Court car park it's chock-a-block most of the time. They should have put in more diagonal parking.*

#### Kohukohu

- *Not enough in Kerikeri with the one way street system.*

#### Ohaeawai

- *We only have one in the town. Need lines on the corners for safety in Ohaeawai.*
- *There aren't any.*
- *Just the lack of it. It's often hard to get a car park, especially around Kerikeri and Kaikohe and if you have a trailer there's no trailer parking.*
- *Mainly in Kerikeri: not enough parking at the best of times let alone busy seasons.*

#### Opononi

- *Need a few more I guess.*

#### Oue

- *We don't have any car parking at all.*

#### Panguru

- *It's because there aren't any; only outside the pub and at school.*

#### Rawene

- *There are not many car parks here. When the tourists come off the ferry there's no car parks for the tourists to stop at, so the people keep on going, damaging the tourist side of Rawene. They need to make a big car park for them near the ferry.*

#### Taheke

- *It's because it's very hard to find a park. We have a disability sticker, but people who don't have disabilities take it before we get there.*

#### *Waima*

- *One by the Westpac in Kaikohe is hard to access: very strange concrete bit that juts out and is a danger.*
- *There are absolutely no car parks. I feel like our town is frozen in the 1800s, where there has been no progress on roading and such.*

## 7.16 Dissatisfaction with Public Libraries: Verbatim Comments

### 7.16.1 Te Hiku (Northern)

#### Kaitaia

- *It's not a facility we should be spending money on these days - you can get most information online.*
- *Quite hard to find books. Difficult to access books if they aren't on the shelf.*
- *It's okay just not great.*
- *The offering isn't what it could be.*

### 7.16.2 Bay of Islands – Whangaroa (Eastern)

#### Kaeo

- *They should all be free.*

#### Kerikeri

- *I don't like how they restructured the library two to three years ago, didn't do it well.*

#### Paihia

- *We have to pay for the public library when no one else in New Zealand has to.*

#### Russell

- *We've got one small one. It's hardly ever used.*

### 1.1.1 Kaikohe – Hokianga (Western)

#### Kaikohe

- *Doesn't get use as a library anymore, more of a wireless hotspot for kids these days; I guess that's what technology is coming to.*

#### Opononi

- *Haven't got any and want some that are close.*

#### Oue

- *I don't go to it.*

#### Panguru

- *There isn't one.*

#### Waima

- *There is no Public Library, we don't have any access to facilities that we pay rates for.*