

ANNUAL RESIDENTS SURVEY 2019/20

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Project Overview

Background and objectives

In 2012 Rangitikei District Council established a benchmark for performance monitoring in key service areas through an Annual Residents Survey. The aim of this Survey is to capture residents' perceptions of Council services. Results from this 2020 resident survey are compared with, 2019¹, 2018, 2017, 2016, and 2015 results, for the purposes of monitoring and tracking progress over time.

Sample

This year saw a sample with a total of 371 responses. The Survey was advertised in the District Monitor (14,000 plus distributions) three times, a flyer was developed and distributed through the District monitor, advertised in the Talk Up Taihape Newsletter, Bulls Bulletin, Hunterville Huntaway Bulletin, Council website and Facebook page. The Survey was distributed to Council Community Committees and Boards concurrently with Councils business contact list and newsletter distribution list. The Survey was also advertised in Council buildings, flyers were handed out at the Doors Open Marton parade.

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 samples sizes incur a greater MOE. The final sample size, n = 371, gives an overall MOE of 5 at the 95% confidence interval. These terms simply mean that if the survey were conducted 100 times, the data would be within +/- 5% of the reported percentage most of the time (95 times out of 100).

Questionnaire

The questionnaire focused on engaging resident perceptions of Council core services, such as roading, parks and community buildings, and remained the same as the previous year with the aim of keeping respondents engaged with the survey. Questions involving being asked if something was "better than last year", "about the same as last year", worse than last year", or "don't know" was not asked in 2019. Comparisons for parts of the survey involving these questions have been drawn against 2018, 2017, 2016 and 2015.

A copy of the 2020 Rangitikei District Council Annual Resident Survey is attached as Appendix 1.

Display of data

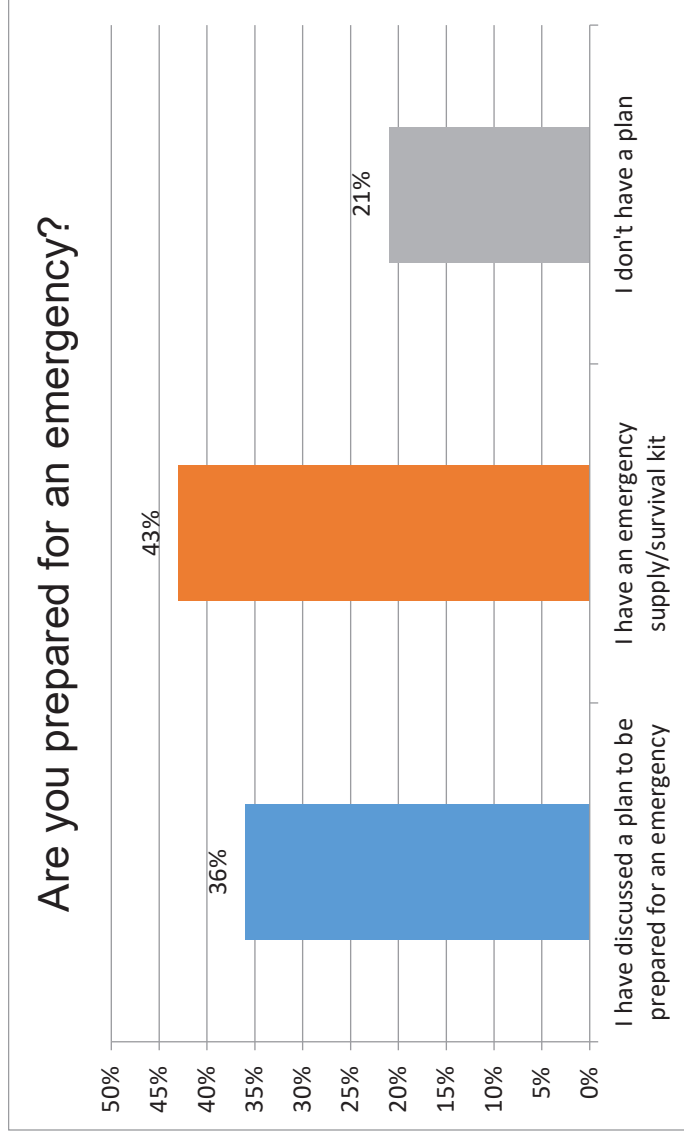
The findings of the survey have been analysed at the total level, and where there are differences between answers between demographics (ward, age, gender) these have been commented on. Charts are used to display the results data with tracking made available to compare previous year's results. For each chart, the question has been footnoted along with along with the total number of people who responded to the question. Please note that not all percentages shown add up to 100% due to rounding.

¹ Where possible as some questions were not asked in 2019

Emergency Management

Readiness for an emergency²

A new question was introduced this year canvassing residents on their preparedness for an emergency. 43% of residents answered that they have an emergency supply/survival kit. 36% of respondents indicated that they have discussed a plan to be prepared for an emergency. Residents from Turakina (57%) and Ratana (57%) were more likely to have discussed a plan for an emergency. After other and outside the District, 24% of respondents from Taihape did not have a plan.



Demographic differences

	I have discussed a plan	I have an emergency kit	I don't have a plan
Location			
Bulls	37%	42%	21%
Ratana	57%	29%	14%
Turakina	57%	29%	14%
Marton	36%	44%	20%
Hunterville	40%	50%	10%
Mangaweka	20%	60%	20%
Taihape	35%	41%	24%
Outside the District	0%	0%	100%
Other	17%	58%	25%
Age			
14-18	0%	100%	0%
19-29	47%	21%	32%
30-45	43%	32%	25%
46-54	48%	43%	9%
55-64	34%	45%	20%
65+	24%	53%	23%
Prefer not to answer	60%	20%	20%

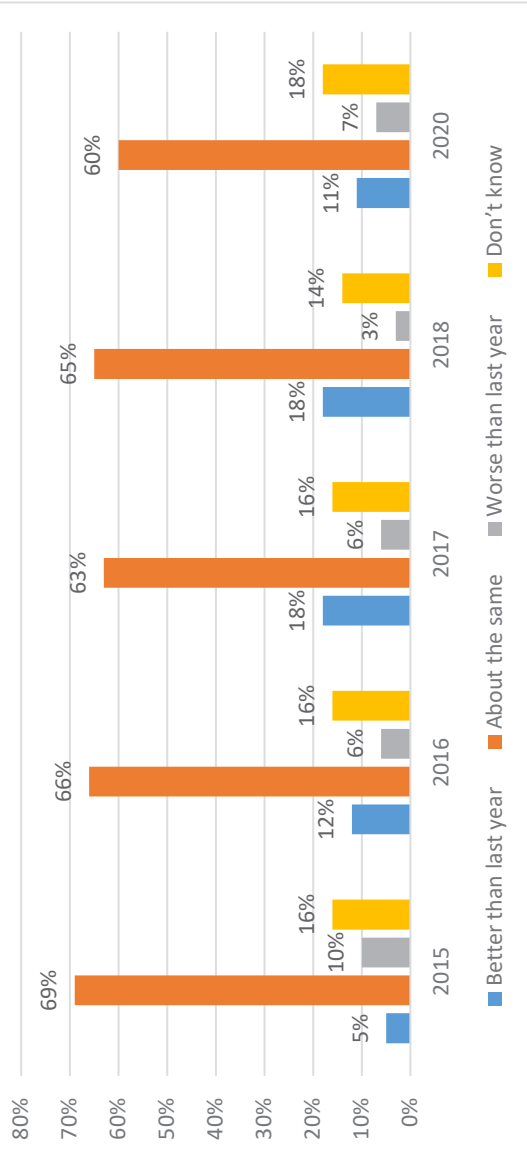
² Q5: Are you prepared for an emergency? (N=367)

Sports fields and parks

Overall measure³

Residents were asked if they felt Council's sports fields and parks were, better, worse or about the same as last year. The majority of responses were "about the same as last year" (60%), followed by "Don't know" (18%). Marton residents (16%) thought that Council's sports fields and parks were better compared with last year. Ratana residents (29%) thought that Council's sports fields and parks were worse than last year.

Please tell us what you think of Council's sports fields and parks?



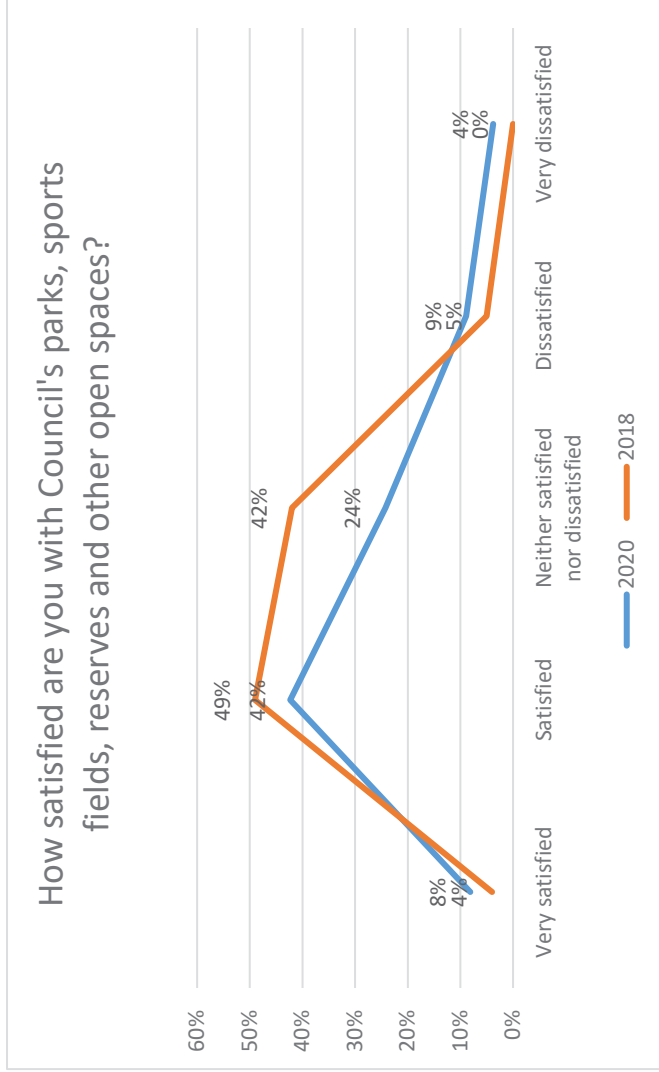
Demographic differences

	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	4%	65%	12%	20%
Ratana	0%	29%	29%	43%
Turakina	0%	57%	14%	29%
Marton	16%	62%	5%	16%
Hunterville	10%	60%	0%	30%
Mangaweka	0%	75%	0%	25%
Taihape	11%	63%	7%	20%
Outside the District	0%	50%	0%	50%
Other	0%	82%	0%	18%
Age				
14-18	0%	0%	100%	0%
19-29	11%	78%	11%	0%
30-45	6%	69%	11%	14%
46-54	7%	69%	5%	18%
55-64	12%	61%	7%	20%
65+	17%	56%	3%	24%
Prefer not to answer	0%	25%	25%	50%

³Q6: Please tell us what you think of Council's sports fields and parks? (N=369)

Satisfaction measure⁴

Residents were asked how satisfied they were with Council's parks, sports fields, reserves and other open spaces. 42% of residents answered that they were satisfied with Council's parks, sports fields, reserves and other open spaces, compared to 49% in 2018. 9% recorded they were dissatisfied with Council's parks, sports fields, reserves and other open spaces compared to 5% in 2019. Residents from Turakina (29%) were very satisfied with Council's parks, sports fields, reserves and other open spaces. Ratana were the least satisfied being either dissatisfied (29%) or very dissatisfied (14%).



Demographic differences

Location	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Don't use any
Bulls	7%	30%	32%	11%	8%	0%	11%
Ratana	0%	14%	0%	29%	14%	0%	43%
Turakina	29%	43%	0%	14%	0%	0%	14%
Marton	10%	48%	23%	9%	2%	3%	6%
Hunterville	10%	80%	10%	0%	0%	0%	0%
Mangaweka	0%	40%	20%	0%	20%	20%	0%
Taihape	5%	38%	28%	5%	5%	5%	15%
Outside the District	0%	50%	0%	0%	0%	0%	50%
Other	0%	25%	42%	17%	0%	8%	8%
Age							
14-18	0%	0%	100%	0%	0%	0%	0%
19-29	0%	42%	26%	26%	5%	0%	0%
30-45	7%	30%	37%	12%	8%	1%	4%
46-54	5%	45%	23%	9%	2%	2%	14%
55-64	10%	40%	22%	12%	3%	5%	7%
65+	11%	51%	18%	2%	2%	3%	14%
Prefer not to answer	0%	20%	20%	20%	20%	0%	20%

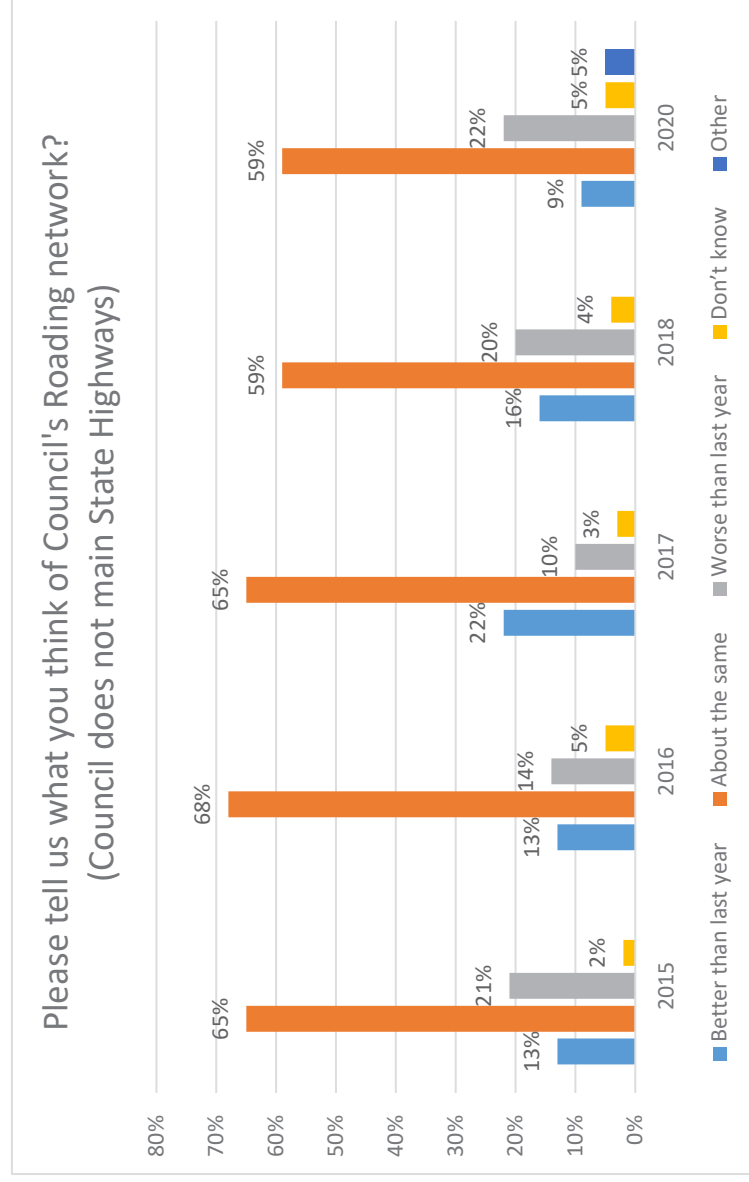
⁴ Q7: How satisfied are you with Council's parks, sports fields, reserves and other open spaces? (N=371)*Don't know and Don't use any weren't asked last year.

Roading network (excluding state highways)

Demographic differences

Overall measure⁵

Residents were asked if they felt Council's roading network was better, worse or about the same as last year. The majority of responses were "about the same as last year" (59%), followed by "worse than last year" (22%). Ratana residents (43%) thought that Council's roads were better compared with last year.

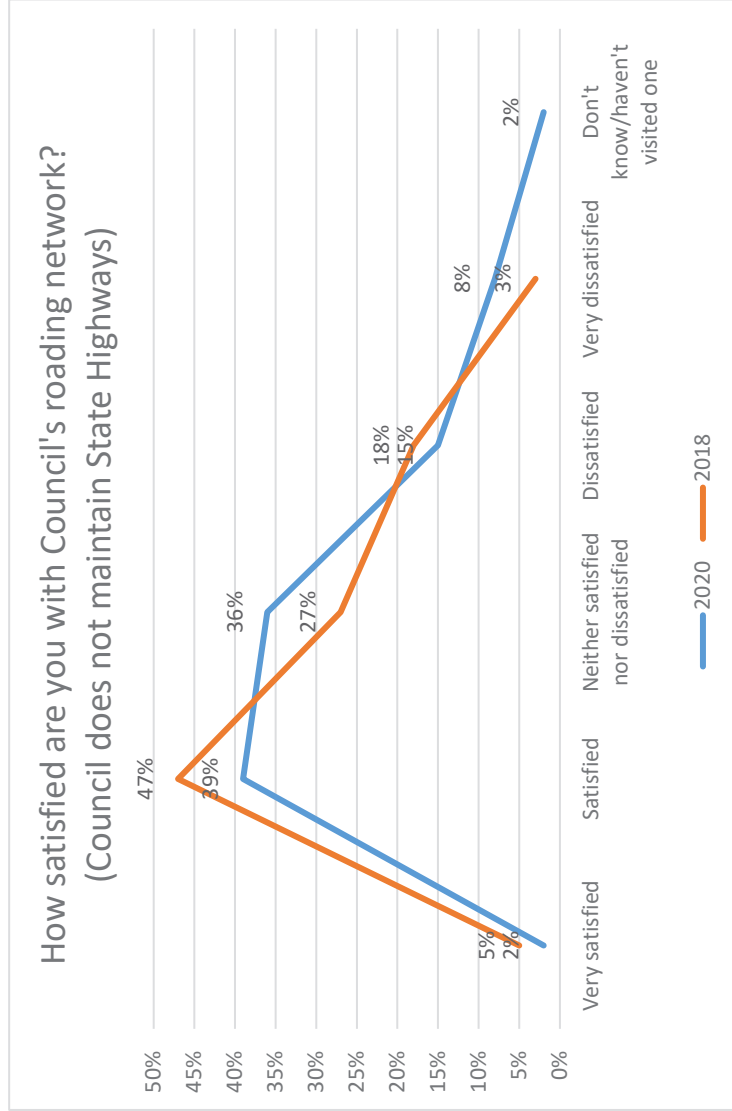


Location	Better than last year	About the same as last year	Worse than last year	Don't know
Bulls	4%	60%	28%	8%
Ratana	43%	43%	14%	0%
Turakina	14%	43%	29%	14%
Marton	12%	59%	24%	5%
Hunterville	10%	70%	20%	0%
Mangaweka	0%	50%	50%	0%
Taihape	4%	80%	15%	1%
Outside the District	0%	0%	50%	50%
Other	10%	40%	40%	10%
Age				
14-18	0%	100%	0%	0%
19-29	11%	63%	26%	0%
30-45	9%	57%	26%	9%
46-54	4%	54%	41%	2%
55-64	13%	56%	25%	6%
65+	10%	75%	11%	4%
Prefer not to answer	20%	20%	40%	20%

⁵ Q8: Please tell us what you think of Councils roading network? (Council does not maintain state highways)(N=370)

Satisfaction Measure⁶

Residents were asked how satisfied they were with Council's roading network. 39% of residents answered that they were satisfied with the roading network, compared to 47% in 2018. 15% recorded they were dissatisfied with the roading network compared to 18% in 2018. Those most satisfied with Council's roading network were residents from Turakina (57%) and Hunterville (60%). Those outside the district were most likely to be dissatisfied with Council's roading network.



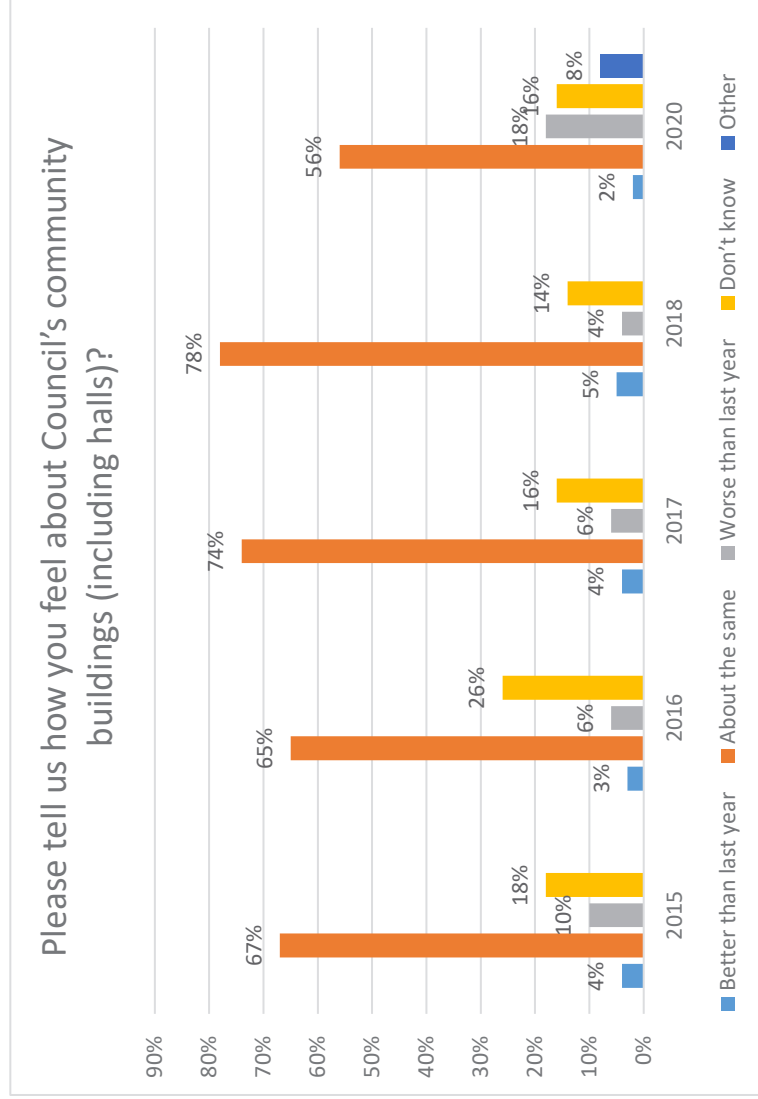
Demographic differences:

	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	0%	26%	43%	19%	9%	2%
Ratana	14%	29%	29%	29%	0%	0%
Turakina	0%	57%	14%	29%	0%	0%
Marton	5%	40%	33%	15%	8%	2%
Hunterville	0%	60%	40%	0%	0%	0%
Mangaweka	0%	20%	20%	20%	40%	0%
Taihape	0%	46%	41%	8%	5%	1%
Outside the District	0%	0%	50%	50%	0%	0%
Other	0%	25%	33%	25%	17%	0%
Age						
14-18	0%	0%	100%	0%	0%	0%
19-29	26%	58%	11%	5%	0%	5%
30-45	1%	30%	41%	18%	8%	1%
46-54	2%	27%	34%	23%	14%	0%
55-64	1%	39%	37%	16%	6%	1%
65+	2%	53%	29%	9%	4%	2%
Prefer not to answer	0%	20%	20%	0%	40%	20%

⁶ Q9: How SATISFIED are you with Councils roading network? (Council does not maintain State Highways) (N=368).

Community buildings Overall measure⁷

Residents were asked if they felt Council’s community buildings were better, worse or about the same as last year (including town halls). The majority of responses were “about the same as last year” (56%), followed by “worse than last year” (18%). Bulls (43%) and Mangaweka (40%) thought that Council’s community buildings were worse compared with last year.



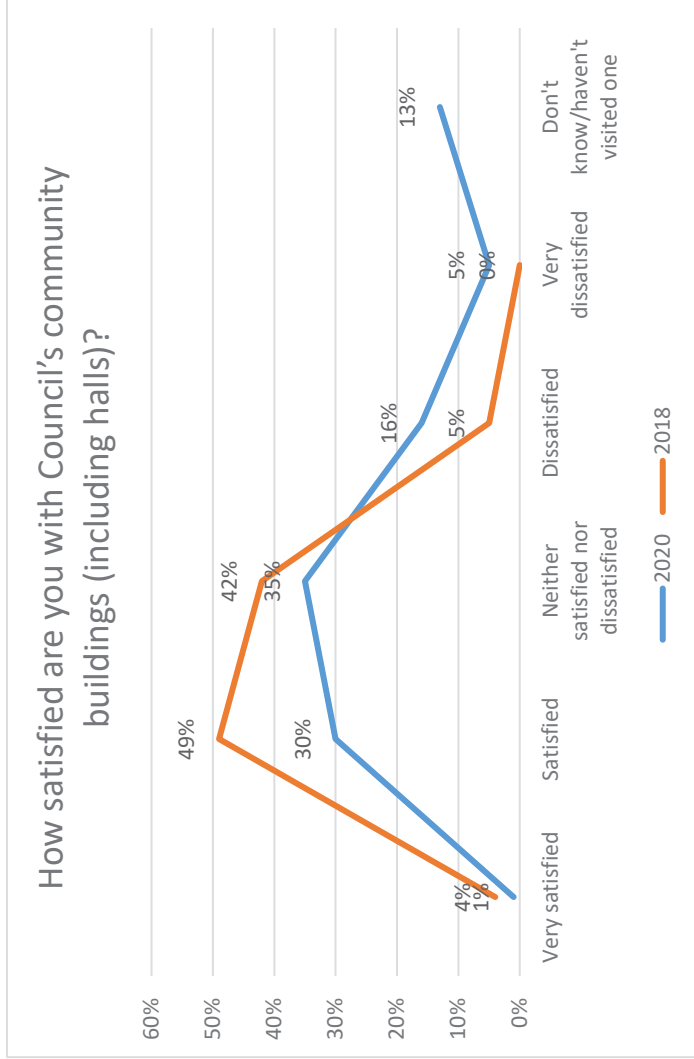
⁷ Q10: Please tell us how you feel about Council’s community buildings (including halls)? (N=369)

Demographic differences

Demographic	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	5%	36%	43%	17%
Ratana	17%	50%	17%	17%
Turakina	0%	71%	14%	14%
Marton	1%	63%	14%	22%
Hunterville	0%	67%	0%	33%
Mangaweka	0%	40%	40%	20%
Taihape	3%	65%	24%	8%
Outside the District	0%	100%	0%	0%
Other	9%	91%	0%	0%
Age				
14-18	0%	100%	0%	0%
19-29	5%	79%	5%	11%
30-45	1%	59%	19%	21%
46-54	2%	61%	19%	19%
55-64	2%	58%	23%	17%
65+	3%	64%	18%	15%
Prefer not to answer	0%	0%	40%	60%

Satisfaction measure⁸

Residents were asked how satisfied they were with Council's community buildings (including halls). 30% (down 19% on 2018) of residents indicated that they were satisfied with Council's community buildings (including halls). 16% recorded they were dissatisfied compared to 5% in 2018. 60% of Hunterville residents were satisfied with Council's community buildings (including halls). Bulls' respondents had the highest combined level of dissatisfaction (47%) very dissatisfied (13%) or dissatisfied (34%). This is more than likely attributed to the New Community Centre in Bulls.



⁸ Q11: How satisfied are you with Council's community buildings (including halls)? (N=368)

Demographic differences

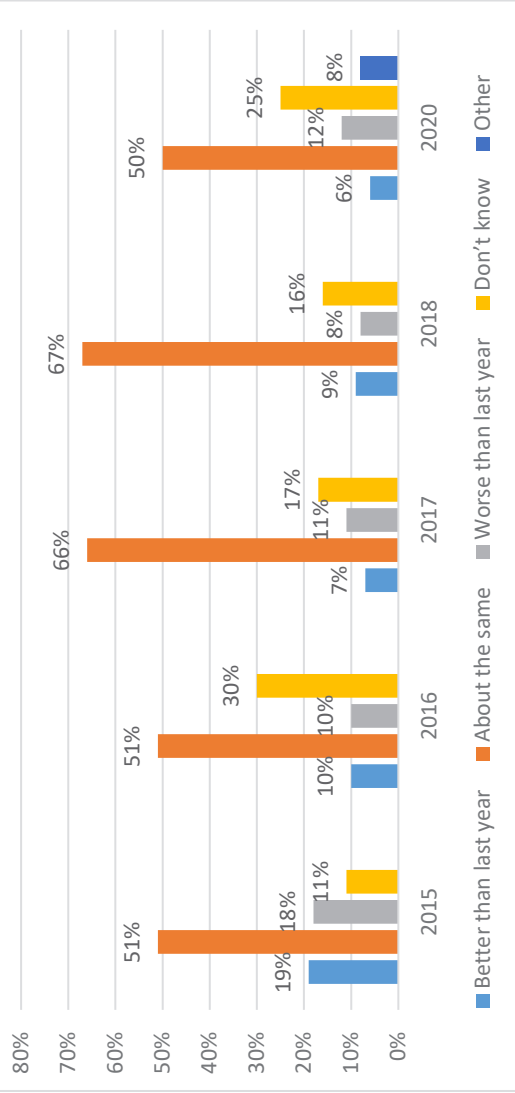
Location	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Bulls	0%	15%	28%	34%	13%	9%
Ratana	0%	14%	57%	14%	0%	14%
Turakina	0%	57%	43%	0%	0%	0%
Marton	2%	32%	35%	12%	4%	15%
Hunterville	0%	60%	20%	0%	0%	20%
Mangaweka	0%	40%	20%	40%	0%	0%
Taihape	0%	31%	35%	19%	6%	9%
Outside the District	0%	0%	100%	0%	0%	0%
Other	0%	33%	50%	8%	0%	8%
Age						
14-18	0%	100%	0%	0%	0%	0%
19-29	0%	32%	53%	5%	5%	5%
30-45	0%	22%	41%	18%	8%	11%
46-54	0%	27%	41%	20%	4%	9%
55-64	0%	29%	29%	19%	6%	16%
65+	3%	38%	31%	14%	2%	12%
Prefer not to answer	0%	0%	20%	0%	20%	60%

Public Toilets

Overall measure⁹

Residents were asked if they felt Council's public toilets were better, worse or about the same as last year. Most respondents said "about the same as last year" (50%), followed by "worse than last year" (25%). Turakina (43%) residents thought that Council's public toilets were better compared with last year. The age brackets 46-54 (9%) and 55-64 (18%) thought that public toilets were worse than last year.

Please tell us what you think about our District's public toilets?



Demographic differences

Location	Better than last year	About the same as last year	Worse than last year	Don't know
Bulls	0%	58%	14%	28%
Ratana	0%	80%	0%	20%
Turakina	43%	29%	14%	14%
Marton	6%	46%	12%	36%
Hunterville	20%	50%	20%	10%
Mangaweka	0%	60%	20%	20%
Taihape	4%	72%	14%	10%
Outside the District	0%	100%	0%	0%
Other	27%	45%	0%	27%
Age				
14-18	100%	0%	0%	0%
19-29	0%	61%	6%	33%
30-45	3%	48%	16%	33%
46-54	6%	43%	19%	33%
55-64	9%	51%	18%	26%
65+	0%	65%	5%	21%
Prefer not to answer		60%	20%	20%

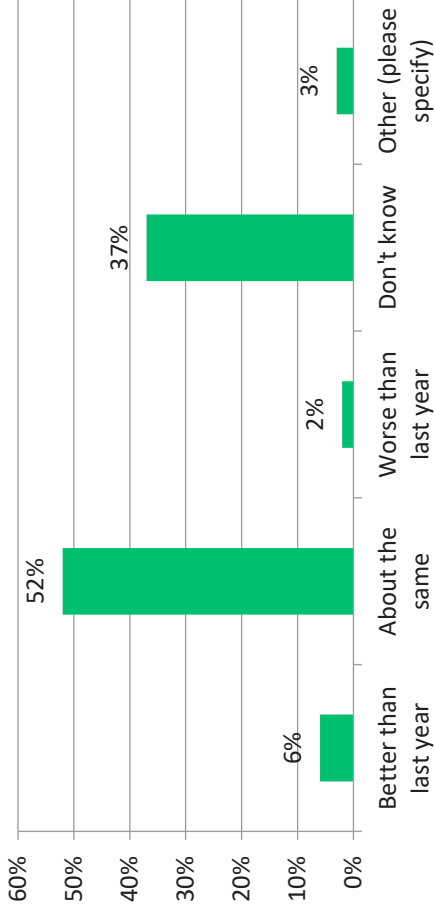
⁹ Q12: Please tell us how you feel about Council's public toilets? (n=367)

Cemeteries

Overall measure¹⁰

For the first time the survey asked what people thought of Council's cemeteries. 52% of residents who responded thought that Council's cemeteries were about the same as last year. Only 2% of respondents thought Council's cemeteries were worse than last year. Residents from Hunterville (40%) and Turakina (29%) were more likely to think that Council's cemeteries were better than last year. No one from Hunterville, Mangaweka, Taihape or outside of the District thought Council cemeteries were worse than last year.

Please tell us what you think of Council's cemeteries?



Demographic differences

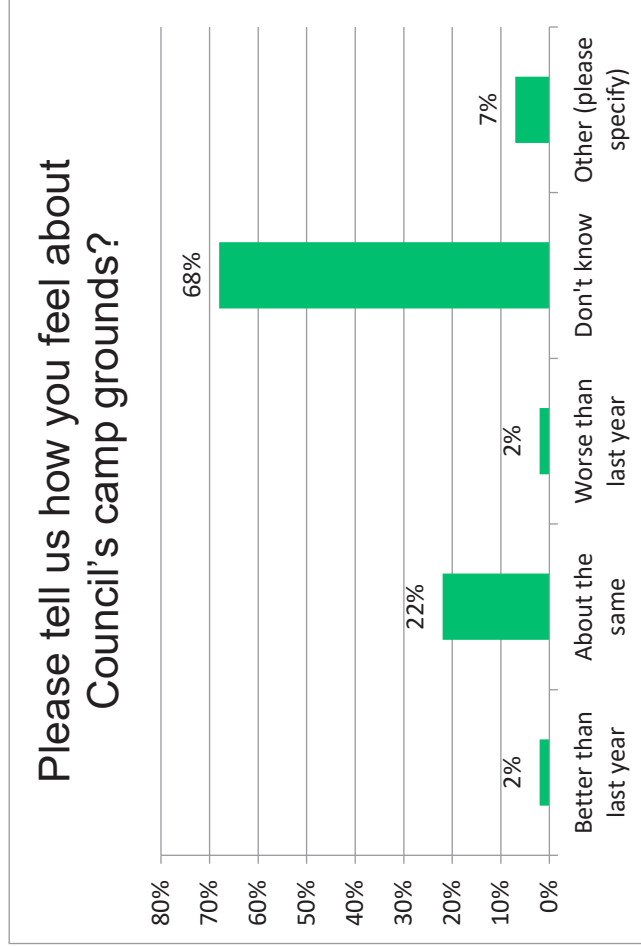
	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	0%	51%	2%	47%
Ratana	0%	71%	14%	14%
Turakina	29%	29%	14%	29%
Marton	5%	48%	3%	45%
Hunterville	40%	30%	0%	30%
Mangaweka	0%	60%	0%	40%
Taihape	9%	72%	0%	19%
Outside the District	0%	100%	0%	0%
Other	0%	45%	9%	45%
Age				
14-18	0%	0%	0%	100%
19-29	0%	74%	5%	21%
30-45	4%	48%	1%	47%
46-54	8%	45%	4%	43%
55-64	5%	43%	2%	49%
65+	9%	66%	2%	24%
Prefer not to answer	0%	60%	20%	20%

¹⁰ Q13: Please tell us what you think of Councils cemeteries? (n=367)

Campgrounds

Overall measure¹¹

For the first time the surveyed asked what people think of Council's campgrounds. 68% of respondents didn't know what they thought of Council's campgrounds followed by 22% thinking they were about the same as last year. Only 2% of respondents thought Council's campgrounds were worse than last year. 20% of both Turakina and Hunterville thought campgrounds were better than last year.



Demographic differences

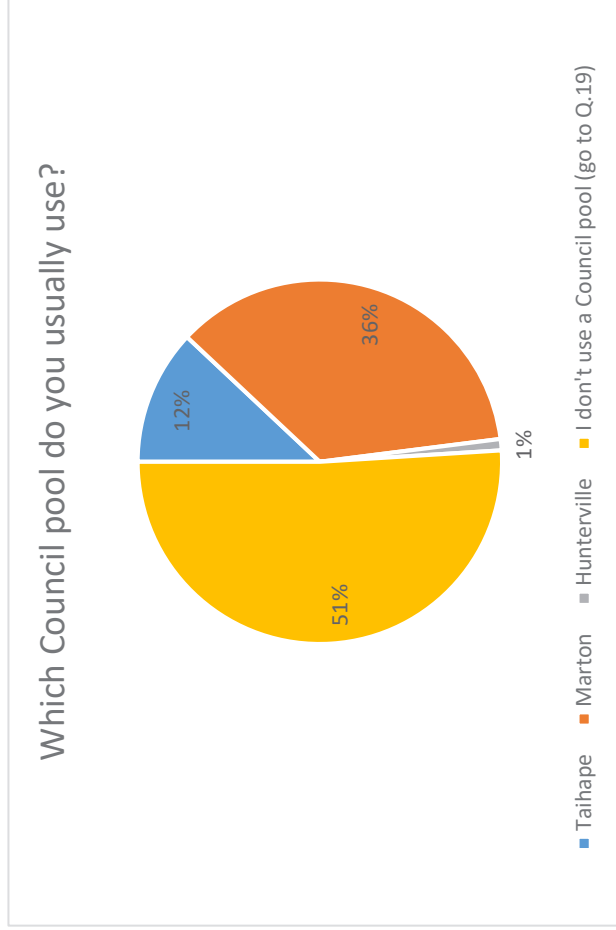
	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	0%	24%	4%	72%
Ratana	0%	14%	0%	86%
Turakina	20%	0%	0%	80%
Marton	1%	18%	2%	79%
Hunterville	20%	30%	0%	50%
Mangaweka	0%	20%	0%	80%
Taihape	3%	31%	3%	64%
Outside the District	0%	0%	0%	100%
Other	0%	45%	0%	55%
Age				
14-18	0%	0%	0%	100%
19-29	0%	24%	6%	71%
30-45	1%	26%	0%	72%
46-54	2%	23%	4%	71%
55-64	1%	20%	0%	79%
65+	3%	23%	3%	72%
Prefer not to answer	0%	0%	20%	80%

¹¹ Q14: Please tell us what you think of Councils campgrounds? (n=369)

Pools

Pool visited¹²

Drawing on this data, 49% of respondents use at least one of Council's pools, this is up on 2019 (38%). Of those who did use a Council pool 36% frequented the Marton pool and 12% to the Taihape pool.

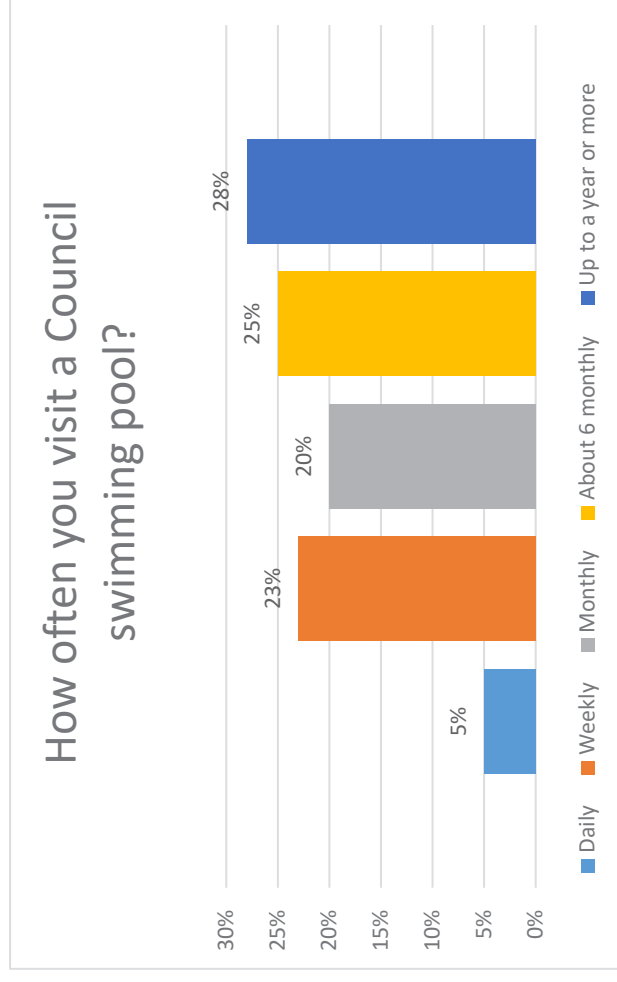


¹² Q15: Which Council pool do you usually visit? (n=370)

¹³ Q16: Can you tell us how often you visit a Council swimming pool?? (N=161)

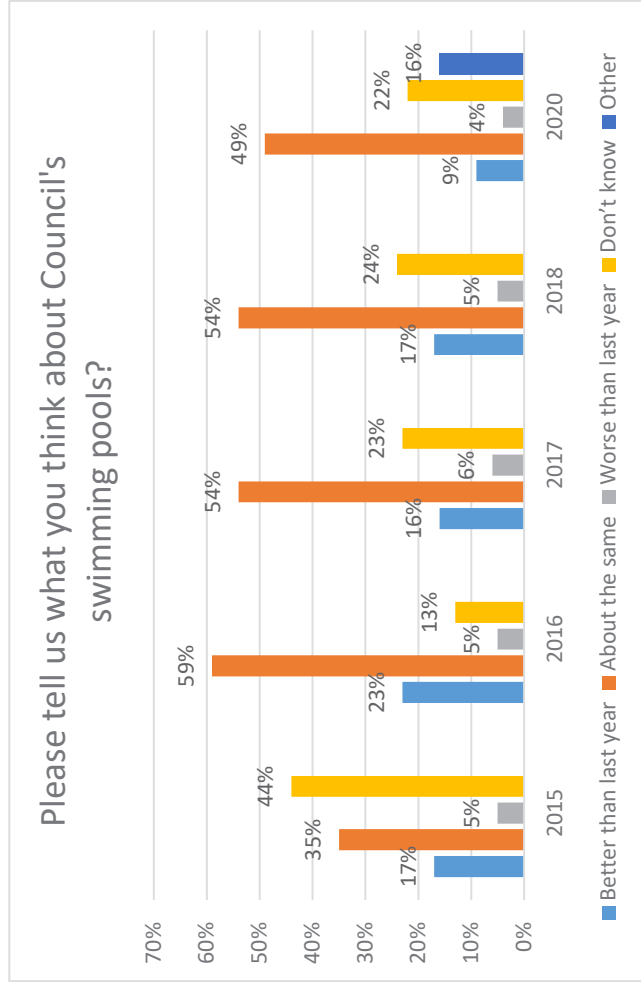
Frequency of visits to pools¹³

When it came to the frequency of visits to pools 5% of respondents visited daily and 23% visited a Council pool weekly. Positively 20% of respondents are visiting a Council pool monthly.



Overall measure¹⁴

Residents were asked if they felt Council’s pools were better, worse or about the same as last year. The majority of responses were “about the same as last year” (49%), followed by “don’t know” (22%). Respondants from Hunterville and Mangaweka, both 33%, thought Council’s pools were better compared with last year. Those between the ages of 30-45 (13%) and 46-54 (16%) thought Council pools were better than last year.



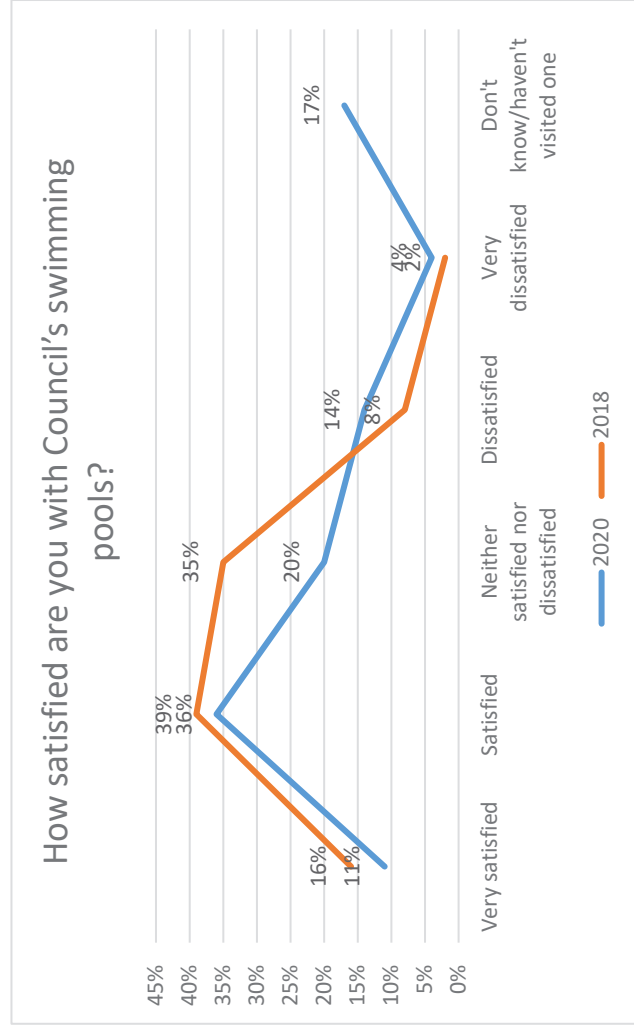
Demographic differences

	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	0%	62%	4%	35%
Ratana	0%	67%	0%	33%
Turakina	20%	20%	20%	40%
Marton	11%	62%	4%	24%
Hunterville	33%	33%	0%	33%
Mangaweka	33%	67%	0%	0%
Taihape	14%	56%	5%	26%
Outside the District	0%	100%	0%	0%
Other	0%	1%	0%	50%
Age				
14-18	0%	100%	0%	0%
19-29	0%	67%	0%	33%
30-45	13%	62%	4%	20%
46-54	16%	60%	4%	20%
55-64	9%	57%	9%	26%
65+	8%	57%	0%	35%
Prefer not to answer	100%	0%	0%	0%

¹⁴ Q17: Please tell us what you think about Council's swimming pools? (N=143)

Satisfaction measure¹⁵

Residents were asked how satisfied they were with Council pools. 11% were very satisfied down on 2018 (16%) and 36% were satisfied down on 2018 (39%). Residents from Hunterville (33%) and Mangaweka (33%) were most likely to be very satisfied with Council pools.



Demographic differences

Location	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Bulls	9%	16%	28%	22%	3%	22%
Ratana	0%	0%	67%	0%	0%	33%
Turakina	0%	20%	40%	0%	0%	40%
Marton	10%	42%	12%	14%	5%	17%
Hunterville	33%	33%	17%	17%	0%	0%
Mangaweka	33%	33%	0%	33%	0%	0%
Taihape	10%	35%	33%	8%	2%	12%
Outside the District	0%	100%	0%	0%	0%	0%
Other	0%	50%	0%	0%	0%	50%
Age						
14-18	0%	100%	0%	0%	0%	0%
19-29	0%	25%	42%	25%	0%	0%
30-45	11%	31%	24%	20%	7%	7%
46-54	6%	41%	22%	16%	0%	0%
55-64	11%	35%	19%	13%	5%	5%
65+	13%	39%	11%	6%	2%	2%
Prefer not to answer	50%	0%	50%	0%	0%	1%

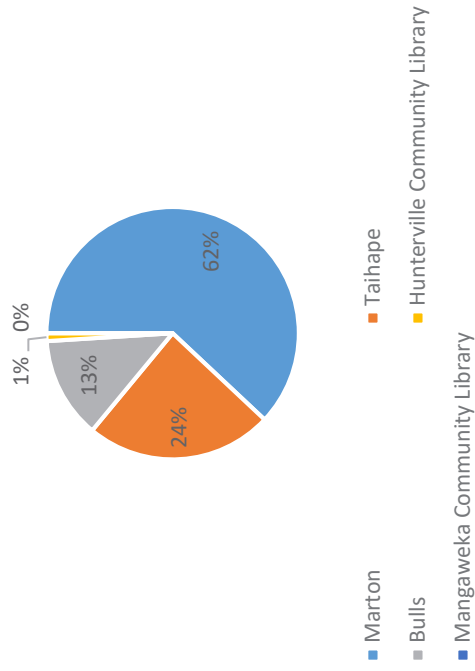
¹⁵ Q18: How satisfied are you with Council's swimming pools? (N=228)

Libraries

Library visited¹⁶

62% of respondents said that they frequented the Marton library and 24% to the Taihape library.

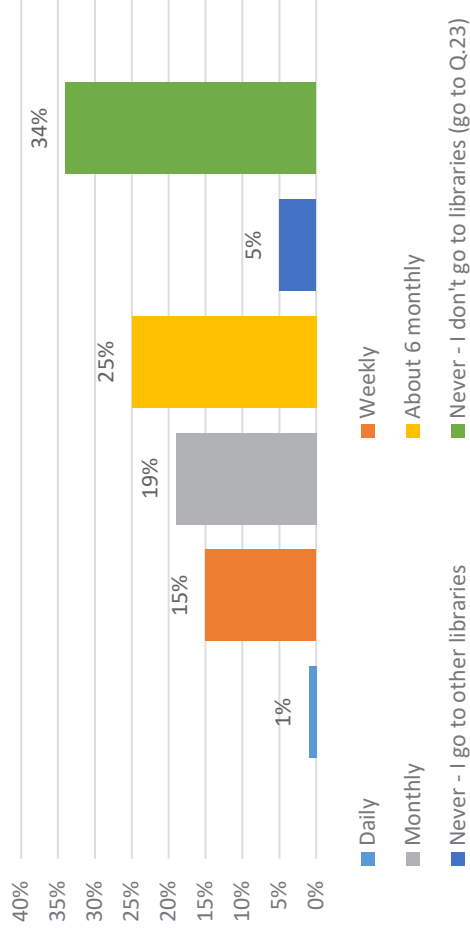
If you use a Library, which one do you usually visit?



Frequency of visits to libraries¹⁷

Of those who visited a library 1% visited daily and a further 15% visited on a weekly basis. 34% of respondents do not frequent a Council library.

Can you tell us how often you visit a Council library?

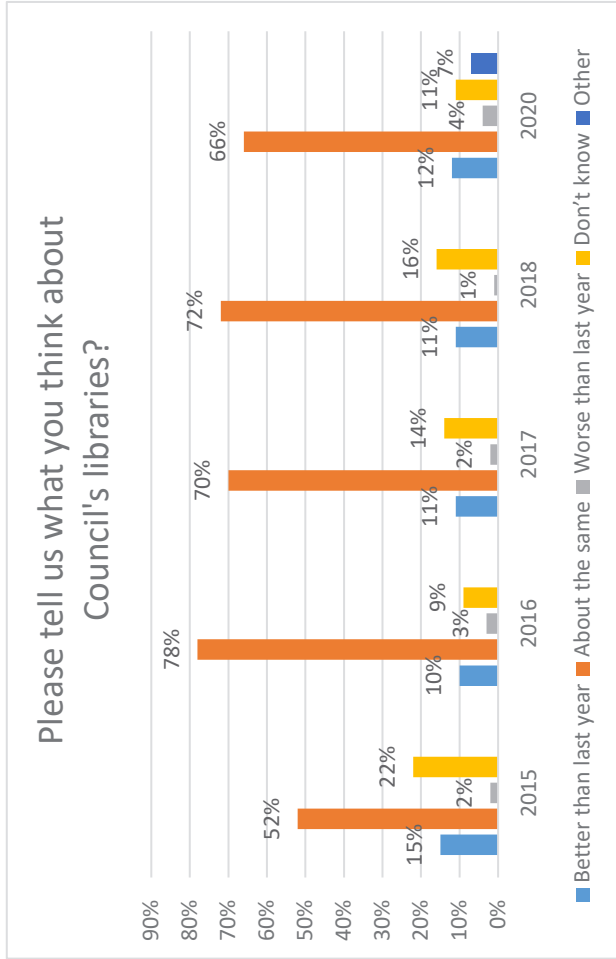


¹⁶ Q20: If you use a Library, which one do you usually visit? (N=231)

¹⁷ Q19: Can you tell us how often you visit a Council library? (N=368)

Overall measure¹⁸

Residents were asked if they felt Council's libraries were better, worse or about the same as last year. The majority of responses were "about the same as last year" (66%), followed by "better than last year" (12%). Those from Hunterville (50%) and Turakina (25%), thought Council's libraries were better compared with last year.



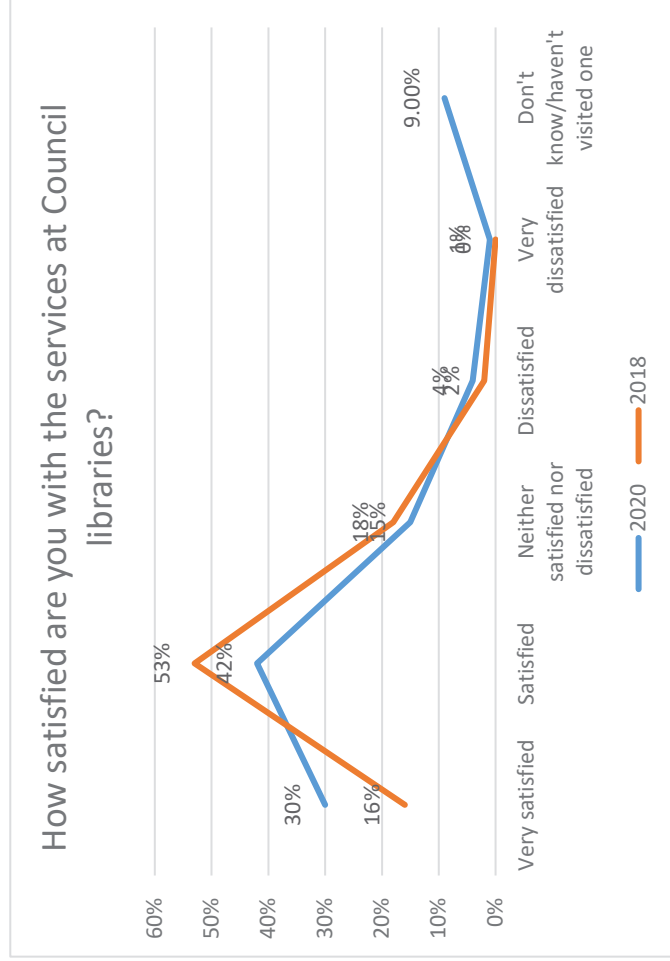
Demographic differences

Demographic	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	6%	60%	11%	23%
Ratana	0%	50%	0%	50%
Turakina	25%	50%	0%	25%
Marton	14%	74%	2%	10%
Hunterville	50%	50%	0%	0%
Mangaweka	0%	67%	33%	0%
Taihape	12%	77%	2%	10%
Outside the District	0%	0%	0%	0%
Other	17%	83%	0%	0%
Age				
14-18	10%	0%	0%	0%
19-29	8%	67%	0%	25%
30-45	9%	68%	9%	15%
46-54	3%	83%	3%	10%
55-64	10%	76%	3%	10%
65+	20%	67%	2%	11%
Prefer not to answer	50%	50%	0%	0%

¹⁸ Q21: Please tell us what you think about Councils libraries? (N=250)

Satisfaction measure¹⁹

Residents were asked how satisfied they were with Council libraries. 69% of respondents surveyed were very satisfied (16%) or satisfied (53%). Very satisfied is down 14% on 2018 but satisfied is up 9% on 2018. Respondents from Hunterville (67%) were very satisfied with Council libraries. Those aged 55-64 (31%) and 65+ (38%) were most likely to be very satisfied with Council libraries.



Demographic differences

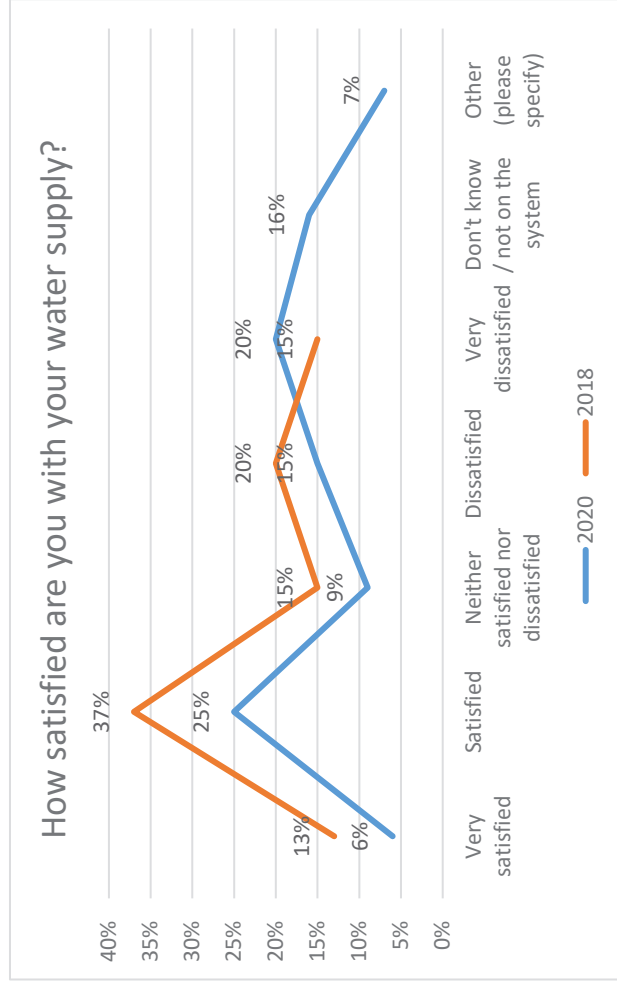
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	13%	41%	21%	8%	3%	6%
Ratana	20%	60%	0%	0%	0%	20%
Turakina	25%	25%	25%	0%	0%	25%
Marton	34%	39%	16%	4%	0%	7%
Hunterville	67%	33%	0%	0%	0%	0%
Mangaweka	33%	33%	33%	0%	0%	0%
Taihape	30%	48%	15%	0%	2%	6%
Outside the District	0%	0%	0%	0%	0%	100%
Other	29%	57%	0%	0%	0%	14%
Age						
14-18	100%	0%	0%	0%	0%	0%
19-29	8%	50%	8%	8%	0%	25%
30-45	19%	42%	19%	6%	4%	10%
46-54	26%	47%	18%	3%	0%	8%
55-64	31%	46%	12%	3%	0%	8%
65+	38%	35%	15%	2%	0%	9%
Prefer not to answer	0%	50%	50%	0%	0%	0%

¹⁹Q22: How satisfied are you with the services at Council libraries?

Water supply

Satisfaction measure²⁰

Residents were asked how satisfied they were with Councils water supply. 31 % of respondents were very satisfied (6%) or satisfied (25%). Respondents who were most likely to be very dissatisfied with their water supply were from Marton (36%). This is most likely attributed to further feedback around the taste, smell and colour of the water.



Demographic Differences:

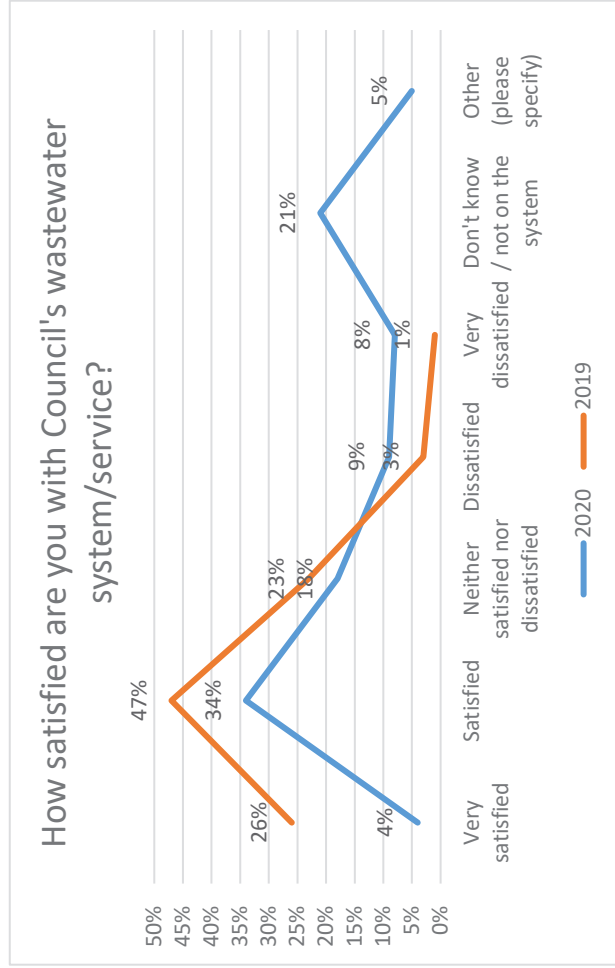
Location	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Bulls	2%	53%	13%	13%	9%	11%
Ratana	29%	43%	0%	0%	29%	0%
Turakina	0%	0%	33%	17%	0%	50%
Marton	2%	15%	11%	24%	36%	12%
Hunterville	20%	50%	0%	0%	0%	30%
Mangaweka	0%	0%	40%	0%	0%	60%
Taihape	21%	39%	8%	5%	3%	25%
Outside the District	0%	50%	0%	0%	0%	50%
Other	0%	20%	0%	20%	10%	50%
Age						
14-18	0%	0%	0%	100%	0%	0%
19-29	5%	26%	16%	21%	16%	16%
30-45	4%	24%	9%	16%	27%	20%
46-54	4%	21%	9%	15%	23%	38%
55-64	8%	23%	11%	18%	25%	16%
65+	10%	35%	10%	15%	16%	14%
Prefer not to answer	0%	40%	0%	20%	40%	0%

²⁰ Q23: How satisfied are you with your water supply? (N=370)

Wastewater

Satisfaction Measure²¹

Residents were asked how satisfied they were with Councils wastewater system/service. 4% of residents were very satisfied and 34% were satisfied. Ratana (14%) and Taihape (12%) were most likely to be very satisfied with Councils wastewater system/service.



Demographic differences

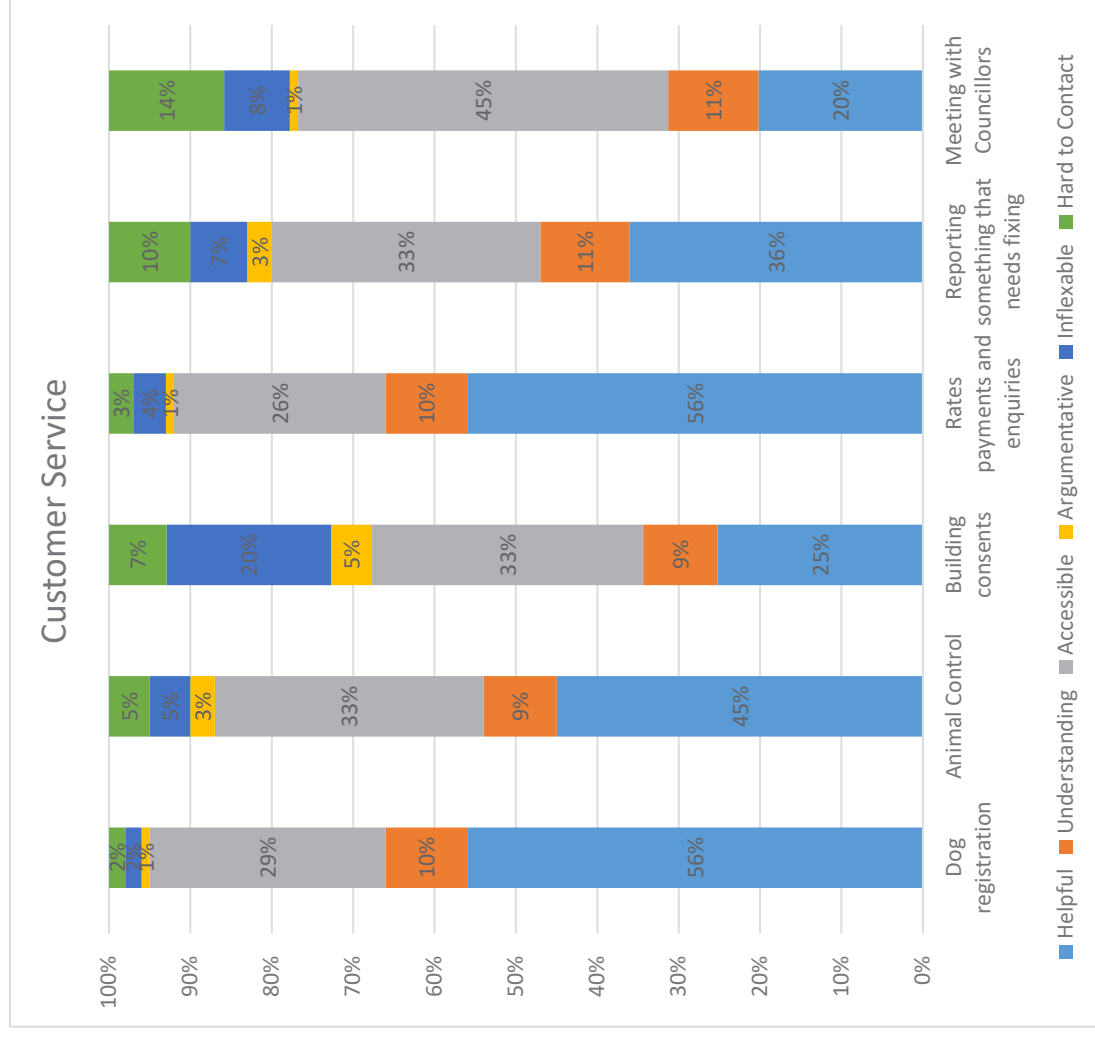
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	2%	49%	18%	8%	6%	16%
Ratana	14%	43%	14%	0%	14%	14%
Turakina	0%	0%	33%	0%	17%	50%
Marton	3%	38%	24%	10%	11%	15%
Hunterville	0%	50%	10%	0%	0%	40%
Mangaweka	0%	25%	0%	0%	25%	50%
Taihape	12%	29%	14%	9%	5%	31%
Outside the District	0%	50%	0%	0%	0%	50%
Other	0%	10%	0%	20%	0%	70%
Age						
14-18	0%	0%	0%	100%	0%	0%
19-29	0%	11%	22%	17%	17%	33%
30-45	3%	26%	18%	15%	11%	26%
46-54	4%	37%	17%	7%	11%	24%
55-64	4%	42%	15%	8%	8%	23%
65+	8%	43%	23%	5%	4%	16%
Prefer not to answer	0%	20%	40%	0%	20%	20%

²¹ Q24: How satisfied are you with Council's wastewater system/service? (N=369)

Customer service Service comparison ²²

The graph represents resident perceptions of customer service across various Council services taken from this year's Resident survey results. Residents surveyed were presented with six service areas and asked to indicate their overall experience with areas they had dealings with in the last 12 months.

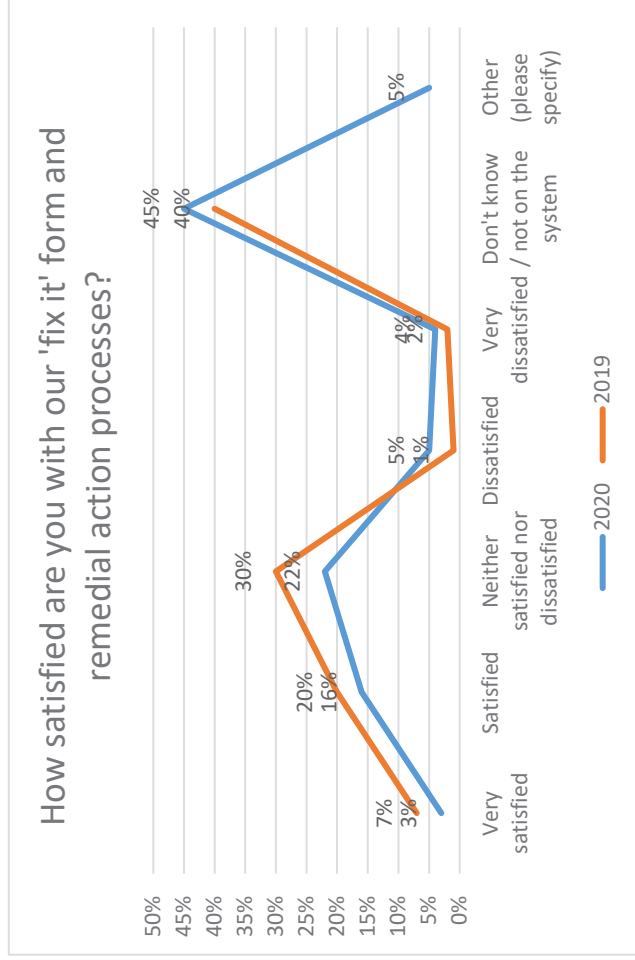
- Results indicated that generally residents felt Council staff to be helpful, understanding and accessible:
- Dog registration and rates payments and enquires had the highest share of "helpful" (both 56%).
- Meeting with councillors had the highest share of "accessible" (45%).
- Councillors (14%) and reporting something that needs fixing (10%) had the highest responses of "hard to contact".



²² Q24: Please indicate your experience with staff in the areas listed below?
(N=332)

Fix it form - Satisfaction measure²³

Residents were asked how satisfied they were with Councils fix it form and remedial action process. 3% of respondents were very satisfied with Councils fix it form and 16% satisfied. Those most likely to be dissatisfied were from either Bulls (10%) or Ratana (14%).



Demographic difference

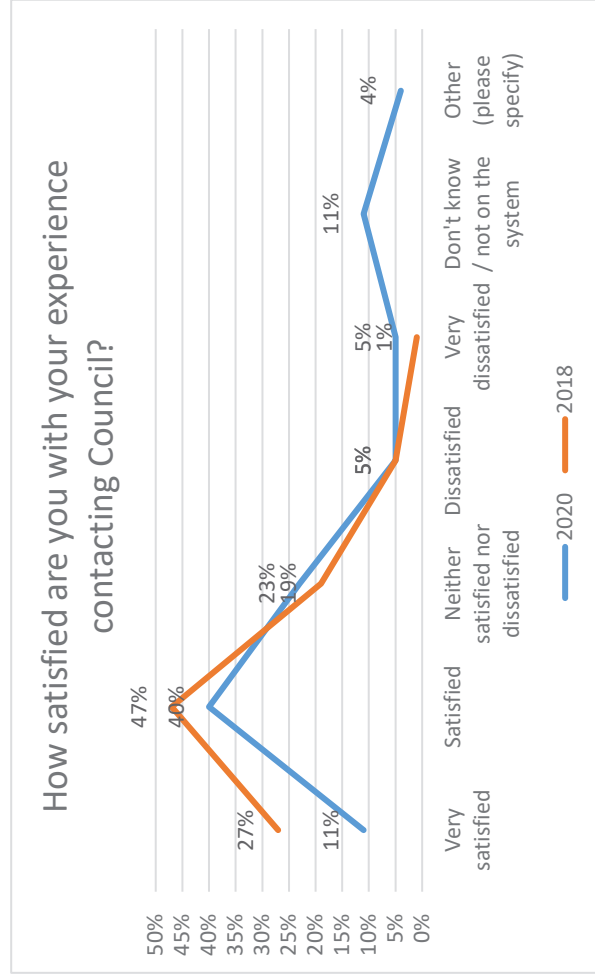
	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Location						
Bulls	4%	6%	29%	10%	2%	49%
Ratana	0%	43%	29%	14%	0%	14%
Turakina	14%	29%	0%	0%	0%	57%
Marton	2%	18%	21%	4%	6%	49%
Hunterville	22%	22%	22%	0%	0%	33%
Mangaweka	0%	20%	40%	0%	0%	40%
Taihape	4%	16%	27%	4%	3%	46%
Outside the District	0%	0%	0%	0%	0%	100%
Other	0%	10%	10%	20%	10%	50%
Age						
14-18	0%	0%	0%	0%	0%	100%
19-29	0%	6%	24%	12%	0%	59%
30-45	3%	10%	29%	4%	4%	49%
46-54	0%	12%	27%	2%	4%	55%
55-64	5%	16%	23%	6%	6%	45%
65+	5%	24%	19%	6%	3%	4%
Prefer not to answer	0%	20%	0%	0%	20%	60%

²³ Q29: How satisfied are you with our 'fix it' form and remedial process? (N=359)

Experience contacting Council

Contacting Council²⁴

Residents were asked how satisfied they were with their experience contacting Council. 51% of respondents were very satisfied (11%) or satisfied (40%). Respondents from Ratana (43%) and Hunterville (30%) were most likely to be very satisfied with their experience contacting Council.



Demographic differences

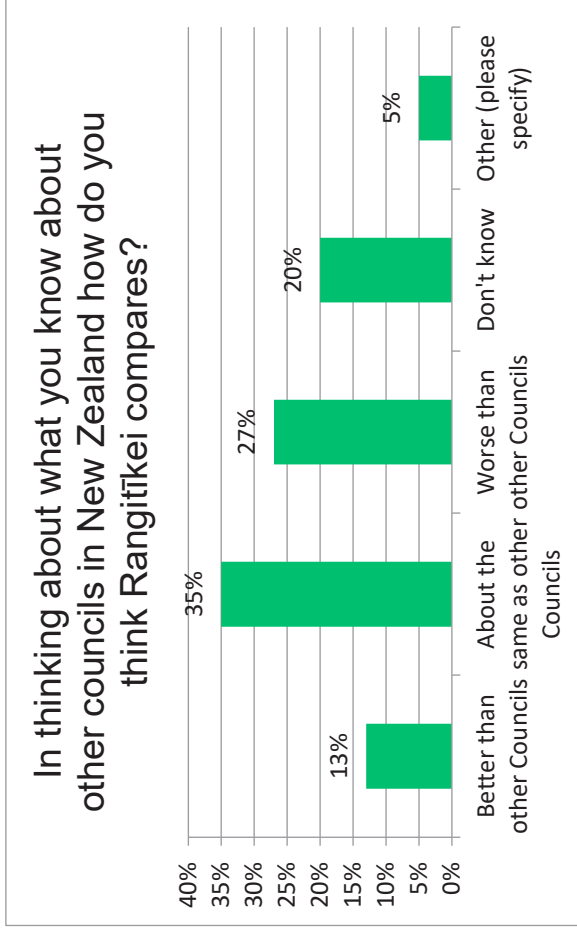
Location	Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
Bulls	6%	42%	17%	8%	10%	17%
Ratana	43%	29%	29%	0%	0%	0%
Turakina	14%	71%	0%	0%	14%	0%
Marton	11%	40%	30%	6%	5%	9%
Hunterville	30%	20%	30%	0%	0%	20%
Mangaweka	0%	20%	60%	0%	0%	20%
Taihape	14%	45%	16%	5%	4%	16%
Outside the District	0%	50%	50%	0%	0%	0%
Other	10%	50%	10%	0%	20%	10%
Age						
14-18	0%	0%	0%	0%	0%	100%
19-29	28%	17%	17%	11%	17%	11%
30-45	10%	34%	27%	10%	8%	11%
46-54	11%	43%	25%	4%	4%	13%
55-64	10%	53%	22%	3%	2%	9%
65+	12%	41%	26%	4%	5%	13%
Prefer not to answer	20%	20%	20%	0%	20%	20%

²⁴ Q26:How Satisfied are you with your experience contacting Council? (N=361)

Comparison against other councils

Overall measure²⁵

When comparing Council against others in New Zealand 48 % of residents surveyed thought Council was better than other Councils (13%) or about the same as other Councils (35%). Residents from Ratana (57%) and Hunterville (50%) were most likely to think Council was better than other councils. 42% of Taihape residents didn't know how Council compared to other Councils.



²⁵ Q27: In thinking about what you know about other councils in New Zealand how do you think Rangitikei compares? (N=368)

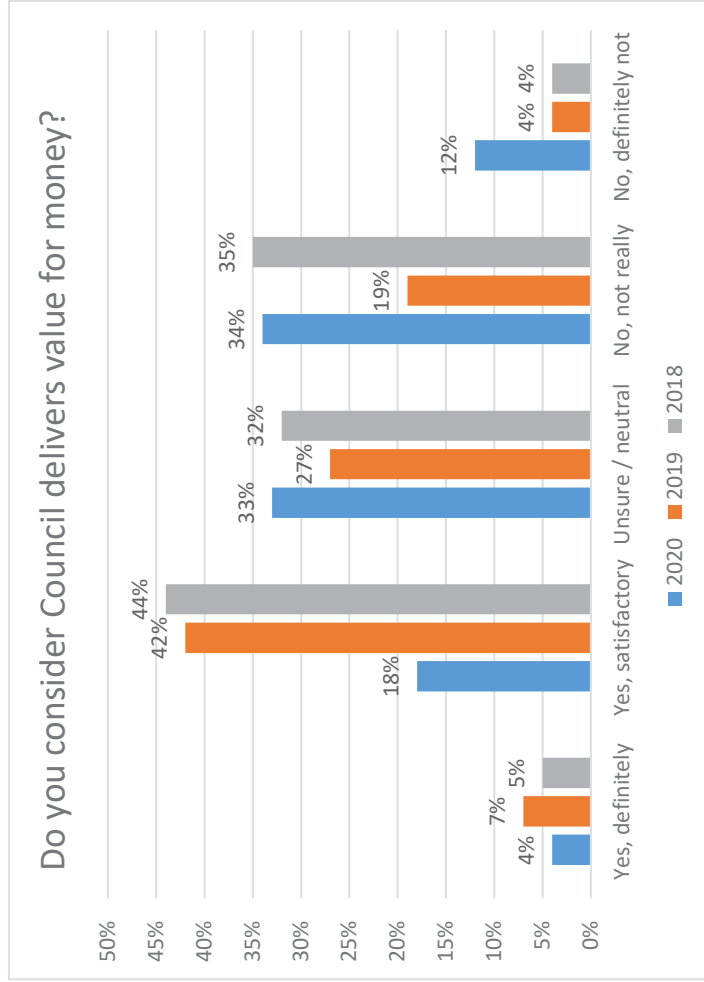
Demographic Differences

	Better than last year	About the same as last year	Worse than last year	Don't know
Location				
Bulls	6%	32%	52%	10%
Ratana	57%	14%	29%	0%
Turakina	29%	29%	14%	29%
Marton	13%	42%	28%	17%
Hunterville	50%	20%	10%	20%
Mangaweka	0%	40%	40%	20%
Taihape	10%	35%	14%	42%
Outside the District	0%	50%	50%	0%
Other	18%	27%	36%	18%
Age				
14-18	0%	0%	0%	100%
19-29	11%	32%	37%	21%
30-45	9%	32%	38%	21%
46-54	15%	30%	43%	11%
55-64	15%	36%	26%	23%
65+	14%	47%	16%	23%
Prefer not to answer	25%	0%	50%	25%

Service delivery

Value for money²⁶

22% of residents felt that Council either, yes definitely or yes satisfactory, delivered value for money. In comparison, 46% felt to some extent “no, not really, and no, definitely not” Council did not deliver value for money. Residents from Bulls (66%) were more likely to respond that Council does not deliver value for money.



Demographic Differences

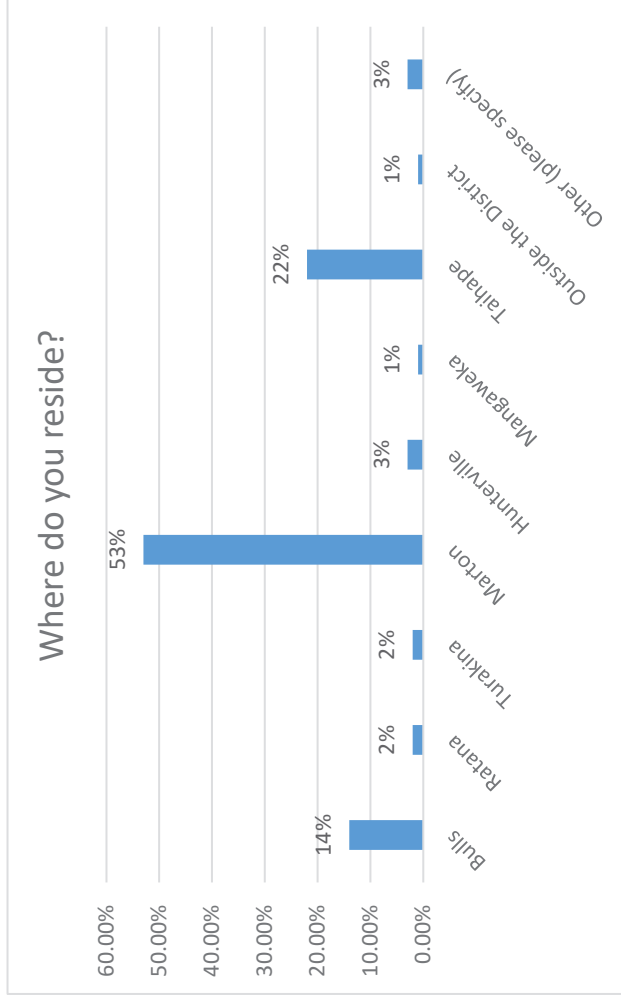
	Yes, definitely	Yes, satisfactory level	Neutral	No, not really	No, definitely not
Location					
Bulls	0%	8%	26%	40%	26%
Ratana	14%	29%	29%	29%	0%
Turakina	0%	57%	14%	29%	0%
Marton	4%	17%	31%	36%	12%
Hunterville	20%	10%	40%	30%	0%
Mangaweka	0%	40%	0%	60%	0%
Taihape	3%	24%	45%	21%	8%
Outside the District	0%	0%	50%	50%	0%
Other	0%	8%	25%	50%	17%
Age					
14-18	0%	0%	100%	0%	0%
19-29	0%	16%	32%	47%	5%
30-45	3%	8%	36%	29%	25%
46-54	4%	13%	21%	48%	14%
55-64	2%	20%	32%	35%	11%
65+	6%	26%	36%	27%	6%
Prefer not to answer	0%	20%	40%	20%	20%

²⁶ Q28: Do you consider Council delivers value for money? (N=369)

Sample

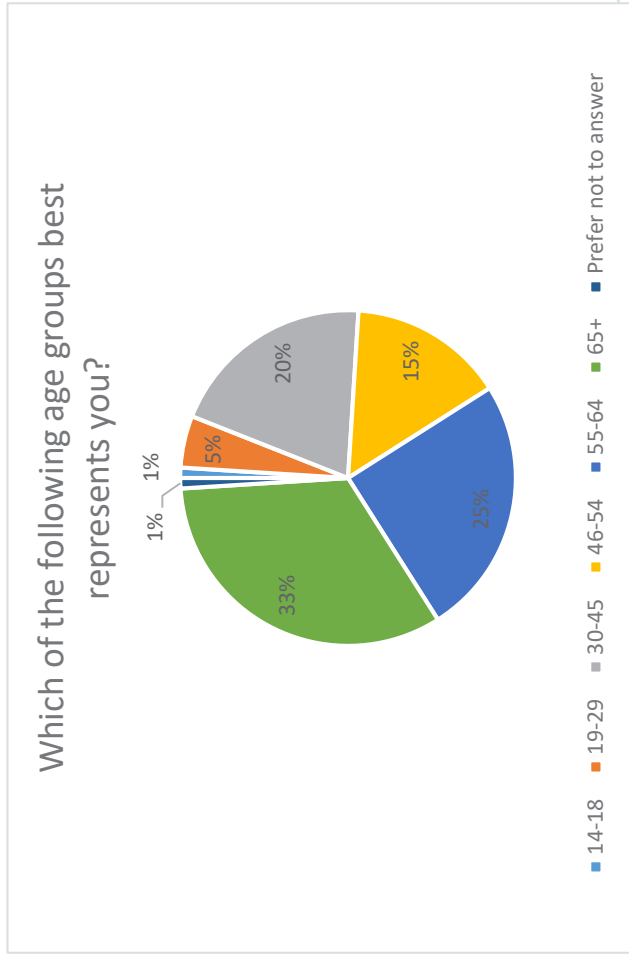
Location²⁷

There were 371 responses to this question. Most respondents identified as residing in Marton (53% n=195).



Age²⁸

The majority of respondents were either 65+ (33%) or 55-64 (25%).

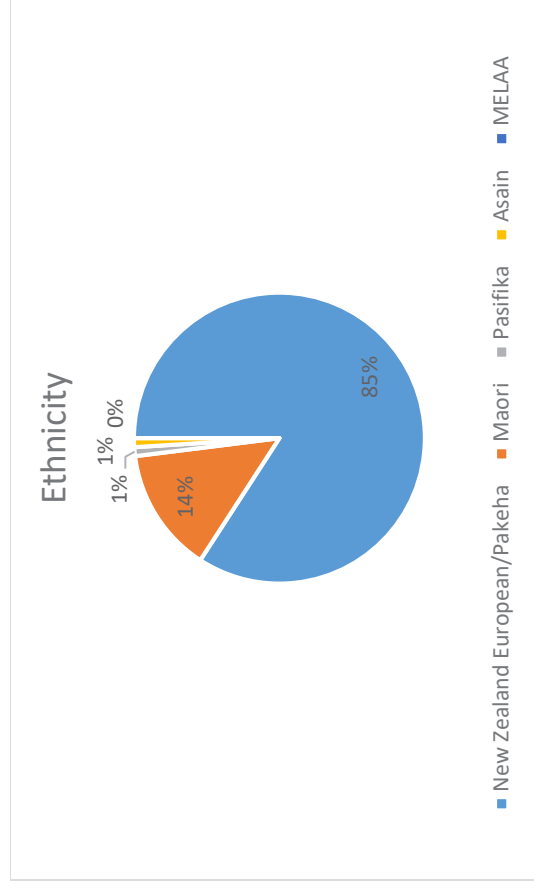


²⁷Q1: Where do you reside? (N=371)

²⁸ Q2: Which of the following age group best represents you? (N=371)

Ethnicity²⁹

New Zealand European made up the vast majority of respondents (85%).



²⁹ Q3: What ethnic background do you primarily associate yourself with? (N=355)

Verbatim comments

Please tell us what you think about Councils sports fields?

- *Grandstand in taihape is shameful and needs to be pulled down*
- *Taihape Grandstand needs upgrading.*
- *Don't use them*
- *I don't use the sport fields but they are maintained well, look tidy, I enjoy Marton Park grounds to walk through and centennial.*
- *The Parks & Reserves team do a good job. It is great to have them in house now and they take pride of beautifying our district.*
- *Good*
- *8*
- *The park in taihape is terrible; unsafe for little ones with big gaps between platforms and constantly over taken by the Area school*
- *Rubbish by river needs taking care of*
- *Why has Wilson Park cycle track been left to decay to a state that it is un usable*
- *Don't use them*
- *The maintenance of the Memorial Park Grandstand is best described as demolition by neglect*
- *No Upgrading or maintenance of the Taihape grandstand*
- *Wilson Park has a lot of potential always neglected*

Please tell us what you think about Councils roading network? (Council does not maintain State Highways)

- *When a piece of road has been fixed one what expect that they would not have to return 6 months later to do it all over again. The verges need to be better maintained in the rural areas especially during summer*
- *Very poor roads that seem to be getting worse. Contractors seem to be patching rather than fixing properly so they dont last*
- *Still waiting for the road workers to return and finish the job in the bowl at the end of Princess Street*
- *some are good some are bad. roadside littering is poor*
- *return the pedestrian island in bulls. That road is going to kill someone now its gone*
- *Non consistency in up keep*
- *Need upgrading on the foot paths*
- *more rubbish along SH1*
- *Launching into a serious of major roadworks after lockdown was incredibly frustrating as it seemed wherever I wanted to go I had to detour*
- *It seems that if roading is outside of the 'Marton' area not a lot seems to get done - Parewanui rd has been a disgrace for the last 20yrs & all we get is 'patch ups' essentially. Time to spread our rate payers money to areas other than Marton!!!*
- *I live out in a rural area, and there were a lot of slips on the main road to town during heavy rain nearly 2 years ago now - the road has still not been fully repaired*
- *I have asked for the drain on the side of Carlson road to be dug out as it's over grown and I get flooding on my property. But falls on deaf ears. Disgraceful.*
- *Higgins as contractors appear to be slow in work being done it also appears that a lot of work is redone in a short period.*
- *Haven't seen a lot of change.*
- *footpaths need upgrading*
- *Could be better - Rural road 10 minutues from town still metal*

- *Always doing roadworks - I'd like to say this is a good thing but hey its a real holdup*

Please tell us what you think about Council's community buildings (including halls)?

- *I don't necessarily use them often enough to make a good analysis*
- *regarding Council's property in Marton they look shabby considering the importance of it being a county town. Marton is the first stop from Wanganui or Taihape for visitors. Its clearly obviously poor people live in the vicinity of Marton.*
- *Not happy with the spending 'blow out' for the new building in Bulls with it seems no repercussions to those who signed our money off!!*
- *Don't use them*
- *Don't use inside many of them but outside appearance is fair.*
- *So disappointed with the size, design and expense of the new building in Bulls*
- *The cost of the new development being so far over budget illustrates poor stewardship, management and governance. It is hard not to call it incompetence from the public information available.*
- *A gross budget blow out with little reunification's for the contractors. Absolutely appalling. Also I am not convinced the best interests have been taken into consideration. We should be using NZ products and doing our utmost to ensure that is a priority.,*
- *Not sure about the ugly hall that does not fit urban design of Bulls.*
- *New to area, haven't found them yet or used any*
- *new community centre a waste of ratepayers money that could be used for footpaths and other falling down buildingsther*
- *The new community center is a shambles.*
- *I sit councils intention to work with communities and communicate effectively with communities around purpose and cost?s*
- *The incompetency has been acknowledged re new build cost at Bulls.*
- *communication around Bulls community Centre average*
- *hunterville does not have any council community buildings*
- *Why is so many funds being spent on a facility in Bulls being funded by the whole area*
- *Have property in Bulls and I think the amount spent on the community hall there is obscene.*
- *Love to see the Memorial Hall upgraded. Being on the main road it has potential to b e a real feature. I know the RDC has achieved a good deal in the last year in the area of community areas, and wish I had a big pot go money to help - but sadly do not. The M Hall is very tired and dated. I can remember when it was the buzzing centre of indoor sports etc.....love to see that again.*
- *Worse than last year, ear memorial hall beads a super clean!!!!*
- *Memorial needs to have plates cups etc supplied*
- *Marton has too many halls. Are they used frequently?*
- *Heating in Town Halls main stage area*
- *Disapointed about the womens club building*
- *The new build at Bulls is a disaster, and the effects of this disaster will have negative consequences for other urgent works required. The timeline of expenditure is heavily geared to the southern wards, to the detriment of Taihape. The earthquake strengthening timelines set by central government and spend timeframe in Bulls and Marton will essentially leave no time to attend to Taihape.*
- *they desperately need attention*
- *You have wasted millions of our ratepayer money on that building in Bulls, which doesnt need to be that huge. And you went over budget.*
- *The taihape grandstand is being let fall into disrepair. The facilities are third world and could be upgraded*

Please tell us what you think about our District's public toilets?

- *Managweka is very good, Taihape is good, Marton needs to be upgraded smartly, Bulls is good*
- *rough & stinking of urine especially in Marton*
- *Taihape and Hunterville well maintained*
- *The old public toilets in Bulls need to come down - I see lots of people still trying to use them.*
- *Used them only once in Taihape and were disgusting dirty*
- *Never used them.*
- *What toilets*
- *Cleanliness has slipped at Wilson Park. and close far too early in summer*
- *New Toilets in progress I see*
- *Not good that you can't pee after approx 5pm. Will be great when the new ones come on board.*
- *I wouldn't go there*
- *Marton's township toilets are in a need of an upgrade. .*
- *I am frustrated that it takes much longer than indicated to have toilets completed in various locations.*
- *Not good*
- *It would be nice to have more toilets in Marton town. :)*
- *Need new toilets in Marton*
- *Where???*
- *Toilets at the Taihape recreational grounds need upgrading.*
- *Well maintained and popular with travellers*
- *We need to have 24 hour toilets even though there is the risk of vandalism.*
- *Where are they?.P*
- *Haven't used them*
- *Toilet by the rec has dangerously slippery floors*
- *don't use them*
- *I use Marton and Bulls' - very good.*
- *Need to be open longer in the evenings in summer*
- *In Taihape we have good and bloody awful. The park toilets need replacing*
- *No 24hour toilet - 5pm onwards, go to New World or home*

Please tell us what you think of Council cemeteries?

- *Mostly attend tangi at Maori urupa which is not funded by council*
- *Don't visit them. Nor intend to in the future*
- *On my last visit there were dead rabbits on the ground, I appreciate it was over the Covid period but still not a good sight. When Athol Sanson was here the whole town, that is parks, cemeteries and street booms were on a more regular and highly maintained look good basis.*
- *Great*
- *Lovely*
- *when visiting recently the grass was extremely long, and on recent burials the clay was piled high with huge clumps of dirt. Was not very nice when visiting close by. Compared to Wanganui which we visit often and always find it immaculate*
- *[REDACTED] The lawns have been mowed but the grass wasn't caught so the RSA plaques are all covered by lumps of dried manky grass. Very disrespectful.*
- *9*

- 8
- *Thank god I haven't had to reside there yet.*
- *No space for cremations had to take my husbands ashes to P.N*

Please tell us how you feel about Council's camp grounds?

- *don't use them*
- *We have campgrounds?*
- *Don't use them*
- *Don't use them.*
- *Do we have campgrounds?*
- *What camp grounds???????*
- *poorly advertised and promoted*
- *Where are Marton camp grounds*
- *there is not any in marton*
- *Didnt know we had any council owned ones*
- *Where are they?*
- *Haven't used them*
- *Camp ground at Papakai Park is good but we cant swim in the river due to it deemed not safe for swimming*
- *N/A*
- 9
- *Do you own it even?*
- *Keep the freedom campers out! Covid is helping that!!*
- *Is there one?*
- *Don't use them*
- *The "new" motorhome park by the bowling club is nice and flat, however the gate is always closed and as it is broken is a challenge to deal with. More lighting would be great and more water taps. Maybe a toilet and a rubbish bin for the truckies that park behind the rec would be beneficial*
- *The rubbish is appalling. Stop freedom camping*
- *Non in Marton so can't answer.*
- *Camp grounds?do we have any*
- *Haven't used any*
- *What campgrounds ?*
- *need for another*
- *Haven't got any*

Please tell us what you think about Council's swimming pools?

- *As there is no option for other (please specify) in the next question I will answer here - we are not happy our rates pay for something we do not use especially when it's not available all year round! User pays.*
- *Don't use them*
- *Would be better if marton pool was open all year round*
- *Not utilized enough. Nothing to draw kids in on weekends.*
- *Need to have more*
- *Need more pools*
- *Needs to be open all year around*
- *I find it very scruffy and needs a good tidy up, and should be open year round*
- *Please open during winter time*

- Never use them
- Only really caters to swimming sports not casual swimmers. People more likely to travel out of town or river
- Totally disgusted with the lack of maintenance that could make this pool a fantastic asset for our community [REDACTED]
- I wish it would open year round
- Its boring nothing for childrens activities
- Dont like the Marton pool. [REDACTED]
- Please keep the pool open longer
- The women's changing room needs to be renovated to allow a warmer place to get dressed and shower, I drive home because I'm already cold in the facility and often times I did try to shower, they were cold at 7.00 am! The pricing is very expensive and the concession ticket 'discount' is a joke.
- Needs to be open all year
- Unfortunately the Taihape pools are only open half of the year. It would benefit the community if the pools were open all year round.
- Not open during winter
- Don't use
- Like separation of small pool and big pool. Outdoor area Bbqs and also water slide and water floaties (BIG ones!) Would be super. Spa pool for oldies 😊
- Haven't been for a couple of years. Had to go to Fielding because Marton pool wasn't open at the time when I wanted to get exercise.
- Need heating all year
- They are a disgrace. They do not welcome families, only focused on lessons. Letting the community down as we go out of town to take kids swimming. Yet this is part of our rates???
- I have not used the pool since I got burnt by them being over chlorinated and the ill behaved unsupervised young children, teenagers and young adults.
- Don't use them
- Rules are tight. Let the kids be loud and have fun
- Staff fantastic
- great staff
- Pretty good, except the fact Marton is closed so long.
- Hours are no good for many people. Evening swimming would be great. [REDACTED]
- [REDACTED]
- Boring for kids
- Marton pool roof needs a clean or work
- Don't use it because of the changing rooms
- Don't use it
- I used to enjoy the pool facilities 3 years ago.

Please tell us what you think about Council's libraries?

- Lovely & pleasant facility to visit
- Excellent love the 7 day a week service
- Again, not happy about paying for something we do not use in the rates!
- Don't use them
- The staff service is always very good.
- Very good for special needs people
- They are great for people with special needs
- Awful

- Excellent
- Marton library is historic!!!! One of only two remaining Carnegie Libraries in NZ. Other is in Oamaru. Check it out!
- Stock cleanliness has improved since Covid lockdown. Need lots of new stock and new buildings.
- really great service - thank you
- staff do their best
- Always a warm and inviting place to visit
- The staff at Marton are very helpful.
- Can never get books I want
- Just about read all books I'm interested in
- To small

How satisfied are you with your water supply?

- I live in a rural area and am responsible for supplying my own water system
- I have my own rainwater supply so why do you charge me water rates? Because I pay water rates you should provide me with water when I run out.
- It has been and will continue to be a problem within the town of Marton, although I give credit to some infrastructure has been improved, I do however have concerns to the dams current situation, works being done on the dam wall - is it a band aid fix or a longterm fix. With current plans for greater subdivisions within the area can these infrastructure provide what is required.
- Would like a better quality of water and better pressure.
- The drinking water is DISGUSTING!!!!
- Am on tank water
- Vey Dissatisfied!!!! Its disgusting pay crazy rates and can't even drink the water. We either have to go and fill up bottles at the hall or use a purifier! its on going and never seems to get better
- Marton water has a terrible taste.
- Taste of water not nice. We have installed a water filter at our home.
- The summer of stagnant foul tasting waster has been awful. Although I know it is tereated to be safe the taste is disgusting. Council needs to invest in a bore to get good water.
- we are on tank water only
- Own rain water
- I pay high rates but cant use my rainwater as it is contaminated because of the mill
- Rural on tank water
- Tastes like dirt. I did like the purified water by the community centre! Does Marton have a natural spring, you could get permission to offer to people eg Petone has one and people fill their bottles there
- We use a filter system which helps with drinking water. It is a pity water restrictions had to go on so long.
- How dare you increase our rates when our water is so poor
- We are not on council system but yet we pay for it \$141.20 in our rates.
- Private water supply
- I have my own
- staff work well
- Its an ongoing challenge I know - and has bad wraps. Some days the stench is just horrible.
- Disatisfied, although I can see work on improvement the troblem of dirty water still occurs. I do not buy in drinking water. I drink the water boiled.
- Water tastes and smells disgusting.
- I live in Bulls and it is great, I work in Marton and it is horrible!

- SUPPLY MY OWN
- Not reticulated despite requests and commitment from council to consider our request favourably.

How satisfied are you with Council's wastewater system/service?

- I live in a rural area and am responsible for providing my own sewage system
- We are on tanks
- Don't use them as I have my own and since I pay sewerage rates can you please come clean out my sewerage tank.
- As stated above, if we have an increase of houses can the current structure provide and cater for the needs.
- Am on a septic tank
- Overflowing manholes at entrance to town surrounded by toilet paper and sewerage...not very inviting
- We have a septic tank
- we are on a septic tank
- Transfer station very well run
- Own system
- Does not apply to my place
- Bulls storm water needs fixing
- As above
- We are not on the council system but yet we pay for it \$88.20 in our rates.
- I have my own
- I live where there are often issues with flooding. Council is working to address and some improvement is noticeable. Council is now in control of waterways/creeks running along side housing. I have offered to clean out the waterway/drain but was not permitted. I do believe presidents can keep a forehands on approach to help in this area, if they are willing to do so.
- Drains need to be kept unblocked by contractors before rain comes
- supply my own
- I have a septic tank so provide my own wastewater system.

How satisfied are you with your experience contacting Council?

- They are not experienced in my opinion and are not fair in how much they charge people for things they never use.
- Havent had to
- When reporting repairs and maintenance required for public safety no follow up and no action
- Variable, depends on the topic and the person I need to deal with. I've had both extremes, however, more of the excellent and (happy to report) only one time this year where [REDACTED]
- Unhappy that Animal Control does nothing about neighbour's dogs barking at 4am every morning!
- Business person didn't return calls
- haven't had a reason to contact
- Always have to leave a msge,real person never there
- I don't contact them and I pay rates online.
- Haven't had to
- Excellent front desk service.
- You need a don't use option for question 25. Staff at the office in Marton and Bulls info centre are wonderful.
- Reception staff great

- *I haven't had the need*

In thinking about what you know about other councils in New Zealand how do you think Rangitikei compares?

- *Very good Covid response in Taihape*
- *Haven't lived in any other area so could not speculate however why are we paying more in rates compared to our neighbors when they have a bigger property & land???*
- *Not fair. They don't know what they are doing.*
- *Recently with the Bulls Community Centre it leaves doubt to capabilities.*
- *A bit distant, not much opportunity for public input into what's happening*
- *Terrible focus on a future that has a much greater environmental focus. Why just watch and monitor the spread of pink ragwort. Deal with it now. 1 year seeds = 7 years weeds*
- *Better in some cases*
- *Need to realise that it's not all Marton and Bulls*
- *Poorly distributed funds amongst each town*
- *We get no funding. Worse than others.*
- *Budget-terrible for Bulls town hall*
- *slow to have a plan and lead with welfare in virus outbreak*
- *I honestly couldn't compare - each district has both positives and negatives. Sadly the negatives often make the most noise.*
- *Not bad, but I'm very unimpressed you aren't taking pay cut/freezes and freezing rates at the moment due to the economic issues NZ has!*
- *Needs to value the northern region more.*
- *Rates per capita so expensive*
- *Rates per capita are too expensive*

How satisfied are you with our 'fix it' form and remedial action process?

- *I used this to have a bag of rubbish (discovered dumped along a road) but littering remains an issue along the Rangitikei Roads.*
- *Gutters and Roadside need more input.*
- *What 'fix it' form & remedial process???*
- *They don't fix.*
- *Never seen it used as there is never any feedback*
- *Not a happening thing*
- *Never happens (in the never never plan)*
- *did not know one existed*
- *Don't know of this*
- *Not familiar with this...*
- *no idea what this is*
- *never used it*
- *please fix the leaking roofs of council buildings on Broadway. it is a terrible look for the town image*
- *I've used this once..it was like putting a bandaid over the problem..helpful but the problem still exists*
- *Not sure what this is*
- *should I have heard of it?*
- *Haven't used it - don't know what you mean.*
- *Never used it - but is a sound pathway*
- *Dog control has always been great with a fix it form. Magpie complaint at park was never actioned*

Do you have any further comments, questions or concerns?

- *Disappointed with overspending with Bulls centre and hope lessons are learnt with any other council builds. Would like to see an improvement with road repairs, very hard driving round this area. Quality of workmanship is very poor. Staff are generally very high quality and pleasant to deal with. [REDACTED]*
- *I'd like to know what the rates paid are actually used for when we do not have street lighting or rubbish collection along our road.*
- *The council needs to consider curbside recycling or alternative options during a lockdown such as covid. Opening the bulls refuse station on a Wednesday was pathetic as people like me who worked through to keep the country running ended up having to stockpile recycling at our homes.*
- *Too many derelict or unregistered cars on my street and other objects blocking footpaths.*
- *After filling out many fix-it forms, I can say that I have had almost no response to them. Additionally, while council is easy to contact, and especially during lockdown the welfare staff have been incredibly helpful, I find counsellors harder to contact and do not think the council provides value for money - especially not with the extreme rise in rates that is forecast.*
- *Complete lack of confidence in the council concerned with Bulls & the lack of business spending with regards to not knowing the 'blow out' with regards to the new build on Criterion/Bridge street when it's the rates money they are spending. How can something of this magnitude happen i) when it's hard working family's money? ii) to blow out so far before anything was picked up & questioned???* *My perception is that lots of rate payers money is spent in Marton & we are not seeing it spent in other Rangitikei areas. If there is information to share that disputes this then please do so. Thanks*
- *Why do I pay water and sewerage rates? I do not use any other than my own and you do not bother to provide water when I do not have any and you never clean out my sewerage tank. ?? No excuses please.*
- *These surveys are loaded and leave very little room for a comment, they make me feel like they are a feel good survey for yourselves more than a true reflection of being able to say what you think.*
- *I am VERY disappointed with the design, delays, cost and amenities in the new Bulls building. That the RDC continue to add expenditure by using 'experts' from out of our region, don't utilise our own very able residents and increase their expenditure by their inept at providing due diligence when planning. Not realising that a project manager is definitely required for BIG projects. I hope the RDC reconsider spending and building in Marton and Taihape until their debt is lowered. (especially due to the immense overrun in Bulls) I am very concerned about allowing raw sewage to flow into our waterways. I am not happy that this incurred a fine to Horizons. Where is the accountability for such bad decisions with our rates money? Why should sewage be transported down to Bulls.....it will cost millions more than they're budgeted for. Please utilise public media platforms to be more up front with issues that influence and affect/effect residents within the whole of the Rangitikei, not individual Wards. I don't think Councillors listen to concerns of ratepayers or do due diligence in their responsibilities.*
- *Our street name Fantail Place is still not registered on google maps.*
- *Better opening hours for recycling station or kerbside recycling - our place ends up looking like a tip*
- *Rates are going up for people in older homes retired people younger families in one wage you are going to chase them away. Roads out in the rural area shocking .The rubbish leaking into bulls river from old tip and rubbish been dumped polluting our river,shocking.The amount of run off you can see going into the drain before Scott's ferry at times it smells that goes into our river is terrible farmers further up need to be looked at .The old toilets in bulls have people stopping still daily to use .*
- *Issues with water quality, parks and buildings. Especially in Bulls. We have the same playground equipment at the domain and it is the grounds that are used the most. On a plus Majority of workers at the council are great individuals. However compared to other councils you lacks diversity.*

- *The rates we pay are pretty high, I wouldn't mind seeing some of the money we pay being spent at the bulls domain, a new more kind friendly park would be great a little closer to the field so it's not over shadowed by the cliff. Also the drain down there is dangerous for kids needs to be fenced off properly so they don't have access. Up graded toilets and changing rooms would also be great.*
- *This doesn't allow for commenting on councils budget blow out with the Bulls community centre. [REDACTED]*
- *I would really like to see more 'beautification' happening in Bulls. I've found Marton has lovely gardens down the Main Street etc but Bulls is severely lacking. There is nothing nice to look at here.*
- *Very disappointing to have no action following the community feedback on recycling/rubbish collection. The council's response that any action is deferred because waste management is evolving is difficult to comprehend. Almost all councils in NZ offer at least recycling collection so it is time for Rangitikei to catch up, especially given the minimalistic standard of services compared to the high cost of rates. Coming up with excuses for not taking any action following community consultation doesn't exactly show the council in a good light to the ratepayers.*
- *The fix it form works well and when I've submitted action has been undertaken to rectify problems.*
- *Grossly poor costing Enormous waste*
- *We as farmers are the back bone of this community and we don't get much and don't get much no rubbish pick up. pay for things we don't receive. Although we are happy to pay for some things with the huge rates we pay as we all come to town and support local business*
- *The farming community once again is divided by council thinking we all have fat wallets .!! We are happy to pay for what we use. when we come to town and need to use the utilities. when we come to town to support the local business. we as farmers are the back bone of the community and have been for a extremely long time. And without us the the community is lost*
- *Grading of metal roads is not regular enough - 6 monthly at best. Always having to chase council and Higgins to get it done when due. Why is Manawatu Council is more frequent on it's roads?*
- *Again, council should not have a licence to print money by having far toooooo high a wage bill (largeeeeeeee salaries) which has to be paid for my ratepayers*
- *spend money on water sewer stormwater systems instead of new buildings*
- *The council needs to start providing greater assistance to community groups that help build greater resilience in our communities against shocks like Covid 19*
- *The decision NOT to consult on this years annual plan is appalling. Just because other councils do it does not make it right. You are spending rate payers money, with that comes responsibility. My confidence in our Mayor is low! Too much secrecy and too many poor decisions (Bulls community centre).*
- *no*
- *why does our tap water make things turn black?*
- *I think it shows arrogance and a total lack of understanding to be proposing rate increases of 3 times the rate of inflation this year particularly. The services we get from council are average to say the least in my opinion and I find the Bulls white elephant debacle close to criminal but certainly unethical. How come those who are going to be funding the majority of it had no say as to whether it should have gone ahead. How much of the rate increase is going towards paying for this. If I had made the mistakes on this project that have been made I would expect to lose my job but when rate payers are picking up the bill who cares.*
- *I think Marton needs focus on the stray cat problem and our poor water.*
- *The customer service in a couple of places needs improving. Can the council provide a Kiwi host refresher course for certain businesses in Marton. Simple things like acknowledging customers or saying, Hi how's things? Go's a long way*

- *The water is disgusting, we are unable to drink it, when showering the smell is like a swamp. and many times through out the year the washing comes to brown. Ive been paying rates in Marton for 40 years and there has been no improvement.*
- *Do not agree with annual plan not being consulted. Not happy with how the rezoning project handled, poor consultation, poor quality reports that were not posted in time to enable response, lack of transparency regarding intended bio chemical plant and large scale timber milling. Thousands of trucks passing our property, damage to quality of life, noise, lack of sleep, extensive increase in trains, pollution. Other councils were declaring climate emergencies and you seems intent on creating one. You don't care that you are creating a worse living environment for your poorer areas of town. You seem to only care about farmers, investors and seemingly wanting to turn a beautiful town into an industrial wasteland. Why did you not hold public meetings to get our feedback first. You paid out money to send out information about a recycling bin proposal but no direct communication regarding your plans to change the whole nature of our town. I have lost faith in the council to do the right thing and behave in a democratic and honest transparent manner. My response would have been vastly different if you had not hoisted this life changing rezoning project on us.*
- *Details required for consents is excessive and more than other councils require.*
- *Regular updates on water quality, and rubbish disposal plans would be helpful.*
- *Please open the pool during winter.*
- *Great that you finally updated the Plunket playground. Please organise more community events! If you are employing someone as a Youth Coordinator... couldn't you also employ a families coordinator? Promote the fantastic lifestyle for young families in the Rangitikei? Open the pool and offer swim lessons year round... too many people are going to Makino for the year round lessons. Get some younger councillors in council!*
- *Updated rubbish collection information on your website would be great.*
- *Wilson park is disgraceful. Both the buildings and the state of the equipment. The bridge is unsafe. The car park is a joke as it's inaccessible. The junction residents pay same rates and have open drains outside property's. Try that in Armagh Tce or Mcilwaine Place. The village green a public space has a brick wall held up by supports public hazards abound*
- *In particular addressing the sub division that is currently underway in Hereford Street. It would be good PR for the developer to perhaps drop a mailer into letterboxes in the vicinity informing us what is happening, when they are working etc. This is not meant as an objection to what they are doing but keeping neighbours informed about potential dust problems noise etc would go a long way to ease potential problems.*
- *Get the water fixed. Something needs to be done and maybe a shared expenditure between horizons and the RDC. The public's health is at risk! This is not a third world country, or maybe we are heading that way.*
- *Very old and out of date systems and conversations. Biased*
- *No*
- *Very disappointed with the cost overrun at the Bulls community centre If that happened to private enterprise bankruptcy would follow*
- *Would like to see a Shopper's bus going to Palmerston North*
- *with all the new houseing coming to marton why are our rates so high. we need recycling at gate ways. we do not need a new council building.*
- *We moved here and the water is disgusting, really considering selling up and moving away, the money we spend a week on water is horrendous when you add rates etc on top it's causing our kids eczema to flare*
- *Yes. Would like to see more provision for cyclists and walkers (eg walkway along NGA Tawa Road). Marton Community Hall in Wellington Road very tired inside. Disappointing RDC not shown on TV as*

a council not increasing rates this coming year. Someone in central government needs to ask councils if those staff who were idle for the seven weeks during Covid 19 lockdown were on full pay. RDC rates are high enough as they are.

- The rates are an absolute rip off
- Awful water supply to the point where it's non-drinkable forcing residents to *buy* drinking water. Constant rates increases while supplying less quality of services each year. RECYCLING!!!! every other council does kerbside pickup. But I bet if you ever offer it our rates will go up by a ridiculous amount.
- We have recently moved from wellington and for the amount we pay in rates here, I don't think the council service is up to scratch. The playgrounds for kids here are not very good, the fields are lovely though. The library is dire and desperately needs to be upgraded [REDACTED] and there is no recycling collection service although the rubbish collection is outstanding. The council staff I interacted with to get LIM report were very good. But there is a long way to go to get Marton where it could be. Please get us there, it's a beautiful town, just needs more.
- Yes dumping of rubbish is too expensive
- disappointed with the Bulls project over run
- I'd like to see less rubbish on the sides of our roads around Marton. So more regular clean ups.
- Do something about the water please, there is nothing consistent about it, one day it's ok next it tastes and looks like dirt!!
- Hugely impressed by the council building inspector's efforts to get our new house through the compliance process before the lockdown.
- About the properties that the Council have purchased on High st Broadway, What are the plans for these?
- Many footpaths are poor state with broken seal and tree branches encroaching on the footpath. Clearly some residents have no pride in their town. Also, there are quite a few unregistered and in warranted vehicles parked on public roads and berms. Council needs to police this illegal activity.
- Drinking water is appalling. Dog poop all over streets. Footpaths in poor state. Especially in Bond st.
- Rezoning 217Ha rural land industrial without consultation is not a good look.
- Water stinks and we have to filter twice before drinking. Allow us to get rid of our recycling outside of stupid hours. I'm sick of the build up in our garage and it attracts rats and mice.
- That community building in bulls is an absolute disgrace. No need for it, and no one wants it specially since ratepayers are carrying the burden (once again) for a stupid expensive decision!! There better not be coming an new council building as well!!
- Its 2020 and there is still no kerbside recycling. This needs to be a priority.
- Please prioritise completing and opening the new Bulls complex so the community can begin using it. Also prioritising water management - supply and water quality for drinking. The community of Marton would welcome a long term plan and solution. Thank you.
- why is our drinking water so awful? I have a triple filter unit I installed and it still has a faint taste of being nasty. Filter it better please. Its hard, hard on the laundry. Also we need recycling bins. My rates are 2700 and we should be employing someone else to recycle including community detention.
- Disgraceful handling of new building in Bulls 7 Million over budget should come out of the Mayor and CEO salary. Would love to discuss this.
- That building in Bulls is a waste of space and the money should have been spent on upgrading the quality of the water and kerbside recycling.
- No
- - Why were there no questions about how well you have dealt with consultation on the Annual Plan?
- Q25 - I would have liked to be able to tick both argumentative and difficult to contact. - I was surprised there were no questions regarding what residents would like for the future - or will you be

asking a separate round of questions. When do Residents have an opportunity to provide submissions to the Annual Plan and the next Long Term Plan? - Q28 - It should have had an "other" option, as some respondents may feel differing areas equate to differing levels of value for money. - I like that the Library Staff regularly put useful info on their facebook page. - I like that RDC Staff put useful info on their facebook page. - Communication is getting better, but (to me) has a long way to go. - Using the Fix It form is good (since notifiers now get a copy of whatever they send in), responses are good and updates are provided when appropriate. - I regularly see people gripe about things on Marton facebook pages, but it is rare that anyone (especially a council representative) provides answers or pointers to solutions. - The majority of staff provide a helpful and friendly service (especially the admin and front office team). - I've been disappointed when I've had cause to ring out of office hours, the team there do not always know even the streets / parks / buildings, or other facilities in the district.

- Pathways need fixing. Signal street abominable other small streets also. Fixing skerman st has been a disaster for residents
- No, all good
- The summer of stagnant foul tasting waster has been awful. Although I know it is treated to be safe the taste is disgusting. Council needs to invest in a bore to get good water. Even since the rain the taste is still horrible.
- Water quality sucks. It smells, discoloured on a regular basis. Why should we pay more for a poor service delivery
- I think the RDC is doing a great job. Thank you everyone :)
- Open pool year round Bulls community centre has been a fiasco with councillors and mayor dodging criticism
- No, RDC are doing a good job
- I would like to see Council introduce limited water restrictions earlier in the Summer as a matter of policy, rather than wait until the dams are half empty and more stringent restrictions are required.
- Improve the water quality and availability (Soil flavoured and not enough storage capacity)
- URGENT! Serious action needed to slow down speeding motorists in Marton. Cuba Street is a race track at times. Install speed bumps or similar to stop the hoons using it. Or cut Cuba St in half and make it 2 dead end streets. Do something before there is a fatal accident.
- This survey could have been tweaked to supply far more valuable data. "25. Please indicate your experience with staff". This should have been rated from Very happy to Very Unhappy. There should've also been another item for "unused" that way you get to see which of these services are not getting used as well as how happy people are with the service. All of the services questions could have used the same format."Argumentative, Inflexible, Hard to contact" options don't make sense, a single experience could have all these things. Here's some thoughts: - Little to no interest in supporting local business. - Ignoring highly capable and passionate local businesses in favor of expensive agencies from other distant regions. - Awful water supply to the point where it's non-drinkable forcing residents to *buy* drinking water. - [REDACTED]
[REDACTED] - Constant rates increases while supplying less quality of service each year.
- No
- Litter along the major roads in the district / areas around Marton is a disgrace. Contractors must clean up weekly and not allow rubbish to accumulate on the berms of roads, and in gutters / wast water areas on the sides of roads. ...this should be a priority in keeping Marton up to standard. Pleased to see regular road works to keep residential streets up to standard. Great to see new public toilets being installed in Marton-proactive idea....well done!
- The state makohine lane in Ohingaiti is disgusting and dangerous. Along with other locals I have tried getting the council to do something about the wrecked cars, rubbish and stray threatening dogs but there has been no response whatsoever. After talking to of the other people on the road I found out

the owner of the dogs isn't even there so they've been left to do as they please. It's getting out of control

- *question 25 needs a not applicable option - I have not and don't ever intend to bother the council about dog registrations ;)*
- *We've been trying to get wandering dogs and the disgusting state of a particular property on Makohine Lane, in Ohingaiti, taken care of for well over year. In that time there has been absolutely nothing done from any council body. It is unacceptable that the council would allow this to occur at the expense of dutiful ratepayers around the village. This needs urgent action and cannot be ignored. It is beyond a safety issue now and any accident caused by mess must be attributed to inaction from the council*
- *You need to listen to your rate payers*
- *We have a farm on Kotukuraeroa Road which receives little maintenance and metal. We are reliant on this road so don't want to be forgotten.*

- *Q12 Cleaner very good but the Facilities are slowly deteriorating Q14 Manaweka camp ground requires a upgrade with power sites and water to these sites*
- *Empty the roadside bins! It's disgraceful that we have signs saying STOP ROADSIDE LITTERING but the roadside bins are overflowing with waste*
- *Taihape is on the main highway, there needs to be a much better playground, modern and appropriate for a wider age group and the area school needs to stop using it and leave it for the community and traveller. the swimming pools are too basic. Being a heated indoor pool they should be open all year round and be upgraded with more modern features!*
- *Heating in town hall New playground in outback area to attract people to stop in our town*
- *Street paving needs attention in Taihape*
- *Hopefully can improve sewer system around district in particular Taihape area. What measures are going to happen with old Puterino dump site? Why can't there be improvements to the Taihape grandstand? Location of new Toilet block at Memorial park in Taihape on Number 3 feild is going to be located in an area where be difficult to get to. Why can't the current toilet block beside grandstand be upgraded*
- *Q7. I feel the Taihape Memorial Park playground has not had anything added to it for about 20 to 25years. It is looking old. I feel this is a huge well used place for our children and community area. Q12. Public toilets at Railway station. It is not the cleaner. It is the state of what condition and wear of many years of no maintenance being done. Disgrace to our town which is well used by travelling public.*
- *RDC could always do better, lack of communication is my main concern. Not understanding those on fixed or low incomes Recycling needs to be addressed that it can be picked up curbside.*
- *bulls office totally over the top Taihape misses out as usual*
- *I think we need a notice board outside either town hall or rec to tell us what is happening at the rec each week. Lack of local paper to tell us who's playing rugby, horse sports, whats happening in our town, not only for oldies but new people to our town. The little booklet is good but not good enough.*
- *Yes Ruru Road has areas of long grass which could be cut with Weedeaters, areas of weeds and long grass on edges, which once again could be cut with weedeaters.*
- *Council needs to start recycling at the gate. Most other towns already do this. Its a hassle taking recycling to the centre.*
- *N/A*
- *Rates are too high for what Taihape gets.*
- *Not happy with upkeep of footpaths and alley ways - rubbish and weeds. Disappointed the main street, appears grubby and old, needs a good refresh and major clean. Plants not looked after, seems*

to be the Council are not responsible for beautification and should be. Building owners should be encouraged to wash and maybe repaint. The roads are still not safe for people to cross especially those with kids and scooters. Medium islands not replaced on sh1 between mobil and 4square.

- Overall this Council is doing a great job.although some areas are over staffed.I be leave we could do without Marton community services
- Couldn't rate the parks very high because Council only owns the equipment in the playground and it is very outdated.

- The Bulls town hall project is an absolute disaster and all involved should be relieved of their employment. It should never have been allowed in the first place.
- Poor rubbish collection for areas within a 10k radius of towns.
- Am newish to Marton. Think it's a great place! So much opportunity to brand the place. If Martinborough can become such a desirable boutique destination I'm sure Marton could too!
- Our little lane is visited by council regularly in that a truck drives down and back although there is no work done on it... Only once council dropped some stones on it... We as residents have to mow and spray it ourselves and if there are potholes that forms it is us that rakes them over...
- Glad to see remedial drainage work under the overbridge being addressed. Hope the length of Wellington Rd can eventually be made less bumpy. Could we install a huge water tank to address summer water shortages.
- I'm appalled that there was no public engagement around the decision of keeping the Captain Cook statue.

which is a major disappointment for a Maori woman who moved to this town with her family and who pays rates to a council that clearly doesn't represent her or people like her. This is also a council that clearly doesn't care enough for the environment either and working on this with local iwi as you're meant to (not just Ngati Apa either, there are other local iwi like my own who live on the Rangitikei river that this council discharged raw sewage into). Not to mention the sick state of the Tutaenui stream that once flourished through this area. This could be a progressive sustainable district that families want to move to, but we need progressive councilors who engage in respectful processes and make courageous decisions.

- Get rid of the captain cook statue it is a total eyesore! Fix the leaking rooves of the council owned building on Broadway. it feels so unsafe walking under it. allowing sewerage to flow into the rive at Taihape is unacceptable. Our drinking water in Marton is still hideous and I'm too scared to drink it. i am happy that you cleaned the filter at the Memorial Hall. but we aren't a 3rd world country and i should have to walk a kilometre to get drinking water safe to drink. Publish an independant audit on the quality of the drinking water against national standards and see where we stack up. Love Cath Ash she does a great job. Love Andy the Mayor and hope he makes choices that protect the environment!!!

- PLEASE DON'T PUT THE RATES UP ANY MORE.
- The Marton water supply is atrocious. At present it is costing us around \$20 a week for drinking water. That is over \$1,000 a year on top of the almost \$3000 we pay for rates. When you are on a fixed income [national super] that is not easy. The money wasted on the Bulls build would have been much better spent on a spent on providing a decent drinkable water supply for the district.
- Why havent all the cars on the corner of Cuba and Pukepapa Rd been removed yet sometimes you cant even get down the road because it has been block by cars trailers etc.
- Select "all that apply" at question 5 doesn't work but otherwise you're doing an acceptable job.

- *Still not sorting the overgrown footpath issues - perhaps this year team !*
- *We need drinkable water*
- *Our water is absolute crap, do something about it! The rates are ridiculous compared to other places, even bulls! You put out a survey for kerbside rubbish and recycling, what are you doing about that?? There is no speed restriction around Marton junction school and people use that street as a race track! And the cars down Cuba Street! Get it sorted those cars are unregistered and unwarranted and downright dangerous! So many people are angry nothing is getting done despite the complaints. Work with the police to get rid of them before there is an accident! I've personally had abuse thrown at me when trying to drive past to get to the intersection and they have had their cars parked in the middle of the road. Sort it out!*
- *Why are we forced to pay for the bulls development when it is so far off budget. [REDACTED] [REDACTED] what has happened to those involved? Nothing! Our rates are increasing. Absolute bull! The pools make our children feel like intruders... All lane ropes up at 3.30pm with only 1 person swimming, we want to be supporting local but want our kids to be able to play!*
- *The Water quality for Marton residents is appalling, the water stinks of decaying vegetation, and has a disgusting taste, i have had to install a filter system to my house which just makes my water even more expensive, and still does not completely solve the issue.*
- *Council does not seem flexible eg not allowing/encouraging alternate types of housing such as tiny homes*
- *I would really like the council to review the Cook memorials, particularly the statue in the main street. I moved to Marton in October last year and I'm shocked to see a monument of colonialism so overtly shoved in everyone's faces, with the statue and all the of landmarks named after Cook in Marton. This is really disrespectful to local Māori, hapu and iwi who's tupuna suffered for generations because of white supremacists like Cook and his crew. As a rate payer I would massively appreciate the gesture of council seeking public feedback on the monument. Best case scenario in my mind; tear it down and change the names of all Cook landmarks in the town. Second best: put a plaque on that statue about the truth of Cook and how he falsely claimed discovery on a place where indigenous people had been living for centuries whilst he crew murdered Māori civilians, and erect another monument directly opposite of pivotal local iwi figures and their contribution to the development of the rohe.*
- *Recycling needs addressing Water quality needs addressing*
- *Please, change the ugly signage promoting Marton, on both state highways 1&3, they look hideous. Be proud & bold.*
- *The state of many roads in Marton are terrible - perhaps councillors should bike around a few*
- *I would like Council to seriously reconsider this new planned project using our farm land. Marton is relatively clean and pollution free. I do NOT want to see this industry come here*
- *I am still waiting for the new water system to be better than it is, before I get my Plumber to change my taps, so that the water can run into the tank*
- *Great staff at the library and council offices. So helpful and pleasant.*
- *Need a truck park (Taihape) as they are wrecking the curb channels around town. Toilets are very clean but need upgrading. Hedge could come out of the cemetery (Taihape) and erect a new fence.*
- *I am very concerned with the state of the new community centre. The budget is bordering on criminally out of control. The issues with size and seating raised since the planning stages have been largely ignored. What happens if an investigation is opened into the handling of this project?*
- *There is a gap between staff/councillors and ratepayers with staff and Council preferring to talk to people who agree with them*
- *I would pay higher rates to have better roads - I drive in the middle of the Pukehou flats on Parewanui Road to save the car.*

- *Water scheme was discussed with Council three plus years ago to get water from Hunterville scheme to residents in Hendersons Line. To this date no information has been forwarded. Would like an outcome for better water supply particularly in years like this one with a drought. Neighbour has water supply from Marton supply and wondering why we can not connect into this. Would love someone to contact us to discuss.*
- *It is really so bad that there was no process gone through regarding the Milmac housing development opposite the Bulls School - the school was not involved in any consultations regarding this and neither were the neighbours. To have 4 driveways coming out opposite the school and right beside the school pedestrian crossing, plus one more before the SH3 crossing, is just asking for a child to be hit by a car from one of the 15 houses - and is there going to be any requirement for the home owners who boundary Wilson St, to keep their gardens controlled so that there is visibility for the cars coming out of the drives onto the road to limit the number of school children who are hit and possibly killed. And the fact that the Bulls community centre started at \$3 million, went to \$5 million and ended up at \$10 million is atrocious.*
- *Communication for electronic notice board needs to be a different contact so more community groups will use it. A non personal email address for all contact to the secretary would be better.*
- *No*
- *With the new housing development in Ratana, where will the storm water go? I live at the end of the creek. I am starting to get householders green waste and there is a huge dip at the entrance to the neighbouring farm. So, I am concerned about where the storm water waste from the new development is going.*
- *CBD of Taihape some building outer faces looking shabby. No rent control for out of town landlords on buildings. Low or no maintenance of auditorium of Town Hall, no heating. Crn or Hautapu & Matora Rds corner slows traffic and causes congestion further up the roads. Help to maintain Stewart reserve, over run with old mans beard and blackberry. Better facilities for camper vans over nighting. New developments in housing to increase population. A crack down on Meth/drug use and houses who cook/deal.*
- *I am deeply concerned about the big dollars spent at Bulls, a project not wanted by many of the residents of Bulls, with no business plan and huge cost overruns. The sum total of these faults resulting in a disaster for the ratepayers. The low priority of Taihape in the regions spend. The building of an ablutions block at Memorial Park, without considering alternative, more sensible outcomes does not engender faith in RDC to have learnt anything about community consultation. For the reason to proceed being to do 'something' rather than to be seen doing nothing is a ridiculous decision making strategy*
- *Why does the council not seek to restart the planning for the memorial park instead of rehashing the ideas.*
- *We get nothing in our rates like you do in other districts and the rates are more expensive in comparison with cities we have lived in.*
- *lack of communication through local community council with Bulls community as a whole. Minutes of meetings should be put into the community via the Bull a tin so we are aware of whats happening in pur own community,*
- *We have sent several emails to the council over the last few months 're dog reg (e.g. our dog past away), dumped rubbish and building consent information and no one has bothered to get back to us. As for ripping us rate payers off with building this new unneeded eye sore of a hall and selling off haylock park when it was gifted to the Bulls community,*

- *I know we only have a small rate payer base and our rates are high. But don't sell assets. Just save a bit longer. Assets once sold are not coming back. And watch those pennies. We are a poor council and our rate payers are going to be poorer post Covid-19*
- *cost over runs for the Bulls civic center.major problem. somebody needs to be held accountable and not covid 19*
- *The pool is a huge asset to the town and should be open year round.*

- *very concerned about council spending, cost overruns, poor project management, inappropriate spending, inability to focus on core ratepayer needs and lack of transparency.*
- *The Junction area always neglected, footpaths, Kotahitanga hall, wilson park has more potential then memorial hall one.*
- *Some aspects of this survey need fixing - Q 5 "select as many options as apply" but would only accept one; Q 16 - pools - are not open all year round and this is not reflected in the options; Q 25 needs N/A as an option*
- *As a Marton dweller I am extremely dissatisfied with my rates paying for the debacle of the overspend on the building in Bulls. I am also very concerned about the apparent lack of thorough investigation over the cost initially.*
- *It looks like difficult times ahead for the Council. The proposed rates increase in an economic recession will be controversial. The non notified apparently "shovel ready" (according to the Mayor) project on the Eastern Boundary of the district , I think will become a major issue for the council. The council should immediately improves its communication with ratepayers.*
- *fix the water taste*

- *Concerned about the cost of the new building in bulls. Unacceptable that ratepayers need to cough up the shortcomings... we would be VERY unimpressed if this council pushes through a rates increase in the current difficult times!*
- *About the Building on the Cnr of High st and Broadway ,also the council land on Grey Street*
- *Rates are excessive. Bin bags should be free. Swimming pool should be open all year.*
- *Our council need to actually listen to the community about our needs such as water etc. Address the things needing to be fixed*
- *The rates are a rip off with poor services in return. The mayor keeps going on about big district small budget, yet he blows it all in Bulls.*
- *Water is undrinkable filth. I pay my rates on time every time. I am charged and pay for undrinkable filth. Shame on you! Do the right thing, refund water charges! Now you decide to increase rates so I have to pay more for undrinkable filth. I think you spend more time patting yourselves on the back and concocting ways to extrude more and more money than you do providing a decent service.*
- *Council communication with the public is improving*
- *Communication is the key, although some improvement still needs work.*
- *Your plan for Taihape is crazy upgrade present site at rec, who is going to use the building you are planning*
- *Would love to see some improvement. Would love to see some additional equipment at memorial playground. Some parks in Palmerston North now have exercise equipment installed.*
- *The old buildings in Taihape need more consideration. Especially the Grandstand. It seems nonsense to spend our money on a new toilet/shower block on a new site as proposed,when our Grandstand needs money spent on it. Start with upgrading and maintaining what we already have (in the Grandstand)!*
- *Resource consents very poor.*

- *RDC turned down \$700k of community funds to help build a community facility in Taihape after signing a memorandum of understanding to do so. Weak leadership and wrong decision! There is nowhere in Taihape for the 20 - 40 year olds to socialise. Well done RDC for kicking Taihape in the guts but overspending on a facility in Bulls by \$2million!*
- *More effort required in preserving historic buildings ie. Grandstand & Town Hall in Taihape. Facilities in Grandstand could be better utilized with innovative planning instead of a separate ablution block planned near field 3. Heating in Town Hall auditorium non existent & required for functions. Would be more if heated. Beautiful building needs restoring & preserving as so well used in all other areas like no other hall in the area. Shocking waste of money in Bulls with the new build-should never happen & an example how not to engage with contractors unless full understanding of project-a shameful example of council erratic spending.*
- *Please remove the trees that line along 726 Torere Rd Taihape.*
- *Council services are provided in a rule bound and 'you must do what we say regardless manner'. Activities Council want voluntarily performing as treated as obligations. Promises of action from Council are almost never kept and when they are they are not adequately undertaken. When reporting problems to most usual response is to either to be fobbed off, or lied to, or falsely promised action will be taken that does not materialise.*
- *Regarding rubbish it would be good to have collections of recyclables as well as ordinary rubbish*