

# Rangitikei District Council Residents Survey 2021

September 2021

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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 2021 resident survey are compared with 2020, 2019<sup>1</sup>, 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 267 responses. The Survey was advertised in the District Monitor (14,000 plus distributions) twice, Feilding-Rangitikei Herald, a flyer was developed and distributed through the District Monitor, advertised in the Talk Up Taihape Newsletter, Bulls 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. The Survey opened on 18 June 2021 and ran for 6 weeks closing on 31 July 2021.

### 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 = 267, gives an overall MOE of 6% at the 95% confidence interval. These terms simply mean that if the survey were conducted 100 times, the data would be within +/- 6% 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 2020, 2019, 2018, 2017, 2016 and 2015. A new question was added this year to gauge residents' perceptions with the effectiveness of Councils communication.

### Display of data

The findings of the survey have been analysed and commented at the total level. Differences between answers between demographics (area and age) are displayed and commented on, though the reader should note the samples sizes of some areas are not representative. 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.

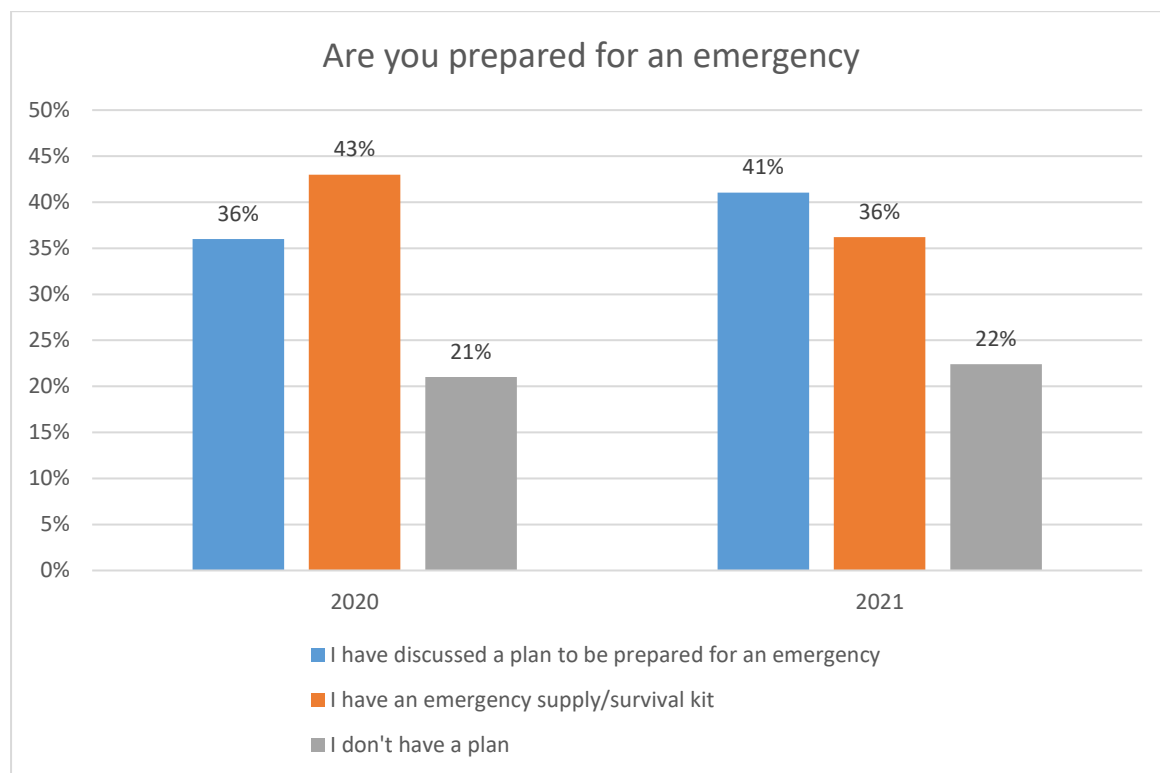
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<sup>1</sup> Where possible as some questions were not asked in 2019

## Emergency Management

### Readiness for an emergency<sup>2</sup>

For the second time in a row, residents were gauged on their preparedness for an emergency. 41% 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.



### Demographic differences

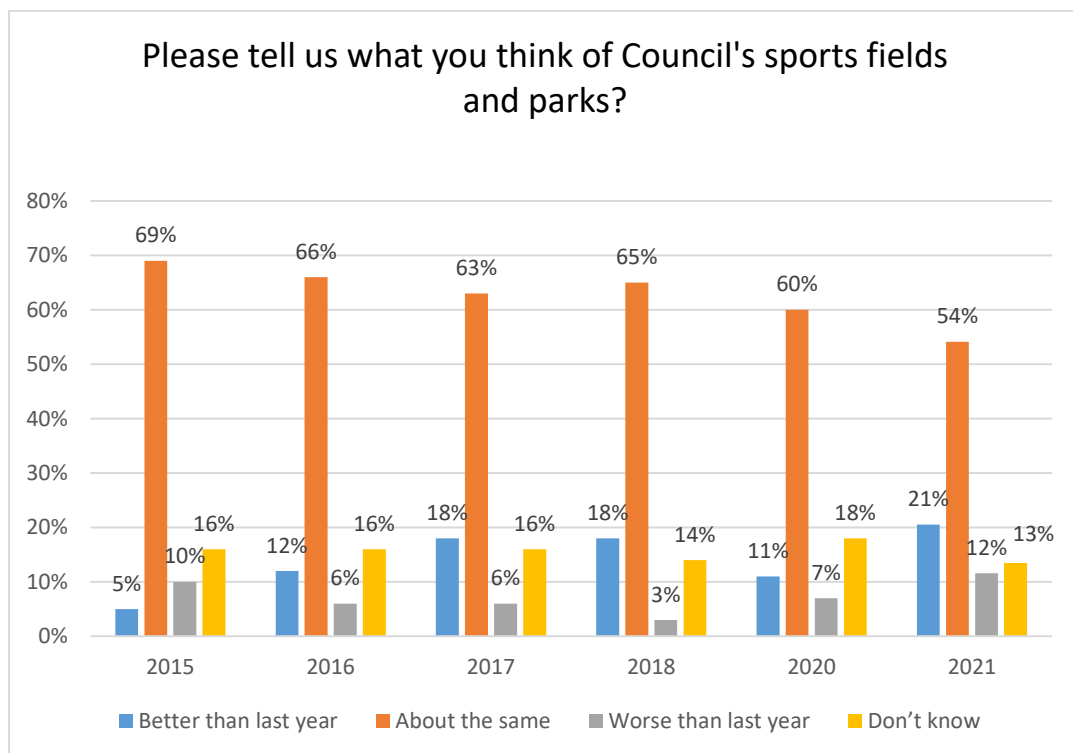
	I have discussed a plan to be prepared for an emergency	I have an emergency supply/survival kit	I don't have a plan
<b>Location</b>			
<b>Bulls</b>	33%	54%	13%
<b>Hunterville</b>	43%	43%	14%
<b>Mangaweka</b>	20%	60%	20%
<b>Marton</b>	43%	29%	28%
<b>Other (please specify)</b>	36%	64%	0%
<b>Outside the District</b>	100%	0%	0%
<b>Ratana</b>	100%	0%	0%
<b>Taihape</b>	42%	38%	21%
<b>Turakina</b>	38%	63%	0%
<b>Age</b>			
<b>14-18</b>	50%	50%	0%
<b>19-29</b>	42%	26%	32%
<b>30-45</b>	41%	30%	30%
<b>46-54</b>	50%	37%	13%
<b>55-64</b>	29%	47%	24%
<b>65+</b>	44%	39%	17%
<b>Prefer not to answer</b>	67%	0%	33%

<sup>2</sup> Q5: Are you prepared for an emergency? (N=267)

## Sports fields and parks

### Overall measure<sup>3</sup>

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” (54%), followed by “Better than last year” (21%), a 10% share increase on 2020 results. “Worse than last year” (12%) saw a 5% increase on 2020 results. Hunterville had the high share of “Better than last year” (29%) followed by Marton (27%).



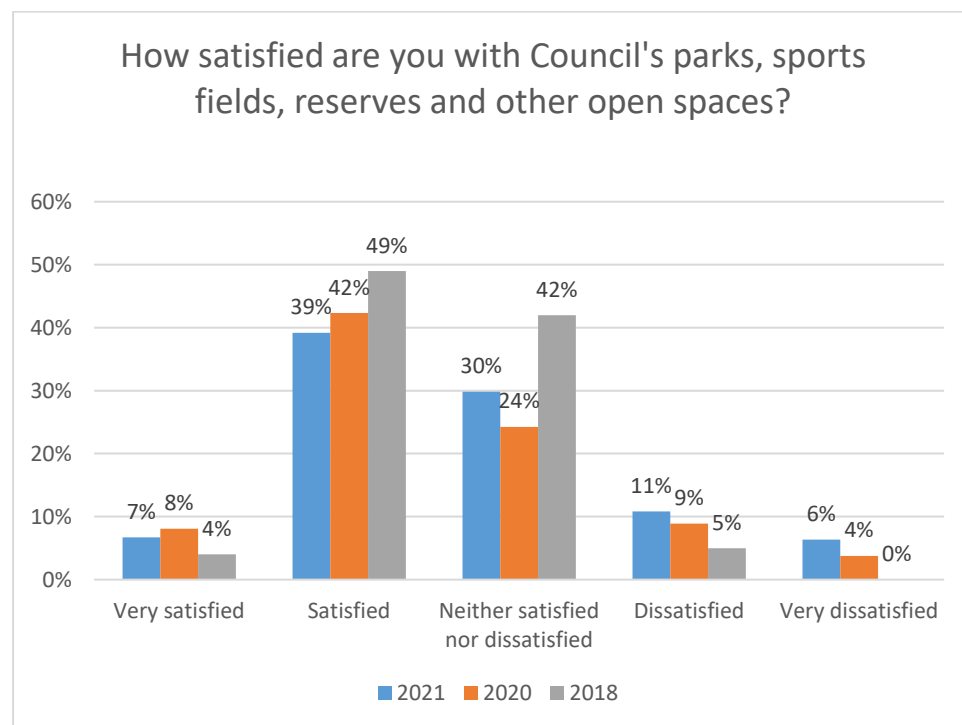
<sup>3</sup>Q6: Please tell us what you think of Councils sports fields and parks? (N=267)

## Demographic differences

	Better than last year	About the same	Worse than last year	Don't know
<b>Location</b>				
<b>Bulls</b>	5%	62%	26%	8%
<b>Hunterville</b>	29%	57%	0%	14%
<b>Mangaweka</b>	0%	100%	0%	0%
<b>Marton</b>	27%	51%	9%	12%
<b>Other (please specify)</b>	9%	55%	0%	36%
<b>Outside the District</b>	100%	0%	0%	0%
<b>Ratana</b>	0%	0%	0%	100%
<b>Taihape</b>	4%	58%	25%	13%
<b>Turakina</b>	13%	50%	0%	38%
<b>Age</b>				
<b>14-18</b>	50%	50%	0%	0%
<b>19-29</b>	26%	63%	11%	0%
<b>30-45</b>	27%	50%	19%	4%
<b>46-54</b>	15%	67%	8%	10%
<b>55-64</b>	16%	55%	7%	22%
<b>65+</b>	20%	46%	8%	25%
<b>Prefer not to answer</b>	0%	33%	67%	0%

### Satisfaction measure<sup>4</sup>

Residents were asked how satisfied they were with Council’s parks, sports fields, reserves and other open spaces. 46% of residents answered that they were satisfied/very satisfied with Council’s parks, sports fields, reserves and other open spaces, compared to 50% in 2020. 17% recorded they were dissatisfied/very dissatisfied with Council’s parks, sports fields, reserves and other open spaces. Mangaweka were more likely to respond “Neither satisfied nor dissatisfied” (60%). Taihape had the highest share of dissatisfaction responses (38%).



### Demographic differences

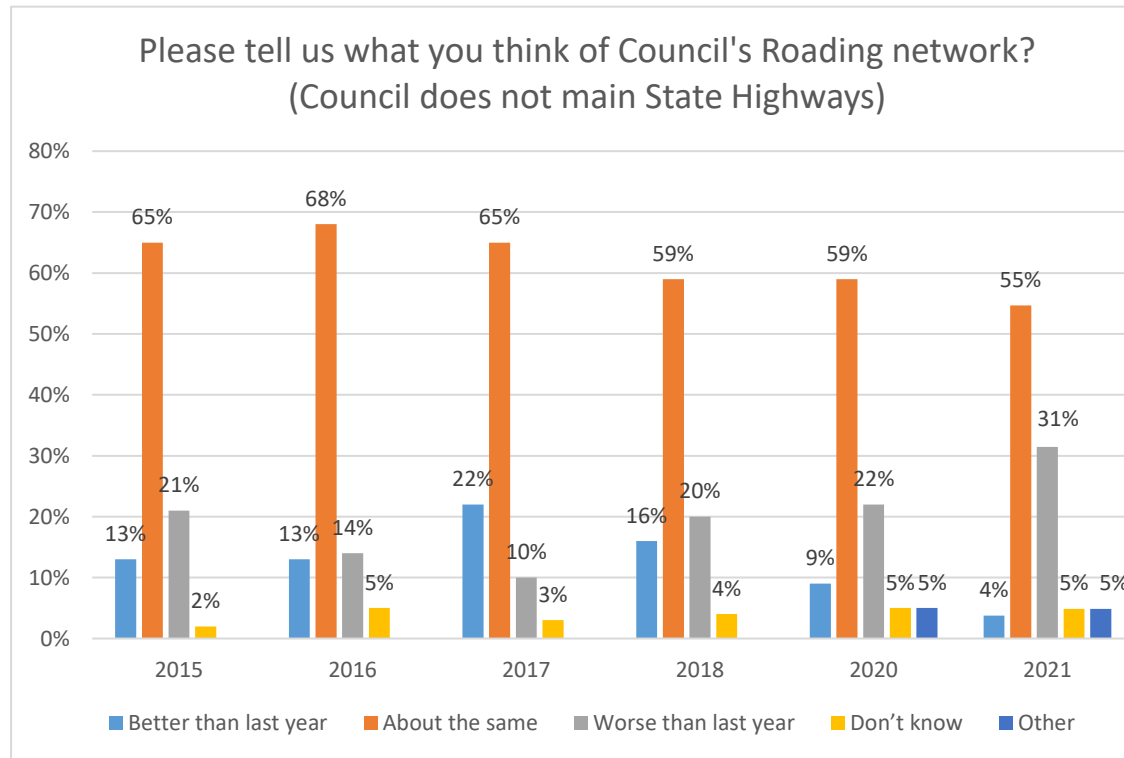
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Don't use any
<b>Location</b>							
Bulls	0%	38%	28%	21%	13%	0%	0%
Hunterville	14%	29%	43%	0%	0%	14%	0%
Mangaweka	0%	40%	60%	0%	0%	0%	0%
Marton	9%	44%	26%	9%	5%	1%	6%
Other (please specify)	0%	27%	55%	0%	0%	0%	18%
Outside the District	0%	100%	0%	0%	0%	0%	0%
Ratana	0%	0%	0%	0%	0%	0%	100%
Taihape	0%	17%	42%	25%	13%	0%	4%
Turakina	25%	38%	25%	0%	0%	0%	13%
<b>Age</b>							
14-18	50%	0%	50%	0%	0%	0%	0%
19-29	0%	42%	37%	11%	11%	0%	0%
30-45	3%	28%	43%	20%	5%	0%	0%
46-54	10%	35%	35%	4%	10%	0%	8%
55-64	3%	53%	19%	9%	3%	0%	12%
65+	14%	46%	17%	7%	5%	3%	8%
Prefer not to answer	0%	0%	33%	33%	33%	0%	0%

<sup>4</sup> Q7: How satisfied are you with Council's parks, sports fields, reserves and other open spaces? (N=267)\*Don't know and Don't use any weren't asked in 2019.

## Roading network (excluding state highways)

### Overall measure<sup>5</sup>

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” (55%), followed by “worse than last year” (31%).



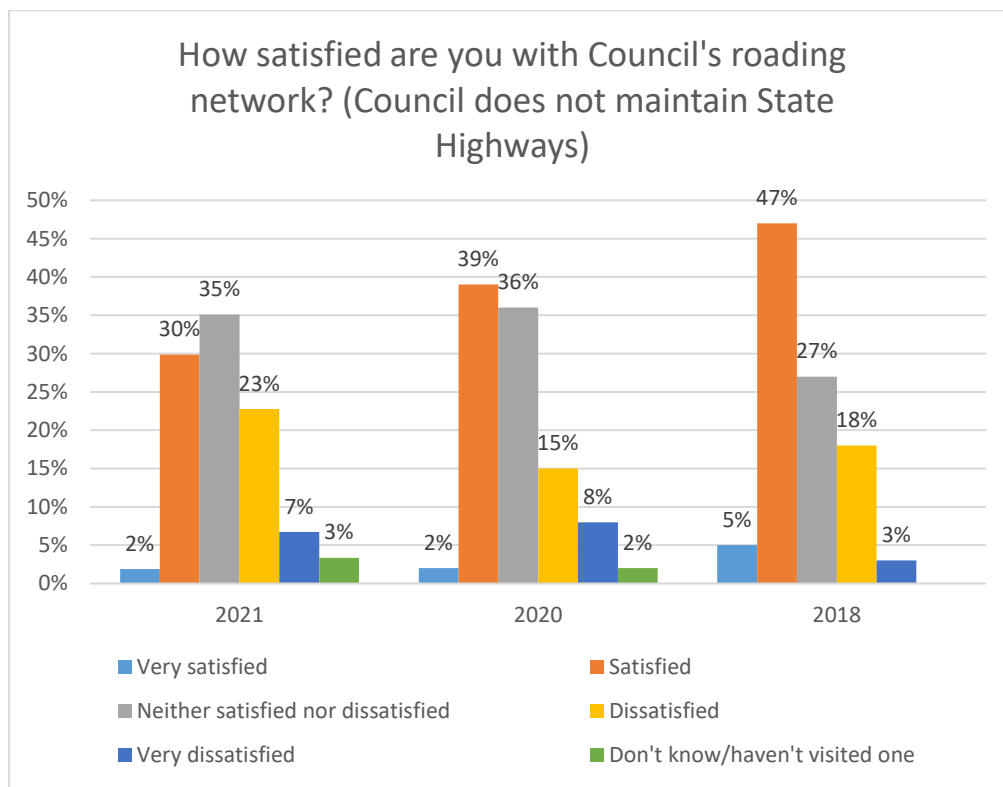
### Demographic differences

	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	0%	62%	33%	0%	5%
<b>Hunterville</b>	0%	57%	43%	0%	0%
<b>Mangaweka</b>	0%	40%	60%	0%	0%
<b>Marion</b>	4%	55%	32%	5%	4%
<b>Other (please specify)</b>	0%	64%	9%	0%	27%
<b>Outside the District</b>	0%	100%	0%	0%	0%
<b>Ratana</b>	100%	0%	0%	0%	0%
<b>Taihape</b>	8%	42%	33%	13%	4%
<b>Turakina</b>	13%	50%	25%	13%	0%
<b>Age</b>					
<b>14-18</b>	50%	0%	50%	0%	0%
<b>19-29</b>	0%	68%	21%	11%	0%
<b>30-45</b>	4%	49%	32%	9%	5%
<b>46-54</b>	2%	54%	35%	4%	6%
<b>55-64</b>	0%	56%	37%	2%	5%
<b>65+</b>	8%	61%	24%	2%	5%
<b>Prefer not to answer</b>	0%	33%	67%	0%	0%

<sup>5</sup> Q8: Please tell us what you think of Councils roading network? (Council does not maintain state highways) (N=266)

### Satisfaction Measure<sup>6</sup>

Residents were asked how satisfied they were with Council’s roading network. 32% of residents answered that they were satisfied/very satisfied with the roading network, compared to 41% in 2020. 30% recorded they were dissatisfied/very dissatisfied with the roading network a 7% increase on 2020. Those most satisfied with Council’s roading network were residents from Other (45%) and Mangaweka (40%).



	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<b>Location</b>						
<b>Bulls</b>	0%	28%	46%	15%	10%	0%
<b>Hunterville</b>	0%	29%	29%	43%	0%	0%
<b>Mangaweka</b>	0%	40%	20%	40%	0%	0%
<b>Marton</b>	2%	30%	33%	24%	6%	5%
<b>Other (please specify)</b>	0%	45%	36%	18%	0%	0%
<b>Outside the District</b>	0%	0%	100%	0%	0%	0%
<b>Ratana</b>	100%	0%	0%	0%	0%	0%
<b>Taihape</b>	0%	25%	38%	25%	8%	4%
<b>Turakina</b>	13%	38%	25%	13%	13%	0%
<b>Age</b>						
<b>14-18</b>	50%	0%	50%	0%	0%	0%
<b>19-29</b>	5%	21%	63%	0%	5%	5%
<b>30-45</b>	0%	20%	39%	30%	4%	7%
<b>46-54</b>	4%	19%	38%	25%	12%	2%
<b>55-64</b>	0%	38%	28%	28%	7%	0%
<b>65+</b>	2%	47%	27%	15%	5%	3%
<b>Prefer not to answer</b>	0%	33%	0%	33%	33%	0%

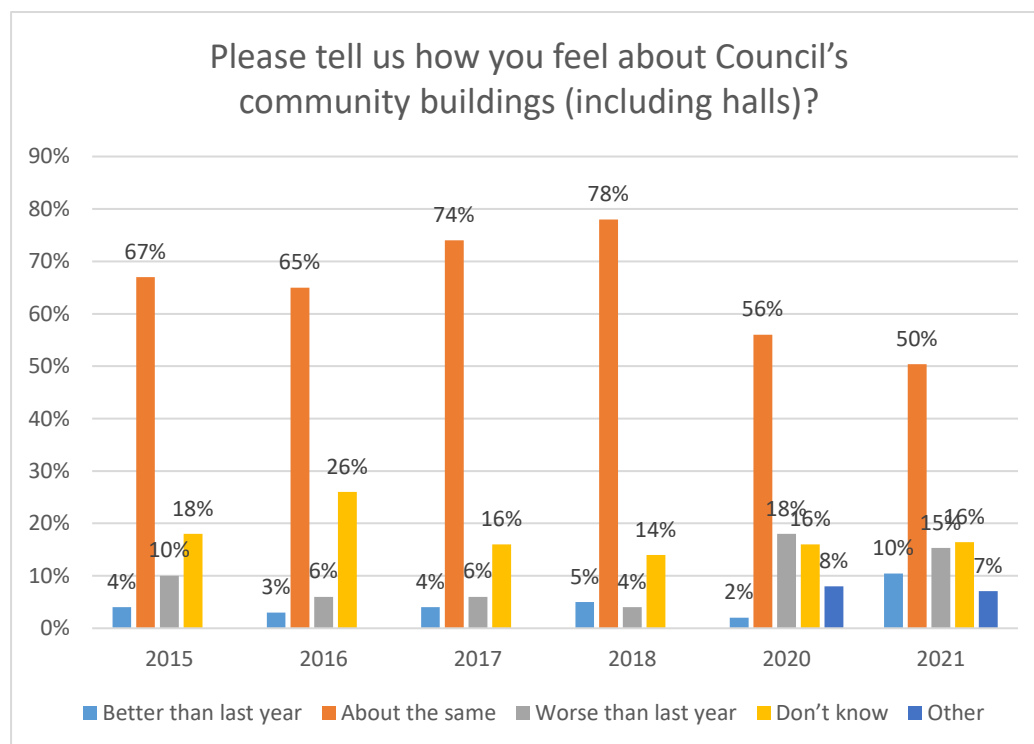
<sup>6</sup> Q9: How SATISFIED are you with Councils roading network? (Council does not maintain State Highways) (N=267).



## Community buildings

### Overall measure<sup>7</sup>

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” (50%), followed by “Don’t know” (16%). Mangaweka (40%) and Bulls (36%) thought that Council’s community buildings were worse compared with last year.



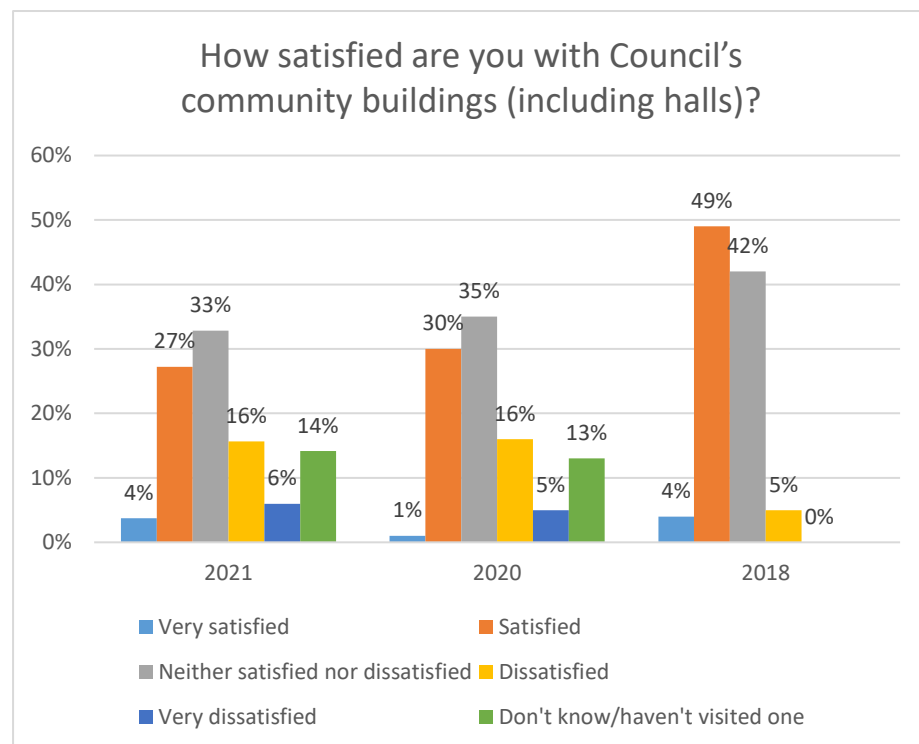
<sup>7</sup> Q10: Please tell us how you feel about Council’s community buildings (including halls)?. (N=267)

### Demographic differences

	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	15%	23%	36%	5%	21%
<b>Hunterville</b>	14%	43%	0%	29%	14%
<b>Mangaweka</b>	0%	40%	40%	20%	0%
<b>Marton</b>	6%	57%	10%	20%	6%
<b>Other (please specify)</b>	18%	45%	18%	18%	0%
<b>Outside the District</b>	100%	0%	0%	0%	0%
<b>Ratana</b>	100%	0%	0%	0%	0%
<b>Taihape</b>	13%	58%	25%	4%	0%
<b>Turakina</b>	38%	50%	0%	13%	0%
<b>Age</b>					
<b>14-18</b>	50%	0%	50%	0%	0%
<b>19-29</b>	5%	63%	16%	5%	11%
<b>30-45</b>	8%	55%	18%	11%	8%
<b>46-54</b>	15%	42%	15%	15%	12%
<b>55-64</b>	10%	47%	16%	22%	5%
<b>65+</b>	10%	56%	10%	20%	3%
<b>Prefer not to answer</b>	0%	0%	33%	67%	0%

### Satisfaction measure<sup>8</sup>

Residents were asked how satisfied they were with Council’s community buildings (including halls). 31% of residents indicated that they were satisfied/very satisfied with Council’s community buildings (including halls). Most residents were Neither satisfied nor dissatisfied (33%).



### Demographic differences

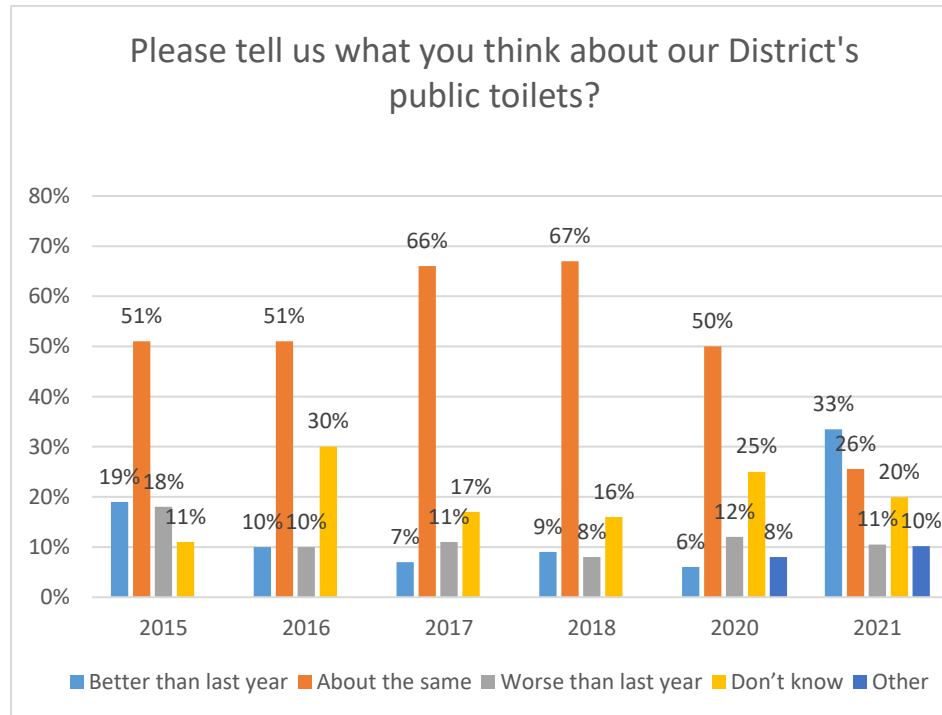
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<b>Location</b>						
<b>Bulls</b>	3%	23%	18%	31%	21%	5%
<b>Hunterville</b>	0%	43%	29%	14%	0%	14%
<b>Mangaweka</b>	0%	20%	40%	40%	0%	0%
<b>Marton</b>	2%	27%	36%	11%	4%	19%
<b>Other (please specify)</b>	18%	27%	36%	9%	0%	9%
<b>Outside the District</b>	0%	100%	0%	0%	0%	0%
<b>Ratana</b>	100%	0%	0%	0%	0%	0%
<b>Taihape</b>	0%	17%	46%	29%	4%	4%
<b>Turakina</b>	25%	63%	13%	0%	0%	0%
<b>Age</b>						
<b>14-18</b>	50%	0%	50%	0%	0%	0%
<b>19-29</b>	0%	21%	32%	16%	16%	16%
<b>30-45</b>	1%	20%	42%	20%	7%	9%
<b>46-54</b>	8%	31%	35%	10%	12%	6%
<b>55-64</b>	3%	24%	28%	22%	2%	21%
<b>65+</b>	3%	41%	25%	7%	2%	22%
<b>Prefer not to answer</b>	0%	0%	33%	67%	0%	0%

<sup>8</sup> Q11: How satisfied are you with Council’s community buildings (including halls)?. (N=267)

## Public Toilets

### Overall measure<sup>9</sup>

Residents were asked if they felt Council’s public toilets were better, worse or about the same as last year. Most respondents said “Better than last year” (33%), followed by “About the same as last year” (26%). Turakina and 19-29 aged residents had the highest percentage that thought Council’s public toilets were “Better compared with last year”.



### Demographic differences

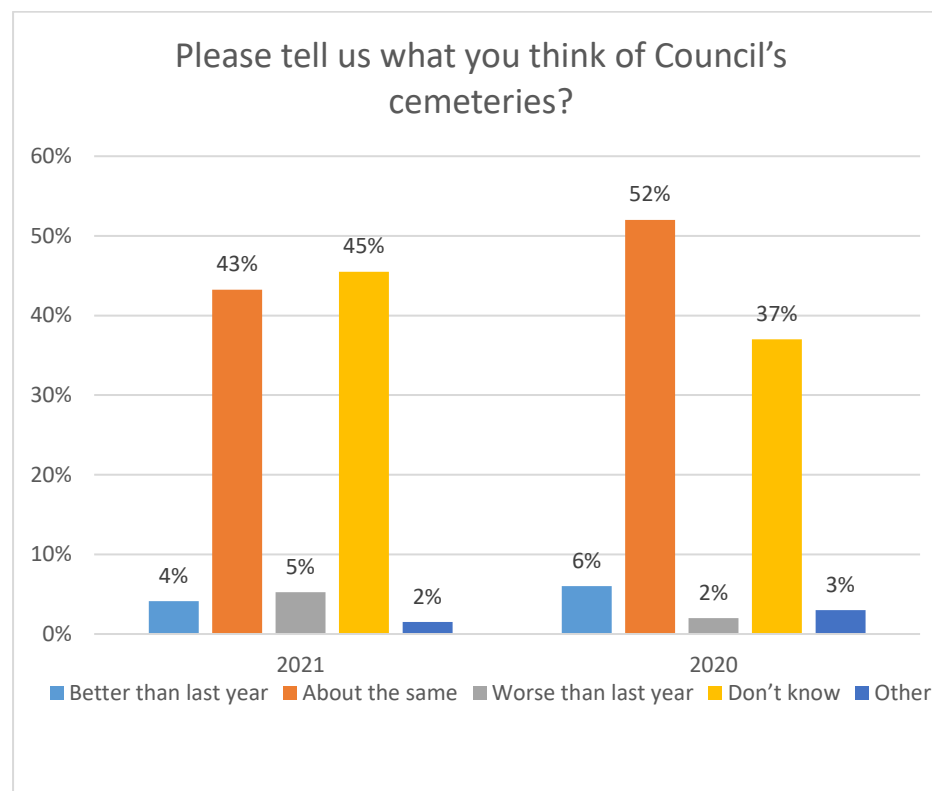
	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
Bulls	5%	37%	18%	32%	8%
Hunterville	14%	57%	14%	14%	0%
Mangaweka	0%	20%	40%	20%	20%
Marton	45%	21%	4%	19%	11%
Other (please specify)	36%	18%	18%	9%	18%
Outside the District	0%	0%	0%	100%	0%
Ratana	0%	0%	0%	100%	0%
Taihape	0%	46%	38%	8%	8%
Turakina	63%	13%	0%	25%	0%
<b>Age</b>					
14-18	50%	50%	0%	0%	0%
19-29	53%	26%	5%	16%	0%
30-45	23%	31%	16%	19%	11%
46-54	31%	25%	12%	21%	12%
55-64	34%	21%	10%	24%	10%
65+	44%	21%	5%	19%	11%
Prefer not to answer	0%	67%	0%	0%	33%

<sup>9</sup> Q12: Please tell us how you feel about Council’s public toilets? (n=265)

## Cemeteries

### Overall measure<sup>10</sup>

For the second year in a row, the surveyed asked what people think of Council's cemeteries. 43% of residents who responded thought that Council's cemeteries were about the same as last year. Only 5% of respondents thought Council's cemeteries were worse than last year.



### Demographic differences

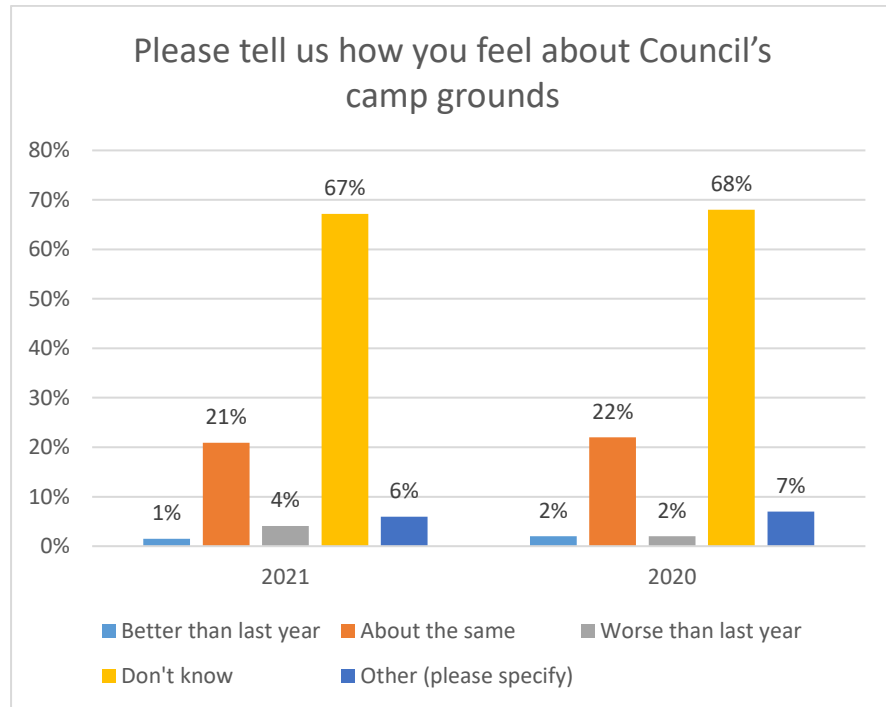
	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	0%	32%	5%	61%	3%
<b>Huntermville</b>	14%	57%	0%	29%	0%
<b>Mangaweka</b>	20%	20%	0%	60%	0%
<b>Marton</b>	4%	42%	5%	49%	1%
<b>Other (please specify)</b>	0%	55%	0%	36%	9%
<b>Outside the District</b>	0%	0%	0%	100%	0%
<b>Ratana</b>	0%	100%	0%	0%	0%
<b>Taihape</b>	4%	71%	13%	8%	4%
<b>Turakina</b>	13%	38%	13%	38%	0%
<b>Age</b>					
<b>14-18</b>	50%	0%	0%	50%	0%
<b>19-29</b>	5%	37%	5%	53%	0%
<b>30-45</b>	1%	43%	8%	43%	4%
<b>46-54</b>	0%	55%	4%	41%	0%
<b>55-64</b>	5%	36%	3%	55%	0%
<b>65+</b>	7%	45%	5%	41%	2%
<b>Prefer not to answer</b>	33%	33%	0%	33%	0%

<sup>10</sup> Q13: Please tell us what you think of Councils cemeteries? (n=265)

## Campgrounds

### Overall measure<sup>11</sup>

For a second year in a row, the survey asked what people think of Council’s campgrounds. 67% of respondents didn’t know what they thought of Council’s campgrounds followed by 21% thinking they were about the same as last year. Only 6% of respondents thought Council’s campgrounds were worse than last year.



### Demographic differences

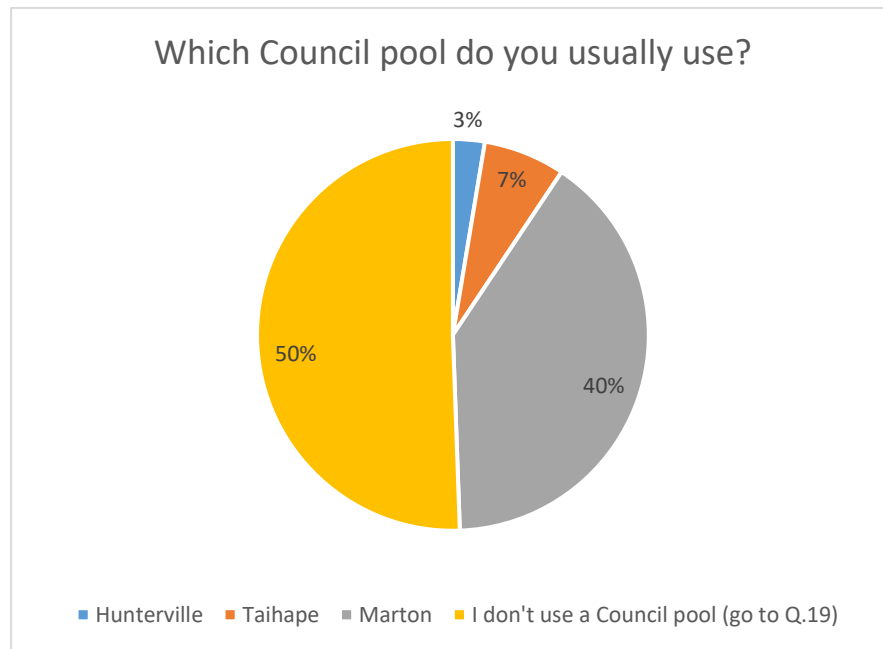
	About the same	Better than last year	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	0%	3%	1%	10%	0%
<b>Hunterville</b>	0%	1%	0%	1%	0%
<b>Mangaweka</b>	0%	1%	0%	1%	0%
<b>Marton</b>	0%	11%	2%	46%	4%
<b>Ratana</b>	0%	0%	0%	0%	0%
<b>Response</b>	0%	0%	0%	0%	0%
<b>Taihape</b>	0%	3%	1%	4%	1%
<b>Turakina</b>	1%	1%	0%	1%	0%
<b>Outside the District</b>	0%	0%	0%	0%	0%
<b>Other</b>	0%	1%	0%	3%	0%
<b>Age</b>					
<b>14-18</b>	0%	0%	0%	0%	0%
<b>19-29</b>	0%	2%	0%	4%	0%
<b>30-45</b>	0%	6%	1%	18%	2%
<b>46-54</b>	0%	5%	1%	12%	1%
<b>55-64</b>	0%	2%	0%	18%	1%
<b>65+</b>	1%	4%	1%	15%	1%
<b>Prefer not to answer</b>	0%	1%	0%	0%	0%

<sup>11</sup> Q14: Please tell us what you think of Councils campgrounds? (n=267)

## Pools

### Pool visited<sup>12</sup>

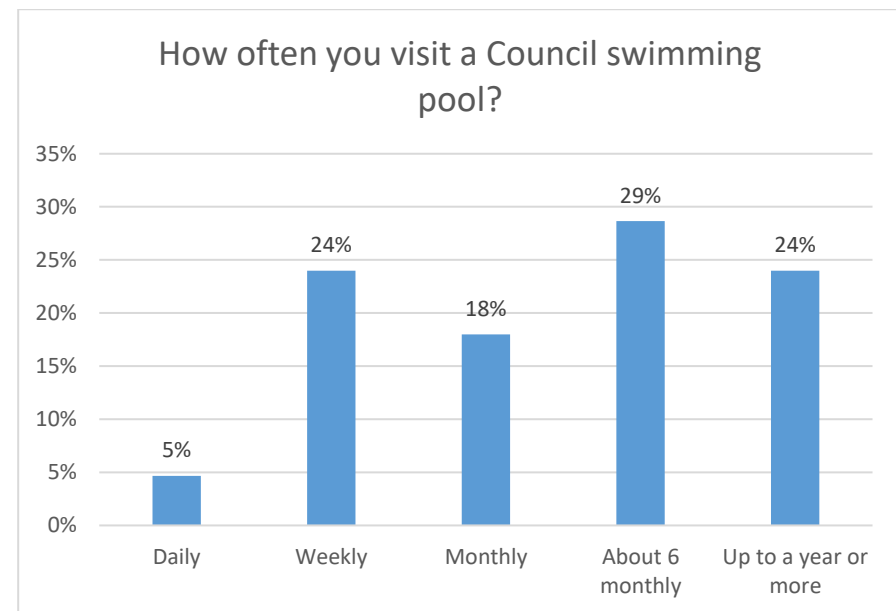
Drawing on this data, 50% of respondents used at least one of Council's pools, this is up on 2020 (49%) and 2019 (38%) results. Of those who did use a Council pool 40% frequented the Marton pool and 7% to the Taihape pool.



<sup>12</sup> Q15: Which Council pool do you usually visit? (n=267)

### Frequency of visits to pools<sup>13</sup>

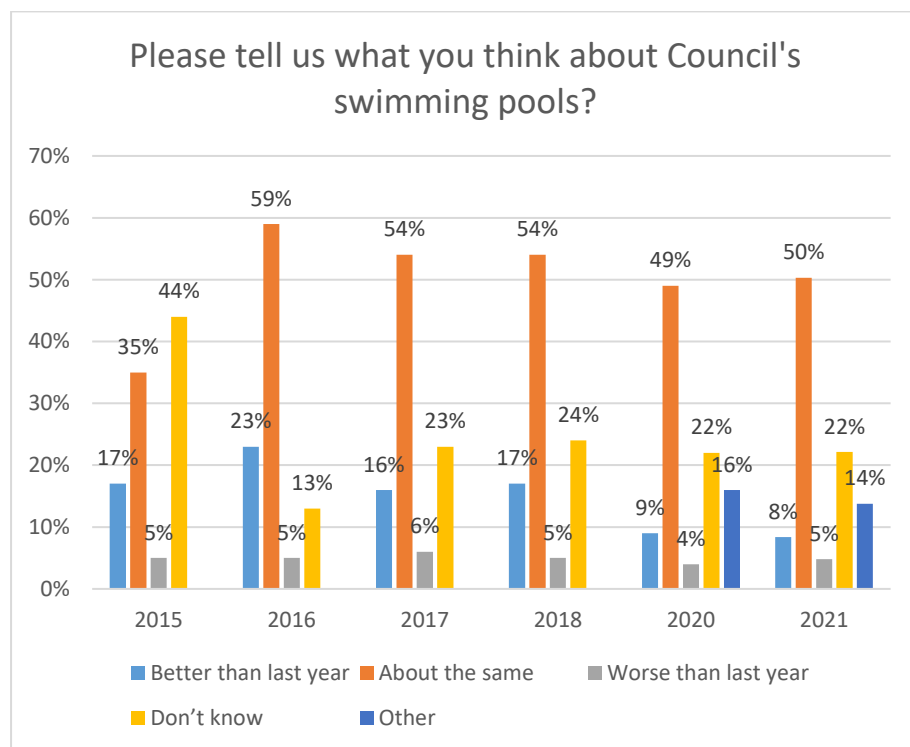
When it came to the frequency of visits to pools 5% of respondents visited daily and 24% visited a Council pool weekly. 29% of respondents are visiting a Council pool about 6 monthly.



<sup>13</sup> Q16: Can you tell us how often you visit a Council swimming pool?? (N=150)

### Overall measure<sup>14</sup>

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” (50%), followed by “don’t know” (22%). Respondents from Taihape, 33%, thought Council’s pools were better compared with last year.



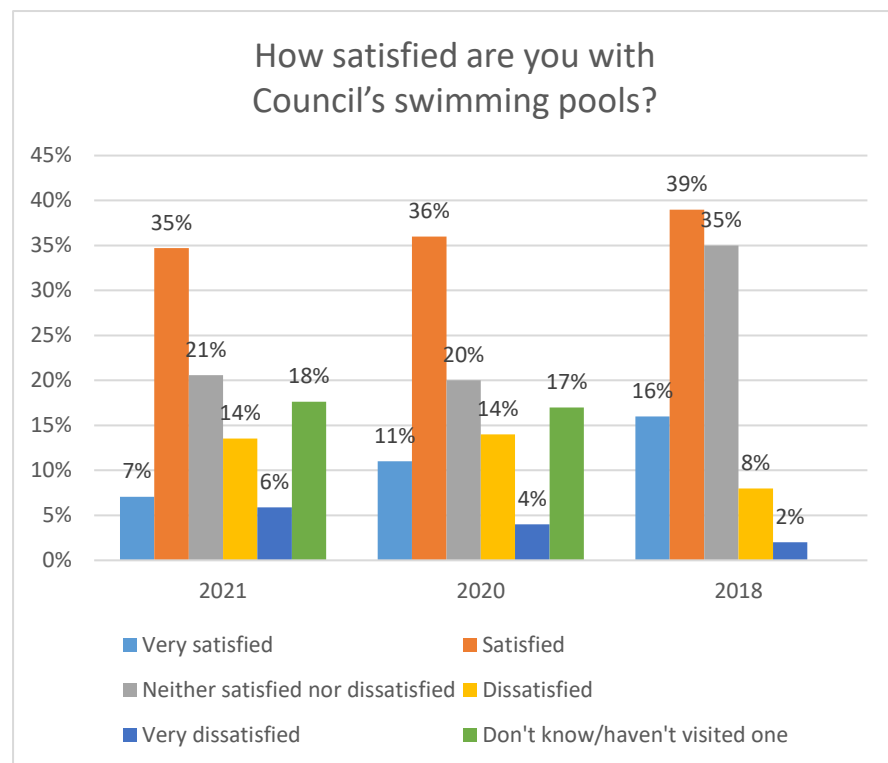
### Demographic differences

	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	0%	50%	5%	25%	20%
<b>Hunterville</b>	0%	100%	0%	0%	0%
<b>Mangaweka</b>	25%	25%	0%	25%	25%
<b>Marton</b>	5%	55%	5%	22%	13%
<b>Other (please specify)</b>	0%	100%	0%	0%	0%
<b>Outside the District</b>	0%	0%	0%	100%	0%
<b>Ratana</b>	0%	0%	0%	100%	0%
<b>Taihape</b>	32%	27%	5%	18%	18%
<b>Turakina</b>	25%	25%	25%	25%	0%
<b>Age</b>					
<b>14-18</b>	50%	50%	0%	0%	0%
<b>19-29</b>	8%	50%	8%	33%	0%
<b>30-45</b>	7%	59%	7%	9%	18%
<b>46-54</b>	19%	41%	6%	19%	16%
<b>55-64</b>	3%	44%	3%	38%	13%
<b>65+</b>	3%	57%	0%	33%	7%
<b>Prefer not to answer</b>	0%	0%	0%	0%	100%

<sup>14</sup> Q17: Please tell us what you think about Council's swimming pools? (N=166)

### Satisfaction measure<sup>15</sup>

Residents were asked how satisfied they were with Council pools. 42% were satisfied/very satisfied down on 2020 (47%).



### Demographic differences

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<b>Location</b>						
Bulls	5%	33%	19%	10%	10%	24%
Hunterville	0%	50%	50%	0%	0%	0%
Mangaweka	0%	50%	0%	0%	0%	50%
Marton	6%	38%	19%	16%	5%	17%
Other (please specify)	25%	25%	25%	25%	0%	0%
Outside the District	0%	0%	0%	0%	0%	100%
Ratana	0%	0%	0%	0%	0%	100%
Taihape	14%	23%	32%	14%	9%	9%
Turakina	25%	25%	0%	0%	25%	25%
<b>Age</b>						
14-18	50%	0%	50%	0%	0%	0%
19-29	0%	70%	0%	20%	0%	10%
30-45	7%	25%	30%	23%	11%	4%
46-54	9%	45%	15%	12%	3%	15%
55-64	6%	31%	14%	9%	6%	34%
65+	6%	39%	19%	3%	3%	29%
Prefer not to answer	0%	0%	50%	0%	0%	50%

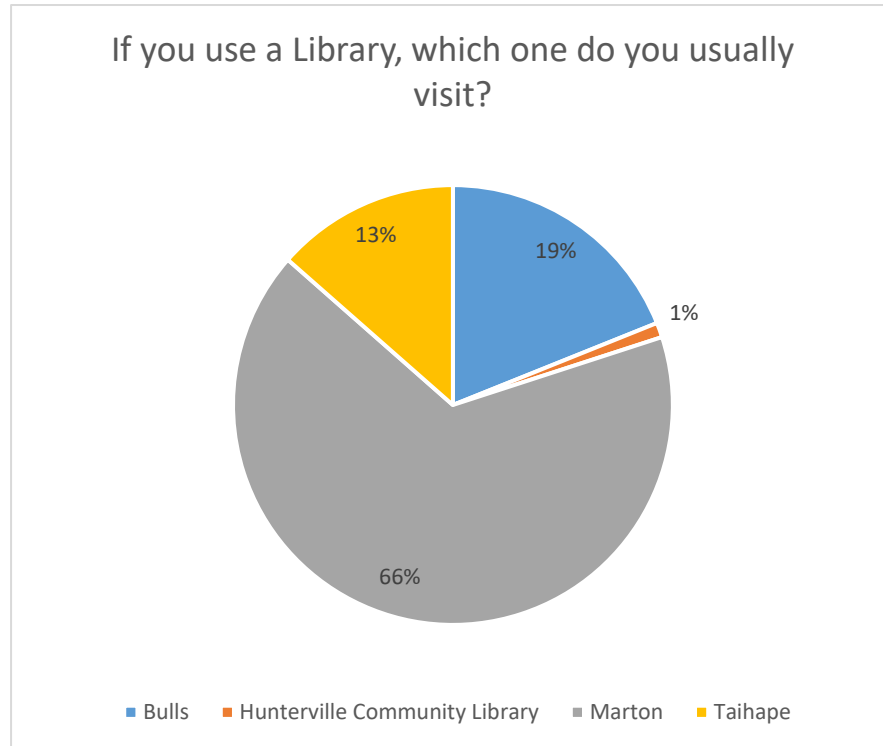
<sup>15</sup> Q18: How satisfied are you with Council's swimming pools? (N=169)



## Libraries

### Library visited<sup>16</sup>

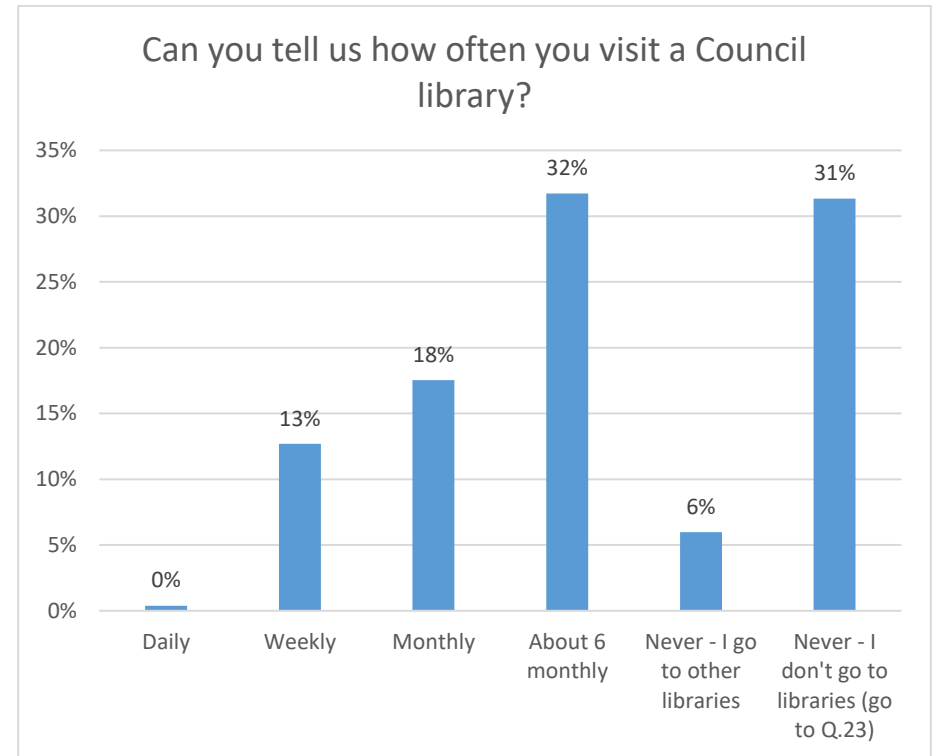
66% of respondents said that they frequented the Marton library and 19% to the Bulls library.



<sup>16</sup> Q20: If you use a Library, which one do you usually visit? (N=185)

### Frequency of visits to libraries<sup>17</sup>

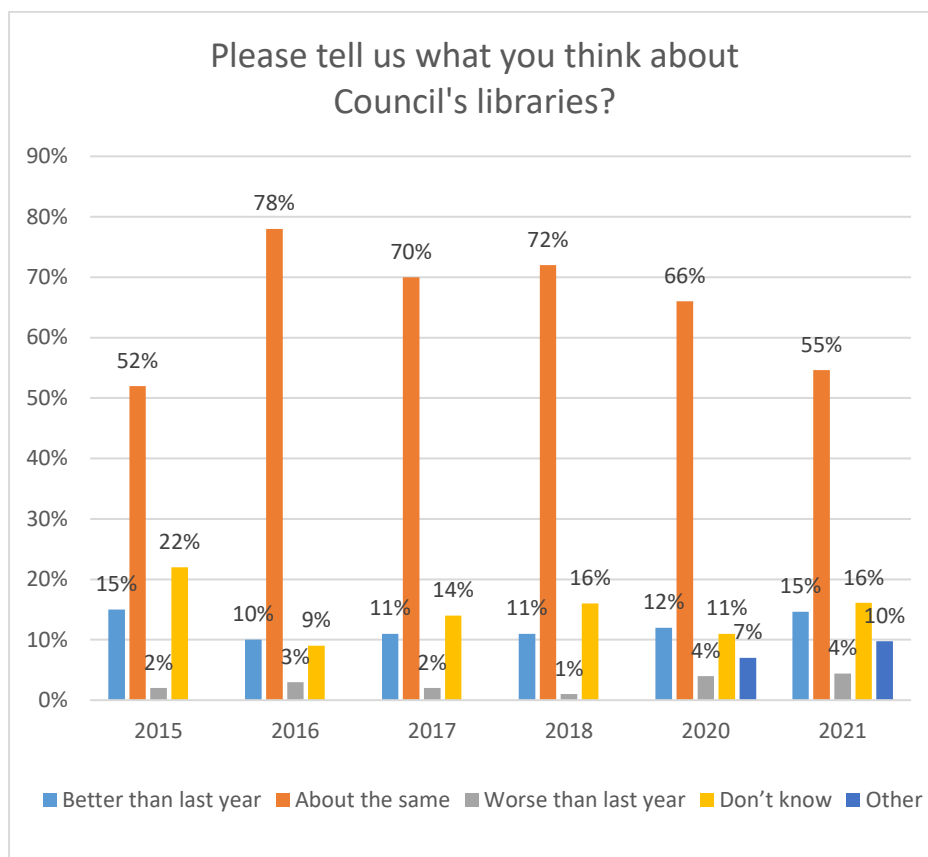
Of those who visited a library less than 1% visited daily and 13% visited on a weekly basis. 31% of respondents do not frequent a Council library.



<sup>17</sup> Q19: Can you tell us how often you visit a Council library? (N=267)

### Overall measure<sup>18</sup>

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” (55%), followed by “don’t know” (16%).



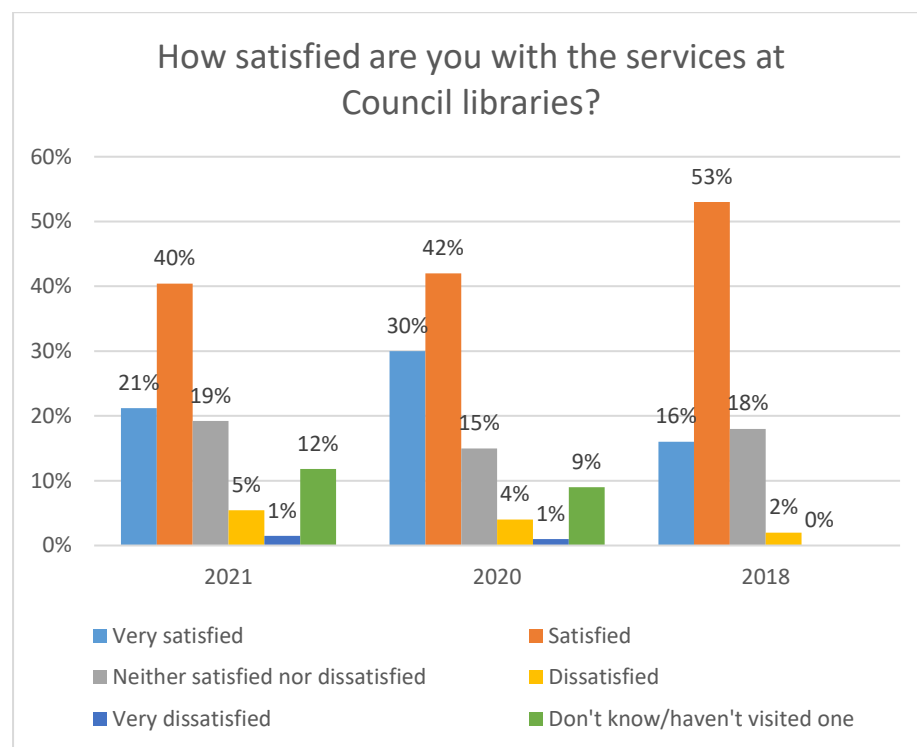
### Demographic differences

	Better than last year	About the same	Worse than last year	Don't know	Other
<b>Location</b>					
<b>Bulls</b>	12%	42%	6%	18%	21%
<b>Hunterville</b>	0%	67%	0%	17%	17%
<b>Mangaweka</b>	0%	75%	0%	25%	0%
<b>Marton</b>	16%	53%	6%	17%	8%
<b>Other (please specify)</b>	11%	89%	0%	0%	0%
<b>Outside the District</b>	0%	0%	0%	0%	0%
<b>Ratana</b>	0%	100%	0%	0%	0%
<b>Taihape</b>	14%	64%	0%	14%	9%
<b>Turakina</b>	43%	43%	0%	14%	0%
<b>Age</b>					
<b>14-18</b>	50%	50%	0%	0%	0%
<b>19-29</b>	0%	67%	0%	17%	17%
<b>30-45</b>	16%	51%	3%	18%	11%
<b>46-54</b>	11%	66%	3%	17%	3%
<b>55-64</b>	15%	46%	4%	22%	13%
<b>65+</b>	18%	62%	4%	7%	9%
<b>Prefer not to answer</b>	0%	0%	67%	33%	0%

<sup>18</sup> Q21: Please tell us what you think about Councils libraries? (N=204)

### Satisfaction measure<sup>19</sup>

Residents were asked how satisfied they were with Council libraries. 61% of respondents surveyed were very satisfied (21%) or satisfied (40%). 6% of respondents were dissatisfied/very dissatisfied with the services at Council libraries.



### Demographic differences

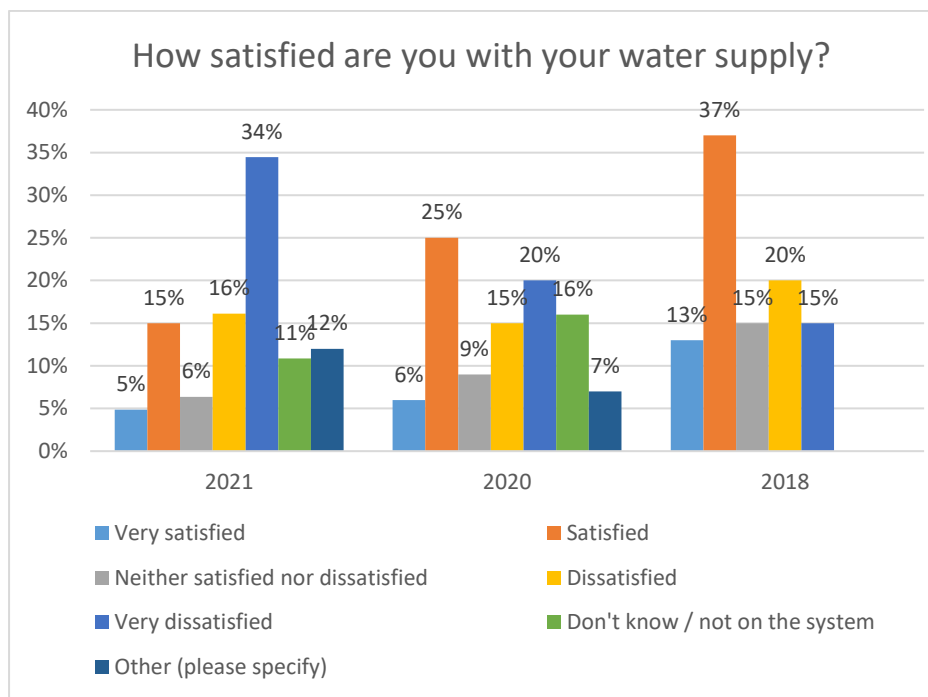
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know
<b>Location</b>						
<b>Bulls</b>	13%	38%	28%	6%	3%	13%
<b>Hunterville</b>	17%	17%	50%	0%	0%	17%
<b>Mangaweka</b>	0%	75%	0%	0%	0%	25%
<b>Marton</b>	22%	41%	15%	7%	2%	14%
<b>Other (please specify)</b>	33%	44%	22%	0%	0%	0%
<b>Outside the District</b>	0%	0%	0%	0%	0%	0%
<b>Ratana</b>	0%	100%	0%	0%	0%	0%
<b>Taihape</b>	20%	40%	35%	5%	0%	0%
<b>Turakina</b>	57%	29%	0%	0%	0%	14%
<b>Age</b>						
<b>14-18</b>	50%	0%	50%	0%	0%	0%
<b>19-29</b>	17%	50%	17%	0%	8%	8%
<b>30-45</b>	15%	41%	25%	8%	2%	8%
<b>46-54</b>	14%	43%	23%	9%	0%	11%
<b>55-64</b>	24%	37%	17%	2%	2%	17%
<b>65+</b>	33%	44%	9%	2%	0%	11%
<b>Prefer not to answer</b>	0%	0%	33%	33%	0%	33%

<sup>19</sup>Q22: How satisfied are you with the services at Council libraries? (N=202)

## Water supply

### Satisfaction measure<sup>20</sup>

Residents were asked how satisfied they were with Council’s water supply. 20% of respondents were very satisfied (5%) or satisfied (15%). Respondents who were most likely to be very dissatisfied with their water supply were from Marton (49%).



### Demographic Differences:

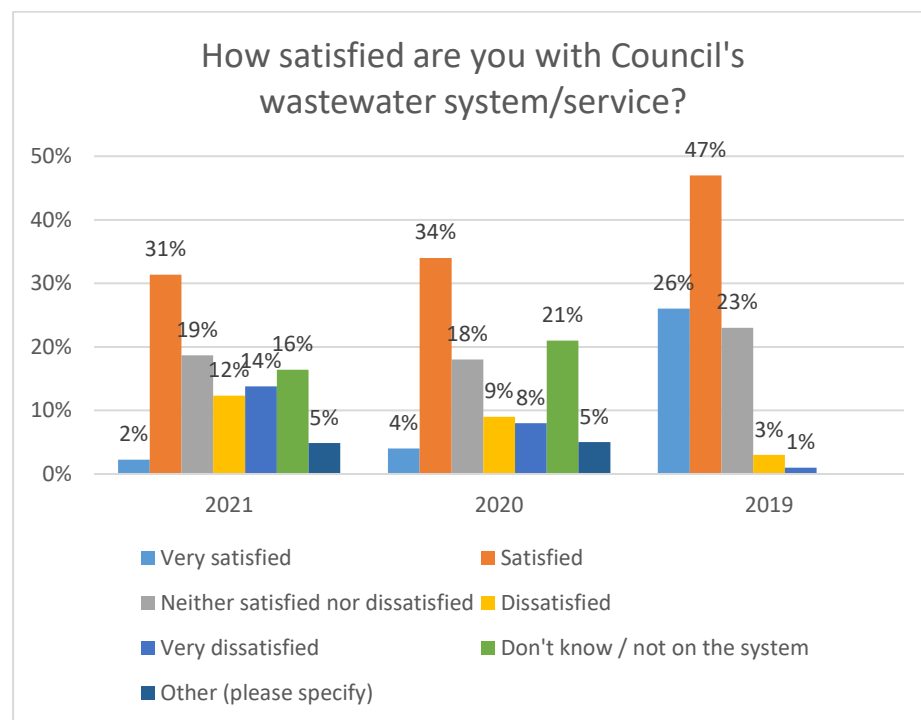
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
<b>Location</b>							
Bulls	8%	31%	10%	13%	8%	15%	15%
Hunterville	0%	43%	14%	0%	29%	0%	14%
Mangaweka	0%	50%	0%	0%	0%	50%	0%
Marton	1%	11%	2%	19%	49%	7%	11%
Other (please specify)	0%	9%	0%	18%	18%	18%	36%
Outside the District	0%	0%	0%	100%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%	0%
Taihape	25%	17%	33%	4%	4%	8%	8%
Turakina	13%	0%	0%	13%	13%	63%	0%
<b>Age</b>							
14-18	50%	0%	0%	0%	0%	0%	50%
19-29	0%	5%	16%	5%	68%	5%	0%
30-45	4%	7%	11%	11%	38%	16%	14%
46-54	4%	13%	4%	19%	37%	10%	13%
55-64	10%	14%	2%	19%	33%	10%	12%
65+	2%	32%	5%	22%	20%	8%	10%
Prefer not to answer	0%	0%	0%	0%	50%	0%	50%

<sup>20</sup> Q23: How satisfied are you with your water supply? (N=266)

## Wastewater

### Satisfaction Measure<sup>21</sup>

Residents were asked how satisfied they were with Council's wastewater system/service. 33% of residents were very satisfied (2%) and satisfied (31%) with Council's wastewater system/service.



### Demographic differences

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
<b>Location</b>							
<b>Bulls</b>	5%	36%	10%	15%	10%	23%	0%
<b>Hunterville</b>	0%	57%	43%	0%	0%	0%	0%
<b>Mangaweka</b>	0%	40%	0%	0%	0%	60%	0%
<b>Marton</b>	1%	33%	20%	12%	18%	11%	5%
<b>Other (please specify)</b>	0%	9%	9%	18%	0%	45%	18%
<b>Outside the District</b>	0%	100%	0%	0%	0%	0%	0%
<b>Ratana</b>	0%	0%	0%	100%	0%	0%	0%
<b>Taihape</b>	4%	21%	33%	17%	0%	13%	13%
<b>Turakina</b>	13%	0%	0%	0%	25%	63%	0%
<b>Age</b>							
<b>14-18</b>	50%	0%	0%	50%	0%	0%	0%
<b>19-29</b>	0%	21%	32%	5%	37%	5%	0%
<b>30-45</b>	1%	19%	20%	12%	18%	26%	4%
<b>46-54</b>	0%	29%	19%	17%	15%	13%	6%
<b>55-64</b>	5%	40%	16%	12%	5%	16%	7%
<b>65+</b>	2%	47%	17%	8%	10%	12%	3%
<b>Prefer not to answer</b>	0%	0%	0%	33%	0%	33%	33%

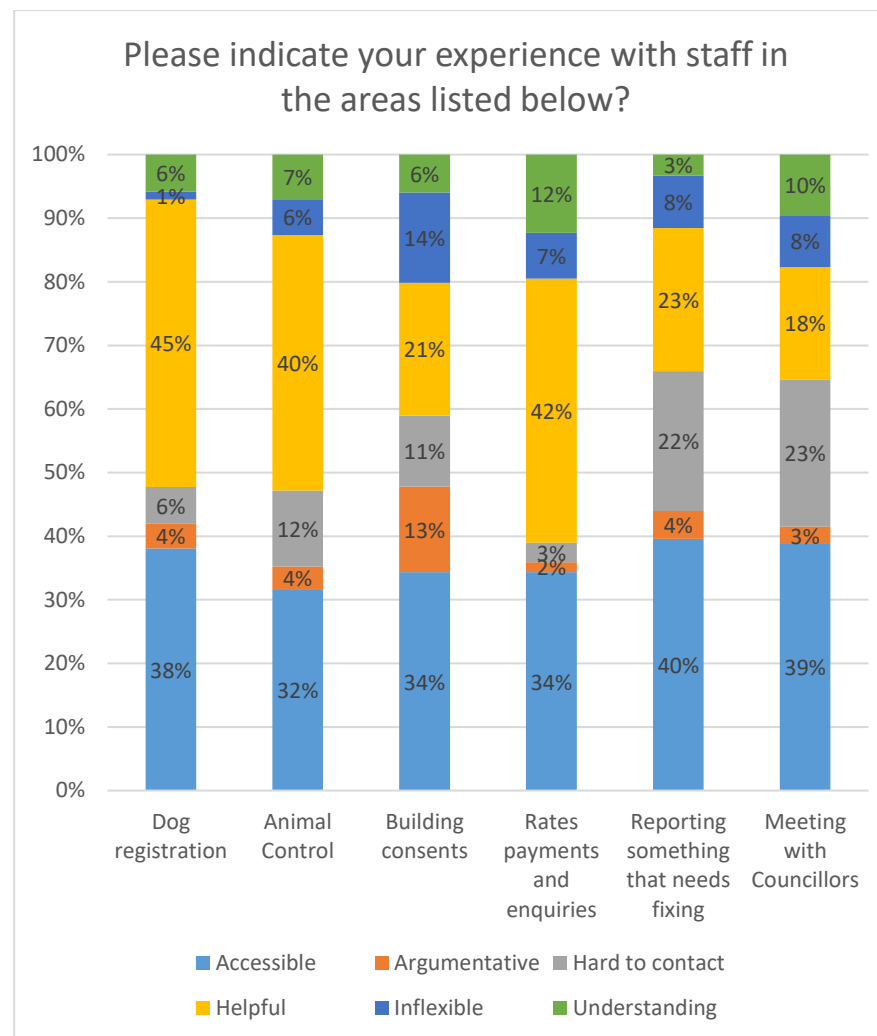
<sup>21</sup> Q24: How satisfied are you with Council's wastewater system/service? (N=267)

## Customer service

### Service comparison <sup>22</sup>

The graph represents resident responses to customer service across various Council services taken from this year's 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 and accessible.
- Dog registration (45%) and rates payments and enquires (42%) had the highest share of "helpful".
- Reporting something that needs fixing (40%) had the highest share of "accessible" followed by meeting with Councillors (39%).

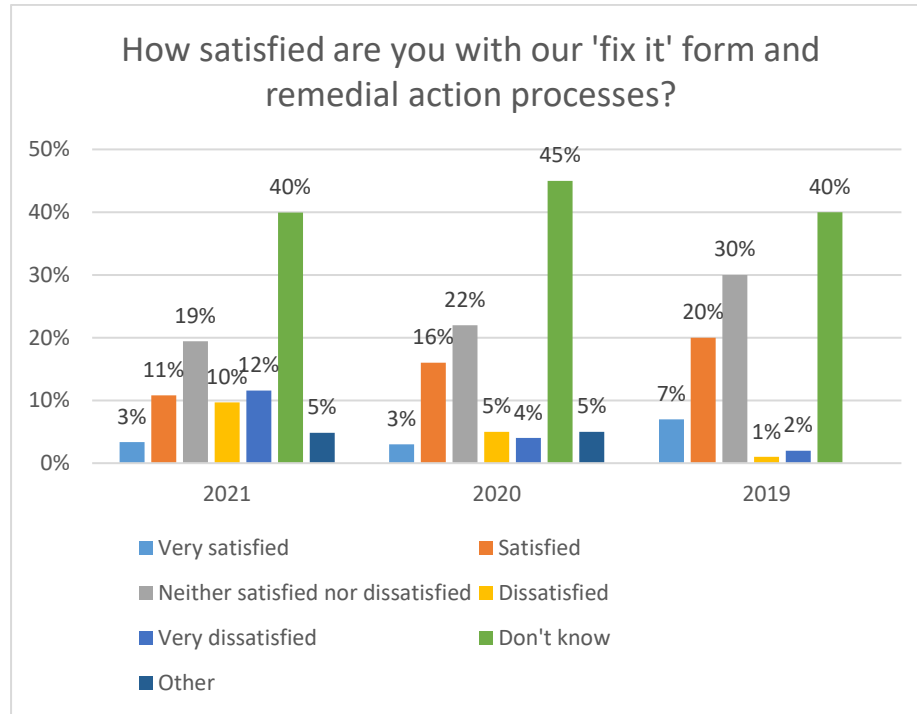


<sup>22</sup> Q25: Please indicate your experience with staff in the areas listed below?  
(N=184)

## Fix it form

### Satisfaction measure<sup>23</sup>

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 11% satisfied. Those most likely to be very dissatisfied/dissatisfied were from either Hunterville (28%) and Taihape (29%).



## Demographic difference

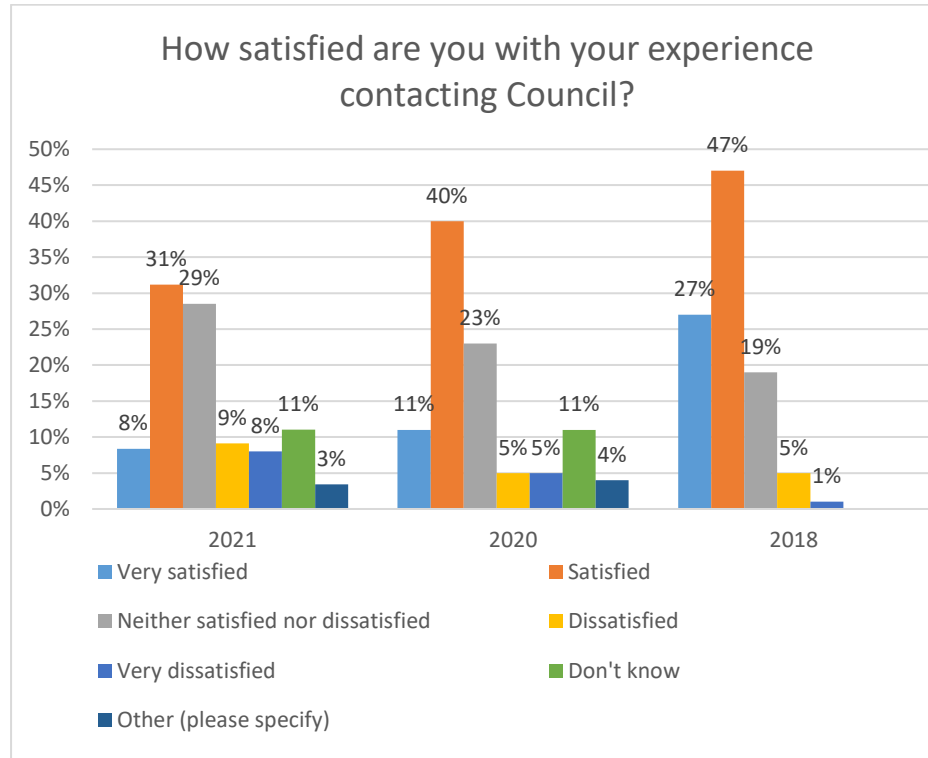
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
<b>Location</b>							
<b>Bulls</b>	0%	18%	13%	3%	18%	44%	5%
<b>Hunterville</b>	14%	14%	43%	14%	14%	0%	0%
<b>Mangaweka</b>	0%	0%	40%	0%	20%	40%	0%
<b>Marton</b>	4%	10%	20%	8%	12%	42%	5%
<b>Other (please specify)</b>	0%	0%	27%	18%	9%	27%	18%
<b>Outside the District</b>	0%	0%	0%	0%	0%	100%	0%
<b>Ratana</b>	100%	0%	0%	0%	0%	0%	0%
<b>Taihape</b>	0%	13%	13%	25%	4%	42%	4%
<b>Turakina</b>	13%	13%	25%	25%	0%	25%	0%
<b>Age</b>							
<b>14-18</b>	50%	0%	0%	0%	0%	50%	0%
<b>19-29</b>	0%	11%	26%	5%	16%	42%	0%
<b>30-45</b>	0%	12%	19%	9%	11%	42%	7%
<b>46-54</b>	2%	8%	25%	10%	12%	38%	6%
<b>55-64</b>	3%	12%	17%	14%	14%	33%	7%
<b>65+</b>	8%	12%	17%	8%	7%	46%	2%
<b>Prefer not to answer</b>	0%	0%	0%	0%	67%	33%	0%

<sup>23</sup> Q30: How satisfied are you with our 'fix it' form and remedial process? (N=267)

## Experience contacting Council

### Contacting Council<sup>24</sup>

Residents were asked how satisfied they were with their experience contacting Council. 39% of respondents were either very satisfied (8%) or satisfied (31%). Respondents from Ratana and 14-18 were most likely to be very satisfied with their experience contacting Council.



### Demographic differences

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know	Other
<b>Location</b>							
Bulls	10%	36%	23%	5%	10%	10%	5%
Hunterville	17%	33%	50%	0%	0%	0%	0%
Mangaweka	20%	20%	40%	20%	0%	0%	0%
Marton	7%	27%	31%	9%	10%	13%	4%
Other (please specify)	9%	36%	36%	9%	0%	0%	9%
Outside the District	0%	100%	0%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%	0%	0%
Taihape	4%	54%	21%	8%	0%	13%	0%
Turakina	25%	25%	0%	38%	13%	0%	0%
<b>Age</b>							
14-18	50%	0%	50%	0%	0%	0%	0%
19-29	5%	42%	32%	0%	5%	5%	11%
30-45	3%	25%	30%	11%	11%	16%	4%
46-54	6%	29%	27%	14%	10%	8%	6%
55-64	9%	39%	26%	11%	4%	11%	2%
65+	18%	33%	28%	4%	7%	11%	0%
Prefer not to answer	0%	0%	33%	33%	33%	0%	0%

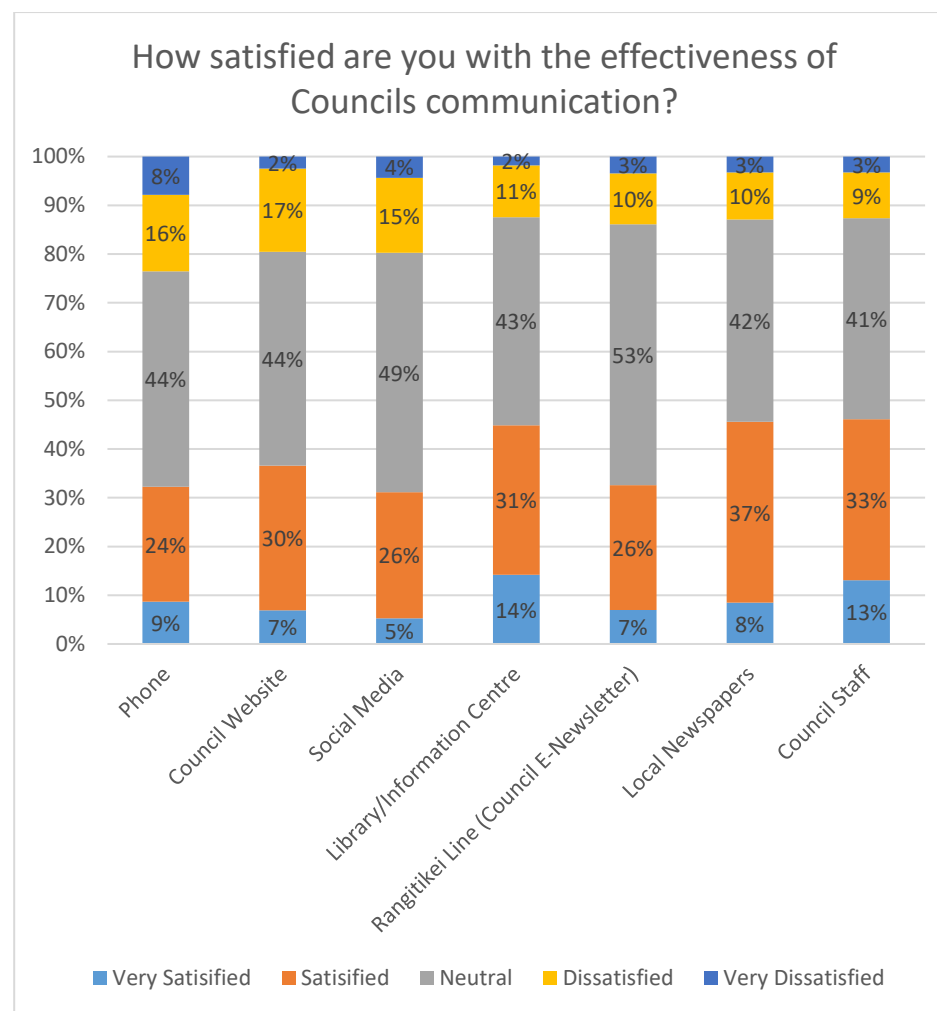
<sup>24</sup> Q26:How Satisfied are you with your experience contacting Council? (N=262)



## Effectiveness of Councils communication<sup>25</sup>

Residents were asked how satisfied they were with the effectiveness of a range of Council communication mediums.

- 45% of respondents were satisfied/very satisfied equally with the effectiveness of Library/Information Centre and local newspaper communication.
- Phone communication gathered the highest share of dissatisfied/very dissatisfied (24%) feedback from respondents.

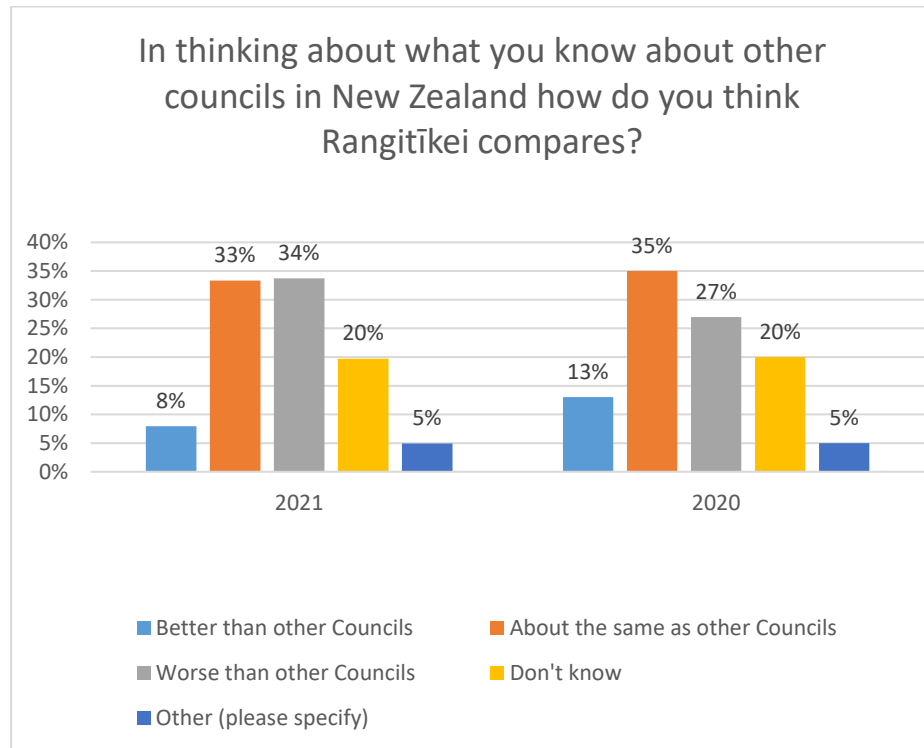


<sup>25</sup> Q28: How satisfied are you with the effectiveness of Councils communication?? (N=250)

## Comparison against other councils

### Overall measure<sup>26</sup>

When comparing Council against others in New Zealand 8% of residents surveyed thought Council was better than other Councils. Worse than other Councils, 34%, was an increase of 7% on 2020 results.



## Demographic Differences

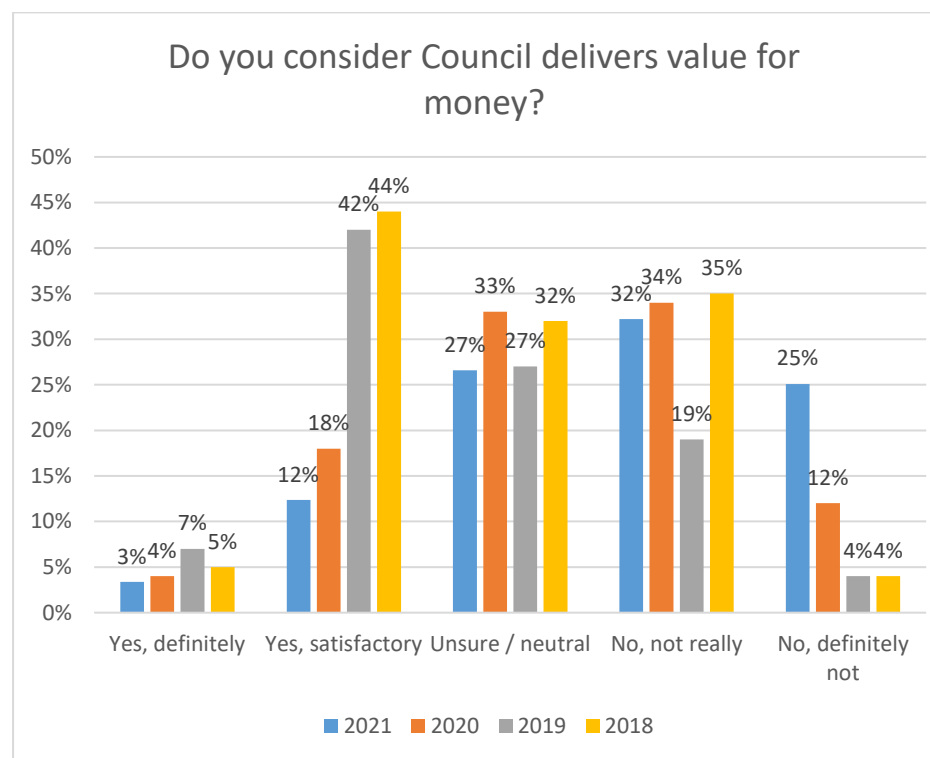
	Better than other Councils	About the same as other Councils	Worse than other Councils	Don't know	Other
<b>Location</b>					
Bulls	5%	41%	33%	15%	5%
Hunterville	33%	33%	33%	0%	0%
Mangaweka	0%	60%	20%	20%	0%
Marton	6%	30%	37%	23%	5%
Other (please specify)	0%	45%	27%	9%	18%
Outside the District	100%	0%	0%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	13%	35%	26%	22%	4%
Turakina	25%	50%	25%	0%	0%
<b>Age</b>					
14-18	50%	0%	50%	0%	0%
19-29	5%	21%	47%	11%	16%
30-45	8%	26%	39%	21%	6%
46-54	8%	40%	36%	12%	4%
55-64	9%	34%	33%	19%	5%
65+	7%	41%	20%	31%	2%
Prefer not to answer	0%	33%	67%	0%	0%

<sup>26</sup> Q27: In thinking about what you know about other councils in New Zealand how do you think Rangitikei compares? (N=263)

## Service delivery

### Value for money<sup>27</sup>

15% of residents felt that Council either, yes definitely or yes satisfactory, delivered value for money. In comparison, 57% felt to some extent “no, not really, and no, definitely not” Council did not deliver value for money.



<sup>27</sup> Q29: Do consider Council delivers value for money? (N=266)

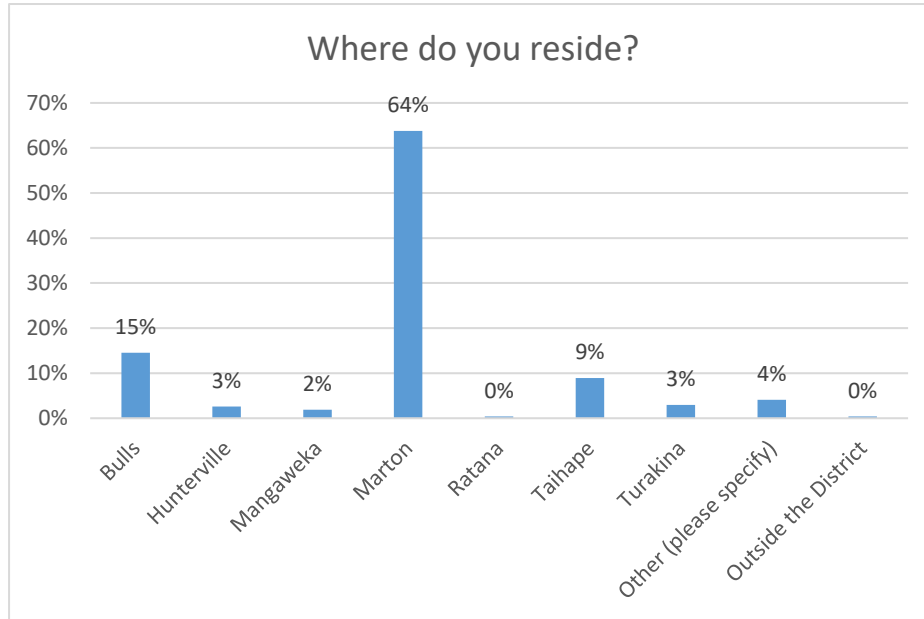
### Demographic Differences

	Yes, definitely	Yes, satisfactory	Unsure / neutral	No, not really	No, definitely not
<b>Location</b>					
Bulls	0%	18%	18%	32%	32%
Hunterville	0%	14%	29%	43%	14%
Mangaweka	0%	60%	20%	20%	0%
Marton	2%	11%	26%	34%	28%
Other (please specify)	0%	0%	55%	18%	27%
Outside the District	0%	0%	100%	0%	0%
Ratana	100%	0%	0%	0%	0%
Taihape	8%	13%	42%	29%	8%
Turakina	38%	13%	0%	38%	13%
<b>Age</b>					
14-18	50%	0%	0%	0%	50%
19-29	0%	0%	32%	47%	21%
30-45	3%	7%	24%	32%	34%
46-54	4%	16%	16%	33%	31%
55-64	2%	16%	24%	40%	19%
65+	5%	19%	41%	22%	14%
Prefer not to answer	0%	0%	33%	0%	67%

## Sample

### Location<sup>28</sup>

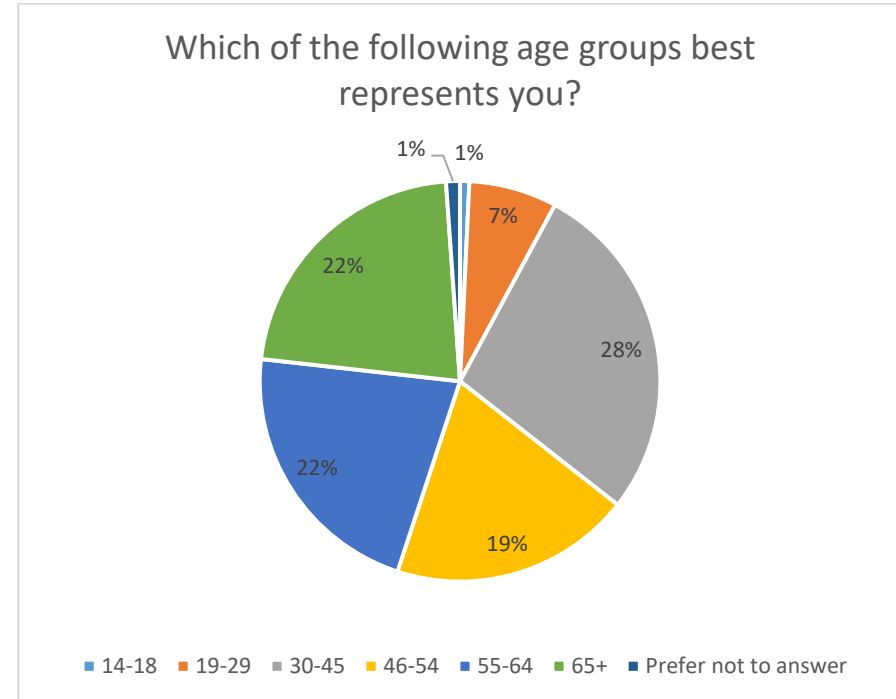
There were 267 responses to this question. Most respondents identified as residing in Marton (64% n=171).



<sup>28</sup>Q1: Where do you reside? (N=267)

### Age<sup>29</sup>

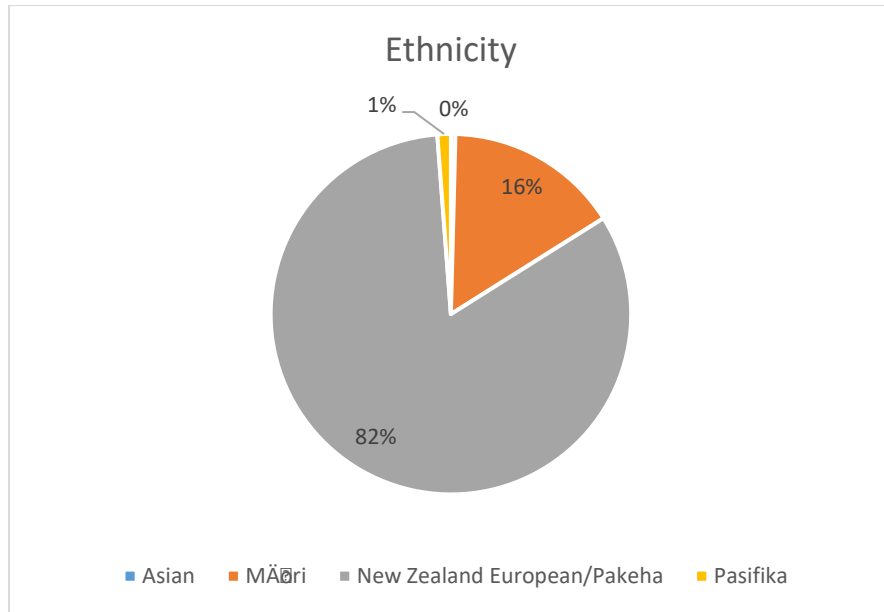
The majority of respondents were either 30-45 (28%), 65+ (22%) or 55-64 (22%).



<sup>29</sup> Q2: Which of the following age group best represents you? (N=267)

### Ethnicity<sup>30</sup>

New Zealand European made up the vast majority of respondents (82%).



<sup>30</sup> Q3: What ethnic background do you primarily associate yourself with? (N=250)

## Verbatim comments

### How satisfied are you with Council's roading network? (Council does not maintain State Highways)

- *Why is bridge between wellington road and sh1 not widened, or made one-way? Lots of accidents there*
- *Worse than last year as the maintenance company are doing a [REDACTED] job.*
- *They're good other than the grading of gravel roads is not regular enough (Happens every 6 months rather than 3 months like Higgins report)*
- *Too many cones all over the place and mistakes made ie main st station rd corner. Also why does it take 8 people to do a job with most of them standing around and arriving in 3 vehicles*
- *I have had 3 broken windscreens on Parewanui Road in the last 9 years !!!! You don't clear up road works effectively.*
- *Is this footpaths too. They're cracked, slippery and dirty.*
- *Footpaths are in a poor state*
- *I feel The Junction area does not receive the same level of upkeep and care that the more desirable areas of Marton do. I don't know who is responsible for the area leading down to the Malt Plant frpm Racecourse Road end but it's a mess. we walk our dog around there and the fly tipping is disgusting. People dump all manner of rubbish around there including bin bags of dog [REDACTED]. My husband saw some people come down in a ute filled with rubbish. They saw my husband and drove off but returned once he had left and dumped their rubbish. I'd like to see a rubbish dumping prohibiting sign or something put there. We take pride in our own property and would like to see council do the same in our part of town. If that happened perhaps other residents might start to care a little more as well.*
- *Its not you- It's the awful contractors you employ- they are useless and roads and repairs are carried out to poor standards*
- *Some verges have been dangerously taken away on some of the more narrow country roads. This makes it dangerous for two trucks to be driving past each other and also even in a car and a truck it feels dodgy. The verges need to stay.*
- *Poor planning*
- *Some roading areas are better than last year and others are just awful. And in the same or similar state as last year*
- *Pave Cobber Kain asap*

### Please tell us how you feel about Council's community buildings (including halls)?

- *Very little needed, from what I see, except for insulation in marton hall halls no real upgrade is needed.*
- *So many wasted buildings around the town. Let the community use them*
- *Why a new building in Bulls - Fix the damn awnings/shop overhangs in Marton!*
- *Get the return slot sorted in the bulls library*
- *the new Bulls hall was a huge mistake*
- *The memorial hall seems to be taking a very very long time?*
- *Starting to improve*
- *Bulls community centre massive unnecessary expense. Council doing little to support local community halls*
- *I don't use any of the buildings?*
- *bulls new centre is a complete [REDACTED] to put it lightly*
- *they are too expensive to hire*
- *Hunterville town hall needs a accessibility ramp*

- *I am extremely disappointed with the community centre in Bulls. It was a ridiculous waste of Money. The old town hall and library could have been brought up to code for a fraction of the cost and they would be historically correct for the town. I cannot believe the council was so irresponsible as to spend so much money unnecessarily. I also cannot believe that the council is planning on doing the same thing in Marton and Taihape also.*
- *Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about how to fix this. Listen to the answers you get from this survey or it was a waste of time*
- *Te Matapihi is splendid*
- *The pool needs to be insulated so it can stay open in the winter. It is a huge loss in potential having the only 50m indoor pool in the wider region closed for winter. A lot of potential here!*
- *Te Matapihi cost over run a shambles. Design a shambles.*
- *It would be nice to see Te Matapihi have all functions operating properly. It would be good to have displays in the foyer and souvenirs displayed for sale. More activities.*
- *Marton Library needs a make over. Even to stop the leaks in the ceiling. It needs a face lift*

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

- *Would be better if there are toilets by the bus stop.*
- *I have been frustrated at the lack of signage to assist users to report problems. Specifically having reported concerns prior to and when the facilities were installed at Follett Street and at Centennial Park - I was amazed at the lack of information on the new Bulls Town Centre. I understand from staff in the building, that they have also raised their concern at the lack of signage to no avail!*
- *Closed at bus stop. Very sad*
- *The ones across from Mad Tom's need to be kept open.*
- *Needs improvement*
- *Why would you close the toilets closest to the main bus stop*
- *Given the new toilets Great! but also given that there is no open public toilets near the Green areas*
- *Better due to the two new / modern toilets in Marton.*
- *Still not enough*
- *Never used the until a month ago*
- *It seems very stupid to be removing toilets which are near the bus stop and pubs in Marton!*
- *But the one in lower high st should have remained open*
- *They are always dirty apart from the new ones at Bulls Library, very, very clean.*
- *I like the nice new toilets in Marton parks, well done.*
- *they should've built one by the bus stop as well as the other 2 locations*
- *I don't understand why the public toilets across from the bus depot would be closed, Seems like a silly decision to me.*
- *New toilets are great. Please add hooks to the backs of the doors. It's very unpleasant having to put my bag on the floor.*
- *The ones at Taihape Rec are disgusting council should be ashamed*
- *Floor is very slippery in the toilets by the rec.*
- *I'm dissatisfied that the toilets on Lower High St., Marton were closed to the public and given to Speirs.*
- *Bulls Public toilets are very good.*
- *Are there even any?*
- *Better than last year although bad decision to close the ones near the bus stop*
- *Always impressed with the way the Taihape railway toilets are kept so well maintained despite massive use*

- *More toilets are great but need signage on High St Bulls directing people to Te Matapihi or Rangitikei Junction. More rubbish bins are needed at Rangitikei Junction especially by the toilets....they're often overflowing*
- *It is great that the lower high st toilets are no longer in use and new toilets have been relocated and opened.*

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

- *They need regular tidying up. Especially for long weekends/public holidays.*
- *Embarrassing*
- *Cousin recently buried at the Clifford Cemetry - beautifully landscaped and maintained*
- *Some of our districts cemeteries are better than last year and it is great to see new works happening in that area. New signage, cleaning up old gardens, replacing flora and fauna. It is ashame that the grounds are looking messy or left to become overgrown in some areas.*

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

- *Does marton have a camp ground?*
- *I'm assuming you mean Wilson park? Could use a revamp on toilet s*
- *What Camp Grounds?*
- *Not enough*
- *Didn't know they had any?*
- *Not applicable*
- *What camp grounds lived here 14 yrs didn't know you had any maybe you should advertise them*
- *what camp grounds*
- *what camp grounds?*
- *What camp grounds*
- *What campground?*
- *Lots of rubbish around behind the rec, not sure if its the campers though. A bin or 2 would benefit behind there. The gateway to the "motorhome" park behind the bowling club at the moment is very muddy and slippery.*
- *There r none nearby to use.*
- *Where are the camp grounds?*
- *Are there even any?*
- *A shame the Bulls domain isn't open for overnight camping*

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

- *It would be great if they were open all year round*
- *the pool is used mainly as lane pools hardly a community pool*
- *I didn't think the council owned the Marton pools. But they are well kept*
- *Q16 had no option to say I never use a Pool! I think the RDC contribution to Memorial Park would have been better allocated to keeping pools open all year.*
- *Marton should be open all year round*
- *Don't use them*
- *The marton pool is a fantastic asset that could and should be open all year. With the right management and marketing it would be better supported, and draw out of towners in as well as benefitting locals.*
- *It is far too hot in The Marton Pool.Needs events things added to keep kids and teenagers to use it!*
- *Marton pool a wasted resource. Be great if open year round. Issues between pool management and schools using need sorting*
- *Need longer evening hours*
- *I go to Whanganui as the Taihape and Martin ones are shut, and not very good when they're open*
- *Ashame they are only open for 6 months of the year*



- *Stupid to close in the winter!!*
- *It should be funded year round, maybe add a sauna or spa. The community is growing and in need of a year round pool.*
- *Its Run like a prison and should be open in winter for health purposes*
- *Pools are cold, rules are pretty stupid, kids getting told off for splashing!*
- *should better be open in winter*
- *Love the pool, but we need to know how we can keep it open for the winter.*
- *I don't use, too far away*
- *Are there even any?*
- *Would like Marton open for 52 weeks.*
- *Rude staff*
- *Marton outdoor area a disgrace.roof needs waterblasting*

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

- *The staff look so lifeless, no friendly smile or welcome. No enthusiasm engaging with kids, the library services offered during school holidays are absolutely BORING! When I think of a library, to me it's a community hub - a place where you can relax/engage/learn and feel welcomed within our community but unfortunately, this is not the vibe at Marton Library. It needs new life, helpful and friendly engagement between staff and customers whether you're a borrower or wanting to access any programmes offered. Take a leaf out of the hard mahi and amazing overhaul achieved at Manawatū District libraries (Feilding). Marton library should be inspiring our community to come along and utilize this space! And lastly, LOWER the cost of basic, small-job printing!*
- *I love it. I just don't have time and I will take my son when he gets bigger*
- *It's better because [REDACTED] works there now.*
- *It would be nice if libraries had quiet places - often the noise puts me off going there*
- *The kids puzzles in Marton need sorting and cleaning.*
- *Please advertise what's on in school holidays more widely than just Facebook. Too hard trolling through faceboom*
- *Only use for computer or photocopying*
- *dont use them*
- *Really helpful staff*
- *need a new building*
- *The Marton library is dirty, it smells and looks worn-out, old and past its use-by date. I would use it if it received a dramatic upgrade, a deep cleaning and paint job, and the whole ambience was improved and made more modern.*
- *Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about to how to fix this. Listen to the answers you get from this survey or it was a waste of time*
- *staff work at encouraging participation of all ages*
- *Have not been to Marton yet*
- *Great facility, could have a bigger selection of books of the size of the library. Needs more books for 10-14 year old boys.*
- *Unsafe, dangerous*
- *We will make it work!*
- *Inconsistent between staff*
- *[REDACTED] is super helpful*
- *Lots less books.i want a say in what books are purchased*

**How satisfied are you with your water supply?**

- *Very much better than it was. I drink it from the tap*
- *The water issue in Marton has been neglected for far too long*
- *Satisfied and thankful that I have running water*
- *The worst in the country you should be doing more*
- *It is horrible and comes out bright yellow, and undrinkable*
- *Not on the system but very disturbing*
- *People with water leaks on farm water supplies need to be held accountable and shouldn't be allowed to take restrictors out. As it put cost up for everyone else!!!!*
- *Very Dissatisfied due to it being foul tasting plus it is hard / difficult to lather soap.*
- *very heavy use of chlorine in Bulls*
- *Major ongoing problem!*
- *On tank water*
- *Very dissatisfied. Water stinks.leaves washing smelly .cant drink it. Smells like swamp water at certain time of year. And at midnight it smells like a truckload of chlorine has been dumped into it. And for \$811 a year it bloody disgraceful*
- *Horrified taste smell quality awful often causes stomach upsets have to pay for bottled water. Disgusted*
- *You charge us for water that you don't supply, little better than theft !!!!*
- *The river has sewerage in it*
- *Tank water LOVE IT*
- *feel let down that councils,have not kept up with infrastructure improvements demand dislike the,concept of 3 waters*
- *██████ off! Pay for water we can not drink*
- *It's always been rubbish!!!*
- *the water leaves black residue on sinks, drains etc*
- *It's a joke, everyone that has visited from out of town has commented on the smell coming from the tap. I buy my drinking water.*
- *We have installed a 3-phase filter due to the poor water quality in Marton.*
- *But it's mine supplied by a water tank on my property that you guys still have the audacity to charge me for*
- *we have our own water supply, town water smells and tastes awful*
- *We are on tank water*
- *I am happy at home in Bulls, quite dissatisfied with the water at work in Marton*
- *It is always horrible, either muddy or chlorine or sometimes both!*
- *I provide for my own water from my roof*
- *Have my own excellent supply. Bulls water tastes gross*
- *Quality!!! Plus new builds should have to have a grey water tank and possibly water tank.*
- *Tank water- Water supplying into town as I work locally isn't very great at all. The smell, the swampy/ground taste and visually unappealing.*
- *Let water into stream now*

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

- *Water quality is not good!! Washing smells; tastes,awful, some days worse than others.*
- *I live nearby to the waste water, I've seen what I believe is the overflow going into the stream, it looks clean and is very rarely smelly.*
- *On septic tank*
- *Apart from the stink at crofton in the summer i have no problems*
- *Not connected*

- *Always see flooding storm drains often covered in leaves ect*
- *Not much, you charge for it but don't supply it ?*
- *Pumping into the river. Papakai stinks. Can't even breath there some days*
- *horrified that black water enters,tutaenui stream and then rangitikei river*
- *My husband and I don't have any issue with the water. I've seen numerous comments about dirty or bad tasting tap water but have never experienced at either of the two town properties we have owned here.*
- *Nothing has been done, yet will spend millions on an unnecessary new council building*
- *wish we were since we still have to pay for it as well as our tank to be emptied, unfair*
- *Linnet St dump station gets a good hammering during the summer and needs to be monitored better.*

#### **How satisfied are you with your experience contacting Council?**

- *I have not contacted council although there is closing in my paddocks from the road, since I've lived here, but only floods in very heavy rain.*
- *Council Member [REDACTED] was very rude and intimidating at public consultation meeting not impressed!*
- *It would be better if they opened for the morning on Saturdays. I need to buy my dog rego but need time off work to get it.*
- *fix it form needs to be followed up with result. manawatu council very good with this. unhappy to hear that prompt payment discount has been scraped*
- *Animal control is a disgrace and I am very disappointed in how my issues were "dealt" with. I'm sick of these mongrel and dangerous dogs wandering around freely and attacking dogs on their own fenced property. Nothing is done and the animal control people don't seem to care or are too afraid to do anything. Why should I follow the rules with my animals when others get away with completely ignoring them?*
- *They don't ring you back and your fobbed off - with promises that never come to fruition*
- *The staff at the matapihi go above and beyond but are often hog tied by higher ups and limited in what they can do.*
- *Haven't contacted them in the past year.*
- *mostly ok, however there is a lot of confusion amongst staff re the 3 dog rule. the person at the counter tried to tell me it was 2 or more dogs that needed to have a permit.. not more than 2 dogs. so they need to be more knowledgeable on their own policies.*
- *Website: I have struggled to find various items on the website. When I ask to be provided with a link (or the file(s)), staff provide the information quickly, which is very much appreciated. Social Media: I feel issues raised on local facebook pages should be responded to, not simply require everyone to only use the RDC fb page.*
- *Fix-it forms do not get replied to, even when requested. People do not reply to phone messages, nor do they act on concerns/hazards!*
- *We dont qualify for local papers as not RD and just out of 50km boundry so dont recieve news in local papers*
- *what about more questions about the things that matter like refuse, recycling, water*
- *No option to say I've never seen an E-Newsletter!*
- *The counter staff at Marton do not appear to have much local knowledge, and don't seem very interested, enthusiastic or helpful.*
- *Council staff always very professional*
- *na*
- *social,media,could be used way more,effectively. te matapiki Facebook page is useless, everyday events and services,should be updated*

- *Most are great. Your resource and building consent team may be the worst group of people I have ever dealt with*
- *My main issue is with the sometimes off-hand and less than friendly attitude from the staff behind the counter. It seems to depend on who you deal with and/or what mood they happen to be in at the time.*
- *Some staff are great - most aren't with a unhelpful culture throughout the entire service - lazy*
- *Newspaper - we only have the District Monitor - not enough of Marton in it, more in Feilding Herald.*
- *no notification on the extension of the road closure at Mill Street, no discussion on why rates go up so much*
- *Information that comes with rates communications is useful*
- *Not transparent*

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

- *When a reply is requested, REPLY! Wonderful that time that you went around the community and gave away those free water jugs BUT when a form is filled out in regards to the light pollution created from the new LED lights in the skate park in January 2021 and a reply is requested, REPLY! Its July and still nothing... Nothing!*
- *Does it work?*
- *It's simple to follow but nothing gets done*
- *Things can be left for years!*
- *Is actioned but no feedback given as to when something will be actioned*
- *never heard of it*
- *dissatisfied, no follow up, on results or, progress*
- *The result can vary, abandonment of cars is swift, the control of magpies in Marton was slow*
- *dissatisfied. So many people have put through about the water and nothing.*
- *Haven't used yet*
- *Never used them.*
- *Where is this form*
- *Very slow to get a reply*

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

- *Rate expensive comparing services offered like curb side recycling and water quality*
- *Mostly as good but not treating the water issue makes you worse*
- *The worst I have ever dealt with - and most expensive for what you get*
- *Far more expensive*
- *Investment in Taihape playground*
- *Worse than others in the building consents department*
- *Need to focus on what's important and keep rates low, focus on lowering rates*
- *need to maximize income from livrary much like, Levin and feilding*
- *Worst in NZ - This is the general widespread consensus within the Rangitikei Community as a whole, and neighbouring communities - with both ratepayers and building industry representatives. You are kidding yourselves if you believe otherwise. Get out in your community and listen to the dissatisfaction. Change needs to happen and heads need to roll.*
- *Poor attitude of staff - lazy*
- *You only pretend to listen to the people, give them what the large majority want*
- *Over-priced rates for minimal return*

**Do you have any other comments, questions, or concerns?**

- *Speed along Wellington, Wanganui and pakepupa Roads. Need sleeping policemen to slow down traffic / Children are very much at risk*
- *I would like the Marton library to do a survey to gather feedback from our community about what it is our town really wants from it. I would love to take part and also see how others feel.*
- *More communication and feedback of decisions made to residents and affected entities would, in my opinion, counter the perception that Council do not listen to input / feedback provided.*
- *Stay in Wing's Line. Rates are too high. No shops or services here. Paying same rates as in town*
- *Has the LED light from the skate park ever been tested at night for how bright it is? All it takes is a shield visor to direct the light where it needs to be, On the Park! The LED light from the Skatepark is intrusive and offensive lighting. It is obtrusive and does not need to glare all the way down Totara Street! It needs to have a hood/visor installed as to direct the light down into the park and surrounding area itself and not create antisocial lighting for the residents attempting to sleep with copious amounts of unnecessary, invasive blue light polluting our bedrooms when we already have sufficient street lighting in our street. Please install a hood/visor to direct the light completely where it needs to be concentrated, for the health and benefit of the community. Thank you. your support in this matter will be greatly appreciated.*
- *Was told my rates would be around \$2000 year they are \$2700. When I questioned it the staff member said they would look into it and be in touch, that has not happened. 😞*
- *Water quality needs improvement.. urgently*
- *I think it is more important to fix water quality than spend millions on building upgrade.*
- *Water seriously needs to be looked at. We put \$1400 house water filter in and every 6 weeks I need to wash them out. I have replaced them already only being 5 months at \$120 a set not good enough*
- *Very disappointed that all that money was spent on the convention centre in bulls. It's a shame that the marton toilets down by spares got closed. Also the water sucks so much. Definitely disappointed that they haven't upgraded it and also encouraging birds to be on it by planting heaps of flax around it is a terrible idea. Maybe invest in some bird scarers before we all die of e-coli or some other bacteria present in bird █. Also it sucks that the rates have increased so much and the water still tastes like █ and smells it too. Definitely sort the water. And no it is not the farmers at all that are making it dirty. And the new dog law thing put through also sucks. Council should definitely have put something in for cats before dogs. Cats just roam around giving their diseases to everything and █ in your garden and everyone cries when one gets put down... cats need culling off because there are so many feral ones they kill pet rabbits, chickens and gunie pigs yet we cannot kill them. If it were a dog it get put down straight away cos law allows it. I'd like to say well done on something but it's a bit hard to think of anything but I can say well done on the youth space that is great for the kids as well as the New skate park.*
- *Ratepayers would be happier, if the water was acceptable. Especially for the high rates we pay, compared to other councils. We appear to get alot less for our money than other regions. .. and we pay more.*
- **WATER FIX THE WATER THIS IS A JOKE**
- *How can we have more homes being built with the water being corrected and increased. We all know there is not enough water for the current number of residents in summer. Also the water here in marton is un drinkable. Yes the filters at the hall are helpful but where is the drinkable water from the tap like other towns have. Please oh please fix the water*
- *The water causes my daughters skin to break out in bad eczema. When bathing her out of town her skin clears up. For a baby/toddler this has been heartbreaking as she is in discomfort and pain due to her skin. I know there are other contributors to this but the water has a serious impact on it as well. I don't feel as though drinking the water is healthy either as it comes out either dirty or smelly. This is a basic human necessity that is not being met.*

- *Fix the water its dreadful and we needed to spend money on household filters when we moved here 4months ago.*
- *The water supply to our Marton properties is getting progressively worse. I don't feel clean when I shower. I can't drink the tap water. I used to be able to stand it.. but its getting more and more disgusting. Why is this not the highest focus for our town even though it is our biggest complaint?? Our rates are the highest.. yet we have to drink water that tastes like dirt and feces..*
- *I would like the council to promote more trades into the area to setup good competition..*
- *I think council doesn't help business's enough in other towns in their wards.*
- *The water issue is a concern. I'm rural and I'm not using any council services accept roading, and home requirements.(power poles, fencing etc). Seriously considering attending meetings and involving myself more within my council community. Being a small community I think a lot of things are being overlooked for less important issues. We need a safe supportive environment for our families, including local drinking water, safe roading and buildings.*
- *Please please do something about our drinking water. It's disgusting*
- *Clean up and get the shops filled in the main street. Help businesses stay a float. Help the owners get them earthquake proofed If that's what needs to happen. Fix the water. Be involved in the dam program or dont be dont make them feel like [REDACTED] for what they have done. And come along and re do it. Where was your communication.*
- *I am very concerned at the amount of dogs roaming around the streets of hunterville. I pay a hell of a lot in dog regos myself and NEVER see the dog ranger up here. As a farmer on the town boundry it is concerning as we start lambing. Would like to see a clean up in the town from Wandering dogs!!!!*
- *Something really needs to be done about our water. It is truly disgusting*
- *Spending too much on fancy amenities & not enough on basics like water supplies. Not listening to locals concerns. Not using local contractors - going yo those outside the district.*
- *How many more complaints do you have to receive before you fix the discusting water*
- *The water is disgusting. If we had known it was this bad we would not have lived here*
- *Water is disgusting undrinkable without filtering or boiling and smells terrible most of the time. Parks are not mowed properly the grass is left way to long and edges are often ignored completely. Also kerbside recycling is available in many surrounding districts so why not here?*
- *Fix the water it taste like dirt and undrinkable i have to buy drinking water and collect recycling from the kerb side.*
- *Fix the water!!*
- *The taste of the water is very disappointing. I am having to buy my water to drink.*
- *The Council should be commended on its work overall. A minor matter - I like the gardening done around the pedestrian crossings in Marton but the bushes hampers the view of a pedestrian waiting to cross, particularly any child who may be smaller than the bushes*
- *Keep the rate increases to a minimum; Resist unqualified lobbying and unqualified complaints e.g. local newspaper - two furious women complaining about the new community centre in Bulls; Ignore them.*
- *Try a shorter, more succinct, newsletter in the Mail, with larger font.*
- *I am FURIOUS with the recycling centre - often all the bins are completely full. The man tells you to put it in the tip hole - RECYCLING - you are just paying lip service to the word. There is no sorting of plastic - the place is a complete mess - this is just a front for tipping the rubbish and there is no real recycling. Rubbish bags are costing us a fortune but we pay for refuse collection in our rates???? the water stinks WE FILTER OURS TWICE before it is drinkable sometimes it is still brown. I can't imagine what it is doing to our appliances.*
- *No*

- Council has no focus on the environment, eco standards or being a leader on reducing poverty. The long term plan focused on a few basic questions that it was quite clear had already been decided on. There was no real plan for the future of our regions economy, housing, infrastructure or community.
- Need to install a wastewater system at Koitiata without bankrupting the residents
- Council makes promises, but doesn't keep them. Been waiting 45 years for drain and kerbing. Ripping up footpaths and kerbing and replacing when other residences don't have any.
- The drinking water / reticulation needs to be cleaned up as the water is making clothing stink.
- Thanks for your contribution to the development of the Taihape rec area.
- A clearly publicised action plan/timeline for dealing with the water supply.
- The building on the corner of Broadway and Wanganui Rd is an eyesore. The toilets by Spiers should be reopened. The new playground by memorial hall needs to be fenced for the safety of both users and passing traffic. Council needs to be proactively recruiting medical professionals to Marton to support the increasing population.
- While trying to do something for the community, on the development of a council owned reserve, you can never get to talk to the people you need to. The calls are monitored by reception and passed on but the staff rarely return your calls or emails or follow through on what they say they will do. Not applicable to dog control or reception. Staff change and you have to go over things again and yet again the same issues. We are all busy people not just the council staff! It is disrespectful. Probably now make a time to meet with Andy.
- No
- I am really disgusted that my rates have gone up when you do not even supply good, tasting drinking water, the fact that it stinks, I do not care if you say its safe to drink. Its yuck, when we have visitors from out of town, they always comment on the smell of water, and yuck taste in this town. Its actually embarrassing.
- 1. Well done with the new playground next to the Marton War Memorial, and installation of various new public toilets. 2. Rates are very high for the services we receive. I understand we have a huge district with a not so huge population but does RDC continually proactively look for ways of getting the best bang for buck?I'm not sure 3. Are infrastructure staff giving best service to RDC? On several occasions I've noticed only a handful of cars outside King Street depot after about 4pm.
- Fix our water!!!!
- Marton could benefit from an indoor sports facility (for cricket / netball / soccer etc)
- Rang three times with a query which I was advised a planner need to advise me on. Wouldn't put me through the first time, they are too busy to speak with anyone so just return calls when they can. Second time they were going to ring me the next day. Third time a message was sent through to ring. No phone call ever received back. ██████ in customer service was lovely to deal with but my calls were never dealt with beyond her.
- Our community of kids spend hours at the rec when we have tennis swimming tennis touch and all other sports . The kids play on the old cattle loading race or the pretty awful playground. Please invest in our tamariki. They are the future of our region
- yes, what about doing something about the Bulls River Plantation! wouldn't hurt for the Person responsible to go and have a look how people with 4x4 cars are destroying the Plantation! the whole plantation looks like a of road entertainment place for hooligans! walkers, joggers and cyclists can not used it anymore, because of the deep track holes filled with water. I m not impressed, because this is my only place a can take my Dogs for a descent walk and now it becomes more and more a danger trap for me. I can supply Photos or I m even willing to accompany the person in charge to have a look @ it!

- *Water rates have increased.....why? The water still smells and tastes disgusting. The council should provide free water until it is of acceptable quality. Acceptable is consistently no horrible taste, smell or colour. I called council to report a dog. Animal control came to seize the dog. 2 people arrived, one went to get appropriate gear while the other raced off after the dog with a baton. When the dog approached [REDACTED] banged the ground yelling and caused the terrified animal to evade capture for an unnecessarily extended amount of time. The sounds terrified other animals in the area. All totally obnoxious and ridiculous. Had [REDACTED] approached the dog with a capture leash instead of a power tripping baton the dog would have been caught with a minimum of distress to the dog and other animals in the area. The whole ridiculous scene calmed considerably when the [REDACTED] supervisor arrived and provided common sense and much needed calm. I called council to relay what I and other neighbours had witnessed and was told by the [REDACTED] who answered my call [REDACTED] didnt know what to do about it, that I was ranting about [REDACTED] fellow colleagues. I asked repeatedly if [REDACTED] was offended by me relaying what I'd seen and the obvious unnecessary distress of the dog as [REDACTED] sounded genuinely offended and dismissive I would say such things about [REDACTED] colleagues. I was not interested in the egos of council staff, I was genuinely concerned about the disgusting treatment of the dog. It really is not hard to see why this council is considered the worst in the country. It is.*
- *Why some staff using council vehicles for personal use and taking vehicles home to other towns cities. Most people have to use own vehicles to get to work*
- *you contact home owners, telling them to cut back trees and bushes overlapping footpaths etc, but when asked to fix berms that have been ripped up and not put back the way they were is bloody annoying, as we are 'expected' to maintain these berms at our expense. And your exorbitant rate increases for no extra service's are just a rip off. Like most councils, you are overpaid and underworked..*
- *Terrible water. It's disgusting. Please fix it.*
- *Fix the water.*
- *Not happy about rates increase or the fact that as a rural property on our own tank water that we pay for water.*
- *The library needs an upgrade and more books. The water is undeniable. It would be nice if the pool was open through winter.*
- *Only one question about water yet it has been a big problem for decades. Do something about & residents might me more satisfied. 1 question shows you have no intention of fixing it. Maybe central govt would be a better option for a quality life giving resource that you are mismanaging. Adding chlorine to algae & mud doesn't improve things.*
- *Yes, why is Scotts Ferry charged for services that are not supplied ? By your own admission your administration costs are 83% of Rates.*
- *Our rates go up but service keeps going down. Where has the pride in our town gone.*
- *ii am dissatisfied re footpaths on Holland Cres,alot of elderly and young children live here and use the road as a walkway. I've been asking for nigh on 7 years for something to be done but falls on deaf ears. Also Holland Cres is used as a bypass road by Cattle trucks and trailers full of stock, fertilizer trucks and trailers, breakdown tricks with smashed up vehicles on them, large trucks with bulldozer and cranes on them. On the 19th July 2021 at 12pm Cattle truck and trailer full of stockH CARROLL TRANSPORT , eight army trucks, two fertilizer trucks. breakdown truck with wrecked vehicle on trailer, all in a space of half hour. This road is narrow and mark my words someone is going to get killed.I am tired of just getting lip service and no action. Rates are high so do something about it before the 400 Air Force families arrive.*
- *Put in request for service a month or so ago on two issues and received zero response.*
- *I would like to see recycling of some kind available in the outer areas of the Taihape district. Or for the transfer station to be open a variety of hours instead of only 7:30-11:30am during the week.*



*Imagine if one day of the week it was open say 4-6pm for people who work during the week and live rurally - that would be amazing.*

- *footpath/driveway*
- *We have a couple of recommendations. There should be a subsidized water filtration system for every home (including rentals) Getting your dog rego should be easier online. Using the rego code supplied on the tag should be used instead of a owner number (don't even know what that is)*
- *Allow rate payers a rates subsidy if they want to install rainwater tanks. Charge them the going rate for water if they ever need to top up from the town supply*
- *I am delighted that the Marton water supply is to be improved. I am also very pleased that Marton Market Day is to continue.*
- *Is this just a box ticking exercise to say you have surveyed the community or are you actually interested in how we feel as rate payers. Our rates have gone up, but what do you have to show for these increases?*
- *I struggle to accept that the rates rise needs to be a compulsory occurrence. it appears to be such.*
- *The service levels are horrendous. Instead of spending money on a new community centre, maybe spend funds on contracting in a service specialist who can teach the staff what good looks like.*
- *I find the council dog registration fees somewhat high for people who have Good Dog Owner status and neuter/spay dogs. We pay the same fee as Good Owners who don't desex. Also be nice to have a lower fee for Gold Card folk, like Manawatu has.*
- *Whether perceived or factual it does look like other towns governed by this council are better looked after than ours. Very little expenditure appears to take place in Taihape.*
- *The bare section next to Cools bar needs to have some activity. Encourage car boot sales - Coffee/food carts - Free secure wifi and advertised on SH1 - Do something with it!*
- *When are we to have roadside recycling. Those of us who are very elderly and live alone and don't drive are unable to go to the dump. New rubbish bags are smaller than previously and cannot use them for cans, plastic etc. so these items we cannot recycle.*
- *Why do we have to pay for a rubbish bag to be dumped at the local refuse when we already pay big dollars to purchase them to begin with*
- *Shocking how the rates go up by so much. Especially since we (rural) pay for so many things we don't use!*
- *We don't need a white elephant like the bulls hall it not fit for purpose at all managers must be made accountable*
- *the park standards have definitely dropped this last year*
- *The rates increases hidden away in the Long Term Plan reflect badly on the Mayor and Council. The increases in rates have been communicated badly to citizens so it is hard not to assume they have been introduced by stealth. In these times where household incomes have been badly affected by Covid 19 circumstances to go ahead and increase rates as has been approved by the Council is irresponsible and shows no appreciation of how people are feeling. In the groups I participate in there is wide spread condemnation of the Council's actions on rates and when the bills start going out I think you will see a lot more protest. I have the feeling the current council and Mayor will bear the brunt of their actions at the next local body elections*
- *When can we expect to see improvement in the service delivered to rate payers with regard to consents?*
- *The staff at the Taihape Library are engaging, helpful and friendly.*
- *Yes I have a major concern over the roaming dogs in Marton particularly in the Junction area. They seem to be predominately Pit Bull type dogs which are inherently potentially high risk around other animals and children. My husband and I are rate payers yet we can no longer enjoy walking our own registered, micro-chipped and controlled dog for fear ■ will be mauled by a roaming Pit Bull*

*belonging to irresponsible owners who do not pay rates. I find it ironic that an Animal Control officer in response to my notification of a roaming Pit Bull actually argued that a dog could not be considered dangerous until it attacks. That's too late once you or your dog has been mauled as the woman in Onehunga experienced this week. The law states Pit Bulls must be leashed and muzzled in public yet this is never enforced. I would like to see more resources put into having more Animal Control officers out and about rounding up these wandering dogs and enforcing the laws related to owning menacing dogs.*

- The state of the parks has deteriorated exceptionally over over past year. Very disappointing to see. Standards have dropped across the board. Level of service is poor, weeds everywhere, attention to detail is almost non-existent. It feels as if we're going back to the days when we had contractors doing the job.*
- The water is undrinkable*
- Rubish collections*
- Water is a joke Could not fund a playground , yet can fund new council building which is entirely unnecessary. Rates are increasing for what?! This council needs a serious clean out of staff.*
- Water is [REDACTED] and needs fixing instead of putting off*
- Fix the water*
- the water is a disgrace, never experienced anything like it anywhere else in the world, we are like a 3rd world country having to go to the tap at the memorial hall and fill up containers, shocking!!*
- Sort the water out, and if you can't, stop increasing rates, or more people will use alternatives and you'll end up losing more than you gain*
- Bulls does not have enough public toilets available with the main highway people are still stopping at the old toilets and struggling to find the ones in BP complex often needing redirection from locals*
- Rates are too high, horizons is a joke and is unaffordable. Include it with rates. 2 separate payments are way too much. We get very limited services in Hunterville. RDC is not proactive or forward thinking. You take our money, increase rates and do nothing. Too much red tape and too much beurocracy. Too many chiefs*
- The drinking water quality is a major concern, I cannot drink it unless it has been boiled due to the unpleasant taste. I feel the rates increase is frustrating given the above issue.*
- Improve local water quality!!!*
- The water is shocking. We pay a huge amount in rates for undrinkable water. We have lived in many places in New Zealand and the water here is third world. I don't care if it's apparently 'safe' to drink. It stinks and most of the time comes out of the tap brown. I don't even like showering or washing my clothes with it but we have no alternative. It really annoys me that we pay so much for water yet we have to buy drinking/cooking water on top of that.*
- I have lived in Marton for 6 months and I am very unsatisfied with the water quality. I have a filter on my kitchen tap which is clogged within a few weeks of having it replaced. This is costing me over \$100 each time the plumber comes to replace it. Please do something to fix the water in our town.*
- My biggest concern is probably a lack of listening to residents by the council, and a lack of community consultation. Our local kindergarten has enjoyed frequent excursions to Clifton Grove on Daniel Street, Recently the fence at Clifton Grove has been removed and replaced with bollards. This completely changes the way the kindergarten can utilise this space and risk management, but there was no community consultation through which concerns could have been expressed. As for Te Matapihi, I have never felt less inclined to visit a library as it is less accessible and inviting. Using the public toilets is now indeed a public affair as the use of them can be witnessed through the windows from the car park. How embarrassing!!*
- [REDACTED] needs a bloody shake up, they should be concentrating on our area, not Feilding. The guy needs an attitude adjustment. Roaming dogs are a serious problem and when my own dog was attacked on my own fence property nothing was done and no one was sent out even when the dog*

returned and was in my eyesight, I was told to follow it to see where it lived... a bloody aggressive dog. It [REDACTED] me off and I know it [REDACTED] off many others who register their dogs and take measures to contain them.

- Town water supply a problem, not much going on for teens in this area
- Not really. Arrogant and antagonistic people who use their power to inflict hardship on ratepayers rarely have the balls to change.
- No Thank you
- No
- The roads are treated like a race track, rubbish fires never stop burning, dogs wander freely and the water is undrinkable. The Rangatikei might be the worst place to live in New Zealand. I feel like my rates are simply lining the pockets of stuffy old white men who aren't prepared to do any work. Get off your [REDACTED] and implement the policies we pay you to.
- Most issues are because a lot of your staff though not all have a poor attitude towards people in general. I've been having hassles with a barking dog for 5 months so far all without ANY joy and silly ideas being our forward by your staff, that sent to be designed to cause hassle with my neighbours. With very little regard for keeping harmony between residents. Therefore I'd like a refund of the animal control portion of my rates as staff aren't doing their job to an acceptable standard and are unhelpful and resistant to deal with. The service is not fit for purpose Council still doesn't have a complaints procedure! Despite [REDACTED] telling us it's happening The whole council is full of endless promises with lots of red tape but very little action. It has got better in some departments over the last few months and council was excellent during Covid but there is still a long way to go. There are a lot of staff who have been lazy and ineffective who have a poor attitude to ratepayers and people in general – it's these staff who need to realise they work for us (ratepayers) and should be working for the community instead of against it. As for council charging rural residents for water they don't have access to is daylight robbery and very unfair and unethical. And I would suspect is also illegal. This needs to stop. Whilst I don't object to paying forwards public water such as toilets etc I don't think it's fair to charge us as high as council does as we have our own services which we have to pay for to access water and septic services etc. Rates have stayed low which I am thankful for. Spending all that money on the Bulls info building was a very bad call. We didn't need it and the quality is absolutely awful and looks like it's been built by amateurs. The roading plans are awful and urgently needs fixing- Slanted Parking bays on Hereford street make driving down there when busy dangerous as they force you again into the wrong side of the road And Wellington road outside Mcverry Crawfords turning right into Hereford Street is a bad layout that is downright dangerous as is Wellington road going into Henderson's line. Which puts drivers in the path of oncoming drivers when waiting to turn right and on the wrong side of the road. I'd like the CEO to take a drive with me to show this in real terms to get staff to acknowledge these issues and come up with a different system. I've already taken my concerns about this up with council previously but was ignored as per usual. The Swimming pool only opening in summer is a joke and it needs upgrading as it's awful pool and the facilities are always dirty. With poor standards in the changing rooms with showers that don't work and condensation, plus the pool is way too cold and there is not enough happening for the community such as aquafit etc. it could be so much more. The new park is nice but did we really need it with so many parks already being in Marton- surely we would be better off with 1 good park instead of so many. Council website is very dated with very little info available in there. If it were more forthcoming with info it would save everyone's time. Also no accounting for rates is not ok- j should be able to see all payments and print off the receipts for them instead of now not getting any receipt or record of my rates. Which is not ok- plus the [REDACTED] who deals with this is not helpful and has a very argumentative attitude. Again the quality of council comes back to the quality for the attitudes of its people and right now that leaves a lot to be desired

- *Slow to get pot holes fixed. 4-6 months from reporting. Poor road repairs in places. Repairs slumping. Very rough uneven fixes is there a standard these should be repaired to?*
- *1) Who maintains and services the Skate Park. Please put reply in comments in District Monitor as many like to know. 2) What has happened to Marton Community Committee and the funding rounds that have not been answered by anyone. A courtesy letter to all applicants from Council would have been helpful for those going forward.*
- *Start listening to the community!!!! Te Matapihi is underused because of issues the community warned you about. Listen to them about to how to fix this. Listen to the answers you get from this survey or it was a waste of time*
- *for a small council there are individual staff and Councillors with good relationships. with stronger relationships and inclusion, more would be achieved.*
- *The up keep of Taihape on a whole (back streets n kurb side) is absolutely atrocious to say the least! I drove through Martin and noticed a marked difference in comparison. Is this because the Mayor resides there or not. Either way a lot more money, time and resources needs to be put back into Taihape for the rates I pay, I want to start seeing some results for my money.*
- *Have twice contacted Council for advice/complaint, two seperate issues, once by phone and once by email (after being told by phone that I could not lodge a complaint over the phone, it had to be in writing). After a lengthy period with no reply to my email I contacted Council by phone and finally got a return phone call. As I had put my concern in writing I would have thought that I would have received an answer in writing. The second time my partner rang and left a message on a Council employee's phone, I believe this was in April, now July and we still have not heard from [REDACTED] Not happy at all with the service we have received on these two occassions.*
- *Water need to URGENTLY be addressed. More residents in Marton so updated services is needed*
- *not satisfied with no discount for full rates payment'also you send out invoices when nothing is owing*
- *That the council has Money to spend on other towns but in Marton the building on the cnr High and Broadway is all held up with timber ,This is not a good look for new peoples coming to live in Marton,It is about time to remove these buildings*
- *There is nothing positive to say about council and councillors.*
- *Please start recycling and bottle bins for roadside collection. Some form of safer crossing by the FourSquare in Bulls.*
- *Can you let us know what we need to do to keep the 50m indoor pool open for the winter. I know a heck of a lot of people that want this and this could be a huge drawcard for Marton bringing training groups to town throughout the winter- especially school holidays.*
- *Parks and reserves don't have enough staff. Money seems wasted on management instead of workers. Marton water is still awful in summer. Potholes and roadworks are always to be done. The footpath that was replaced in Ward str, bulls was done badly. We have concrete handprints done by your contractor on our freshly painted fence and the idiots sowed grass seed in a space that doesn't get mown, so we are forever weeding. The man that sprays does it in wind. You just get sick of complaining. We pay a lot of money for rates... and we get [REDACTED] service*
- *Built a hall, not fit for purpose, struggle to even get wheelchairs in lift or disabled toilets etc and not big enough for functions. No changing rooms for performers when using stage. The halls been a great over spend and waste of tax payers money. Also our parks need a lot of work. More rubbish and or dog poo bins would be great. How about supplying dog poo bags like other councils do, there's a lot of poo not getting picked up. Supplying bags may help with this. The Bulls Domain (which is pretty much the only dog exercise area we have in Bulls) is surrounded in wandering dew. This is dangerous for animals, specially dogs. This needs to be controlled.*
- *Rates are too high for very little. No kerbside recycling and tip not open enough hours. Water taste so vile wasn't installed a filter to make it drinkable.*

- *Worst area of the country I've ever lived in can't wait to move. 5 years in this dump of a town. Only a few more weeks in this miserable hole.*
- *The increase in rates is far too substantial for such a low income town. As a solo parent owing a home, the rates increase is going to make it difficult staying. Also we need more crossings across the main roads in Bulls, the traffic speeds through making it difficult to cross the road safely and speed cameras are needed*
- *Rate rises for little extra services. A community centre no body wanted, a water tower is disrepair that the majority wanted pulled down, no recycling... And lack of accountability for a poorly designed and executed community centre. this council is a law amongst themselves, with little regard for the community they represent*
- *I believe council has lost their way. Wastes ratepayers money and don't listen to ratepayers complaints. Parks, reserves and cemeteries are disgraceful. Service for these areas have fallen well below acceptable levels and nothing seems to be getting done about it. No one being held accountable for poor service.*
- *I remain implacably opposed to the way the public good levy is assessed. Very unfair impost on people living alone in a rural area.*
- *I have raised many times that my property does not have potable water even after putting in a carbon filter. I have provided PH tests to prove this and nothing has been done to remedy even after 1 month and 4 follow ups. I have requested my pipes be flushed and the city planner be advised as as a rate payer the council is not able to provide me with a basic human right.*
- *Councillors should be held accountable for their decisions. They should properly listen to submissions not just pay them lip service and carry on with their pre-made decisions. They should respect ratepayers.*
- *Better communication.*
- *Rangitikei council is wasting our taxpayer money on absolute bull\*hit. Sort it the hell out.*
- *Disappointed the discount has been removed for early complete payment of rates. The proposed increase along with the increase in rateable values is looking ridiculous. Asking for plans for my house is impossible. They don't even have my address right. When searching for my property it isn't on line. The town water is disgusting. I know you're working on it but it is smelly and often brown. The road works seem to take forever and usually needs to be redone a could of times before it is right. Rural properties get nothing for their rates.*
- *It would be better if you structured your questions better and allowed for varied answers rather than the a b c d e answers. As for roading 'Higgins contracting takes the [redacted] with the performance and end result, ending in work having to be redone at extra cost. The doubling up with horizons also brings up extra costs and poor performance. Land drainage down Parewanui and surrounding area is a joke with drains not being kept clean and flowing causing flooding .*
- *Drinking Water quality is unsatisfactory, even your filtered supply tastes awful, stop talking & fix it. Forget about the quality of parks, librariess deliver the basics to a higher standard.*
- *The water is the worst I've ever experienced, even in 20 years living in the third world. Truly awful.*
- *No*
- *There is a pothole around a manhole cover at the Wilson St / SH3 intersection (as you turn left towards High St.) It has been like that for at least 18months.*
- *Everyone has a value for money concept. It is hard to deliver these expectations especially if we as residents do not call, complete a survey or just advise or talk about the issues to have things fixed or altered appropriately.*
- *Fix the water, my whites are no longer white, it stinks an I have to buy it because filter do nothing.*
- *Pave Cobber kain ave. Let water into stream.*
- *This town feels like we are the poor cousin of the area.*