



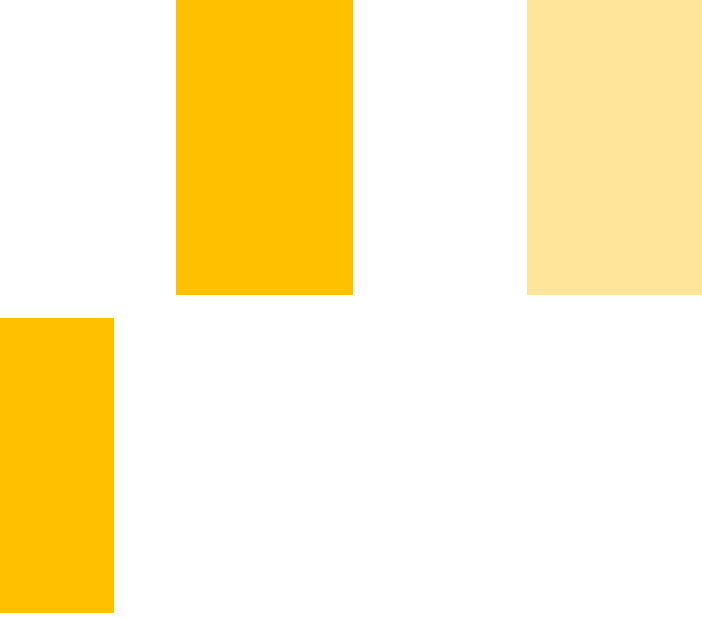
Kaikōura District Council

SIL Research | Resident Satisfaction Survey

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EXECUTIVE SUMMARY

Each year the Kaikōura District Council uses a survey of residents and community members to gather feedback about Council-provided services and facilities. This research measures Kaikōura resident satisfaction levels with Council service delivery performance, the region's sustainability, post-earthquake re-build and Civil Defence.

Research was conducted between 23 November 2020 and 31 January 2021. A total of n=338 responses were used in the final analysis.

By the end of March 2020, the national lockdown was announced by the New Zealand Government as a response to the COVID-19 outbreak (Alert Level 4 in New Zealand's epidemic response process). The 2020-2021 survey was conducted after the lockdown but during the subsequent Alert Level 1. The COVID-19 pandemic and lockdown are likely to have affected public sentiment to some degree. COVID-19 has had a major impact on people's lives, and some Council services (especially attendance of public facilities) and events may have been rated differently as a result.

The main findings were as follows:

1. On average, 65% of community members were satisfied with services received and facilities maintained by the Kaikōura District Council. Satisfaction with Council performance has improved over time, and in 2020-2021 was above New Zealand Benchmarking Survey results of 59%.
2. Supporting these overall perceptions, 31 out of 42 (74%) surveyed Council services and facilities rated by community members achieved satisfaction of 50% and above.
3. On average, the three top-rated individual facilities in 2020-2021 were the Op Shop Building (93%), Public library (91%) and Memorial Hall (86%).
4. Most services showed similar or improved results in 2020-2021 compared to 2019-2020. Building inspections & consents, Parking, and Food & alcohol regulation exhibited the greatest improvement.
5. Only one service recorded a statistically significant decline in 2020-2021: Recycling collection.
6. Several areas in 2020-2021 represented the greatest improvement potential: footpaths, roads, recycling service, Council's response to requests, and local development (Strategy and policy and District planning).
7. 44% of community members stated the COVID-19 situation had an overall negative impact on them or their family; 36% reported no impact and 18% reported an overall positive impact.
8. Despite the impact of COVID-19, 56% of community members stated their quality of life had improved to some extent in the last year. In addition, the perceptions about community resilience (76%) and overall community safety (86%) improved in 2020-2021.

Consistent with the rest of New Zealand, the impact of COVID-19 has clearly been felt in Kaikōura. However, community members were satisfied with their life in the district: feeling safe, resilient, and having their essential needs met. People have been increasingly positive about the post-earthquake infrastructure re-build programme, and business confidence remains optimistic.

Perceived performance of KDC continued to improve. However, room for further improvement remained apparent. Key areas for improvement were related to infrastructure (footpaths), communication (respond to requests), and local development (Strategy and policy and District planning). Community members valued Kaikōura's unique environment and biodiversity, trying to minimise their impacts by recycling and composting. They believed waste management could be improved in the district by enhancing recycling services (e.g. wider area of service, more opportunities to recycle, public education).



METHODOLOGY

BACKGROUND AND OBJECTIVES

Each year the Kaikōura District Council (KDC) uses a survey of residents and community members to gather feedback about Council-provided services and facilities.

This research measures Kaikōura resident satisfaction levels with Council service delivery performance, the region's sustainability, post-earthquake re-build and Civil Defence.

QUESTIONNAIRE AND PROJECT SPECIFICS

In 2018, SIL Research together with KDC, developed a revised Resident Survey questionnaire. Initial drafting of the survey was based on research previously carried out by KDC in 2013-2017 years. This survey, with further adjustments, was repeated in 2018-2020 and 2020-2021.

In February 2020, the first cases of a new strain of coronavirus (COVID-19) were reported in New Zealand. By the end of March 2020, the national lockdown was announced by the New Zealand Government as a response to the COVID-19 outbreak (Alert Level 4 in New Zealand's epidemic response process) with a subsequent Alert Level decrease down to Level 1.

The 2020-2021 survey incorporated a unique opportunity to understand residents' perceptions and the level of impact in the event of a significant

national emergency. COVID-19 time-specific questions included:

- Impact of COVID-19 on residents' life,
- The main concerns, job and income security.

DATA COLLECTION

Research was conducted between 23 November 2020 and 31 January 2021. SIL Research used a mixed methods approach to collect surveys across Kaikōura District Community members. A mixed-method approach included:

- (1) Postal survey. To the best of Council's ability, a hard copy of the survey was sent to all Kaikōura property owners (including those residing outside Kaikōura).
- (2) Social media. The survey was online (e.g. Council's website, Facebook). This was to allow both residents and Community members to have their say.
- (3) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within Kaikōura District.

Table 1 Number of responses per collector

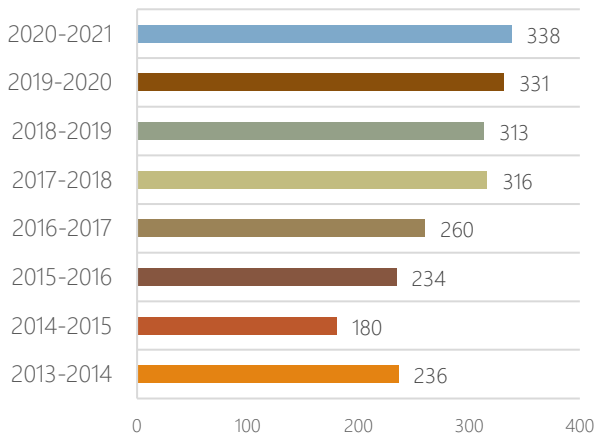
Collection method	Number of responses	%
Paper-based	175	52%
- survey forms	175	
Online	151	45%
- KDC Facebook	30	
- KDC website	41	
- links from the survey forms	18	
- SIL Facebook	62	
Phone	12	4%
Total	338	

DATA ANALYSIS

Data was weighted to reflect area, gender and age group population proportions as per Statistics New Zealand’s 2018 Census.

A total sample size of n=338 Kaikōura District residents aged 18 years and over allows for a 95% confidence level +/- 4-5%. The survey sample was on par with the previous year’s survey.

Figure 1 Annual participation numbers



Higher proportions of ‘No opinion’ responses reduce the effective sample sizes and result in a larger margin of error.

NOTES ON REPORTING

Where applicable, the 2020-2021 results were compared to previous years’ data. This comparative data is indicative only; methods by which the data was collected (including different scales) have differed significantly across years (particularly pre-2017).

In 2020-2021, most questions used a 1-10 scale (similar to the previous 2017-2020 years), which allowed for a more consistent and direct comparison.

Due to rounding, figures may not add up to 100%.

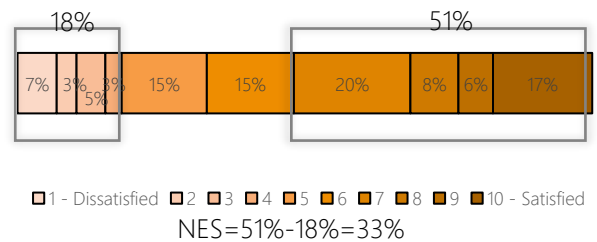
The term ‘Community members’ has been used to represent respondents who participated in the survey.

The final analysis excluded ‘Don’t know’, ‘No opinion’ and ‘Haven’t used in the past 12 months’ responses.

The results from 2013-2017 surveys presented in this report may vary from the original reported data due to different statistical methods used in the analysis.

The overall performance measure was an average score between overall satisfaction with Council services and satisfaction with how Council manages community facilities. ‘Satisfaction’ percentages presented in this report are aggregated 6-10 ratings (on a 1-10 scale).

Net Emotional Score or NES shows the difference between positive emotions and negative emotions associated with Council services. It is calculated by subtracting the percentage of negative ratings from positive ratings.



This calculation was included to enable direct comparison of results between years.

BENCHMARKING

SIL Research conducts a representative National survey of Councils* to establish a series of benchmarks across a range of Council services.

This allows the Kaikōura District Council to compare their survey results against a National average.

































The National survey data is collected throughout the year so that annual results can be presented without seasonal bias. The benchmarking results in this report are based on n=400 responses collected in 2020.

The data was collected using a 1-10 scale; satisfaction percentages are aggregated 6-10 ratings.

Benchmarking results are reported at 95% confidence level +/- 4-5%.

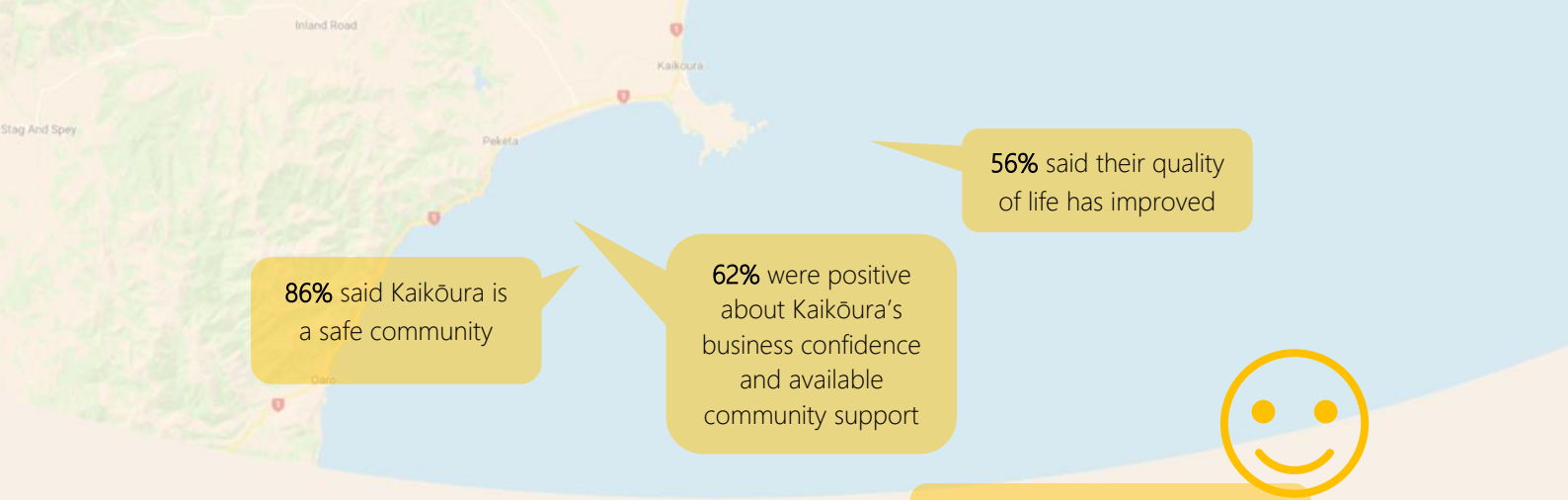
*Excludes Auckland, Wellington, Christchurch and Dunedin

Benchmark Satisfaction at a glance

			
Op Shop Building	Public library	Airport	Sewerage
KDC 2020: 93% / 8.5	KDC 2020: 91% / 8.4	KDC 2020: 81% / 7.5	KDC 2020: 79% / 7.4
KDC 2019: 83% / 7.7	KDC 2019: 87% / 8.2	KDC 2019: 69% / 6.8	KDC 2019: 75% / 7.1
NZB 2020: n/a	NZB 2020: 79% / 7.5	NZB 2020: n/a	NZB 2020: 69% / 6.7
			
Cemetery	Food and alcohol	Streetlights	Public toilets
KDC 2020: 79% / 7.5	KDC 2020: 77% / 7.2	KDC 2020: 76% / 7.2	KDC 2020: 74% / 7.1
KDC 2019: 79% / 7.4	KDC 2019: 65% / 6.4	KDC 2019: 72% / 6.7	KDC 2019: 75% / 7.1
NZB 2020: 75% / 7.3	NZB 2020: n/a	NZB 2020: 70% / 6.9	NZB 2020: 58% / 6.0
			
Playgrounds	New pool	Public halls*****	Water
KDC 2020: 73% / 7.0	KDC 2020: 71% / 7.0	KDC 2020: 71% / 6.8	KDC 2020: 70% / 6.8
KDC 2019: 69% / 6.7	KDC 2019: 63% / 6.2	KDC 2019: 60% / 6.4	KDC 2019: 60% / 6.0
NZB 2020: n/a	NZB 2020: n/a	NZB 2020: n/a	NZB 2020: 64% / 6.5
			
IWK	Pensioner flats	Customer services	Stormwater
KDC 2020: 70% / 5.5	KDC 2020: 70% / 6.8	KDC 2020: 67% / 6.6	KDC 2020: 66% / 7.0
KDC 2019: 75% / 7.1	KDC 2019: 55% / 6.0	KDC 2019: 62% / 6.2	KDC 2019: 65% / 6.5
NZB 2020: 52% / 6.1	NZB 2020: n/a	NZB 2020: n/a	NZB 2020: 58% / 6.0
			
Marina and wharf	Cycleways & walkways	Parking	Animal control
KDC 2020: 66% / 6.8	KDC 2020: 65% / 6.4	KDC 2020: 65% / 6.4	KDC 2020: 64% / 6.7
KDC 2019: 66% / 6.5	KDC 2019: 67% / 6.3	KDC 2019: 52% / 5.5	KDC 2019: 65% / 6.4
NZB 2020: n/a	NZB 2020: 62% / 6.4	NZB 2020: 52% / 5.6	NZB 2020: 61% / 6.4
			
LIMs	Communication***	Recycling	Environmental health
KDC 2020: 60% / 6.4	KDC 2020: 55% / 5.8	KDC 2020: 53% / 5.7	KDC 2020: 52% / 5.5
KDC 2019: 58% / 6.1	KDC 2019: 54% / 5.6	KDC 2019: 68% / 6.5	KDC 2019: 51% / 5.4
NZB 2020: n/a	NZB 2020: n/a	NZB 2020: 57% / 5.9	NZB 2020: n/a
			
Development****	Building consent**	Roads*	Resource consent**
KDC 2020: 52% / 5.6	KDC 2020: 51% / 5.9	KDC 2020: 51% / 5.4	KDC 2020: 45% / 5.5
KDC 2019: 45% / 5.1	KDC 2019: 38% / 4.5	KDC 2019: 46% / 5.0	KDC 2019: 37% / 4.6
NZB 2020: n/a	NZB 2020: 40% / 5.4	NZB 2020: 45% / 5.1	NZB 2020: 36% / 5.2
			
Strategy and policy	Footpaths	Tennis courts	Old Council offices
KDC 2020: 44% / 5.3	KDC 2020: 40% / 4.7	KDC 2020: 40% / 4.5	KDC 2020: 19% / 3.4
KDC 2019: 46% / 5.1	KDC 2019: 31% / 4.3	KDC 2019: 33% / 4.5	KDC 2019: 26% / 3.8
NZB 2020: n/a	NZB 2020: 53% / 5.7	NZB 2020: n/a	NZB 2020: n/a

NZB – SIL's New Zealand Benchmarking Survey
 KDC 2019 – historical results 2019-2020 survey
 KDC 2020 – present results 2020-2021 survey

* Average urban and rural roads; **Average building consents, Resource consents attributes; ***Average Communication attributes; ****Average Community and Economic development and planning; *****Average Memorial and Scout Halls



86% said Kaikōura is a safe community

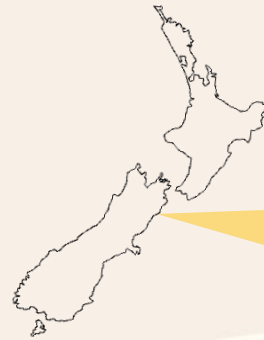
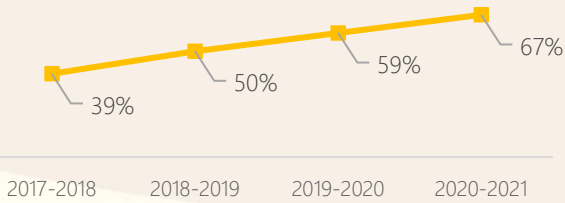
62% were positive about Kaikōura's business confidence and available community support

56% said their quality of life has improved



65% were satisfied with Council performance

Satisfaction with the infrastructure rebuild



34% were worried about the COVID-19 situation in New Zealand

69% walked or cycled rather than used vehicle



39% worked on conservation activities



Best performing services:

- Op Shop building
- Public library
- Memorial Hall
- Airport
- Cemetery



95% minimized rubbish by recycling



79% used a compost bin



Least performing services:

- Council's response to requests
- Processing resource consent applications
- Footpaths
- Tennis Courts
- Old Council Offices



Roads, footpaths and Council's response to requests are important improvement opportunities

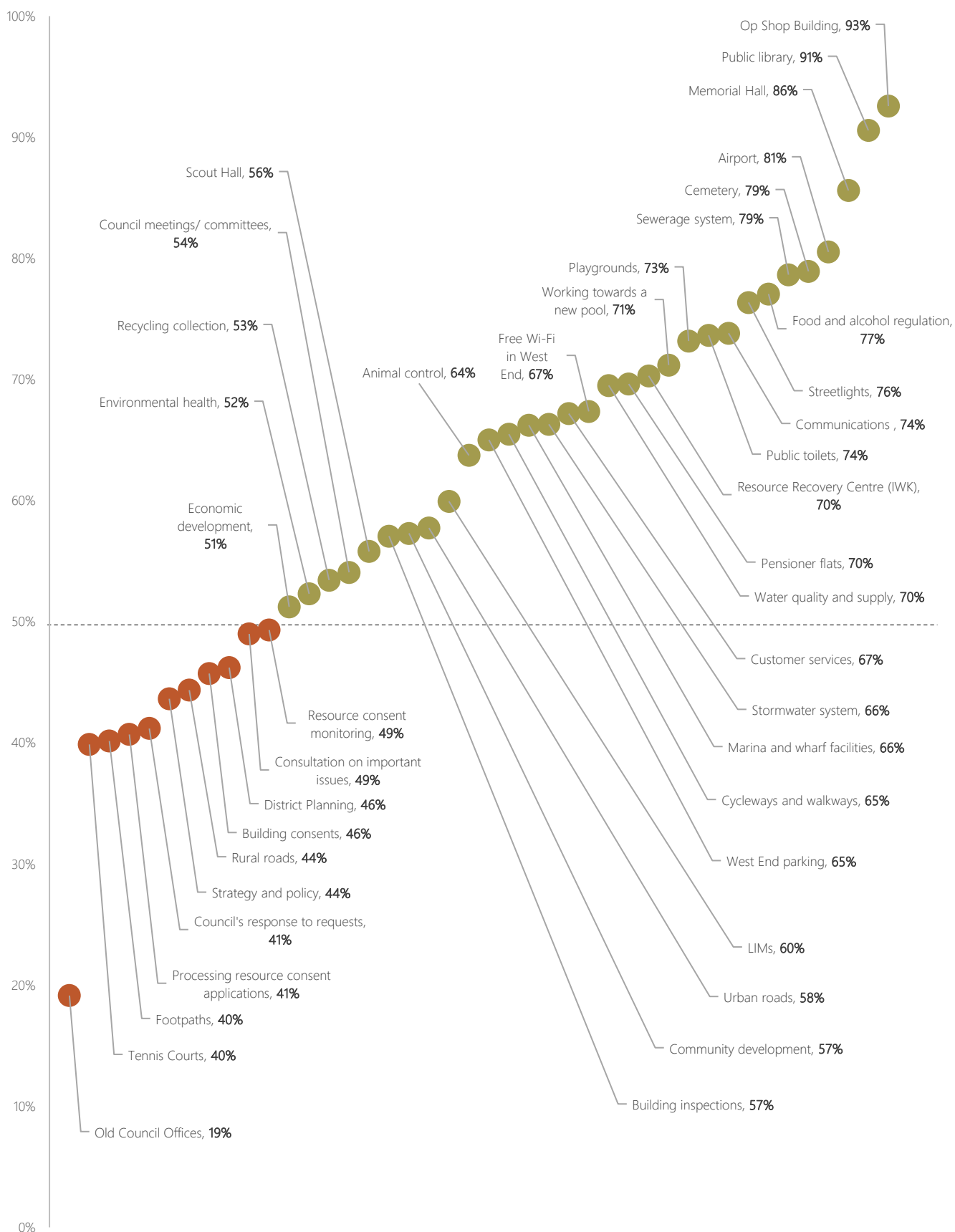


76% were satisfied with Civil Defence

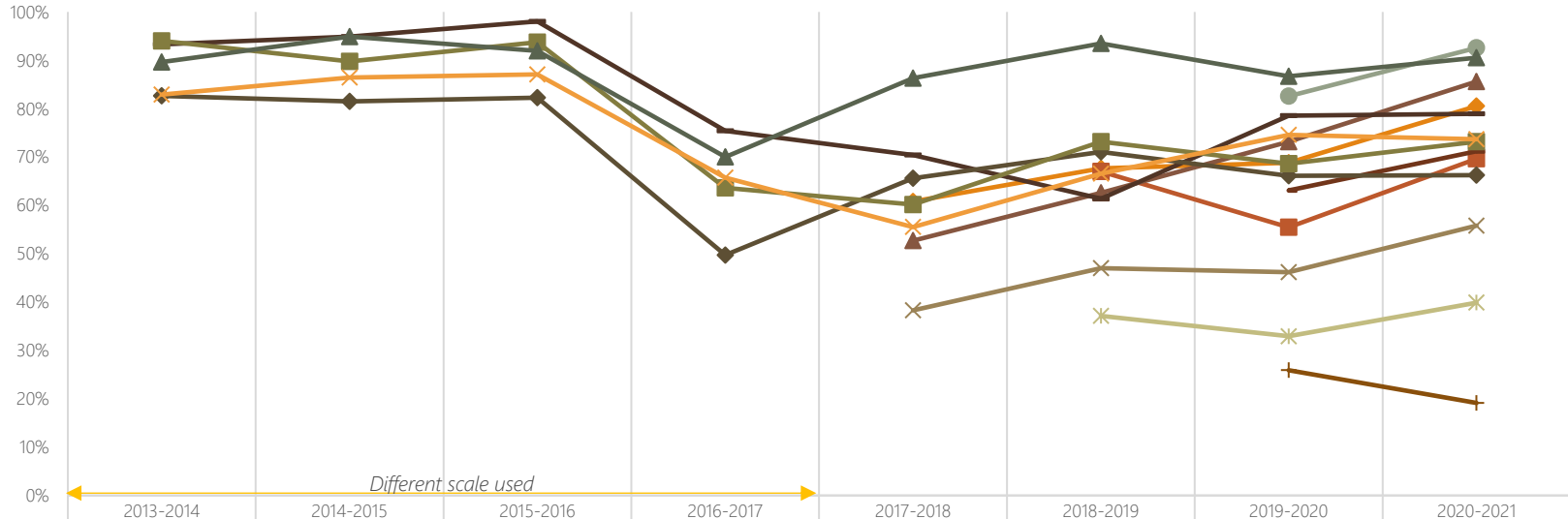
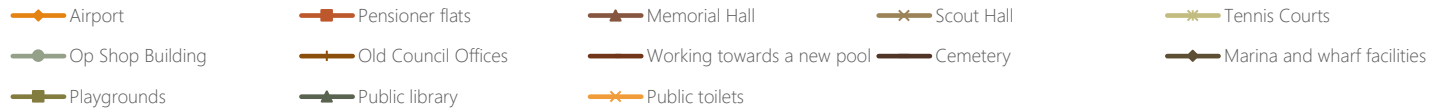
63% were satisfied with natural hazard risks management

OVERALL RESULTS

Overall satisfaction results in 2020-2021



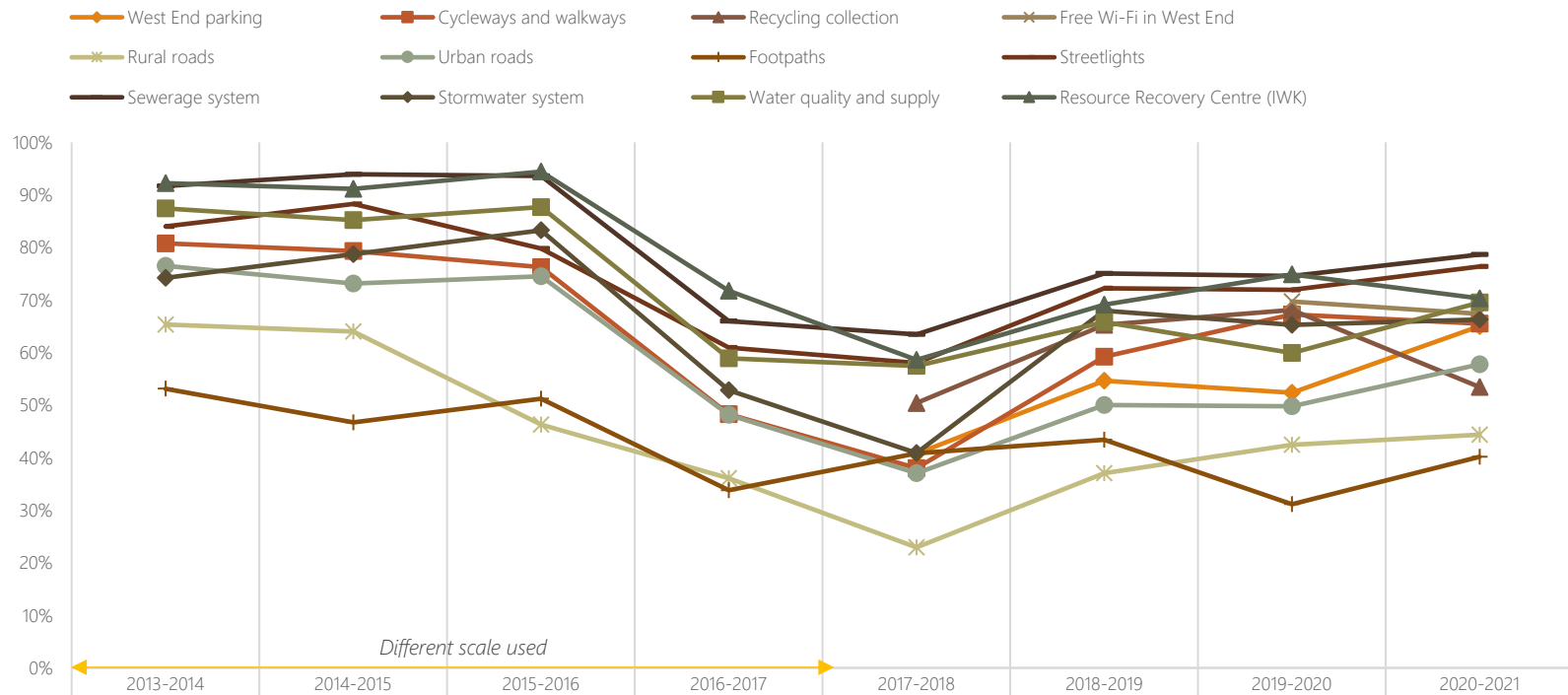
SATISFACTION WITH COUNCIL FACILITIES



	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Airport					61%	68%	69%	81%
Pensioner flats						67%	55%	70%
Memorial Hall					53%	63%	73%	86%
Scout Hall					38%	47%	46%	56%
Tennis Courts						37%	33%	40%
Op Shop Building							83%	93%
Old Council Offices							26%	19%
Working towards a new pool							63%	71%
Cemetery	93%	95%	98%	75%	70%	61%	79%	79%
Marina and wharf facilities	83%	82%	82%	50%	66%	71%	66%	66%
Playgrounds	94%	90%	94%	64%	60%	73%	69%	73%
Public library	90%	95%	92%	70%	86%	93%	87%	91%
Public toilets	83%	86%	87%	66%	56%	67%	75%	74%

Post-earthquake

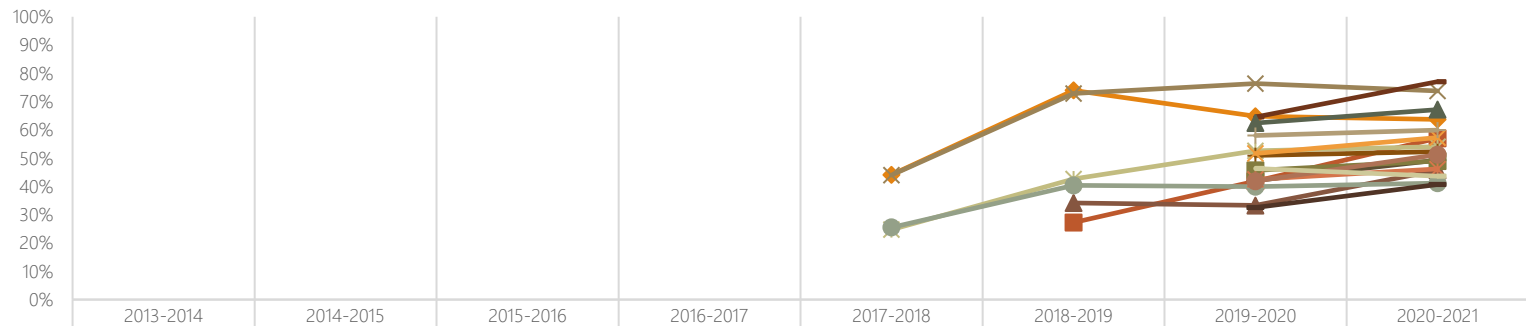
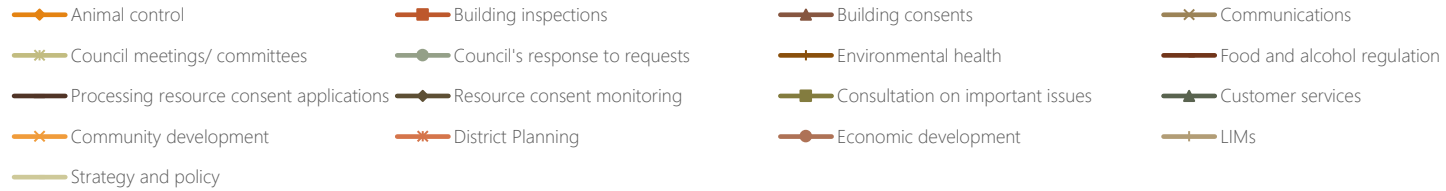
SATISFACTION WITH COUNCIL ASSETS



	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
West End parking					41%	55%	52%	65%
Cycleways and walkways	81%	79%	76%	48%	38%	59%	67%	65%
Recycling collection					50%	65%	68%	53%
Free Wi-Fi in West End							70%	67%
Rural roads	65%	64%	46%	36%	23%	37%	42%	44%
Urban roads	77%	73%	75%	48%	37%	50%	50%	58%
Footpaths	53%	47%	51%	34%	41%	43%	31%	40%
Streetlights	84%	88%	80%	61%	58%	72%	72%	76%
Sewerage system	92%	94%	94%	66%	63%	75%	75%	79%
Stormwater system	74%	79%	83%	53%	41%	68%	65%	66%
Water quality and supply	87%	85%	88%	59%	57%	66%	60%	70%
Resource Recovery Centre (IWK)	92%	91%	94%	72%	59%	69%	75%	70%

Post-earthquake

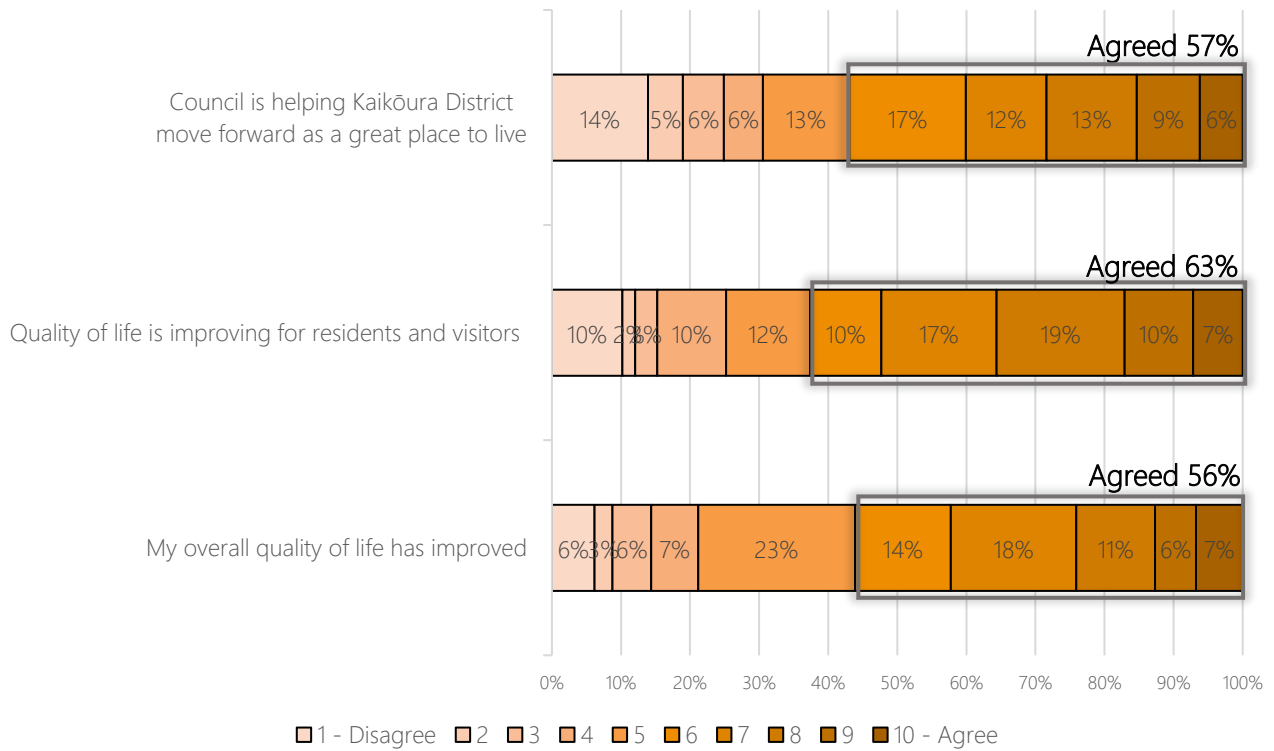
SATISFACTION WITH COUNCIL SERVICES



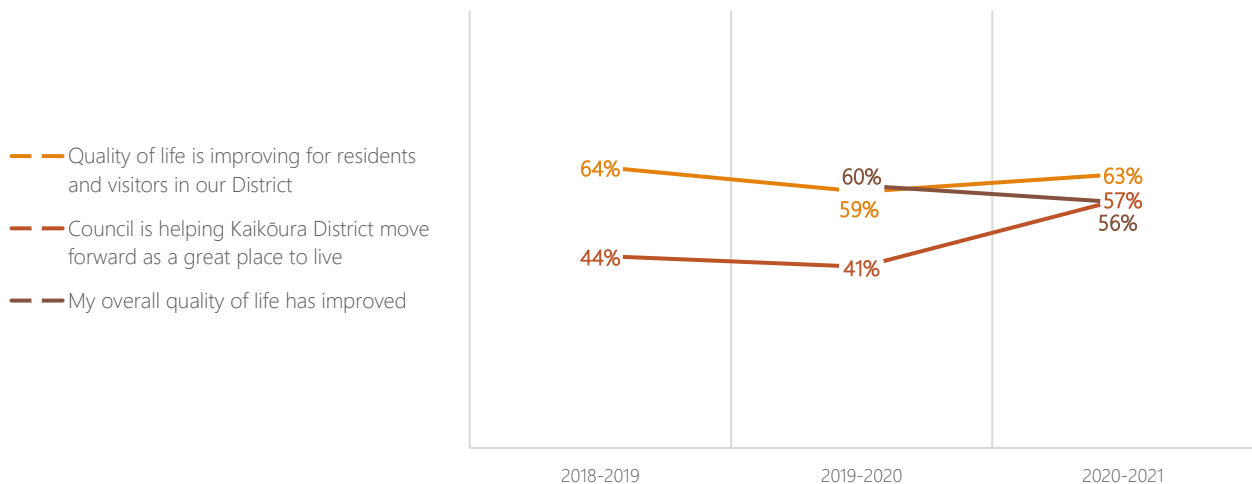
	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Animal control					44%	74%	65%	64%
Building inspections						27%	42%	57%
Building consents						34%	33%	46%
Communications					44%	73%	76%	74%
Council meetings/ committees					25%	43%	53%	54%
Council's response to requests					26%	40%	40%	41%
Environmental health							51%	52%
Food and alcohol regulation							65%	77%
Processing resource consent applications							33%	41%
Resource consent monitoring							42%	49%
Consultation on important issues							46%	49%
Customer services							62%	67%
Community development							52%	57%
District Planning							42%	46%
Economic development							42%	51%
LIMs							58%	60%
Strategy and policy							46%	44%

LIFE IN KAIKŌURA

Quality of life

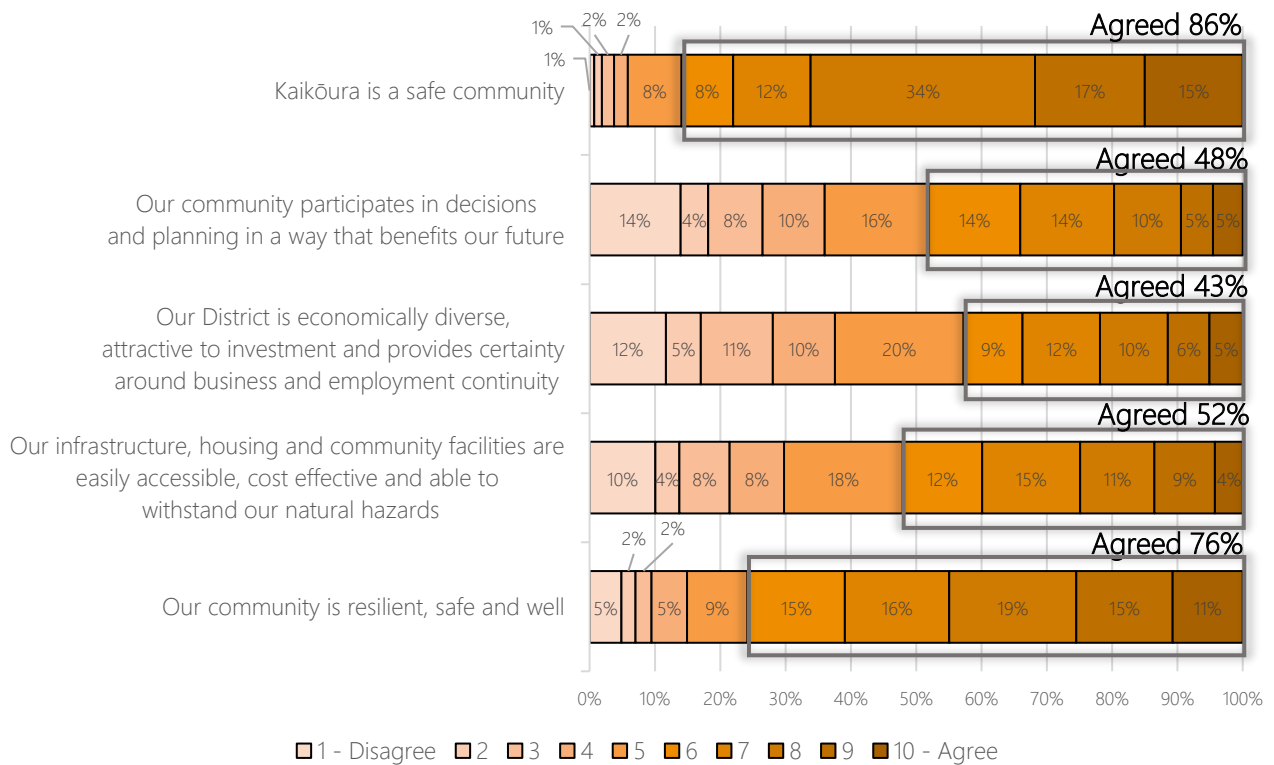


- In 2020-2021, 57% of community members agreed Council is helping Kaikōura move forward as a great place to live; this result has improved significantly in 2021 compared to 41% in 2019-2020.
- Around 6-in-10 community members agreed quality of life is improving in the District (63%) and their own quality of life has improved (56%). These results were on par with 2019-2020.
- Younger residents (aged 44 and under) were less likely to provide positive ratings.

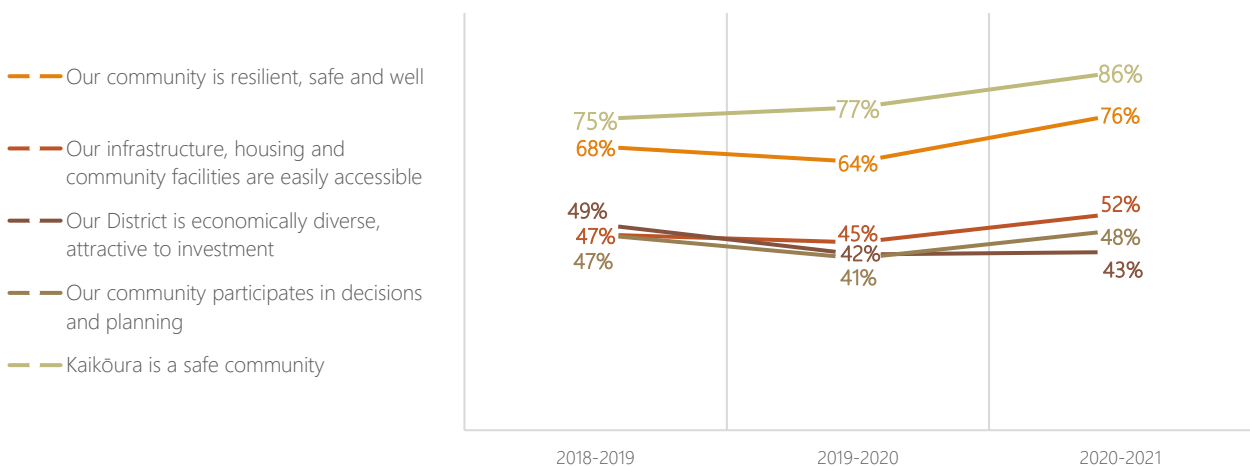


LIFE IN KAIKŌURA

Life and safety

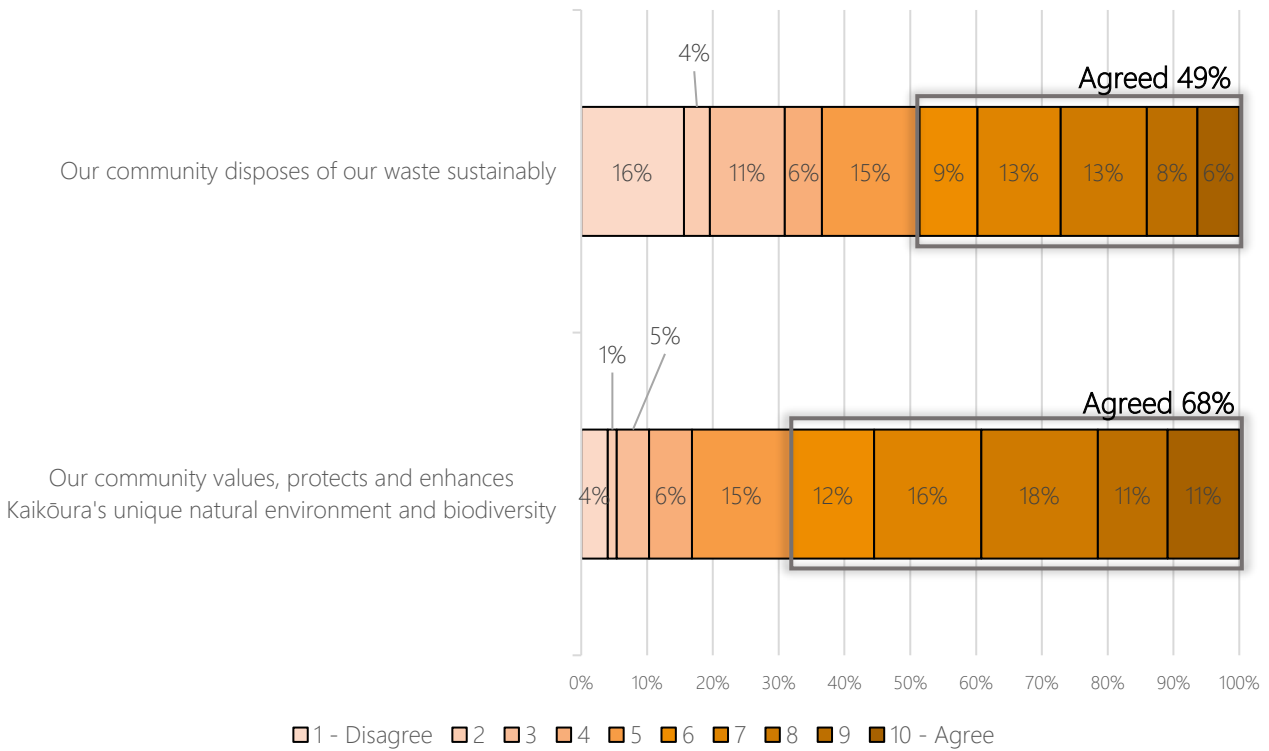


- In 2020-2021, three statements showed a significant improvement. More community members agreed Kaikōura is a safe community (86%), safe and well overall (76%), and has infrastructure, housing and facilities which are easily accessible, cost effective and able to withstand natural hazards (52%).
- In 2020, COVID-19 had a significant impact on people’s lives, both nationally and locally. Improved perceptions about community resilience and safety could be a result of successful actions during this national emergency.
- Level of agreement with community’s participation in decisions and planning (48%) and the District’s economic diversity (43%) in 2020-2021 stayed on par with the 2019-2020 results.
- Fewer younger residents (aged 44 and under) provided positive ratings in relation to ‘Our District is economically diverse, attractive to investment and provides certainty around business and employment continuity’.
- The attribute related to the District’s economic diversity was associated with Council’s performance in Economic development.

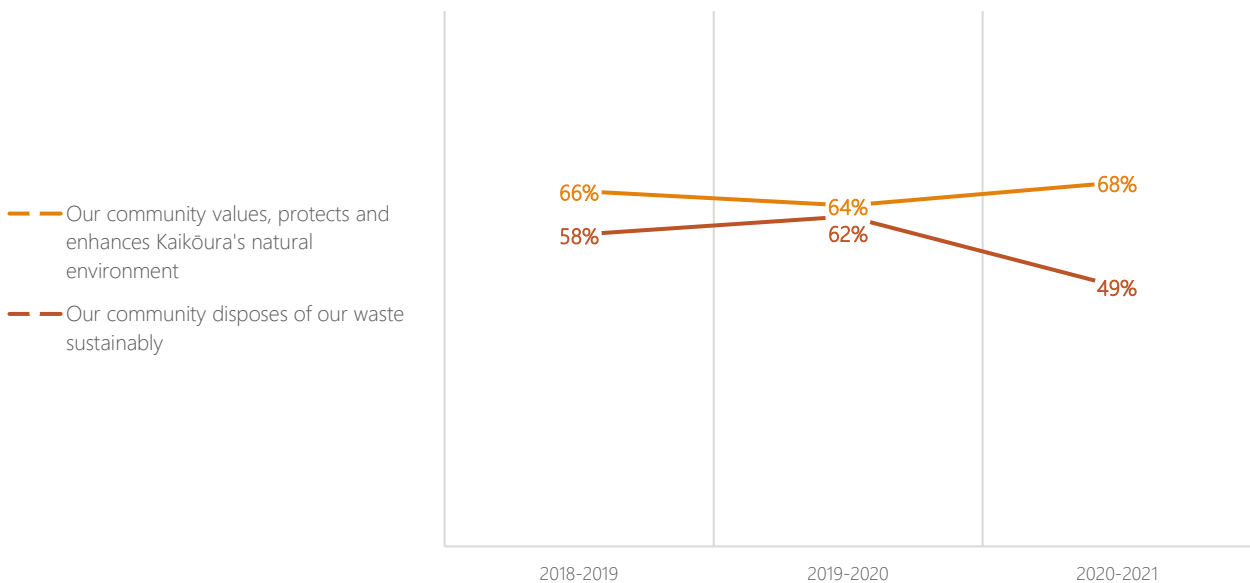


LIFE IN KAIKŌURA

Sustainability

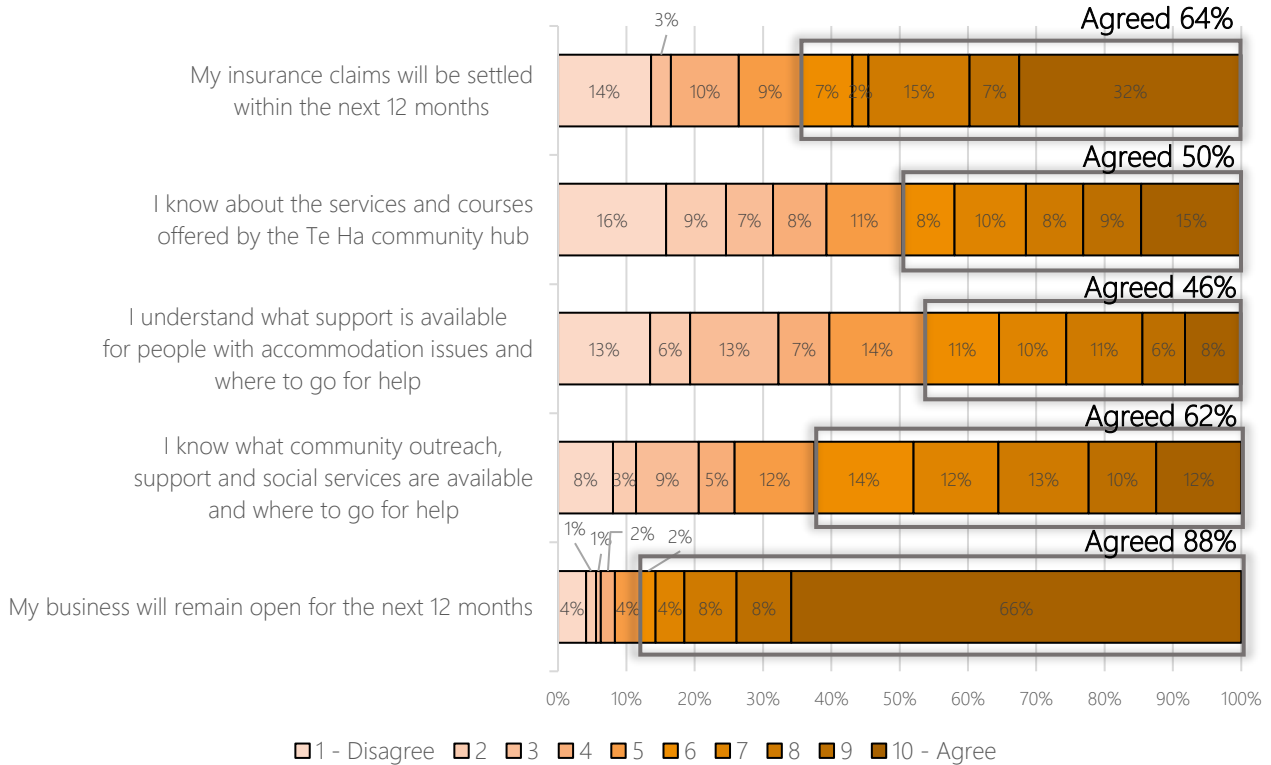


- About two-thirds of community members believed that their community values, protects and enhances Kaikōura’s unique environment (68%, similar to previous years).
- At the same time, significantly fewer community members agreed their community disposes of their waste sustainably in 2020-2021 (49%, down compared to 62% in 2019-2020).
- This decline was affiliated with a decrease in satisfaction with recycling collection in 2020-2021 (*“IWK are accepting less and less recycling, thereby sending more to landfill, and charging more and more for items they are selling”*).
- Younger community members (aged 44 and under) were even less likely to express positive perceptions of sustainability.

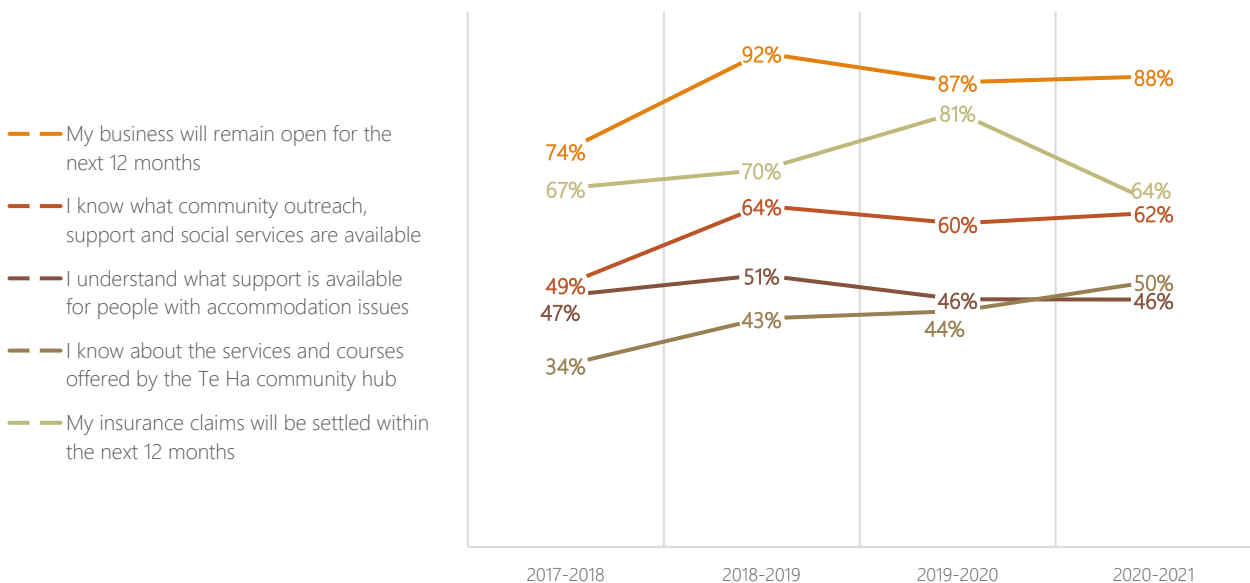


LIFE IN KAIKŌURA

Business confidence and community support

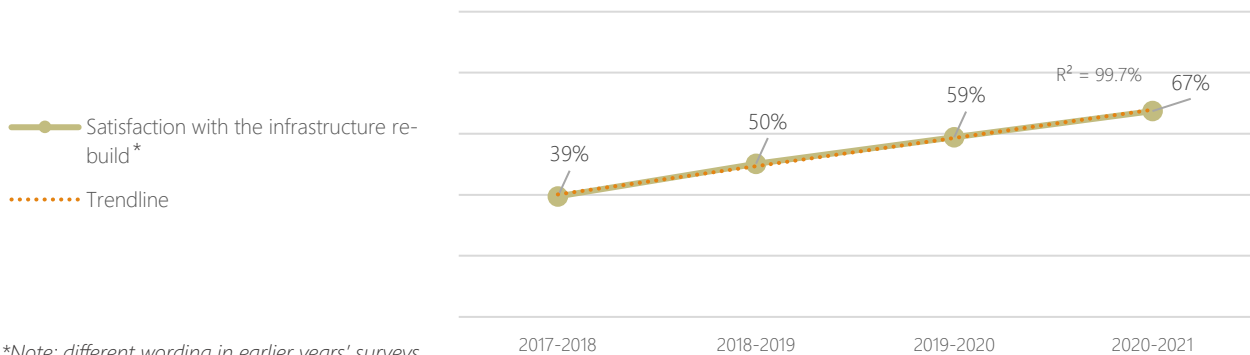
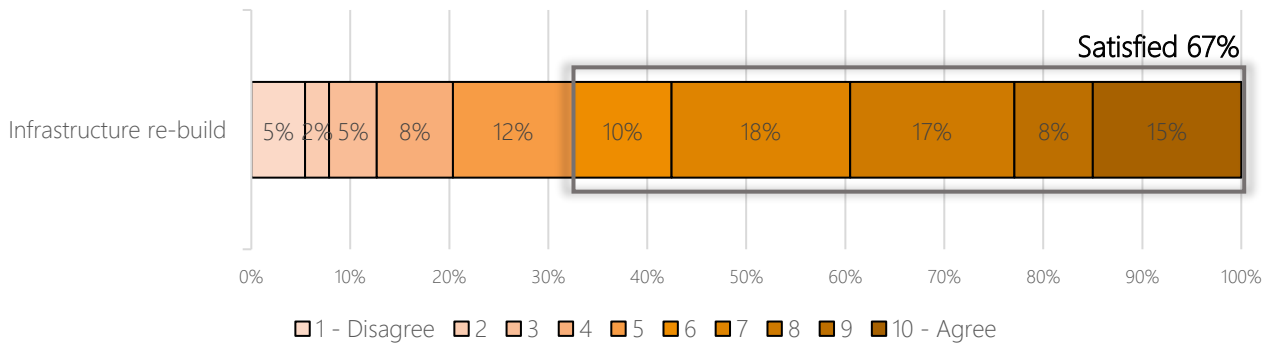


- In 2020-2021, most statements related to business confidence and community support showed results similar to the previous year.
- Although only 64% of community members stated their insurance claims would be settled within the next 12 months, fewer responses were received in relation to this statement; for 84% of community members this was not applicable.
- Fewer younger community members understood what support is available for people with accommodation issues.



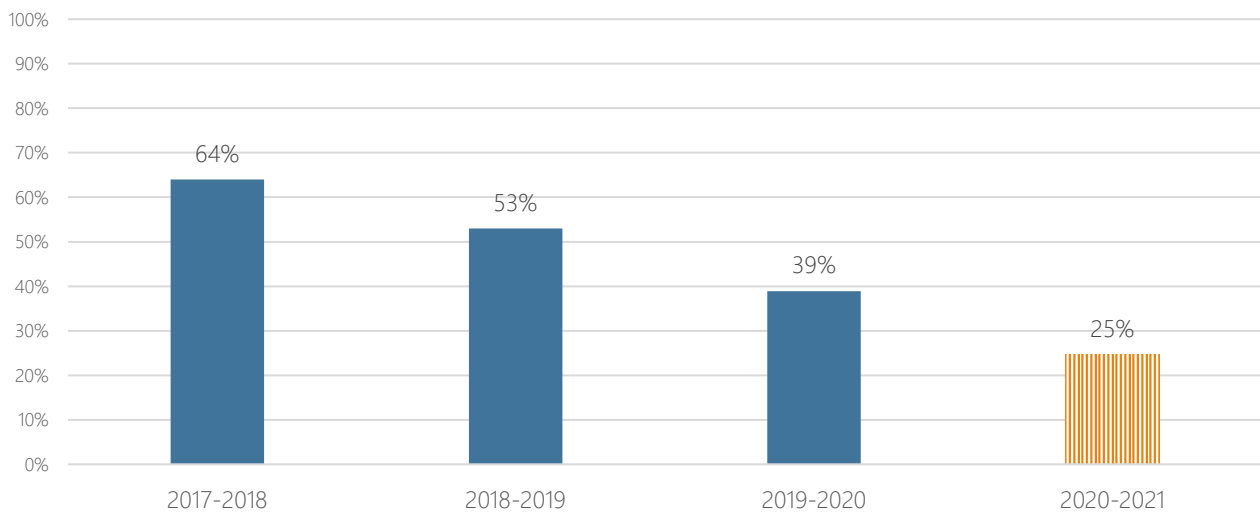
LIFE IN KAIKŌURA

Infrastructure re-build



- A good trend for improvement in relation to Kaikōura’s infrastructure re-build has continued in 2020-2021; 67% of community members were satisfied compared to 59% in 2019-2020.
- At the same time, statistically fewer community members (25%) stated their property still requires work due to the earthquake damage.

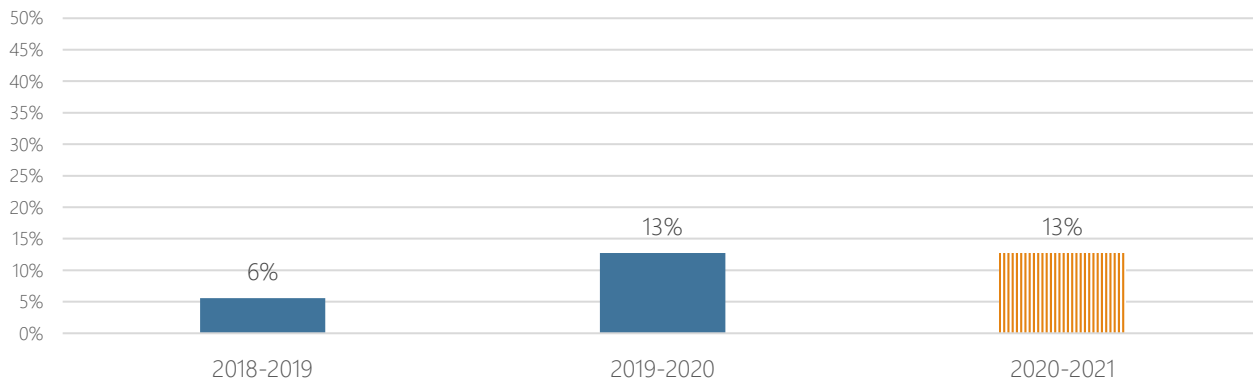
The property still requires work due to damage from 14 Nov 2016



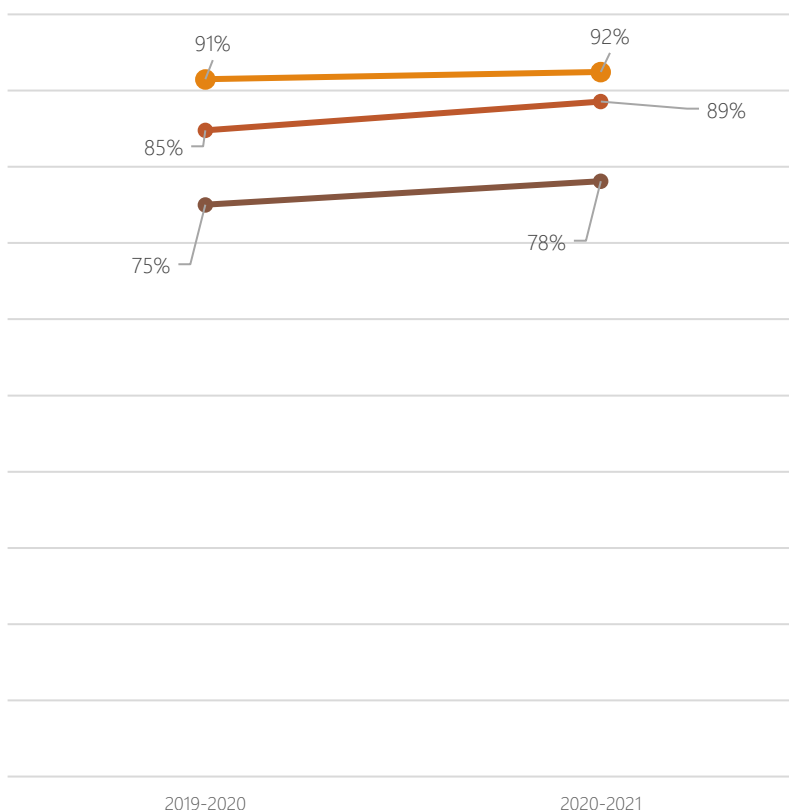
LIFE IN KAIKŌURA

Residential housing

Have had difficulty finding appropriate housing

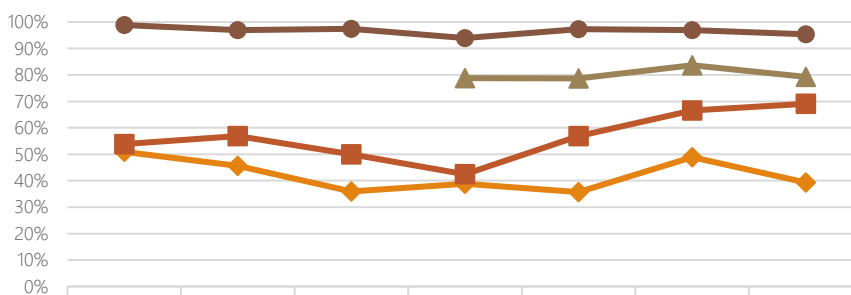


- A similar percentage of community members (13%) reported difficulties finding appropriate housing in 2020-2021. Younger residents (aged between 18 to 44) were more likely to report difficulties finding housing (23%).
- 92% of community members agreed their house is suitable for their needs in terms of quality, size and comfort, 89% agreed it is easily accessible to schools, health and other services, and 78% agreed their neighbourhood has everything they need. These results were similar to the previous year.



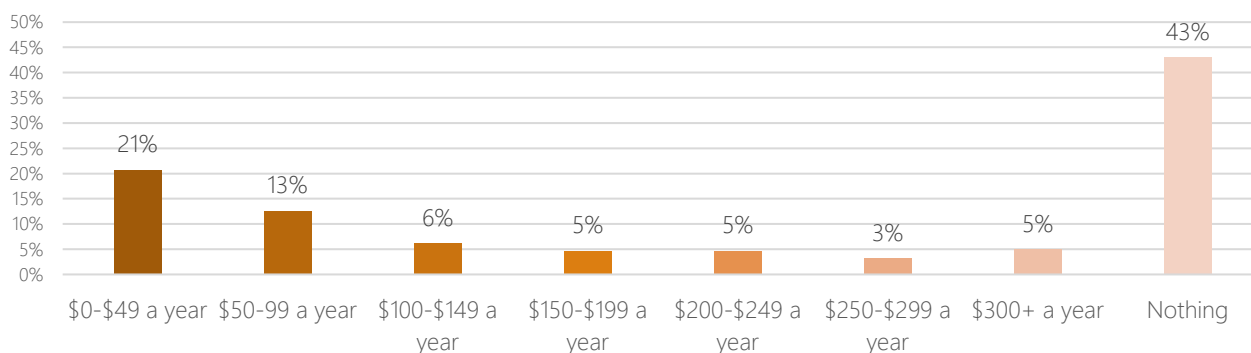
- My house is suitable for my needs in terms of quality, size and comfort
- My house is easily accessible to schools, health and other services
- My neighbourhood has everything I need

COMMUNITY MEMBERS AND ENVIRONMENT



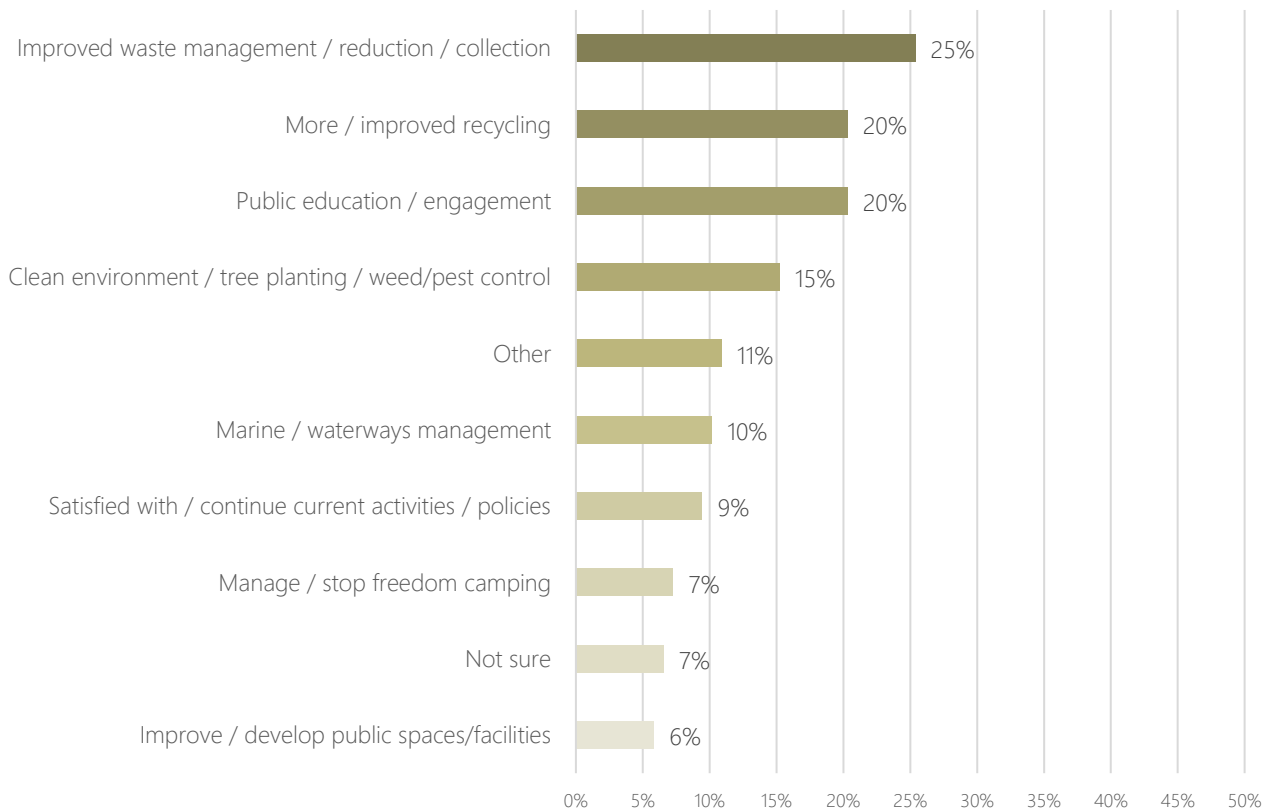
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Worked on conservation activities	51%	46%	36%	39%	36%	49%	39%
Walked or cycled rather than using a vehicle	54%	57%	50%	42%	57%	67%	69%
Minimised rubbish by recycling regularly	99%	97%	97%	94%	97%	97%	95%
Used a compost bin or similar system				79%	79%	84%	79%

How much willing to pay to help Kaikōura value, protect and enhance Kaikōura's unique natural environment and biodiversity



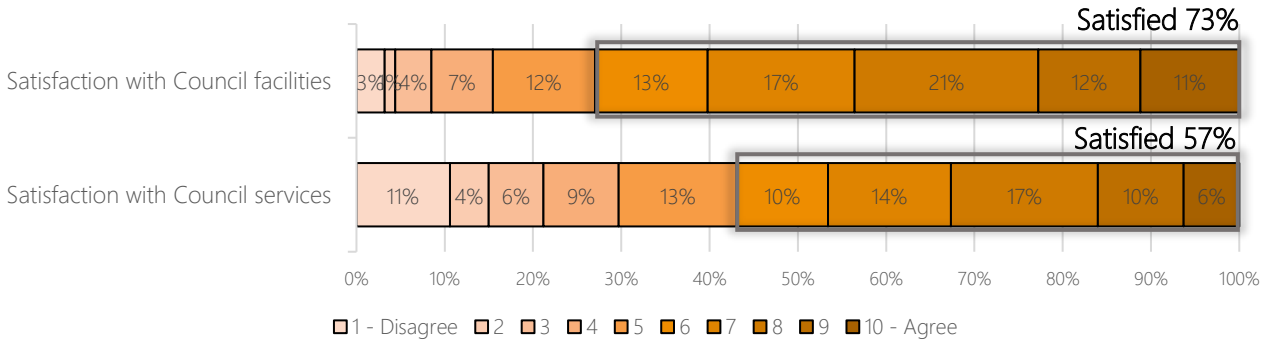
- In 2020-2021, fewer community members reported participating in conservation activities (39%). However, some activities and events have been cancelled or delayed due to the COVID-19 lockdown in 2020.
- The majority of community members continued minimising their rubbish by recycling regularly (95%), similar to 2019-2020.
- 69% of community members reported walking or cycling rather than using a vehicle. This percentage was greater in Kaikōura Town (77%).
- 43% of community members commented they were not willing to pay extra to help their district value, protect and enhance Kaikōura's unique natural environment and biodiversity; a further 21% were prepared to pay up to \$49 a year. 1-in-4 (24%) would be willing to pay at least \$100 a year.

ENVIRONMENT FEEDBACK



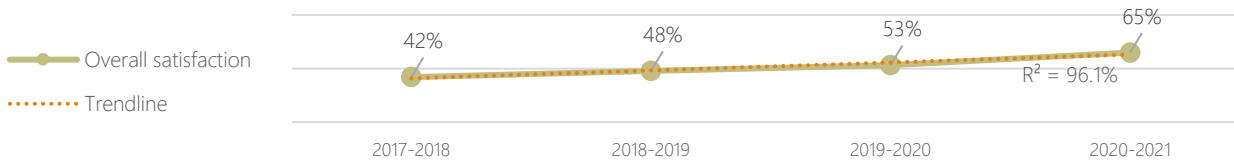
- 41% of community members provided feedback in relation to Kaikōura’s environment, what Council should be doing to help Kaikōura value, protect and enhance their unique natural environment and biodiversity.
- The most cited suggestion was related to improving waste management (25%). This was followed by more specific recycling improvement and public education (20%). (*“Make dumping rubbish the last resort. People try to recycle but lots of things cannot (through no fault of the council) be recycled. More information on changing ways - work with businesses around packaging i.e. supermarkets. Workshops, education at schools etc.”*)

COUNCIL AT GLANCE

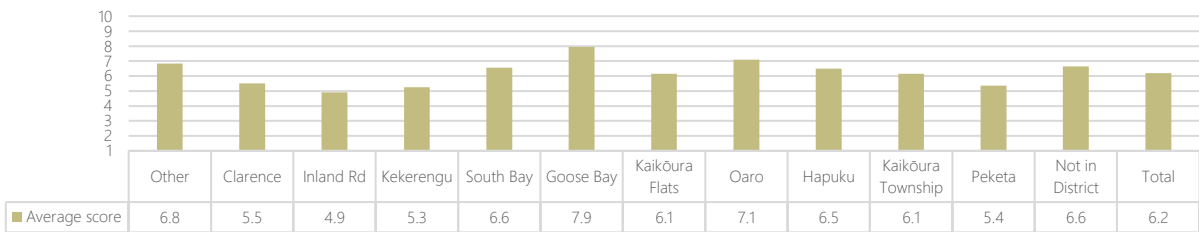


Satisfied 73%

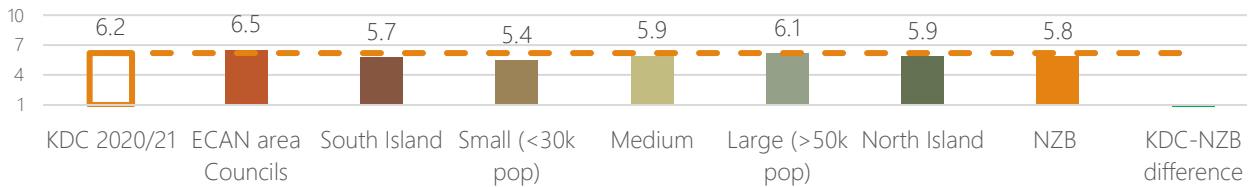
Satisfied 57%



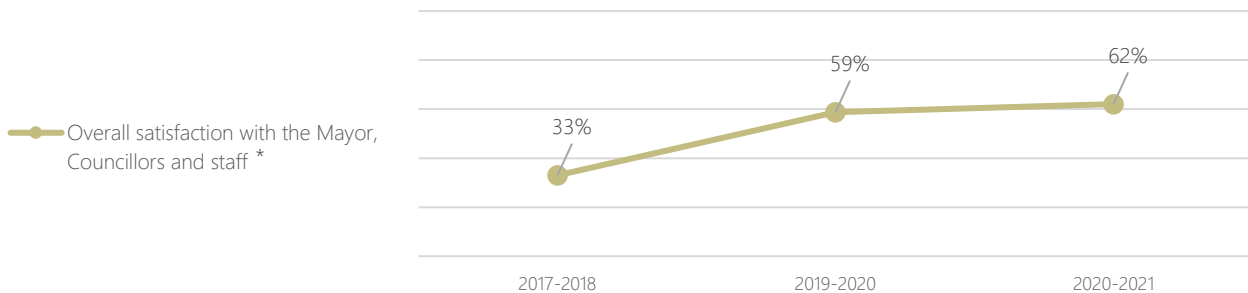
Overall satisfaction with Council performance



Overall satisfaction



- On average, 65% of community members were satisfied with Council's performance, a good improvement over the 2020-2021 results (53%).
- With statistical significance, younger community members aged 44 and under were the least satisfied group.
- 55% of community members were satisfied with both services and facilities.
- Satisfaction with the Mayor, Councillors and staff has continued to improve in 2020-2021 (62%).
- Just one-quarter (28%) of community members provided further comments. Around one-third of comments (32%) referred to 'Council organisation / staffing / management / spending' (*"Too many councillors for small rate payer population"*).



*Anecdotal comparison only. Earlier surveys asked separate questions about Mayor, Councillors and staff; an average score is presented for 2017-18

IMPROVING OVERALL SATISFACTION

Across services, the level of impact each service has on overall satisfaction with Council services and facilities varies.

Eight services showed the highest level of impact. Note: many services correlated between each other; ratings provided for one were similar to another (e.g. Urban, Rural roads and Footpaths).

Based on this impact, two areas presented the greatest opportunity to improve overall satisfaction with Council. These were **Footpaths** and **Council's response to requests**.

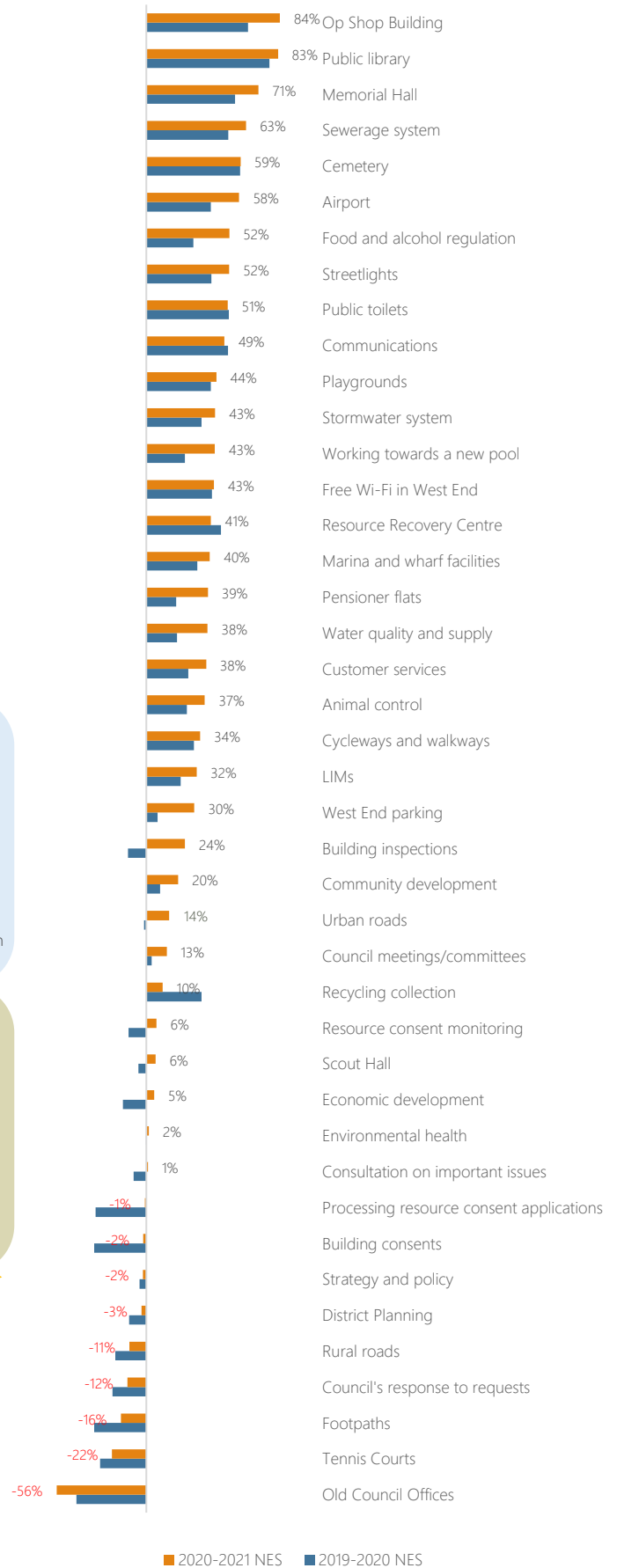
Council should also take into account a general desire for **development** (Strategy and policy and District planning).

Working towards recycling collection improvements was also an important factor; there were more community members dissatisfied with this service.



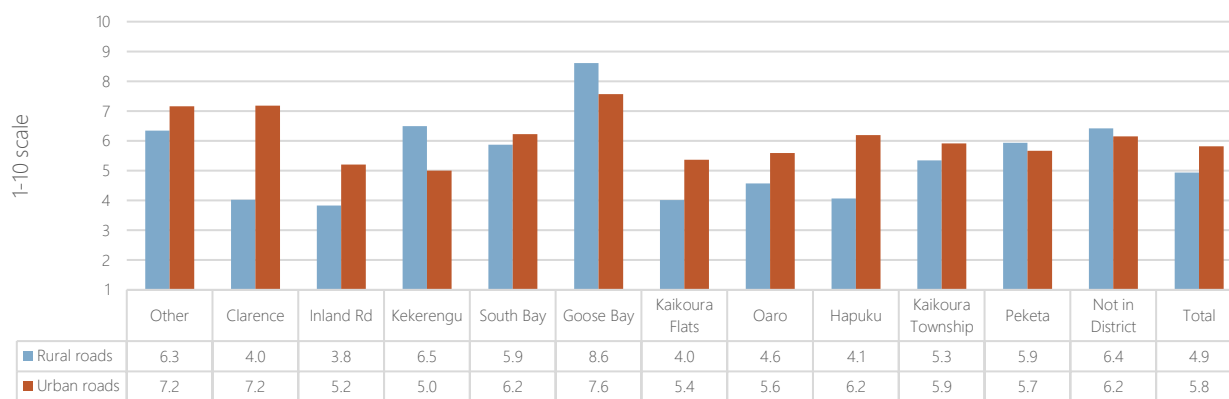
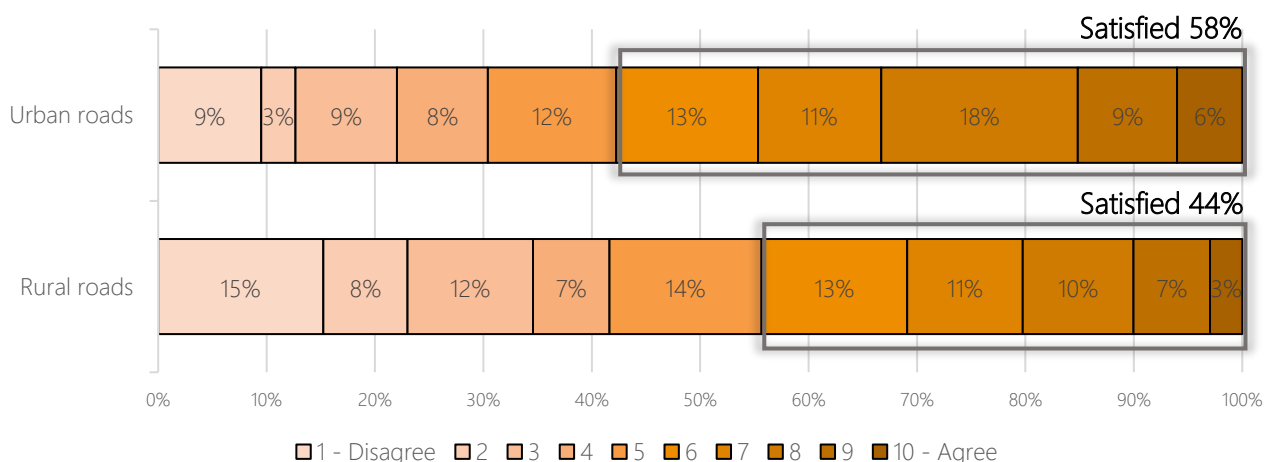
Based on Net Emotional Scores, there were nine areas with more dissatisfied than satisfied community members (fewer, compared to 15 in 2019-2020). When the number of people who had an opinion was taken into account, current areas of main concern could be **Footpaths**, **Council's response to requests**, **Rural roads**, **District planning**, and **Strategy and policy**.

NET EMOTIONAL SCORE

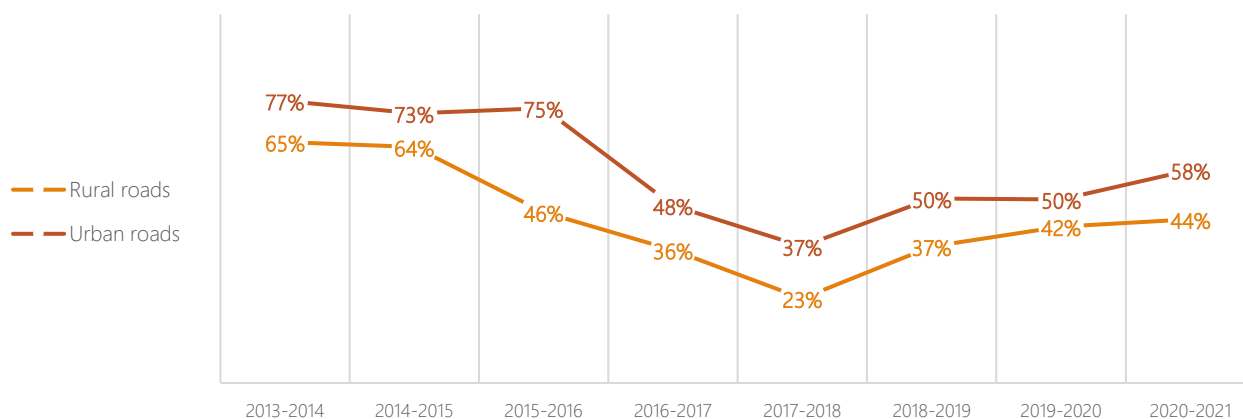


SATISFACTION WITH COUNCIL ASSETS

Roads

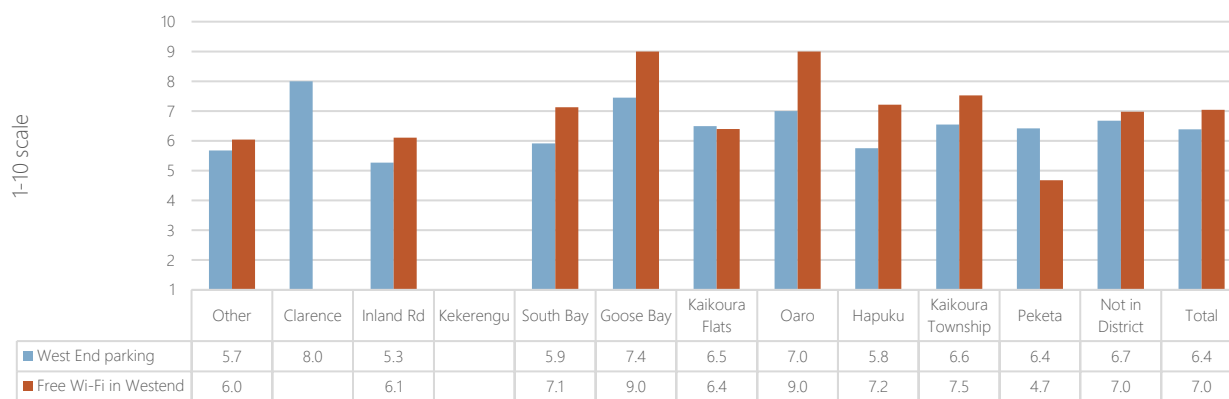
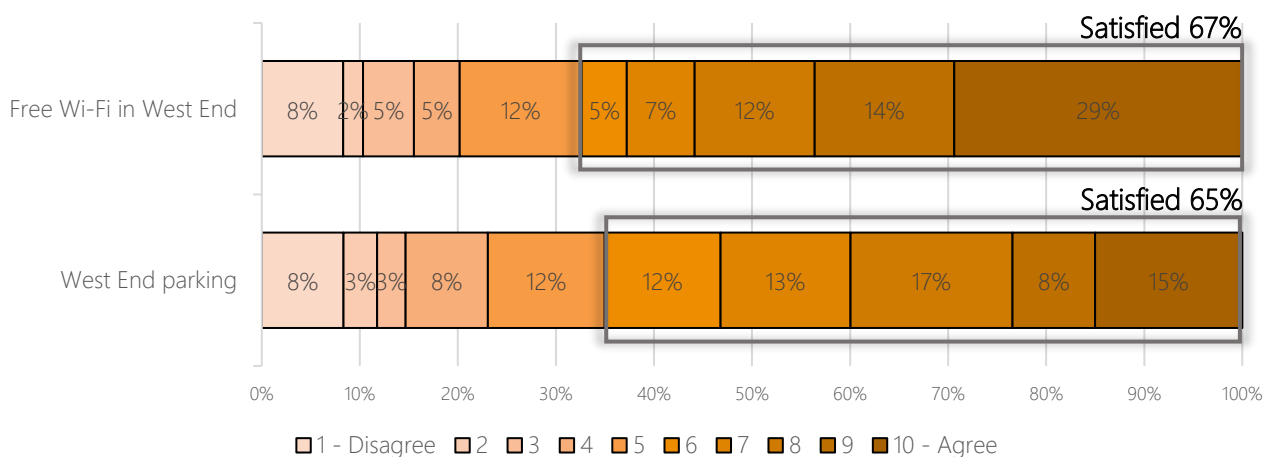


- On average, half of community members (51%) were satisfied with roads in Kaikōura district.
- Satisfaction with Urban roads (58%) was higher compared to Rural roads (44%); satisfaction with Urban roads has also shown an improvement over 2019-2020 results (50%).
- Satisfaction with Roads exhibited higher chances of influencing overall satisfaction with Council services (especially Urban roads).
- Roads related comments were one of the most common feedback about Council services (*"Urban roads are terrible. There are massive potholes on Mill Road near Red Swamp Road, and you can't move over if there's a large vehicle coming the other way, you have to stop. Potholes everywhere!"*).
- Fewer community members from Inland Road area were satisfied with Rural roads.

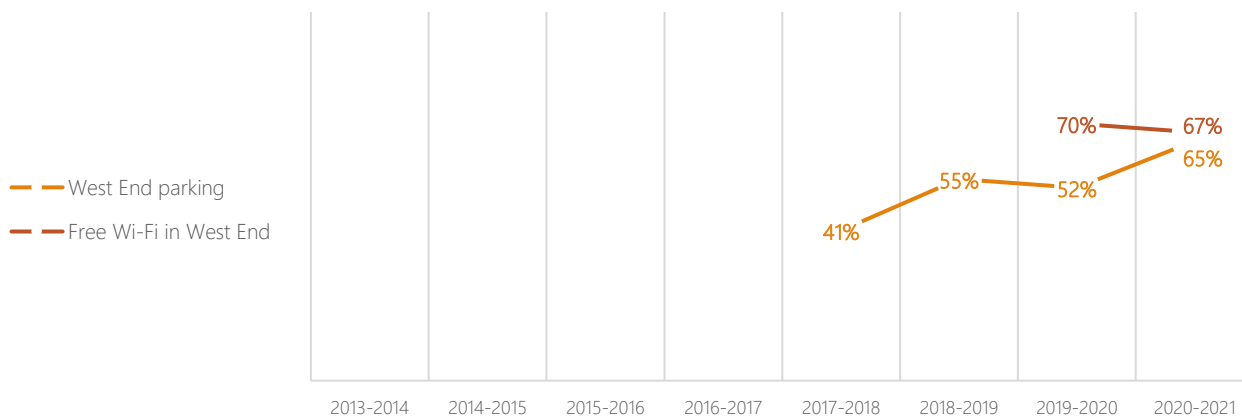


SATISFACTION WITH COUNCIL ASSETS

Parking and free Wi-Fi

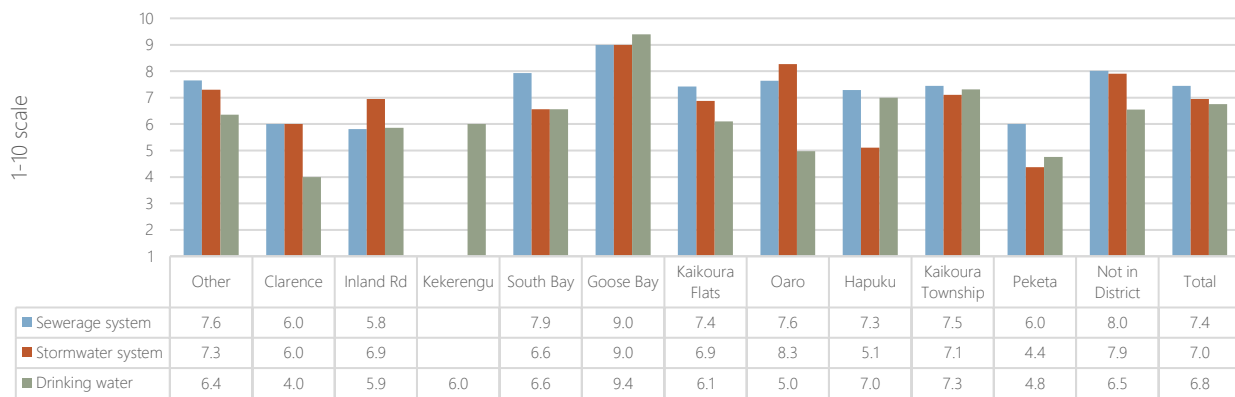
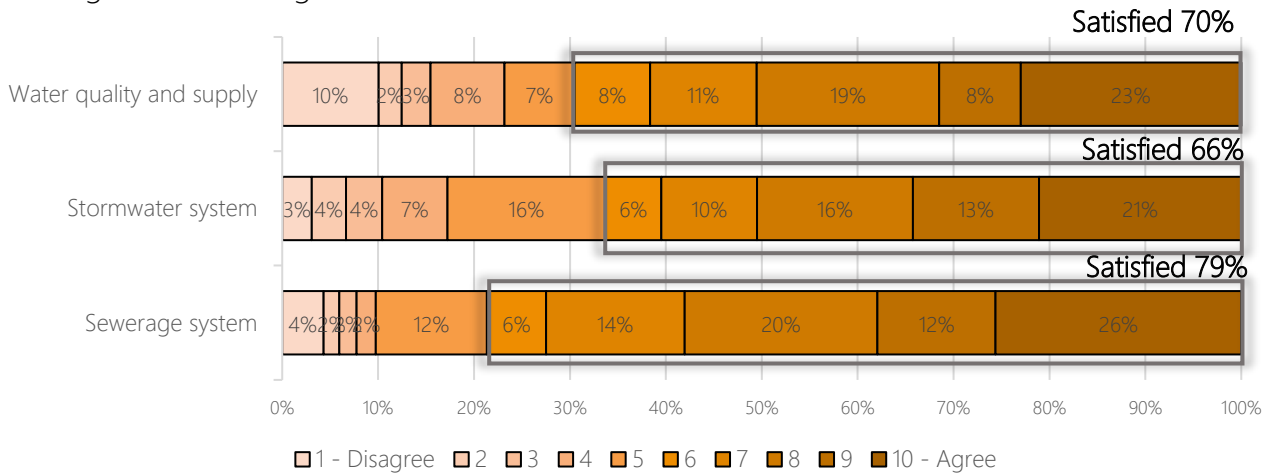


- Around two-thirds (65%) of community members were satisfied with West End parking in 2020-2021, a good improvement over the previous years.
- 67% of community members were satisfied with free Wi-Fi in West End (similar to 70% in 2019-2020). However, only around half of the community could comment on free Wi-Fi.

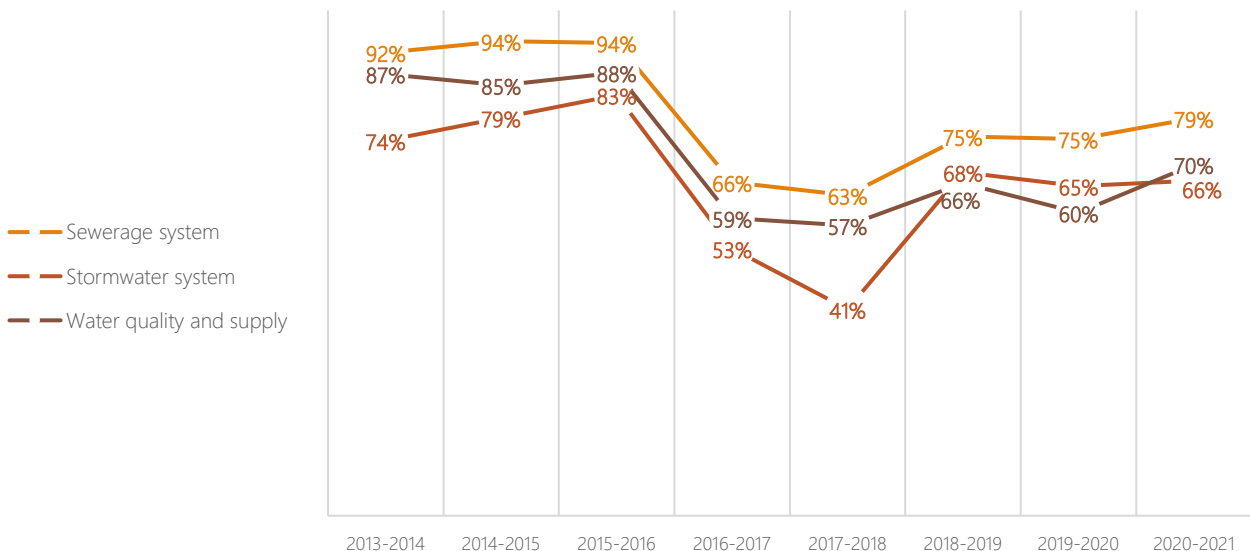


SATISFACTION WITH COUNCIL ASSETS

Drinking water, sewerage and stormwater

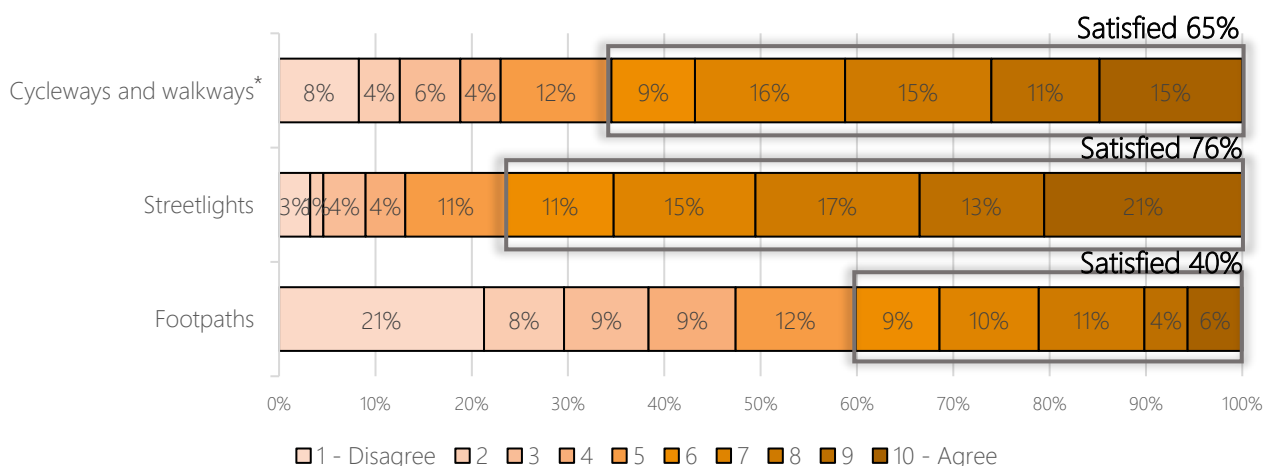


- In 2020-2021, satisfaction with sewerage (79%) and stormwater (66%) systems was mainly consistent with the previous year.
- Water quality and supply showed an improvement in 2020-2021 (70%), after a slight decline in 2019-2020.
- Although subject to small sample sizes, satisfaction with water varied by area. On average, satisfaction ratings were slightly lower in Clarence, Peketa and Oaro areas, and significantly higher in Kaikōura Township and Goose Bay (*“good work on sewer upgrades and water”*).

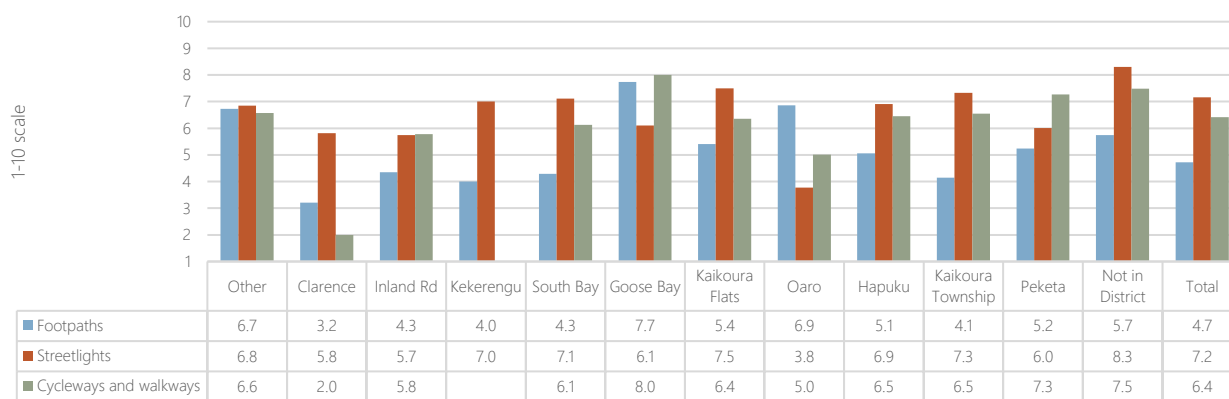


SATISFACTION WITH COUNCIL ASSETS

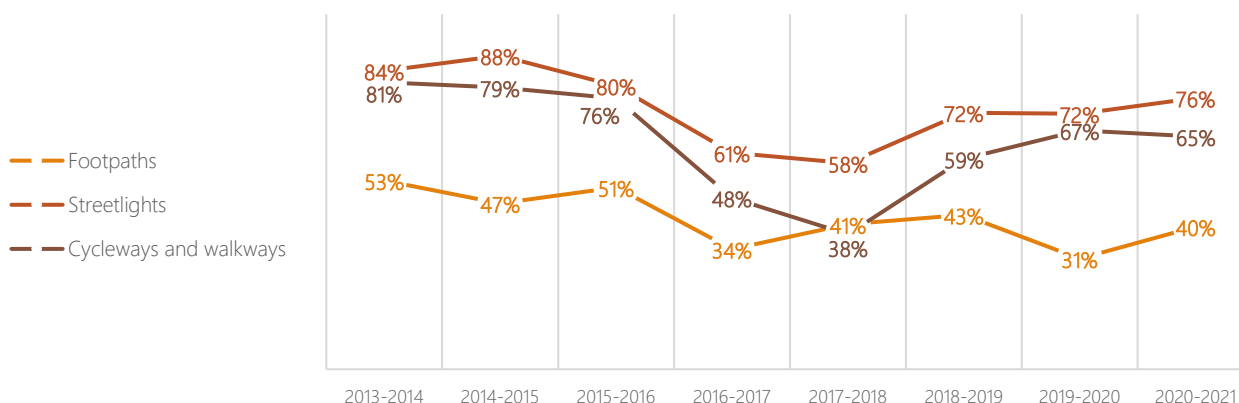
Cycleways, footpaths and streetlights



* Question included walkways in 2019-2020; earlier years referred only to cycleways.

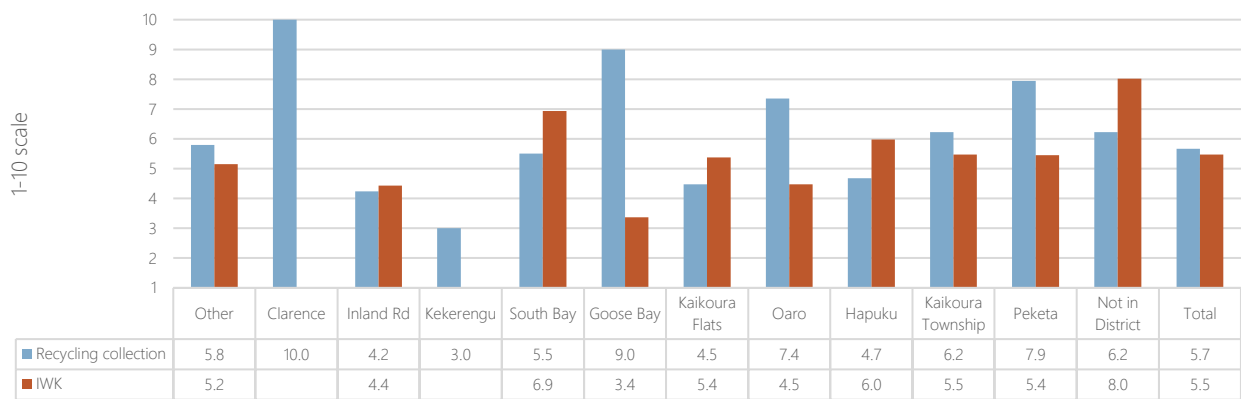
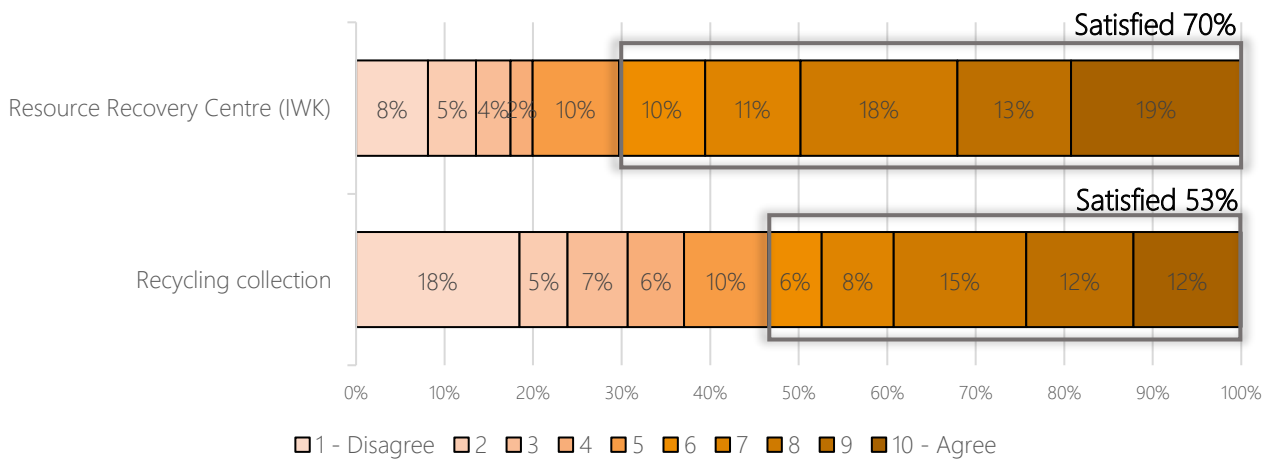


- Satisfaction with Footpaths has remained low over recent years; however, an improvement was recorded in 2020-2021 (40%, up compared to 31% in 2019-2020).
- Similar to Roads, Footpath improvement was among the most common feedback in relation to Council's services (*"West end footpaths are really dirty & a disgrace"*, *"in South Bay why don't we have footpaths along South Bay Parade from racecourse to where footpaths start"*, *"Footpaths around the town are terrible particularly around Esplanade"*).
- In 2020-2021, satisfaction with Streetlights (76%), Cycleways and walkways (65%) was on par with the 2019-2020 results.

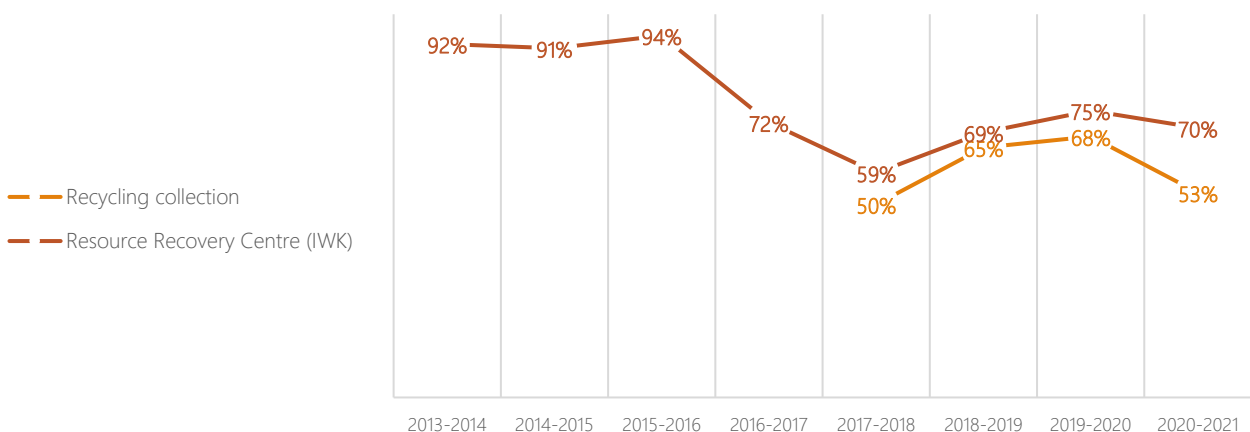


SATISFACTION WITH COUNCIL ASSETS

Resource Recovery Centre and recycling

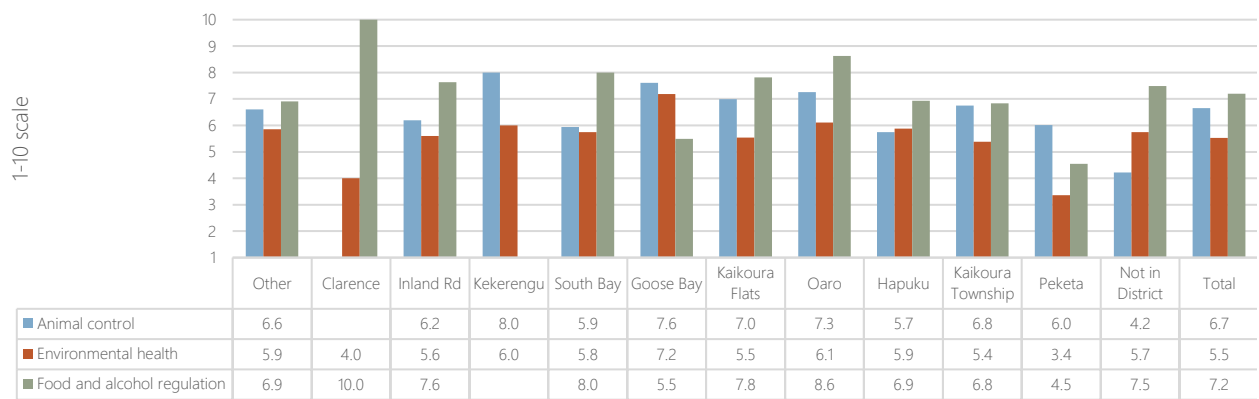
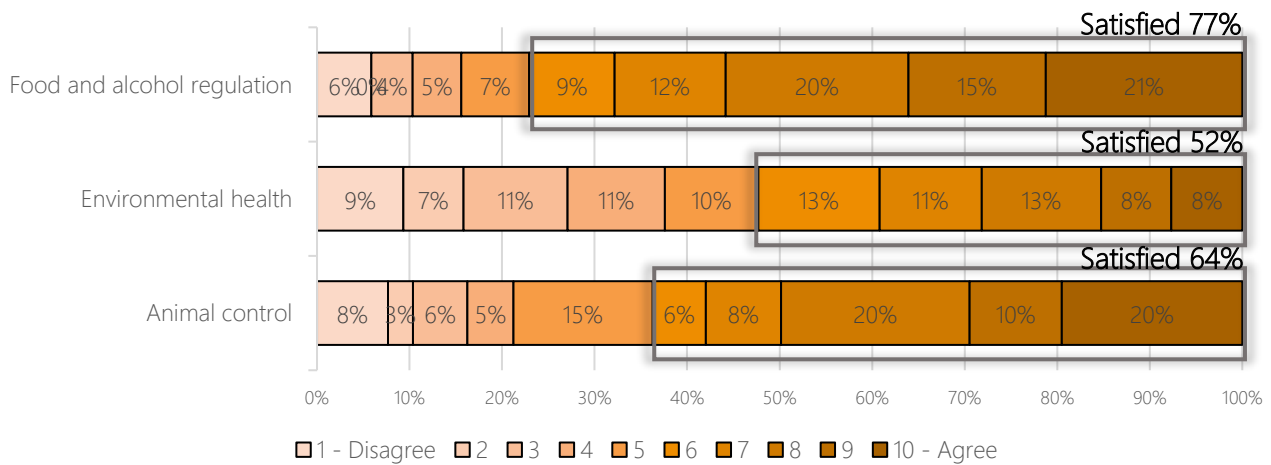


- In 2020-2021, satisfaction with Recycling collection declined; just around half of community members were satisfied with this service (53%).
- 7-in-10 community members (70%) were satisfied with the Resource Recovery Centre in 2020-2021 (similar to 75% in 2019-2020).
- One-quarter (26%) of provided comments in relation to Council's services referred to 'Environment / rubbish / recycling / resource management'.
- ("Removal of rubbish/ recycling collection to areas outside of immediate township sure to cause issues", "Rates need to cover rubbish collection it is simply wrong that we pay such high rates yet can't even get a bag of rubbish picked up once a week!! And also maybe need to look at extending the area of recycle pick ups, Kaikōura is not a large town however the Kaikōura flat area doesn't have any rubbish or recycle pick up").

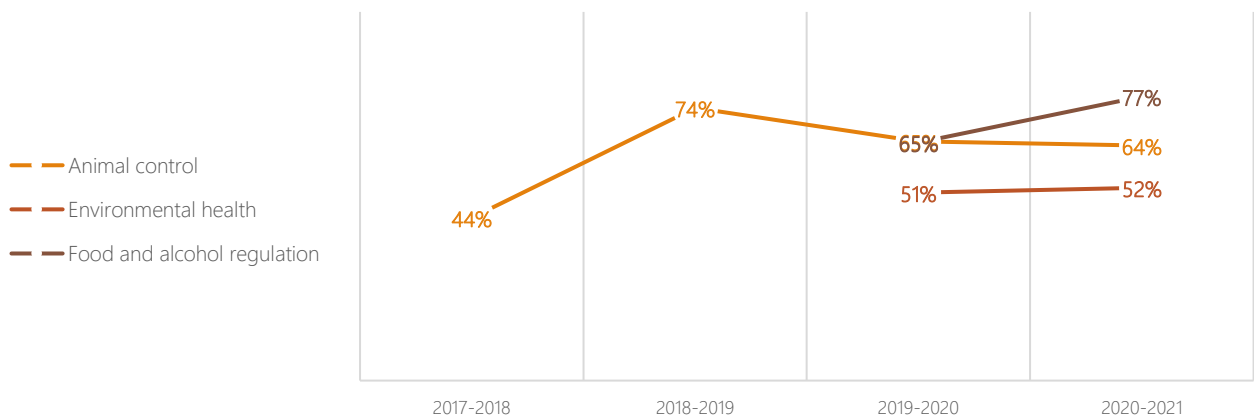


SATISFACTION WITH COUNCIL SERVICES

Regulations

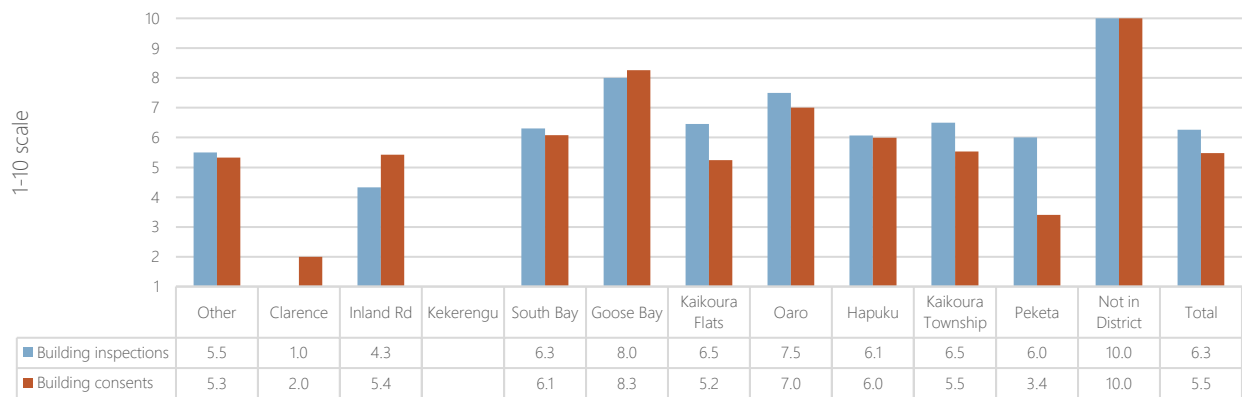
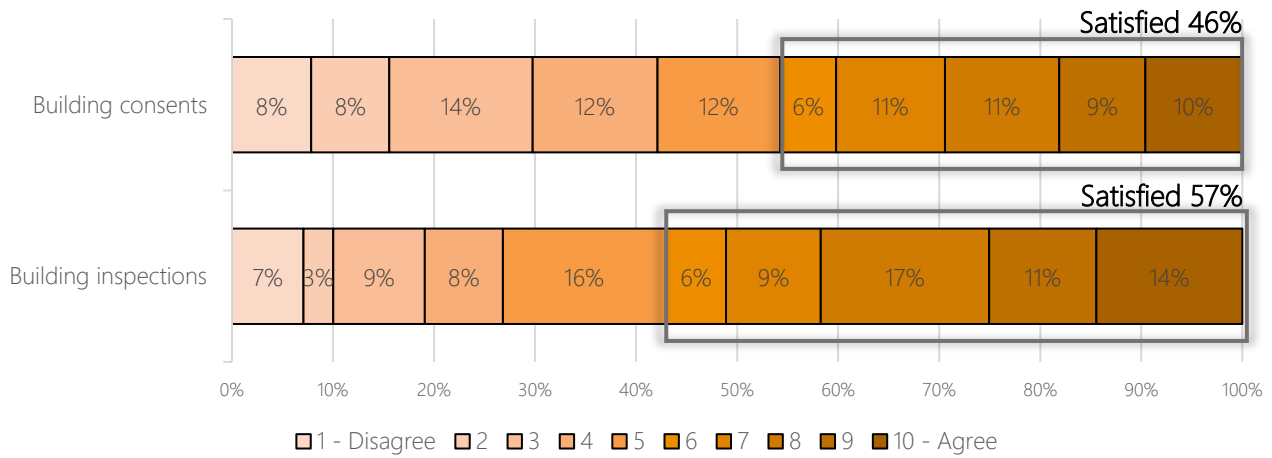


- In 2020-2021, half of community members were satisfied with Environmental health in Kaikōura (52%), and around two-thirds (64%) were satisfied with Animal control. These results were on par with the 2019-2020 findings.
- More community members were satisfied with Food and alcohol regulation in 2020-2021 (77%). However, on average, around 41% of community members could not comment on this matter.

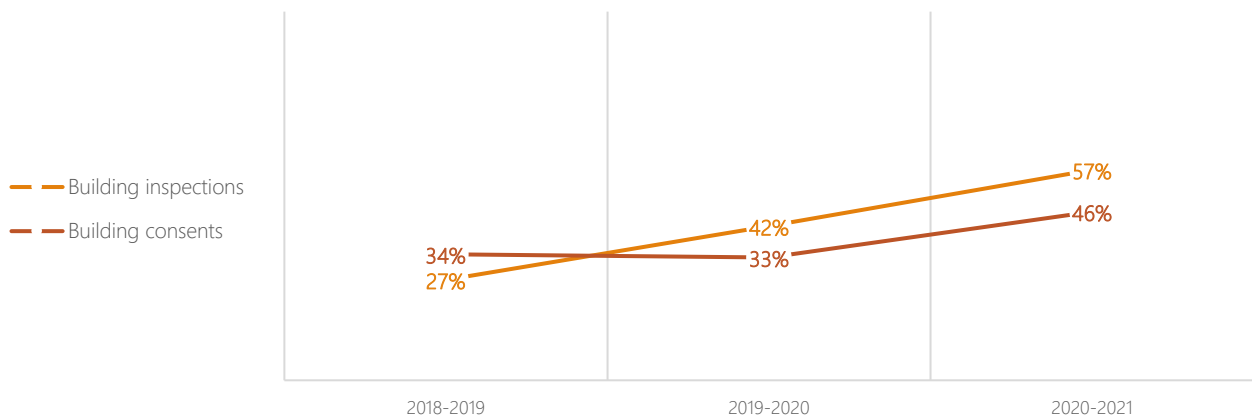


SATISFACTION WITH COUNCIL SERVICES

Building consent

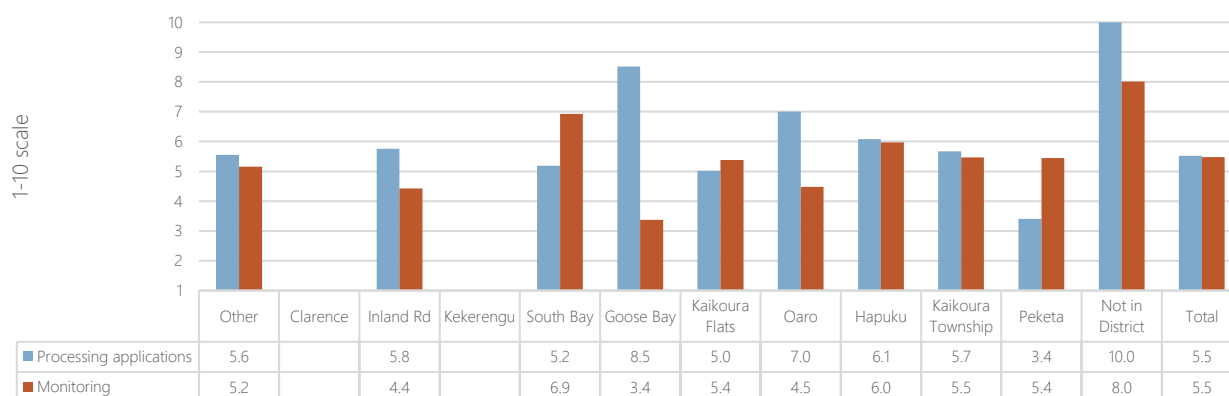
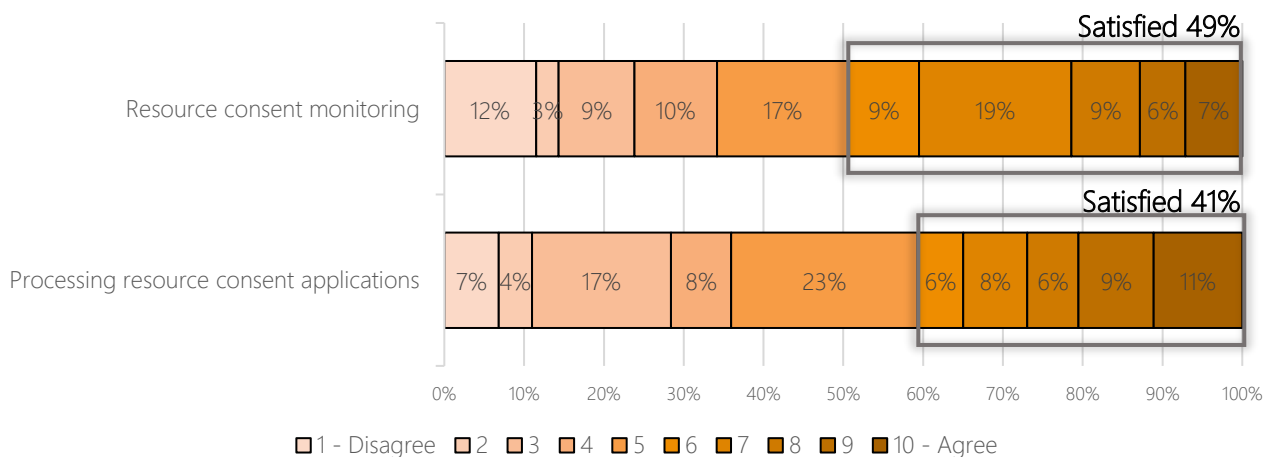


- Only a limited number of community members could provide an opinion about Building consents; around 6-in-10 community members had no opinion or did not use these services.
- This low user base results in a greater variation of satisfaction between years.
- Both Building consents (46%) and relevant inspections (57%) showed an improvement in 2020-2021.

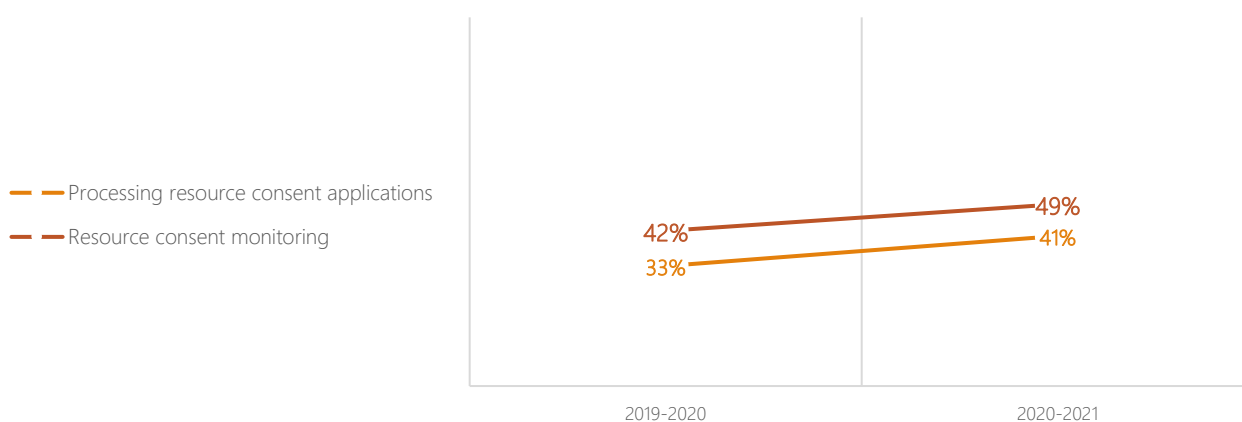


SATISFACTION WITH COUNCIL SERVICES

Resource consent

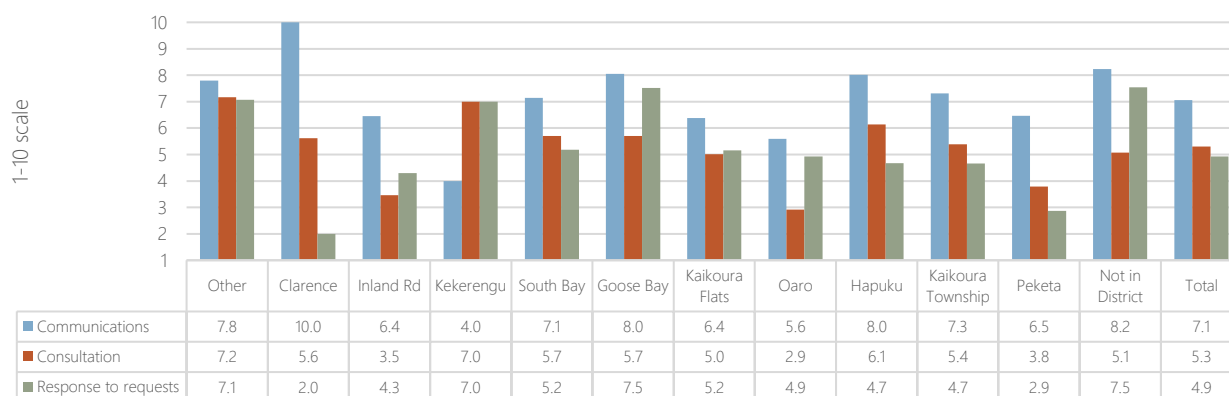
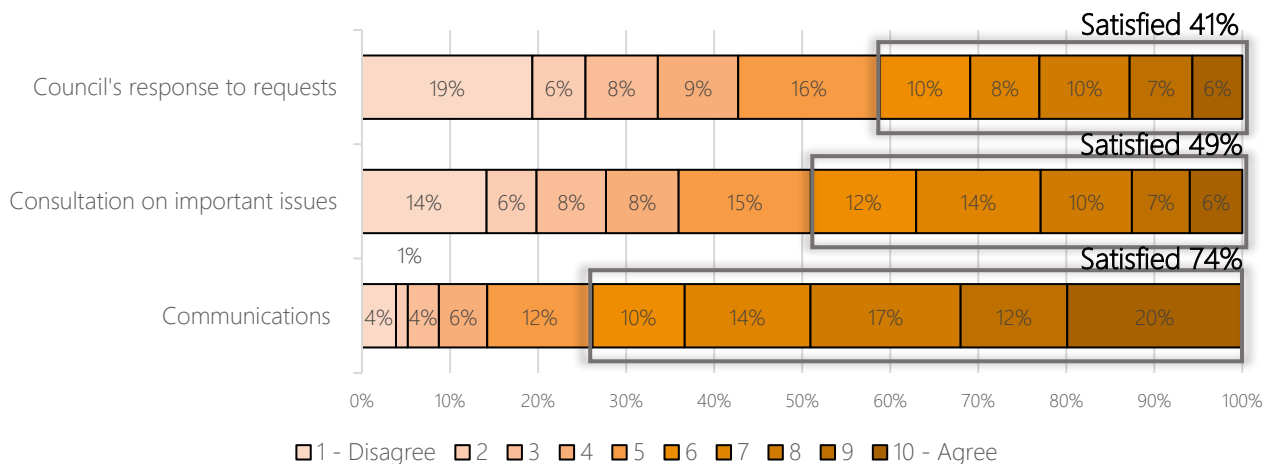


- Similar to Building consent, Resource consent is a subject limited to fewer members of community; around two-thirds of community members had no opinion or did not use these services.
- 49% of community members were satisfied with Resource consent monitoring, and a further 41% were satisfied with Processing resource consent applications. The recorded difference since last year was not statistically significant.

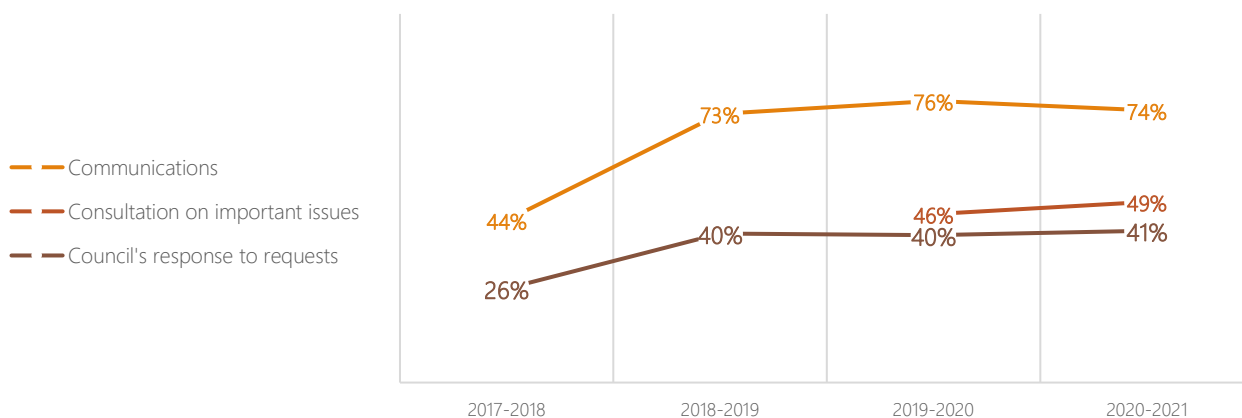


SATISFACTION WITH COUNCIL SERVICES

Communication

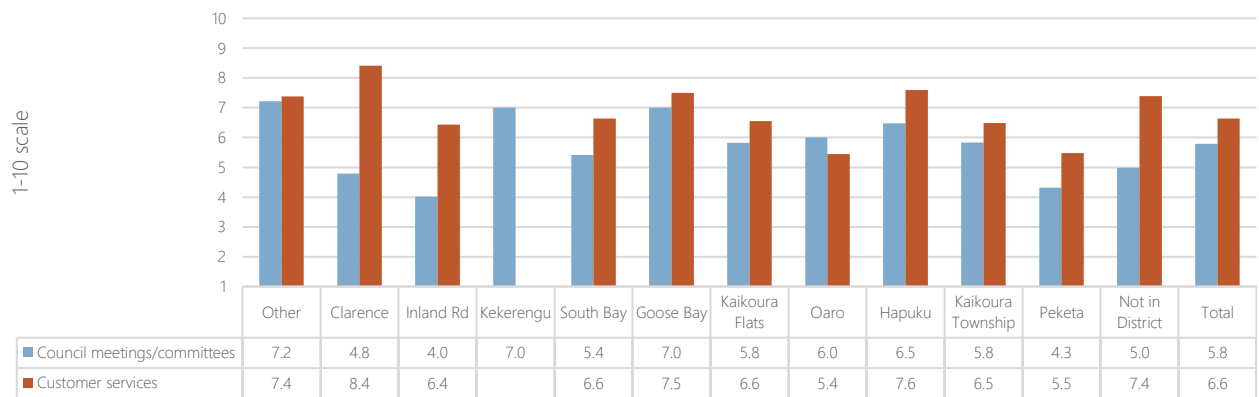
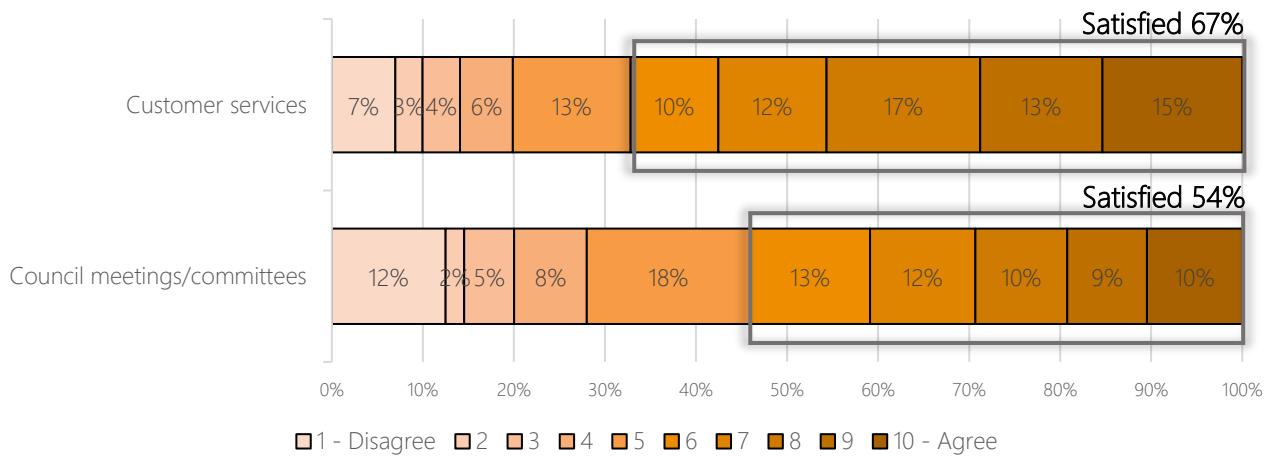


- Satisfaction with Council’s communications and response to requests was similar to the previous year.
- Satisfaction with consultation on important issues increased with age; older members (aged 65 and over) were the most satisfied with this.
- Despite being low overall, satisfaction with Council’s response to requests exhibited one of the strongest connections to overall satisfaction with Council’s services, indicating a good improvement opportunity.

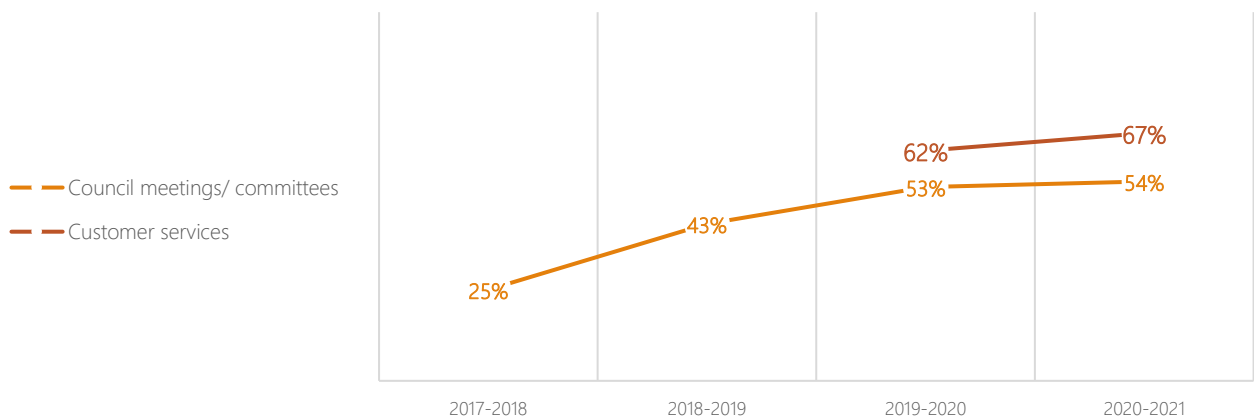


SATISFACTION WITH COUNCIL SERVICES

Communication (cont.)

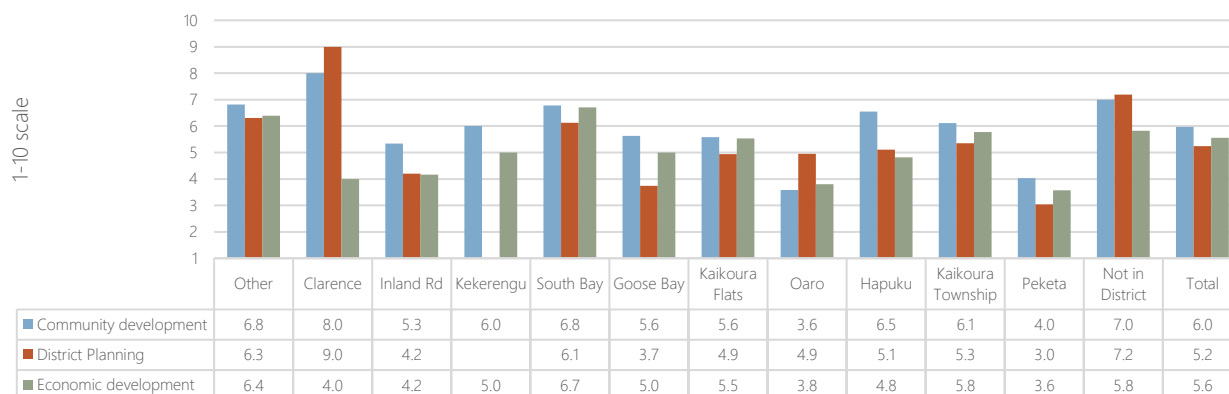
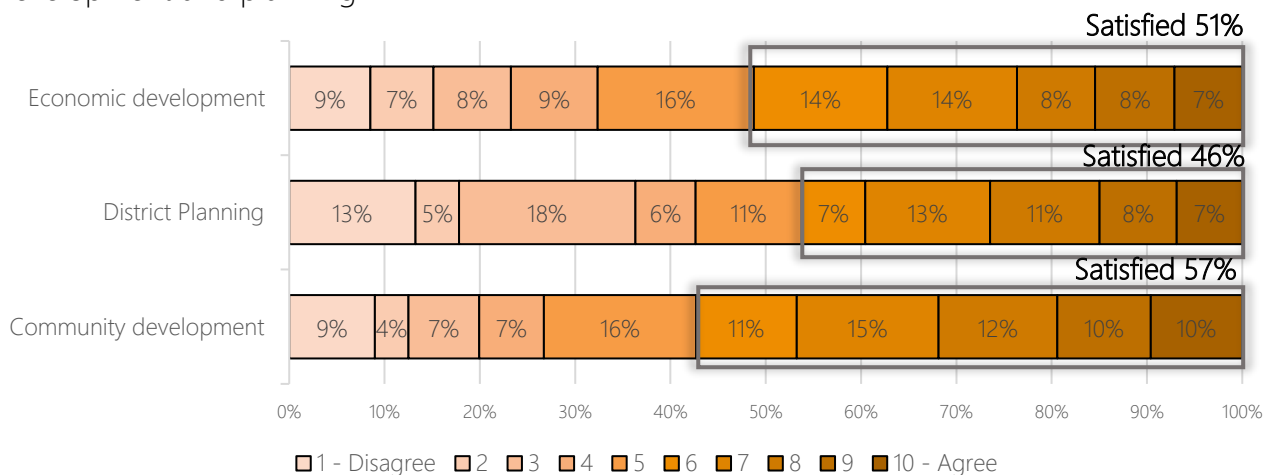


- After an improvement was recorded in 2019-2020, satisfaction with Council meetings/committees remained above 50% in 2020-2021 (54%). However, a small sample size should be noted; 54% of community members had no opinion about this.
- 67% of community members were satisfied with Council's customer services (similar to 62% in 2019-2020).

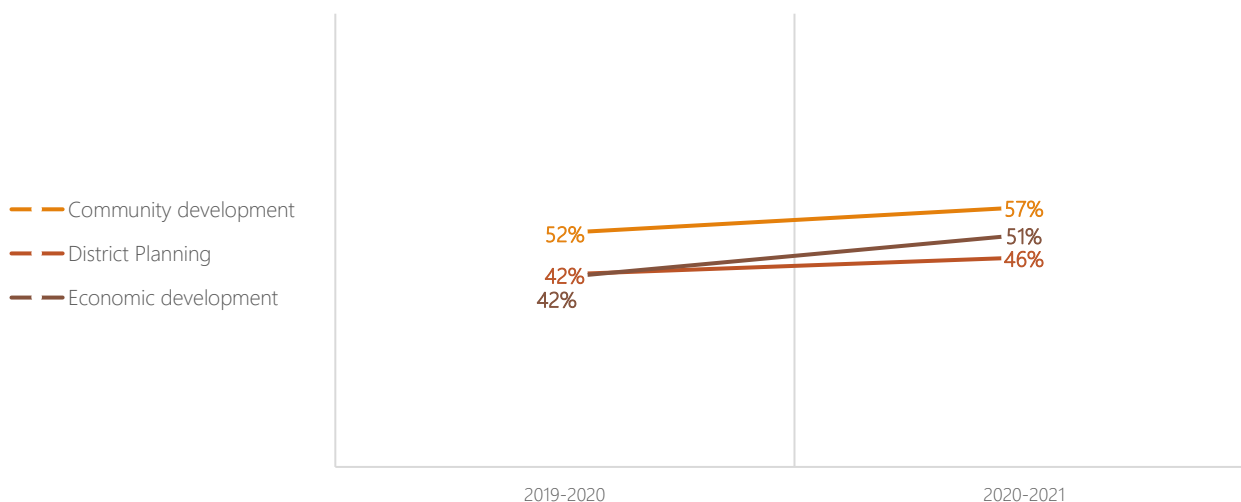


SATISFACTION WITH COUNCIL SERVICES

Development and planning

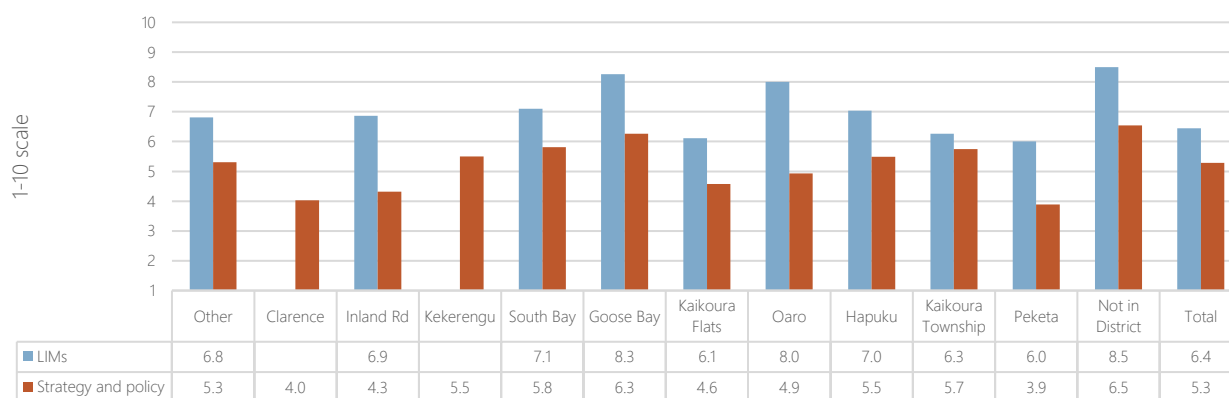
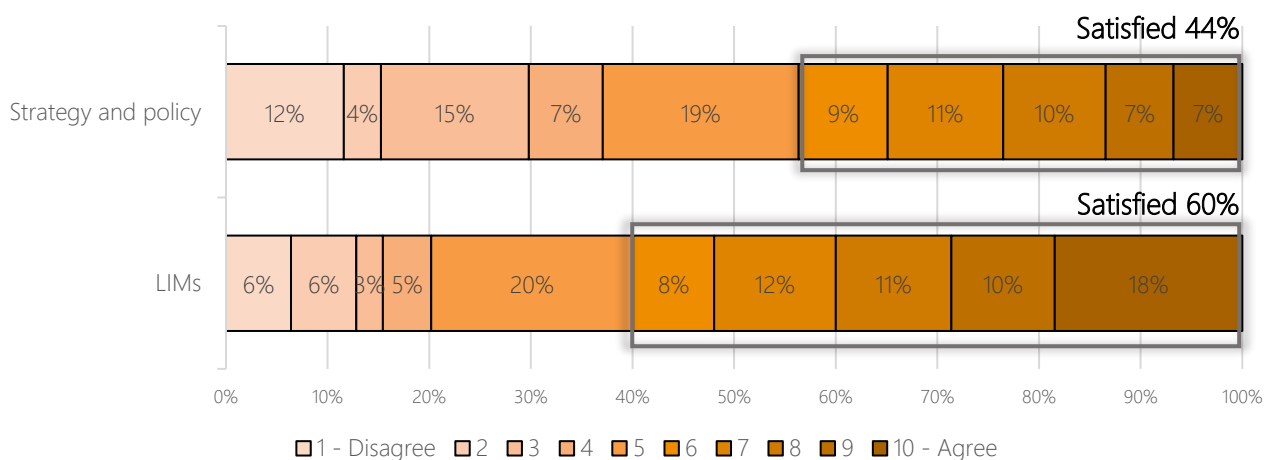


- In 2020-2021, satisfaction with Council's performance in relation to Economic development improved (51%) compared to 2019-2020 results (42%).
- 57% of community members were satisfied with Community development, and 46% were satisfied with District planning; both results were on par with the previous year.

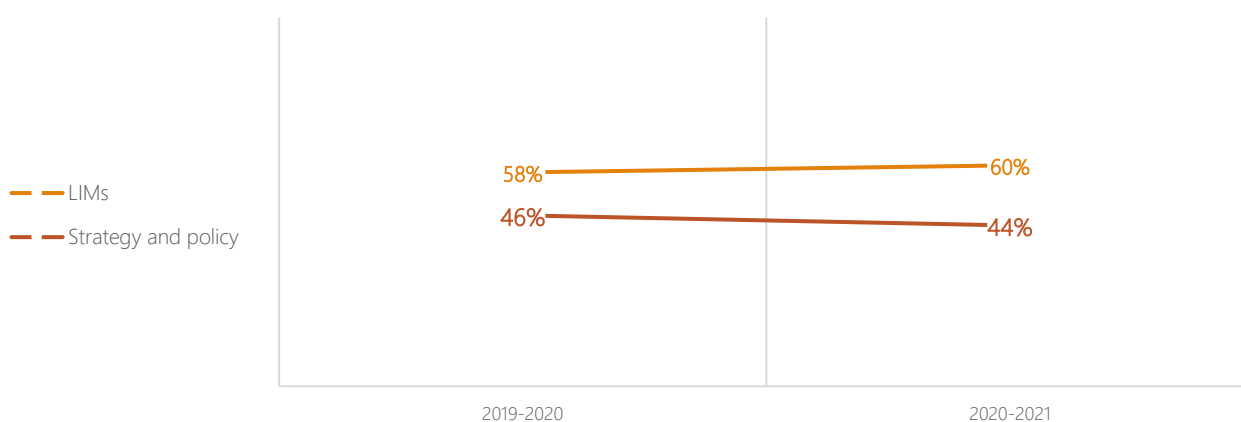


SATISFACTION WITH COUNCIL SERVICES

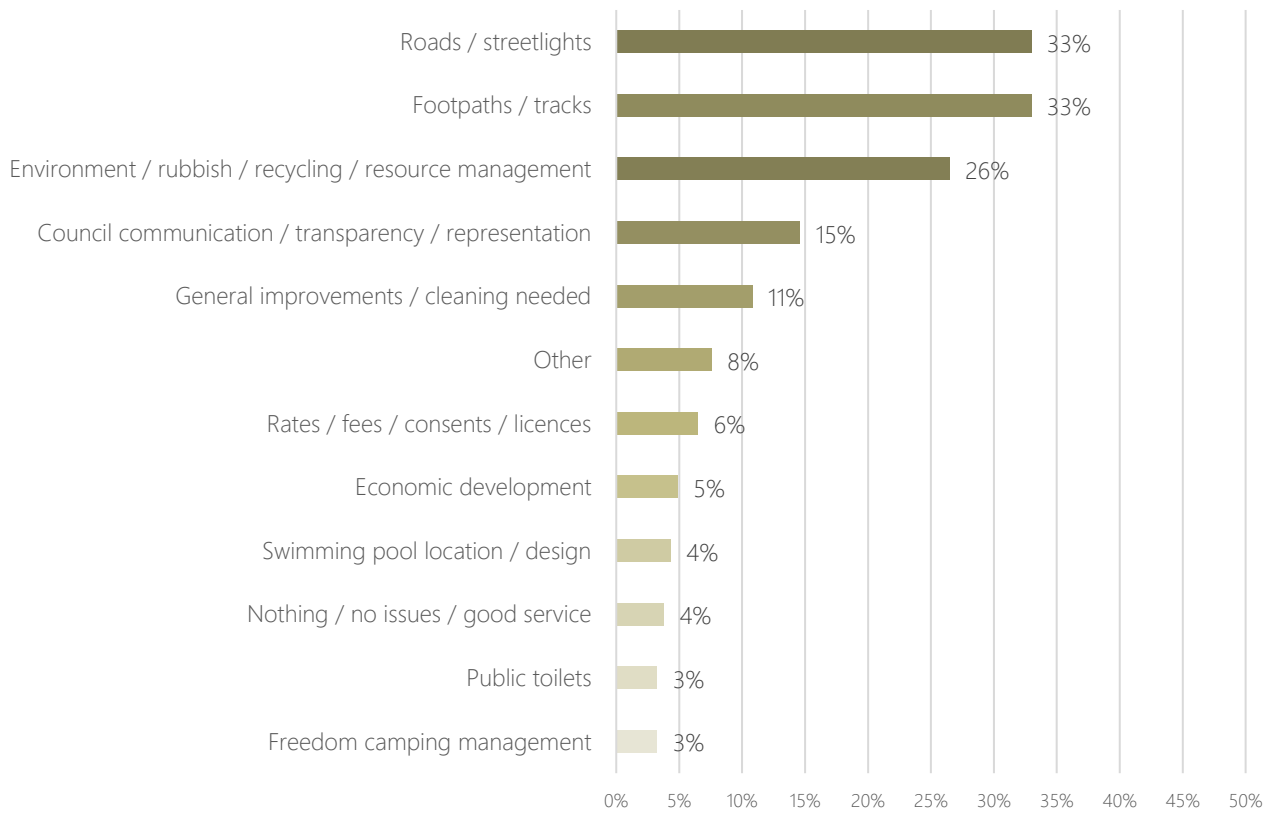
Development and planning (cont.)



- On average, 44% of community members were satisfied to some extent with Council’s strategy and policy in the District (similar to 2019-2020).
- Older community members were more likely to provide positive ratings.
- Only a small percentage of community members had opinions about LIMs; 63% had no opinion or did not use this service. 6-in-10 community members who provided a rating were satisfied (60%).



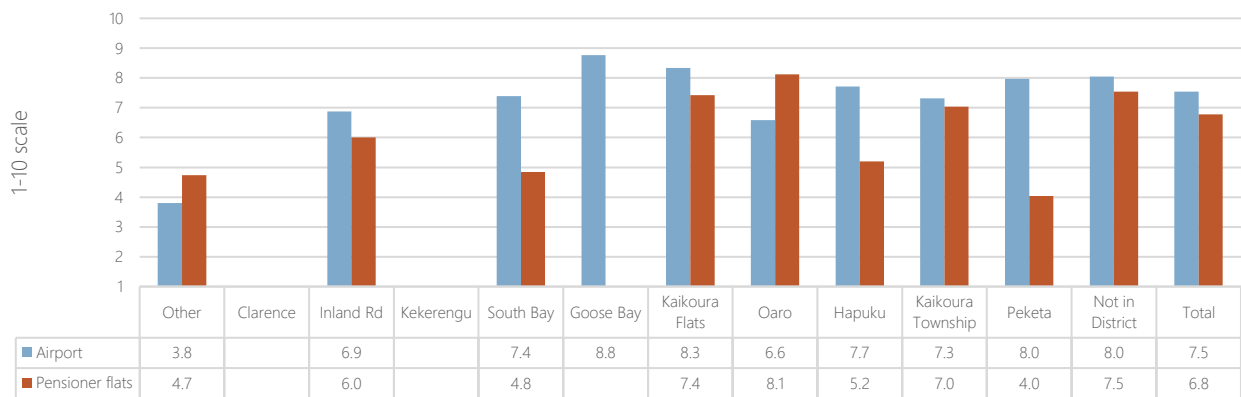
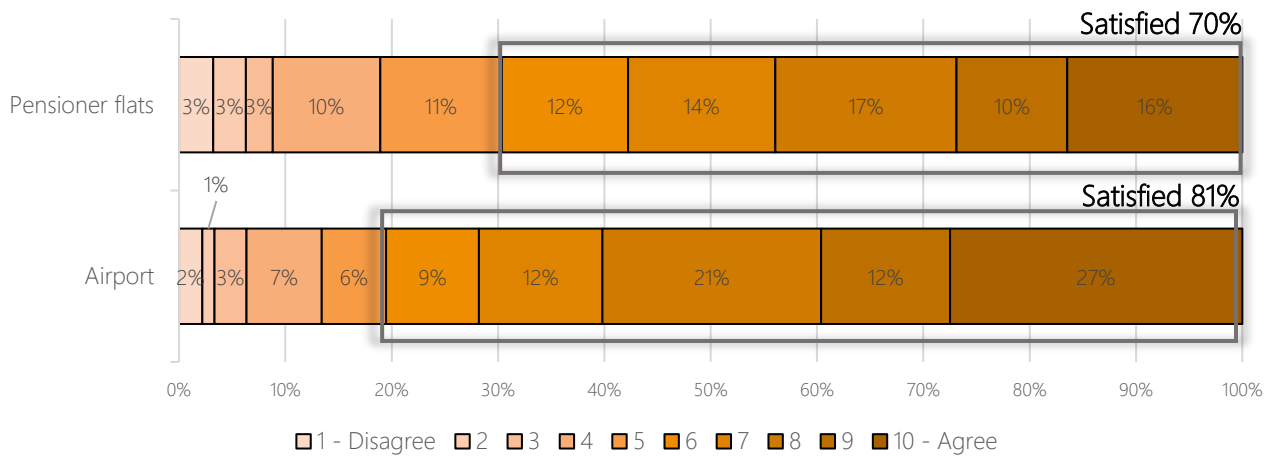
COUNCIL SERVICES AND ASSETS FEEDBACK



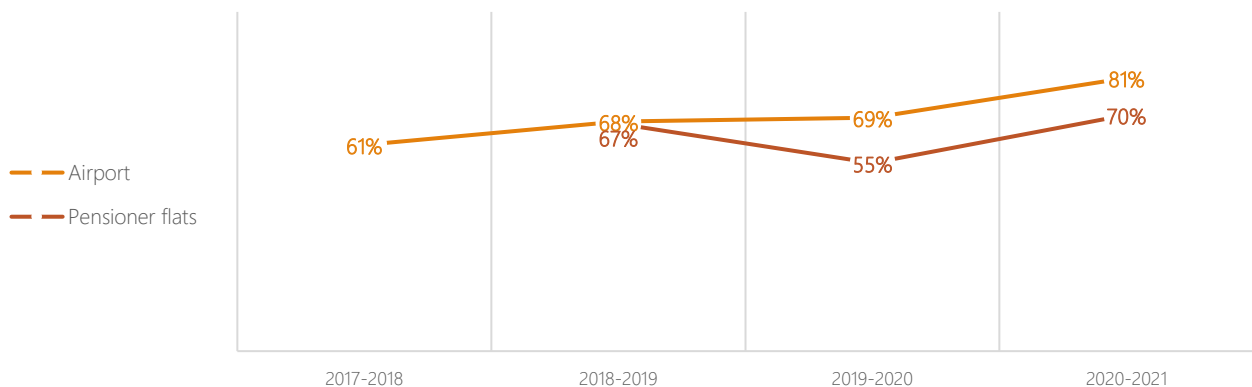
- About half of community members (55%) provided further feedback in relation to Council's services and assets.
- The two most cited topics were related to 'Roads/streetlights' and 'Footpaths/tracks' (33%). This was followed by 'Environment / rubbish / recycling / resource management', at 26%.

SATISFACTION WITH COUNCIL FACILITIES

Pensioner flats and Airport

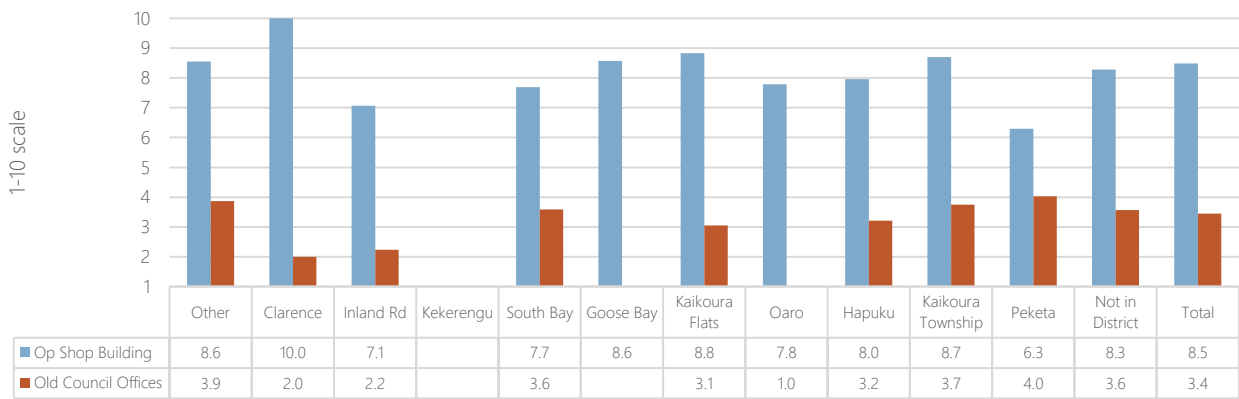
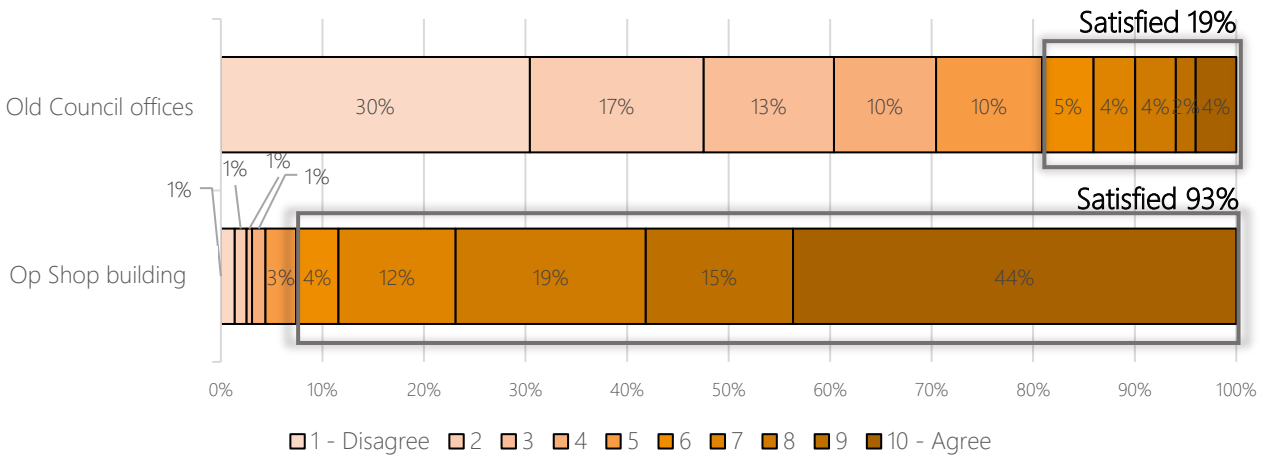


- More than 7-in-10 community members (74%) could not rate Council’s performance in relation to Pensioner flats; this service concerns only a limited section of the community. Overall, 70% of community members rating this service were satisfied.
- Satisfaction with the Airport (81%) was significantly above the results between 2017 and 2020.

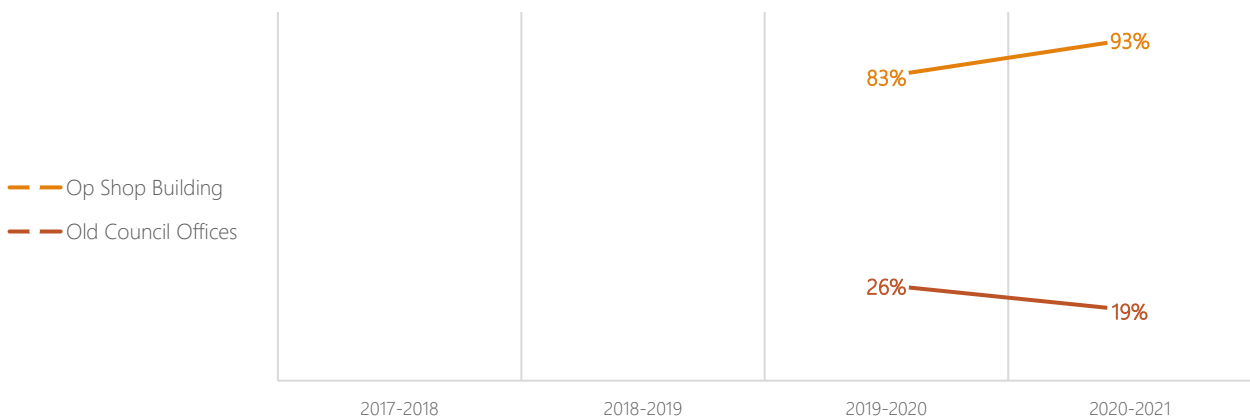


SATISFACTION WITH COUNCIL FACILITIES

Op Shop and Old Council offices

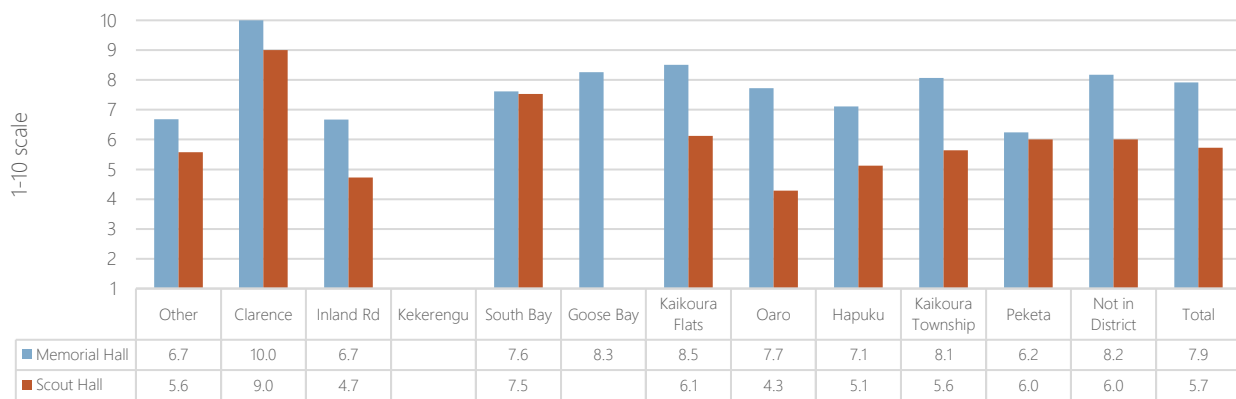
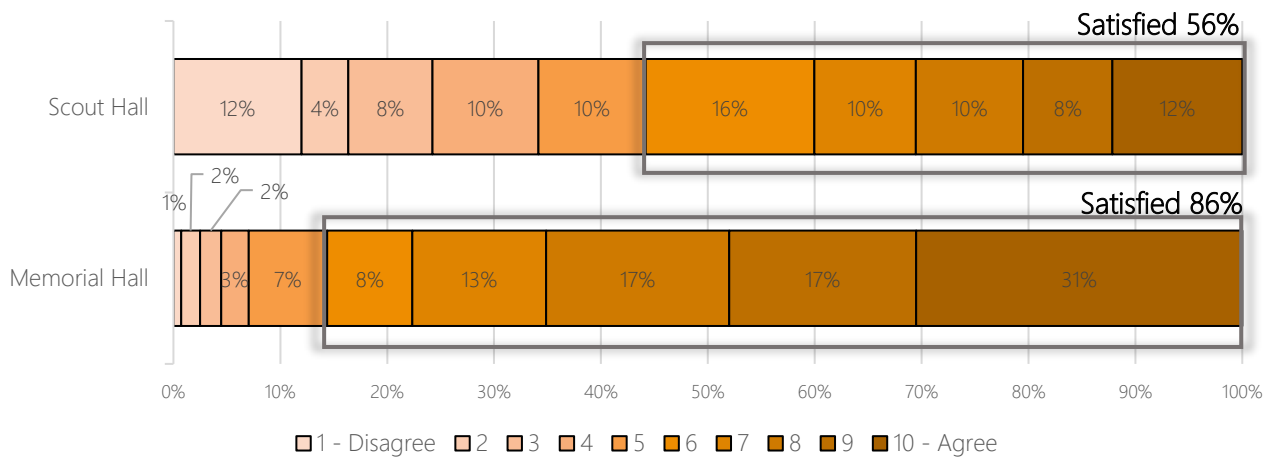


- A further decline was recorded in relation to satisfaction with Old Council Offices in 2020-2021 (19%) compared to already low satisfaction in 2019-2020 (26%).
- Community feedback highlighted a lack of planning and decision making in relation to Old Council Offices (*"What is happening with the old council building", "Are the old council buildings used for anything?"*).
- Satisfaction with the Op Shop Building was high; 93% of community members provided a positive rating (up from 83% in 2019-2020).

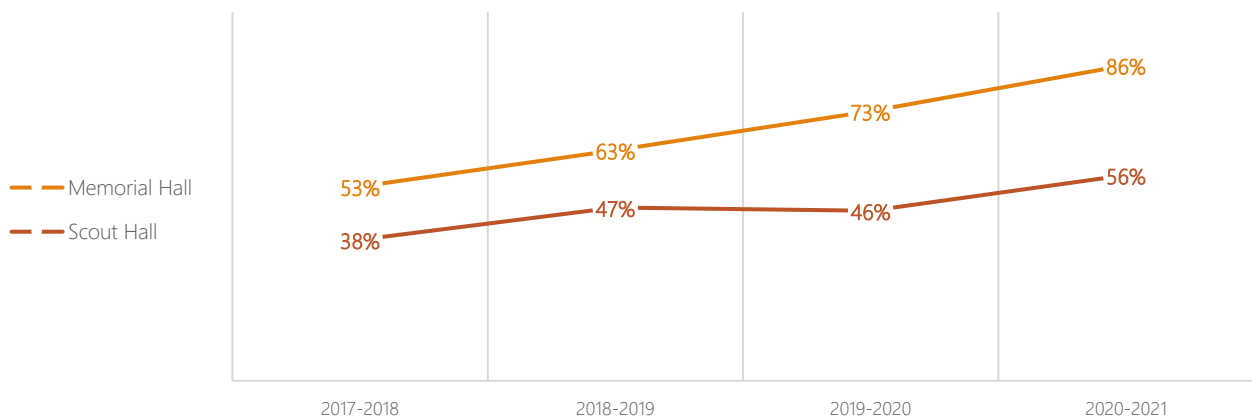


SATISFACTION WITH COUNCIL FACILITIES

Memorial and Scout Halls

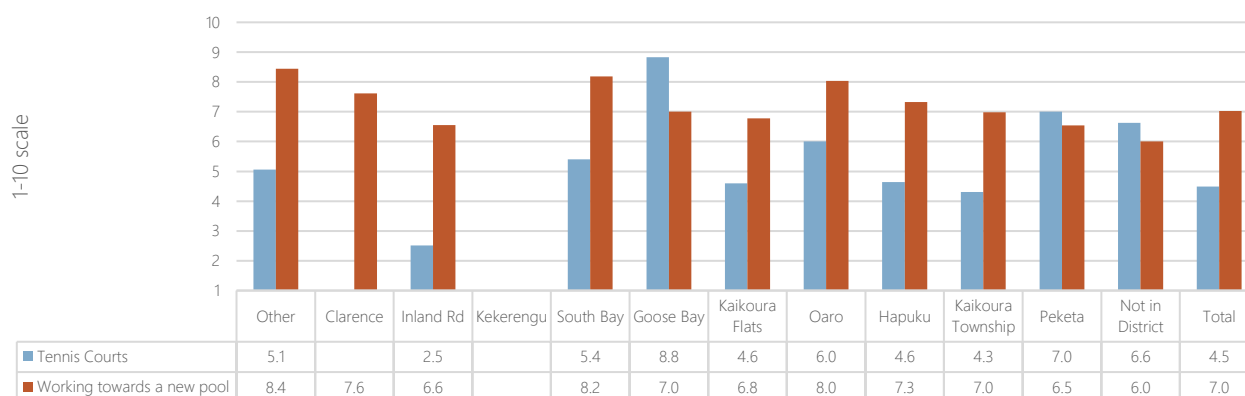
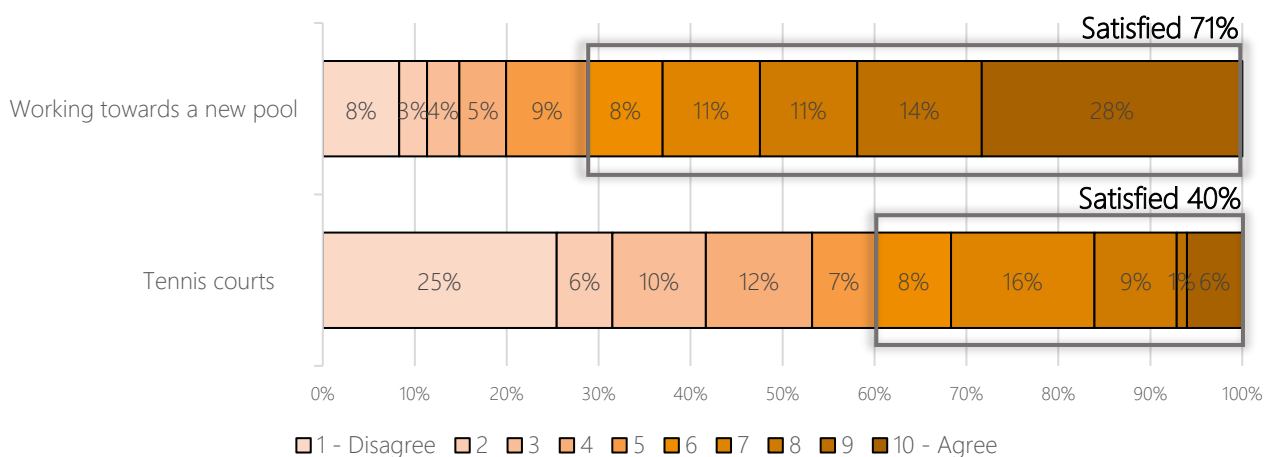


- Not all community members could rate Council’s performance in relation to the Scout Hall (62% had no opinion) or Memorial Hall (36% had no opinion).
- Nevertheless, satisfaction with the Memorial Hall and Scout Hall has improved in 2020-2021.
- “Love that the scout hall including the drama club are getting fixed. Memorial Hall is great for community events”.

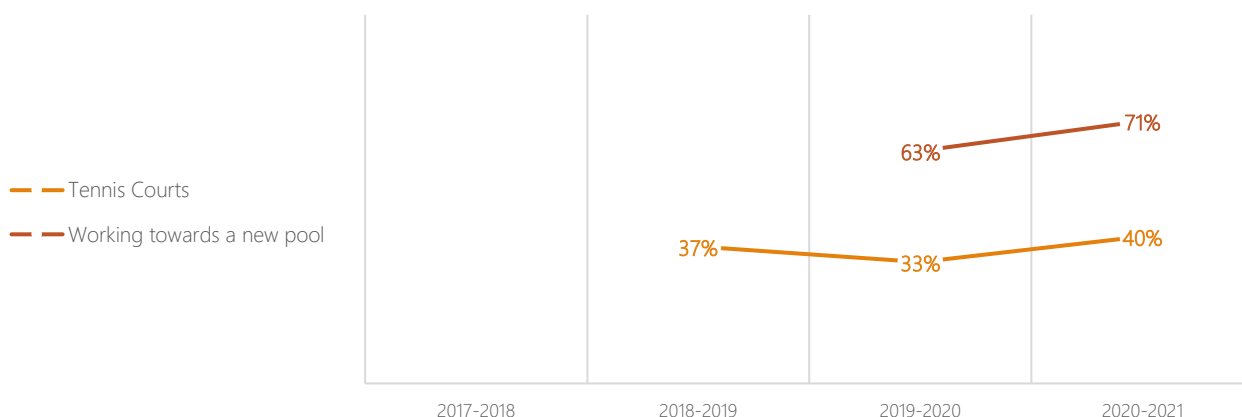


SATISFACTION WITH COUNCIL FACILITIES

Tennis courts and Swimming pool

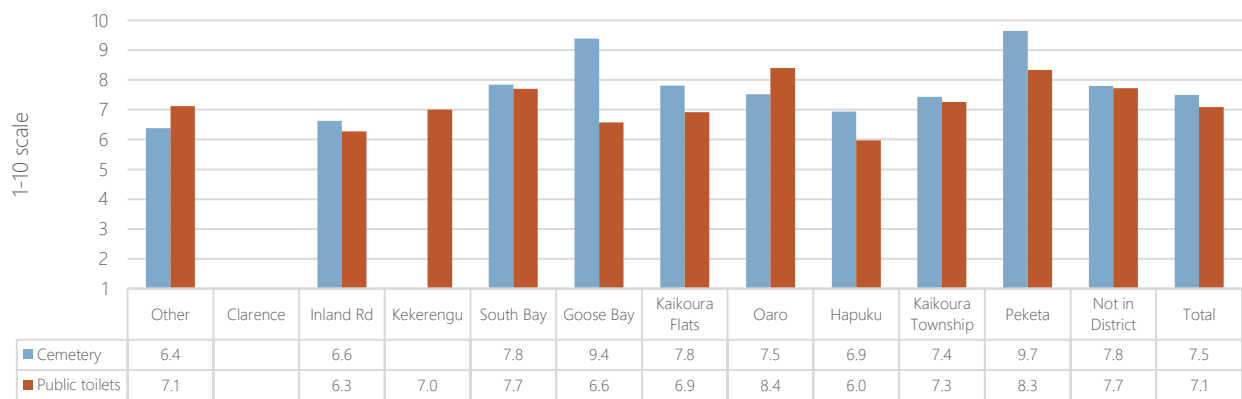
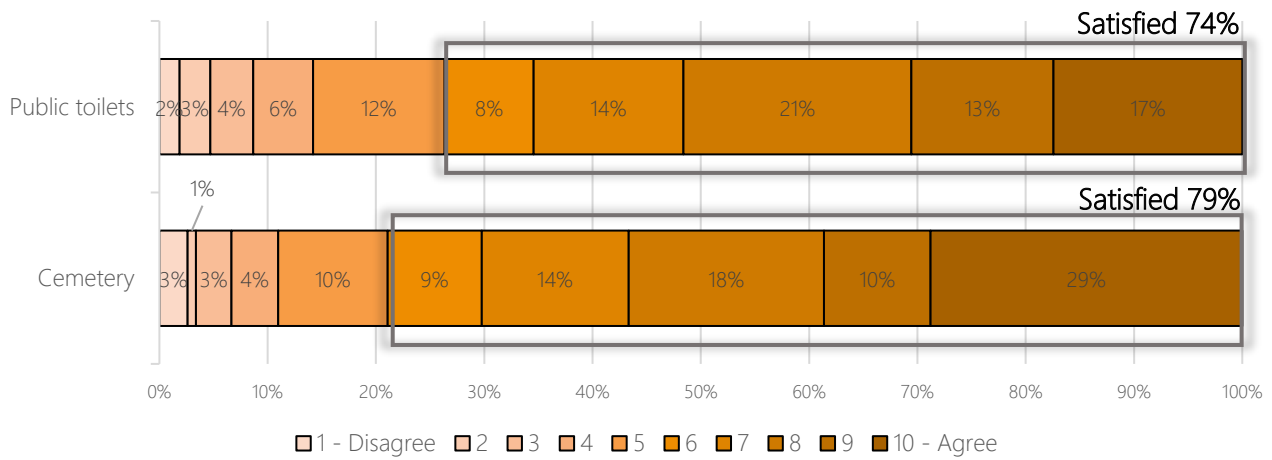


- 40% of community members were satisfied with Tennis courts; however, only 43% of community members provided a rating.
- When asked, 71% of community members were satisfied with Council’s working towards a new pool, a slight improvement over the 2019-2020 results.

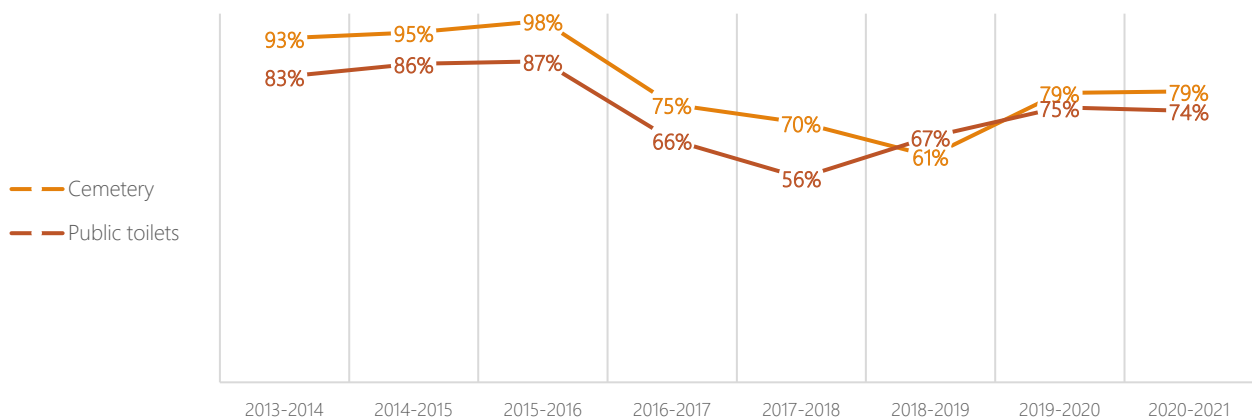


SATISFACTION WITH COUNCIL FACILITIES

Cemetery and Public toilets

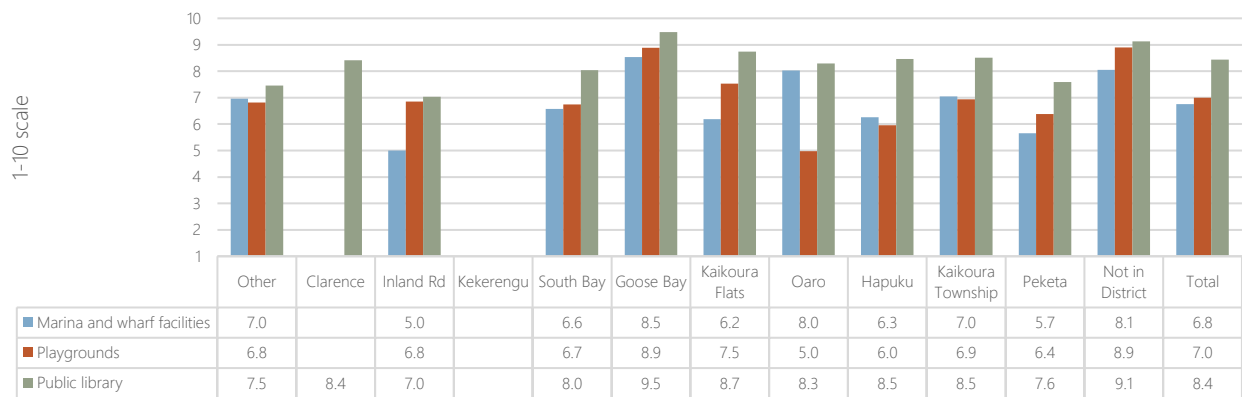
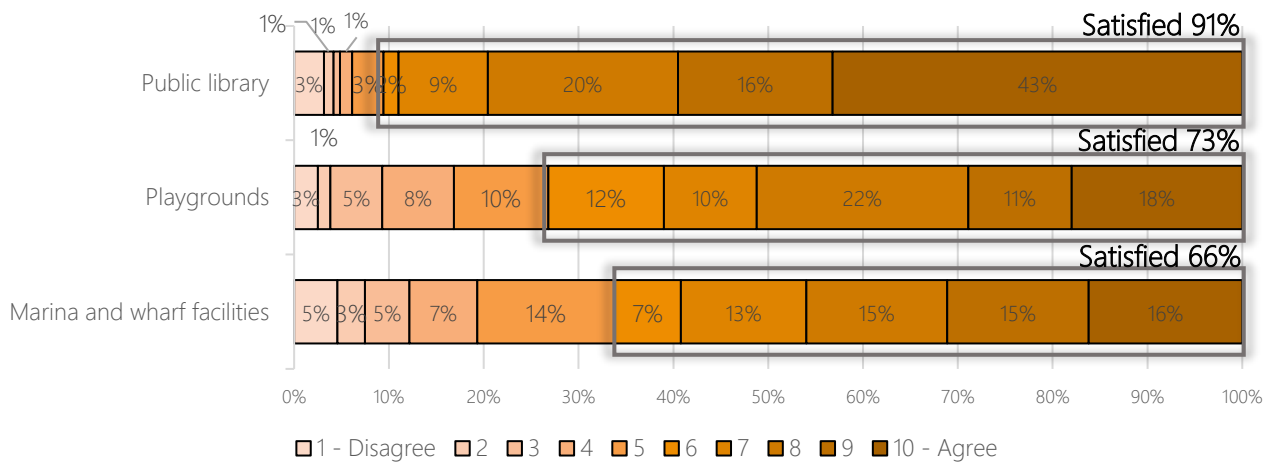


- In 2020-2021, satisfaction with the Cemetery (79%) and Public toilets (74%) was on par with the 2019-2020 results.
- Older community members (65+) were, on average, more likely to be satisfied with Public toilets.

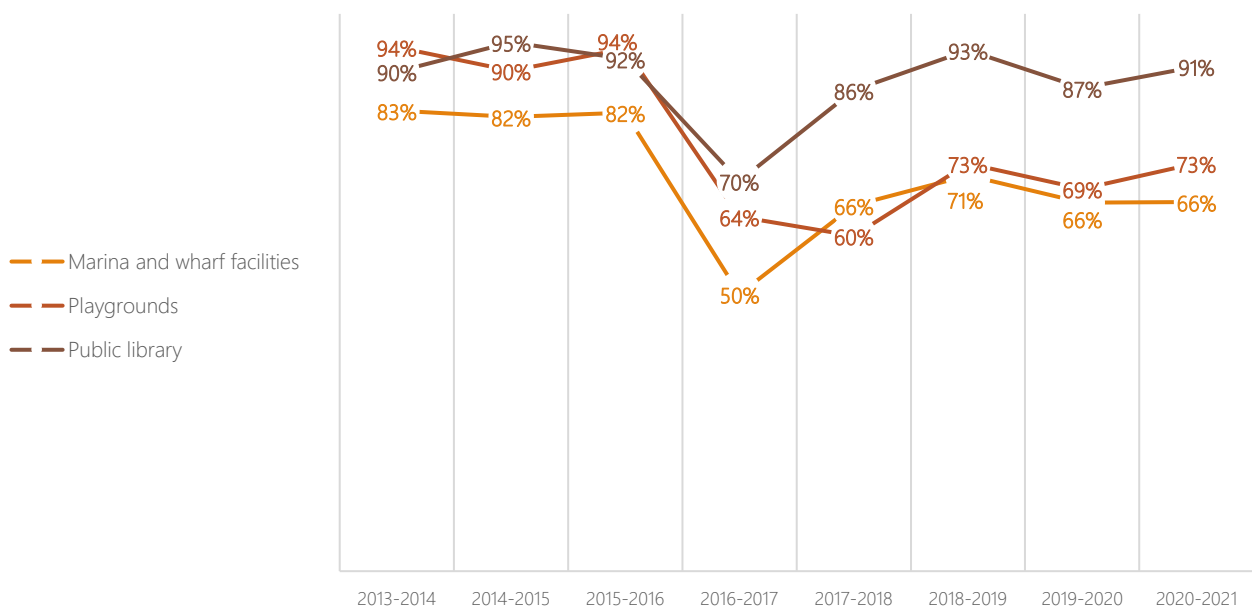


SATISFACTION WITH COUNCIL FACILITIES

Library, Playgrounds and Wharf facilities

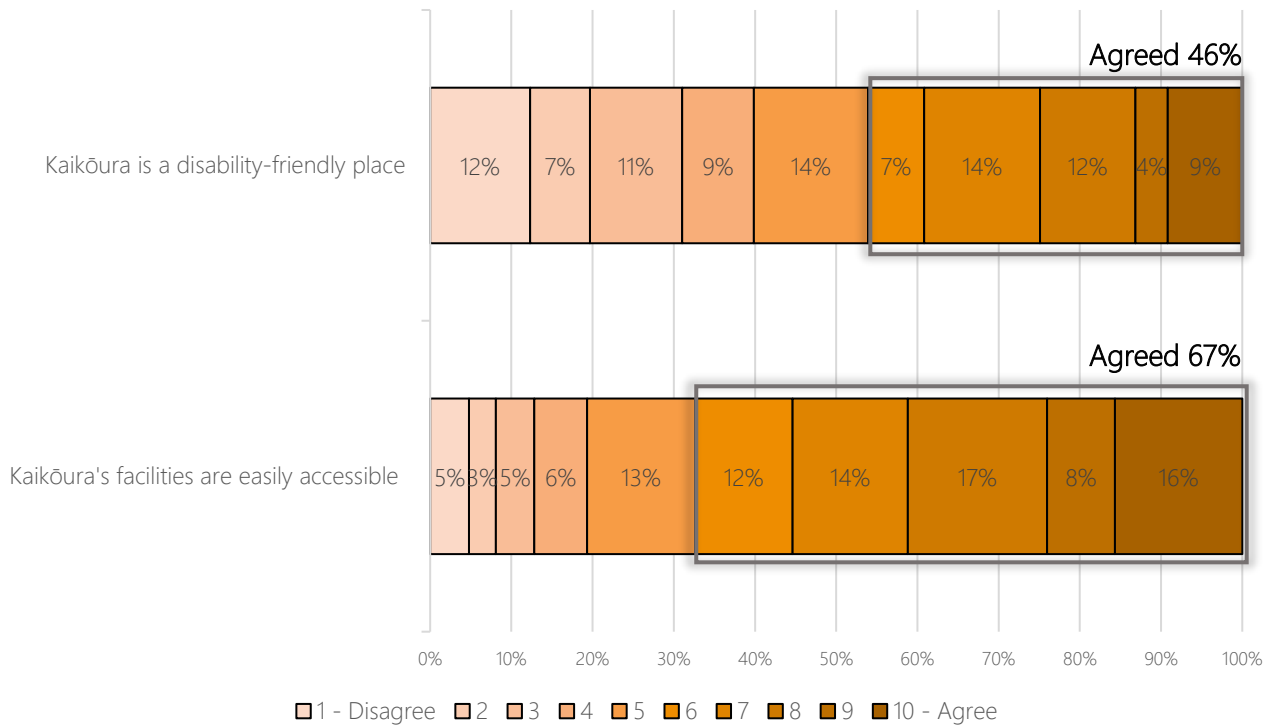


- In 2020-2021, satisfaction with the Public library (91%), Playgrounds (73%) and Marina and wharf facilities (66%) was on par with the 2019-2020 results.
- Community members aged 45 to 64 provided lower satisfaction ratings, on average, in relation to the library.

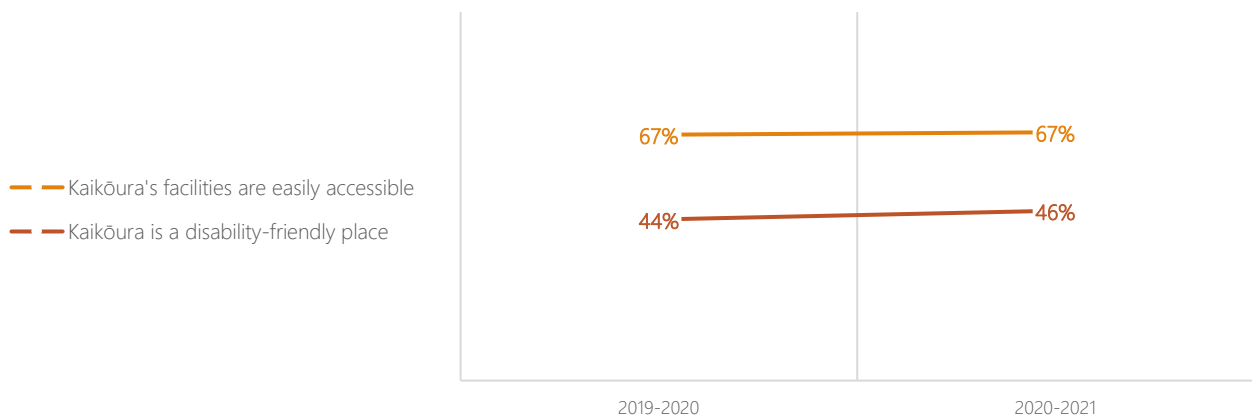


SATISFACTION WITH COUNCIL FACILITIES

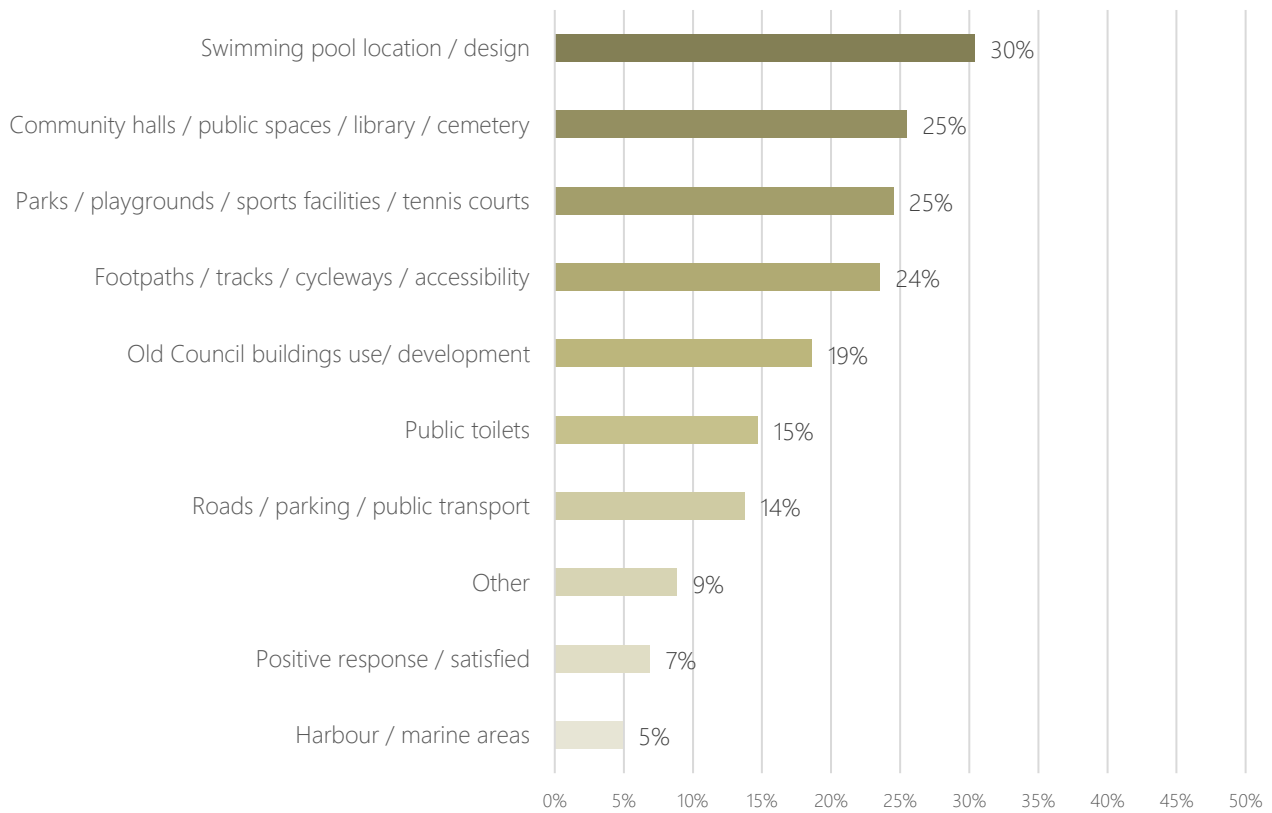
Accessibility



- Around two-thirds of community members (67%) agreed Kaikōura’s facilities are easily accessible (similar to 2019-2020).
- 46% community members agreed that Kaikōura is a disability-friendly place (similar to 2019-2020).

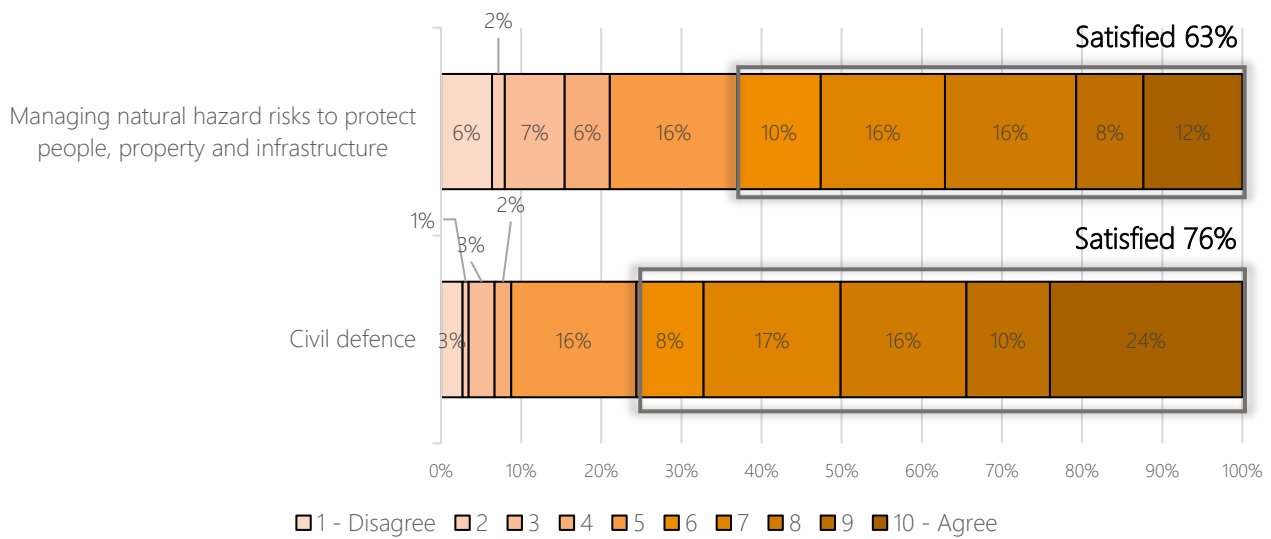


COUNCIL FACILITIES FEEDBACK

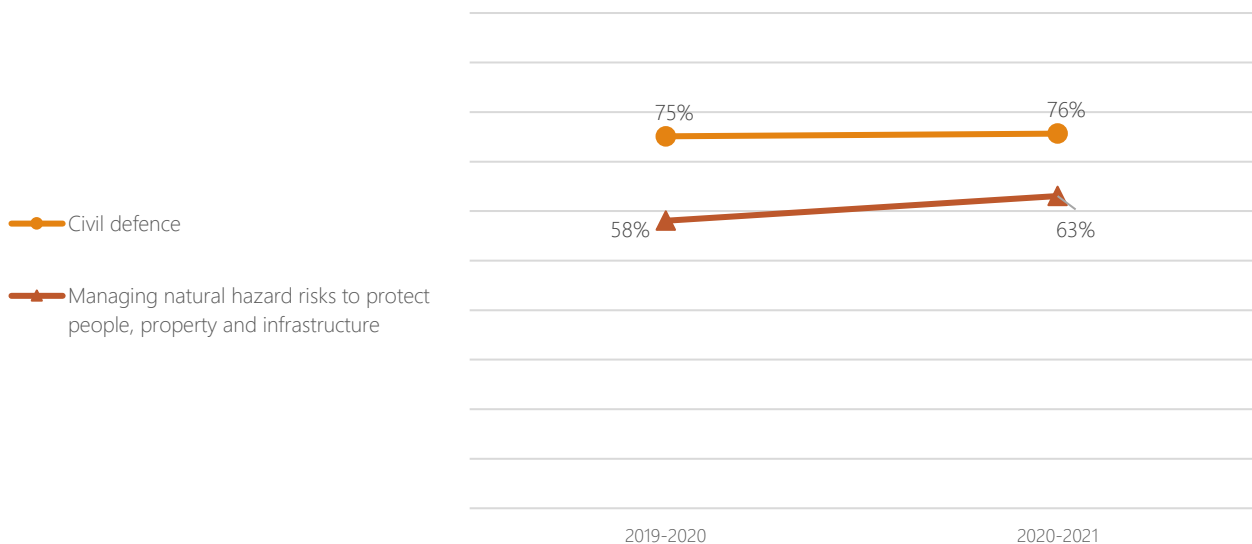


- One-third of community members (33%) provided further feedback in relation to Council's facilities.
- The most cited comments referred to 'Swimming pool location/design' (30%) (*"How is locating a new open-air pool adjacent to a rubbish dump a good idea?"*).

SATISFACTION WITH CIVIL DEFENCE

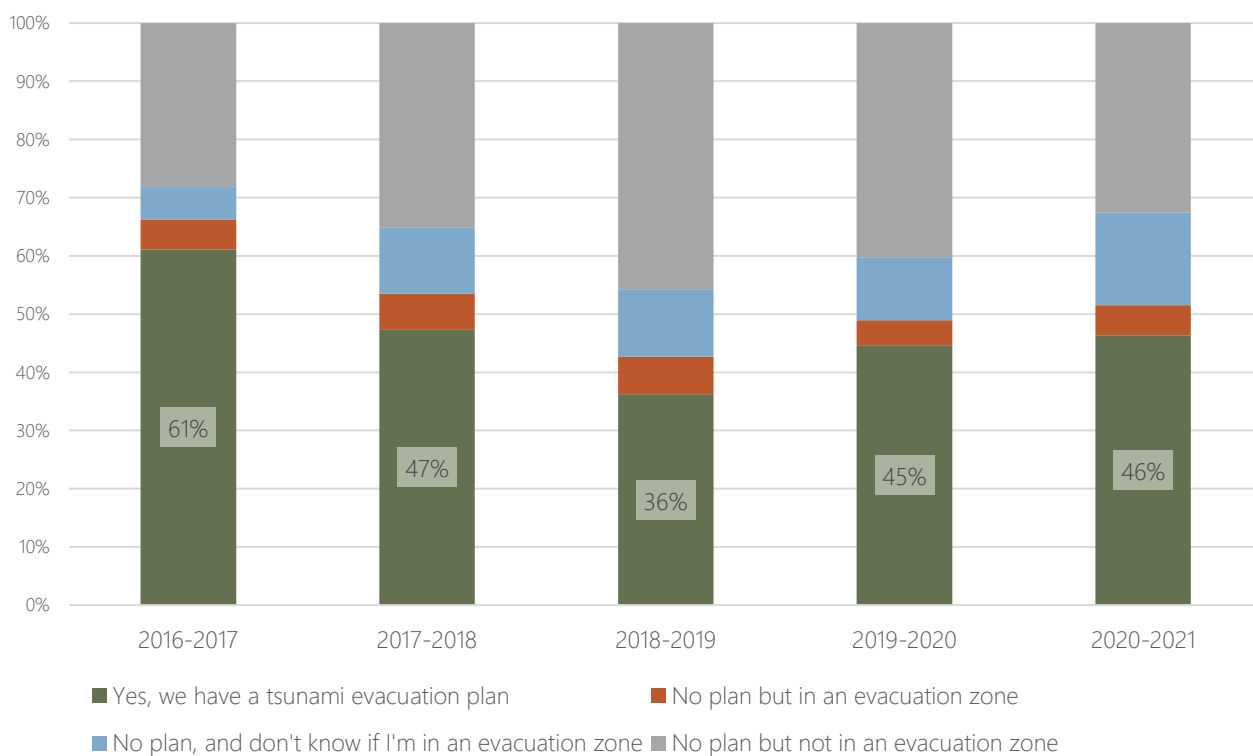


- Overall, 76% of community members were satisfied with Council performance in relation to Civil Defence (similar to 2019-2020).
- In 2020-2021, 63% of community members were satisfied with Council’s managing natural hazard risks to protect people, property and infrastructure. This result showed greater association with perceptions about the community’s resilience and safety, infrastructure re-build, and Council Strategy and Policy.

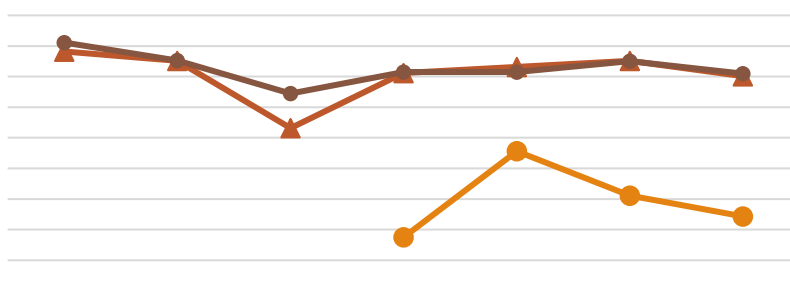


EMERGENCY PREPAREDNESS

Tsunami evacuation

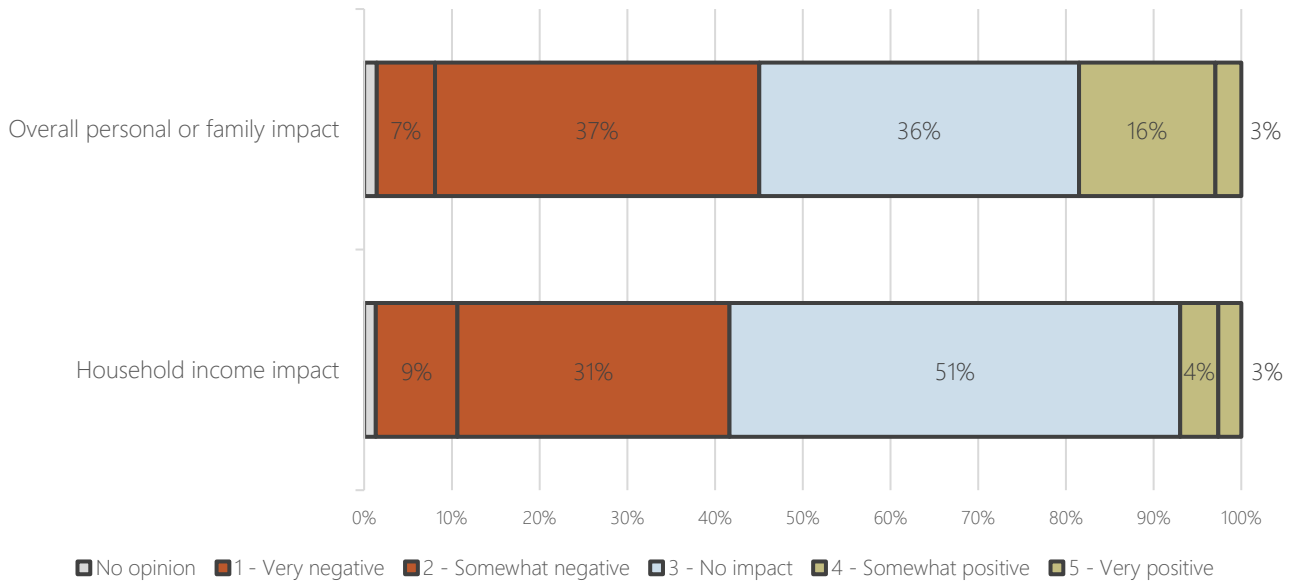


- In 2020-2021, 46% of community members reported having a tsunami evacuation plan (similar to 45% in 2019-2020).
- Although fewer community members reported being signed up to Kaikōura Gets Ready in 2020-2021 (34%), the levels of overall preparedness (having an emergency plan and emergency supplies kit) remained high.
- Levels of preparedness increased significantly with age; older residents (65+) were, on average, more likely to have an emergency plan or supply kit.



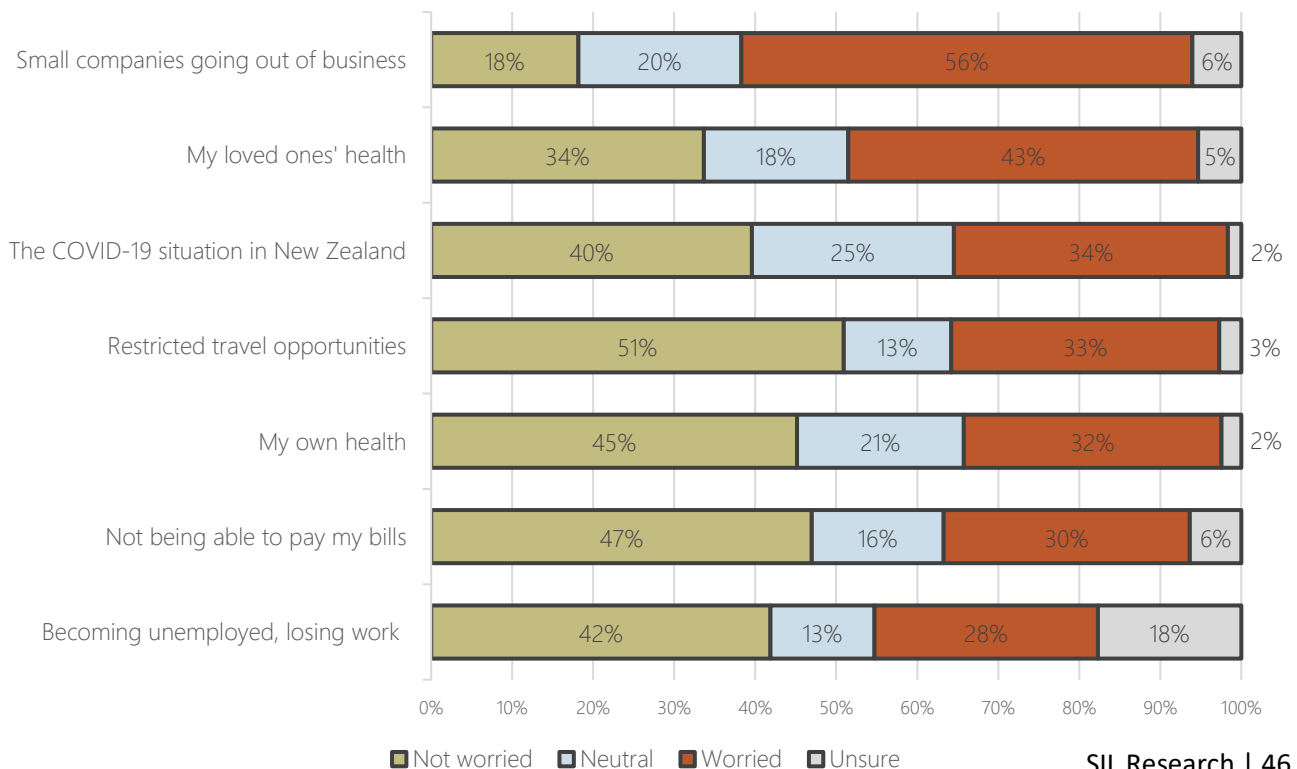
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
My household is signed up to Kaikōura Gets Ready.				27%	56%	41%	34%
My household has an emergency plan for how we would look after ourselves for three days following a disaster.	88%	85%	63%	81%	83%	85%	80%
My household has an emergency supplies kit	91%	85%	74%	81%	82%	85%	81%

COVID-19 IMPACT

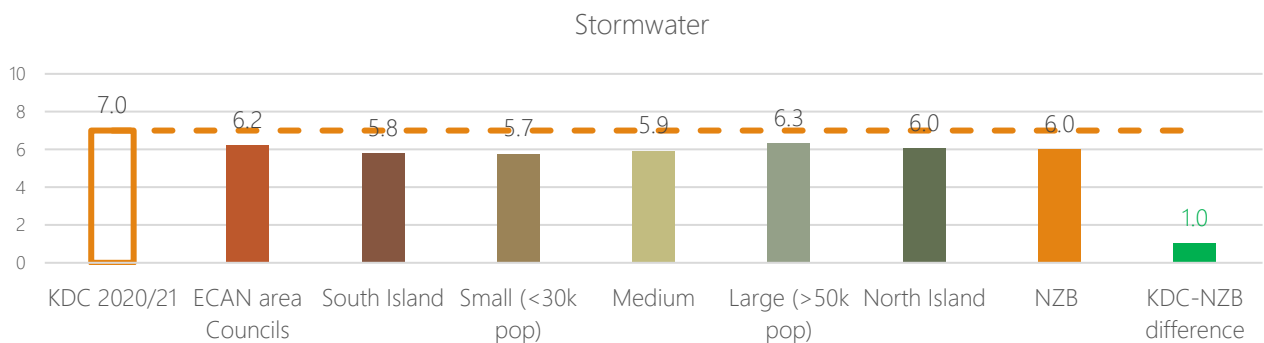
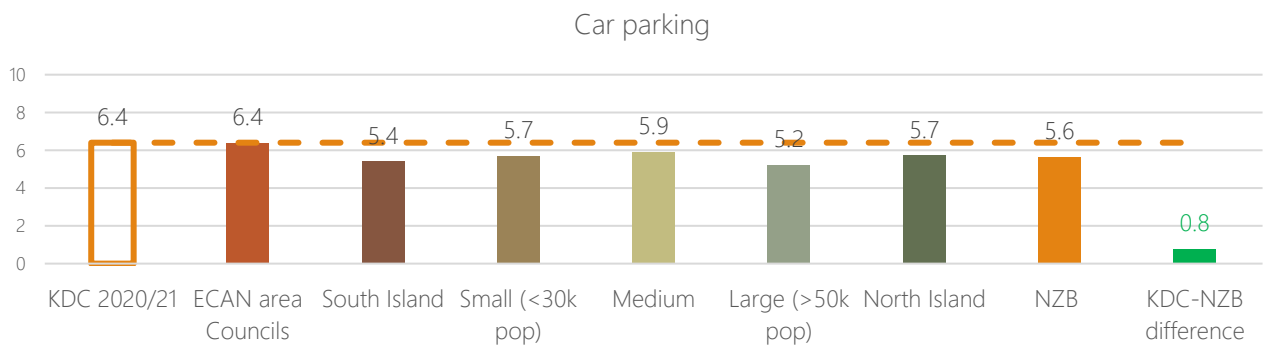
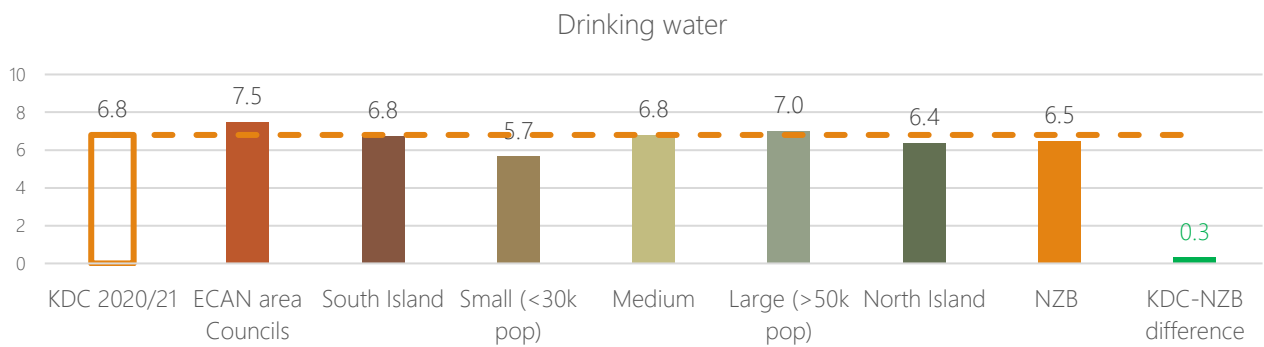
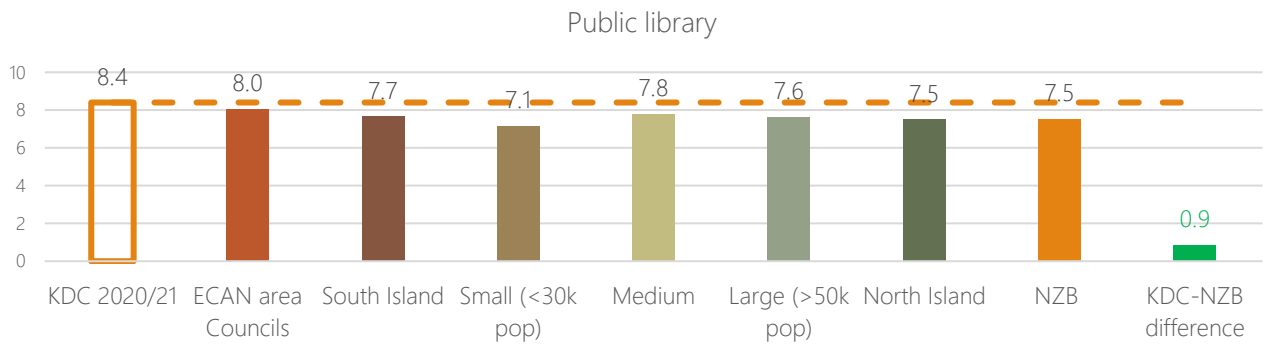


New questions in 2020-2021

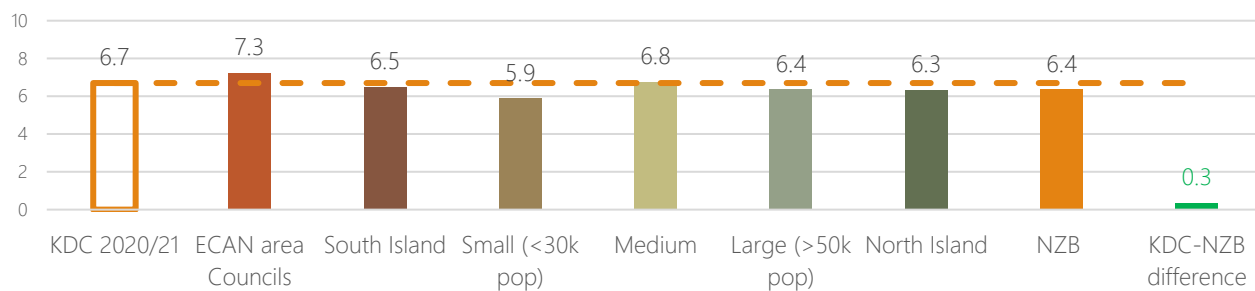
- 44% of community members stated the COVID-19 situation had an overall negative impact on them or their family; 36% reported no impact and 18% reported an overall positive impact.
- Overall personal or family negative impact was associated with negative impacts on income; 40% of community members reported experiencing a negative impact on their household income.
- However, half of community members (51%) indicated COVID-19 had no impact on their household income.
- General concern about businesses (56% worried about small companies going out of business) was the highest, and a noticeably greater than concern about health (loved ones' health, at 43%, and own health, at 32%).
- 30% of community members worried about being unable to pay their bills (33% aged between 45 to 64 years and 36% aged between 18 and 44 years), and 28% worried about becoming unemployed (37% aged between 45 to 64 years and 31% aged between 18 and 44 years).



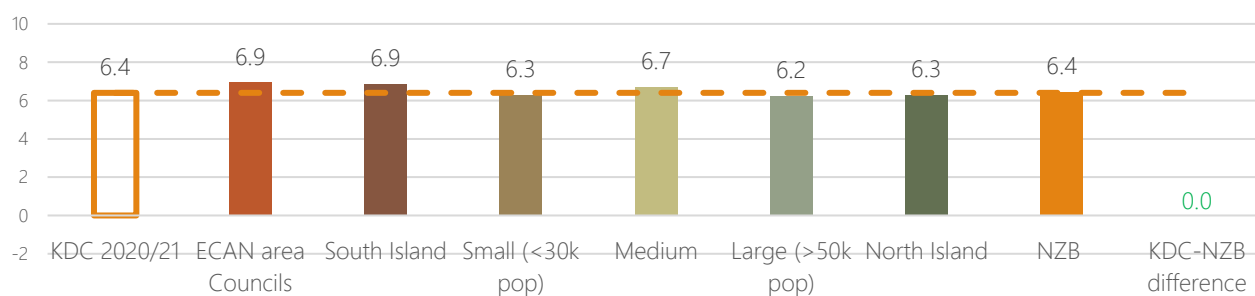
NEW ZEALAND BENCHMARKING SURVEY



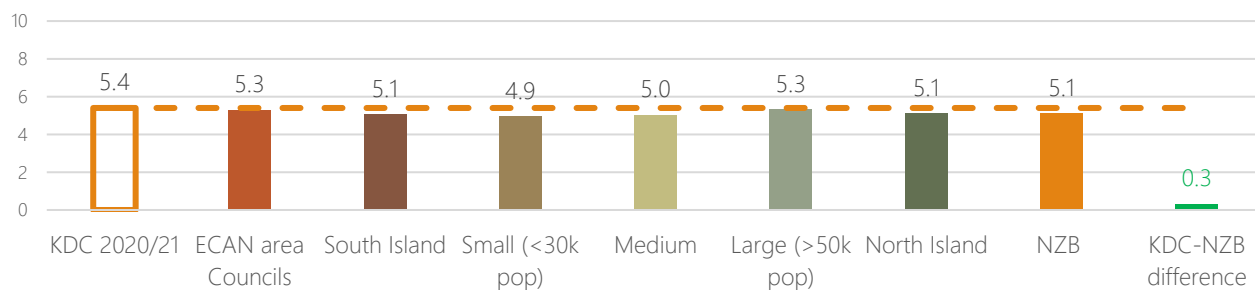
Animal control



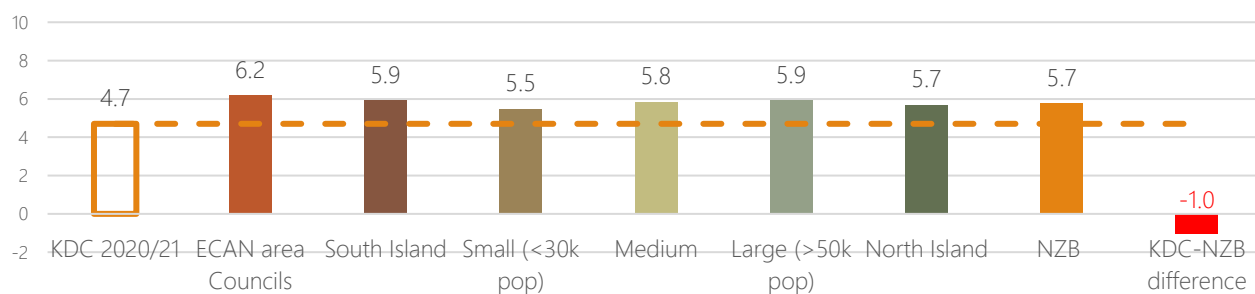
Cycleways



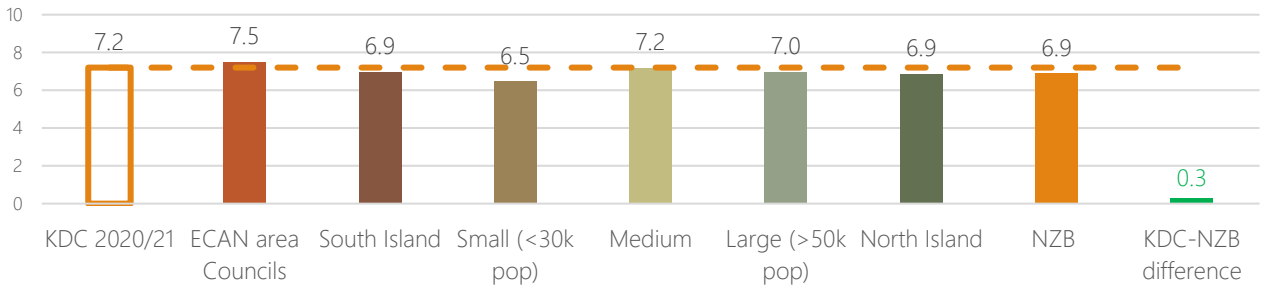
Roads



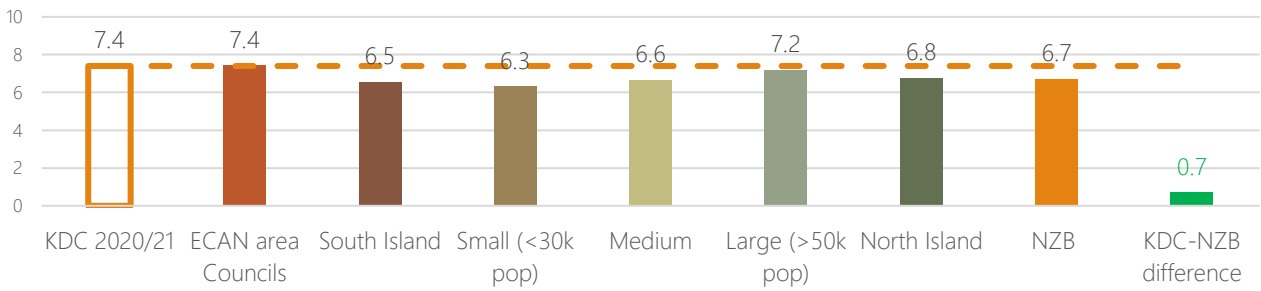
Footpaths



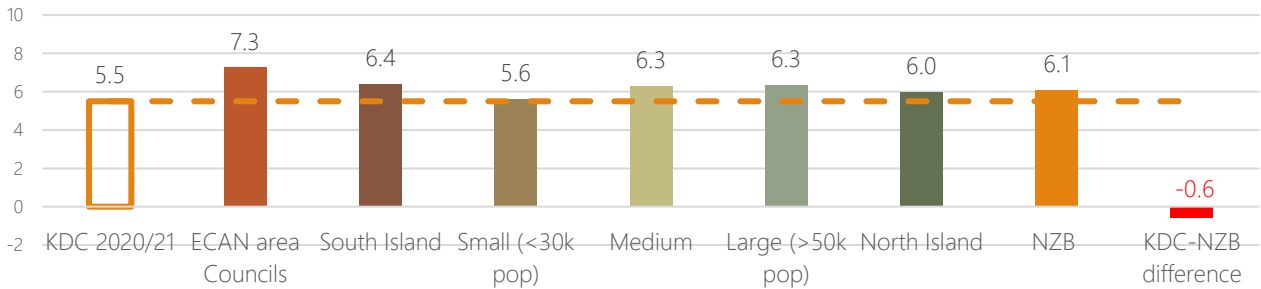
Streetlights



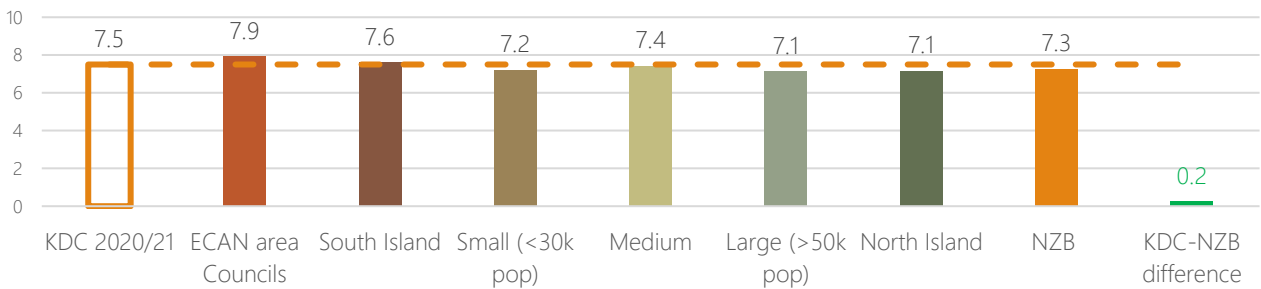
Sewerage



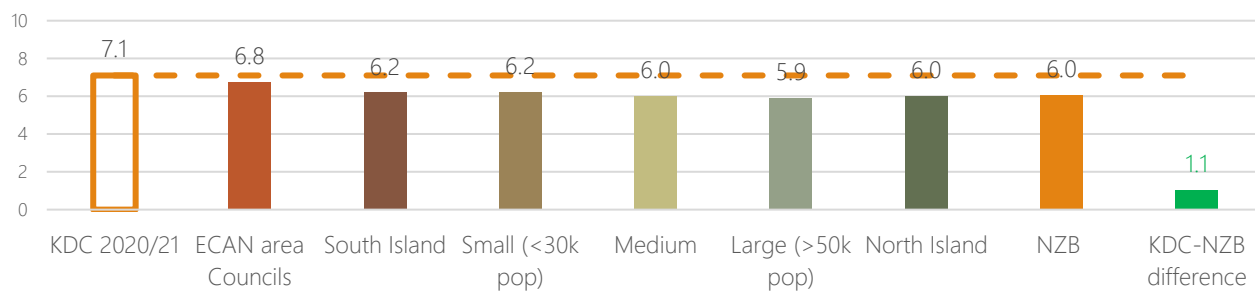
Resource Recovery Centre



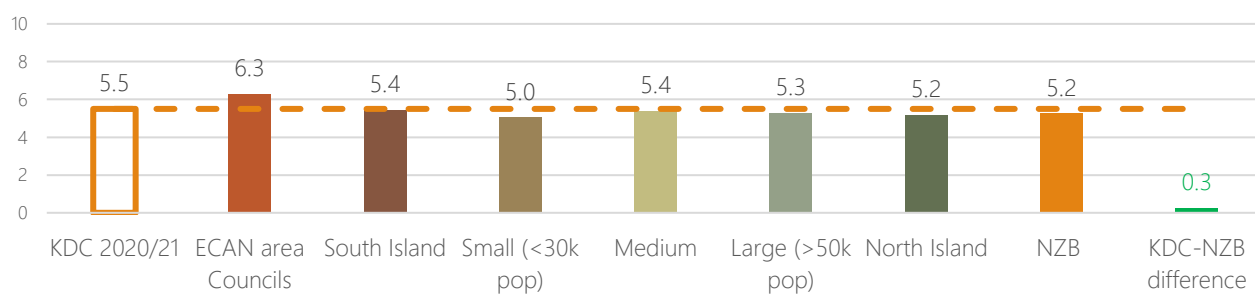
Cemeteries



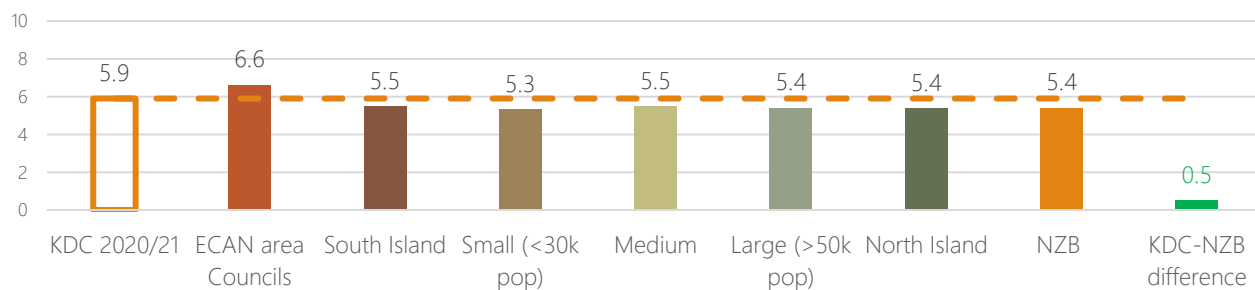
Public toilets



Resource consent management



Building consent



APPENDIX

Survey participants (the responses were weighted by age and gender group population proportions as per Statistics New Zealand's 2018 Census)

Table 2 Age

	Frequency	Valid Percent
18-44	127	38
45-64	125	37
65 or over	86	25
Total	338	100.0

Table 3 Gender

	Frequency	Valid Percent
Male	171	51
Female	167	49
Total	338	100.0

Table 4 Employment status

	Frequency	Valid Percent
Other	15	4
Employed Casual worker	6	2
Employed Part-time	20	6
Self employed	100	30
Unemployed, looking for work	6	2
Employed Full-time	112	33
Retired	71	21
In study	1	0
Unemployed, not looking for work	7	2
Total	338	100.0

Table 5 Area

	Frequency	Valid Percent
Other	8	2
Clarence	4	1
Inland Rd	12	4
Kekerengu	6	2
South Bay	21	6
Goose Bay	4	1
Kaikōura Flats	78	23
Oaro	8	2
Hapuku	24	7
Kaikōura Township	156	46
Peketa	5	1
Not in District	11	4
Total	338	100.0

Open-ended comments. Names are replaced with XXX.

Table 6 Other comments in relation to Council's services

Council services comments
More time allowed to up keep the parks and walk ways we have than making new ones
Recycling changes are frustrating! We must recycle soft plastics. Black Bay drop off is too expensive our rates are very expensive
Rural roads are terrible. Recycling station needed near Kowhai Ford road. No accountability for councillors' actions. Our council don't look after businesses, as in issuing tendored work
The power is always cutting out & not being put back on in a hurry. The water tastes terrible, Green and rubbish should be free to dump at recycling center
I would like to know what uses are planned for buildings like i.e Old council offices, sub-urban hall, lions pool complex
Rubbish collection and recycling is pathetic
Maybe new CEO will move things forward
Road on top end of Torquay Street is very poor
The quake has caused us to rebuild most underground services then should be very cost effective over the next few years
Waste collection should happen
Need much more opportunity & support for new hotels, large accommodation and increase legacy developments e.g swimming pool, seaside development of useable facilities/areas
Footpaths around the town are terrible particularly around esplanade
Concern re resource management centre & recycling. Have the changes made caused the increase in rubbish dumped on roadside
Some rural roads need widening where possible speed limit reduced
There should be a rubbish collector service, freedom campers should be strictly controlled
Very poor design and maintenance of south bay pde road and footpath is a tripping hazard
A lot of footpaths in very bad shape and not repaired properly after fibre went in margate street very bad and still no footpath at all see end of Torquay street
On the Wharf by whale watch there are three bones joined together. No plaque to say what they are there for. Some information would be good for visitors and locals to read
Information provided in mail box regarding re-cycle
Very slow road works
Footpaths need upgrading
Very unhappy + worried about footpaths along Scarborough Street. Many elderly people walk here and roads are narrow and restrictive
From basically BP to northern town limits and esplanade need roads resurfacing I think this is underway. Like the idea of "Dark sky" concept
Footpaths on the esplanade are in desperate need of repair
Adopt a strategic plan to generate income for locals
South Bay needs a floating jetty for the pullie use elderly people have trouble using existing
Less street lights, for dimmer for shearnature
We live in South Bay why don't we have foot paths along South Bay Parade from racecourse to where footpaths start?
A lot to be desired
I have been wating 5 years to have council drain cleaned, trees cut down/spraying done etc.
Resource consent system is a bit slow
Let people know about the recycling stuff-What is happening to soft plastics/old paint etc. So more info about what you do with collected stuff
Curbing and channelling require cleaning more often garden require weeding more often
Our recycling is not collected, we are not KK during the week + council staff won't enter the property to collect the bins
Pleased that 'The star' is still being published, even if facts are not always accurate.
The footpaths on beach road need a lot of improvement. Very hard to walk on with a stick and dangerous with cyclists racing on walking path.

Council services comments
Older pensioner housing units should at least have double glazing to west + south sides of buildings. Paving should be done around rubbish collection area to connect with pathways.
Footpaths level. Better waste removal at gate.
Need better street lights for safety of Birds + Humans. Need to address soft plastics + paper.
Please improve cycling + wheelchair access from town/beach road up to churchill street. Please consider new street lights to be downward and 'dark skies'
T;not have been made redundant service has suffered because of this. The old pool site on esplanade should be retained as public space not for commercial use
Be nice to see the South Bay Beach reserve moved right up to the high tide mark- evasive needs etc. Removed
At paia point, Goose Bay, We receive no council services except library consenting + no involvement in community access to the sea.
Rural roads are Terrible, rates have increased significantly with no increase in service
All good
Build toilets near kids playgrounds
Safety at the airport needs experts running it. Too many roadworks not producing workable roads. In frequent dirt road grading. Infrequent rural verge mowing
Rural Roding needs improvement
Get rid of the Passion fruit vine + old mans Beard which is chocking trees
No compliance do resource consent & activity usage Southern Coastal toilet facility not adequate for demand
If there's an extra small box of say bottles (glass or plastic) beside green bins on footpath on collection day rather than leave them pick them up, surely it's not too difficult + better than putting them in general waste bin.
Would love a full general rubbish collection
The grass on the edge of the rural roads needs mowing more often. The track behind the Little Oak pre-school up to Scarborough Street urgently needs mowing and Gardened (weeds)
Small issue - but please allow locals free access to new museum
Please up keep the footpaths - many not safe for the elderly
I think that it isn't obvious what council does in a positive light. However there is a lot of negative views about lack of consultation, high rates, people getting paid too much and not doing enough. People need to work had to get positive talk in town. The people speak
Great people to deal with
Schoolhouse needs to be fixed. All the flats should be 80 not 60,80,100
Lots of dogs roaming South Bay, being run on the beach & on Peninsula walkways & seaside off lead
Improve enforcement of building consents - ????? Of "garages" into "baches"! Upgrade footpaths. Sort out recycling of paper and disposal of household waste.
Mt. Fyffe Road (Upper end) is still on a boil water notice - this is not good enough. Unsealed section of MT Fyffe Road is a disgrace & nothing ever gets done about the amount of dust produced by vehicles.
The road edges on most end around the that are a disgrace.
State Highway are through Kaikoura is too narrow, for cycling on this road should be looked at shared foot paths and Beach Road require car park for these businesses
Waste Managements/Recycling - No bins. How does it work in Kekerengu?
Inadequate to have only, toilet at northern entry to town. Same parts of roads being refixed over again. No answers to recycling + rubbish issues
Communication is something which I fell could be improved. I've communicated with XXX, She replied to an email that I'd sent. It's the first time that i've had a reply to an email concerning issues that need to be acted on.
Footpaths- Especially Esplanade. Boardwalk or trade along beach front
Remove the pine trees eastern block (at least) in front of Ocean Ridge
Town look dirty + dusty. Needs foot paths and main road edges spraying for weeds
Feel things have improved, general feeling towards council
Rural Roads improve, Esplanade Improve
More metalling of gravel roads + water table maintenance Seal roads that dairy tankers use.

Council services comments
Do we need so many streetlights? Avoca St had 3 street lights installed in the 1950's and they were switched off at midnight. I don't feel less safe then.
Footpaths are disgraceful & in places dangerous especially for elderly
Please improve the footpaths
Rates are unbelievable - Way too high for services we get.
More money s/b spent on footpaths so people don't walk on the roads, instead of walkways more s/b done for the benefit of locals rather than tourists.
Council needs to look towards staff that resides in Kaikoura not travelling back & forwards to CHCH they need to be a part of our community not a drain
Some sort of footpath policy would be good. Be honest about what is being recycled
Overgrown steps on South Bay walk gravel has dropped easy to trip. No foot paths South Bay
Two dog controls? Some areas along South Bay Parade have large holes beside grass kerbing. When it rains it floods. For what we are paying in rates we don't get the basics, stormwater, rubbish pickup.
West end footpaths are really dirty & a disgrace. Need cleaning weekly
Why was the Oara shop & motel given to Nga Tahu & who paid for the removal
Footpaths-Beach road
Better resource recycling. We need to mostly improve roads + footpaths (in some places disgusting)
Fix schoolhouse road SH1 - Suburban school
Rural Roads improvement, signage pedestrian crossings at start of west end is terrible
Drinking water is still an issue, wifi service is terrible on our road, Still no rubbish or recycling pick up on our road, stop complaining about cow poo on the road, it's country living.
Poor roading and footpath contractors. No further inspection after contractors finish- Pot holes soon after
I am a wheelchair + have a house in Kotuku Rd and I have to ride on the road (on a busy corner) to access the footpath on South Bay Parade. We also believe that our rates should include a domestic rubbish collection, like rest of N2
Footpaths are dangerous especially for the elderly. The Esplanade is probably the worst example in towns that I have visited
Clearing trees and shrubs off footpaths
Animal control was very helpful when my dog escaped, was happy to hear he had been picked up and safe. Not thrilled about fees but better than a big vet bill. Overall good service.
Report meaningful, relevant and quantitative operational metrics in meetings using control charts. Operational managers should seek to improve delivery services in a more timely manner.
Schoolhouse road urgently needs to be repaired from SH1 to Mt Fyffe road, someone will have an accident one day soon.
Get rid of anyone who does not live in Kaikoura who is employed by the council no more free passes for people who do not want to live in our community
1. More encouragement of DOC in track repair to improve local mountain access. 2. Reinstate Ohau Stream access to make it safe for locals, tourists and the baby seals as a DOC managed tourist site. Include accessible toilets at the carpark. Provide a safe walking tunnel access under the highway with additional parking on the north side. 3. Move the grass run way to the east side of the main 05/23 runway to enable expansion of hangars and A/C parking. 4. Upgrade Postmans road to a highway adding a bridge across the Kowhai River to join the Inland road at Fernleigh to provide a truck bypass for Kaikoura. A truck stop could then be constructed on Postmans road to be serviced out of Kaikoura businesses with fuel and food services. 5. Improve the new Gooches Beach by providing an easily accessible clean beach area for locals and tourists alike. 6. Use Point Kean and South Bay carparks and toilets for freedom campers overnight stops, restricted to overnight parking between the hours of 6pm and 9am. 7. Negotiate beach access to connect the NZMCA self contained campers park via a bike/walkway to the beach via a railway underpass. 8. Improve signage for the Kaikoura bike track with clear route maps and 'you are here' signs at all main entry and junction points. Add points of interest rest stops with local information boards.
Footpaths are generally good, it is an interesting bitumen used. I find there is a lot of loose tar/ gravel when walking around MOST streets. Brighton street - the big culverts are dangerous, no lights showing these at night - these deep culverts are a hazard.
Council diversity should reflect its community. Be council to all residents, not just ones who complain. Be proactive, not reactive and friendly and relevant. Show its face.
There's a need to make it easy for developers to create subdivisions close to town and not be red tape prohibiting and council contribution dollar prohibiting. So to not have to on charge costs to the individual section sale. As the council will be able to rate individual titles yearly. This might help first home buyers to have access to cheaper sections and maybe young families. The section sizes also need to be accessed for 2021 a portion of smaller lots available modern day livings a bit smaller There

Council services comments
is a shortage of land in sections as you know. This also isn't a bad thing in a way, slow and steady Also there's a huge lack of rentals due to Airbnb s which has directly prohibited my business to access staff that want to come work live and play in Kaikoura. Are they being commercially rated? If so is it in line with people that have to invest in million dollar commercial leases and run motels in town? I know my business rates are \$345 .00 each and every week, maybe commercial cost to a persons second or third home might swing them to changing them to a rental for a family? All that said what a place to live, hey don't tell to many ,haha As you all will know it's a two edged sword You need economy to tick over in a small town builders plumbers etc etc but too much population takes away from small town Kaikoura Look at Wanaka / Queenstown don't think it won't happen here The win is slow and gradually most of us live here for a lifestyle not to get wealthy Leave the Wanaka s and the city's for that.
Paths are in a bad way. You want tourist back in town well improve the pavements.
Outside 81 South Bay parade is a puddle and hollow in the road, it's been there for about 35 years and nothing has happened to fix the problem. For the rate we pay it is a disgrace
I'd like to see more active support for XXX in her work with banded dotterels, specifically getting cats microchipped and kept indoors at nights if anywhere near the dotterel's nests at nesting and young chick times. It'd be great also to see more work put into recycling, perhaps in conjunction with other larger councils?
There needs to be a consistent process for rubbish/recycling. Currently recycling may be left at the gate if the collector doesn't "think" it's correct yet when taking it up to IWK, and discussing, they are happy to accept it. Why are residents required to pay for dumping rubbish? Less and less recycling is happening and IWK doesn't not have to take any responsibility for this, it is just passed onto residents to pay. Council "could" force suppliers to take back any packaging but appear to take the easy option of changing residents.
Rates are too high for services provided. No footpaths for much of South Bay Parade
Please put toilets in at Mangamanu Meatwork and Kahutra. These popular surfing areas deserve better treatment and basic facilities! The government will pay you only need to apply !!!
I think we could be a bit more innovative with our economic strategy and tie it in with re-embracing our zero waste goals and also our new local food goals.
Please improve the look of the roadside area when driving through Kaikoura on SH1
Control cats Answer emails, what newsletters? Stop stupid construction on road edges, why are you taking up the cycle lane in Churchill at to make wheel chair access to grass. Notification of hazard rezoning was after submissions had closed.
Mt Fyffe/Mill Roads bridge needs attention
There needs to be better assistance for small businesses, lower fees for Food Safety checks all costs and license fees are massive and for what?
Playgrounds and tennis courts etc need to be kept to a higher standard they are all looking pretty untidy. Weeds in footpaths. And gardens at Seaview very over grown
Condition of footpaths, flax overgrowth and weed cleaning especially in forgotten lanes
Listen to the people and be more responsive to community input
Sports facility (multi-code hall/courts/Astro turf)
The footpaths around Kaikoura are atrocious. Many cycle paths are dangerous to use.
Reduce unnecessary top heavy managers, to provide a viable council. Make staff take responsibility for decisions made, and not pass decision making onto unnecessary consultants
Hole in road on schoolhouse road between suburban school and turn off from Mt Fyffe road.
Footpaths are shocking, with young kids getting anywhere is a mission because we have to stop and carry scooters bikes etc because the kids are too scared to ride some of the footpaths.
Tidy up entrance to town. Grass mowing on Inland Road absolutely disgusting. Need a LOCAL engineer to check on contract work. Cemetery disgusting. Mt. Fyffe Road extension never completed. Like a goat track used by ratepayers and tourists alike.
Civil defence have dropped the ball with rural areas. One meeting 3 years ago in Oaro discussions around hubs with no follow up. As a trained civil defence supervisor I'm appalled at the lack of communication. Consultation and communication around future aspirations and goals for our community seem to be a small hand picked people being involved. The voice and input outside of core groups currently are not fairly represented as a community voice. Rural areas are equally as important as the others living in Kaikoura especially as a rate payer. Transparency and collaboration needs to be improved for the betterment of Kaikoura as a whole.
Better communication, more transparency. XXX from Rates is amazing-so helpful and responsive Our footpaths are terrible specially when we are out with our prams The pool on the hill is a joke - how often does the dump have to shut due to

Council services comments
wind??? The pool will be the same, and the smell will be revolting- you can smell the dump when at the racecourse can only imagine what it will smell like at the pool
Need enclosed undercover pool not an outdoor one. Yer yer it will get done 1 day. Kids need more to do.
Take away the freedom camping on grays lane as they are strangers parking right out side my house
More rubbish bins in central town
Speed coming into Kaikoura from southern end is way too fast
It is imperative that you have shared footpaths on beach road from the intersection to lobster inn as it is incredibly dangerous along there with cars parked on both sides with trucks passing each other. It does not give you any room to move and I have had a few close calls, it's not a joke to see your life flash past your eyes. Some moron in council under (another moron) XXX turned it down flat saying "we do not have a budget for that sort of thing and it's unnecessary" it'll be bloody necessary when your kid gets flattened by a passing truck. Also a moronic cop gives you a ticket just because you don't want to ride on the road on that particular stretch, give over already, you in council have the responsibility to look after locals and tourists alike!!! Put up a shared footpath... NOW!!!
Seal top end of Mt Fyffe road Make Westend more attractive - more plants, Christmas decorations
Streetlights up Scarborough street. Rural roads such as schoolhouse super bumpy. Constant road works.
Christmas lights, rubbish bags in weekly collection. Reduce rates or see younger home owners not being able to afford to live here
I went for a walk on Tom's track last week and down to the racecourse via the stairs. I was shocked at how over grown these paths were and how unattractive they would be for people visiting our town. I could see gorse growing up near Tom's track. Due to the long overgrown grass I then suffered a hay fever attack. Was embarrassed about the state of them and the impact this would have on people visiting. If they had been sprayed in the spring when the weeds/grasses were small it would have been a small job now it will be a massive one to get under control. I love Kaikoura and its natural beauty but I feel like the beach front does not do it justice and does not sell Kaikoura. I feel sad that Kaikoura has its first high rise hotel. I really hope that it is the only one and in 20/30 years time Kaikoura does not look like Mt Maunganui. I feel there has a lack of consultation about a few things - water in the Clarence and what happened to the massive pines at South Bay.
Footpaths Sweeping multiple areas of stones and dust outside residential houses
Walk way outside whale watch is over grown. The lack of foot paths is pathetic considering we pay for them in our rates. Having to use the road to push a pram because the foot paths are non existent. How do you expect kids to rollerblade or scooter in those. The lack of fixing of the skate park. Walking tracks not maintained
Urban planning of main thoroughfares ie Beach Road and West End needs to be applied to sort congestion and chaos.
Why does nothing get fixed properly - you pay high wages to people and there is no oversight of anything until it is an issue again
Would be awesome to have rubbish collection Some foot paths are trip hazards around the community Why is there not a footpath down the other side of churchhill street for kids/families to use that connects to the path under the train bridge
Crap services,
Footpaths need to be maintained, very very few shop fronts are accessible to those with pushchairs or wheelchairs. Putting the pool behind the dump is a waste of money, it is not accessible to all our community ie. Those without vehicles. It is not in an area where mothers and children can walk to it easily, it is in a high wind zone, not to mention the smell of the rubbish, it is not in the public eye for tourists to find easily and it is not going to be covered and open year round which in a community surrounded by water I would think a very important thing to have for our children would be year round swimming lessons. The responsible thing to do would have been to wait, carry on fundraising and build the pool the community actually want and need when we have the money available. Rates need to cover rubbish collection it is simply wrong that we pay such high rates yet can't even get a bag of rubbish picked up once a week!! And also maybe need to look at extending the area of recycle pick ups, Kaikoura is not a large town however the Kaikoura flat area doesn't have any rubbish or recycle pick up.
Rural roads School house especial need urgent attention.
Footpaths in all Southbay, less staff needed to do more work, tidy and maintain what we have don't take on more, like swimming pool beside refuse site in which is over run by seagulls
Street lighting and footpaths need improving
Footpaths
At least 2 weeks of work, shingle, drainage was prepared in Skevingtons rd ready for it to be sealed. The weather didn't play ball so they put sealing it off till spring and now we find out there's no money to do it? Where did the money go from then tile now? Did it all go on Wilderness rd with only 1 house on it? Our rd is used by 2 businesses, 9 houses (with one more being built) the school bus, fonterra and is a regular detour off SH1. Please re consider continuing?

Council services comments
Make it easier for freedom campers to enjoy the area - the rules are too strict and are driving people away.
Roading team handle requests in an untimely manner, if they handle them at all and don't just close them up. Roads and footpaths are in a shocking state. Communications are nearly non-existent now. Too many out of town companies getting local work despite local companies tender submissions. Economic development... Where? Hasn't been any value in this space for a couple of years now, or measurable outputs. Waste is going well. Happy with the fact that we are only now recycling what is recyclable and that there is more transparency and less cowboy actions going on up there. Used to be a free for all. Planning - has there even been a district plan here for the last 10 years? Hawkers licenses? How do we have a food cart making money(profit) on reserve land without a bylaw in place? - see South Bay reserve. Perhaps KDC needs to look at the next few years of hiring and do away with hiring the grey haired older men that come here to get what they can \$\$ before retirement and really don't care if they are doing a good job by the rate payer or not. EQC recovery - apparently lots of the works they sorted haven't been done very well and now maintenance or 'fixing' of numerous parts of infrastructure are going to bear a cost to ratepayer to maintain or simply, re-do. What a joke.
Environment hygiene in food shops is poor in many places. Footpaths are in poor condition in many places. Beach road is dangerous for all traffic
Put money into roads, footpaths and revising District Plan. Staff very friendly and helpful
Our road needs to be maintained better. Need to be mowed frequently or the farmers be made to mow and maintain the boundaries of their farms. We are a life style block and do this with a mower they have tractors and should be made to do this. Would have liked a better outcome in regards to flooding on Factory Rd being told there is no money is not an answer especially as there are now 3 new houses in the last 6 years. Would have appreciated my neighbour receiving any form of customer service after a child fell to their death and onto his property. A conversation and even better signage put up. Love the bike tracks but need more thought in the planning as when it exits onto Lovers Lane that is a 100km road!?
Level crossing at SH1/West End intersection was silly idea. No-one uses it. Everyone crosses the road outside the Dairy/ GCH. Nothing more than a token gesture that doesn't solve any problems. Extended turning bays simply move the backlog of traffic wanting to turn North onto Beach Road further down West End. Eastern exit of West End carpark has obscured view of approaching traffic because of large shrubs. Lydia Washington walkway is simply too steep to be of any use. Old Beach Road needs its speed limit addressed, as well as road markings. Railway level crossing (South) at Hapuku is too narrow - both the crossing itself and both sides of the approaches. Skevingtons, Wilderness, and Lovers Lane ought to be sealed. Rubbish and recycling bins around town need re-instating - too much rubbish being discarded because there are very few bins along Beach Road. Removal of rubbish/ recycling collection to areas outside of immediate township sure to cause issues. Cycle lanes along the Esplanade are (last time I checked) unmarked after recent road repairs. Several large mounds in center of cycle lanes where manhole covers are. Road cones and signs informing traffic of work at the Sonic force cyclists into road lane as cones are placed in the cycle lane itself.
Fees for small businesses are way over the top. All licences too expensive
Love to see a pathway up lower takahanga road and upper killarney for mobility scooters and prams that cannot use the steps. Think with hotel being built below and a pool being built above. Plus school in Torquay there will be an increase in both traffic and pedestrians on these roads.
Communication
Library is awesome
I feel there needs to be feral cat policies put in place urgently for the benefit and hygiene of humans and bird life . Needs high priority.
I understand that beach Rd is maintained by nzta. However kaikoura residents use the footpaths and they are vastly inferior to the road. How can council work with nzta to make these footpaths fit for use given that a fair portion of the main highway is also part of our urban enviroent. Our youngest and oldest community members would benefit from useable footpaths
It's been a big job since November 2016. Rome wasn't built in a day do why would I expect Kaikoura to be repaired quickly. We've progressed that's important.
We have been on a permanent boil water notice for several years now. The poor water quality has damaged my dishwasher and I'm about to replace a toilet as the water quality has stained it and build up of sediment in cistern. Council continue to say they are working on it but in reality they are doing fuckall. And they still have the cheek to enforce water charges to deliver water that is unfit for consumption. They should be exposed on Fair Go. They are charging for something that is not fit for purpose.
Council needs to communicate better with residents affected by upcoming roadworks, water repairs, etc. A letter by mailbox drop should occur as not all people have technology/FB, get newspaper, etc. Need more facilities for freedom campers. In my experience as a camper living on the road for extended periods, councils with facilities (toilets, water. Waste bins) at FC sites, have few issues with freedom camping as opposed to those that don't. IWK are accepting less and less recycling, thereby sending more to landfill, and charging more and more for items they are selling - even quoting 'Trademe pricing' as a

Council services comments
source for their values on items that are not tested or history known. Recycling gate pickup would be a great addition for the Kaikoura Flats
Communicate. Environmental issues. There are so many construction sites. No one checking how they dispose of harmful materials. I.e asbestos removal, lead based products, paint the list is endless
The need for better rubbish collection and disposal in public places
Reduce the spend on unnecessary staff and increase spend in the community. PUT A ROOF ON THE POOL!!!!
Rubbish collection sadly lacking if you want recycling we need more bins or larger bins not adequate at the present
Seal Factory rd, hapuku rd and lovers lane. All these roads get extensively used by tourists and residents yet they are still metal roads. Instead of grading and dumping metal regularly seal them! Our storm drains are blocked and an eyesore..so much for environmental Kaikoura! Never ever seen anyone cleaning out our drains. Rubbish paid in our rates but we don't get it collected, recycling only when they can be bothered and not of the bin is incorrect but hey waste your time to put a sticker on the bin to tell us its wrong. Where is the common sense in that? poor work attitude
Urban roads are terrible. There are massive potholes on Mill Road near Red Swamp Road and you can't move over if there's a large vehicle coming the other way, you have to stop. Pot holes everywhere! Please do something with the urban roads. Also we could do with having Innovative Waste open 7 days again, this closure during the week impacts on businesses trying to operate!
Some footpaths in urgent need of an upgrade. Dog owners who don't clean up after their animals in public places need to be fined! Goochs Beach and in behind the old pool are covered in dog poop every day
Accessible footpaths are needed to the hospital from all directions. I.e. Maximum 1:12 slope, level and safe.
The refuse and recycling is a joke. Worst around
Footpaths along Esplanade, particularly between Brighton and junction of Esplanade/Torquay
Need a easier way for people without cars to dump rubbish
Accountability of money spent, open book. Justifiable income for councillors open book. If you can't be transparent you come off sounding like liars. For a tourist destination the township footpaths look ugly beach road and esplanade 'look rough'. I am happy with essential services, good work on sewer upgrades and water.
Stop creating half-arsed fixes that just waste money that doesn't actually fix a problem or just push the problem into something else. Do things properly or not at all.
Please start mowing the grass & giving a good tidy up to Jimmy Armers Beach. This is on the tourist route and it's a disgrace. Run a mower over it or a weedeater. The state of it is appalling and it could be so pretty.
The lady who drives around talking to campers feels like harassment, especially because I live here, she will invade my personal area often when not expecting it, it's not okay
Kaikoura Flat needs a recycling depot. The Schoolhouse Rd recycling depot should not close. Maintenance of Kaikoura Flat roads is minimal, especially the mowing of long grass on the sides of roads. Long grass creates sight obstructions when driving.
Footpaths & berms the entire length of Beach Road need repair and replacing...very damaged, dangerous and neglected!
Need some maintenance on our road (top of schoolhouse road)
Supermarket is way on other end of town. Need another supermarket here. Footpaths are not good either
Too much spent on Consultants especially when a lot is common sense. Very frustrating and annoying.
At the foot of churchill Street walking track, there is a change in footpath, good step, dangerous at edge of tar seal, wife fell and broke her teeth. Under overhead bridge on jailhouse restaurant there is a grill in the guttering and it's missing a bar, dangerous especially for cyclist or a child.
Recycling is hard. My property floods and the council was hard to deal with regarding this. Berm outside my house does not get mowed correctly or often enough. Everybody else's cats also come onto my property all the time which also annoys me.
Disgusted with service in regards to our driveways, services like when my husband sustained injury from footpaths and still nothing was done.
Good thing to get rid of previous top person
The rural roads are in a dangerous and disgusting condition
Tidy up town
Improve pavements and fix things that are owned by council like town clock !

Table 7 Other comments in relation to Council's facilities

Council facilities comments
Local cycle club are the usual people among cycleways. Scout hall should've been demolished & money put into building with the pool. Tennis courts not repaired since quake. Delta spend too much time out of Kaikoura at peak times
Public toilets used all the time in freedom campers. Update on pool facilities in mail.
The pool would have been much better at seaside like many other seaside communities
How is locating a new open air pool adjacent to a rubbish dump a good idea?
I don't think New site for pool is the right place
The new pool sounds great. Also like the idea of hot water pools on old pool site- Saltwater ones would be a bonus
Sell previous council building. Poor siting of pool because of access
Have pool being built in wrong place. Very unsafe road for children + too far from Motels etc.
Not in favour of commercialisation of old pool site. Also the esplanade should be public space preferably more grass not ruined by any timber, walkway or commercial structures
The pop up poll should have been kept until the new pool is open. Very bad choice to remove it.
Would like to see better town planning - As wharf rebuild and new pool - will split the town too much as it is Kaikoura town - is too missed matched - doesn't have flow for entry to town.
More housing for elderly. Hope the pool will get a cover in time
We need a roof on the new pool.
The pool complex has not been planned well the hill site beside IWK is not a suitable area.
The library is a fantastic community space. The faster we can get an indoor pool facility the better
Why are we building an open air pool beside the dump?
The old community pool, it's an eyesore! Been long enough in that state, needs to be removed, or filled in.
What is happening with the old council building- Pull it down/sell it/needs revenue great to see a new pool but no ratepayer say or input
Getting projects associated with Old Council Buildings, Lions Pool and Tennis court underway and finished
Why not fix the old pool
Remove old pool turn into recreation park seating tables water fountains drinking by playgrounds
The Town Clock in front of the Council Offices NEEDS FIXING ! The Lions Pool - how about something for our teenagers! Nearly Summer so maybe tidy up the tennis courts!
Kids need playground for teenagers and 8+ year old. Not baby equipment. Adventure ground. Rural roads bumpy. Pool not covered too much spent on tourist cycle way. Yet my kids can't even bike to work as not safe as road too narrow. As for public loos what a waste of water i've seen daily going down the south bay toilets as water continually running in toilet.
Pool needs a roof so it can be used year round. Scout hall needs to be done up.
The tennis courts really need a bit of a make over The skate park is awesome. Bring on the pool opening next year - well done on this.
The pool should not be being built behind the dump, waste of time and money. There could be a lot more community facilities available
1.what is the plan for the old pool 2. What's happening with old council building 3.can a younger sensory garden - playground with a fence be built on the old playground on Bayview street? We need something for under 5's 4. Can a permanent toilet be added to Churchill playground? 5. When will the tennis courts be resurfaced?
Love a covered pool
PUT A ROOF ON THE POOL! If you don't do it now it'll never happen!
Not happy with where the new pool is, near the dump. Library is very good.
If money was spent to fix the old pool, we could have already had a covered one

Table 8 Other comments in relation to Council members and staff

Council members and staff comments
Would like more communication to the rate payers. Don't get the local paper so miss heaps of local council content
Mayor should've sacked XXX or suspended him instead of hiding him from things. Appointment of new CEO is a real jack up. XXX best make from NETIR. Did he abstain from voting election of interest
No parking for library etc.
Mayor great. Some councillors good. Staff at desk awesome
Too many councillors for small rate payer population
Need more openness to economic development
Footpaths & Crossings poor for disabled access, needs work.
Much appreciated and thanks to the female staff for their assistance during lockdown especially XXX from the Library
Haven't been meeting time line target
Counting down to next election so we as a community can try and get rid of them
Approachable over the phone clear conversation on the phone.
Craig has developed into an excellent mayor. It appears that the councillors have an excessive amount ready to do.
Mayor is friendly see him out and about. He stops to chat. Don't like recent newspaper article about councillor being aggressive to truck delivery man. Not a good look, Unacceptable behaviours.
Communication lacking our issues raised. It takes forever to get anything done.
The council staffing seems ridiculously top heavy, Pathetic infact. To run such a modest local body should not take the resources that the current ory cahrt suggests
Too many staff/ Top heavy
Communication and development is key
Publicity about one of the councillors in regards to assault was not handled well and he should have been dismissed
The proof is what is achieved. As I have no idea what he is doing or XXX is doing.
I like the email newsletter. The person who collates it does a great job with presentation
Friendly staff. Parking requirements for holiday homes not feasible- i.e. One carpark for each guest
Prefer a better standard of behaviour from some councillors in public.
Not far at all disability friendly
Mayor 3 out of 10, Customer Services Manager 0 out of 10, CEO 0 out of 10, Person managing library staff 2 out of 10
One or Two members let the team down!
Staff declined to be involved in camp ground/public access issues at goose bay. This must be an issue for council to act on behalf of ratepayers
Despite changes of personal services provided have not improved at all.
Some staff in council do a brilliant job- others are less than helpful. Staff turnover has been huge - indicating a poor workplace. The new CEO will make a difference.
They mayor instantly responded to a complaint and came to a meeting (that wasn't expected) Very good - well done
XXX is a disaster and should be censored by council.
Don't know any council
Too many staff!!
Staff are great
Please continue to support local business and avoid fast food outlets e.g KFC, Mcdonalds in Kaikoura
The KDC is very small compared with other councils. Why is there a need for TOP HEVAY management; costing us huge \$? Why is there a need for managers at all? Why isn't the mayor the CEO, with the councillors as management?
It is crying shame that there were not more candidates for the last council elections, resulting in a "shoe in" for existing councillors. The council remains "Over staffed" and one of very few in the country with 2x Senior managers, meaning 3 tiers of management - is this financially viable or necessary?
Way too many upper management positions - and still nothing gets done.
Don't know who they are
Since the library manager was fired there have been a lot of other council staff filling in, why do they have so much spare time? Perhaps their jobs should have been reviewed instead?

Council members and staff comments
I have found the Mayor to be very approachable. There seems to have been several changes of council staff, We don't really get to know them & their area of responsibility. I've found the staff in reception are easy to talk to
Mayor + Councillors???? Should acknowledge recent mistakes made.
Council has too many managers for the size of district
Basically Very helpful, however I have a building consent account that is inaccurate and cannot get it sorted.
Too focused on tourism instead of improving facilities for locals. XXX is doing an excellent job, and is very approachable
In general OK. XXX needs to stop drinking.
Mayor is a bloody legend
Library staff are great support people for young people. Fantastic!!
I can't understand how one of the councillors assaulted a person and still retains a position for the council with breaking the code of conduct! Should be automatic dismissal. Obviously one rule for everyone!
Staff levels need to be controlled. More public involvement by CEO
Councillors should not be fighting or taking crayfish illegally
The council are out of their depth especially the mayor. He has defended the CEO who has never owned property here, and needs two managers to help her do the job she was hired for.
High incomes only increase the overheads. Let's attract skilled persons who are community minded and focused on Kaikoura, not their income. A good librarian is only as good as a good CEO.
Public consultation especially on bigger issues and act on it not just listen.
A Council staff member recently physically attacked a member of the public going about his job. This person should no longer be on the Council and should enrol on anger management.
Elected members of the council that act like thugs assaulting people is not a good look . Breaking the code of conduct should be dismissal. Please explain why you allow this behaviour and condone this.
Newsletters and the Kaikoura Star keep us well informed.
Toilets at beaches
I think they generally have the communities best interests at heart
Naive Councillors - read more! You need to know your stuff. Council staff brilliant and problem solving!
Majority All about themselves. They never ask the average Joe Blogs what they think!
Waste of time seeking out support when nothing is offered
Council staff physically abusing people of the public is a disgrace. Need I say more?
Decision making on cost cuts was ridiculous Cuts should have been made to the top heavy council, not to the staff on the coal face. Bigger and better results would have been achieved. Councillors and mayor salaries should not have increased the amount they have, especially when our council is so far in debt Rate payers cannot keep subsidising wages
Really appreciate the current building inspectors. They do a very good job. Professional, thorough in what they do, and express any thing that needs to be done in a good decent educational way.
Mayor and Council doing a good job in promoting Kaikoura. As a ratepayer would be interested in learning how many staff employed and their designated roles. In addition would be interested to learn number of consultants employed. Hopeful new CEO will appreciate the problems within his community and act for the betterment of same.
Core values and code of conduct needs improvement. I struggle to see this sometimes as a resident, tangata whenua and rate payer. Transparency, honesty and servitude needs improvement as well. Overall I'm happy, but please don't just promise things when it comes to election time walk the talk
The mayor is great but seems to be all the workers have different agendas
XXX needs to be kicked out without pay asap
Pretty sure a 1 is enough said
Perception that the small ratepayer base cannot support the current number of relatively highly paid senior managers.
Elected members can only make decisions on the information they are given from staff - is this transparent or does it become staff agendas?
Doing goodwork
There are lots of newcomers to kaikoura, in the next council newsletters Can you start profiling one or two council members and introduce them to us. Something positive
Make it easier for freedom campers to enjoy the area - the rules are too strict and are driving people away.

Council members and staff comments

The dump looks amazing now and is so easy to use. Staff seem happy and looked after. I wish this change had come so much earlier for us all. It used to be so unpleasant going up there to dump and now it's not at all. Why do we let rich rate payers make calls for us - the pines south. They will make us more money if left for longer as well as providing a neat space for the community to play with dogs, and kids and walks etc. But no, a rich man wants it to come down so he can see the view he's paid for. So KDC are going to? You can't fix footpaths that EVERYONE uses as there 'isn't a plan for those at this stage' but this guy wants a better view so you bend on over? To be positive for a moment - your front desk team are lovely to deal with. The library staff too and that XXX is doing amazing things for our community!

Things are improving in town and slowly being tidied up. Communication is good. Mayor newsletters are informative and responsive to community queries and criticism. Good effort to provide community activities and cooperation

Council staff are very friendly and helpful. Some great staff have been added.

With a new CEO, the town now has some hope of progressing

There is a lot of staff for amount of rate payers. Seems excessive.

Question 15 is too general I cannot provide feedback as a group as one answer does not fit all very poorly phrased question

Too notch

Lack of action regarding water quality

Think there are some good people amongst it but the staff is very resource heavy and lots spent on roles that give little return to the community.

Apparently our council is poor, with low volume of rate payers. Why are we still a stand alone council paying councillors to tell us what we can't afford? Get absorbed into Marlborough council and be progressive.

Council members and staff should not all attack when somebody puts something negative about council on Facebook Kaikoura notice board. It happened a few times and should have more professionalism than that

No transparency of money and time spent, no accountability of money and time spent. For what they're paid they don't utilize their time very efficiently.

Don't see much leadership coming from the council these days.

Why is trawling still happening on your coast?!? Embarrassing!

Respond to questions from the public at meetings not just fob off the public with " we will get back to you on that" and a member of the public and on looking at a meeting council lacked in immediate response or any as far as I'm aware. Council need to have answers / comments available for public to view within a few days of meetings. An email to be sent out to visitors at the council meeting s responding, answers to public speakers at meetings.

Staffing is excessive

They should get rid of engineer staff because they do not bother to answer

It is hard as they have been changing

Looking forward to the new CEO starting

Mayor hopeless

Need to listen to the community more

Table 9 Other comments in relation to environment

Environment comments
Just lift the waste game please.
Listen, implement & enable these keen energetic residents that have ideas & ability to bring in innovations!! Better use of rate payer money.
Get the Runanga to back off. Things are over the top in KK now
Have a rubbish pickup weekly even if only elderly
Support, Motivate, Give incentives to businesses that reduce their waste substantially and use products & packaging that is recyclable
I was disappointed that the lovely pine trees at scout bay corner were cut down
Continual education to all on what should be done
Petition for more marine reserve set aside & develop better sea-side areas with updated toilets, BBQ, Parks etc.
Continue with recycle council.
Rubbish dumped is an issue
Beautify the banks of Iyall creek in town area and keep up the good work you are doing
Always more conversation about future plans. No one likes forced change.
Limit freedom camping, encourage cycling in community
Rubbish Collection
Dispose of all plastics- Should all be recyclable
Dispose of water sustainability
Prevent freedom campers crapping everywhere
Freedom camping should be restricted a lot more
Kaikoura does well protecting bird and marine life
Really push to stop plastic use
To provide better recycling. Rates are so high, I don't know how any pensioners live
Establish, Maintain around parade easy access to marine facilities. Look for more attractions for tourists
Advance on an action plan based on credible research
Get rid of lupins on beach
Education, we've become slack as a community.
Agree with current policies
Waste is a problem. Start with packaging reduction in shops especially NW. You could lead the country?
As an asthmatic I find huge growth of Lupins on empty sections a huge problem for my breathing
Recycling is a fairytale
Charge a small fee to campers and have toilets available at camp grounds
Be involved in fishing activity- commercial especially, make local catch of commercial seafood available locally!
The bare minimum
All council vehicles should be electric
Any plans to do tree planting along South Bay Parade Sea Front?
Rubbish collection at the gate- make recycling for a wider range of materials
Educate community on recycling-constant
More recycling and less packaging. Paper bags would be great. No freedom camping
As I said get rid of the weeds. Tidy up!
Fence waterways. Prosecute non compliance. Improve relationship & listen to iwi values.
Pick up all household rubbish would be great
Stop freedom camping
Create less waste - ban takeaway + single use items esp. Coffee cups make Kaikoura a NZ first for no single use.

Environment comments
I strongly believe that council or some other authority setup and encourage all residents to eliminate predators like rats, weasels, possums + protect our bird life. I would buy + monitor a trap (recommended by someone who knows the best most efficient type)
Remove old man's beard, ?????
More restrictions on beach fires, where people can take their cars and reduce the quota of fish & crayfish...It is unnecessary and promotes overuse
Rates are too expensive as is for not many services
Recycle plastics, Paper + glass. Collect black bin bags
Communicate the cradle to grave life cycle of waste products
Businesses that sell products in non-reusable packaging should pay a fee towards waste disposal
Encourage residents to recycle the accepted plastics 1,2,5 + refrain from putting them in landfill
Native Planting
Improve usual impact of entrance and town. More recycle education.
Control camping, Make dumping cost reasonable say \$200 /Tonne
Provide more rubbish bins for visitors but come downward on locals who abuse it.
Doing a good job now
More control of noxious plant gorse broom, old man's beard
Fortnightly rubbish collection s/b affordable without the rates we pay. How does IWK afford training days rate payers pay for this?
More public space for people to access
Educate residents more about how their choices impact the environment
Educate the rednecks
Development for dispose of our waste. Can be charge other town if they need to use it.
More money towards people and community! Rates are too high for what we receive! No Rubbish or recycle pick up.
How about reducing staff salaries? For our rates we get no rubbish pick up!
Clean waterways
It's so hard to know what can and can't be recycled anymore.
Stop freedom camping- there is camping grounds. The council should support camp ground owners they pay rates
Far too much land is allocated to farming and not enough set aside for native flora and fauna
Not willing to contribute extra rates for these
Define it
The council has dropped the ball when it comes to our green image and have wasted too much money on the council offices which several of the current councillors were involved in
1. The council should be proactive in encouraging new efficient recycling facilities, and waste minimisation methods, not just relying on others to solve their problem. 2. The council should be working on solving rubbish problems and encouraging the community to work with them, not just penalise the ratepayer when they the ratepayer has little to no control over rubbish, and will dump it if charges are exorbitant, as with green waste. 3. The focus should be on those who create the non-biodegradable materials, and the councils means of recycling or disposing of community rubbish.
Council should be building on past work instead of not doing anything
I am unsure of the answer and assume that there are a group of people who would meet and have plans in place for sustainability and biodiversity around our waste and environment. I am sure the specialists have data and future proofing in mind.
Work together through discussions, with the local residents
People burning their rubbish at night, in their fireplaces, is a problem, the smoke and the smell of plastics and burnt paper, yuk !
Work with DOC to refresh Seal Watch Kaikoura. Pre-earthquake, we had 8-10 active volunteers, but I'm pretty sure I'm "the last man standing" and I'm only in Kaikoura occasionally.
Not sure that our waste disposal is positioned well. Landfill area on top of a hill with waterways to the south. No active way to monitor leeching of contaminants.
Restore native plants and provide toilet facilities at the main beaches

Environment comments
I think we should be focusing more on zero waste strategies for the community and investing in small scale recycling and re-using innovations.
Better recycling habits. Recently changed to less products being recycled
Curbside collection could be available to more properties
No idea now that we have ditched certification.
Not sure this is a hard one
Help to facilitate a marine research facility. Can't comment about waste, not much knowledge!
Someone tell me.
Innovative waste needs to be restructured Waste sent to Kate valley. The little recycling processed by a smaller staff base
Offer financial help to landowners to fence off water ways
A rubbish collection, green waste collection. It's too hard and expensive to have to take everything to the dump. Recycling is great but a green waste bin would be so good.
Individuals hopefully protect and appreciate their own environment. Council could have pursued using heat combustion to dispose of waste thus eliminating problem. This could have heated the hospital, schools, Swimming pool etc.
Include rubbish collection in the kerb side recycling We already pay in our rates
Focus on things for our kids to do b4 they move away to better things
Waste should be going off site immediately, to minimise the unsightly landfill- and discourage the SEAGULLS landscaping and planting using trees that encourage native birds to enhance the area. Work done on the Trees along esplanade using specialist tree Drs they appear to have suffered damage from the Earthquake and speedy action is needed or they will die -if not slowly dying already. Get rid of freedom campers
Pick up all recycling off curbside, not just "this and that"
Educate, actively engage with and promote initiatives, empower community to make changes
Kaikoura needs nature play for children safe and sustainable playgrounds where kids can use natural products for creativity and fun
Consult and encourage engagement from the community to help. Waste - education and encourage less packaging.
Continue as is
Not waste money on things that don't need to be done and money spent in other places. Stop expecting people to supply the town with things when we pay a massive amount of rates and it should be up to the council. Eg. Swimming pool, sports grounds, where the old pool is, the list goes on. You want honesty and I'm giving it to you. Per question above we pay more than enough rates. Oh also the price of rego a dog and compared to chch what a joke. At least chch have council dog parks so yours should be a third of the price!
More work on invasive pest species removal in conjunction with DOC & ECAN.
There needs to be monitoring to stop fly dumping in river beds - put up remote cameras in places and monitor and follow up on information you are given instead of saying it's too hard. Waste disposal to landfill is never sustainable - where is the education from KDC on how to minimise waste, where are the options to have food waste appropriately collected and sustainably reused? Where is your strategy to help guide the community?
Good
Land fill needs to stop and move to waste transfer station. Deal with people especially in rural areas burning their general rubbish in burning drums.
User pays
Increase ability to recycle all plastics/materials as previously able to
More community education regarding the use of single use plastic and 'compostable cups' More encouragement to BYO cups and storage containers.
Don't give into the minority opinion around recycling, we have to have come up with new ideas also it's not a great look coming down Churchill now that the trees are gone
Promote those cool bins up at iwk where you can recycle pens etc. Even promote the lions who take eye glasses, wine bottle tops, bras... St Josephs school collect bread bag tops. All for charity but for those in town who just get rubbish collected, they may not know!
More recycling again- look for ways to use the rubbish locally- could be a whole new industry- like the plastic fenceposts etc.
Charge boaties more for their emissions / raping of the sea. Waste: fund education in schools and make landfill more expensive so people are more wary of resource recovery / recycling / controlled purchases. Put in more recycle bins around

Environment comments
town and not the ones that are just rubbish. Put cameras in the usual spots to catch dodgy dumpers. Actually fine people caught doing it.
The waste issue is a world problem. Just do your best but take account of costs. Re environment balancing cost and actions difficult when we have rate complainers in Kaikoura
I am so confused about recycling right now but I don't think I am alone. I think they should get a sorting table at IWK and take your recycling even if something is wrong in it as we are all trying. Employee more people up there, create jobs? Maybe do an audit on the signage in the community it is faded and is there enough? Like where the young guy Reece drowned
Find ways or support entities to value add the recycling, eg recycled plastic planking, posts, etc glass bottle cleaning this will also create jobs
Improve the runoff areas of rivers. More planting, especially closer toward the sea.
Unable to answer next question without more data eg what would I get for the money etc
Needs weed and vegetation control around shore line around Wakatu Bay
Stick to what it's doing. Recycling is at the mercy of international markets.
Our glass waste should be ground up to reduce space in our tip, ground glass can be sold if separated in colours , I currently pay \$20 per 100g for road marking , if we did this to our roads when marking/paint is done when could divert tonnes from our tip , we have a glass grinding machine at the tip
Stay small, don't try and be a Gold Coast. Move IWK to a more discreet area and user pays.
More education on factors impacting all of the above
I don't know anything about this. Nothing we pay very high rates as it is
More traps more poison. Rats and mice killing programs. NZ should be setting up recycling programs for the stuff china is not taking
Heavier fines for dumping illegally, more trails, mountain and coastal that encourage locals to use and protect their environment. Love your environment campaign.
Stop freedom camping.
Stop trawling!!!
Carry on how they are doing now
Stick to what they are doing
Not sure
No opinion
Remove road edge crash barriers
Not really, they are the experts.
Not qualified in this. Trust they are doing a good job.
Keeping the local and tourist walk ways nice and tidy and we pay enough in Rates to cover the below.
No more building down the wharf
Get a new mayor
Make dumping rubbish the last resort. People try to recycle but lots of things cannot (through no fault of the council) be recycled. More information on changing ways - work with businesses around packaging i.e. Supermarkets. Workshops, education at schools etc. Unfortunately there will always be rubbish and I am not sure how this should be dealt with not sure that making it more expensive would help though.
Fix the roads, ban cyclists and fix the rubbish disposal system
Checking kowhai river tracks and picking up rubbish. Taxing tourists at popular spots to pay for toilets and amenities.
Waste is my concern, public need more encouragement and ways of what to do to help - it is not always about money !!!