



KAIKŌURA
DISTRICT COUNCIL

2019/20 Annual Satisfaction and Wellbeing Survey

Each year Council surveys residents to check how we're doing. You telling us what you think, how you feel and what you need helps us work better for you, and with you. Responses are confidential, please be open and honest in your feedback.

Surveys can be returned up till 20 January 2020 but to enter to win a \$100 New World Gift Card, your survey must be returned by December 13th. The survey can also be completed online at: www.silresearch.co.nz/kdc 662

Would you like to go into the draw to win a \$100 New World Gift Card? (Select one) Yes No

ABOUT YOU:

I am... Male Female My age is... Under 18yrs 18-44 45-64 65 or over

In the Kaikōura District I Own property Live in a rental property Live in the district but don't own or rent

I live in ... (Select the area that best describes where you live)

- Clarence Inland Rd Kēkerengū South Bay
- Goose Bay Kaikōura Flats Oaro Hapuku
- Kaikōura Township Peketā Not in District Other

Are you currently... (Select one only, being your main status)

- Employed Casual worker Employed Part-time Employed Full-time
- Retired In study Self-employed (contractor)
- Self-employed (business owner) Unemployed, looking for work Unemployed, not looking for work
- Other (Please state here)

LIFE IN KAIKŌURA:

Based on the last 12 months, to what extent do you agree or disagree with the following... (Circle one per row)

Disagree ← → Agree No opinion

- 1 Our community values, protects and enhances Kaikōura's unique natural environment and biodiversity. 1 2 3 4 5 6 7 8 9 10 No opinion
- 2 Our community disposes of our waste sustainably. 1 2 3 4 5 6 7 8 9 10 No opinion
- 3 Our community is resilient, safe and well; and has their essential needs met. 1 2 3 4 5 6 7 8 9 10 No opinion
- 4 Our infrastructure, housing and community facilities are easily accessible, cost effective and able to withstand our natural hazards. 1 2 3 4 5 6 7 8 9 10 No opinion
- 5 Our District is economically diverse, attractive to investment and provides certainty around business and employment continuity. 1 2 3 4 5 6 7 8 9 10 No opinion
- 6 Our community participates in decisions and planning in a way that benefits our future. 1 2 3 4 5 6 7 8 9 10 No opinion
- 7 Quality of life is improving for residents and visitors in our District. 1 2 3 4 5 6 7 8 9 10 No opinion
- 8 Kaikōura is a safe community. 1 2 3 4 5 6 7 8 9 10 No opinion
- 9 My business (or my employer's business) will remain open for the next 12 months. 1 2 3 4 5 6 7 8 9 10 No opinion
- 10 I know what community outreach, support and social services are available and where to go for help. 1 2 3 4 5 6 7 8 9 10 No opinion
- 11 I understand what support is available for people with accommodation issues and where to go for help. 1 2 3 4 5 6 7 8 9 10 No opinion
- 12 I know about the services and courses offered by Te Hā o Mātauranga – Learning in Kaikōura community hub. 1 2 3 4 5 6 7 8 9 10 No opinion
- 13 My insurance claims will be settled within the next 12 months (ignore this question if it is not applicable to you). 1 2 3 4 5 6 7 8 9 10 No opinion
- 14 Council is helping Kaikōura District move forward as a great place to live with a strong, well-connected community that is ecologically exemplary and economically prosperous. 1 2 3 4 5 6 7 8 9 10 No opinion



COUNCIL SERVICES:

Based on the last 12 months, how do you feel about the following Council services? *(Tick one per row)*

Dissatisfied ←————→ Satisfied

No opinion
NOT used in past 12 months

	1	2	3	4	5	6	7	8	9	10	No opinion	NOT used in past 12 months
1Animal control (dogs and stock)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2Carrying out building consent related inspections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3Civil defence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4Communications (newsletters, newspaper, Facebook, radio)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5Community development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6Consultation on important issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7Council meetings/committee meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8Council's response to requests for service/complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9Customer services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10District Planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11Drinking water quality and supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12Economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13Environmental health (monitoring food businesses, dealing with illegal dumping, human waste in public areas)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14Food and alcohol regulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16Free Wi-Fi in Westend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17LIMs (Land Information Memorandums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18Managing natural hazard risks to protect people, property and infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19Processing building consents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20Processing resource consent applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21Recycling collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22Resource consent monitoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23Resource Recovery Centre (Innovative Waste Kaikōura)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24Rural roads***	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25Sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26Stormwater system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27Strategy and policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28Streetlights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29Urban roads***	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30Overall, how satisfied are you with Council services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***State highway 1 (including Churchill St & Beach Rd) and the Inland Road are maintained by NZTA, not Council.

31Please provide any general feedback about Council services here *(Things we need to improve, fix, start, stop, build or remove.)*

If more space needed, please add any additional pages to FREEPOST envelope

COUNCIL INFRASTRUCTURE REBUILD:

Dissatisfied ←————→ Satisfied No opinion

1Overall, how satisfied are you with the infrastructure rebuild 1 2 3 4 5 6 7 8 9 10

2Do you have any feedback? *(Things we do well, things to improve.)* *Covers local roads, bridges, stormwater, wastewater and drinking/tap water systems.

If more space needed, please add any additional pages to FREEPOST envelope

COUNCIL MANAGED COMMUNITY FACILITIES:

Based on the last 12 months, how do you feel about the following Community Facilities?

Dissatisfied ←————→ Satisfied

No opinion

NOT used in past 12 months

1 Airport	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
2 Cemetery	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
3 Cycleways and walkways	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
4 Harbour, marina and wharf facilities	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
5 Memorial Hall	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
6 Pensioner flats	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
7 Playgrounds	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
8 Public library	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
9 Public toilets	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
10 Scout Hall	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
11 Tennis Courts	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
12 West End parking	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
13 Op Shop Building	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
14 Old Council Offices	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
15 Working towards a new pool	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
16 Overall, how satisfied are you with how Council manages community facilities	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>

17 Please provide any general feedback about how Council manages community facilities here (Things we need to improve, fix, start, stop, build or remove.)

If more space needed, please add any additional pages to FREEPOST envelope

Disagree ←————→ Agree No opinion

1 Kaikōura’s facilities are easily accessible (e.g. have an accessible route into the building from the car parking area and footpath, facilities are well-signed, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
2 Kaikōura is a disability-friendly place (e.g. accessible buildings, public transport, even footpaths, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>

COUNCIL STAFF AND ELECTED MEMBERS:

Dissatisfied ←————→ Satisfied

No opinion

1 Overall, how satisfied are you with the Mayor, Councillors and staff	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	<input type="radio"/>
--	---	---	---	---	---	---	---	---	---	----	-----------------------	-----------------------

2 Please provide any general feedback about elected members or Council staff here (Things we do well, things to improve.)

If more space needed, please add any additional pages to FREEPOST envelope

CIVIL DEFENCE:

Yes No

1 My household is signed up to Kaikōura Gets Ready.	1	2	<input type="radio"/>	<input type="radio"/>
2 My household has an emergency plan for how we would look after ourselves for three days following a disaster.	1	2	<input type="radio"/>	<input type="radio"/>
3 My household has an emergency supplies kit (water, torches, radio, batteries, etc.).	1	2	<input type="radio"/>	<input type="radio"/>

Does your household have a plan to evacuate if there is a tsunami (for example, after a long or strong earthquake)? (Tick your answer)

4.1 <input type="radio"/> Yes, because my house is in an evacuation zone.	4.2 <input type="radio"/> No, but I know my house is in the evacuation zone.	4.3 <input type="radio"/> No, because my house is not in the evacuation zone.	4.4 <input type="radio"/> I don't know if my house is in the evacuation zone.
---	--	---	---



HOUSING:

1 Over the last 12 months, have you had difficulty finding appropriate housing? 1 Yes 2 No

2 Does the property you're living in still require work due to damage from 14 Nov 2016? 1 Yes 2 No

Disagree ←————→ Agree No opinion

3 My house is suitable for my needs in terms of quality, size and comfort 1 2 3 4 5 6 7 8 9 10

4 My house is easily assessable to schools, health and other services 1 2 3 4 5 6 7 8 9 10

5 My neighbourhood has everything I need 1 2 3 4 5 6 7 8 9 10

OUR ENVIRONMENT:

1 What do you think Council should be doing to help Kaikoura value, protect and enhance our unique natural environment and biodiversity and dispose of our waste sustainably?

If more space needed, please add any additional pages to FREEPOST envelope

2 How much would you be willing to pay (through rates) to help make this work happen?

1 \$0-\$49 a year 2 \$50-99 a year 3 \$100-\$149 a year 4 \$150-\$199 a year

5 \$200-\$249 a year 6 \$250-\$299 a year 7 \$300+ a year

3 Do you think being part of Earthcheck benefits our community? (Why/why not?) 1 Yes 2 No

If more space needed, please add any additional pages to FREEPOST envelope

In the last year, have you... (Tick one response in each row)

Yes No Don't know

7 Worked/volunteered for/on local environmental or conservation club, activity or event (tree planting, clean ups, working-bees)? 1 2 3

8 Regularly walked/cycled rather than using a vehicle (Don't own a vehicle? Tick yes) 1 2 3

9 Recycled regularly 1 2 3

10 Used a compost bin or similar system for food scraps regularly 1 2 3

11 Any related comments? (Suggestions for improvement, how you found out about conservation groups, activities, etc.)

If more space needed, please add any additional pages to FREEPOST envelope

FINAL THOUGHTS:

Disagree ←————→ Agree No opinion

In the last three years, my overall quality of life has improved 1 2 3 4 5 6 7 8 9 10

If you indicated you would like to go into the draw to win the \$100 gift card, please provide your contact details:

Name:

Contact Phone:

Email:

Thanks for completing our survey. We really appreciate it. To find out more about the survey, the results or how we plan to use the information, please visit our website www.kaikoura.govt.nz

Other comments