

2017 Annual Residents and Ratepayers Satisfaction Survey

Each year Council surveys residents to find out your views on our performance. The survey results are an important part of Council's planning and service delivery. You telling us what you think, how you feel and what you need helps us work better for you and with you.

After last year's earthquake your feedback this year is even more important because it will help us to understand your needs, help us decide which services we need to focus on and how you'd like us to communicate with you.

Chance to win a \$100 New World Gift Card: return your completed survey by Tuesday 20th June 2017

About you (tick boxes as appropriate)

1. Are you:

- Male
- Female

2. How old are you?

- Under 18
- 18-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70-79 years
- 80-89 years
- 90+ years

3. Do you:

- own property in the Kaikoura district
- rent property in the Kaikoura District
- live in the Kaikoura District but don't own or rent (i.e. staying with friends/family)

4. Where do you live? (pick the area that best describes where you live)

- Kekerengu
- South Bay
- Oaro
- Clarence
- Inland Rd
- Kaikoura Flats
- Hapuku
- Peketa
- Kaikoura township
- Goose Bay
- Not in District
- Other

• Are you currently:

- Self employed
- Employed Full-time
- Employed Part-time
- Employed Casual worker
- Unemployed, looking for work

- Unemployed: Not looking for work

Where do you get your Council information/news (think about the last 6 weeks:)

- Council’s Facebook
- Kaikoura Noticeboard on Facebook
- Other Facebook
- Council website
- Other website
- Newspaper (Kaikoura Star)
- Newspaper (other)
- Radio
- Word of mouth
- Letter/flier direct to your house
- In person from council offices
- Over the phone

Other (please explain) _____

Your satisfaction with Council services

Council will be completing major work over the next 12-18 months to restore water and sewerage systems, repair buildings, public toilets and playgrounds, as well as renew damaged roads and bridges, some of which is partially covered by council insurance. For each piece of work, Council has to consider what we can afford, where the funds will come from, and the best repair/replacement option.

For more information and to have your say about plans and options, read the Annual Plan Consultation document – available from www.kaikoura.govt.nz from May 17th.

5. How satisfied are you with these Council services?

(Tick the boxes that apply. 1 = very dissatisfied, 2= dissatisfied, 3 = neutral, 4= satisfied, 5 = very satisfied)

	Your opinion pre-quake						Your opinion post-quake					
	No opinion	1	2	3	4	5	No opinion	1	2	3	4	5
Urban roads*												
Rural roads*												
Footpaths												
Cycleways												
Streetlights												
Cemetery												
Public toilets												
Public library												

	Your opinion pre-quake						Your opinion post-quake					
	No opinion	1	2	3	4	5	No opinion	1	2	3	4	5
Sports fields												
Playgrounds												
Resource Recovery Centre												
Stormwater system												
Water quality and supply												
Sewerage system												
Marina & wharf facilities												

*Does not include State Highway 1 (including Churchill St and Beach Rd) or the Inland Road as these are not owned or maintained by Council.

Your contact with Council staff/Members

6. How satisfied are you with Council staff and Council members?

Please only complete if you have been in touch with these people within the last 12 months. (Tick the boxes that apply. 1 = very dissatisfied, 2= dissatisfied, 3 = neutral, 4= satisfied, 5 = very satisfied)

	No opinion	1	2	3	4	5
Mayor and Councillors						
Chief Executive Officer						
Customer services staff						
Planning/resource consents staff						
Engineering services staff						
Building consents staff						
Civil Defence staff (permanent Kaikoura staff only)						
Library staff						
Recovery staff						
Water & sewer contractor (Innovative Waste)						

If you wish to provide comments on the above please do so here:

Earthcheck

Kaikoura is a Platinum Certified Earthcheck community. To maintain our certification, we need to look at the environmental and social wellbeing of our community.

7. In the last year, have you....(tick the boxes that apply)

	Yes	No	Don't know
Worked on conservation activities such as picking up litter or planting trees in the District			
Worked to improve Lyell Creek or other local waterways			
Contributed towards the conservation of the local marine environment or marine animals			
Regularly walked or cycled (to work, for example) rather than using your vehicle (if you don't own a vehicle tick 'yes')			
Minimised your rubbish by recycling regularly			
Taken measures to conserve water			
Worked in a local voluntary organisation/club			
Attended a public meeting about any issue			
Contacted the Council with a complaint or compliment			
Worked on or with any Council committee on any issue			
Written a submission on any issue			

8. To what extent do you agree with the following statements?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree)

	No opinion	1	2	3	4	5

Kaikoura is a close and supportive community						
Kaikoura people work well together to deal with local issues						

Civil Defence Preparedness (before the earthquake)

9. To what extent do you agree with the following statements about how ready you/your household was BEFORE the earthquake?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree) If you didn't live in the District before the earthquake, leave this section blank.

	No opinion	1	2	3	4	5
My household was prepared for a disaster						
My household had an emergency plan for how we would look after ourselves for three days after a disaster						
My household had an emergency supplies kit (water, torches, radio, batteries, etc)						

Civil Defence Preparedness (after the earthquake)

10. To what extent do you agree with the following statements about how ready your household is now AFTER the earthquake?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree) If you don't live in the District, leave this section blank.

	No opinion	1	2	3	4	5
My household is prepared to look after ourselves for three days after a disaster						
My household has an emergency plan for how we would look after ourselves for three days after a disaster						
My household has an emergency supplies kit (water, torches, radio, batteries, etc)						

11. My household has a plan to evacuate if there is a tsunami (for example after a long or strong earthquake)

- Yes ,
- No, but I know I'm in an evacuation zone
- No, and I don't know if I'm in an evacuation zone
- No, I'm not in an evacuation zone so I don't need one

Earthquake Response

For the purposes of this survey, the earthquake 'response' covers the first month after the earthquake (November 14- December 14). Earthquake 'recovery' covers all activities from 14 December 2016– today)

12. What is the current status of the place you were living on 14 November)?

- Red stickered
- Yellow stickered
- White stickered

13. To what extent do you agree or disagree with the following statements?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree)

	No opinion	1	2	3	4	5
My household was able to cope with the effects of the earthquake						
My neighbourhood came together to help everyone cope with the effects of the earthquake						
My family received the help we needed from November 14-December 14						
I was able to help others between November 14-December 14						

14. How satisfied are you with the following?

(Tick the boxes that apply. 1 = very dissatisfied, 2= dissatisfied, 3 = neutral, 4= satisfied, 5 = very satisfied)

	No opinion	1	2	3	4	5
How quickly supplies (food/water/toilets) were given to those who needed them						
How quickly financial help was given to those who needed it						

How quickly local roads (not State Highway) received emergency repairs						
How quickly water supplies received emergency repairs						
How quickly sewerage systems received emergency repairs						
Rubbish and recycling collection/services Nov 14-Dec 14						
The speed information was made available to the public						
The places/methods information was made available to the public						
The number of public/community meetings						
The location of public/community meetings						
If you wish to provide comments on the above please do so here:						

Earthquake Recovery

For the purposes of this survey, the earthquake ‘response’ covers the first month after the earthquake (November 14- December 14). Earthquake ‘recovery’ covers all activities from 14 December 2016– today)

15. To what extent do you agree or disagree with the following?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree)

	No opinion	1	2	3	4	5
The community has been listened to post-earthquake						
The community has had good opportunities to contribute to decision making after the earthquake						
Support services (health, community, social services) are there for those who need them most						
Local businesses are being supported						
Kaikoura will be better off once all repairs are completed and road access is secure						
Rubbish and recycling services have been acceptable post-quake						

Council is doing the best it can to work with the community						
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16. To what extent do you agree or disagree with the following statements?

(Tick the boxes that apply 1 = completely disagree, 2= slightly disagree, 3 = neutral, 4= slightly agree, 5 = completely agree)

	No opinion	1	2	3	4	5
The recovery plan is a good summary of the work the district needs						
I will adapt to the new reality post-earthquake						
Kaikoura has a positive future						
My business (or my employers business) will survive the next 12 months						
My insurance claims will be settled within the next 12 months (ignore this question if it is not applicable to you)						

17. How do you want to receive information from the Council in an emergency in the future ?

- Email
- Facebook post
- Noticeboard
- Phone
- Radio
- Newsletter

Other (please explain) _____

The following information can be used to contact me in an emergency:

Email: _____ Phone: _____

If you have any other comments, feedback or concerns about anything raised in this survey, you are welcome to write these on a separate piece of paper, and fold and staple it inside this form when you return it to us.



Thank you for completing the survey!

Please fold, secure, and post back to Council by Monday 20th June 2017, no stamps required.

Freepost 1645

Stanla nr sallntana

Kaikoura District Council
PO Box 6
Kaikoura 7340

Stanla nr sallntana

me: _____ Phone: _____

ail: _____