

Kaikoura District Council 2018 Annual Residents and Ratepayers Satisfaction Survey

Each year Council surveys residents to find out your views on how we're doing. 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. Responses are confidential – so please be as open and honest as possible in your feedback.

Please complete one survey per person. The survey can also be completed online at: www.silresearch.co.nz/kdc

Complete and return the survey by Friday 29 June 2018 and be into win a \$100 New World Gift Card. Once complete, place in the FREEPOST envelope provided and post back to SIL Research (NO STAMP REQUIRED).

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

ABOUT YOU: (Select your answer)

2. **I am...** Male Female

3. **My age is...** Under 18yrs 18-44 45-64 65 or over

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

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

<input type="checkbox"/> Clarence	<input type="checkbox"/> Inland Rd	<input type="checkbox"/> Kēkerengū	<input type="checkbox"/> South Bay
<input type="checkbox"/> Goose Bay	<input type="checkbox"/> Kaikōura Flats	<input type="checkbox"/> Oaro	<input type="checkbox"/> Other
<input type="checkbox"/> Hapuku	<input type="checkbox"/> Kaikōura Township	<input type="checkbox"/> Peketa	<input type="checkbox"/> Not in District

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

<input type="checkbox"/> Employed Casual worker	<input type="checkbox"/> Employed Part-time	<input type="checkbox"/> Self employed	<input type="checkbox"/> Unemployed, looking for work
<input type="checkbox"/> Employed Full-time	<input type="checkbox"/> Retired	<input type="checkbox"/> In study	<input type="checkbox"/> Unemployed, not looking for work
<input type="checkbox"/> Other (Please state here)			

COUNCIL SERVICES:

7. **Based on the last 12 months, how satisfied or dissatisfied are you with the following Council services?**

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

(Circle one in each row)	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	NOT used in past 12 months
<input type="checkbox"/> 1 Urban roads*	1	2	3	4	5	6	7
<input type="checkbox"/> 2 Rural roads*	1	2	3	4	5	6	7
<input type="checkbox"/> 3 Footpaths	1	2	3	4	5	6	7
<input type="checkbox"/> 4 Cycleways	1	2	3	4	5	6	7
<input type="checkbox"/> 5 Streetlights	1	2	3	4	5	6	7
<input type="checkbox"/> 6 Cemetery	1	2	3	4	5	6	7
<input type="checkbox"/> 7 Public toilets	1	2	3	4	5	6	7
<input type="checkbox"/> 8 Public library	1	2	3	4	5	6	7
<input type="checkbox"/> 9 Sports fields	1	2	3	4	5	6	7
<input type="checkbox"/> 10 Playgrounds	1	2	3	4	5	6	7
<input type="checkbox"/> 11 Scout Hall	1	2	3	4	5	6	7
<input type="checkbox"/> 12 Memorial Hall	1	2	3	4	5	6	7
<input type="checkbox"/> 13 Airport	1	2	3	4	5	6	7
<input type="checkbox"/> 14 West End parking	1	2	3	4	5	6	7
<input type="checkbox"/> 15 Resource Recovery Centre (IWK)	1	2	3	4	5	6	7
<input type="checkbox"/> 16 Recycling collection	1	2	3	4	5	6	7
<input type="checkbox"/> 17 Stormwater system	1	2	3	4	5	6	7
<input type="checkbox"/> 18 Water quality and supply	1	2	3	4	5	6	7
<input type="checkbox"/> 19 Animal control	1	2	3	4	5	6	7
<input type="checkbox"/> 20 Sewerage system	1	2	3	4	5	6	7
<input type="checkbox"/> 21 Marina and wharf facilities	1	2	3	4	5	6	7
<input type="checkbox"/> 22 Council communications	1	2	3	4	5	6	7
<input type="checkbox"/> 23 Council's response to requests for service/ complaints	1	2	3	4	5	6	7
<input type="checkbox"/> 24 Council meetings/ committees	1	2	3	4	5	6	7

COUNCIL STAFF AND ELECTED MEMBERS:

8. Based on the last 12 months, how satisfied or dissatisfied are you with the following Council staff?

<i>(Circle one in each row)</i>	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	NOT used in past 12 months
¹ Mayor and Councillors	1	2	3	4	5	6	7
² Chief Executive Officer	1	2	3	4	5	6	7
³ Customer services staff	1	2	3	4	5	6	7
⁴ Planning/resource consents staff	1	2	3	4	5	6	7
⁵ Engineering services staff	1	2	3	4	5	6	7
⁶ Building and regulatory staff	1	2	3	4	5	6	7
⁷ Civil Defence staff (permanent Kaikōura staff only)	1	2	3	4	5	6	7
⁸ Library staff	1	2	3	4	5	6	7
⁹ Community outreach/ earthquake recovery staff	1	2	3	4	5	6	7
¹⁰ Communications staff	1	2	3	4	5	6	7
¹¹ Finance staff	1	2	3	4	5	6	7
¹² Rebuild staff	1	2	3	4	5	6	7
¹³ Water & sewer contractor (Innovative Waste)	1	2	3	4	5	6	7
¹⁴ Please write any related comments here:							

EARTHCHECK: Kaikōura is a Platinum Certified Earthcheck community. To maintain our certification, we look at the environmental and social wellbeing of our community.

If you don't live in the District tick here & go to Q0

9. Do you know what the EarthCheck brand is about? (Select your answer)

No Yes (Please specify) _____

10. How much rubbish would you (individually, not as a household) produce on average per week? (Select one)

1kg or less 2kg 3kg 4kg 5kg or more Not sure

11. In the last year, have you...

(Circle one response in each row)

	Yes	No	Don't know
¹ Worked in a local voluntary organisation/club	1	2	3
² Worked on conservation activities such as picking up litter, planting trees or working-bees in the District	1	2	3
³ Worked to improve Lyell Creek or other local waterways	1	2	3
⁴ Contributed towards the conservation of the local marine environment or marine animals	1	2	3
⁵ Planted natives or taken measures to protect/enhance native flora and fauna on your property	1	2	3
⁶ Regularly walked or cycled (to work, for example) rather than using your vehicle <i>(If you don't own a vehicle tick 'yes')</i>	1	2	3
⁷ Minimised your rubbish by recycling regularly	1	2	3
⁸ Used a compost bin or similar system for food scraps	1	2	3
⁹ Used reusable products instead of plastic on more than 1 occasion (e.g. bags, food storage, water bottle)	1	2	3
¹⁰ Taken measures to conserve water	1	2	3
¹¹ Taken measures to reduce your household energy consumption	1	2	3
¹² Bought and used biodegradable/eco-friendly household products (e.g. pesticides, cleaning products, toilet paper)	1	2	3
¹³ Do you believe Kaikōura is doing enough to be sustainable?	1	2	3
¹⁴ Do you believe Kaikōura is a safe community?	1	2	3
¹⁵ Please write any related comments here: (Suggestions for improvement, how you found out about conservation groups, activities, etc.)			

CIVIL DEFENCE PREPAREDNESS:

12. To what extent do you agree or disagree with the following statements about how ready your household is?

(Circle one response in each row)	Strongly disagree	Slightly disagree	Neutral	Slightly agree	Strongly agree	No opinion
₁ My household is signed up to Kaikōura Gets Ready	1	2	3	4	5	6
₂ My household is prepared to look after ourselves for three days following a disaster	1	2	3	4	5	6
₃ My household has an emergency plan for how we would look after ourselves for three days following a disaster	1	2	3	4	5	6
₄ My household has an emergency supplies kit (water, torches, radio, batteries, etc.)	1	2	3	4	5	6

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

₂ <input type="checkbox"/> No, but I know my house is in the evacuation zone	₃ <input type="checkbox"/> No, because my house is not in the evacuation zone	₁ <input type="checkbox"/> Yes, because my house is in an evacuation zone	₄ <input type="checkbox"/> I don't know if my house is in the evacuation zone
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14. How do you want to receive information from Council in a future emergency? (Select all that apply)

₁ <input type="checkbox"/> Email	₂ <input type="checkbox"/> Kaikōura Gets Ready	₃ <input type="checkbox"/> Newsletter	₄ <input type="checkbox"/> Phone
₅ <input type="checkbox"/> Facebook post	₆ <input type="checkbox"/> KDC website	₇ <input type="checkbox"/> Noticeboard	₈ <input type="checkbox"/> Radio
₉ <input type="checkbox"/> Other (Please explain)			

COUNCIL REBUILD PROGRAMME: Council's Rebuild Programme covers local roads, bridges, stormwater, wastewater and drinking/tap water systems (known as three waters), as well as Council owned buildings and community facilities.

15. How satisfied are you with.... (Circle one response in each row)

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion
₁ ...the progress of the rebuild to date?	1	2	3	4	5	6
₂ ...Council communications about the rebuild?	1	2	3	4	5	6

EARTHQUAKE RECOVERY: Note: For this survey, earthquake 'recovery' covers all activities from 14 December 2016 to today.

16. To what extent do you agree or disagree with the following.... (Circle one response in each row)

	Strongly disagree	Slightly disagree	Neutral	Slightly agree	Strongly agree	No opinion
₁ Kaikōura has a positive future	1	2	3	4	5	6
₂ The community continues to have opportunities to contribute to Council decisions about recovery	1	2	3	4	5	6
₃ Council is doing the best it can to work with the community	1	2	3	4	5	6
₄ The 3 Year Plan does a good job of building on the 'Reimagine Kaikōura' recovery plan	1	2	3	4	5	6
₅ I understand what community outreach, support and social services are available and where to go for help	1	2	3	4	5	6
₆ I know about the services and courses offered by the Te Hā community hub	1	2	3	4	5	6
₇ Local businesses are being supported by Council	1	2	3	4	5	6
₈ My business (or my employers business) will remain open for the next 12 months	1	2	3	4	5	6
₉ I understand what support is available for people with accommodation issues and where to go for help	1	2	3	4	5	6
₁₀ 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

Please select your answers to the following...

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

18. If you are the property owner, was/is your residential building claim.... ₁
 Over the EQC cap. ₂ Under the EQC cap. ₃ Unsure

19. Have you found a contractor able to undertake this work? Yes No
20. Was or is your scope of works accurate to complete this work? Yes No
21. Did or does your works require a building consent? Yes No
22. To undertake the repairs is it likely you will need to move out of the property? Yes No
23. When are you expecting to begin the repair work?
1-3 months 3-6 months 7-9 months 10-12 months More than 12 months Unsure

24. Council's rebuild navigator will be able to help with your rebuild/repair process including insurance, consents, and builders/planning – would you like them to contact you? Yes No

25. Council's outreach team can provide support and connect you with other services to help with any wellbeing, stress, mental health, housing or financial issues – would you like them to contact you? Yes No

26. If you indicated you wanted Council to contact you (Q24/25) or you would like to go into the draw to win the \$100 gift card (Q1), please provide your contact details:

₁ Name:	₂ Contact Phone:	₃ Email:
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NATURAL HAZARDS

27. To what extent do you agree or disagree with the following? *(Circle one response in each row)*

	Strongly disagree	Slightly disagree	Neutral	Slightly agree	Strongly agree	No opinion
₁ I am concerned about natural hazards (e.g. flooding, earthquakes, landslides etc.) happening in Kaikōura District	1	2	3	4	5	6
₃ Council's natural hazard work should plan for the long-term	1	2	3	4	5	6
₄ Council should set rules about new development that helps reduce the possible impacts of a major natural hazard	1	2	3	4	5	6
₅ Council should take action to protect private assets (like homes) and publicly owned assets (like schools and roads) from natural hazard risk	1	2	3	4	5	6
₆ Council should just provide information about natural hazard risks and leave people to decide for themselves if it is acceptable or not to use those assets	1	2	3	4	5	6
₇ Council should set rules now that reduce risks to people and property from natural hazard events that may not occur for a long time	1	2	3	4	5	6
₈ Council should update the District Plan to include what we know now about our natural hazards	1	2	3	4	5	6

The Property Owner
123 Bloggs Street
This Part
Kaikōura 1234