

Kaikōura District Council 2018/19 Annual Residents and Ratepayers Satisfaction Survey

Each year Council surveys residents to check how we're doing. The results help us plan and deliver our work. You telling us what you think, how you feel and what you need helps us work better for you, and with you. Please complete one survey per person. Responses are confidential so please be as open and honest as possible in your feedback. The survey can also be completed online at: www.silresearch.co.nz/kdc Surveys can be returned up till 21 January 2019 but if you want to enter to win a \$100 New World Gift Card, your survey must be returned by December 14th.

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"/> Hapuku
<input type="checkbox"/> Kaikōura Township	<input type="checkbox"/> Peketā	<input type="checkbox"/> Not in District	<input type="checkbox"/> Other

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

LIFE IN KAIKŌURA:

7. Based on the last 6 months, to what extent do you agree or disagree with the following... (Circle one per row)

	Disagree	—————→										Agree	No opinion
₁ Kaikōura has a positive future.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₂ Our community values, protects and enhances Kaikōura's unique natural environment and biodiversity.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₃ Our community disposes of our waste sustainably.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₄ Our community is resilient, safe and well; and has their essential needs met.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₅ 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	<input type="checkbox"/>		
₆ 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	<input type="checkbox"/>		
₇ Our community participates in decisions and planning in a way that benefits our future.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₈ Quality of life is improving for residents and visitors in our District.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₉ Kaikōura is a safe community.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₁₀ My business (or my employers business) will remain open for the next 12 months.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₁₁ 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	<input type="checkbox"/>		
₁₂ 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	<input type="checkbox"/>		
₁₃ 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	<input type="checkbox"/>		
₁₄ 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	<input type="checkbox"/>		

GENERAL COUNCIL PERFORMANCE:

8. Based on the last 6 months, to what extent do you agree or disagree with the following (Circle one per row)

	Disagree	—————→										Agree	No opinion
₁ 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	<input type="checkbox"/>		
₂ Council is supporting the community.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₃ Council is supporting local businesses.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
₄ Council is becoming more effective and efficient.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

COUNCIL SERVICES:

9. Based on the last 6 months, how do you feel about the following Council services?

(Circle one per row)

	Dissatisfied → Satisfied										No opinion	NOT used in past 6 months
¹ Airport	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
² Animal control	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
³ Building consents	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
Building inspections												
⁴ Cemetery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
⁵ Communications (newsletters, newspaper, Facebook, radio, consultations)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
** ⁶ Community facilities repair programme	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
⁷ Council meetings/committees	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
⁸ Council's response to requests for service/complaints	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
⁹ Cycleways	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁰ Footpaths	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹¹ Marina and wharf facilities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹² Memorial Hall	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹³ Pensioner flats	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁴ Playgrounds	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁵ Public library	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁶ Public toilets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
* ¹⁷ Rebuild programme	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁸ Recycling collection	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
¹⁹ Resource consents and inspections	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁰ Resource Recovery Centre (Innovative Waste Kaikōura)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²¹ Rural roads***	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²² Scout Hall	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²³ Sewerage system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁴ Stormwater system	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁵ Streetlights	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁶ Tennis Courts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁷ Urban roads***	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁸ Water quality and supply	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
²⁹ West End parking	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
³⁰ Overall, how satisfied are you with Council services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

*Covers local roads, bridges, stormwater, wastewater and drinking/tap water systems.

** Covers the Memorial Hall, Scout Hall, Tennis courts, Jimmy Armers toilets, airport, harbour, Cuddon Building, Esplanade Offices and the pool.

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

30 Do you have any general feedback about Council services? *(Things we need to improve, fix, start, stop, build or remove.)*

COUNCIL STAFF AND ELECTED MEMBERS:

10. Do you have any general feedback about elected members or Council staff? *(Things we do well, things to improve.)*

RUBBISH AND RECYCLING: Please select your answers to the following...

11. What changes do you think should be made to Innovative Waste Kaikōura's opening hours?
 1 None 2 Suggested changes: _____
12. Should the current recycling bins/system be replaced with coloured recycling bags you could purchase as you need them? 1 Yes 2 No
13. Do you think kerbside rubbish collection should be introduced for the Kaikōura township? 1 Yes 2 No
14. If yes, how much would you be willing to pay through rates for this service? (Only properties eligible for the service would be charged.)
 1 up to \$50 a year 2 \$51-\$75 a year 3 \$76-\$100 a year
15. How do you think rural recycling/rubbish services can be improved?

RESIDENTIAL REPAIRS AND HOUSING: Please select your answers to the following...

16. Over the last 6 months, have you had difficulty finding appropriate housing for your household?
 1 Yes 2 No (If no, proceed to question 18.)
17. If yes, how long did it take for you to find suitable accommodation?
 1 less than 1 week 2 1-2 weeks 3 3- 6weeks 4 6 weeks or longer
18. Where did you stay while looking for suitable accommodation?
 1 With family 2 With friends 3 At a hotel 4 Could not move to Kaikōura until we had accommodation
 5 Had to leave Kaikōura until we had accommodation

19. For each of the following, housing services please tick the box that applies	I don't know about this	I know about this and I'm eligible	I know about this but I'm not eligible	I know about this and I'm not sure if I'm eligible
1 Social housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Temporary accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Bond assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Accommodation supplement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Emergency housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Tenancy services through MBIE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 KiwiSaver HomeStart Grant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 KiwiSaver first home withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Welcome Home Loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Housing NZ First home assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 KiwiBuild	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. Does the property you're living in still require work due to damage from 14 Nov 2016? 1 Yes 2 No
21. If you are the property owner, was/is your residential building claim....
 1 Over the EQC cap 2 Under the EQC cap 3 Unsure
22. Have you found a contractor able to undertake this work? 1 Yes 2 No
23. Was or is your scope of works accurate to complete this work? 1 Yes 2 No 3 Unsure
24. Did or does your work require a building consent? 1 Yes 2 No 3 Unsure
25. To undertake the repairs is it likely you will need to move out of the property? 1 Yes 2 No 3 Unsure
26. When are you expecting to begin the repair work?
 1 1-3 months 2 3-6 months 3 7-9 months 4 10-12 months 5 More than 12 months 6 Unsure

CIVIL DEFENCE:

27. To what extent do you agree or disagree with the following statements about how ready your household is? (Circle one per row)

	Disagree Agree										No opinion
1 My household is signed up to Kaikōura Gets Ready.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2 My household is prepared to look after ourselves for three days following a disaster.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
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	7	8	9	10	<input type="checkbox"/>
4 My household has an emergency supplies kit (water, torches, radio, batteries, etc.).	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

28. Does your household have a plan to evacuate if there is a tsunami (for example, after a long or strong earthquake)? (Select your answer)		<input type="checkbox"/> Yes, because my house is in an evacuation zone.
<input type="checkbox"/> No, but I know my house is in the evacuation zone.	<input type="checkbox"/> No, because my house is not in the evacuation zone.	<input type="checkbox"/> I don't know if my house is in the evacuation zone.

OUR ENVIRONMENT:

If you don't live in the District tick here & go to Q31

29. How much rubbish would you (as a household) produce on average per week? (Select one)

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

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

(Circle one response in each row)

	Yes	No	Don't know
<input type="checkbox"/> Worked/volunteered for a local environmental organisation/club/committee/trust	1	2	3
<input type="checkbox"/> Helped improve Lyell Creek or other local waterways	1	2	3
<input type="checkbox"/> Helped with conservation of the local marine environment or marine animals	1	2	3
<input type="checkbox"/> Helped plant natives or protect/enhance native flora and fauna	1	2	3
<input type="checkbox"/> Helped with other conservation activities (clean ups, working-bees)	1	2	3
<input type="checkbox"/> Regularly walked/cycled rather than using a vehicle (Don't own a vehicle? Tick yes)	1	2	3
<input type="checkbox"/> Minimised your rubbish by recycling regularly	1	2	3
<input type="checkbox"/> Used a compost bin or similar system for food scraps	1	2	3
<input type="checkbox"/> Regularly used reusable products instead of plastic (e.g. bags, bottles, food storage,)	1	2	3
<input type="checkbox"/> Taken measures to conserve water	1	2	3
<input type="checkbox"/> Taken measures to reduce your household energy consumption	1	2	3
<input type="checkbox"/> Regularly used biodegradable/eco-friendly household products (e.g. pesticides, cleaning products, toilet paper)	1	2	3
<input type="checkbox"/> Do you believe there are enough opportunities to volunteer for community groups and/or participate in conservation activities in Kaikoura?	1	2	3

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

GENERAL:

31. Council's Community Development team may be able to help with your rebuild/repair process and/or housing issues – would you like them to contact you? Yes No

32. If you are a business owner, can we contact you to discuss how we can improve the way we work with businesses? Yes No

33. If you indicated you wanted Council to contact you (Q31/32) or you would like to go into the draw to win the \$100 gift card (Q1), please provide your contact details:

<input type="checkbox"/> Name:	<input type="checkbox"/> Contact Phone:	<input type="checkbox"/> Email:
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Kaikōura Community Member
123 Bloggs Street
This Part
Kaikōura 1234