



SOUTH WAIRARAPA  
DISTRICT COUNCIL  
2024 RESIDENTS  
SURVEY RESULTS



Versus  
RESEARCH

# EXECUTIVE SUMMARY

South Wairarapa District Council's (SWDC) annual Residents Survey gauges residents' perceptions of, and attitudes towards, various council-provided services and facilities. The final sample size this year was n=775. The sample has age weightings applied, and area quotas were used to ensure a proportionate geographic representation. The findings below summarise the results from this year's survey.

## ROADS AND FOOTPATHS

Respondents' satisfaction with both rural and urban roads showed significant improvement this year, with 25% of respondents satisfied with rural roads and 34% satisfied with urban roads. Satisfaction with footpaths has steadily increased over time and is now at the highest level since monitoring began. This year key concerns about the roads in the district related to safety and quality, with many respondents citing potholes, lighting issues, and poor maintenance. Flooding and drainage were also mentioned as an area to focus on to improve road quality. Issues with footpaths included uneven surfaces, obstructions, and inadequate lighting, all of which affected footpath safety and accessibility.

## WATER

Overall satisfaction with the water supply increased this year, with 57% of respondents satisfied with the supply. Satisfaction was significantly higher in Greytown but lower in Martinborough. Satisfaction with water quality rose to 62% and satisfaction with water reliability increased slightly to 72%. Satisfaction with the wastewater system also improved, returning to 2022 levels. However, stormwater management remained a concern, with only 24% of respondents satisfied overall. Respondents' primary concerns about the district's water systems related to flooding, drainage, and leaks within the infrastructure.

## WASTE MANAGEMENT

Waste management satisfaction remained consistent this year, with all measures within 3% of last year's results. Respondents from Greytown showed consistently higher ratings than respondents from Martinborough or Featherston. When looking at improvements for waste management, respondents emphasised the need for better

recycling practices, and more effective waste collection, especially in rural areas which often feel under-served. Accessibility and operating hours of transfer stations were also highlighted as areas to focus on.

## COMMUNITY FACILITIES AND OPEN SPACES

The use of community facilities such as parks, libraries, and swimming pools remained high, with satisfaction levels over 80% for most facilities. However, satisfaction with the libraries' opening hours declined significantly this year. Respondents expressed a strong desire for enhanced accessibility and services in local libraries, upgrades to recreational facilities, and better maintenance of open spaces.

## GOVERNANCE, LEADERSHIP, AND ADVOCACY

Respondents' perceptions of participation opportunities, the ability to contact SWDC, recognition of te reo, and advocacy by the community board all improved slightly this year. However, respondents' satisfaction with elected members' accessibility, advocacy of residents' views, and leadership all declined significantly. Respondents were dissatisfied with the elected members, citing poor leadership, infighting, and a lack of transparency.

## IMAGE AND REPUTATION

Satisfaction across the image and reputation measures remained low this year, with a significant decline noted for the reputation of SWDC. Respondents again cited a lack of leadership, limited transparency in decision-making, and perceptions of poor financial management as reasons for lower ratings.

## INTERACTIONS WITH COUNCIL

Interactions with SWDC remained consistent this year with 40% of respondents engaging with the council, most commonly about water or building queries. Seventy-six percent of respondents felt the engagement was convenient and 53% were satisfied with their interaction. The main concerns respondents raised about their interactions with SWDC related to delays in responding, poor representation of the community's views, and limited transparency in decision-making.

# EXECUTIVE SUMMARY

## COMMUNICATION WITH COUNCIL

Respondents' satisfaction with SWDC's communication improved slightly this year, with 36% of respondents indicating they were satisfied with the information SWDC provides. Respondents used a range of channels to source information from SWDC which included local newspapers, the SWDC website, and rates notices. Respondents suggested that the communications with residents could be improved via increasing the number of channels used to connect with residents and reviewing the website's content.

## OVERALL PERFORMANCE

This year saw continued high levels of positive ratings for respondents' quality of life in the district. There were also slight improvements in ratings of the image of the closest town, although ratings were significantly lower for Featherston than for Martinborough or Greytown.

Satisfaction with SWDC's overall performance improved slightly this year, with one-third of respondents satisfied compared to the previous year's 27%. However, concerns about financial management and the inconsistent engagements with SWDC were noted.

## CIVIL DEFENCE

Most respondents felt fairly or very self-reliant in an emergency. However, levels of preparedness have decreased from 2023, with critical barriers to preparedness including cost and a perception of being adequately prepared. Respondents emphasised the need for emergency hubs, clear communication during emergencies, and proactive measures to enhance community preparedness.

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# PROJECT OVERVIEW



# PROJECT BACKGROUND

## BACKGROUND

South Wairarapa District Council (SWDC) is the local area authority responsible for the delivery of services to residents in the South Wairarapa District.

Each year SWDC conduct a survey of residents to understand residents' views on a range of SWDC services and facilities. This year, SWDC commissioned Versus to conduct the Residents Satisfaction Survey for 2024. This survey has been conducted since 2021 with any relevant data included for year on year comparison.

## METHOD

The data collection for this research was undertaken via an online survey. Residents were sent an invitation to participate in the research, which included a link to the online survey and a unique survey code for them to enter.

The contact details of participants were obtained via the electoral roll, whereby a total of n=3,000 residents were randomly selected to participate. As with 2023, invitations were emailed to anyone whose contact details could be matched to the SWDC ratepayer database, while unmatched contacts received a postal invitation. Reminder emails and letters were sent to participants two weeks after the initial invitation was sent.

Overall, n=429 invitations were sent via email with the remaining n=2,571 invitations sent via post.

## SAMPLE

A total of n=803 completed responses were collected from residents. The resident sample was stratified after the fieldwork was closed to achieve the most representative sample of respondents based on area, gender, ethnicity, and age. The final reported sample was comprised of n=775 responses.

## QUESTIONNAIRE

The Residents Satisfaction Survey questionnaire for this year is the same as that used in 2023.

## MARGIN OF ERROR

Margin of Error (MoE) is a statistic used to show the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of data as a smaller sample size incurs a greater MoE. The final sample size for this study was n=775 which yields a maximum MoE of +/- 3.52%. That is, if the observed result on the total sample of n=775 is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 46.48% and 53.52%.

## SIGNIFICANCE TESTING

Where year on year results have been presented, significance testing has been applied to identify statistically significant differences between 2023 and 2024 findings. Significant differences are shown throughout the report with a square box on figures within the charts and an arrow within tables.

## WEIGHTS

Age weights have been applied to the final data set. Weighting is a standard practice in research and is used to account for any skews in the data set, i.e., that each group is represented as it would be in the population.

The weighting proportions are based on the 2023 Census (Statistics New Zealand). These proportions are outlined in the table below:

Age	Weighting proportion (%)
18-34	18%
35-49	23%
50-64	30%
65-79	23%
80+	6%

# PROJECT BACKGROUND

## NOTES ON REPORTING

Findings for this study have been split and reported in 10 main sections.

The following details should be considered when reviewing this report:

- The question and base size for each chart is shown at the bottom of the page;
- On certain charts, some labels 2% or less have not been shown due to the overlapping of results making it difficult to read;
- Due to rounding and multi-choice questions, not all percentages add up to 100%;
- Demographic results have been reported within tables below the relevant questions.

# ROADS AND FOOTPATHS

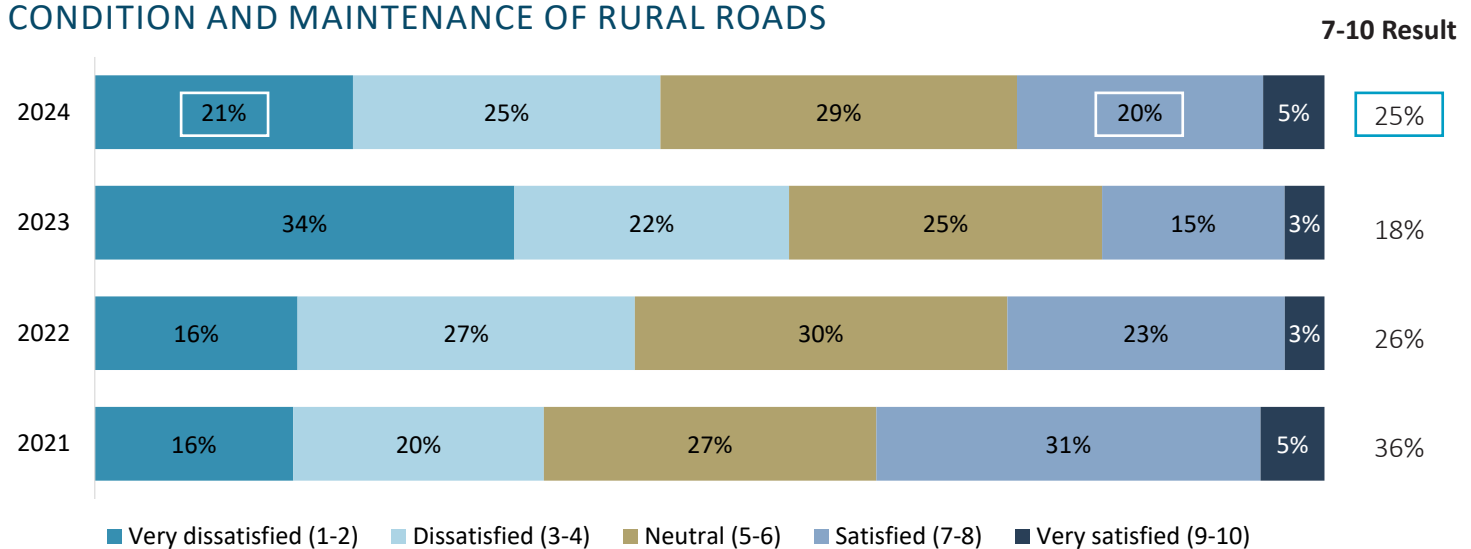




# RURAL ROADS AND FOOTPATHS

Respondents were asked about the condition and maintenance of rural roads in the district. This year, 25% of respondents were satisfied with the roads, a significant increase from the 2023 result and a return to the 2022 level. Forty-six percent were dissatisfied, with a significant decline in the proportion of respondents who were very dissatisfied. There were no significant differences across different demographic groups or areas.

## CONDITION AND MAINTENANCE OF RURAL ROADS



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	28%	21%	25%	24%	20%	28%	36%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	31%	22%	20%	25%	13%	31%	26%

Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways.

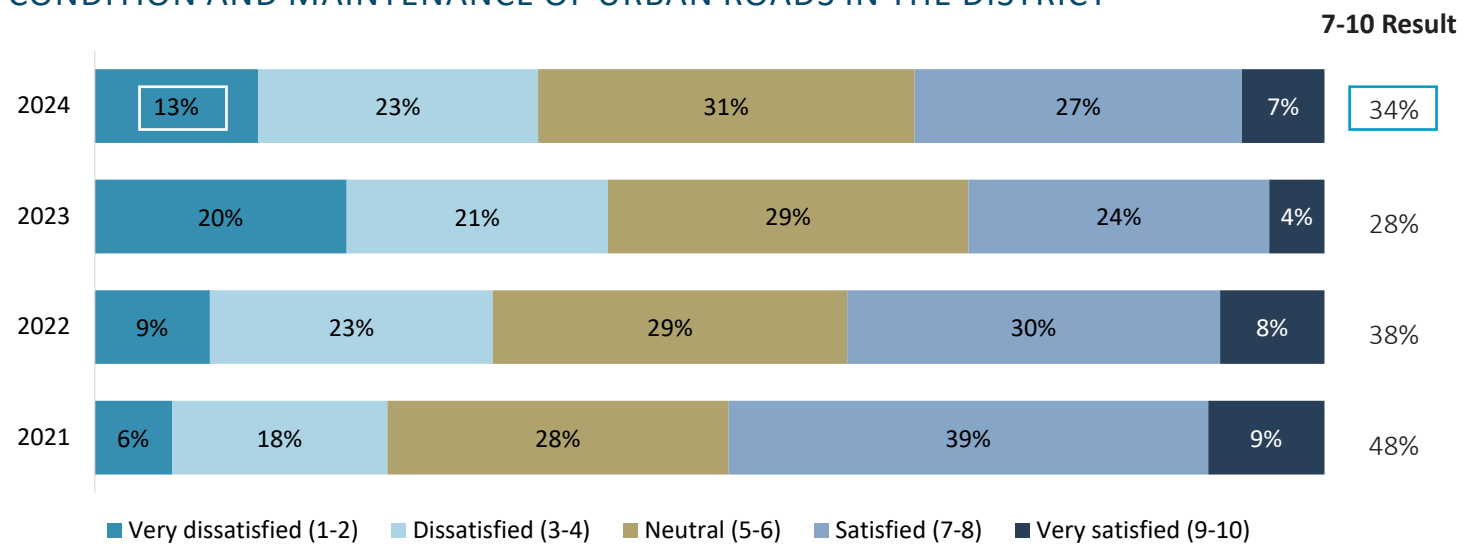
Using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... Condition and maintenance of rural roads in the district. Base size n=749 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# URBAN ROADS AND FOOTPATHS

Respondents were asked about their satisfaction with the urban roads in the district. This year, there has been a significant increase in respondents' satisfaction with the urban roads and a decrease in dissatisfaction. Specifically, there has been a significant decrease in the proportion of very dissatisfied respondents. There were no significant differences in satisfaction with the urban roads across different demographic groups or areas.

## CONDITION AND MAINTENANCE OF URBAN ROADS IN THE DISTRICT



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	34%	33%	38%	32%	28%	36%	40%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	33%	31%	36%	33%	34%	23%	44%

Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways.

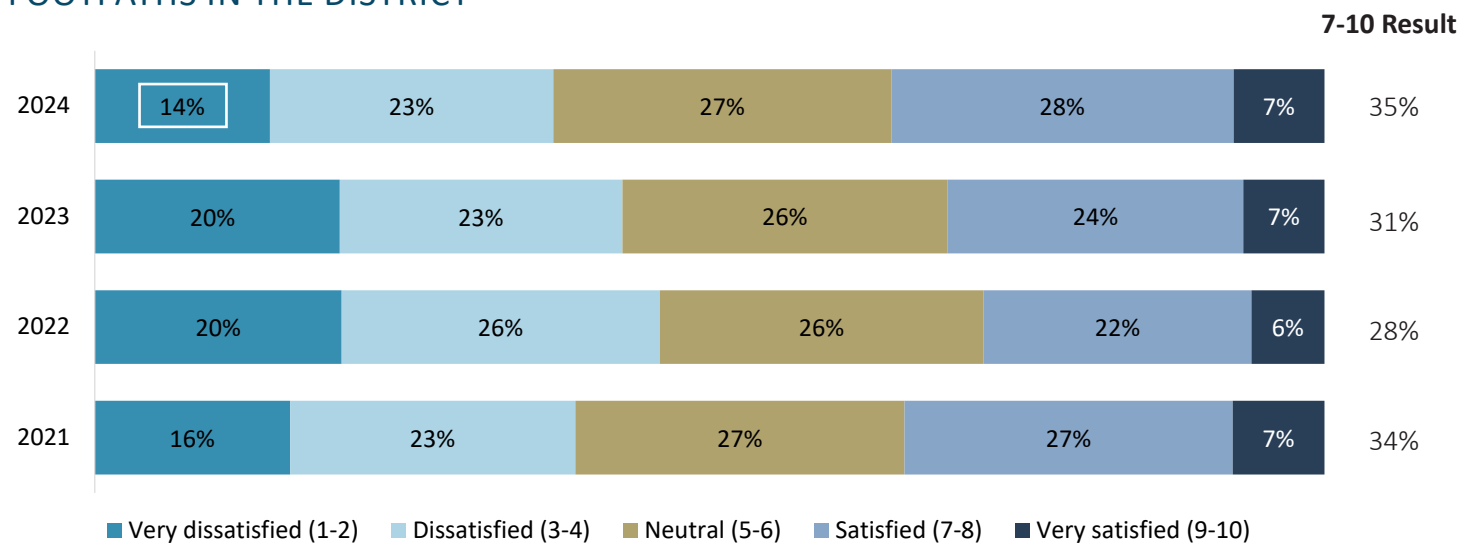
Using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... Condition and maintenance of urban roads in the district. Base size n=769 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# ROADS AND FOOTPATHS

Respondents were asked about their satisfaction with the footpaths in the district. This year, 35% of respondents were satisfied with the condition of the footpaths; this proportion has remained relatively consistent over the monitoring period. Total dissatisfaction sits at 37%; this proportion has declined steadily over the past three years and is now at the lowest level since monitoring commenced. There were no significant differences in satisfaction with the condition of the footpaths across different demographic groups or areas.

## FOOTPATHS IN THE DISTRICT



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	40%	31%	39%	36%	34%	32%	40%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	39%	28%	39%	35%	38%	23%	40%

Q. The next few questions are about the roads, footpaths and cycle ways. This does not include the state highways.

Using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... Footpaths in the district. Base size n=746 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result

# FOOTPATH AND ROADS SUMMARY

This year has seen increases in respondents' satisfaction with the road condition and maintenance, although overall satisfaction still remains low and similar to 2022's levels. Satisfaction with footpaths remains similar to 2023 and is currently at 35%, with dissatisfaction steadily declining since 2022.

Respondents were invited to provide any additional comments they wished to make about roads and footpaths in the district. A total of 486 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## ROAD SAFETY AND QUALITY

Many comments expressed frustration with the poor condition of the roads, specifically mentioning the prevalence of potholes, subsidence, and general wear and tear. Respondents were concerned about the impact of these issues on vehicle safety, and there was a strong call for more frequent and thorough maintenance, with specific mentions of resurfacing and repairing damaged sections of the roads.

*"Most of the roads around Greytown have numerous potholes, some of which have recently been filled, but others remain un-repaired. The worst of these are a potential hazard, not just an annoyance."*

## LIGHTING

In addition to the above points, there were also specific comments about inadequate street lighting affecting visibility and safety in the district. Some comments noted that poor lighting contributes to a sense of insecurity among residents but also stated that low visibility and limited presence of factors that support visibility, e.g., reflectors, affects drivers and may lead to accidents.

*"It is difficult walking streets at night because either street lighting is on the non-footpath side of the road, or the light beam is so narrow that there are dark patches. I frequently have to take a torch to see, especially during winter. The back road from Martinborough to Masterton is very difficult to navigate at night because the road markings are old and not highlighted with vehicle lights, or the reflectors are non-*

*existent, or there is no white line on the external road edge. This makes it dangerous to drive because you cannot see the side of the road, especially with oncoming traffic."*

## FLOODING AND DRAINAGE ISSUES

Although mentioned less frequently, some respondents pointed out problems with surface flooding and inadequate drainage systems affecting the roads in the area. Poor drainage accumulates water on roads and footpaths, creating additional hazards and deteriorating infrastructure more quickly. Respondents called for better drainage solutions and regular maintenance of gutters and drains to prevent flooding and water-related issues.

*"Seems to be lot of surface flooding in the streets of Martinborough, I wonder if the stormwater sumps are cleaned regularly."*

## FOOTPATH MAINTENANCE AND ACCESSIBILITY

There were significant concerns about the condition of the footpaths in the district. Respondents highlighted issues with uneven surfaces, trip hazards, and the absence of footpaths in some areas. Respondents felt these issues pose safety risks, especially for elderly residents and those with mobility issues. Respondents indicated that SWDC should prioritise repairing and regularly maintaining footpaths to ensure they are safe and accessible for all pedestrians.

*"They need to be safe for all ages, no trip hazards or obstructions, especially for those using prams or wheelchairs."*

Respondents also raised issues regarding hedges and vegetation growing along footpaths and walkways, noting that such overgrowth can obstruct pathways and create pedestrian hazards. Respondents want SWDC to ensure that public pathways are clear and accessible. Respondents also called for SWDC to enforce regulations requiring property owners to maintain their hedges properly, suggesting this issue is more than just a council problem.

*"Lack of proactive maintenance on wearing surfaces, kerbs are often blocked by leaves, we have streets with no footpaths."*

# WATER

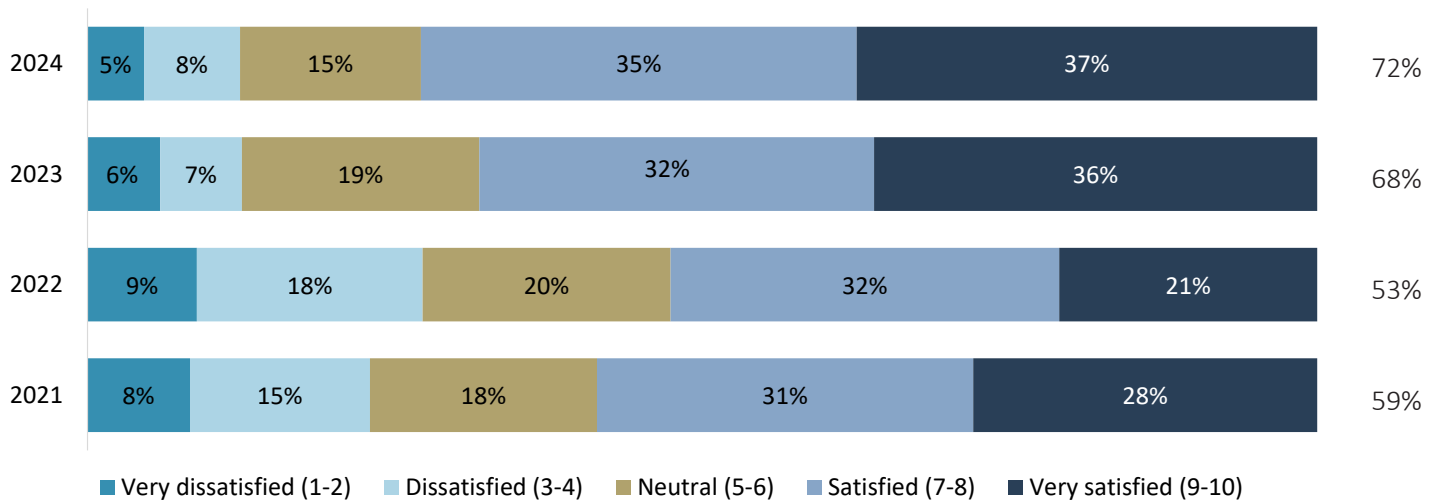


# WATER CONNECTION

Sixty-four percent of respondents indicated they were connected to a town water supply (compared to 60% in 2023). Respondents connected to the water system were asked how satisfied they were with it. Seventy-two percent of respondents were satisfied with the system, a slight increase from 2023. Dissatisfaction has remained low at 13%. Satisfaction was highest amongst respondents in Greytown.

## RELIABILITY OF WATER SUPPLY

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	76%	70%	87%	64%	66%	74%	86%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	83% ↑	70%	64%	74%	55%	83%	75%

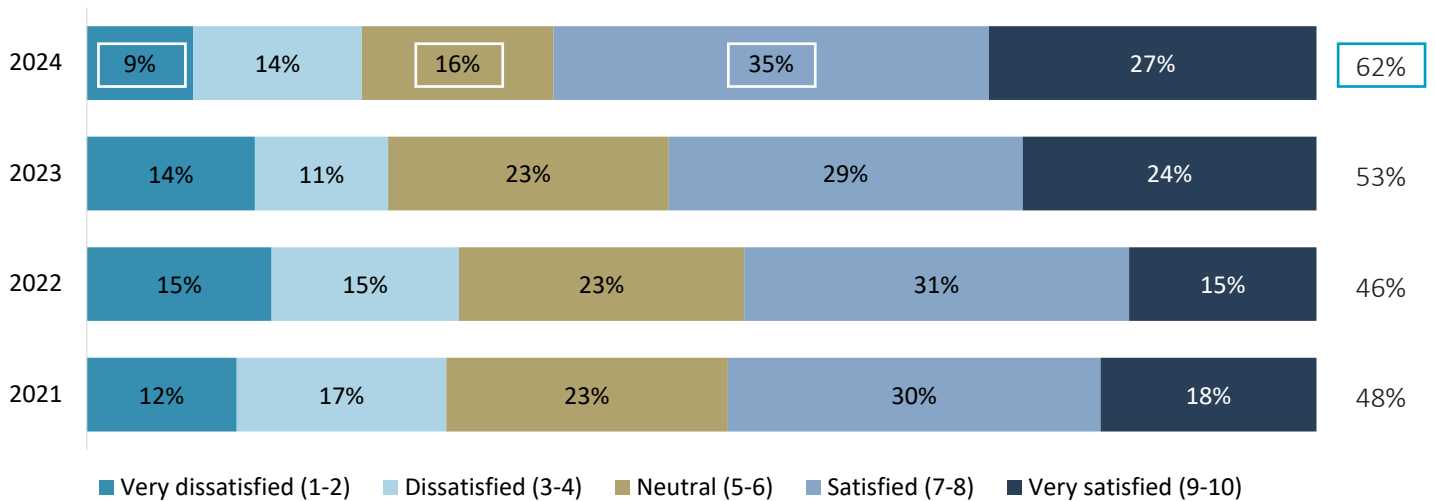
Q. For the next few questions, we will use a 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Thinking about the water supply, how would you rate your satisfaction with... The reliability of the water supply Base size n=521 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result. The arrow on the table indicates this result is statistically significantly different from the total level result.

# WATER QUALITY

Respondents were asked about their satisfaction with the water quality in the district. Sixty-two percent of respondents were satisfied with the water quality, a significant increase from the 2023 results. In particular, there has been a decrease in neutral and very dissatisfied responses and an increase in satisfied responses this year. Satisfaction with water quality was lower among respondents in Martinborough and significantly higher among respondents in Greytown.

## QUALITY OF WATER

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	64%	60%	64%	60%	52%	57%	64%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	77% ↑	66%	38% ↓	62%	62%	46%	69%

Q. For the next few questions, we will use a 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Thinking about the water supply, how would you rate your satisfaction with... Quality of the water, including odours, taste and colour. Base size n=522 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

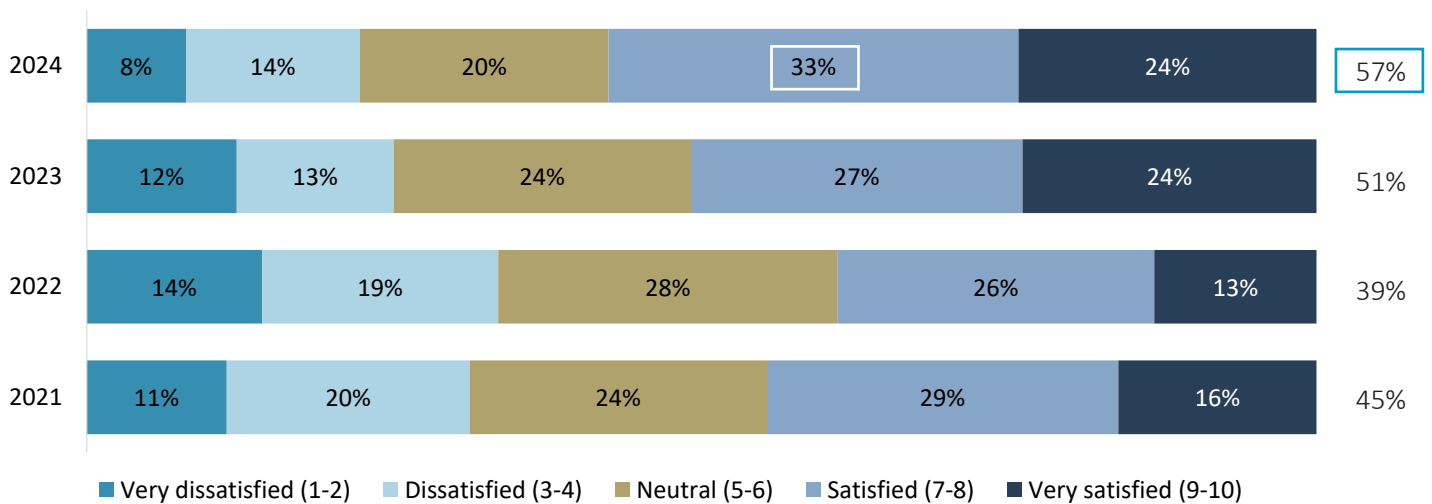
The arrow on the table indicates this result is statistically significantly different from the total level result.

# WATER OVERALL

Respondents were asked to state their overall satisfaction with the water supply. Fifty-seven percent of the respondents were satisfied with the water supply overall, a significant increase from 2023. This year, there has been a significant increase in the proportion of satisfied ratings and slight declines in the proportion of very dissatisfied, dissatisfied, and neutral ratings. Satisfaction was highest among respondents in Greytown and significantly lower among respondents in Martinborough.

## OVERALL SATISFACTION

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	64%	52%	71%	50%	50%	58%	73%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	70% ↑	60%	38% ↓	58%	42%	54%	58%

Q. And overall, how satisfied are you with the district's water supply? Base size n=503 (don't know responses removed).  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.  
 The arrow on the table indicates this result is statistically significantly different from the total level result.



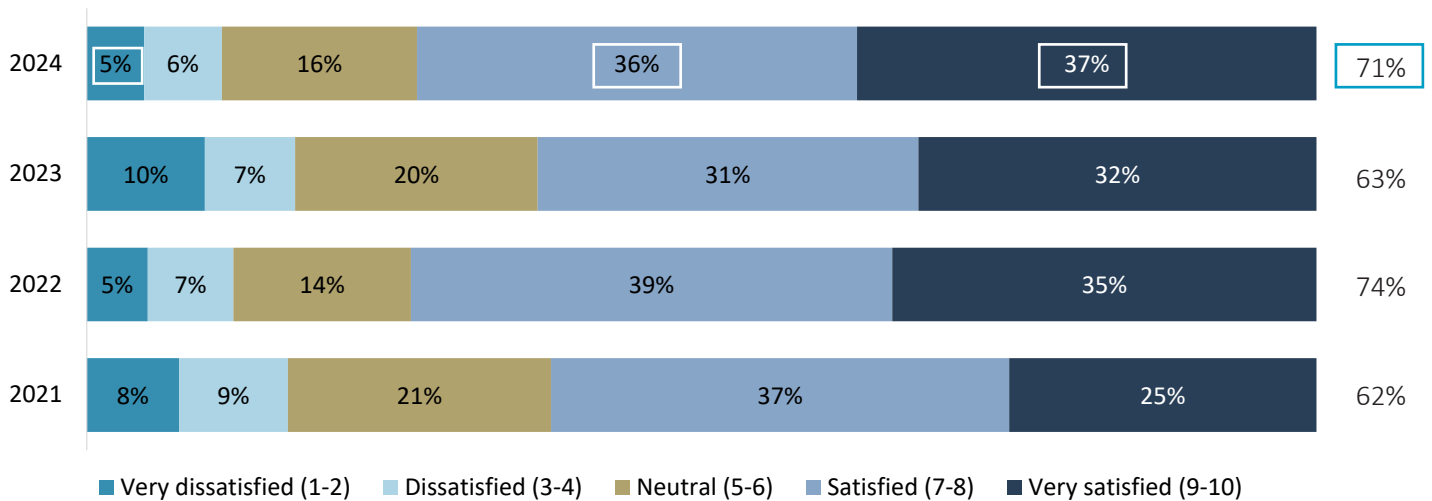
# WASTEWATER SYSTEM

Sixty-two percent of respondents were connected to the town wastewater system (compared to 56% in 2023).

Respondents connected to the wastewater system were asked how satisfied they were with its reliability. This year, the proportion of satisfied or very satisfied respondents increased, with a total satisfaction rating of 71%, which has returned to the 2022 level. The proportion of very dissatisfied respondents decreased, with dissatisfaction now at 11%. Respondents from Greytown showed much higher levels of satisfaction than those in Martinborough.

## RELIABILITY OF WASTEWATER SYSTEM

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	74%	72%	83%	68%	75%	66%	81%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	84% ↑	73%	59% ↓	74%	63%	72%	75%

Q. Thinking about the Council's management of its wastewater system, how would you rate your satisfaction with... The reliability of the wastewater system. Base size n=467 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

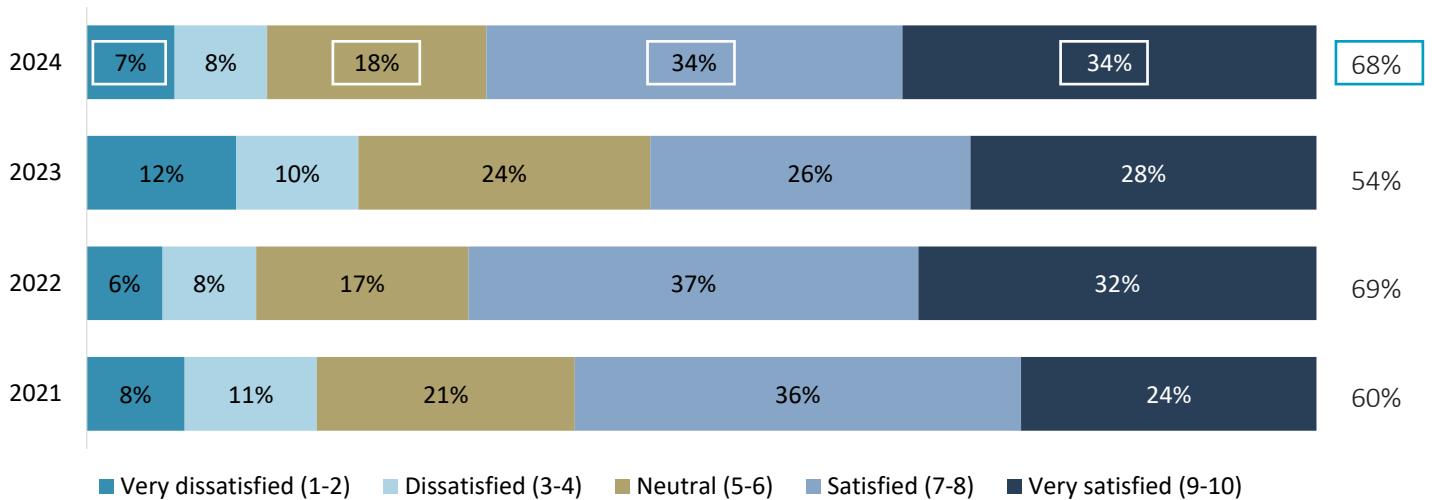
The arrow on the table indicates this result is statistically significantly different from the total level result.

# WASTEWATER SYSTEM

Respondents were asked about their overall satisfaction with the wastewater system. Sixty-eight percent of respondents were satisfied with the system, a significant increase from 2023 and a return to the 2022 levels. Substantial declines have been seen in the proportion of respondents who provided a neutral or very dissatisfied rating, with total dissatisfaction now at 15%. Respondents in Greytown were significantly more satisfied than respondents in other wards, while those in Martinborough were significantly less satisfied.

## OVERALL SATISFACTION WITH WASTEWATER

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	69%	66%	80%	60%	68%	61%	75%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	79% ↑	69%	50% ↓	68%	59%	50%	72%

Q. Thinking about the Council's management of its wastewater system, how would you rate your satisfaction with... And overall, how satisfied are you with the wastewater system? Base size n=464 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

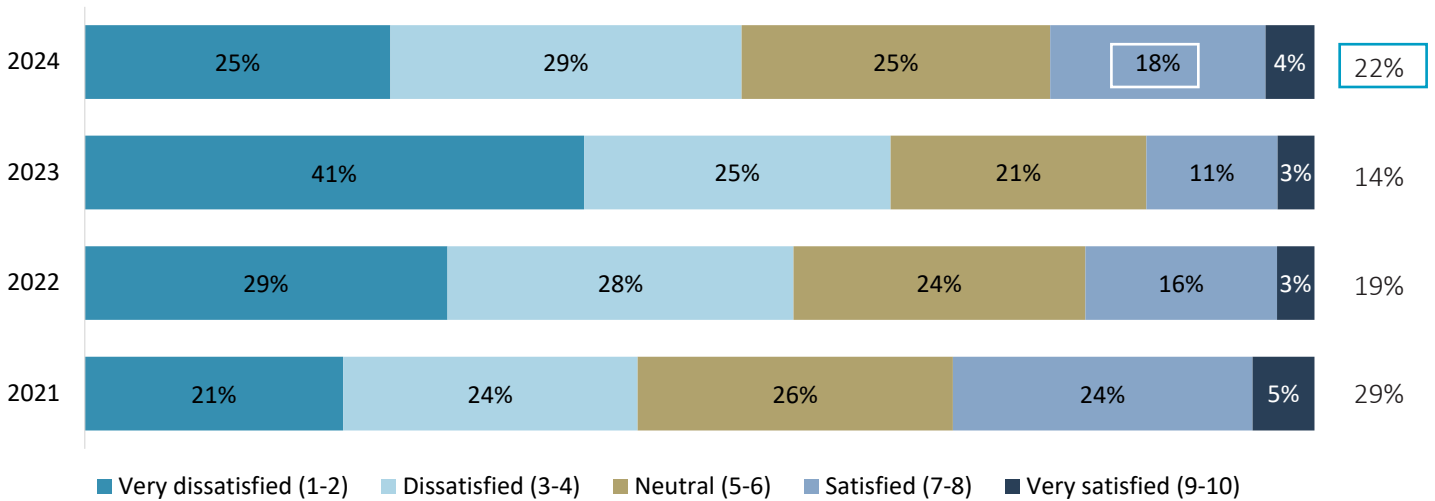
# STORMWATER

Respondents were asked how satisfied they were that the stormwater system keeps the roads and pavements free from flooding. This year, 22% of respondents were satisfied with this measure, a significant increase from the 2023 result. Levels of overall dissatisfaction have decreased to 54% this year and are 12% lower than the 2023 result. Twenty-five percent of respondents provided a neutral response for this measure.

Respondents in Greytown provided higher satisfaction ratings than other wards, with satisfaction significantly lower among respondents in Featherston.

## KEEPING ROADS AND PAVEMENTS FREE FROM FLOODING

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	23%	20%	17%	20%	16%	28%	39%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	33% ↑	12% ↓	20%	22%	17%	8%	23%

Q. Thinking about stormwater management in the district, how would you rate your satisfaction with... Keeping roads and pavements free from flooding? Base size n=759 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

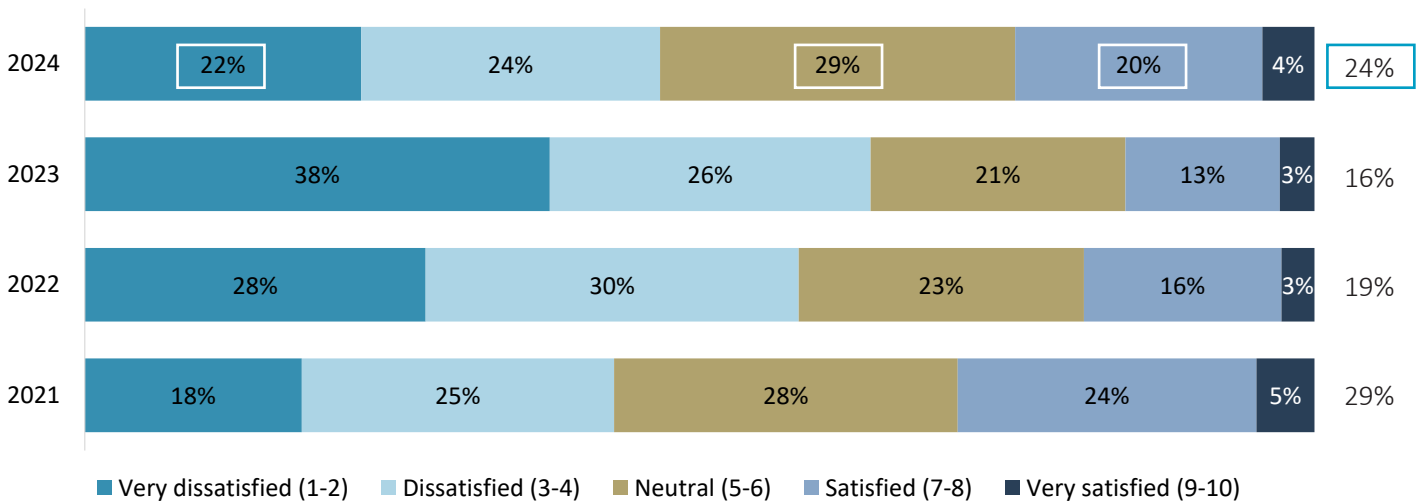
The arrow on the table indicates this result is statistically significantly different from the total level result.

# STORMWATER

Respondents were asked about their overall satisfaction with the district’s stormwater system. This year, 24% of respondents were satisfied with the stormwater system, with a significant increase in the proportion of respondents who provided a satisfied or neutral rating. Forty-six percent of respondents were dissatisfied, with a significant decrease in the proportion of respondents who were very dissatisfied with the stormwater system. Respondents from Greytown were significantly more satisfied with the stormwater system than respondents from other wards.

## OVERALL SATISFACTION WITH STORMWATER

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	26%	23%	22%	25%	20%	27%	38%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	35% ↑	17%	20%	25%	15%	8%	23%

Q. Thinking about stormwater management in the district, how would you rate your satisfaction with... And overall, how satisfied are you with the stormwater systems in the district? Base size n=722 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

# WATER SUMMARY

This year, satisfaction with the reliability and quality of the water supply has increased slightly, continuing year-on-year increases since 2022. Respondents' satisfaction with the wastewater system has also returned to the 2022 levels. However, satisfaction was much lower among respondents from Martinborough for most of the wastewater and water related measures. The results for the stormwater system have increased from 2023 and have returned to the 2022 levels. Respondents from Greytown show much higher levels of satisfaction with the stormwater system than respondents from other wards in the district.

Respondents were invited to provide any additional comments they wished to make about water in the district. A total of 386 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## FLOODING CONCERNS

Several comments indicated that the frequency of flooding was a significant concern for respondents, with many suggesting that the current drainage systems were insufficient to handle heavy rainfall.

*"Parts of Greytown flood regularly because the drains are unable to handle the heavy rain. This has been an ongoing issue, and something needs to be done to improve the drainage system."*

Respondents noted the negative impact that continued flooding has on their properties and the district's general infrastructure. Of particular note was how flooding affects the condition of roads and streets, with water pooling on roads during heavy rain makes them hazardous for drivers and pedestrians. Respondents called for better road drainage infrastructure to manage water flows effectively and maintain road safety and access.

*"Our road floods badly in heavy rain. It is related to water from a mountain stream bursting down into the flat. The drain under the road cannot deal with the water. Council does nothing year after year."*

In keeping with the above point, respondents also made several comments about the poor maintenance of street drains and sumps. Respondents were concerned that this infrastructure was not cleaned and cleared frequently enough, leading to blockages preventing proper water drainage. Poor drainage, in turn, contributes to the flooding problem, with respondents suggesting a need for more regular maintenance and monitoring of these systems.

*"Again I wonder if the street sumps are cleaned regularly, they seem to be blocked often, causing water to pool on the roads. This makes it difficult for pedestrians and can be dangerous for drivers."*

## WATER SUPPLY AND LEAKS

While ratings for the reliability and quality of the water supply have increased this year, some respondents continue to have concerns about the water supply system. Respondents have pointed out significant leaks that lead to water wastage, suggesting that SWDC address these leaks promptly to ensure a consistent and efficient water supply.

*"Understand there are significant leaks losing water, which needs to be addressed to prevent wastage and ensure a stable water supply. It's frustrating to see so much water being lost when we're being asked to conserve it."*

There were also mentions of the need for water softeners and filters, indicating water hardness and contamination issues, which reduce the overall supply quality.

*"Very harsh iron sediment which is causing damage to tap wear and requires us to own and use a water softener. This costs over and above the fees we pay for water."*

# WASTE MANAGEMENT

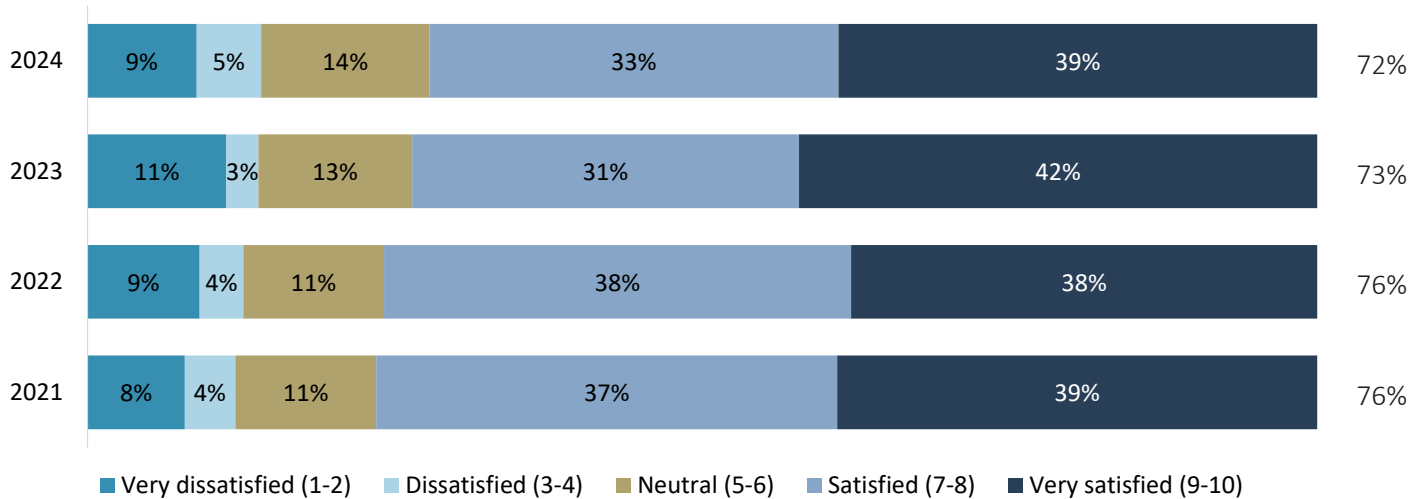


# WASTE MANAGEMENT

Respondents were asked how satisfied they were with the kerbside recycling collection service. Seventy-two percent of respondents were satisfied with this service, which was similar to the results seen in previous years. Dissatisfaction with the service remained low at only 14%, and results were similar across the various areas and demographics.

## KERBSIDE RECYCLING COLLECTION

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	72%	72%	72%	69%	68%	77%	90%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	78%	67%	72%	74%	72%	73%	72%

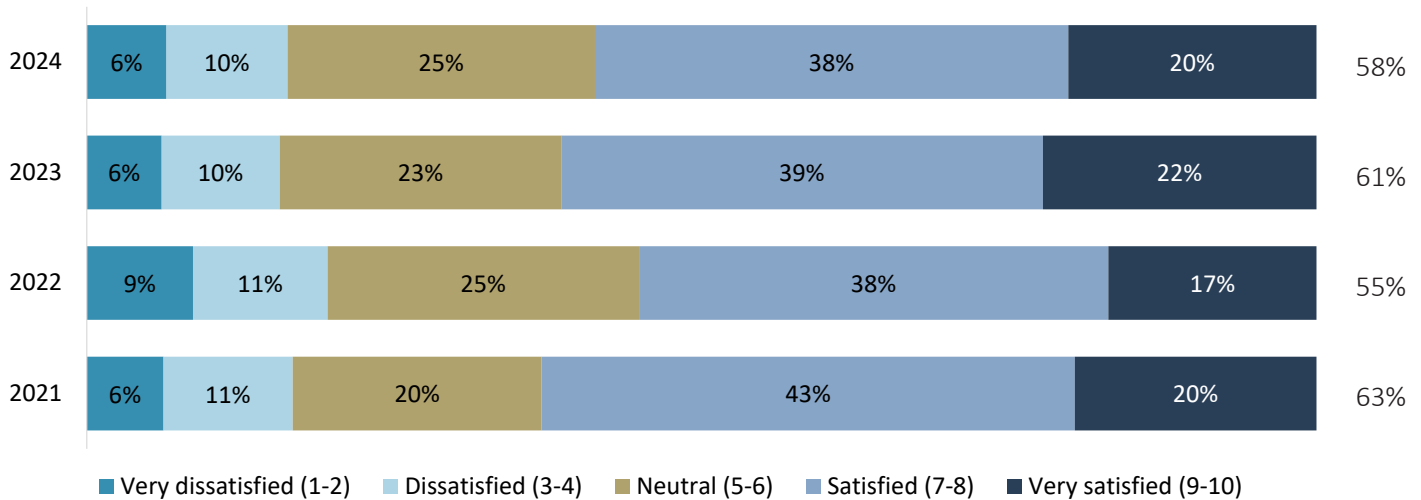
Q. How satisfied are you with each of the following? Kerbside recycling collection Base size n=639 (don't know responses removed).

# WASTE MANAGEMENT: LITTER CONTROL

Respondents were asked how satisfied they were with the district’s litter control. This year, 58% of respondents were satisfied with the litter control, which was a slight decline from the 2023 result but not a significant change. Only 16% of respondents were dissatisfied with the district’s litter control, similar to the 2023 result. Featherston respondents provided lower satisfaction ratings, while Greytown respondents provided higher satisfaction ratings for this measure.

## LITTER CONTROL

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	61%	56%	51%	62%	56%	61%	75%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	68% ↑	46% ↓	63%	60%	51%	56%	57%

Q. How satisfied are you with each of the following? Litter control. Base size n=742 (don't know responses removed). The arrow on the table indicates this result is statistically significantly different from the total level result.

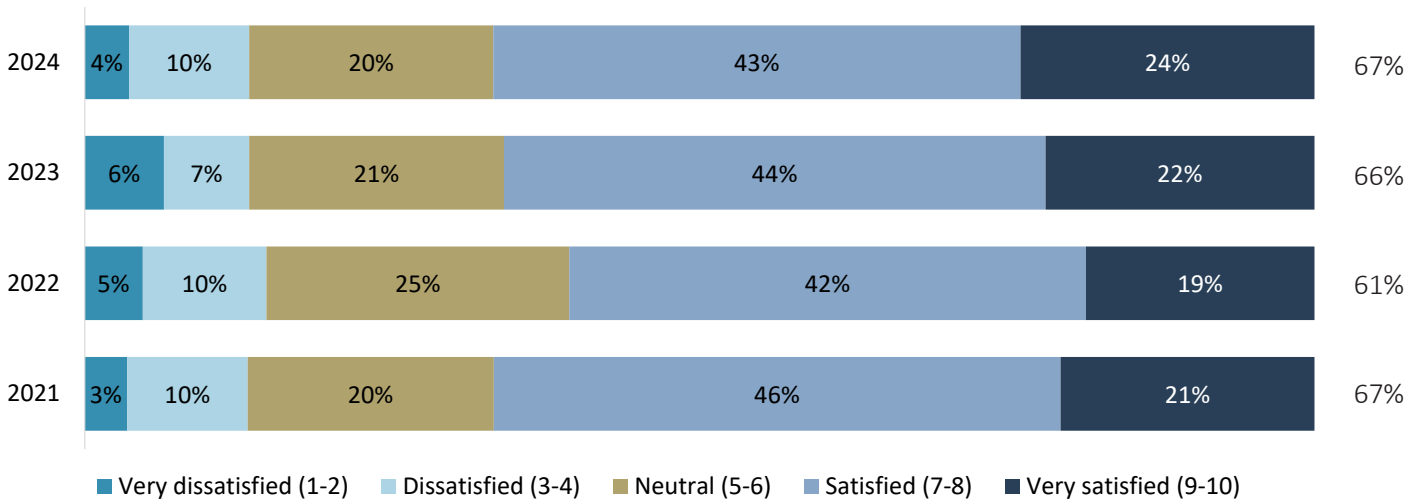


# WASTE MANAGEMENT

Respondents were asked about their satisfaction with the cleanliness of the district’s streets. This year, 67% of respondents were satisfied with the street cleanliness, similar to 2023. Twenty percent of respondents provided a neutral rating, and only 14% were dissatisfied, which was similar to the results from previous years. Respondents in Greytown were more likely to be satisfied with the cleanliness of the streets. In contrast, respondents from Featherston were less likely to be satisfied.

## CLEANLINESS OF THE STREETS GENERALLY

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	68%	65%	68%	74%	59%	67%	74%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	75% ↑	57% ↓	69%	68%	58%	56%	69%

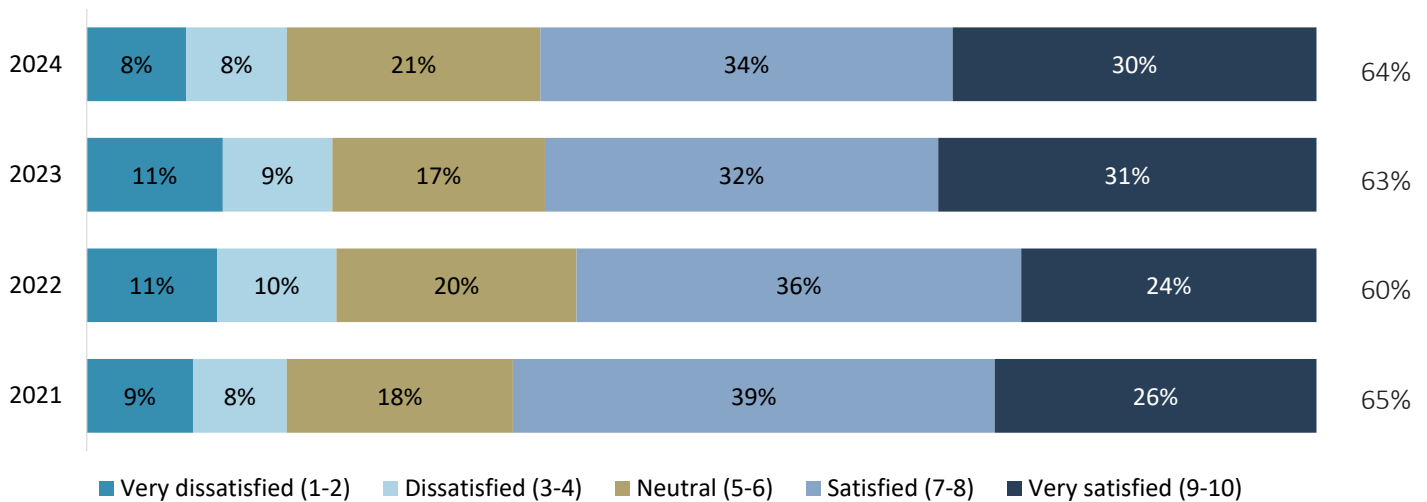
Q. How satisfied are you with each of the following? Cleanliness of the streets in general. Base size n=763 (don't know responses removed). The arrow on the table indicates this result is statistically significantly different from the total level result.

# WASTE MANAGEMENT: REFUSE COLLECTION AND DISPOSAL

Respondents were asked how satisfied they were that the refuse collection and disposal met the community’s needs. Overall, 64% of respondents were satisfied that the service met the community’s needs; these results have remained relatively consistent over the past four years. Only 16% of respondents were dissatisfied with the service, and 21% provided a neutral rating. No significant differences were observed in the ratings for different areas in the district. However, respondents over 65 years appeared more satisfied that the service met the community’s needs.

## REFUSE COLLECTION AND DISPOSAL MEETS NEEDS OF COMMUNITY

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	66%	60%	61%	55%	59%	73% ↑	83%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	69%	60%	61%	63%	51%	84%	63%

Q. How satisfied are you with each of the following? Refuse collection and disposal meets needs of the community Base size n=674 (don't know responses removed). The arrow on the table indicates this result is statistically significantly different from the total level result.

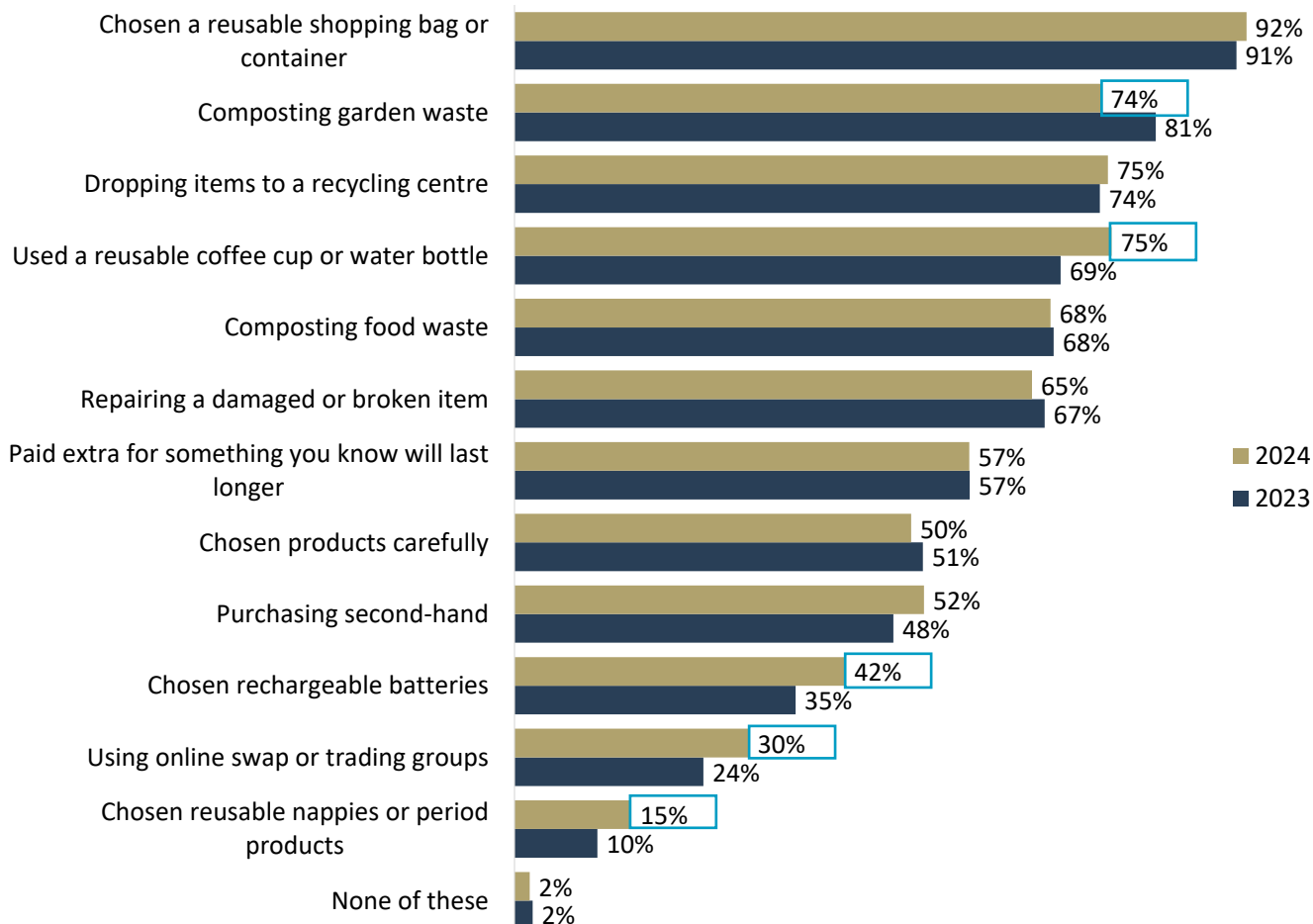
# WASTE MANAGEMENT

Respondents were presented with a list of waste reduction actions and asked which ones they undertook to limit the waste in their household.

The responses were similar to the 2023 results, with the most common activities being using reusable bags or containers, composting the garden, and using the recycling center. Less common actions were using reusable nappies or period products, using online swap or trade groups, or choosing reusable batteries. However, all of these actions have seen significant increases this year. There has been a slight decline in the proportion of respondents who composted their garden and an increase in the portion of people who have used a reusable coffee cup or water bottle this year.

Demographic and area breakdowns of the actions have been shown on the following pages.

## WASTE REDUCTION MEASURES



Q. And, in order to reduce waste, which of the following have you done over the past 12 months? Base size n=775  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# WASTE MANAGEMENT

## DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Chosen a reusable shopping bag or container	88% ↓	96% ↑	94%	90%	94%	92%	88%
Used a reusable coffee cup or water bottle	68% ↓	82% ↑	86%	84% ↑	73%	66% ↓	56% ↓
Composting garden waste	71%	78%	77%	72%	74%	78%	70%
Dropping items to a recycling centre rather than landfill	74%	74%	65%	69%	81% ↑	81% ↑	58% ↓
Composting food waste	61%	69%	69%	62%	65%	69%	51%
Repairing a damaged or broken item	66%	68%	66%	67%	73%	67%	47% ↓
Purchasing second-hand clothing or household items	37% ↓	65% ↑	68% ↑	54%	53%	41% ↓	28% ↓
Paid extra for something you know will last longer	53%	61%	72% ↑	56%	57%	53%	37% ↓
Chosen products carefully	40% ↓	59% ↑	57%	46%	53%	48%	35%
Chosen rechargeable batteries	45%	39%	51%	46%	39%	36%	33%
Using online swap or trading groups	23% ↓	36% ↑	45% ↑	35%	27%	19% ↓	12% ↓
Chosen reusable nappies or period products	6% ↓	23% ↑	40% ↑	30% ↑	2% ↓	1% ↓	0% ↓
None of these	2%	2%	2%	4%	1%	1%	5%

The arrow on the table indicates this result is statistically significantly different from the total level result.

# WASTE MANAGEMENT

## DEMOGRAPHIC DIFFERENCES

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Chosen a reusable shopping bag or container	93%	93%	90%	93%	93%	100%	93%
Used a reusable coffee cup or water bottle	75%	75%	76%	75%	80%	92%	79%
Composting garden waste	72%	74%	78%	75%	73%	92%	78%
Dropping items to a recycling centre rather than landfill	77%	71%	74%	73%	70%	85%	81%
Repairing a damaged or broken item	65%	68%	69%	67%	55%	72%	73%
Composting food waste	62%	68%	66%	64%	66%	85%	72%
Paid extra for something you know will last longer	58%	61%	53%	57%	58%	46%	63%
Purchasing second-hand clothing or household items	49%	59%	46%	52%	53%	87%	58%
Chosen products carefully	51%	49%	50%	51%	40%	62%	50%
Chosen rechargeable batteries	41%	43%	40%	41%	34%	21%	48%
Using online swap or trading groups	26%	33%	29%	30%	41%	0%	31%
Chosen reusable nappies or period products	10%	21%	12%	13%	19%	18%	31% ↑
None of these	1%	2%	3%	2%	0%	0%	1%

The arrow on the table indicates this result is statistically significantly different from the total level result.

# WASTE MANAGEMENT SUMMARY

Respondents' satisfaction with waste management in the district was similar to that of 2023, with results between 60% and 70%; these measures have largely remained consistent since 2021. The results show few demographic or ward differences, suggesting consistent delivery across the district. Respondents' waste reduction activities have all increased this year, suggesting a growing positive attitude towards reduction amongst residents.

Respondents were invited to provide any additional comments they wished to make about waste management in the district. A total of 292 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## RECYCLING AND WASTE REDUCTION

One of the main themes from respondents' comments was the need for a greater focus on recycling and waste reduction. Many respondents expressed concerns about the current recycling programme's effectiveness and suggested that improvements were needed to increase waste separation. Respondents highlighted issues such as insufficient recycling bins, unclear guidelines on recyclable materials, and a general need for more awareness amongst residents about proper recycling practices. The presence of litter and improperly disposed waste in the community was also a significant concern raised by respondents, with suggestions including increased recycling centers, greater educational resources for residents, and stricter regulations to ensure compliance with recycling protocols.

*"Still too much rubbish finding its way into our recycling bins. We need more education on what can and can't be recycled."*

In addition to the above points, plastic waste was noted as a significant concern, with the need for reducing plastic use within households and improving plastic recycling processes a key theme.

*"Better info about what plastics to recycle where. The company that runs the recycling will know what residents are doing wrong (e.g. leaving screw caps on wine bottles) and education should be targeted at those. In Wellington City, a leaflet is left in the crate/bin if the recyclables weren't presented correctly."*

## COUNCIL SERVICES AND COLLECTION

Residents often mentioned the need for more efficient and frequent waste collection schedules, with some comments highlighting concerns about the reliability and consistency of the current services, for example, delays and missed collections.

*"Reliable kerbside collection would be nice. The number of time the recycling bin wasn't collected has meant I've made trips to the recycling centre instead."*

Furthermore, the cost of waste management services was a recurring issue, with calls for SWDC to justify the fees charged. Many comments suggested that SWDC should improve its communication about waste services with more regular updates and feedback channels when services change or are re-scheduled.

*"We pay for our own rubbish bin and green waste bin, but the council's collection service is still not regular. It needs to be more reliable."*

## RURAL WASTE MANAGEMENT

Respondents also highlighted the challenges specific to rural areas. These comments suggested that rural communities often feel under-served by the current waste management infrastructure, and there were calls for better access to recycling facilities and more frequent waste collections in rural areas. The cost of waste disposal in rural areas was also highlighted, with respondents suggesting that more affordable and accessible services may encourage better waste management practices.

*"Green waste should be free to encourage people to use the service more, especially in rural areas where we don't have as many options."*

# WASTE MANAGEMENT SUMMARY

## TRANSFER STATION ACCESSIBILITY

Respondents also raised concerns about the accessibility of the transfer stations and their operating hours. Many comments pointed out that the limited hours of the transfer stations made it difficult for residents to use the facilities, especially for those who work during standard business hours.

Furthermore, the cost of using the transfer stations was also seen as prohibitive, with suggestions that SWDC could review and possibly reduce the fees. Notably, respondents from Martinborough emphasised the need for more localized waste disposal options to reduce the burden on small communities, with calls for more transfer stations to be established in convenient locations and for existing ones to extend their hours.

*“The transfer station hours are too limited. It’s hard for working people to get there in time, and the costs are too high. We need more accessible options.”*

# COMMUNITY FACILITIES AND OPEN SPACES





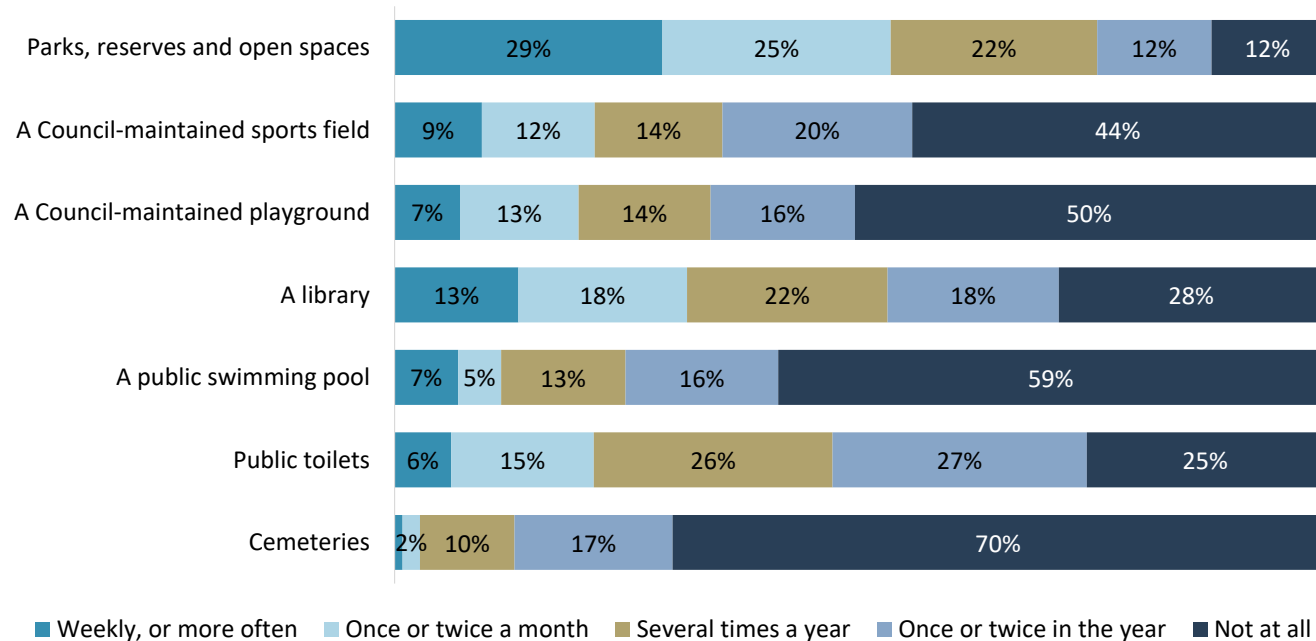
# COMMUNITY FACILITIES AND OPEN SPACES

Respondents were asked about their use of the district’s community facilities and open spaces. This year, the most frequently used facilities were the parks and reserves, public toilets, and libraries. Less frequently used facilities were the swimming pools, cemeteries, and playgrounds.

Compared to the 2023 results, there have been increases in the use of sports fields, libraries, and swimming pools and decreased cemetery visitation. Use of the parks and reserves, playgrounds, and public toilets has remained similar to previous years.

The tables on the following page show demographic and area differences in using the facilities and services.

## USE IN THE PAST 12 MONTHS



## USERS (AT LEAST ONCE A YEAR)

	2021	2022	2023	2024
Parks, reserves and open spaces	93%	87%	85%	88%
A Council-maintained sports field	58%	46%	49%	56% ↑
A Council-maintained playground	54%	48%	46%	50%
A library	74%	67%	64%	72% ↑
A public swimming pool	41%	33%	35%	41% ↑
Public toilets	70%	67%	72%	75%
Cemeteries	33%	35%	35%	30% ↓

Q. The next few questions are about facilities and services that the Council provides for public use. In the last 12 months, about how frequently have you visited or used each of the following? Base size n=775.

An arrow on the table indicates this year’s result is a statistically significant change from last year’s result.

# COMMUNITY FACILITIES AND OPEN SPACES

## DEMOGRAPHIC DIFFERENCES (USED AT LEAST ONCE A YEAR)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Parks, reserves and open spaces	87%	89%	91%	91%	86%	87%	77%
A Council-maintained sports field	58%	54%	63%	73% ↑	49%	47% ↓	30% ↓
A Council-maintained playground	44% ↓	55% ↑	58%	69% ↑	37% ↓	45%	30% ↓
A library	65% ↓	78% ↑	66%	76%	67%	75%	81%
A public swimming pool	31% ↓	51% ↑	57% ↑	65% ↑	29% ↓	27% ↓	16% ↓
Public toilets	73%	76%	80%	85% ↑	69%	67% ↓	72%
Cemeteries	31%	29%	31%	28%	26%	35%	33%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Parks, reserves and open spaces	90%	87%	86%	89%	91%	100%	88%
A Council-maintained sports field	58%	54%	56%	57%	69%	79%	51%
A Council-maintained playground	46%	49%	54%	50%	60%	64%	52%
A library	74%	65%	77%	72%	79%	95%	73%
A public swimming pool	41%	46%	37%	41%	52%	38%	45%
Public toilets	75%	71%	78%	76%	67%	56%	75%
Cemeteries	33%	33%	23%	31%	45%	51%	19%

The arrow on the table indicates this result is statistically significantly different from the total level result.

# OVERALL SATISFACTION

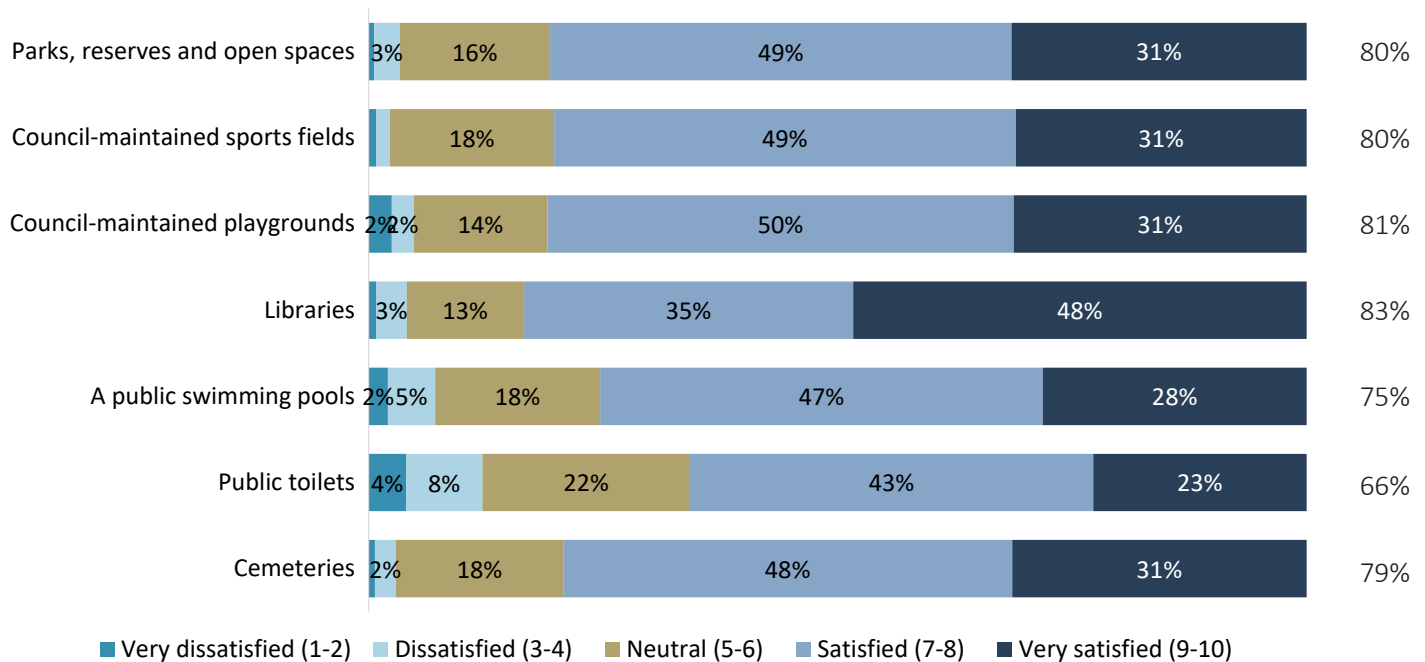
The chart below shows the varying levels of satisfaction with community facilities and open spaces among respondents. The facilities with the highest satisfaction were libraries, sports fields, and parks and reserves, although all facilities have very high levels of satisfaction. There were very low levels of dissatisfaction across the results with the highest dissatisfaction seen for public toilets (12% dissatisfaction).

The table below shows the year-on-year results. The results remain high over the monitoring period with small increases across most services, with the council-maintained playgrounds seeing a significant increase from the 2023 result.

Demographic and area differences in satisfaction with the facilities have been shown in the tables on the following page.

## TOTAL SATISFACTION

7-10 Result



## SATISFACTION WITH COMMUNITY FACILITIES AND OPEN SPACES (SATISFIED AND VERY SATISFIED RESULTS)

	2021	2022	2023	2024
Parks, reserves and open spaces	84%	79%	78%	80%
Council-maintained sports fields	82%	78%	80%	80%
Council-maintained playgrounds	82%	76%	76%	81% ↑
Libraries	90%	85%	85%	83%
A public swimming pool	73%	75%	71%	75%
Public toilets	69%	67%	63%	66%
Cemeteries	82%	76%	76%	79%

Q. Based on your experience or impressions (even if you haven't used them), how would you rate your overall satisfaction with each of the following facilities? Base sizes vary: parks, reserves, and open spaces n=709, Council maintained sports fields n=538, Council maintained playgrounds n=536, libraries n=640, public swimming pools n=466, public toilets n=632, cemeteries n=385 (don't know responses removed).

An arrow on the table indicates this year's result is a statistically significant change from last year's result.

# OVERALL SATISFACTION

## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Parks, reserves and open spaces	80%	81%	80%	78%	80%	85%	77%
Council maintained sports fields	77%	83%	78%	80%	82%	82%	75%
Council maintained playgrounds	81%	81%	79%	78%	82%	85%	78%
Libraries	85%	82%	82%	79%	83%	88%	89%
A public swimming pool	74%	76%	78%	75%	72%	81%	61%
Public toilets	71%	61%	52%	59%	68%	77% ↑	90%
Cemeteries	78%	80%	74%	75%	80%	82%	91%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Parks, reserves and open spaces	80%	78%	84%	81%	70%	95%	80%
Council maintained sports fields	79%	84%	76%	80%	79%	100%	80%
Council maintained playgrounds	75%	83%	84%	82%	80%	79%	82%
Libraries	85%	84%	81%	83%	84%	81%	89%
A public swimming pool	69%	83%	73%	75%	71%	69%	82%
Public toilets	69%	57%	72%	66%	52%	47%	64%
Cemeteries	79%	78%	81%	80%	72%	84%	76%

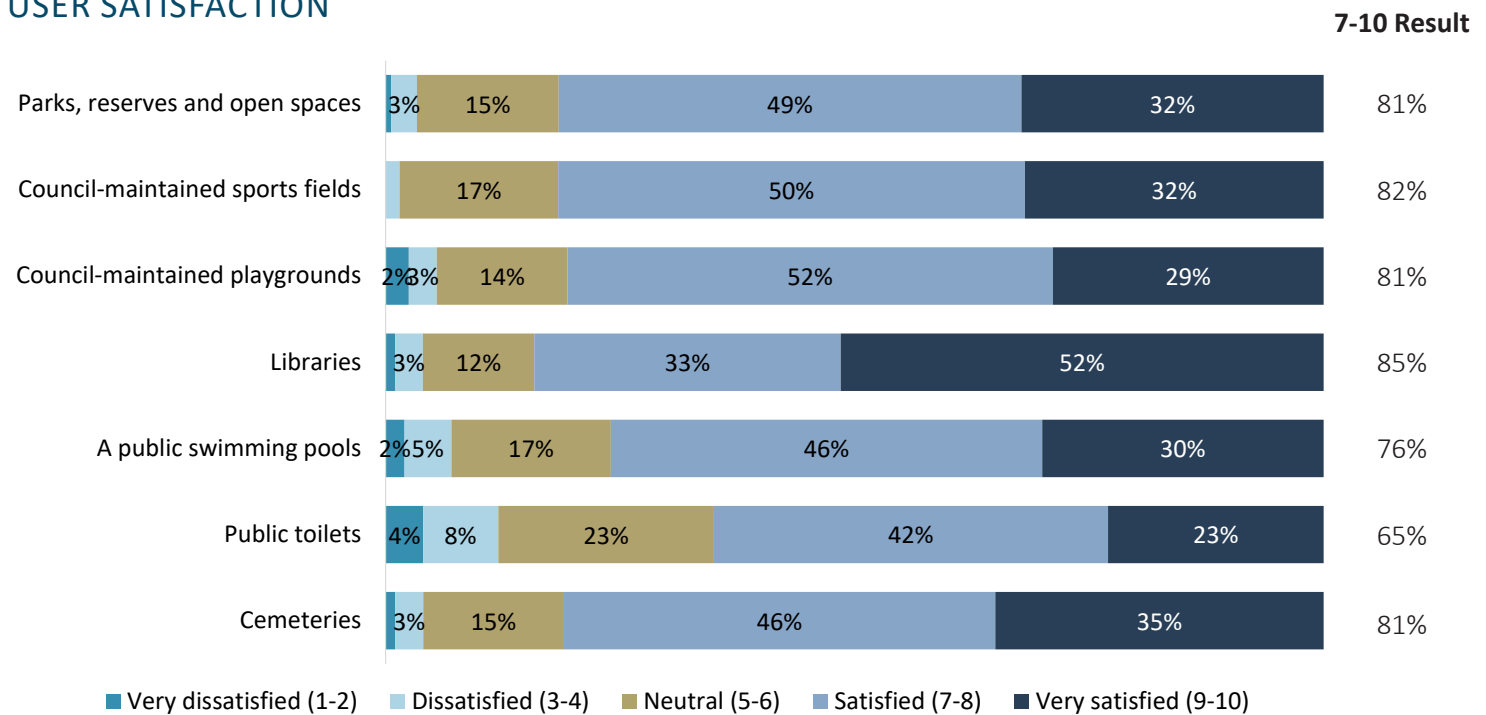
The arrow on the table indicates this result is statistically significantly different from the total level result.

# OVERALL SATISFACTION

This data outlines the satisfaction among users of each facility. The library has the highest user satisfaction; however, all results show very high satisfaction levels across all facilities, with most receiving over 80% satisfaction. Dissatisfaction was low across most facilities, the highest of which was public toilets, with 12% total dissatisfaction.

The table below shows the year-on-year results for user satisfaction. These results were consistent each year, with only one or two percent increases for most facilities; the exception to this was user satisfaction with the cemeteries, which has increased 6% since 2023.

## USER SATISFACTION



## USER SATISFACTION WITH COMMUNITY FACILITIES AND OPEN SPACES (SATISFIED AND VERY SATISFIED RESULTS)

	2023	2024
Parks, reserves and open spaces	79%	81%
Council maintained sports fields	82%	82%
Council maintained playgrounds	77%	81%
Libraries	87%	85%
A public swimming pool	76%	76%
Public toilets	63%	65%
Cemeteries	76%	81% ↑

*Q. Based on your experience or impressions (even if you haven't used them), how would you rate your overall satisfaction with each of the following facilities? Base sizes vary: parks, reserves, and open spaces n=654, Council maintained sports fields n=385, Council maintained playgrounds n=349, libraries n=548, public swimming pools n=266, public toilets n=547, cemeteries n=226 (don't know responses removed).*

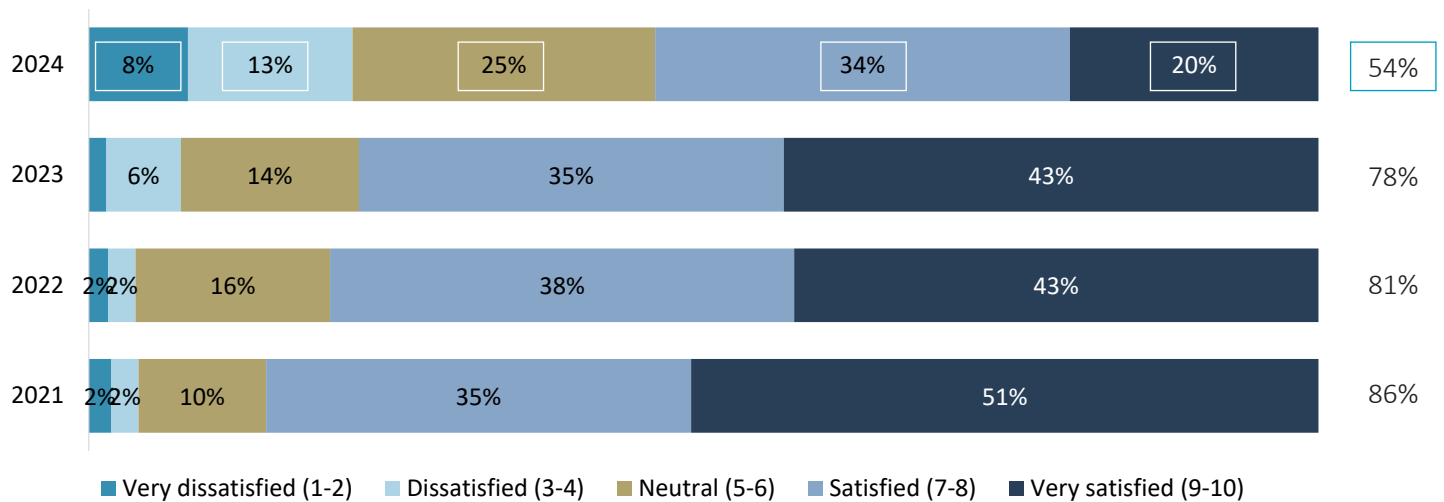
*An arrow on the table indicates this year's result is a statistically significant change from last year's result.*

# LIBRARIES

Respondents were asked how satisfied they were with the libraries' opening hours. This year, satisfaction with the opening hours has significantly declined, with a 24% decrease in overall satisfaction, and dissatisfaction now at 21%.

## OPENING HOURS

7-10 Result



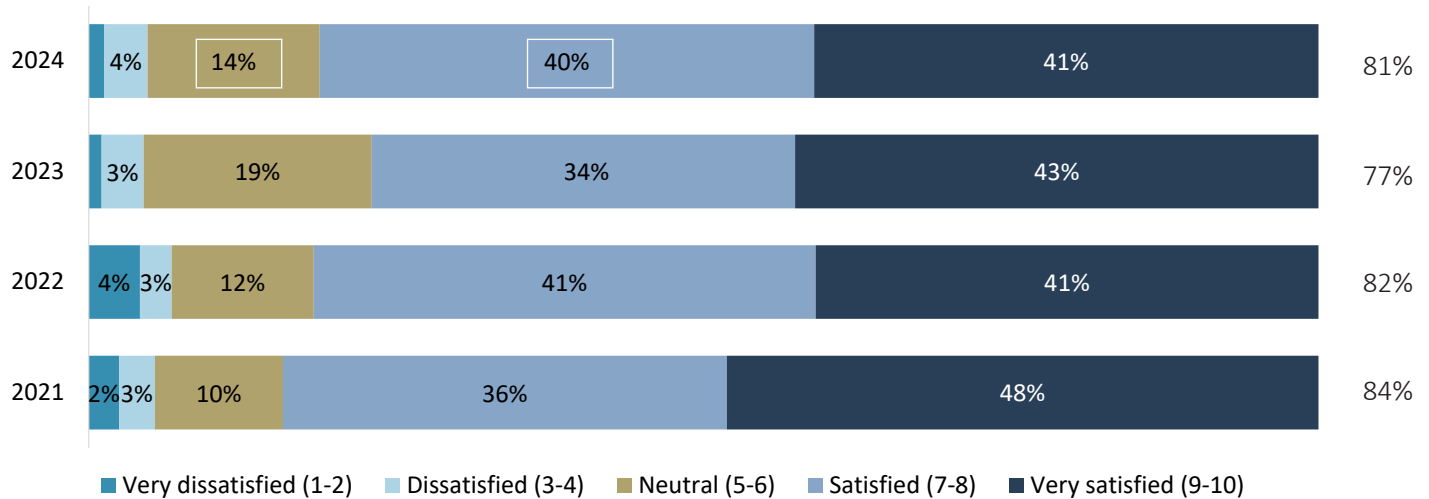
Q. Thinking about libraries, how much are you satisfied with... Opening hours. Base size n=564 (don't know responses removed).  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# LIBRARIES

Respondents were asked how satisfied they were that the libraries provided relevant and up-to-date books and services. This year, 81% of respondents were satisfied with the library services, an increase from the 2023 result and a return to results seen in earlier monitoring. There has been a significant decline in the proportion of neutral responses and an increase in the proportion of satisfied responses.

## PROVIDING RELEVANT AND UP-TO-DATE BOOKS AND SERVICES

7-10 Result

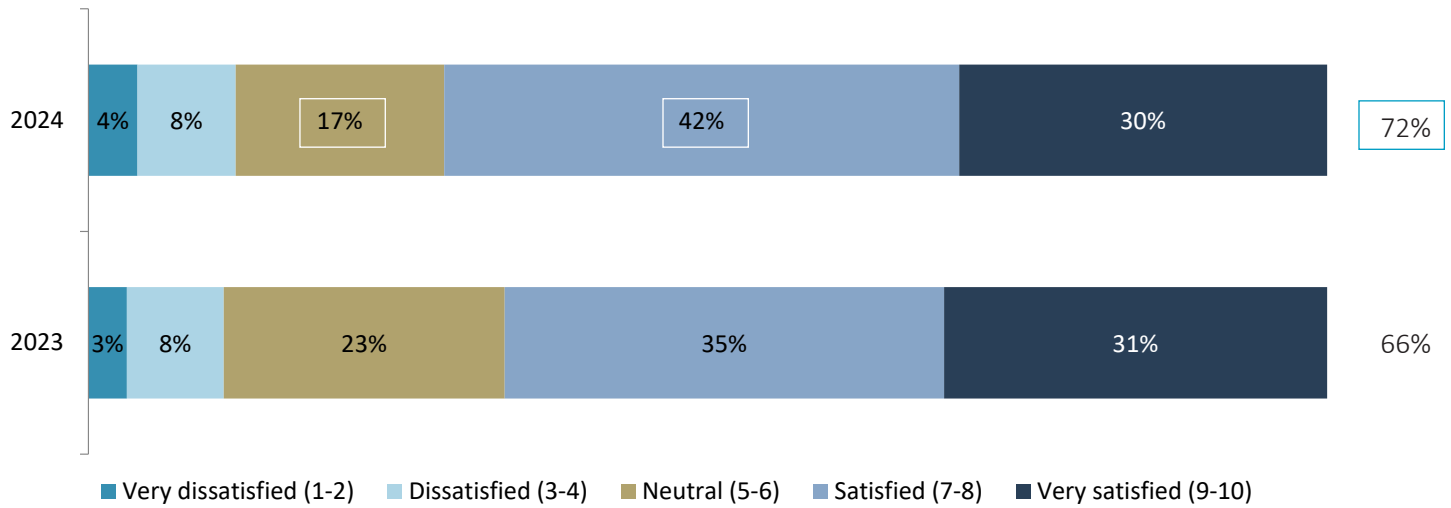


Q. Thinking about libraries, how much are you satisfied with... Providing relevant and up-to-date books and services. Base size n=518 (don't know responses removed). The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# SWIMMING POOLS

Respondents were asked about their satisfaction with the district’s swimming pool’s opening hours. This year, there was a significant increase in respondents’ satisfaction with the opening hours, with a decline in the neutral ratings and an increase in the satisfied ratings.

## OPENING HOURS



Q. Thinking about swimming pools, how much are you satisfied with... Opening hours. Base size n=365 (don't know responses removed).



# COMMUNITY FACILITIES AND OPEN SPACES SUMMARY

The use of facilities was broadly similar this year to 2023, with slight increases the use of sports fields, libraries, swimming pools, and visitation of cemeteries. Respondents' satisfaction with the facilities in the district remained high with user results averaging around 80% satisfaction. Satisfaction with measures relating to the libraries and pools remained similar to last year. However, there has been a decline in respondents' satisfaction with the libraries' open hours this year.

Respondents were invited to provide any additional comments they wished to make about community facilities and open spaces in the district. A total of 248 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## LIBRARY SERVICES AND ACCESSIBILITY

Respondents expressed a strong interest in enhancing the accessibility and services of their local libraries. Many comments suggested extending the library hours to better accommodate those with standard 9-to-5 work schedules, particularly highlighting the need for late-night or additional weekend hours. Additionally, there were several comments about upgrading library facilities; in particular, respondents noted that the Featherston library was too small and inadequate to meet the needs of a growing community. Upgrades were seen as essential to provide a more conducive environment for reading, studying, and community activities, ensuring that the library remains a central, vibrant hub for all residents.

*"Saturday morning is the only accessible time for 9 to 5 workers to get to the Featherston Library. The library itself (and staff) are fantastic, but I would love if there was a late night or more hours etc."*

## RECREATIONAL FACILITIES AND UPGRADES

Respondents made several comments about the new recreational projects, such as the development of the pump track at Considine Park, indicating respondents'

desires for more diverse and modern recreational options in the district. Respondents noted they look forward to such initiatives completing and believed they will significantly benefit the community.

Simultaneously, there were comments about improving existing recreational facilities alongside these new projects. Upgrading the Featherston swimming pool to include amenities like a hot tub, sauna, and a heated, covered year-round pool was a recurring theme across these comments. Respondents noted that such improvements refresh and enhance local amenities and encourage healthy, active lifestyles within the community.

*"Greytown swimming pool is in much need of an upgrade, compared to Featherston pool its an eyesore! We were very disappointed with Greytown pool when we took our grandson during summer."*

## SAFETY AND CLEANLINESS IN OPEN SPACES

Safety concerns, particularly regarding aggressive dogs and poorly maintained areas, were prominent among respondents' comments. Incidents of dogs posing threats to children and other residents in parks have been reported, indicating a need for stricter enforcement and better management of dog parks and open spaces.

*"I drive to Carterton Park for walking/exercise as Featherston has so many dogs on the loose am in fear of being attacked."*

Additionally, the issue of overgrown trees and neglected maintenance in sports fields and other public areas was highlighted. The cleanliness of public spaces, especially the Greytown riverside walkways, was another significant concern. Respondents noted that the presence of rubbish, abandoned cars, and other signs of neglect detracts from the beauty of these areas and contributed to a sense of insecurity among users.

*"Less rubbish around the Greytown river side walkways. Sometimes feels a little unsafe around the river area - abandoned cars, sleeping bags etc."*

# GOVERNANCE, LEADERSHIP, AND ADVOCACY



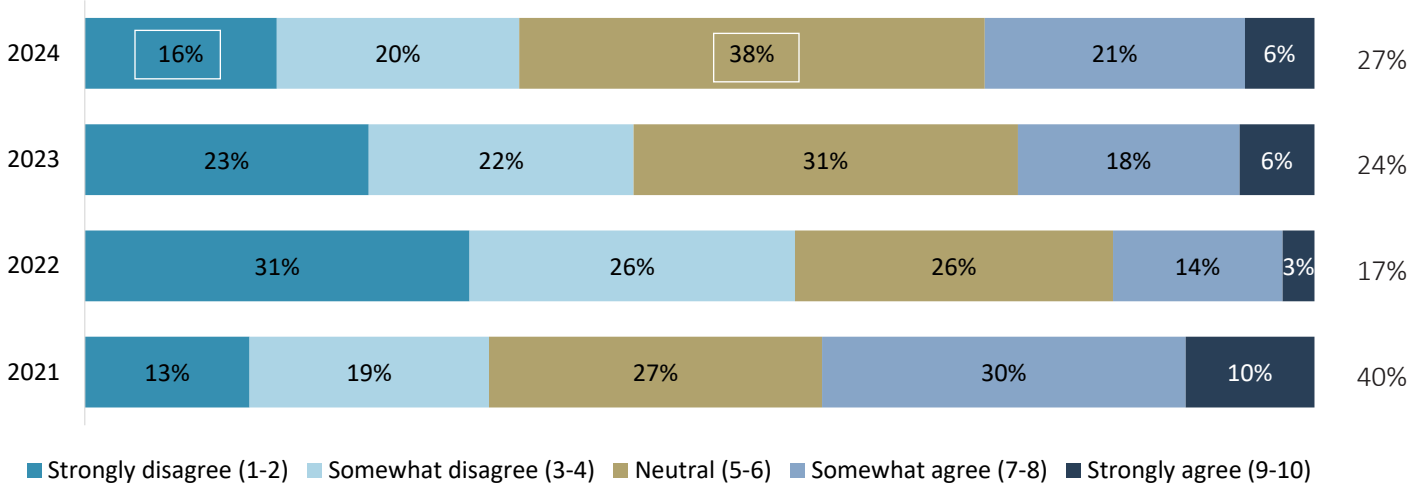
# COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

Respondents were asked whether they agreed that there were adequate opportunities to participate in SWDC’s decision-making processes. A total of 27% of respondents agreed they had adequate opportunities to participate, which was similar to the results from 2023. This year, there was a decrease in the proportion of respondents who strongly disagreed that they had adequate opportunities to participate and an increase in the proportion of respondents who provided a neutral response; a similar response pattern was seen in previous years.

There were no demographic or ward differences between the ratings this year.

## ADEQUATE OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	25%	29%	23%	23%	26%	33%	34%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	32%	25%	23%	29%	26%	8%	20%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? There are adequate opportunities to participate in decision-making. Base size n=606 (don't know responses removed).

The square box on the chart indicates this year’s result is a statistically significant change from last year’s result.

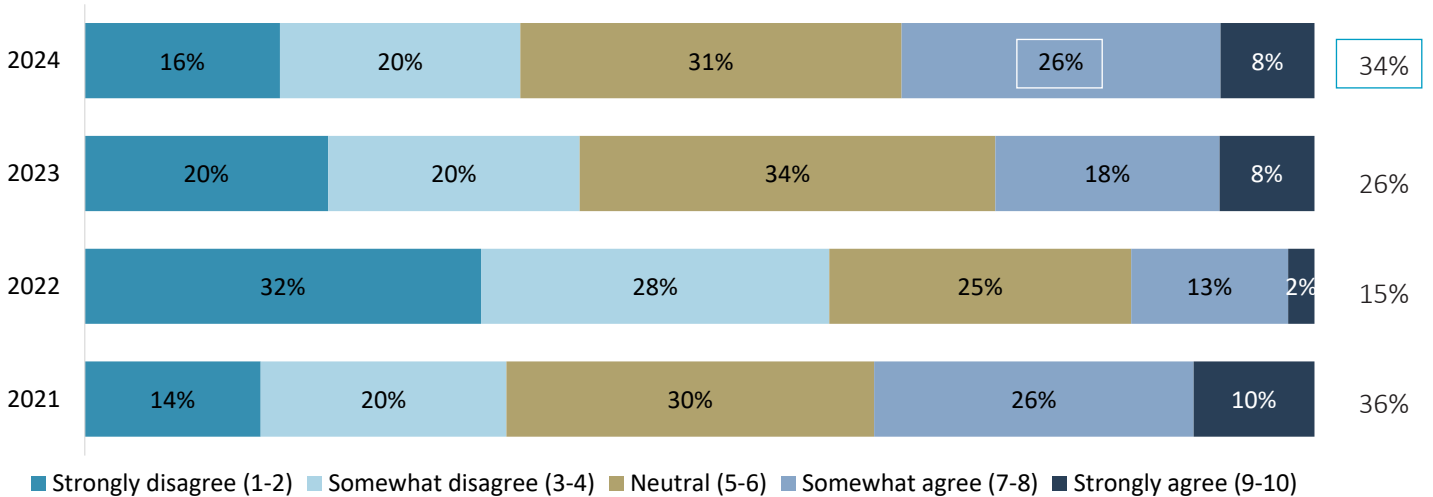
# COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

Respondents were asked whether they agreed that there were adequate opportunities to have their say in SWDC activities. This year, the proportion of respondents who agreed with this statement has increased, and the proportion of respondents who disagreed with it has declined. Thirty-one percent of respondents provided a neutral rating, which was a slight decline from the 2023 result.

There were no demographic or ward differences between the ratings this year.

## ADEQUATE OPPORTUNITIES TO HAVE A SAY IN COUNCIL ACTIVITIES

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	31%	36%	35%	27%	32%	37%	48%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	36%	33%	32%	35%	31%	9%	35%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? There are adequate opportunities to have a say in Council activities. Base size n=589 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

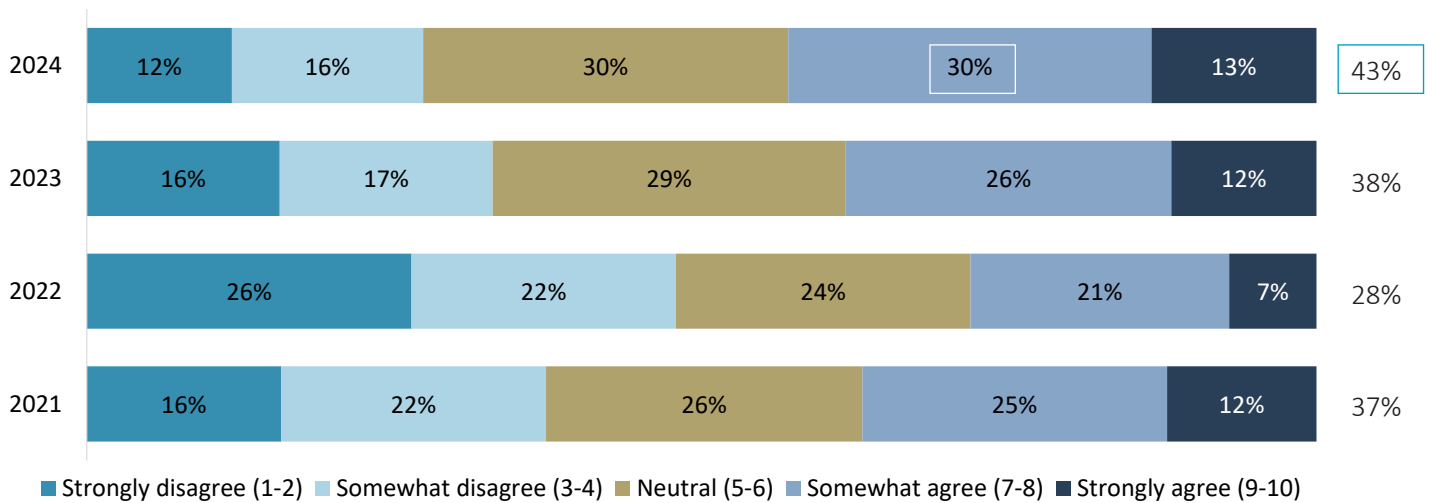
# COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

Respondents were asked whether they agreed that the community board effectively advocates on behalf of their community. Forty-three percent of respondents agreed that the community board effectively advocates on their behalf. At the same time, 28% disagreed, and 30% provided a neutral rating. There has been a significant increase in the proportion of respondents who provided a positive response this year and a decline in the proportion who provided a negative response.

Respondents from Martinborough were more likely than respondents in other wards to agree that their community board advocated on their behalf.

## COMMUNITY BOARD EFFECTIVELY ADVOCATES ON BEHALF OF COMMUNITY

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	38%	47%	33%	38%	42%	52%	53%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	36%	38%	55% ↑	44%	38%	38%	47%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? The community board effectively advocates on behalf of their community. Base size n=554 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

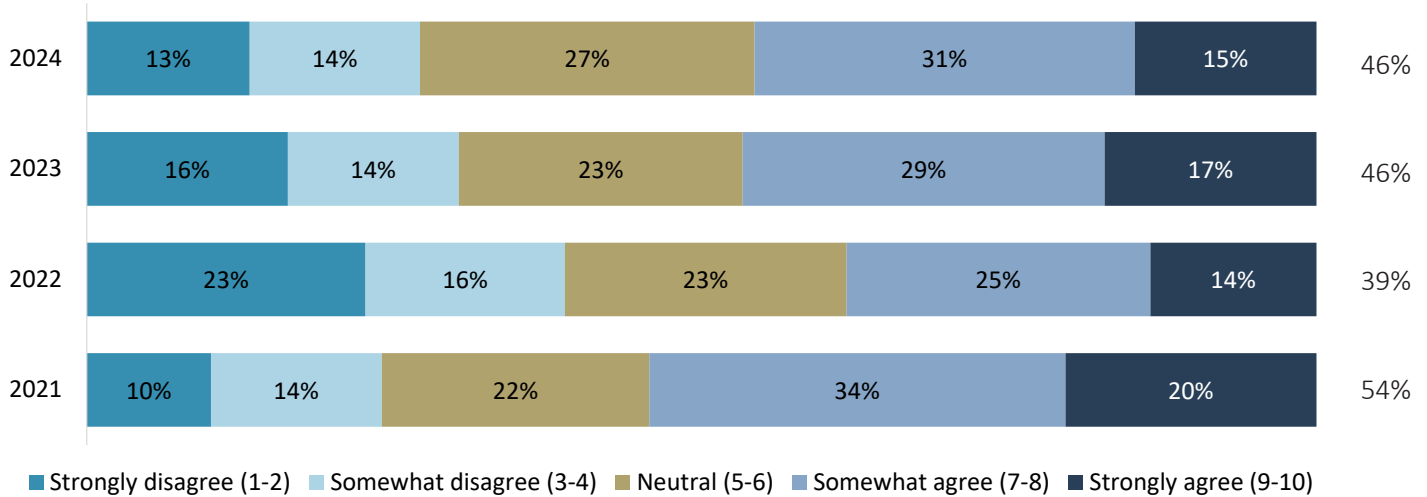
# COMMUNITY ENGAGEMENT AND COUNCIL DECISION-MAKING

Respondents were asked whether they agreed that it was easy to contact an elected member to raise an issue or problem. Forty-six percent of respondents agreed that elected members were easy to contact, an identical result to that of 2023. Twenty-seven percent of respondents disagreed with the statement, which was a slight decline from the 2023 results.

There were no demographic or ward differences between the ratings this year.

## EASILY CONTACT A COUNCIL MEMBER TO RAISE AN ISSUE OR PROBLEM

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	46%	45%	39%	36%	44%	55%	68%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	47%	44%	46%	48%	58%	20%	43%

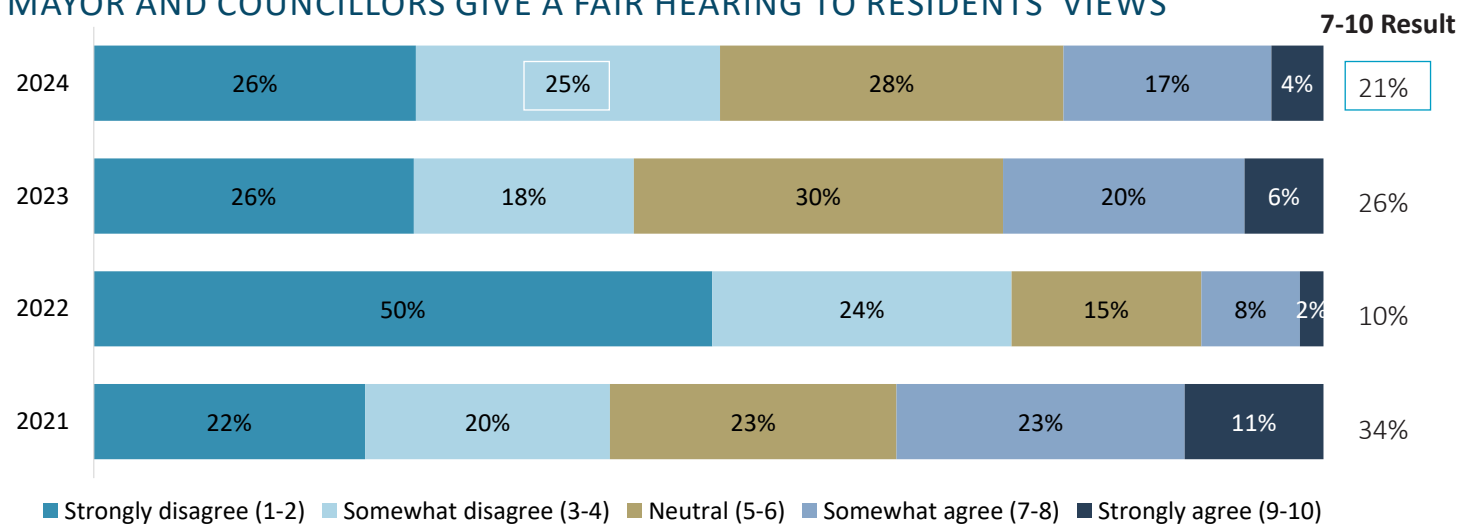
Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? You can easily contact a Council member to raise an issue or problem. Base size n=524 (don't know responses removed).

# MAYOR AND COUNCILLORS

Respondents were asked whether they agreed that the Mayor and councillors gave a fair hearing to residents' views. Twenty-one percent of respondents agreed that elected members provided a fair hearing to residents' views, which was a significant decline from the 2023 results. Fifty-one percent of respondents disagreed with the statement, which was a significant increase from the 2023 results.

There were no demographic or ward differences between the ratings this year.

## MAYOR AND COUNCILLORS GIVE A FAIR HEARING TO RESIDENTS' VIEWS



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	21%	21%	21%	15%	21%	23%	37%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	23%	21%	20%	23%	16%	22%	18%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? Mayor and Councillors give a fair hearing to the residents' views. Base size n=531 (don't know responses removed).

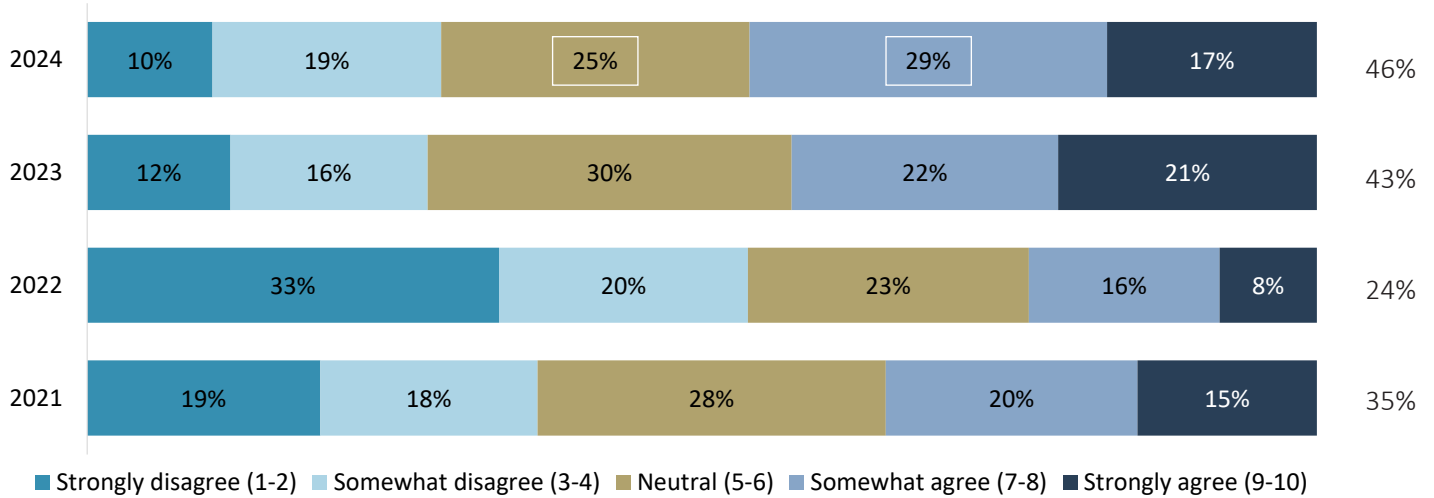
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# MĀORI CULTURE AND TE REO

Respondents were asked whether they agreed that Māori culture and te reo were appropriately recognised and visible in the district. This year, 46% of respondents agreed that Māori culture and te reo were visible, with 29% somewhat agreeing with this statement, which was a significant increase from 2023. Twenty-nine percent of respondents disagreed, similar to 2023, while 25% of respondents provided a neutral response.

There were no demographic or ward differences between the ratings this year.

## MĀORI CULTURE AND TE REO IS APPROPRIATELY RECOGNISED AND VISIBLE IN THE DISTRICT 7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	53%	41%	49%	42%	45%	47%	59%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	41%	52%	45%	47%	37%	16%	46%

Q. For the next few questions, we would like to ask you about community engagement and Council decision-making processes. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? Māori culture and te reo is appropriately recognised and visible in the district. Base size n=550 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.



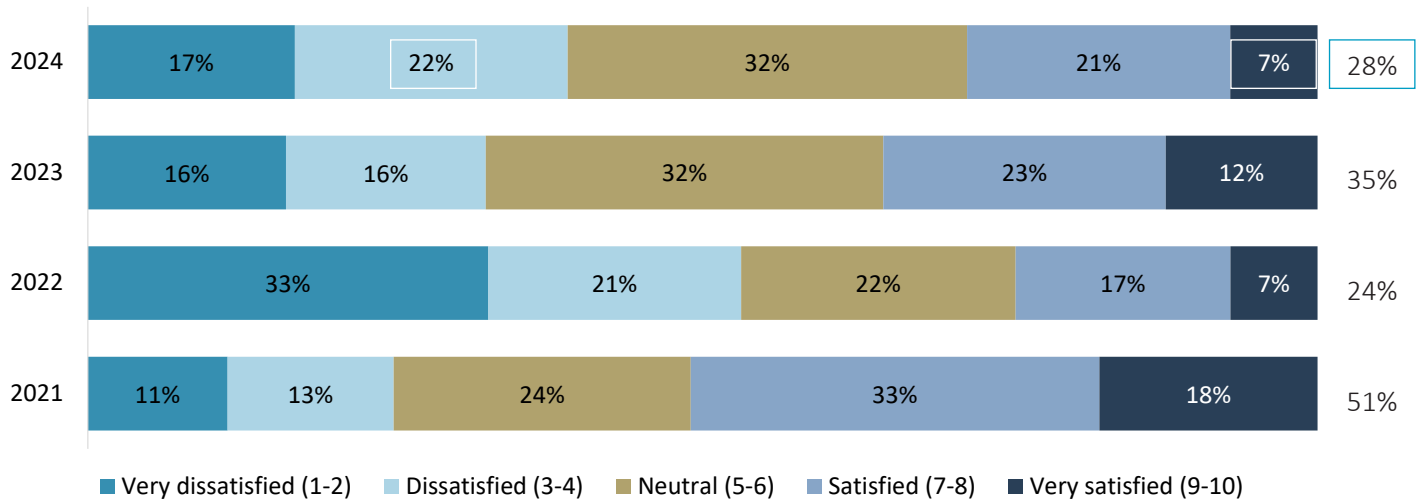
# MAYOR AND COUNCILLORS

Respondents were asked how satisfied they were with the accessibility of the Mayor and councillors. This year, 28% of respondents were satisfied with the accessibility of the elected members, a significant decline from the 2023 result, specifically driven by a decline in the proportion of very satisfied respondents. There has been an increase in the proportion of dissatisfied respondents, with around one-third of respondents providing a neutral rating.

Respondents who were over 80 years old were more likely to be satisfied with the accessibility of the elected members.

## ACCESSIBILITY OF THE MAYOR AND COUNCILLORS

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	30%	27%	29%	19%	24%	35%	55% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	28%	33%	24%	29%	32%	43%	33%

Q. Thinking about the Mayor and Councillors, on the scale from 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with... Accessibility of the Mayor and Councillors. Base size n=501 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

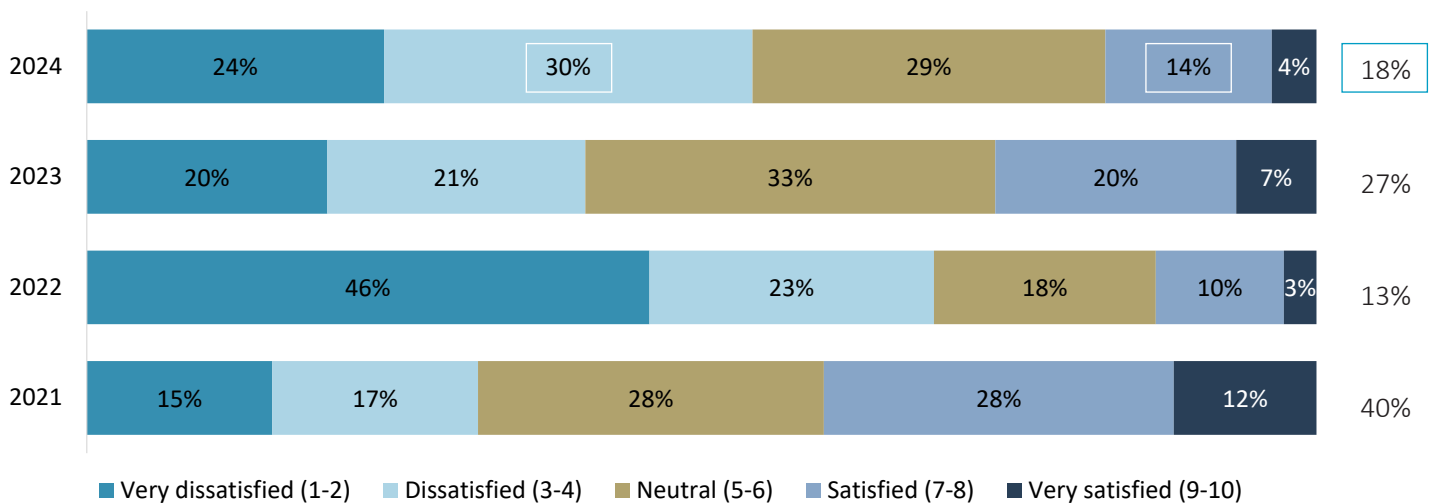
# MAYOR AND COUNCILLORS

Respondents were asked how satisfied they were with the Mayor’s and councillors’ leadership. This year, only 18% of respondents were satisfied with this measure which was a significant decline from the 2023 result, driven mainly by a decreased number of satisfied respondents. There has been an increase in the overall proportion of dissatisfied respondents, with a significant increase in the proportion of respondents who provided a dissatisfied rating.

There were no demographic or ward differences between the ratings this year.

## ADVOCACY AND LEADERSHIP OF THE MAYOR AND COUNCILLORS

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	16%	18%	18%	16%	14%	18%	31%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	18%	19%	15%	16%	22%	12%	22%

Q. Thinking about the Mayor and Councillors, on the scale from 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with... Advocacy and leadership of the Mayor and Councillors. Base size n=584 (don't know responses removed).

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# GOVERNANCE, LEADERSHIP, AND ADVOCACY SUMMARY

This year, there have been slight increases in respondents' satisfaction relating to contacting SWDC, the community board advocating for their communities, having a say in SWDC's activities, and participating in decision-making. Across these measures, there has been a trend of declining dissatisfaction and increasing satisfaction since 2022. However, measures that directly reference elected members (Mayor or councillors) have declined in satisfaction. In particular, there has been an increase in the dissatisfaction ratings of elected members regarding advocacy, leadership, accessibility, and listening to residents.

Respondents were invited to provide any additional comments they wished to make about governance in the district. A total of 324 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## CHALLENGES WITH LEADERSHIP

Many respondents expressed dissatisfaction with the Mayor's performance, with several respondents calling for his resignation, citing incompetence, frequent absences, and health problems that hinder his ability to lead effectively. While a minority of voices supported the Mayor and criticised councillors for undermining him, the prevailing sentiment was that there is inadequate leadership. The lack of confidence in the Mayor's ability to fulfill his role was a significant concern, and contributed to overall disillusionment with local governance among respondents.

*"Overall, the leadership of this council is very poor at best. The current Mayor getting a vote of no confidence just lets me know what a Mickey Mouse outfit most of the councillors and leaders are. Note: There are a couple of councillors with the community interest at heart. We need more of these people for the people."*

## COUNCILLORS AND COUNCIL FUNCTIONALITY

Another commonly mentioned issue was the dysfunction and infighting between the Mayor and councillors, with many respondents viewing these conflicts as detrimental to effective governance. Comments highlighted the unprofessional behaviour and bullying within the council, which was seen as hindering progress in the district. Additionally, there was a widespread belief that many councillors lack the necessary skills and training for good governance and decision-making. This perceived incompetence further erodes public trust in SWDC's ability to manage the district effectively.

*"The infighting of councillors and Mayor looks like a bullying and culture that should not be tolerated. Setting strong leadership from the councillors is needed and this is not there at present."*

## TRANSPARENCY AND COMMUNICATION

A recurring theme across respondents' comments was the lack of transparency in SWDC's decision-making processes and functions. Many respondents felt that SWDC does not adequately communicate significant decisions and plans, leaving residents unsure how and why SWDC made a given decision. Perceptions of limited communication has exacerbated distrust towards SWDC, and respondents note the need for better engagement, emphasizing the need for SWDC to clearly articulate its actions and involve residents more meaningfully consultation.

*"There is very little engagement, and it is not widely available. The planning appears to be a work of witchcraft, and your budgeting and financial (mis)management appear woeful, with the resident copping the outcome. We're not saying we could necessarily do it any better, but you need to be far more transparent, visible, and accessible and articulate clearly where your decisions and strategy come from."*

# IMAGE AND REPUTATION

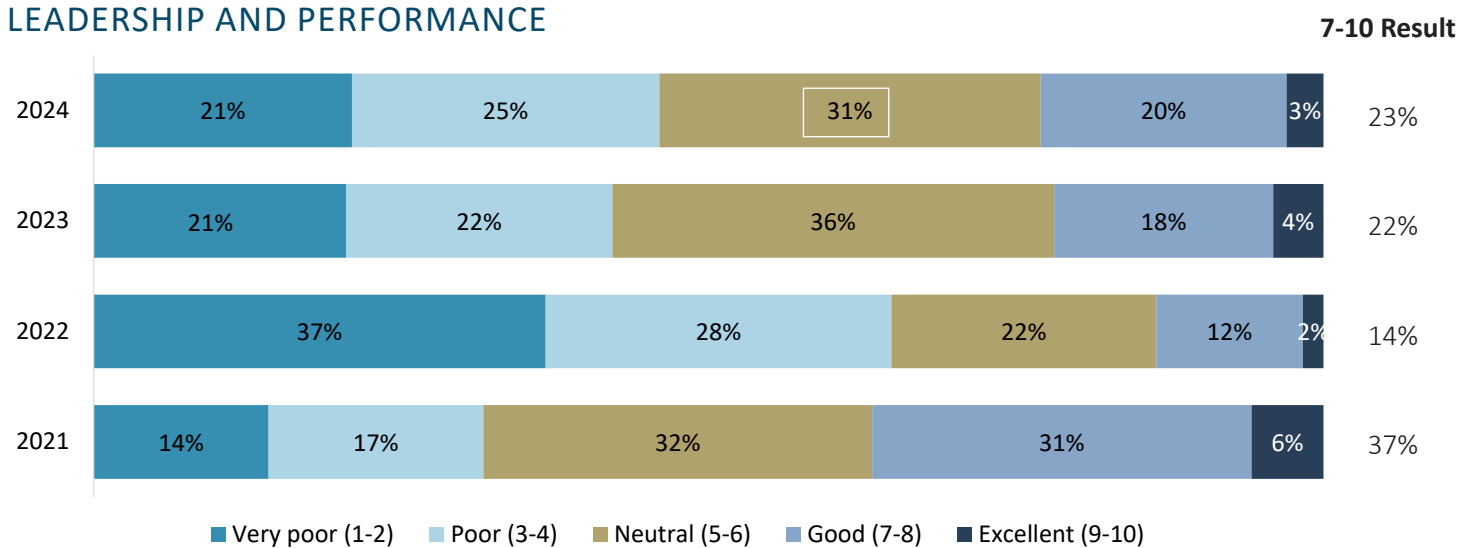


# LEADERSHIP AND DECISION MAKING

Respondents were asked about SWDC’s leadership and performance. This year, 23% of respondents rated the performance as good or excellent, similar to the 2023 result. Just under one-third of respondents provided a neutral rating, a significant decline from 2023, and 46% of respondents provided a negative rating.

Respondents aged between 50 and 64 years were more likely to provide lower ratings than other age groups, with only 15% of respondents in this age group providing a good or excellent rating.

## LEADERSHIP AND PERFORMANCE



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	22%	23%	26%	25%	15% ↓	23%	38%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	26%	22%	19%	23%	23%	15%	21%

Q. The next few questions are about the image and reputation of the South Wairarapa District Council. For these questions we’ll use a 1-10 scale where 1 means ‘very poor’ and 10 means ‘excellent’. Thinking about how Council is committed to creating a great district, how it looks after the cultural, economic, environmental, and social well-being of the district, being in touch with the community and setting clear direction, overall, how would you rate the Council for its leadership and performance? Base size n=701

The square box on the chart indicates this year’s result is a statistically significant change from last year’s result.

The arrow on the table indicates this result is statistically significantly different from the total level result.

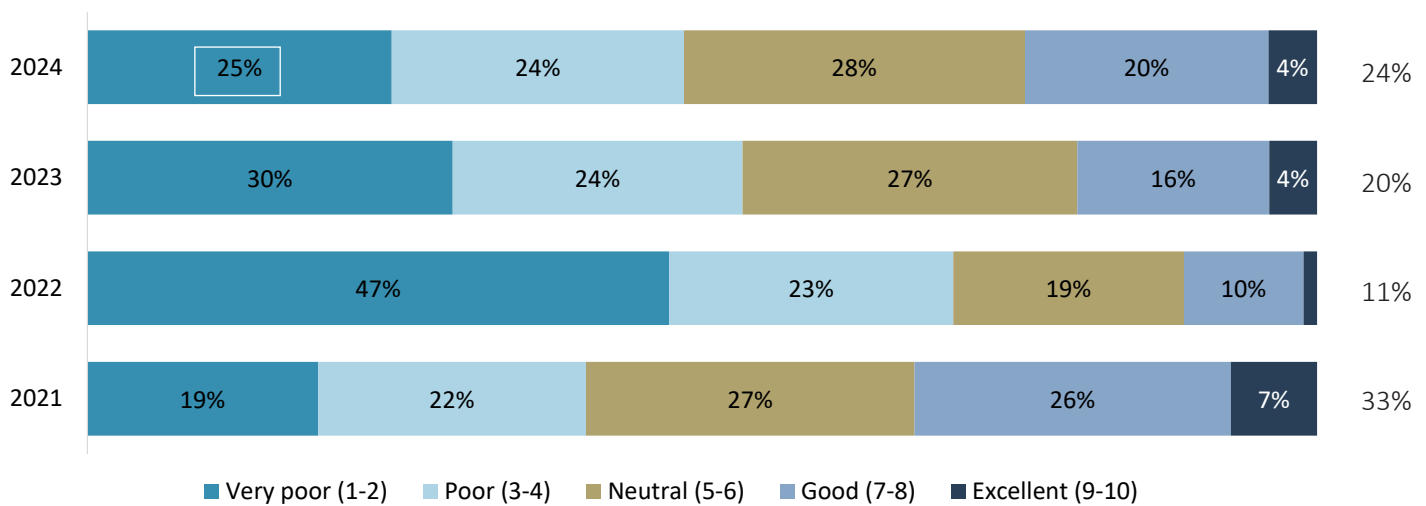
# LEADERSHIP AND DECISION MAKING

Respondents were asked how open and transparent they felt SWDC has been. This year, 24% of respondents noted that SWDC has been open and transparent, an increase from the 2023 results and continuing the trend from 2022. The proportion of respondents who provided a very poor rating for this response has declined this year.

There were no significant differences across different demographic or area variables.

## OPEN AND TRANSPARENT/ TRUST

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	27%	24%	21%	24%	29%	27%	15%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	25%	23%	28%	24%	17%	33%	27%

Q. Thinking about how open and transparent Council is, how Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? Base size n=695  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

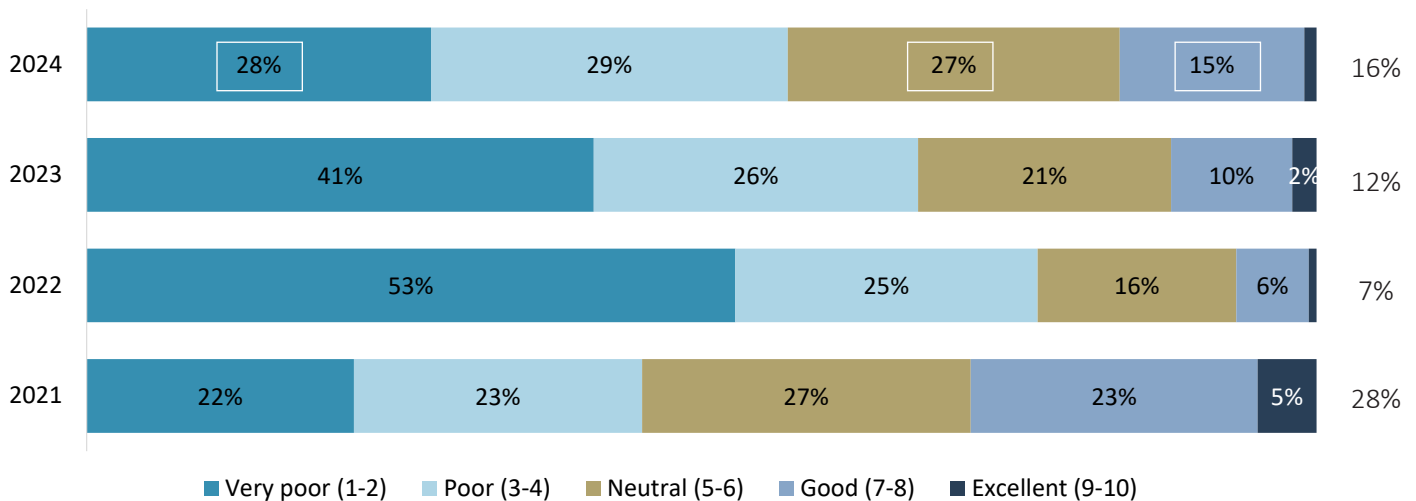
# COUNCIL'S REPUTATION

Respondents were asked about their views on SWDC's financial management. Sixteen percent of respondents rated SWDC's financial management positively, a 4% increase from the 2023 result, primarily driven by an increase in the proportion of respondents who provided a good rating. There has been an increase in the portion of respondents who provided a neutral rating and a decline in the proportion of respondents who provided a very poor rating, with overall negative ratings now at 57%.

Respondents aged 50 to 64 years provided lower ratings, with only 9% of respondents in this age group providing a good or excellent rating.

## FINANCIAL MANAGEMENT

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	17%	17%	21%	18%	9% ↓	18%	36%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	20%	17%	13%	17%	33%	9%	16%

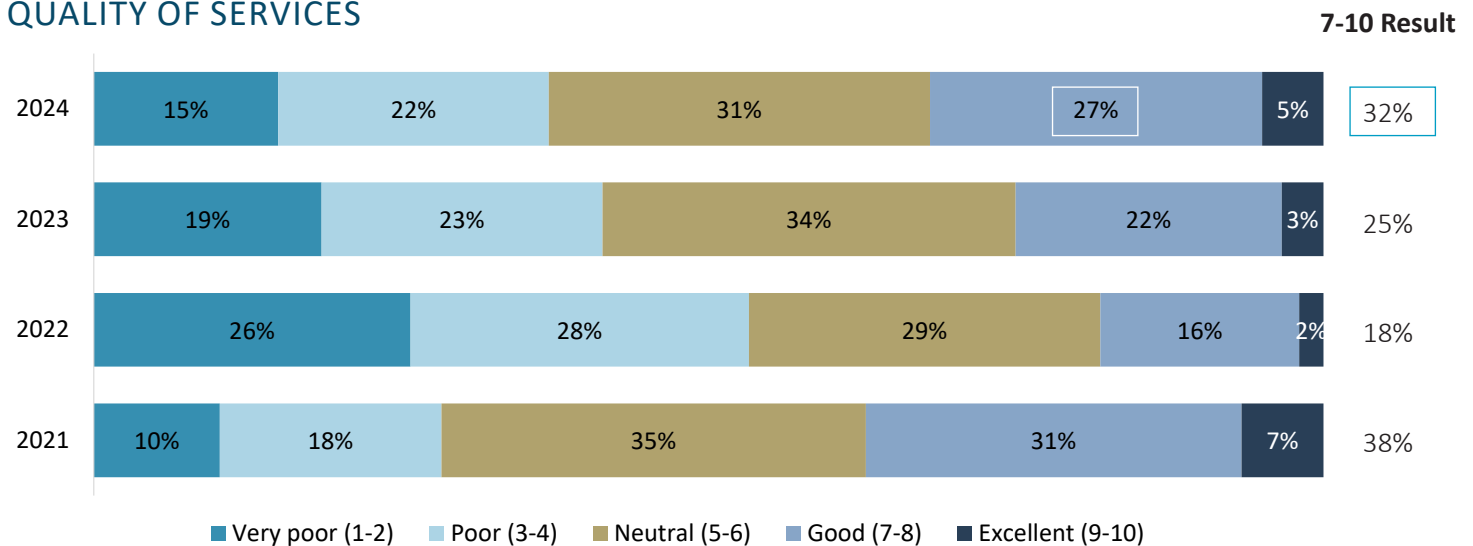
Q. Now thinking about the Council's financial management – how Council allocates rates/funds to be spent on the services and facilities provided, and its transparency around spending, how would you rate the Council overall for its financial management? Base size n=651  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.  
 The arrow on the table indicates this result is statistically significantly different from the total level result.

# COUNCIL'S REPUTATION

Respondents were asked about their views on the quality of the services SWDC provides to the district, and just under one-third of respondents gave a positive rating. This was a significant increase from the 2023 rating and was primarily driven by the increase in the proportion of good ratings. Thirty-one percent of respondents provided a neutral rating, with 37% providing a negative rating, although negative ratings have declined consistently since 2022.

There were no significant differences across the different demographic and area variables.

## QUALITY OF SERVICES



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	33%	31%	38%	31%	26%	30%	54%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	36%	32%	28%	33%	28%	31%	33%

Q. When you think about everything that Council does, how would you rate the Council for the quality of the services they provide to the South Wairarapa district? Base size n=727  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.

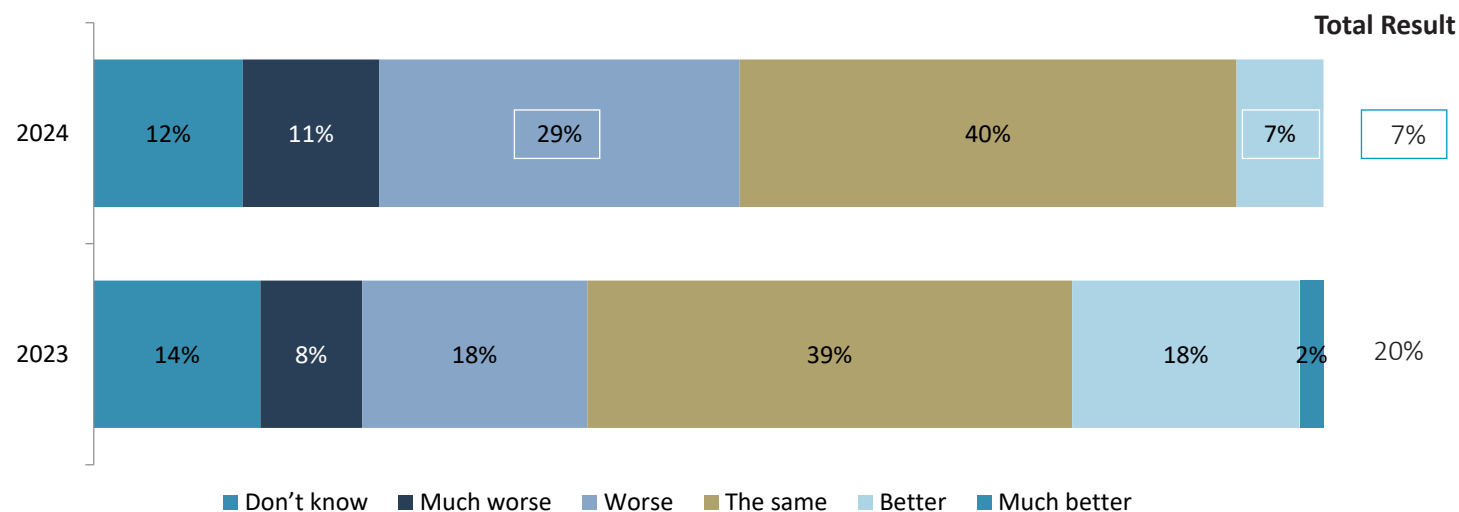


# COUNCIL'S REPUTATION

Respondents were asked if they felt the SWDC's reputation was better or worse than last year. Only 7% of respondents thought SWDC's reputation had improved, while 40% felt the reputation was worse than in 2023. A similar proportion of respondents felt that SWDC's reputation was the same as in 2023.

There were no significant differences across the different demographic and area variables.

## REPUTATION



## DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Better and much better result	7%	8%	5%	6%	7%	10%	7%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Better and much better result	4%	9%	9%	7%	18%	0%	9%

Q. And overall, would you say Council's reputation is better, worse, or the same as last year? Base size n=775  
The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# IMAGE AND REPUTATION SUMMARY

Most measures relating to SWDC's image and reputation saw small increases this year; however, the image and reputation results generally remained low. The highest result recorded was for the quality of service delivery (32% satisfaction), while only 7% of respondents felt that SWDC's reputation has improved since 2023, and 40% indicated it has declined.

Respondents were invited to provide any additional comments they wished to make about SWDC's image and reputation. A total of 287 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## LEADERSHIP EFFECTIVENESS

A central theme across respondents' comments was the concerns about the leadership of SWDC, primarily that of the Mayor. Respondents specifically mentioned the Mayor's absence and noted mounting perceptions of incompetence, and felt such issues have harmed SWDC's reputation. SWDC itself was described as fractured and hamstrung by infighting among councillors, leading to a dysfunctional approach to governance. This internal discord manifests in poor decision-making processes, leading respondents to report a general mistrust of elected members. Respondents questioned SWDC's ability to govern effectively and maintain a positive reputation.

*"The Mayor is ineffective and collecting a taxpayer-funded salary while doing nothing for the community."*

*"The behaviour of the elected members towards the public and each other is appalling and unprofessional."*

## LACK OF TRANSPARENCY AND COMMUNICATION

Respondents frequently commented on the lack of transparency in SWDC's processes. Respondents felt that they have not been provided with clear or honest information, particularly regarding financial decisions and handling of specific projects (e.g., Pain Farm). This perceived lack of openness was linked to poor communication and engagement practices,

with respondents suggesting that SWDC has failed to adequately inform and engage the community. Many respondents felt excluded from important decisions and believed their concerns were not heard or addressed. This lack of transparency and ineffective communication has ultimately contributed to an erosion of trust between SWDC and residents.

*"I am astounded at the poor consultation I have seen over the last 18 months. The rating changes are a good example. This has the potential to severely impact many ratepayers on top of annual rates increases and there was virtually no public consultation. You had to hunt for information which when you found it was confusing and raised more questions than it answered. Very very poor to the point where it seemed deliberate."*

## MANAGEMENT OF FINANCES

Comments highlighted significant concerns about SWDC's management of resources. Respondents commented that SWDC wasted money on unnecessary projects, poor handling of essential infrastructure, and a general sense of financial mismanagement. Respondents highlighted issues with the water and sewerage systems, noting that these problems hinder new housing developments and overall community growth. Additionally, there was a feeling that the high rates imposed by SWDC are not justified by the quality of services provided, leading to a substantial financial burden on ratepayers. This economic strain and perceived mismanagement further fueled dissatisfaction and criticism of SWDC.

*"Is anyone held accountable to the blunders made in financial reporting? Does anyone watch how much is spent on Wellington Water and the repeated waste of ratepayers dollars continuously....they are going to bankrupt councils."*

*"It [SWDC] appears fractured & somewhat dysfunctional, infighting demonstrates too much self interest. Spending ratepayers money is easy, spending it wisely, not so much. Keep to what is important, your greatest risk is failing infrastructure, deal with that first."*

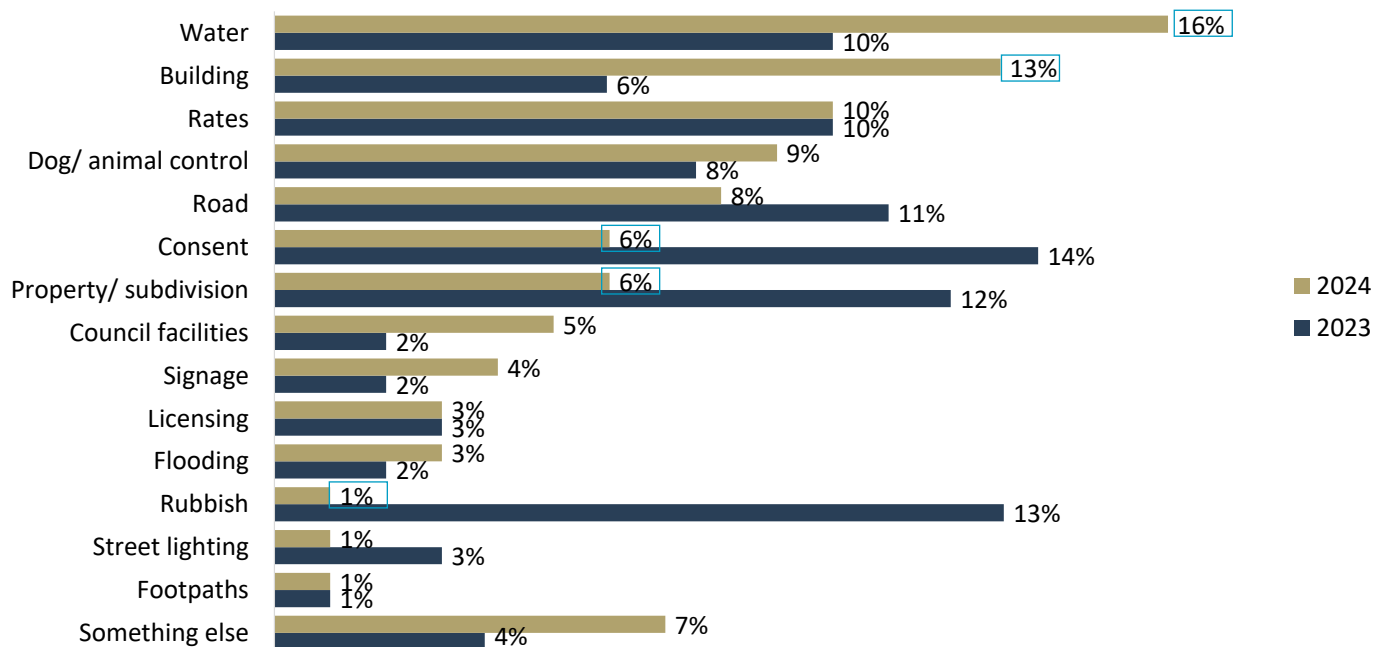
# INTERACTIONS WITH COUNCIL



# INTERACTIONS WITH COUNCIL

Forty percent of respondents have had an interaction with SWDC in the past year (compared to 42% in 2023). The most common reason for connecting with SWDC was a water related issue, which accounted for 16% of all interactions. This was followed by building inquiries, rates, and animal and dog control. Queries for rubbish have declined significantly this year as have consent and property queries.

## INQUIRY

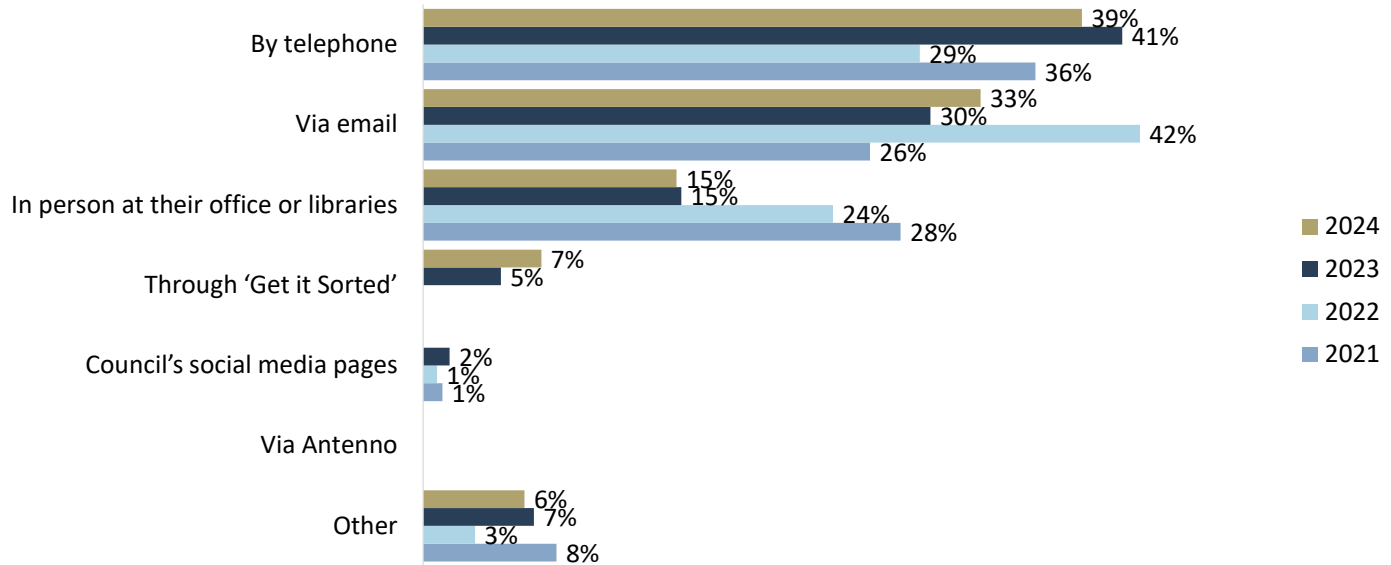


Q. What was your inquiry in relation to? Base size n=312

# INTERACTIONS WITH COUNCIL

Respondents were asked how they contacted SWDC with their inquiry. As with 2023, the most common forms of contact were phone, email, and in-person contact. Seven percent of respondents contacted SWDC via Get it Sorted.

## METHOD OF CONTACT



Q. Which best describes how you contacted the Council about this matter? Was it... Base size n=314

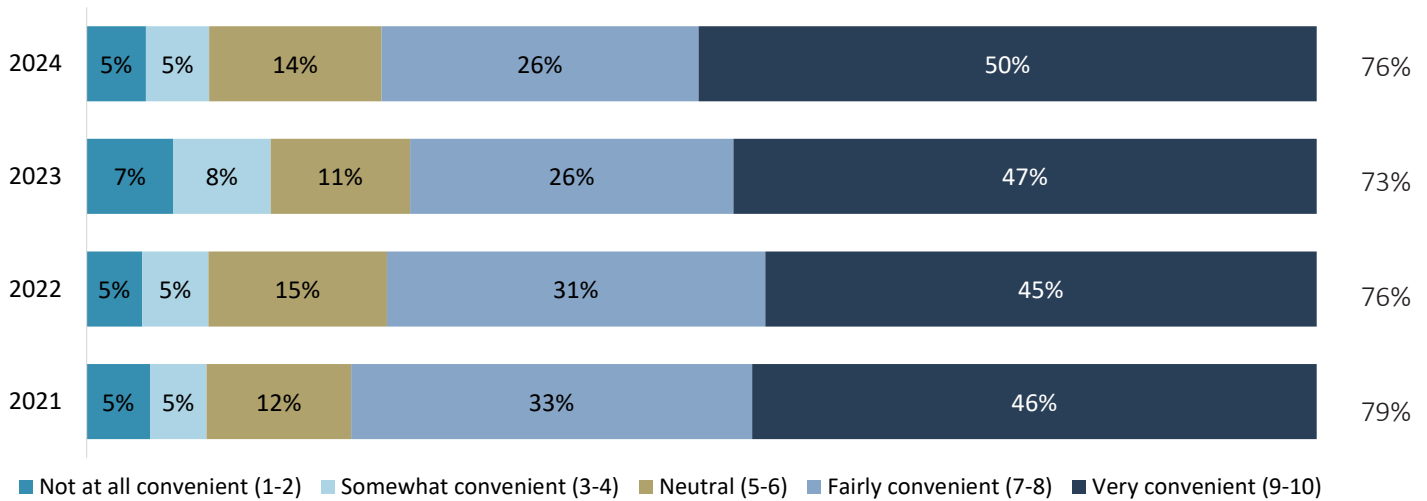
# INTERACTIONS WITH COUNCIL

Respondents who had contacted SWDC were asked how convenient it was to do so. Seventy-six percent of respondents thought that it was convenient to contact SWDC, a 3% increase from the 2023 result and similar to the 2022 result. Only 10% felt that it was inconvenient, which was a 5% decline from 2023.

There were no significant differences across the results for different demographics and areas.

## CONVENIENCE

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Convenient and very convenient result	76%	76%	78%	70%	76%	75%	94%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Convenient and very convenient result	74%	75%	79%	76%	81%	30%	75%

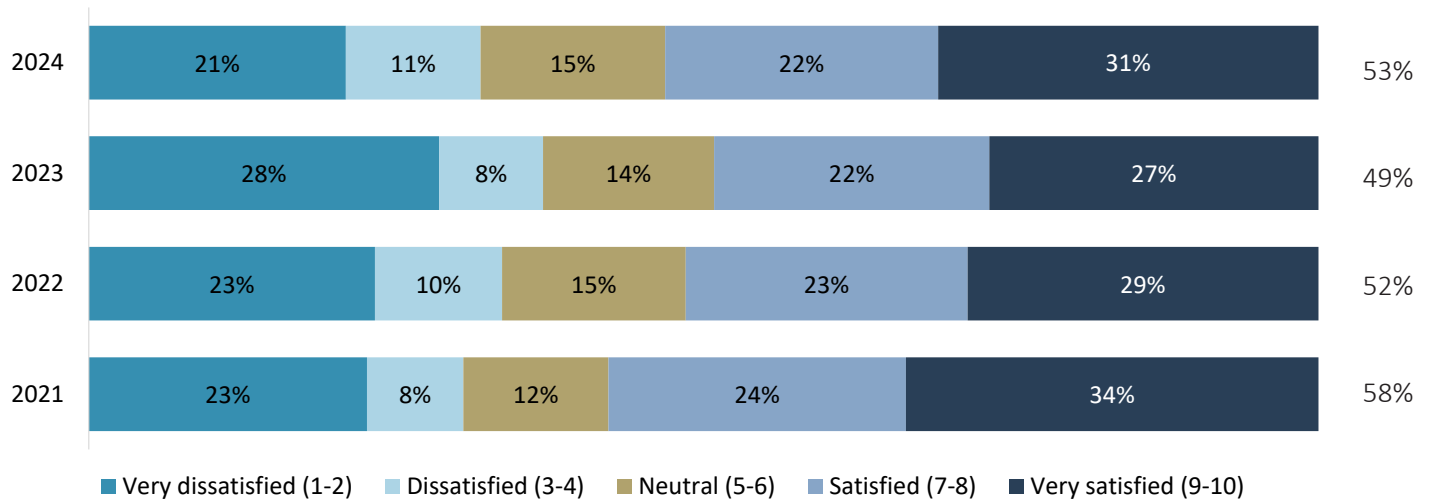
# INTERACTIONS WITH COUNCIL

Respondents were asked how satisfied they were with how SWDC handled their inquiry. Just over half of respondents were satisfied with how their complaint was handled, a 4% increase from 2023. Thirty-two percent of respondents were dissatisfied with how their complaint was handled; this was a decrease from 2023 and was primarily driven by a decline in the proportion of very dissatisfied ratings.

There were no differences between the ratings from different demographic groups or areas.

## SATISFACTION

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	49%	57%	56%	51%	55%	48%	63%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	54%	57%	48%	52%	68%	0%	60%

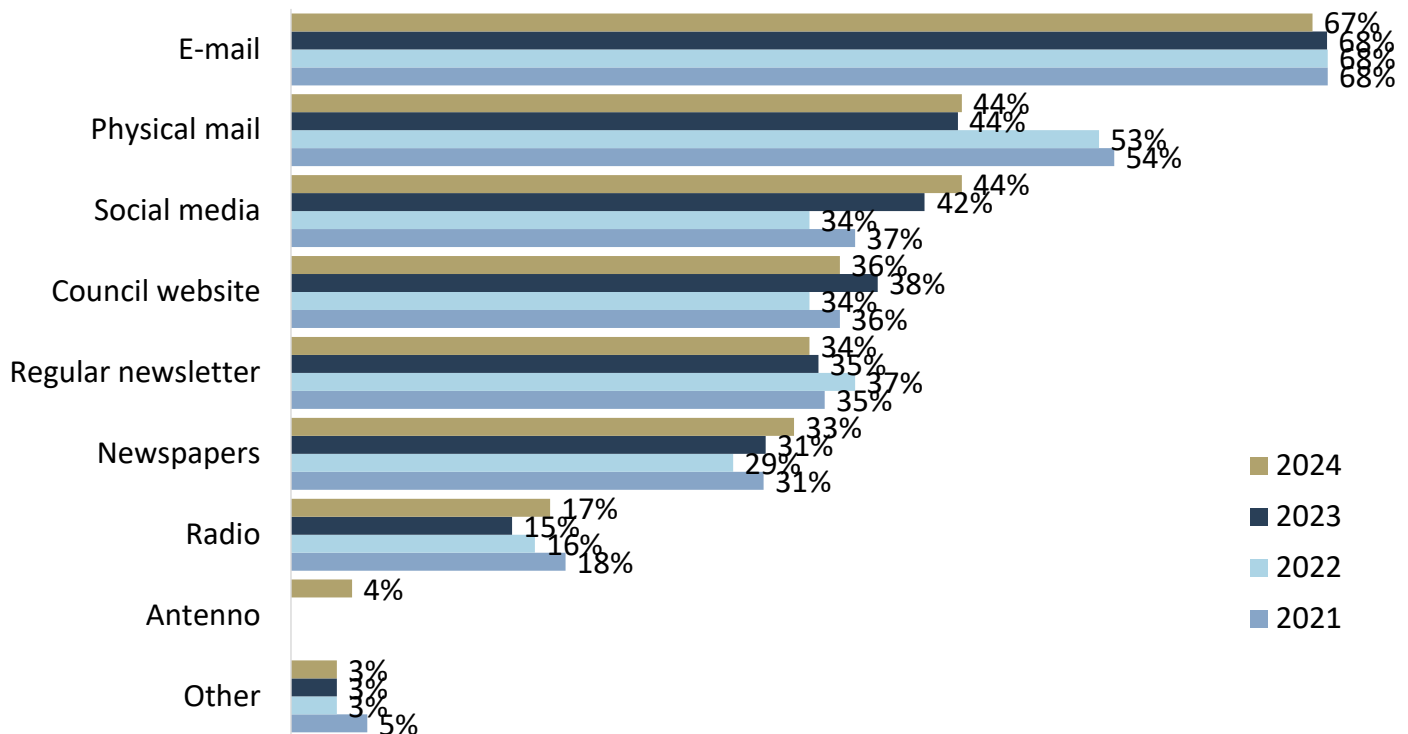
Q. And overall, how satisfied are you with how your complaint or query was handled? Use a 1-10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied'. Base size n=310

# COMMUNICATION WITH COUNCIL

Respondents were asked about their preferred form of contact from SWDC. This year’s results show a similar pattern of responding to that of 2023, with email, physical mail, and social media the most preferred options for receiving communications from SWDC. Antenno and radio were the least preferred formats.

Demographic differences in preference have been shown overleaf.

## COMMUNICATION PREFERENCE



Q. When Council needs to communicate information in regard to their activities, what channel would you prefer, please select all that apply? Base size n=775 (don't know responses removed).



# COMMUNICATION WITH COUNCIL

## DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
E-mail	72% ↑	62% ↓	58%	59%	75% ↑	70%	65%
Physical mail when needed	42%	45%	49%	43%	41%	43%	51%
Social media	37% ↓	49% ↑	66% ↑	57% ↑	43%	21% ↓	16% ↓
Council website	36%	36%	26%	42%	37%	38%	26%
Regular newsletter	34%	34%	26%	24% ↓	32%	45% ↑	63% ↑
Newspapers	31%	35%	34%	33%	25% ↓	43% ↑	37%
Radio	20%	15%	28% ↑	23%	12% ↓	11% ↓	16%
Antenno	3%	5%	8%	3%	4%	4%	0%
Other	3%	2%	0%	1%	6% ↑	2%	2%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
E-mail	70%	59%	72%	67%	53%	67%	65%
Physical mail when needed	41%	48%	41%	44%	39%	41%	40%
Social media	42%	46%	43%	45%	60%	49%	44%
Council website	37%	36%	34%	36%	44%	36%	31%
Regular newsletter	35%	32%	34%	35%	39%	5%	26%
Newspapers	33%	34%	33%	32%	42%	54%	36%
Radio	18%	18%	15%	17%	13%	8%	18%
Antenno	1%	6%	6%	5%	14%	0%	4%
Other	4%	3%	0% ↓	2%	5%	0%	3%

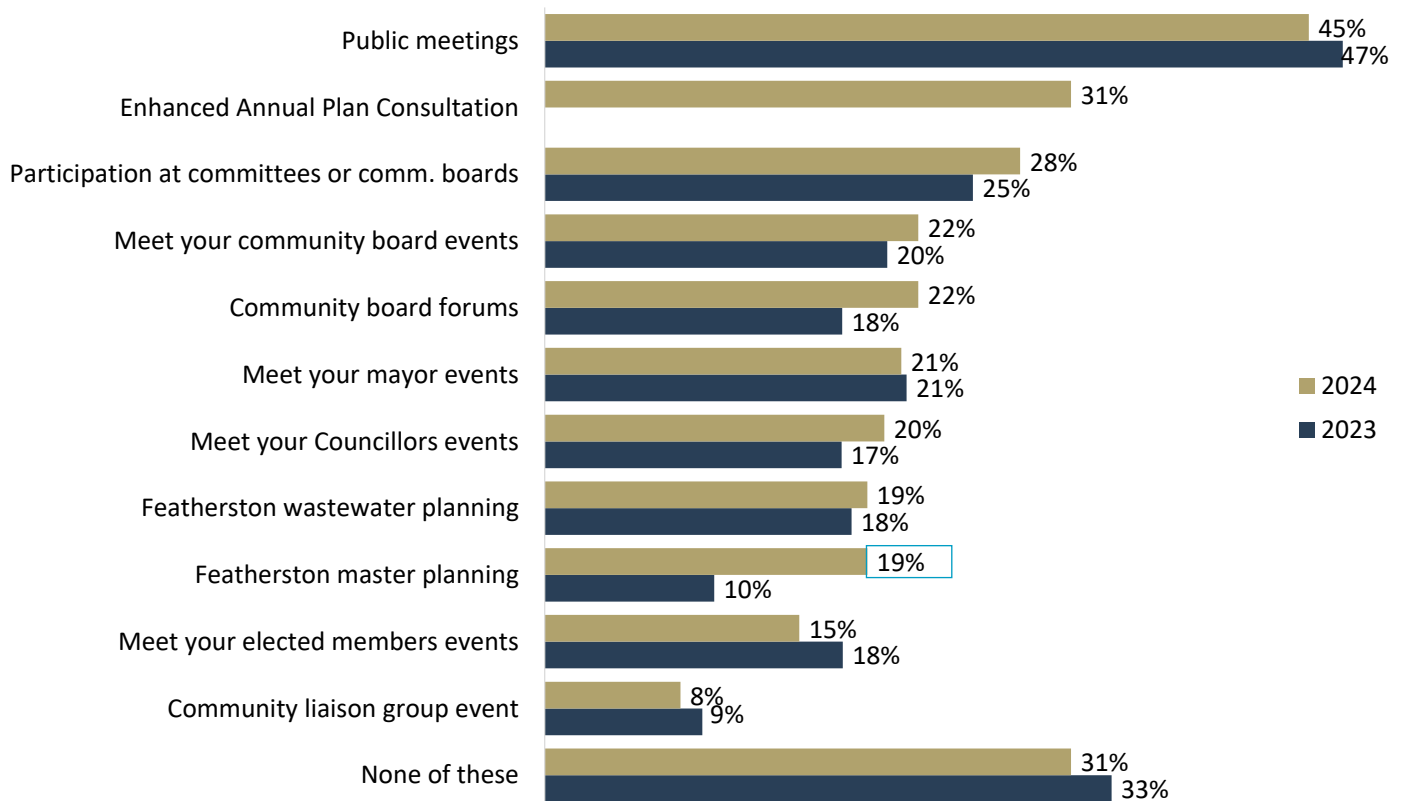
The arrow on the table indicates this result is statistically significantly different from the total level result.

# COMMUNICATION WITH COUNCIL

Respondents were presented with a list of events SWDC had put on and asked which ones they were aware of. This year, most respondents were aware of public meetings, followed by the annual plan consultation and participation in Council or community meetings. Lesser-known events included community liaison groups and meeting elected members. There has been a significant increase in awareness of Featherston master planning.

Just under one-third of respondents stated they had not heard of any of these events, a result similar to that from 2023.

## AWARENESS OF EVENTS

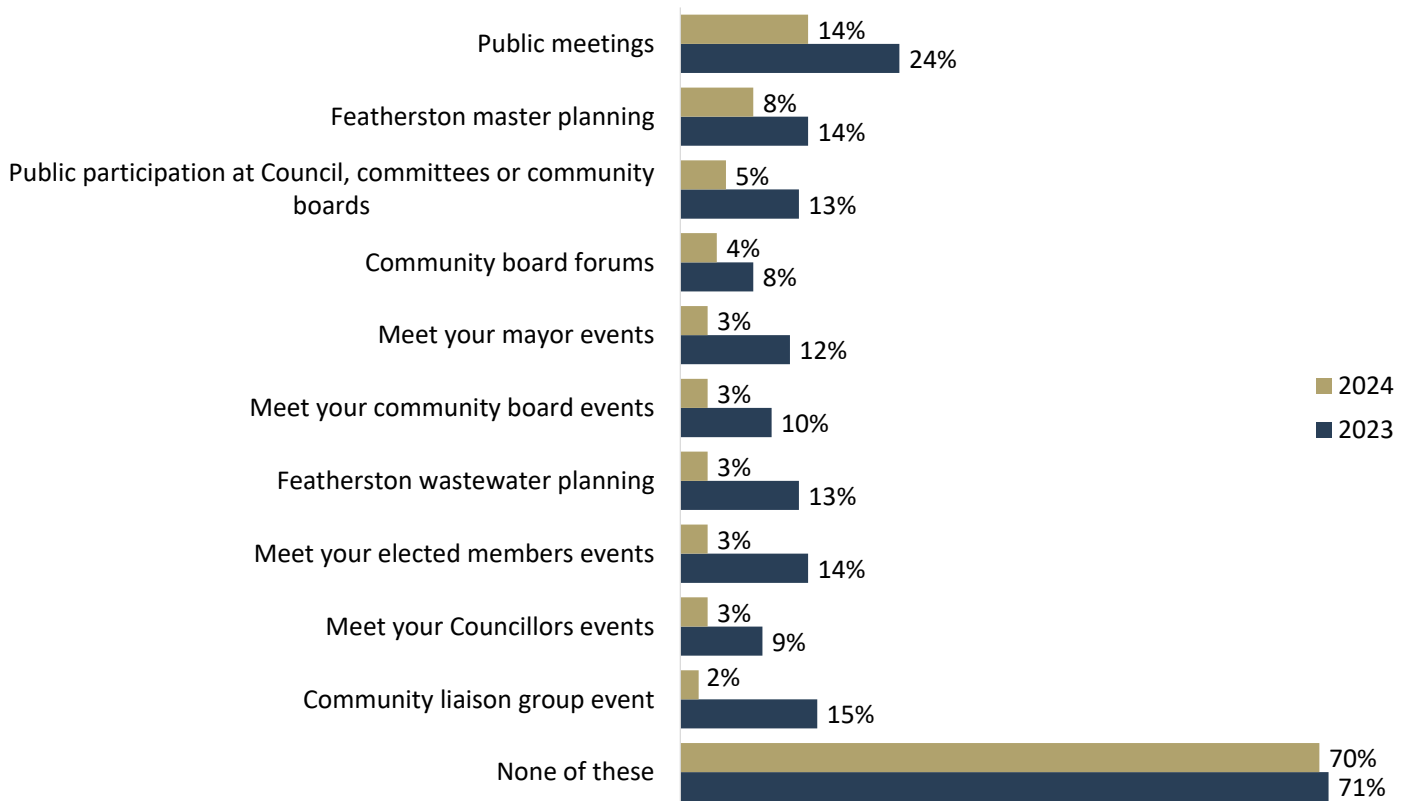


Q. And which of the following are you aware that have occurred in the last 12 months? Base size n=775

# COMMUNICATION WITH COUNCIL

Respondents who were aware of at least one event were asked which events they had participated in. Seventy percent of respondents had not participated in any events, with the most commonly participated events being public meetings, master planning, and Council meetings. Participation has declined, with fewer respondents noting they had participated in the events.

## PARTICIPATION IN EVENTS



Q. And which have you participated in? Base size n=556

# INTERACTIONS WITH COUNCIL SUMMARY

Results for the measures regarding interactions with SWDC remained high this year. Over three-quarters of respondents indicated that it was convenient to contact SWDC, and just over half of respondents were satisfied with their interaction with SWDC. While email was the most preferred method of receiving SWDC information, some age differences exist, demonstrating a need to ensure a breadth of channels are available to the community.

Respondents were invited to provide any additional comments they wished to make about their interactions with SWDC. A total of 173 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## CONCERNS ABOUT COMMUNICATION FROM COUNCIL

Numerous comments highlighted concerns with communication between SWDC and the community. Some respondents reported not receiving callbacks when promised, leading them to contact SWDC repeatedly. This lack of communication left respondents feeling frustrated and unheard. Some respondents also perceived SWDC to rely too heavily on social media for updates and announcements, which may not be accessible to all community members. Respondents suggested growing direct communication channels and ensuring timely responses may help to address these concerns.

*“My dealings with the SWDC are always frustrating, 90% of the time I never get a call back when I am told someone will call.”*

## COUNCIL RESPONSIVENESS

A recurring theme across the comments was respondents' dissatisfaction with SWDC's responsiveness and the speed at which SWDC addressed respondents' issues. Several comments mentioned delays in handling urgent matters, such as a burst water pipe that went unlogged and unresolved for an extended period. This slow response

time contributes to a lack of confidence in SWDC's ability to effectively manage and prioritise the community's needs.

*“I was very dissatisfied with the call centre when they forgot to log a burst water pipe and I had to call again and wait a whole day without water.”*

## REPRESENTATION OF COMMUNITY VIEWS

Many community members felt SWDC needs to represent their needs and perspectives better. There was a strong sense that SWDC needed to ensure that each community has a clear focus and a voice in decision-making processes. Comments emphasised the importance of inclusive engagement, where diverse communities felt heard, and their unique needs were addressed. This theme reflected a desire for better representation and more proactive efforts to gather input from all sectors of the community, ensuring that decisions reflect the broader population's interests and concerns.

*“Given the three primary South Wairarapa communities, it is essential that each community has a focus and voice to represent their needs.”*

## TRANSPARENCY IN COUNCIL'S DECISION-MAKING

Transparency in SWDC's decision-making processes was also a concern for some respondents. Some comments suggested that decisions have been made without adequate consultation or consideration of public input, leading to a perception that SWDC may prioritize its agenda over the community's needs. There was a call for greater openness and clarity about how decisions were made and more opportunities for community members to be involved in these processes.

*“The subjects chosen appear to be to justify decisions made as opposed to listening.”*

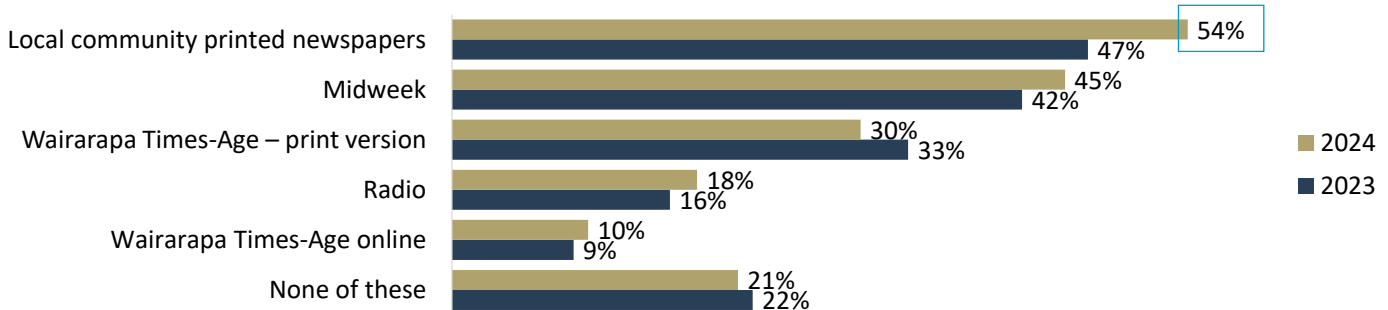
# COMMUNICATION WITH COUNCIL



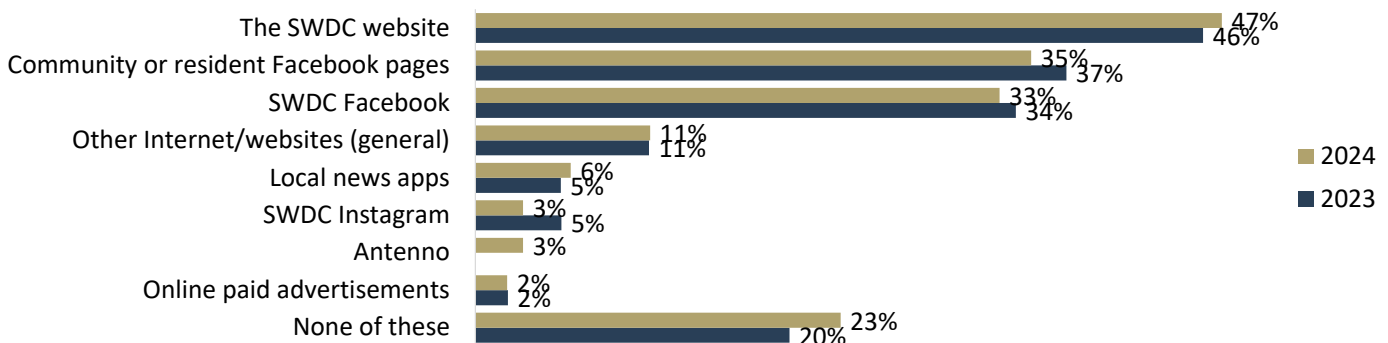
# COMMUNICATION PREFERENCE

Respondents were asked about where they got their information about SWDC from. Regarding traditional media, the most commonly used channels were the local community printed newspaper, readership of which has increased significantly this year, the midweek newspaper, and the Wairarapa Times-Age. The SWDC website was the most preferred option for online sources, followed by community and SWDC Facebook pages. Regarding direct SWDC sources, rates invoices were the most referred to channel, followed by letterbox flyers.

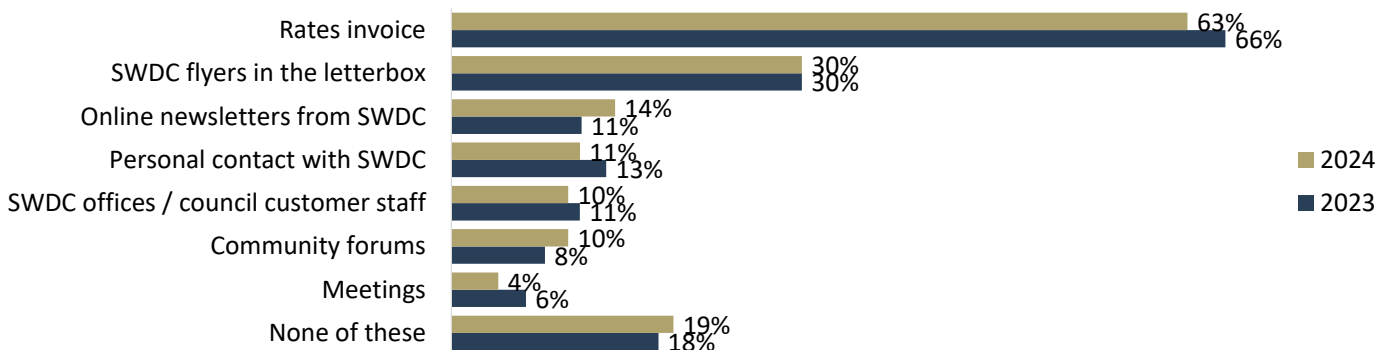
## TRADITIONAL MEDIA



## ONLINE



## DIRECT FROM SWDC

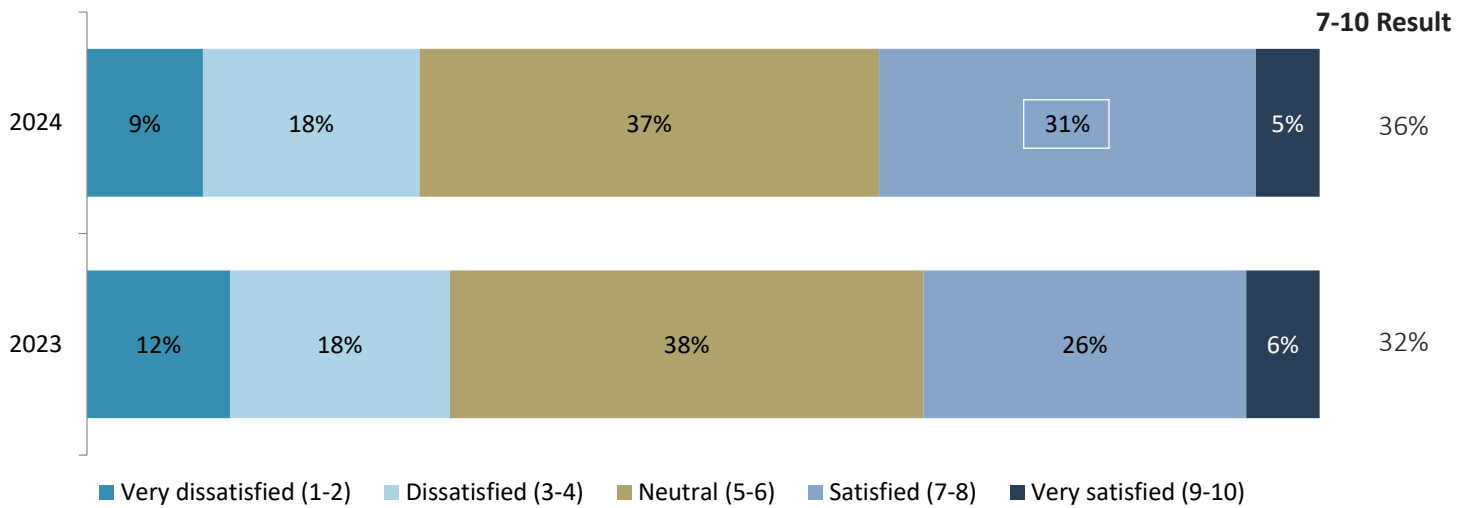


Q. Thinking about information about South Wairarapa District Council, where, or from whom, you get information about Council? n=775

# SATISFACTION WITH INFORMATION

Respondents were asked about their overall satisfaction with the information from SWDC. This year, 36% of respondents were satisfied with the information they had received from SWDC, primarily driven by an increase in the proportion of respondents who provided a 7 or 8 satisfaction rating. Twenty-seven percent of respondents were dissatisfied, which was a slight decrease from the 2023 result.

## SATISFACTION WITH INFORMATION FROM SWDC



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	37%	35%	38%	37%	32%	35%	45%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	38%	39%	30%	36%	42%	26%	38%

Q. And overall, how satisfied are you with the information you get from South Wairarapa District Council? Base size n=740 (don't know responses removed).

# COMMUNICATION WITH COUNCIL SUMMARY

Results continued to indicate that respondents used a range of channels to source information from SWDC, including local papers, the SWDC website, and rate notices. Overall satisfaction with the information from SWDC has increased slightly this year, driven by a significant increase in the proportion of respondents who provided a 7 or 8 rating out of 10.

Respondents were invited to provide any additional comments they wished to make about SWDC's communications. A total of 121 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## USE OF MULTIPLE CHANNELS

Respondent consistently highlighted the need for improved communication methods and the utilisation of multiple channels to disseminate information effectively. Many suggested that SWDC should increase the use of email, social media, and regularly update the website to ensure information is more accessible.

*"The council should use social media more effectively to communicate with the public. The current methods are outdated and not reaching enough people."*

There was a strong preference for consistent, timely, and clear communication, with several comments noting the importance of direct communication such as email or physical mail alongside more traditional platforms.

*"I think the communication should be emailed to all rate payers - if they choose to read then great, if not then no worries. Communication is poor and I only hear about things from neighbours or occasionally from Facebook."*

## INCREASING CONTENT ACCESSIBILITY

A number of comments indicates that the current communication platforms, especially the website, were not user-friendly or easily navigable. Residents indicated SWDC should explore ways to make information more accessible, particularly for those not active on social media. Ensuring important updates reached everyone effectively, regardless of their preferred communication method, was an important point across these comments.

*"Website is hard to navigate and should have updated info. Facebook and social media can be useful, however, it's not ideal when trying to look for something yesterday. The website should be the source of truth and contain all information and be updated in a timely manner."*

## TRANSPARENT COMMUNICATIONS

A prominent theme among the comments was the call for greater transparency in SWDC activities, decisions, and processes. Many respondents expressed frustration over delayed responses and a perceived lack of transparency, highlighting issues with slow updates and insufficient information about important matters.

*"Be transparent and make it easier to speak to people."*



# OVERALL PERFORMANCE

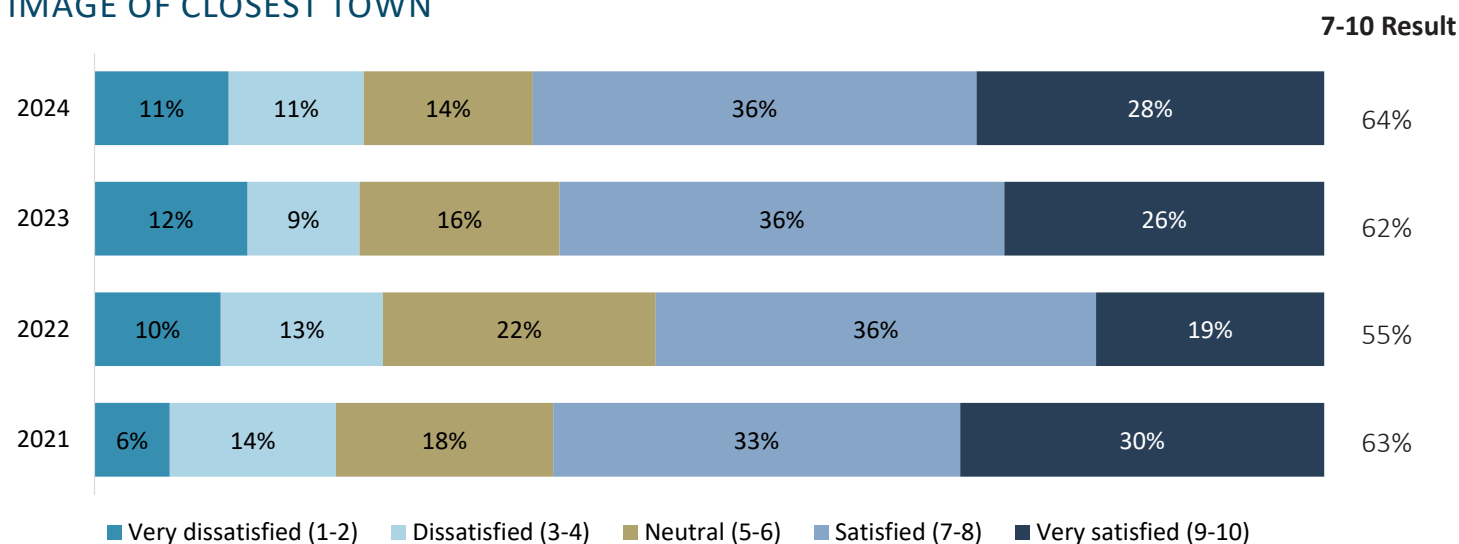


# OVERALL PERFORMANCE

Respondents were asked how satisfied they were with the image of their closest town. Overall, 64% of respondents were satisfied with the image of their town, a similar result to 2023. Twenty-two percent of respondents were dissatisfied with the image of their town, and 14% provided a neutral response.

Respondents over the age of 80 years or who were New Zealand Europeans were more likely to be satisfied with the image of their town, as were respondents from Greytown or Martinborough. Respondents from Featherston were less likely to be satisfied with the image of their town.

## IMAGE OF CLOSEST TOWN



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	63%	65%	48%	61%	65%	71%	93% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	87% ↑	29% ↓	80% ↑	67% ↑	58%	69%	57%

Q. On the scale from 1-10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the image of the closest town centre? Base size n=768 (don't know responses removed)

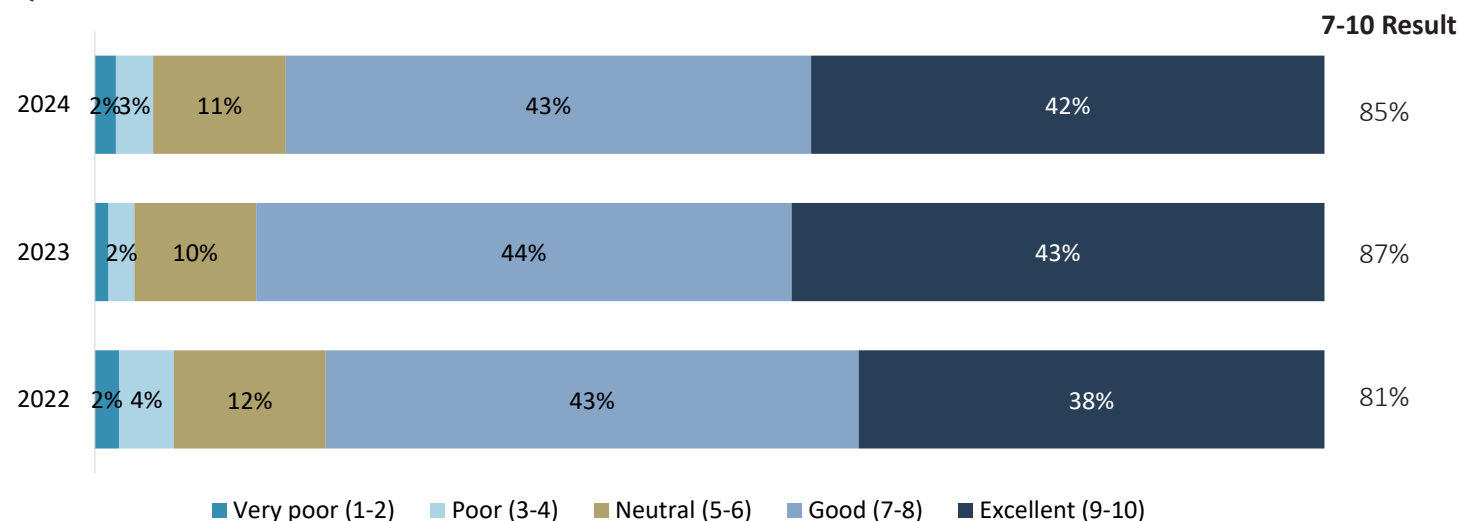
The arrow on the table indicates this result is statistically significantly different from the total level result.

# OVERALL PERFORMANCE

Respondents were asked how satisfied they were with their quality of life. Eighty-five percent of respondents were satisfied, which was a similar result to last year. Only 5% were dissatisfied, which has remained low throughout the monitoring period.

New Zealand European respondents were more likely to be satisfied with their quality of life, whereas respondents living in Featherston reported significantly lower satisfaction levels.

## QUALITY OF LIFE



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Good and excellent result	86%	83%	77%	84%	83%	90%	93%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Good and excellent result	90%	78% ↓	86%	87% ↑	77%	77%	77%

Q. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'excellent', how would you rate the overall quality of your life? Base size n=767 (don't know responses removed)  
The arrow on the table indicates this result is statistically significantly different from the total level result.

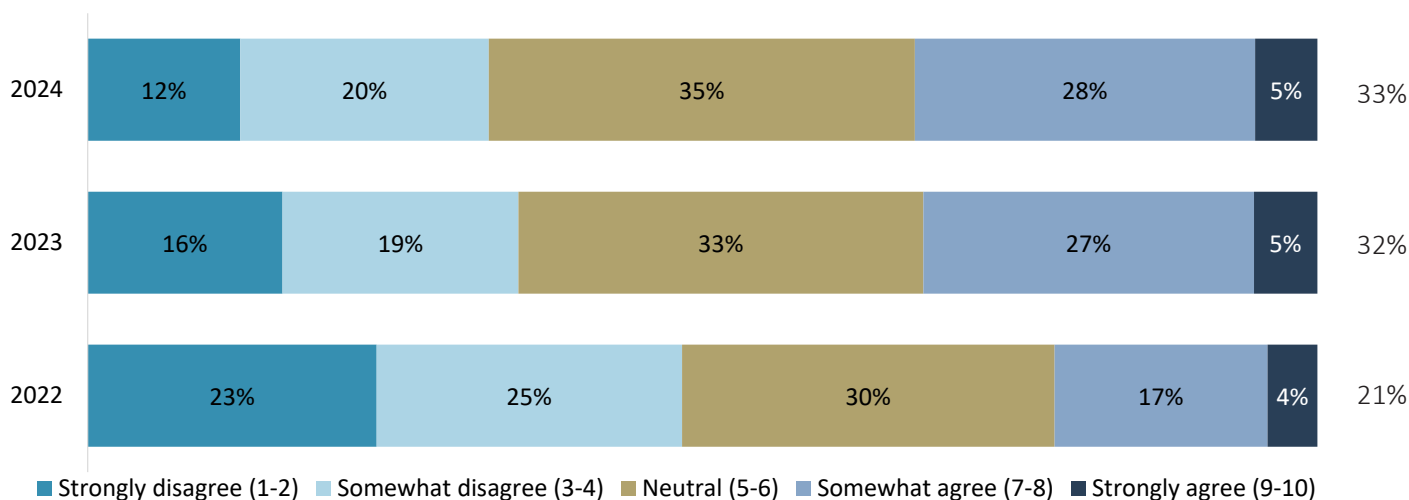
# OVERALL PERFORMANCE

Respondents were asked their views on whether the district is moving in the right direction. One-third of respondents agreed it was, which was a similar result to 2023. A similar proportion disagreed, while 35% provided a neutral rating.

Respondents over the age of 80 years were more likely to agree that the district was heading in the right direction.

## CONFIDENT DISTRICT IS GOING IN RIGHT DIRECTION

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Somewhat agree and strongly agree result	32%	33%	32%	31%	29%	33%	64% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Somewhat agree and strongly agree result	37%	29%	33%	35%	35%	22%	24%

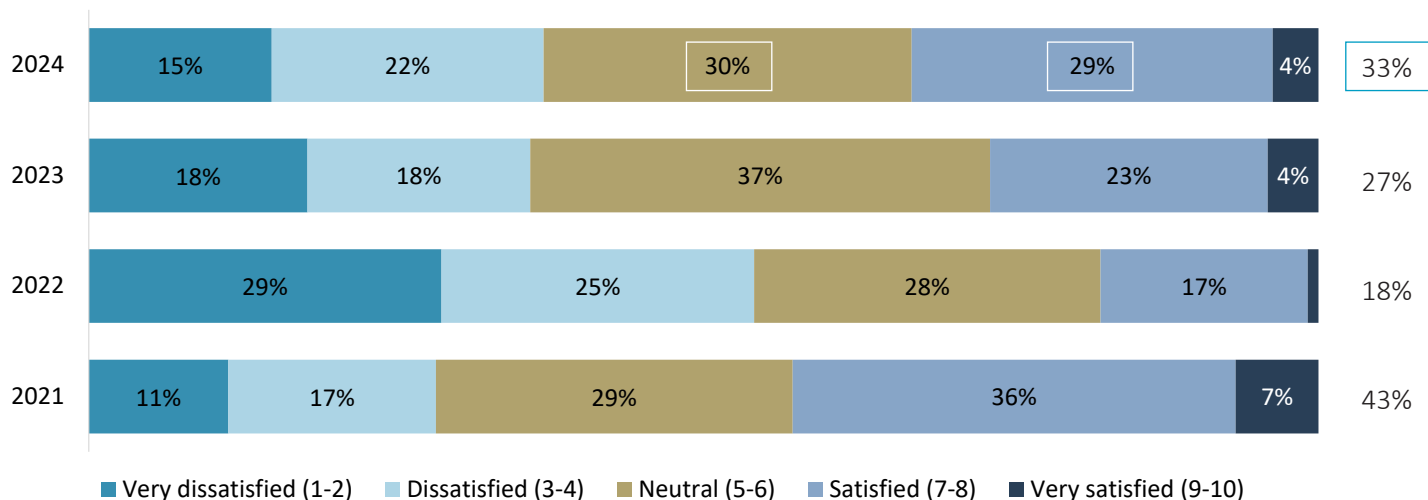
Q. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? You're confident that the district is going in the right direction. Base size n=717 (don't know responses removed)  
 The arrow on the table indicates this result is statistically significantly different from the total level result.

# OVERALL PERFORMANCE

Respondents were asked about their overall satisfaction with SWDC. One-third of respondents were satisfied with SWDC, which was a significant increase from the 2023 result. This year, 40% of respondents were dissatisfied, and 30% of respondents provided a neutral response. This year, sees a decrease in the proportion of respondents who provided a neutral response and an increase in the number of respondents who provided a satisfied response. Respondents over the age of 80 years were more likely to be satisfied with SWDC than respondents in other age groups.

## OVERALL SATISFACTION WITH COUNCIL

7-10 Result



## DEMOGRAPHIC DIFFERENCES (7-10 RESULT)

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Satisfied and very satisfied result	33%	34%	41%	31%	27%	30%	61% ↑

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Satisfied and very satisfied result	36%	32%	31%	33%	35%	21%	32%

Q. And thinking about everything we have discussed about the Council, how would you rate your overall satisfaction with the South Wairarapa District Council? Base size n=740 (don't know responses removed)

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

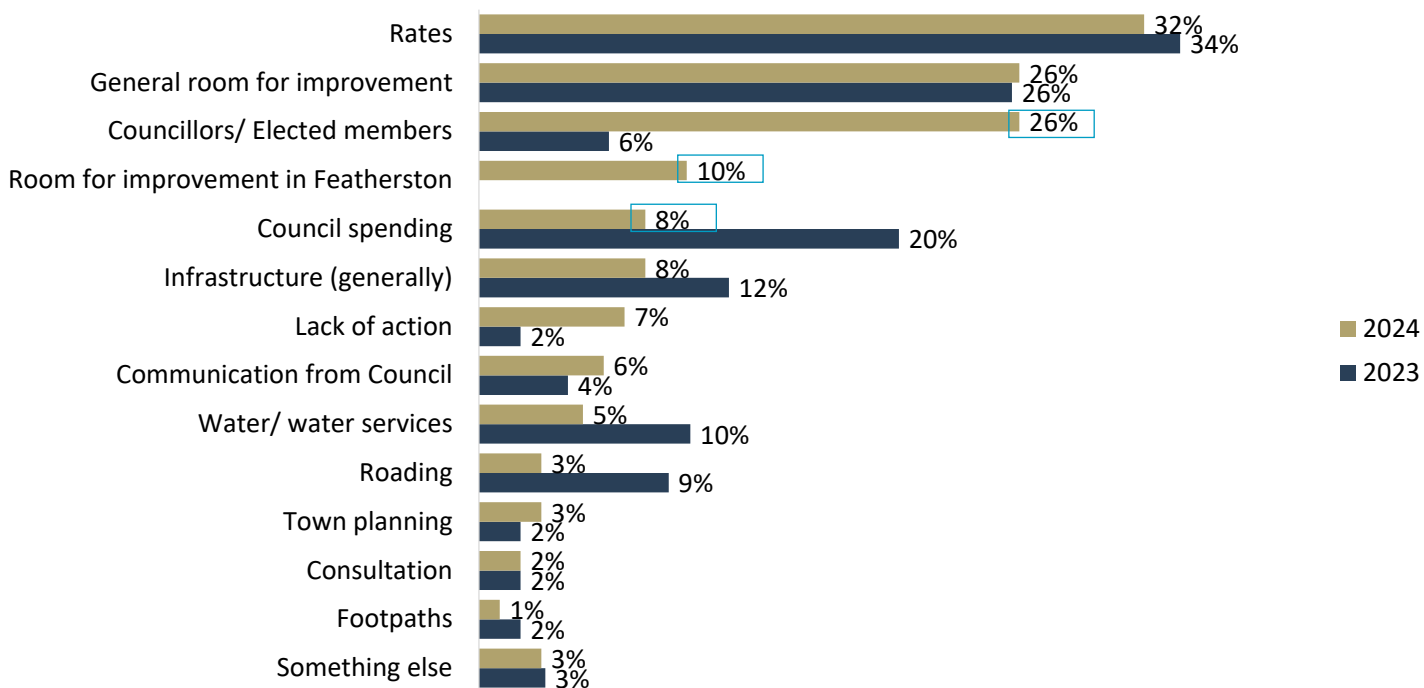
The arrow on the table indicates this result is statistically significantly different from the total level result.

# OVERALL PERFORMANCE

Respondents were asked why they rated SWDC the way they did. These responses were provided verbatim and coded into themes after the survey closed.

The primary reasons respondents provided a performance lower rating (between 1 and 4 out of 10) related to rates and general room for improvement. This year saw a significant increase in the number of respondents who stated that the behaviour and infighting of the elected members led to their poor ratings overall. There has also been an increase in the number of people who mentioned there was room for improvement in Featherston. However, there has been a decrease in the proportion of respondents who noted SWDC’s spending as an issue.

## REASONS FOR DISSATISFACTION (1-4 RATING) WITH COUNCIL PERFORMANCE



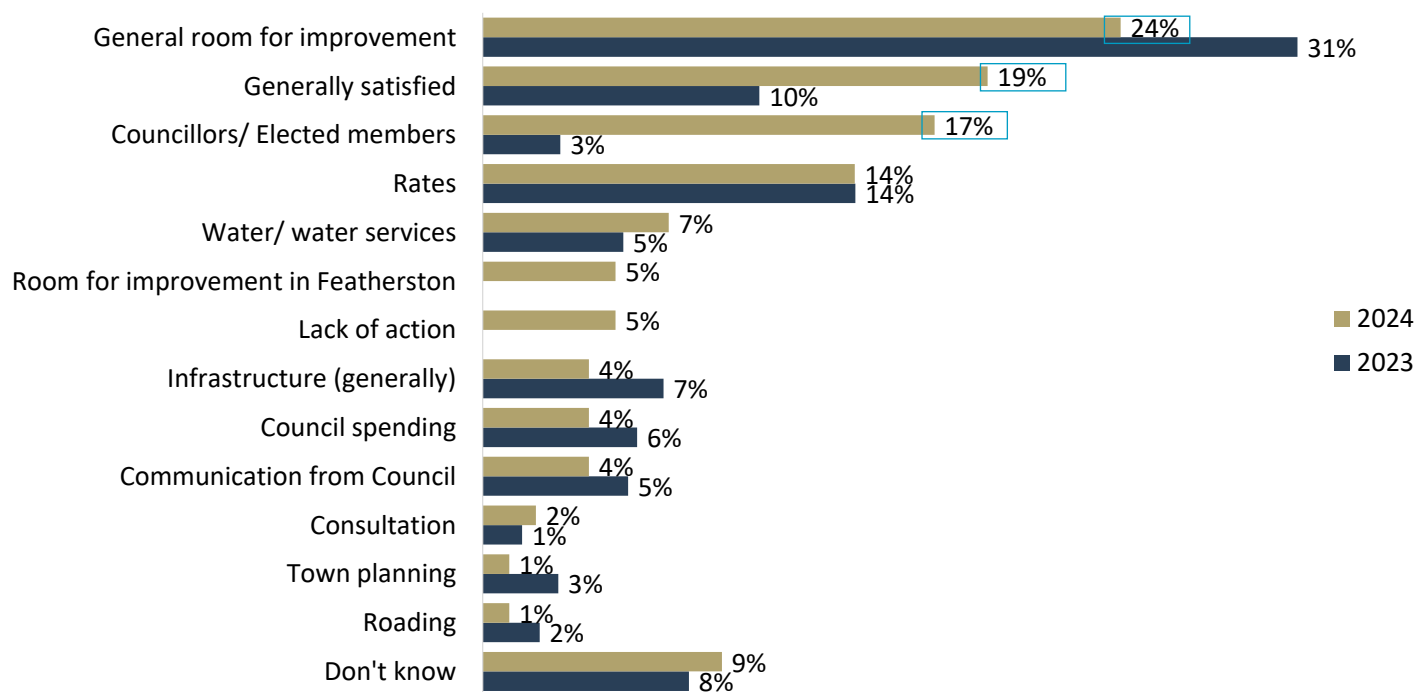
Q. Why do you say that? Base size n=277

The square box on the chart indicates this year's result is a statistically significant change from last year's result.

# OVERALL PERFORMANCE

Respondents who provided a neutral rating (5 or 6 out of 10) noted there was general room for improvement at SWDC, although a number also noted they were generally satisfied. This year has seen an increase in the proportion of respondents who mentioned they were typically happy, along with an increase in the number of people who noted that the behaviour among elected members lowered their rating. This year, there were also new mentions relating to improvements in Featherston and a general lack of action from SWDC.

## REASONS FOR NEUTRAL RATING (5-6 RATING) FOR COUNCIL PERFORMANCE

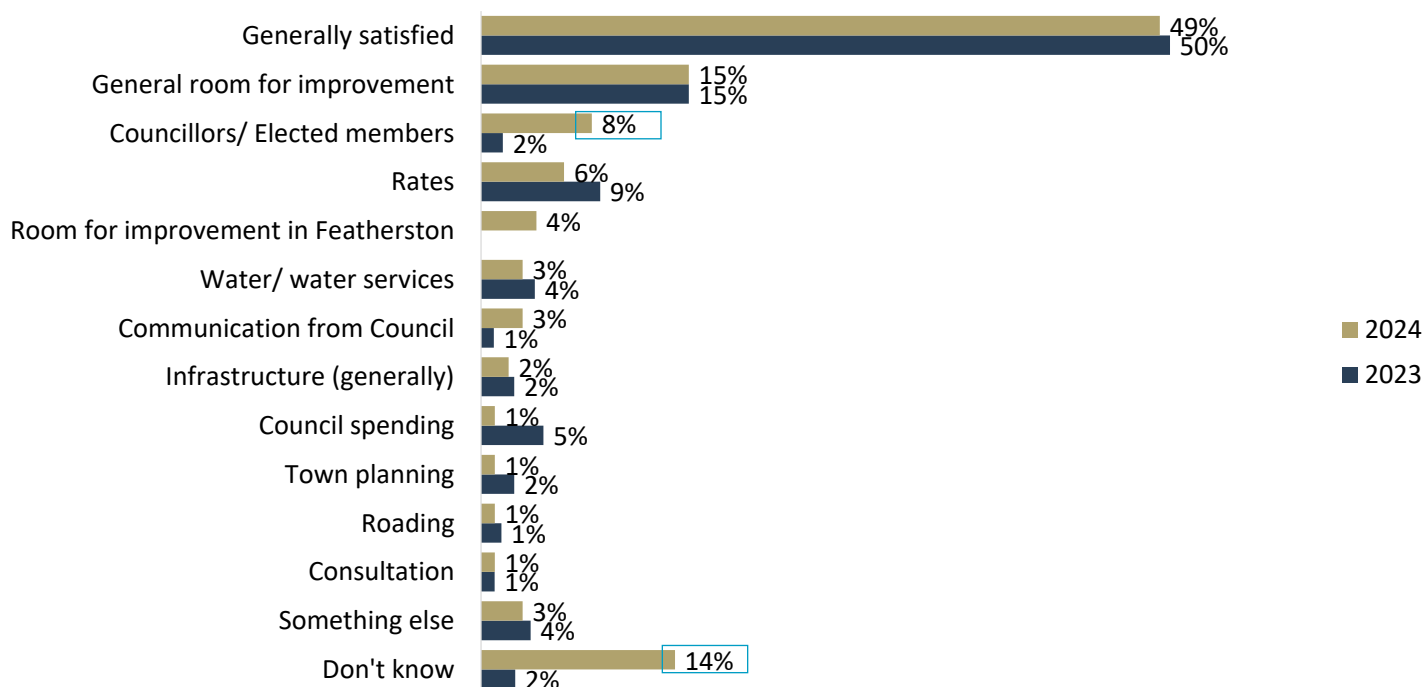


Q. Why do you say that? Base size n=227

# OVERALL PERFORMANCE

Most respondents who provided a positive rating (between 7 and 10 out of 10) for SWDC’s performance stated that they were generally satisfied, a similar proportion to that seen in 2023. Fifteen percent of respondents noted room for improvement, the same as in 2023. This year, 8% of respondents commented about the negative behaviour of elected members, which was a significant increase from the 2023 results. Fourteen percent of respondents provided a “don’t know” rating, which was significantly higher than the previous year.

## REASONS FOR SATISFACTION (7-10 RATING) WITH COUNCIL PERFORMANCE



Q. Why do you say that? Base size n=236



# OVERALL PERFORMANCE SUMMARY

Respondents rated the image of their closest town, their quality of life, and the district going in the right direction, similar to last year's ratings. Quality of life was the highest rated attribute (85%), with very low levels of dissatisfaction. Ratings for the image of the closest town and the district's direction were significantly lower at 64% and 33% respectively.

When it comes to SWDC's performance, around one-third of respondents were satisfied, which was a 6% increase from 2023. The primary reasons for dissatisfaction related to rates and the behaviour of elected members, while those who were satisfied were more likely to state they were generally happy with SWDC's work.

Respondents were invited to provide any additional comments they wished to make about SWDC's overall performance. A total of 228 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## INCONSISTENT VIEWS OF THE COUNCIL

Comments regarding SWDC's performance involved a mix of praise and criticism. Positive comments highlighted the areas where SWDC has excelled and often referred to essential services, e.g., rubbish, parks, and bike trails. Some respondents also noted the challenging environment that local councils currently operate in and expressed sympathy for this setting.

*"I think Council is trying very hard to manage in virtually impossible circumstances from climate change, the increasing cost of just about everything, increasing poverty, and the fact that you can't please everyone all the time."*

Conversely, some respondents pointed out SWDC's shortcomings, indicating the need for the council to be more proactive, transparent, and responsive to the community's needs and concerns. Amongst these comments, ensuring that elected members were approachable and open to feedback was a recurring theme, with many comments focussing on how SWDC's decisions and actions impact residents and the broader community.

*"I would like the council to be proactive about listening to the community and its local residents. Particularly when issues are raised by local residents, the response should be to work in partnership with others to find a solution."*

## FINANCIAL CONCERNS

Concerns about rates and funding were a central theme in the comments. Many respondents expressed dissatisfaction with the current rates, questioning the fairness and transparency of how these funds were utilised. There was a call for more detailed explanations of rate increases and for SWDC to ensure that the funds collected were being used effectively and efficiently to address the community's needs.

*"Need extra funds spent on Featherston, the gateway to Wairarapa, as it's often overlooked in terms of investment."*

In keeping with the cost of rates, SWDC's financial management was also noted, with numerous comments addressing how SWDC manages its resources. Respondents expressed concerns about potential mismanagement, wasteful spending, and the need for more prudent financial planning. There was a strong desire for SWDC to demonstrate fiscal responsibility, ensuring that ratepayers' money was spent wisely and contributed to tangible improvements within the community.

*"They really need to up their game, play by the rules, and ensure that money is spent on what truly matters to the community."*

# CIVIL DEFENCE

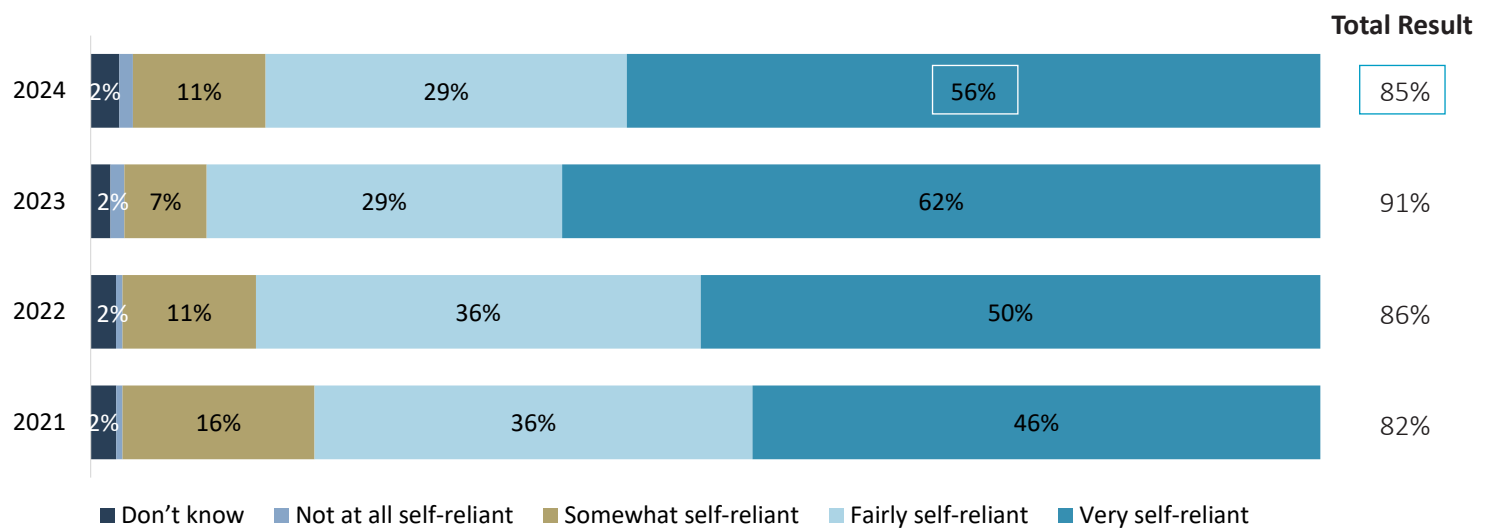


# CIVIL DEFENCE

Respondents were asked how prepared they believed they were for an emergency. This year, 85% of respondents felt they were fairly or very self-reliant, which decreased from the 2023 result but was a return to levels seen in previous monitoring. There was a decline in the proportion of respondents who noted they were very self-reliant this year and a slight increase in the proportion of respondents who felt they were somewhat self-reliant. The proportion of respondents who were not at all self-reliant has remained low and currently sits at 3%.

Respondents aged between 65 and 79 years were more likely to state they were very or fairly self-reliant

## SELF-RELIANCE



## DEMOGRAPHIC DIFFERENCES

	Male	Female	18 to 34 years	35 to 49 years	50 to 64 years	65 to 79 years	80 years or older
Very and fairly self-reliant result	86%	86%	77%	80%	91%	92% ↑	84%

	Greytown	Featherston	Martinborough	NZ European	Māori	Pacific people	All others
Very and fairly self-reliant result	89%	82%	85%	87%	79%	100%	79%

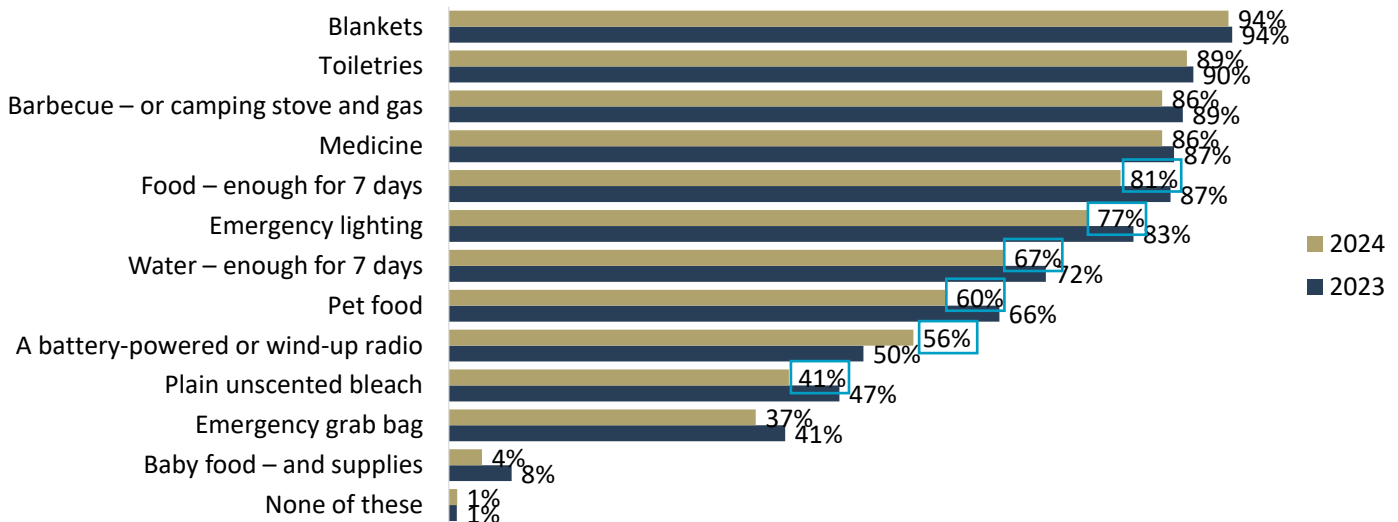
Q. How self-reliant do you believe you have to be in the event of a major civil defence emergency? Base size n=775  
 The square box on the chart indicates this year's result is a statistically significant change from last year's result.  
 The arrow on the table indicates this result is statistically significantly different from the total level result.

# CIVIL DEFENCE

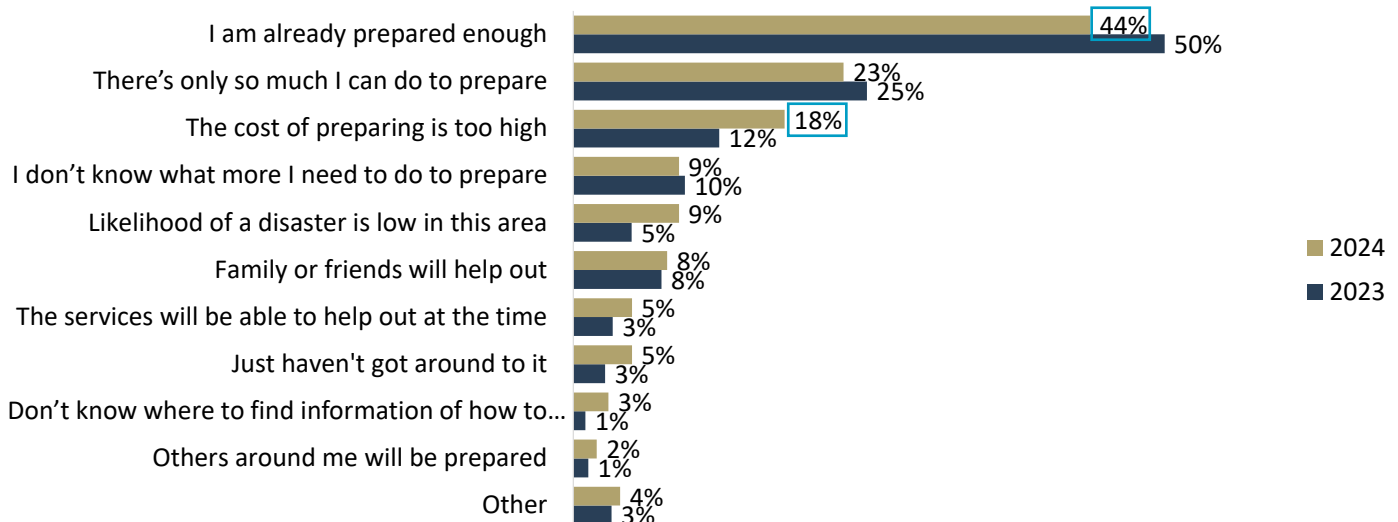
Respondents were given a list of items and asked which they had access to at home. The most common items were blankets, toiletries, a barbecue, medicine, food for seven days, and emergency lighting. There has been a significant decline in the proportion of respondents who have enough food for seven days, emergency lighting, enough water for seven days, pet food, or unscented bleach, all of which are household consumables subject to increased costs over the past 12 months.

Respondents were asked about barriers to being prepared. One barrier was the perception that one is already prepared enough, although this has decreased slightly this year. Interestingly, cost has become a barrier, with 18% of respondents stating that the cost of being prepared was too high.

## PREPARATION



## BARRIERS TO PREPARATION



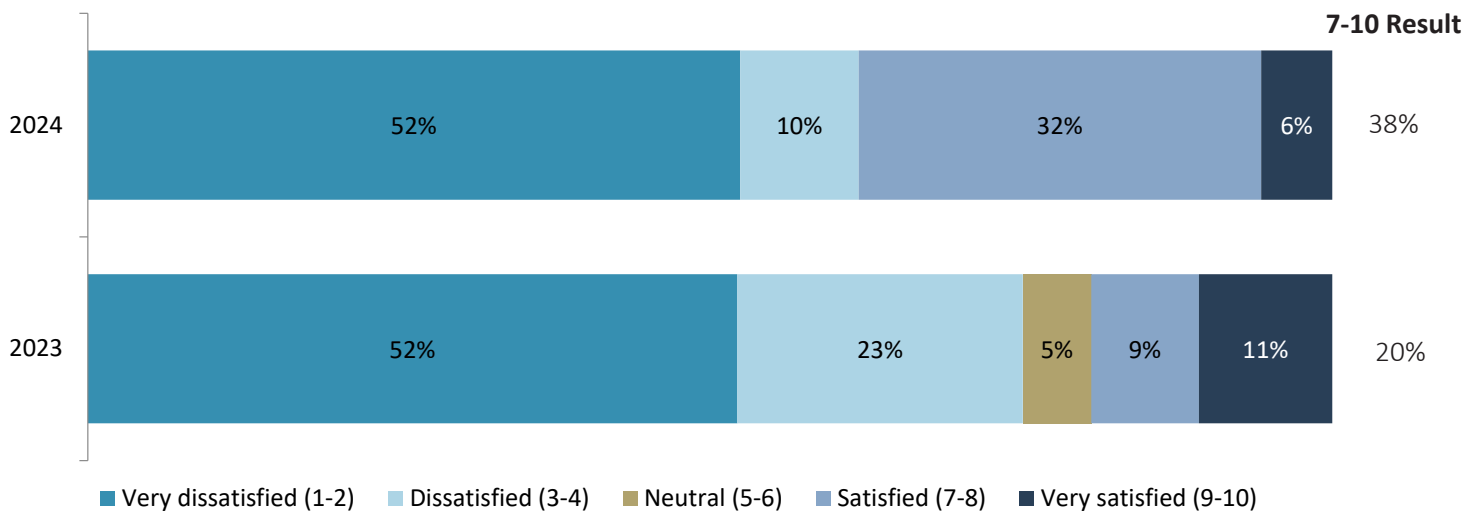
Q. Which of the following do you have at home? Base size n=775

Q. What barriers do you have that prevent you from being prepared in an emergency? Base size n=775

# CIVIL DEFENCE

Respondents were asked if they had been affected by a severe weather event in the past 12 months. This year, 19% of respondents were affected, amongst whom 11% contacted SWDC (n=19 respondents in total). These respondents were asked how satisfied they were with SWDC’s response, amongst whom 38% noted they were satisfied and 62% were dissatisfied. While this is an increase from the 2023 results, this was not a significant change. No respondents provided a neutral response to this question.

## SATISFACTION WITH RESPONSE



Q. And how satisfied were you with Council's response to this? Base size n=16

# CIVIL DEFENCE SUMMARY

The results indicated a high level of self-reliance among respondents in the event of a natural disaster, as the majority of respondents reported feeling very or fairly self-reliant. However, this sense of self-reliance has declined slightly this year and is now similar to that of 2022.

In terms of emergency preparedness, most respondents have made preparations, including having blankets, toiletries, a barbecue or camping stove with gas. However, this year sees a significant decrease in the storage of many consumable items with a number of people stating that the increased cost of living is now a barrier to preparation.

Respondents were invited to provide any additional comments they wished to make about civil defence in the district. A total of 114 people provided a comment. The comments were recorded verbatim, and the primary themes from the comments have been outlined below, along with an illustrative quote.

## COMMUNITY EMERGENCY PREPAREDNESS

Comments emphasised the necessity for emergency hubs and designated community evacuation areas. Respondents highlighted the importance of having such structures in place to ensure residents have access to medical supplies and safe zones during emergencies.

*“Emergency hubs need to be set up with medical supplies and provisions for those in need during a disaster.”*

The community’s overall preparedness for various disasters was also a concern for some, with suggestions for practical steps to improve readiness and safety for all. Some respondents suggested practical solutions, such as providing water tanks at low or no cost to residents, to enhance the availability of essential resources.

*“Water tanks should be provided for free or at a low cost to ensure everyone has access to clean water during an emergency.”*

## COUNCIL’S ROLE IN PREPAREDNESS AND PLANNING

The role of civil defence and SWDC’s responsibilities to ensure robust emergency services and planning were also noted across the comments. Respondents noted that well-thought-out plans which cover various aspects of civil defence, including water and power supplies, are needed. Respondents emphasised that SWDC needs to take a proactive approach in preparing the infrastructure and services for a natural disaster, as ensuring that all the required resources and services are in place and well-coordinated is vital for the community’s safety and resilience.

*“The council needs to ensure that emergency services and plans are in place, including reliable water and power supplies.”*

Respondents also noted the importance of effective communication from SWDC during an emergency, particularly around the clarity and timeliness of the information provided during emergencies. Respondents felt that having clear and direct communication channels would help residents to better prepare and respond in disaster situations, and there was a call for more comprehensive guidance from SWDC to ensure everyone is informed and can act accordingly.

*“Communication is the key so we can all be prepared and know what to do in an emergency.”*

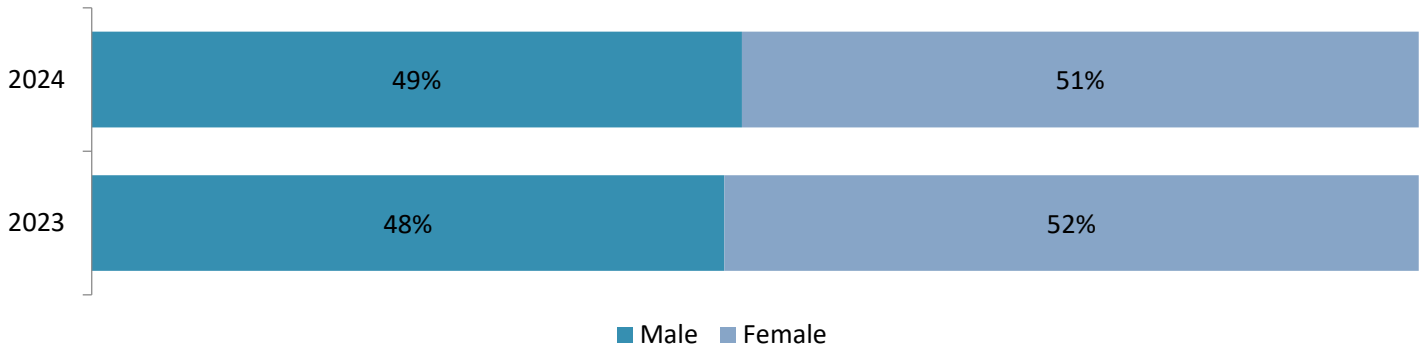
# DEMOGRAPHICS



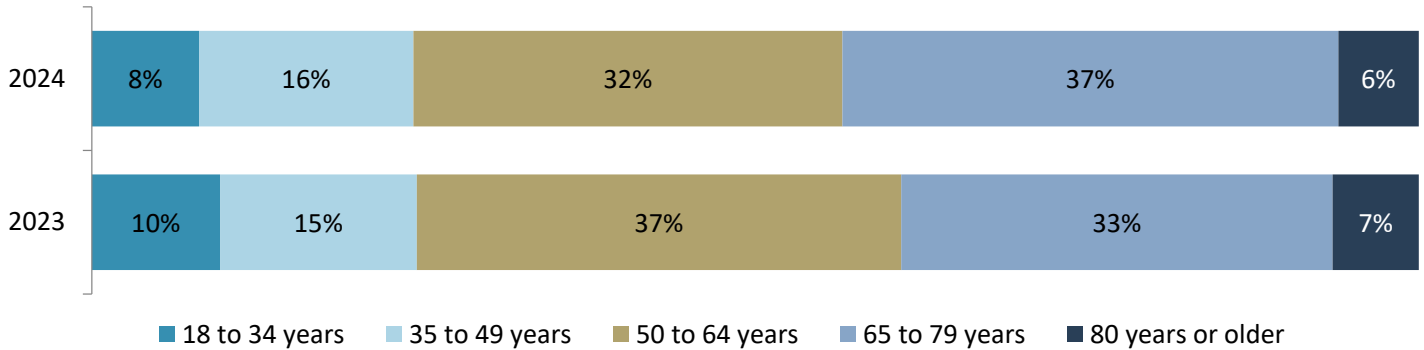
# OUR DISTRICT

The results shown on this page are unweighted results.

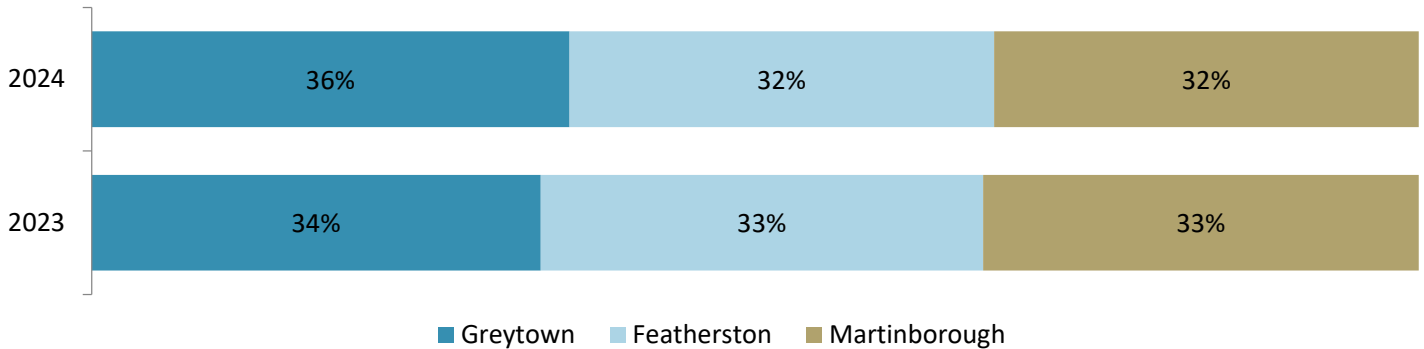
## GENDER



## AGE



## AREA



Q. Are you...? Base size n=600

Q. Which age group do you belong to? Base size n=600

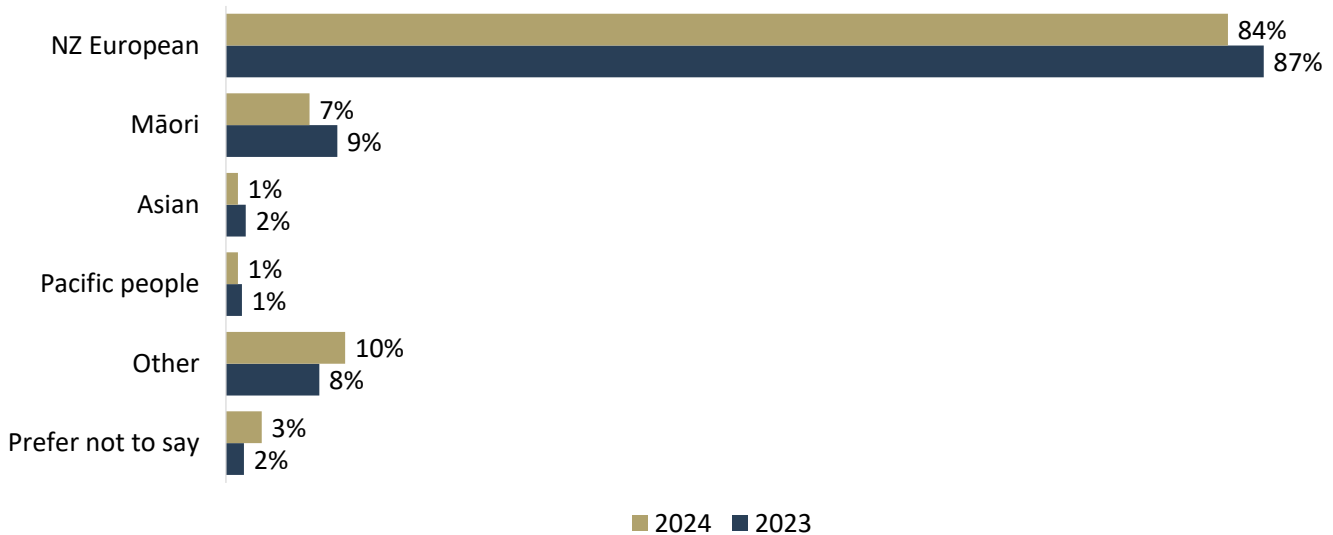
Q. Which of the following wards best describes where you live? Base size n=600



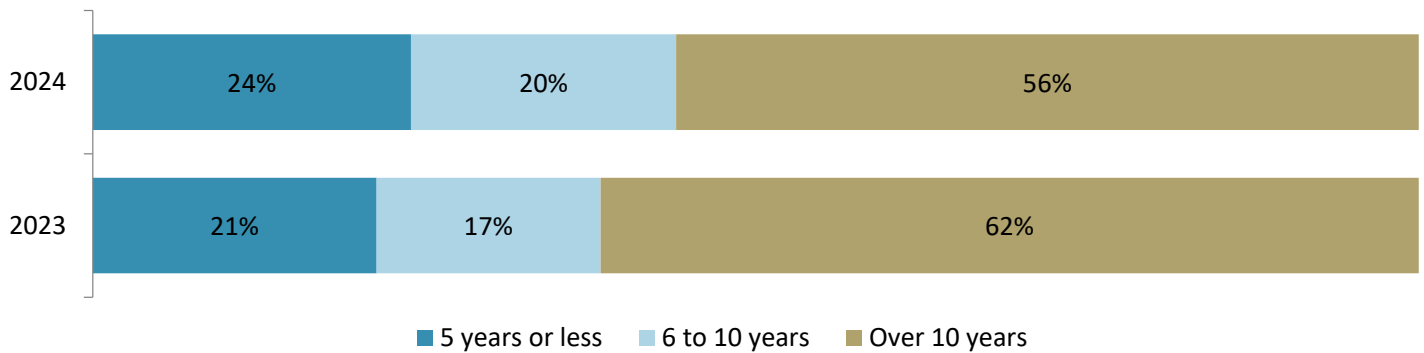
# OUR DISTRICT

The results shown on this page are unweighted results.

## ETHNICITY



## TENURE

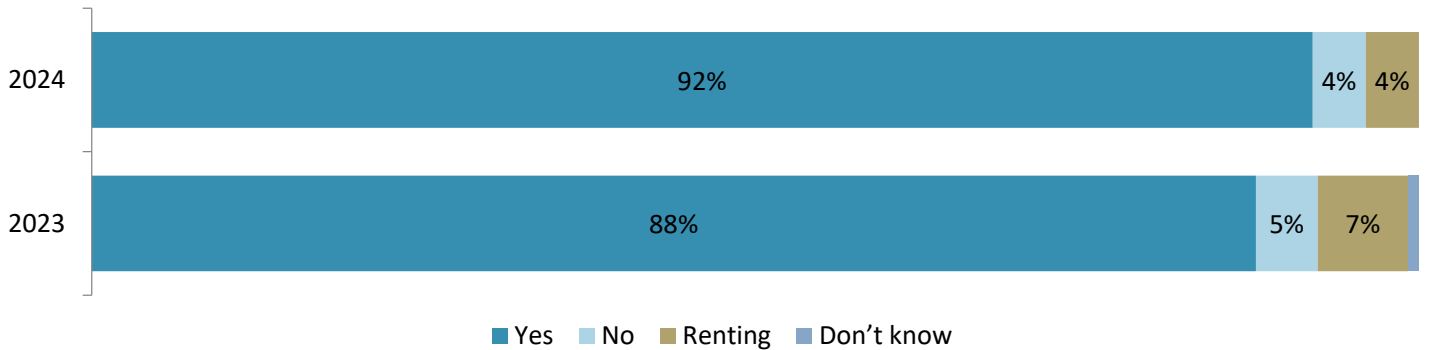


Q.Which ethnic groups do you identify with? Please indicate all the ethnicities. Base size n=600  
 Q.About how many years have you lived in the South Wairarapa district? Base size n=600

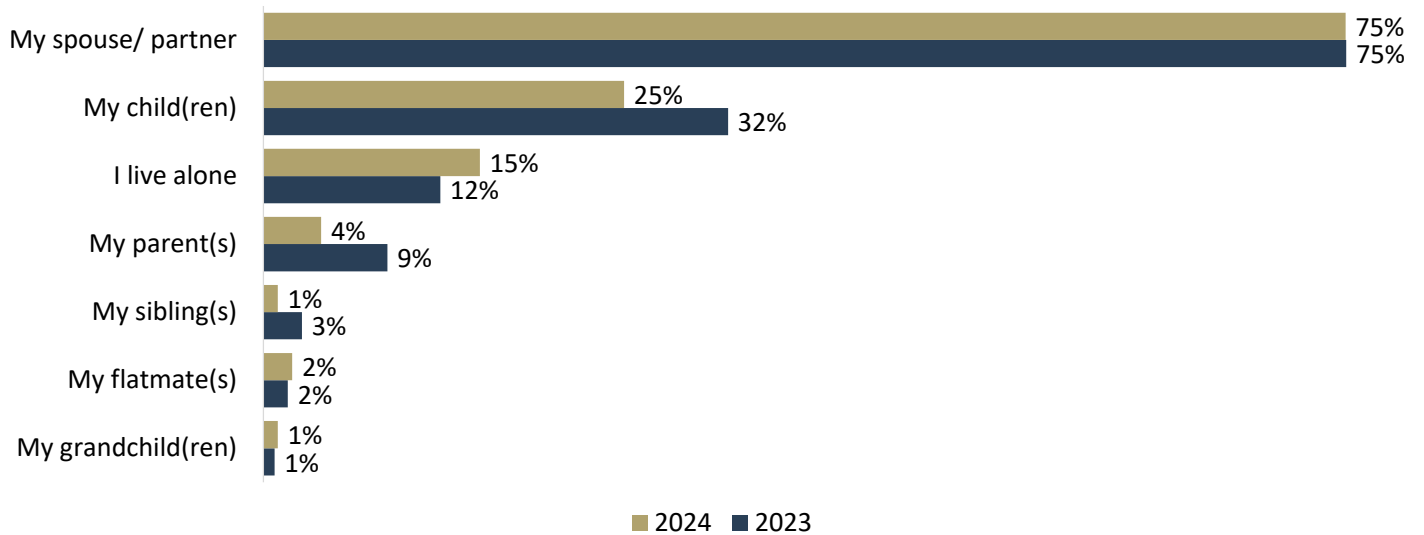
# OUR DISTRICT

The results shown on this page are unweighted results.

## RATEPAYER



## HOUSEHOLD



Q.Do you, or a member of your household, pay rates on a property in the district? Base size n=600  
 Q.Which of the following best describes who lives in your house? Base size n=600



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