

**WAIPA DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY APPENDICES  
MAY 2014**



**WAIPA DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY**

**MAY 2014**

**APPENDICES OF  
VERBATIM RESPONSES TO THE  
OPEN-ENDED QUESTIONS**



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**Q2 Reasons why they are not very satisfied with –**  
**a. “the maintenance of footpaths”**

Poor condition / old / poorly maintained / slow to maintain / need upgrading

- *“Generally unsatisfied, they seem to not do the main bits, pick and choose.”*
- *“Not satisfied particularly with older footpaths, eg, Cambridge East.”*
- *“Slow in the upkeep, Alpha Street took forever to repair.”*
- *“Many in bad state of repair. In Leamington, Burns Street is particularly bad.”*
- *“Not satisfied, Burns Street is bad.”*
- *“Not well maintained in Pirongia.”*
- *“Still a lot to be done, I’m not sure where.”*
- *“Footpaths need repairing, for instance in Alexandra Street.”*
- *“Not looked after well. Wallace Terrace footpaths are shocking.”*
- *“Top of Alexandra Street, Te Awamutu, requires maintenance urgently.”*
- *“Victoria Street, Cambridge, cobblestones need repairing.”*
- *“Can do with more work overall. More maintenance required.”*
- *“Sheridan Crescent is disgusting. Shakespeare Street is shocking.”*
- *“Alpha Street, west of Bryce Street, Cambridge is shocking.”*
- *“Shocking in Te Awamutu by Liquorland and the Veterinary Clinic in Mutu Street.”*
- *“Many in bad state of repair. In Leamington, Burns Street is particularly bad. Goodfellow Street and Station Road are bad. Laurie Street, corner of Station Road East is very bad.”*
- *“Hamilton Road footpaths are bad. I go on my mobility scooter, they’re a bone shaker.”*
- *“Carlyle Street to Shakespeare Street, Campbell Street and Thompson Street are very difficult with a wheel chair.”*
- *“Poorly maintained in Pirongia.”*
- *“Not well maintained in Pirongia.”*
- *“Not looked after very well in Te Awamutu. Wallace Terrace footpaths are shocking.”*
- *“Half of Whitaker Street, is done, need to complete the other half.”*
- *“Still places they could do better, ie, North East Cambridge.”*
- *“No maintenance in the last four or five years since we moved to Pirongia. In Te Awamutu there are paths that looked ok and yet they have been redone.”*
- *“Lots of streets mucked up with the laying of fibre optic cabling.”*
- *“Repairs started never finished in Carlyle Street, Tennyson Street and Thompson Street.”*
- *“Weld Street is the worst, now doing it up.”*
- *“Older parts of the town neglected.”*
- *“Weld Street now digging up, it’s been bad for years.”*
- *“Pirongia needs to be upgraded in the area overall. Also needs a tidy up.”*
- *“In a wheel chair. Main street in Te Awamutu, Alexandra Street, is hard for me.”*
- *“Not good outside main centre, Bryce Street between Clare Street and Hamilton Road.”*
- *“End of Te Awamutu town ship heading toward Pirongia.”*
- *“Thompson Street needs more repair of the footpaths.”*
- *“Took over four years to fix the hole in path in Franklin St and not done the way they said they were going to do it.”*
- *“Lots of footpaths are not up to standard in Leamington area. Need maintenance.”*

## Uneven/cracked/broken/potholes/rough

- *"In general footpaths are a bit rough in places for the elderly."*
- *"Cobblestones are rough in Victoria Street. Need repairing."*
- *"Rutherford Street needs repair. Footpaths have been broken for ages."*
- *"In Alexandra Street by the College also in front of Paper Plus the slabs are very irregular' high risk of tripping."*
- *"Some up and down in Te Awamutu. Need to repair and level them."*
- *"Tripped over on several of them, eg, Weld Street, Thornton Road and Bowen Street. Need levelling and repair."*
- *"Hall Street, Cambridge, uneven surfaces."*
- *"Wilson Street, opposite the Veterinary clinic very bad and uneven."*
- *"Broken footpaths in Piquet Hill Road, Te Awamutu. Need repairing."*
- *"Rutherford Street footpaths have been broken for ages, need repair."*
- *"Could be better. Footpath levels in Burns Street, Leamington is quite bad."*
- *"Some paths are up and down in Te Awamutu. Need to repair and level them."*
- *"Generally, need to work to get more fixed, ie, uneven and breaking up."*
- *"Some uneven ones. I have tripped on occasions."*
- *"Not all that safe in places, uneven surfaces."*
- *"Opposite the playground on Oriki Street there's a whole section of the footpath where there is a lip."*
- *"Lots of footpaths all over town are uneven and difficult for elderly."*
- *"Use a scooter and most paths in Mangapiko Street are bumpy. One end is all stones."*
- *"Crooked and wonky, not good for prams. Goodfellow Street is bad."*
- *"Could be better, they're a bit rough."*
- *"Burns Street is bad in Leamington. Footpaths are sunken."*
- *"They have improved some but some are still uneven in Te Awamutu."*
- *"In Te Awamutu, overall, tree roots growing through broken paths."*
- *"Goodfellow Street breaking up, holes in the footpath."*
- *"Footpath in Northleigh Place has sunk. Reported this to Council, inspected but work not done despite a promise to do so."*
- *"Loose gravel, shady and wet by Golf course in Te Awamutu."*
- *"Drops down in lots of places unsatisfactory for a mobility scooter."*
- *"Fort Street uneven, potholed and rough surface."*
- *"Burns Street footpath is uneven."*
- *"Rutherford Street needs repair. Footpaths have been broken for ages."*
- *"Tree roots causing problems in Victoria Road."*
- *"In King Street path has cracks and is uneven."*
- *"Tripped up on tree roots in Byron Street, cracks in paths in Thompson Street."*
- *"Footpaths very broken. Grey Street is bad. Curbs are broken."*
- *"Uneven and rough. Not in good repair overall, especially for elderly persons."*
- *"Walk and run a lot in Cambridge town. Paths are broken chipped, and uneven."*
- *"Roots from trees in Cambridge town a problem."*
- *"Tree roots can be dangerous on some footpaths."*
- *"Very rough. Weld Street is the worst, now doing it up."*
- *"In Weld Street, tree roots are a problem."*
- *"Footpaths uneven greenbelt, Robertson Street and Taylor Street."*



### No footpaths / not enough / one side only

- *"Lack of footpaths in Leamington, only on one side."*
- *"Not enough footpaths in Cambridge East."*
- *"Some streets in Kihikihi with no footpaths. Station Road is bad. Laurie Street, on the corner of Station Road East, it's very bad, no footpath."*
- *"Arnold Street footpath only on one side."*
- *"Need more footpaths in Pirongia, only on one side."*
- *"No footpaths in Kane Street, Baffin Street and towards Baffin Street Bridge. Baffin Street to McClure Street down to Waipa River no footpath and it's a Main Highway in Pirongia."*
- *"Lived in Kihikihi district for 15 years still waiting for footpaths in Hill Road."*
- *"No footpath outside our house, stops at the top of Puriu Road, Te Awamutu."*
- *"Could be more footpaths in Pirongia."*
- *"No footpaths on our side of the village in Pirongia."*
- *"Crozier Street has a path only on one side."*
- *"No footpaths between Kihikihi and Te Awamutu, also Awanui Avenue."*
- *"No footpaths where we live, two blocks from the city centre, corner Bryce Street and Alfred Street."*
- *"Walk and run a lot in Cambridge town. Some streets don't have footpaths, mostly round the Cambridge East area."*
- *"Would like footpaths on both sides in Campbell Street, Cambridge."*
- *"Pavement on one side of the street only in Scott Street, Carlyle Street to Tennyson Street."*
- *"Half the footpaths are not there in Lamb Street."*
- *"Hall Street needs footpath on both sides."*
- *"Beachy Street by the school needs footpaths on both sides."*

### Overhanging trees / growth over the footpath / leaves on footpath and in drains

- *"Too many leaves in Moore Street, Cambridge."*
- *"Leaves blocking grates. Not good in Puniu Road,*
- *"Branches overhanging in Leamington, Scott Street on from Campbell Street and in Thompson Street."*
- *"New paths at Kahikatea Park covered in vegetation."*
- *"I understand the footpaths need to be 1m x 2m. At least a third of the paths in Cambridge have branches overhanging. Have to bend regularly. I'm 6ft tall."*
- *"Cherry trees in Campbell Street need a trim, bang our heads when mowing the berm."*

### Poor access / footpath to road / kerbing

- *"In Pirongia we haven't got concrete crossing from footpath to road."*
- *"It's hard for mobility scooters in Tennyson Street and Carter's Flat, Cambridge. There are shops in Carters Flat but not accessible."*

### Poor quality of work / materials used / too much patching

- *"Wordsworth Street is bad. They did a bad job of fixing it."*
- *"Slabs irregular. Mix of concrete and asphalt makes them uneven. High risk of tripping, Alexandra Street by College, also in front of Paper Plus."*
- *"Queen Street patched frequently, leaves them uneven. Has mobility scooter, too difficult to drive on footpath."*
- *"Footpaths not wide enough, greenbelt, Robertson Street and Taylor Street."*

### Too narrow

- *"Too small and narrow, not wide enough."*
- *"I understand footpaths need to be 1m x 2m. Can't walk two abreast comfortably on some of them."*

### Others

- *"Bikes and scooters and skaters are a menace."*
- *"In Main Street, they laid pavers, then pulled them up a couple of years later and then dumped them in Rewi Street and then put down new ones. This is a waste of Rate Payers' money."*
- *"Footpaths covered in litter, smashed glass also stones in Ohaupo."*
- *"Moore Street, Cambridge, slippery, too many leaves."*

**Q2 Reasons why they are not very satisfied with –**  
**b. “the maintenance of roads in the District”**

**Poor condition/ poorly maintained/ slow to maintain**

- *“I live in Hall Street, 20 years overdue for an overhaul.”*
- *“Alexandra Street needs maintenance.”*
- *“Maungatautari Ward needs a better service.”*
- *“Not very satisfied with the way they allow the roads to get rough.”*
- *“Maungakawa Road not maintained enough.”*
- *“Rural roads in general badly maintained.”*
- *“General around the district. Not enough time and money to get things done.”*
- *“Lack of upkeep of Godfrey Road. Gravel road and it needs more attention.”*
- *“Maintenance needs to be more vigorous.”*
- *“Side roads not maintained enough.”*
- *“Some roads are maintained well but others are not particularly the minor roads.”*
- *“I see a lot of damaged roads.”*
- *“Poor maintenance need better quality.”*

**Potholes/ uneven/ rough/ bumpy**

- *“Potholes, and is corrugated. Have to ring to get the grader out.”*
- *“Potholes on corner of Thompson Street.”*
- *“Rough surfaces in Shakespeare Street.”*
- *“Frontier Road potholes need repairing.”*
- *“Potholes at roundabout in the main street of Te Awamutu getting worse.”*
- *“Upper part of Duke Street very rough, needs maintenance.”*
- *“Potholes around Pollard Drive need repairing.”*
- *“A lot of potholes in Pokuru Road, need repairing.”*
- *“Potholes by Fresh Choice and Pak 'n Save in Te Awamutu.”*
- *“Depression in road corner of Hall Street and Queen Street.”*
- *“Massive potholes in Mutu Street need repairing.”*
- *“Too many potholes not fixed, Sloane Street, Arapuni Road and outside Pak 'n Save.”*
- *“Potholes in Rotorangi Road.”*
- *“Potholes and corrugations Luck-at-Last Road.”*
- *“Te Miro Road potholed and corrugated.”*
- *“Waipaki Road is potholed and dangerous.”*
- *“Potholes in Arapuni Road.”*
- *“Mary Church Road, before intersection of SH 1B, potholes, needs resealing, very dangerous.”*
- *“Paterangi Road at dairy factory, a lot of potholes.”*
- *“Alexandra Street is a lumpy road.”*
- *“Too many potholes throughout the area.”*
- *“Potholes in Smart Road.”*
- *“Potholes on Racecourse Road, Te Awamutu.”*

**Constant road works/ slow to complete/ inconvenience**

- *“Big hole in Olive Road and two big holes on corner. Dangerous, couldn't go wide to avoid, it took two months to fix.”*
- *“Hall Street has a strip prepared for sealing but has been untouched for years.”*
- *“Some roads have big potholes and it takes a long time to get done, ie, Arapuni Road.”*
- *“Kairangi Road, work took too long and right before Christmas.”*

### Poor quality of work/materials used/too much patching

- *"Frontier Road repaired three times in the last year. Always gets pot holes after repair."*
- *"Attempted to fix Frontier Road three times in last year every time after repair it gets potholes again."*
- *"Empire Street a shocker. Been patched up poorly, very uneven."*
- *"Repairs in Collins Road redone in less than twelve months. Contractors are not doing a proper job and able to get away with it."*
- *"Poor foundation of the roads overall in Cambridge. Need to review the base used on the road."*
- *"Pirongia Road, 2kms out of town not repaired properly. Keep coming back every year to patch it."*
- *"Shakespeare Street resealed twice and still lifting after resealing."*
- *"Leamington area patching on roads doesn't last long."*
- *"Redoing the roads over and over but not doing it properly, eg, Cook Street."*
- *"Could be better standardisation. Too many different types of surfaces Large chips, small chips, loose chips and rough ones."*
- *"Frontier Road repaired a number of times and ongoing."*
- *"Hamilton Road as you enter Cambridge is bumpy and badly repaired."*
- *"Alexandra Street is a lumpy road. It's been dug up a lot and badly repaired."*
- *"Thornton Road repaired but rough as guts."*
- *"Empire Street and Duke Street dug up for infrastructure work. Road not compacted properly."*
- *"When the Council lift the road to put drains across, be good if they could make it level."*
- *"Pothole patch up in Mutu Street, Te Awamutu."*
- *"Foremans Road and Pirongia Road at the 70kmph area frequently being patched up, also the bend before the Shell Station in Rewi Street into Alexandra Street. They're using shoddy workers and or shoddy materials."*
- *"Potholes develop quickly and they don't fix them soon enough and when they do the holes reappear again."*
- *"Potholes outside Pak 'n Save need to be done properly."*
- *"Roads in Te Awamutu that were done last year already have potholes coming through."*
- *"Frontier Road poor finish, more work required to get smoother surface, patch up job."*
- *"Frontier Road seal is very patchy."*

### Damage by heavy trucks

- *"Cattle trucks damage road at roundabouts both end of the street in main road Te Awamutu."*
- *"Big trucks cause potholes Arapuni Road heading to Kihikihi."*
- *"Smart Road narrow."*
- *"High bridge causing havoc. Traffic backed up to Campbell Street. They put 40cm on each side. Too narrow, it's not good enough. They should be looking at traffic flow."*

### Too narrow

- *"Road needs widening from Thompson Street to Carlyle Street. Cars have to zigzag to pass through narrow section."*
- *"Bridge repaired Leamington, Cambridge but too narrow."*

### Metal roads/need sealing/problems with dust

- *"Live 3kms out of town on gravel road. Tried to get our road sealed they said no. Have to ring to get grader out to fix holes and corrugations."*
- *"Smart Road, metal road. Muddy in Winter and dusty in Summer."*
- *"Hall Street partly sealed, metal on the sides."*
- *"Not very satisfied, still have gravel on Maungakawa Road."*
- *"Hall Street needs tar sealing."*
- *"The metal roads are shocking."*
- *"Sealing should be extended to end of Amaru Road, Kakepuku. Dust gets into my water system as I collect water off the roof."*
- *"Smart Road unsealed, needs sealing."*
- *"Butler Road not tar sealed. Only one around here not done."*
- *"Maungakawa Road is gravel."*
- *"Too many unsealed roads, eg, Maungakawa Road."*

### Poor roadside maintenance

- *"Limeworks Loop Road, broken fences not repaired."*
- *"Grass at side of roads needs cutting more often."*

### Loose gravel/need sweeping

- *"Not good clean up of gravel after road works on Kakepuku Road."*
- *"Gravel on side of road, Maungakawa Road. I'm a cyclist. Cyclists have to go into middle of road to miss the gravel."*

### Others

- *"The surface lifts after heavy rain and this affects the man holes."*
- *"Why do they re-gravel roads when no need to. Grey Street in particular. It's a waste of rate payers' money."*
- *"Risky road crossings for school kids."*
- *"Roads not designed for cyclists. Need a cycle lane in Te Awamutu area."*
- *"Speed limit goes from 100kmph to 50 kmph outside our house in Browning Street but everyone goes 70kmph. Need speed camera, should be 70kmph before 50kmph."*
- *"Bell Road needs a white line in the middle."*
- *"House shakes and plumbing affected due to passing heavy traffic. Trucks go past 200metres top of Duke Street. No right turn from Hamilton Road to Bryce Street. This would help the problem."*
- *"Because of bridge being done and also over this side of Cambridge I've seen roads that haven't been done for years. It's just disgusting people have to live like this for years. Think its Hall St."*

**Q2 Reasons why they are not very satisfied with –**  
**c. “the safety of roads in the District”**

Poor condition / not maintained / unsealed / potholes / poor quality roadworks

- *“Heaps of potholes in Pokuru Road. Not good.”*
- *“Brunskill Road surface very bad.”*
- *“Trench in Beechey Street, Pirongia has sunk, makes vehicle very noisy going over it.”*

Amount of traffic / very busy

- *“Traffic congestion in town, children have to walk through there every day on their own.”*
- *“Big Waits, Victoria Road and Taylor Street.”*
- *“Chaos in Cambridge at 5pm. Bypass will improve things.”*
- *“Brunskill Road traffic heavy.”*
- *“Te Miro road, heavy traffic makes it dangerous.”*

Speeding / reduce speed limit / inconsistent speed zones

- *“Cars go through Rolleston Road too fast.”*
- *“Speeding drivers in Maungakawa.”*
- *“Te Tomo Street is a speed track and needs speed bumps.”*
- *“In rural areas speeds of 100km is too high, especially in Roto O Rangi Road because the cyclists use it. It’s murderous.”*
- *“Reduce speed to 80kmh in country areas. Walks along Bell Road and Paterangi Road and it can be dangerous.”*
- *“100kmh is too fast for metal, rural roads.”*
- *“It would slow the trucks and cars down if there were islands top of Duke Street and no right turn from Hamilton Road to Bryce Street.”*

Poor / restricted visibility

- *“Trees in Carters Flat block visibility.”*
- *“Need to go on road on mobility scooter to see past the cars diagonally parked. I nearly had a collision near the Countdown Supermarket, Te Awamutu.”*
- *“Put low planting on roundabouts, can’t see.”*

Narrow roads / need widening

- *“In some places they are too narrow.”*
- *“Luck-at-Last Road narrow.”*
- *“Some roads narrow for cyclists in Cambridge.”*
- *“Roto O Rangi Road, narrow road, one way bridge.”*
- *“Owairaka Road very narrow, could be widened.”*
- *“The Victoria Road (High Bridge) could do with widening, not just the footpath.”*
- *“Maungakawa Road and Temiro Road can’t be widened apparently but I am concerned about the school kids biking and walking.”*
- *“Brunskill Road one way, very bad.”*
- *“Roads too narrow for traffic, ie, Bruntwood Road, Kihikihi.”*

### Winding roads/tight corners

- *"Tight corners in Maungakawa."*
- *"Luck at Last Road winding in places."*
- *"There are some dangerous bends on Norwegian Road."*
- *"Very windy and steep with blind corners on hill part of Maungakawa Road and Temiro Road. I'm concerned about safety of cycles and school kids on these roads."*

### Issues with road markings/signage

- *"Some signage inconsistent, eg, where there's a junction, one side is a 'Give Way' the other a 'Stop'. They should both be 'Stop'."*
- *"Big sign at intersection of McClure Street and Baffin Street blocks vision. Told council about it twice but nothing done."*
- *"Need more warning signs, eg, Pedestrians, Horses, Cyclists, to alert drivers."*
- *"Some blind corners at the extension of Rewi Street going into Frontier Road before Pirongia could be sign posted."*
- *"People not obeying signage, ie, Shakespeare Street and Wordsworth Street."*
- *"Generally need more road markings."*
- *"By the Te Awamutu College you have to go past the 'Give Way' sign to turn right at the road sign. It's dangerous."*
- *"In some places they are too narrow. There are no marker pegs and no middle line. Should have signs up and warn to slow down."*
- *"Lots of changes. Need more signs."*
- *"Need to go on road on mobility scooter to pass cars parked diagonally. I nearly had a collision near Countdown, Te Awamutu. No sign anywhere and it's a turn off."*
- *"In Roto O Rangi Road signage is confusing and dangerous with a 'Stop' sign on one side and a 'Give Way' on the other."*
- *"Replace the 'Stop' sign with 'Give Way' sign at Victoria Street and SH1, should be no right turn."*
- *"Confusing with "stop" and "Give Way" signs at Victoria Road and Taylor Street."*
- *"Intersection of Taylor Road and SH1 very confusing signs, one side 'Stop' the other "Give Way'."*
- *"Needs yellow line between the dam and Arapuni Road."*
- *"It would help if there was no right turn from Hamilton Road to Bryce Street."*
- *"Problem when you cross the road near the Club rooms at Victoria Street and Taylor Street, should have stop signs."*
- *"More signs needed on the bends on Paterangi Road."*
- *"There are 'Give Ways' at Burns Street and people don't stop, go straight through. More Traffic control required."*
- *"Some roads have 'Give Way' where they shouldn't be, eg, Burns Street and Byron Street in Cambridge, side streets should give way not main streets."*

### Dangerous areas/unsafe intersections/roundabouts

- *"Roundabout at the bottom of Shakespeare Street should stay."*
- *"Intersection at Hogan Road and Fencourt Road needs an Island. Coming from Hamilton, camber of road all wrong and you could get hit."*
- *"Eastern end of Duke Street in Cambridge where it meets SH1 is a very dangerous junction."*
- *"T junction at Shakespeare Street and road to Tauranga works well but is being removed. It's good, it should stay."*
- *"A number of fatal accidents at the crossroads, Hautapu Road and Peake Road."*

*continued ...*

### Dangerous areas / unsafe intersections / roundabouts (continued)

- *"Low level bridge into Leamington was a death trap. The roundabout is outstanding but they're going to remove it. It should definitely stay."*
- *"Had a few near misses on blind spots on way to Airport at Bird Road and Paterangi Road over to Ohaupo."*
- *"Big shelter belt Akaterere Road falls on our property and the road. It's not safe. We have to move blockages to let Fonterra trucks and postman through."*
- *"We have big trees in Roto O Rangi Road that come down in strong winds."*
- *"It would help if there were islands at the top of Duke Street and from Hamilton Road to Bryce Street."*
- *"Te Rahu Road and Rogers Place – shemozzle, hard to get out."*
- *"Fencourt Road and Swayne Road dangerous for children to ride bikes."*
- *"Intersection at Achilles Avenue will become dangerous when temporary roundabout is removed."*

### Unsafe for pedestrians / children / more pedestrian crossings needed

- *"Bryce Street needs a pedestrian island in the middle to make crossing road easier."*
- *"No pedestrian crossing on Victoria Street where Primary and middle school is and its dangerous crossing the road."*
- *"Lots of walkers in Maungakawa."*
- *"Pedestrian and traffic flow not good at intersection on high level bridge from Pools at Williamson Street and Dominion Avenue."*
- *"Pedestrian crossing near Church in White Street is dangerous. Bypass will improve things."*
- *"Need new crossings outside Cambridge School."*

### Issues with cyclists

- *"Lots of cyclists in Maungakawa."*
- *"Edges not wide for cycling on most roads around Cambridge."*
- *"Not good for cyclists, no cycle lanes."*
- *"Te Miro road lots of cyclists."*
- *"Cyclist lanes need to be made a little wider and then they will be safer."*
- *"Need bike cycle lane Kakepuku Road, blind area coming over 'hump' bridge."*
- *"Need cycle lanes on Fencourt Road and Swan Road, dangerous for children on bikes."*

### Issues with drains / flooding

- *"Roto O Rangi Road, deep drains full of water."*
- *"Mowing of roadside needs to be done more often, ie, side roads the growth gets very long. It will then open drains and not be so dangerous."*
- *"Flooding across road Bryce Street and Queen Street in Cambridge. Work being done, carried out now."*

### Others

- *"It depends on the driver not the road."*



**Q2 Reasons why they are not very satisfied with –**  
**d. “parking in Cambridge and Te Awamutu”**

Not enough parking / need more

- *“Not enough parking in Te Awamutu.”*
- *“In Te Awamutu there’s not a lot of parking.”*
- *“Not enough car parks in Cambridge to accommodate the rate of growth in the town.”*
- *“Need to get more parking in Cambridge.”*
- *“Can be hard to find a park in Main Street, Te Awamutu. Need more carparks.”*
- *“Impossible to get a park in the main street in Te Awamutu. Need more car parks.”*
- *“Cambridge diabolical at best of times. Not efficient in town centre.”*
- *“Main Street in Te Awamutu bad for parking.”*
- *“In Cambridge there’s just not enough parking, the town keeps getting bigger but no more parking is made available.”*
- *“Inadequate spaces.”*
- *“Not enough parks in Te Awamutu.”*
- *“In Cambridge difficult to find spaces at times.”*
- *“Not enough parking spaces. The parking lot in Hallys Lane is good but it’s the only one.”*
- *“Not enough parking in Cambridge.”*
- *“Not enough parking in Te Awamutu shopping centre.”*
- *“In Cambridge it’s shocking, never anywhere to park.”*
- *“Not enough parking in Cambridge, getting harder to find even if you park behind.”*
- *“Not enough in Victoria Street, Cambridge.”*
- *“Not enough parking spaces.”*
- *“Cambridge is diabolical.”*
- *“Cambridge parking can be terrible especially on Friday afternoon.”*
- *“Not enough. Need to buy land when it becomes available and build car parking.”*
- *“Can’t get parking handy in Te Awamutu, Alexandra Street, Bank Street.”*
- *“Cambridge, not enough parking in CBD.”*
- *“Cambridge hopeless. More parking required.”*
- *“Not enough car parks in both towns.”*
- *“Always having to drive around looking for parks in both towns. Not enough parks.”*
- *“Dreadful in centre of town in Cambridge, nowhere to park.”*
- *“Not enough parking spaces in Te Awamutu.”*
- *“More car parks in Cambridge could be looked into. The population is growing and increasing.”*
- *“Both towns need more car parking.”*
- *“Need more car parking in Te Awamutu.”*
- *“Not a lot of parking in both towns.”*
- *“More parking required in Te Awamutu, town is growing.”*
- *“Not enough parking in town in Te Awamutu.”*
- *“Both main streets can’t find a park. Shocking!”*
- *“Lack of parks in Cambridge. It’s terrible.”*
- *“Not enough in both towns. Need more parking.”*
- *“Hopeless. No parking after 8.45 in the main street in Cambridge. Bypass will improve things.”*
- *“Not enough parking spaces in Cambridge.”*
- *“Lack of parking in Te Awamutu.”*
- *“Not enough parks in Te Awamutu.”*
- *“Not enough places in Cambridge.”*

continued ...

### Not enough parking / need more (continued)

- *"Cambridge could do with more."*
- *"Nowhere to go in Cambridge."*
- *"In Te Awamutu, not really enough parks near the hub, particularly for senior citizens who can't walk far."*
- *"Difficult to get car parks in both areas at busy times of day, week days during the day in Cambridge is the worst."*
- *"Not enough parking especially in Te Awamutu."*
- *"Not enough parking in the main street, you can't park outside the shops you want to visit, must be hard for the elderly."*
- *"Need more parks near the doctors in Te Awamutu."*
- *"Not good, can't get car parks in the main street in Te Awamutu."*
- *"Not enough parks in Te Awamutu."*
- *"Need more parking. Many new subdivisions and need facilities to match, hard to get near shops."*
- *"Can't get a park by the Library in Te Awamutu."*
- *"I have a small baby. Hard to find parks close by."*
- *"Sometimes it's hard to get a park."*
- *"Hard to find but reasonable compared to the cities."*

### No policing of time limits / parking time limits ignored / no parking wardens

- *"Council needs to enforce the time limits on parking."*
- *"Need time limits for parking enforced. Staff must be using parks all day, parks full but no one on the streets."*
- *"Needs to be more policing."*

### Angle parking better / need to change / used to be angled parking

- *"Te Awamutu parking used to be angled. They changed it and cut out over a quarter of parking available."*
- *"Need to change to angle parking to give more parks in Te Awamutu."*
- *"Could be better in Te Awamutu. Angle parking might be better."*
- *"In Te Awamutu parking is better as angled parking not parallel."*
- *"They did away with angle parking in Te Awamutu now you can't get a park anywhere."*
- *"They put trees up Main Street of Te Awamutu and stopped the angle parking."*
- *"In Te Awamutu angle parking would be better. Get more people in to parks and wouldn't stop traffic as people are reversing in."*

### The people's fault / don't park well

- *"Peoples fault, they park in two parks."*
- *"Spaces between parallel parking, some drivers need to do better."*
- *"Some people don't park within the lines, take up two spaces."*

### Disabled parking issues / need more disabled parks

- *"Should be more disabled parking spaces."*
- *"Te Awamutu needs more wheelchair parking which has better access rather than on side roads. Need more ramps for wheelchair parking."*
- *"More disability parks needed in Te Awamutu."*
- *"I've got a mobility card and sometimes it's hard in town, lots of through traffic."*

### Some people park all day / parking taken up by business / workers

- *"Shop owners park all day outside their business, fills up street very quickly."*
- *"In Te Awamutu by Bank Street heading for Teasdale Street next to Anzac Green. Staff park their cars Monday to Friday and no parking available for the public."*
- *"The shopkeepers and businesses should park around the back out of the way."*
- *"Workers are using the main street to the detriment of customers."*
- *"Retailers using car parks, they should be available for customers."*
- *"Staff park in car parks, should not be able to hog them all day."*
- *"Business owners are parking in the main street and outside their businesses, including Council staff."*
- *"I wonder if it's Council vehicles by the Library."*

### Not enough parking in the Post Office area

- *"It's hard to get a park in Te Awamutu near the Post Office."*
- *"Need more parks near the Post Shop in Te Awamutu."*
- *"Hard to get to the Post Office in Te Awamutu. There's never a park close and I can't walk far."*

### Parking difficulties / not enough room

- *"Spaces are too small."*
- *"Ute won't fit."*

### Others

- *"Cambridge good, Te Awamutu bad."*
- *"Parking not signed enough."*
- *"Always pretty packed in both places."*
- *"Getting worse because of the Avanti Drome."*
- *"Parking in Cambridge is like winning Lotto."*

**Q2 Reasons why they are not very satisfied with –**  
**I. “wastewater services, ie, the sewerage system”**

No sewerage / have to pay to use

- *“We just have our own sewerage system and I’d rather have a public one. I live in Pirongia.”*
- *“Having to pay rates for wastewater when we don’t get it. Rural area.”*
- *“We are living on a property right next to a subdivision but we are not connected up Swayne Road.”*

Needs upgrading / improving / always problems / blockages

- *“By the time they put Kihikihi on, the plant was already at its maximum.”*
- *“Two years ago Council said they have to spend \$26 million on sewerage upgrade and they haven’t done it yet. If they don’t maintain stuff it will cost more later.”*

Bad smells / stench from plant

- *“Sometimes you can smell a stink. Not often. Hilliard Place.”*
- *“Smell of sewerage in Hall Street area.”*
- *“We can sometimes smell a sort of sewerage smell in Alpha Street.”*

Others

- *“Sewerage plant at Cambridge doesn’t meet its resource consent.”*
- *“The old houses especially in rural areas don’t have an up to date sewerage system. When a house is sold they should have to make its sewerage system compliant in the rural areas.”*

**Q2 Reasons why they are not very satisfied with –  
m. “kerbside or roadside recycling service”**

**Don't take everything / leave rubbish behind / improve recycling service**

- *"We have had bottle breakages and it has not been picked up, poor service."*
- *"Why do they leave broken glass if they drop it when picking up the recycling? They should pick it up just need to carry a brush and pan."*
- *"Several times they have tipped out half my recycling and left it. They wont take my papers at times. Sometimes they just decide to leave the papers on the ground and they blow away."*
- *"It's a pigsty. There has never been as much rubbish blowing around town as when they started recycling. Need to improve the service."*
- *"If they don't take it all its left on the ground."*
- *"If any rubbish falls out of the containers they don't pick the rubbish up. Improved service required."*
- *"Some items are not picked up."*
- *"They will sometimes pick up cardboard sometimes not. Sometimes an issue."*
- *"The collectors are sometimes overly fussy."*
- *"There are a lot of papers and stuff blowing around everywhere including plastic containers. You have to clean them up for them."*
- *"Some bottles not taken. If we have a windy day rubbish flies around. We use a wheelie bin. Waste Management."*
- *"The recycling cardboard is not collected as much as they say they do even when you fold it small."*
- *"There are bits lying around. They don't pick up everything."*
- *"Difference in recyclable and not recyclable by collectors, Golf Road."*
- *"Often dropped items are left on road."*
- *"Things not always picked up. Things are dropped. Sometimes don't take plastic and paper Alpha Street."*

**Irregular pick up times / late / not collected for days / not always collected**

- *"Not consistent with time."*
- *"Recycling collection needs to be improved, some days they don't pick it all up."*
- *"They are not on time and come at any time."*
- *"We never know when the damn rubbish man comes."*
- *"Some weeks fail to turn up."*
- *"Up to three days late at times. Wind blows things around."*
- *"Not getting picked up on time. One day late, quite often."*
- *"Never the same times. Collection of recycling varies from week to week. Sometimes early morning, late afternoon. Need to be consistent."*
- *"Random pickup. Should be fortnightly but sometimes weekly."*
- *"It's very random. They change the days too often or say we have to cross the road. I'm dissatisfied immensely."*
- *"The timing is not consistent. Very difficult to decide when to put rubbish out."*
- *"A bit slack. Leamington is Thursdays but sometimes they don't turn up for two or three days."*
- *"Rural collection only every two weeks. A bit hit and miss. Could be better. Sometimes no collection."*
- *"Wind can be a problem as they pick up late in the afternoon. Plastic bag blows over and rubbish blows everywhere."*

### No roadside recycling

- *"For my business. They don't collect it in Te Awamutu."*
- *"We don't have it and we have to pay separately."*
- *"Don't have a kerbside recycling service because we are rural. Don't get it and have to take to dump. Paying rates for it."*
- *"We have it but they only come half way up Akatarere Road. I have to take it half way up road."*

### No inorganic collection

- *"Need for inorganic collection. William Street."*
- *"I'd like an inorganic one."*
- *"Need a service where you can put out extras such as broken glass, old TVs, batteries, old tyres."*
- *"No inorganic waste collection now. No longer available."*

### Better communication about service / more information

- *"Better knowledge for a resident of what they will take in the recycling bin. Need to provide information to the public on what items can be recycled."*
- *"Improved notification of when they change times of collection needed, eg, holidays. Need to advise the public of the change to collection days after holidays."*
- *"Would like notices in paper when recycling service returns after public holidays."*
- *"People not notified about changes when public holidays. Birds, dogs and wind blow rubbish around."*
- *"Left sticker on the boxes to tell me what's wrong so not to leave it. Needed one more fold of the box?"*
- *"Would like to see more on this."*

### Need more bins / separate bins

- *"We need a large wheelie bin, rather than small bins we have."*
- *"It would be nice to have two bins."*
- *"Glass, paper, plastic, not just one bin. Each week should have a separate thing."*

### Contractors careless with bins

- *"Damaged bins."*
- *"A few times they just throw it instead of placing it in same place."*
- *"They've beaten the living daylights out of bin. Rough with my bin."*

## Others

- *"We have to pay for green bins. They cost \$171.00 a year. If someone pinched our blue bins we have to pay \$20.00. Too expensive."*
- *"They keep changing the rules. They took my papers for two years and all I did was put them in the Waipa bins. Now I have to tie them up."*
- *"No roadside refuse collection which is a bit of a pain considering we get recycling pick up."*
- *"Only fortnightly. Needs to be weekly."*
- *"Broken bins not replaced often enough."*
- *"They have reduced the amounts of the plastics they can take. Some of them have to go into the rubbish now."*
- *"Happy with recycling service. Not happy with rubbish collection. They are in a rural area. Houses at the other end of their road have rubbish picked up by Council. Why don't they go out a little further. They pay rates to Council and have to pay a contractor to pick up their rubbish."*

**Q2 Reasons why they are not very satisfied with –  
n. “the Civil Defence Organisation”**

Never heard about it / don't know about it / lack of promotion / information

- *“A lot more could be done by informing the public about it.”*
- *“Needs more info put out.”*
- *“I don't know about it and not given much information.”*
- *“Had no contact whatsoever. We would have expected a lot more. There ought to be something in the local rag, eg, a general article about them and the people to contact. There needs to be more information.”*
- *“Not as much information as there was.”*
- *“I don't know anything. I have not been informed of anything.”*

Need more exercises

- *“They should have community training on Civil Defence, like open days where they show people what to do in a civil defence situation. Do some Civil Defence courses.”*
- *“I used to be in Civil Defence. It's gone off a bit now.”*
- *“Civil Defence could be more organised than it is.”*



**Q2 Reasons why they are not very satisfied with –**  
**o. “swimming pools”**

**Mishandling of Cambridge pool / wasted money / costs too much / other better solutions**

- *“Too much money spent on consultations, they go round in circles.”*
- *“Spent \$2 million talking about it and nothing done. The pool could have been built for less than that.”*
- *“Spent \$2 million bucks and nothing seems to be happening.”*
- *“I think there was an option to build somewhere else or improve existing pool in Cambridge but money was spent on consultants and nothing was done.”*
- *“Wasted money on consultation and got nothing done.”*
- *“Too much time wasted on decision making.”*
- *“Neglected it for years and now saveable but wasted \$2 million on consultants etc.”*
- *“They need to make a decision and get on with it. We are high users of both pools. I’m sick of it.”*
- *“They shouldn’t go over the top financially with a new pool.”*
- *“Too much spending on consultants.”*
- *“Listen to the people in Cambridge. They don’t want a new pool.”*
- *“I am opposed to a \$40 million dollar pool.”*
- *“Too much spent on consultation when you could have built a pool for it.”*
- *“I’m absolutely disgusted with the way the Council behaved. They would not listen to the public. It’s disgraceful. It was really very poor spending that much money on something the public didn’t want. They need to be aware just how incensed people are about this.”*
- *“I don’t feel we need flash pool. We don’t use pool so why should our rates go up.”*
- *“The amount of money spent on consultation could have built a pool.”*
- *“The issue of the pool badly addressed. Money spent but nothing done on submissions.”*
- *“Need to make a decision one way or the other, wasting money on consultation. “Grow some balls”.”*
- *“Disgraceful that \$2 million was wasted on investigation and no progress.”*
- *“Fundraiser for the pool got a lot of money but nothing done yet.”*
- *“I think St Peters school pool should be used by the public rather than build a new pool.”*
- *“They have the finances now to do the upgrade of a covered roof but haven’t started yet.”*
- *“Council spent too much money on feasibility study when they should have spent the money on upgrading the pool.”*
- *“Council spent heaps of money on research for covered pool and still not commenced work on it.”*
- *“Wasted money on consultants that could well have been spent on the pool.”*
- *“They have spent so much money on the decision making and got nowhere.”*
- *“Nothing wrong with Cambridge pool as is. Not happy about Te Awamutu one. It cost ratepayers a lot of money.”*
- *“Spent a lot of money assessing problems which could have been used to upgrade or build a new pool.”*

### Cambridge needs a heated pool / indoor pool / all year round pool

- *"Cambridge pool not open all year round. I would use it if it was open all the time."*
- *"Would like to see Cambridge pool covered and heated."*
- *"Needs cover and heating."*
- *"Need a warm one for winter."*
- *"Would like a covered pool in Cambridge."*
- *"Need a cover for the pool. Talking about it for 20 years."*
- *"Should build a covered one and leave the other one there."*
- *"Cambridge pool needs heating and covering."*
- *"They should put a roof over the Cambridge pool."*
- *"Cambridge not good, needs an indoor pool."*
- *"Would like a covered pool in Cambridge."*
- *"Covered pool was going to be built in Cambridge, Begonia house built instead. Not a happy camper."*
- *"Need the Cambridge pool covered and heated for the elderly to exercise."*
- *"Need all year round pool facility in Cambridge."*
- *"Cambridge should have a heated pool."*
- *"Year round indoor pool needed."*
- *"Cambridge swimming pool could be improved for the population and be able to be opened in winter."*
- *"Lots of talking and no action about improvements such as a covered pool."*
- *"I would like to see Cambridge pool upgraded to year round facility."*
- *"Cambridge still doesn't have an appropriate facility."*
- *"No outdoor pool, should have outdoor and indoor."*
- *"Would like to see the Cambridge pool covered."*
- *"We have a lovely pool but don't have a winter pool."*
- *"Should have a closed pool like Hawera and they only have half the population."*

### Pool closed too often / restricted access

- *"Shut down for cleaning a bit too often as the pools fouled by the public."*
- *"Regularly shutting down for maintenance, over the holidays too."*
- *"Te Awamutu pool facilities are often under repair and too often the pools are not accessible due to closing."*
- *"It was closed during school holidays for two weeks."*
- *"It's always getting closed."*
- *"They shut it down during the school holidays, which is crazy."*
- *"The times are not good. General public excluded at times from the pools, need to review opening hours."*
- *"Te Awamutu pool closed in the school holidays."*
- *"Pools closed in school holidays for maintenance."*
- *"Pool closed a lot. Ratepayers still pay to use it."*
- *"Pools have been closed at the wrong times, eg, school holidays."*
- *"Why do they close school holidays for maintenance?"*
- *"The pool is shut down frequently."*
- *"Shut all the time."*
- *"Closed for the school holidays. Not good enough, should be open during the holiday period."*
- *"Always closed school holidays, not good hours."*
- *"We have to take our child to Hamilton for swimming lessons. My child has special needs and I'm not allowed a private teacher."*

continued ...

### Pool closed too often / restricted access (continued)

- *"Cambridge pool doesn't inform you before you go into the area that they are having classes."*
- *"A lot of closures and inflexibility, they put swim club in and no room for the public."*

### Cambridge pool needs maintenance / an upgrade / replacement / better facilities

- *"Filtration system inadequate, need to improve."*
- *"I believe pumps are worn out."*
- *"Cambridge pool needs upgrading."*
- *"They should upgrade the Cambridge pool."*
- *"Pool deteriorating, needs an upgrade."*
- *"Cambridge pool needs to be upgraded."*

### Poor standard of hygiene / could be cleaner / better upkeep

- *"Don't think the pool in Te Awamutu is healthy, it seems polluted."*
- *"The toilets are unsanitary at the Te Awamutu pool."*
- *"Te Awamutu pool water quality is at times poor and pool needs cleaning more often."*
- *"Te Awamutu needs attention, more maintenance and cleaning required."*
- *"Te Awamutu pool not well maintained."*
- *"Lack of maintenance, often closed down. Big shut downs instead of regular maintenance programme."*
- *"Te Awamutu pools are dirty."*
- *"Te Awamutu pool has been closed several times due to faeces in the pool."*
- *"They should enforce babies wearing proper swim nappies, needs more parental control."*
- *"At times Te Awamutu pool is dirty and needs to be cleaned."*
- *"Te Awamutu Event Centre, no longer go as there is often faeces in the pool, needs cleaning more often."*
- *"Cleanliness at Te Awamutu pool should be improved."*
- *"Below average."*
- *"Not cleaned as well as it was. The Aquatic Centre has broken tiles on the bottom."*
- *"Needs more Council staff control and enforcement on babies wearing swim nappies."*
- *"Constant faeces in pool which requires cleaning."*
- *"Staff not looking after Te Awamutu pool to a reasonable standard. We need safe swimming for the children."*
- *"We use it a lot and often the toilets are unsanitary."*

### Cost issues / charges too high

- *"High cost of swimming lessons."*
- *"Spectators should not have to pay, only swimmers."*
- *"Spectator fees should be classed as general ticket."*
- *"Swimming lessons have become expensive."*
- *"Costs have gone up."*
- *"Pool costs are too expensive. They are trying to stop other groups hiring the facilities."*

### Temperature of pool is not satisfactory

- *"In Summer Te Awamutu pool gets very hot."*
- *"Te Awamutu pools are cold."*
- *"Husband has medical condition and can't go because it's too cold."*

### Too much chlorine

- *"The amount of chlorine in the new indoor pool makes you feel sick."*
- *"Strong smell of chlorine."*

### Management/ not well run

- *"The Te Awamutu pool is not well managed."*
- *"Te Awamutu pool is very poorly run."*
- *"Management of Te Awamutu pool isn't good."*
- *"Change in management. New staff not as friendly, quite militant and they control entry by gates."*
- *"Change of management meant granddaughter lost her swimming instructor."*
- *"Better communication to the public required especially when classes are using the pool."*
- *"At the Te Awamutu pool swimming lessons are difficult to get into. They don't call you back."*
- *"Management has gone backwards at Te Awamutu pool."*
- *"Cambridge pool is a good facility but poorly managed."*
- *"Swimming lessons are hard to get into."*

### More money spent on Te Awamutu pool/ Cambridge disadvantaged

- *"Te Awamutu well catered for but Cambridge is not."*
- *"Cambridge comes second best to Te Awamutu."*
- *"More should be spent on Cambridge to keep up with Te Awamutu."*
- *"Te Awamutu good but not Cambridge."*
- *"Everyone complains they spend money on Te Awamutu pool but not on Cambridge."*
- *"We have been waiting for 30 years for a covered pool in Cambridge. Te Awamutu has one and I don't understand why we are so disadvantaged."*
- *"Cambridge needs a pool complex like Te Awamutu."*
- *"Want a better pool. Te Awamutu has one, no reason Cambridge couldn't."*

### Others

- *"As a ratepayer we should be able to use the Events Centre pool facility."*
- *"Public need to be aware of keeping the pools clean."*
- *"Built it for the Te Awamutu swim club. Waste of ratepayers' money, they should have fundraised for it themselves."*
- *"We travel to Te Awamutu with the grandchildren Cambridge is not good."*
- *"They gave us a Begonia House in Cambridge over 20 years ago but not a winter pool."*
- *"When the children make a mess in the pool too much water has to be emptied. The pools run into each other instead of being segmented. I think it's the way it's designed."*
- *"Need to put down rubber mats as dangerous for children."*
- *"Lifeguards need to be more vigilant at the Te Awamutu pool."*

**Q2 Reasons why they are not very satisfied with –  
p. “public toilets”**

Not enough toilets / need more

- *“Not enough.”*
- *“Need more.”*
- *“There could be more.”*
- *“More toilets required in town, Te Awamutu.”*
- *“Need more. Population has tripled. Toilets haven’t.”*
- *“Need more public toilets in Pirongia.”*
- *“Could do with more in Cambridge.”*
- *“Could be more.”*

Dirty / unhygienic / smelly / disgusting / need better cleaning

- *“By Warehouse and Fresh Choice are dirty most of the time. Information Office only clean one all the time.”*
- *“The only one that’s good and clean is Information Centre toilet.”*
- *“Toilet not very clean in Te Awamutu.”*
- *“I wouldn’t want to use the one by the Warehouse complex in Te Awamutu. It’s not clean.”*
- *“One by the Court House is shocking, dirty. One by Information Centre, Te Awamutu, good.”*
- *“No toilets for public, Pak ’n Save on Cambridge Road.”*
- *“Court House one is disgusting and dirty.”*

Poor standard / old / need upgrading / maintenance

- *“The one on Walton Street didn’t flush.”*
- *“Tiki Domain toilets are sub-standard.”*
- *“Hayley’s Lane needs upgrade.”*
- *“Need to be better maintained in towns.”*
- *“The ones in Pirongia need improvement. Too small for traffic out of town.”*
- *“Could do with a revamp, Doors don’t lock. Walton Street toilet beside police station.”*
- *“Halley’s Lane toilet has really bad taps.”*
- *“Court House one is old.”*
- *“Not maintained enough.”*
- *“The tap on the sink needs replacing or repairing in the public toilet in Cambridge.”*
- *“Nowhere to hang gear in shower at Cambridge loos or to sit to get dressed. Room too dark.”*
- *“Lighting in toilet near the Court House is always out. Others are great.”*

Have to pay to use the toilets / should be free

- *“Have to pay for the Superloo.”*
- *“Object to paying for using Superloo.”*
- *“You have to pay in Cambridge.”*

Difficult to locate / need better signposting

- *“More signage needed, Cambridge.”*
- *“I don’t know where they are in Te Awamutu.”*

### Get vandalised

- *"The one in George Street is always getting vandalised."*
- *"They get knocked around in the weekends. Bowls get broken in Te Awamutu."*

### No toilet paper, soap, etc / toilet paper rationed

- *"Only a tiny box of hand soap, Walton Street."*
- *"No soap, no facility to dry hands in Ohaupo disabled toilet, toilet paper difficult to get off roll, disabled toilet in Ohaupo."*

**Q2 Reasons why they are not very satisfied with –**  
**q. “cemeteries”**

Not looked after / could be better / in disrepair

- *“General maintenance, lawn needs to be mowed more often.”*
- *“Leaves blow around. Te Awamutu is windy.”*
- *“Dangerous to walk. Not addressing subsidence. Family plot at Leamington was kept well before it was contracted out. It was beautiful.”*
- *“I’d like to see some of the really old grave stones cleaned.”*
- *“Need more maintenance, the one in Te Awamutu.”*

Others

- *“Not happy the local Council was going to give the Cemetery to the iwi. Apart from that okay.”*

## Q2 Reasons why they are not very satisfied with – r. “Council website”

### Difficult to navigate around site/hard to find information/not user friendly

- *“Bit of difficulty navigating around it to find my recycling day.”*
- *“Awkward to find your way around. The website needs to be more user friendly.”*
- *“It’s difficult to get around the site, ie, consents. Needs to be more friendly.”*
- *“Too tricky and complicated and hard to navigate the system.”*
- *“Too hard to find things. Hard to navigate, not user friendly.”*
- *“It’s not great. They could do some usability study on it. Hard to find information on it.”*
- *“Not straight forward and simple. Need to improve websites access. I tried to get an ad but couldn’t get on to what I wanted.”*
- *“Can be difficult to navigate.”*
- *“I am having trouble navigating in it to find information quickly.”*
- *“Hard to find information on some things. They need a better title heading.”*
- *“Too hard to find information.”*
- *“Not very user friendly. Things are hidden and almost impossible to find, eg, payment options for rate payments.”*
- *“Not user friendly. There needs to be more visuals. You need to be able to more directly access what you want.”*
- *“Not very easy to find what you want.”*

### Missing information

- *“They don’t seem to advise people of what’s happening on their website. Needs to be a page to show what is happening.”*
- *“Cambridge website didn’t say transfer station was shut on public holiday but Te Awamutu one does. So we made a wasted trip.”*
- *“Not putting the water quality results up. More information needed on the website.”*

### Others

- *“More lively front page. Direct more at out of town people and trying to attract business. The majority of people accessing website is 95% local people.”*
- *“When I pay my rates online, I can’t use Internet Explorer, the most used browser in the world. It’s ridiculous that the payment system would be set up by the IT people with a different browser.”*
- *“Needs to be done professionally. It’s not aimed at the older generations who are not ofay with websites and it’s not efficient.”*
- *“The Council needs to get people there and talk about how they would like to have the website not how the Council think it should be. There shouldn’t be such an expectation to use the website as we have an older demographic who may not have access to the web.”*



## Q5b Reasons why they are not very satisfied with – “Museums”

### Not as good as it should be / not much there / lacks historical displays

- *“Need to put more out.”*
- *“Not much in the Museum because of size.”*
- *“There are too many artefacts that are stored that should be displayed but can't be because of space.”*
- *“Cambridge Museum is not really interactive and it's not tailored for the kids.”*
- *“There have been too many changes made at Cambridge Museum for, eg, the Military Room with uniforms etc. was packed up. It's getting more like an Art Gallery.”*
- *“At Cambridge the scale model of a Maori Pa has now disappeared.”*
- *“They have gone too much like an Art exhibition (a modern aspect). A lot of people I know are looking for more historical displays and artefacts.”*
- *“Cambridge Museum doesn't reflect the history of the area.”*
- *“May have been redeveloped but a lot of missing displays and less stuff in it. Many of the historically valuable displays have disappeared.”*

### Too small / need a bigger / better / new museum

- *“Too small for the displays they have.”*
- *“It's not very big. I feel it could have been better, size is the issue.”*
- *“It could be bigger, they need storage facilities. Museum was very interesting.”*
- *“I like it but it could be bigger.”*
- *“Te Awamutu Museum too small, needs to be bigger but it is a good Museum and the people are nice.”*
- *“It should be bigger.”*
- *“Too small to display all the artefacts.”*
- *“Cambridge Museum is old and outdated. Not enough room for exhibits.”*
- *“Cambridge Museum is very small. They could have more exhibitions if it was bigger.”*

### Others

- *“My long term view is to move the Te Awamutu Museum. The library would take over the Museum. The Museum would be a purpose built centre on land owned by the Council.”*

## Q6 Reasons why they are not very satisfied with – “Libraries”

### Need a bigger/better library/ needs upgrading

- *“The premises need upgrading.”*
- *“Library too small, Cambridge.”*
- *“Te Awamutu needs upgrading, needs to expand its services and internet services. Have a coffee there. More a community centre like on the Gold Coast.”*
- *“Te Awamutu one could be bigger.”*
- *“Need more space.”*
- *“Would like more space, library in Te Awamutu too small.”*
- *“Library too small, cramped where the computers are, Te Awamutu.”*

### Need a better selection of books/more/new books

- *“Could update the books as getting very old and new ones are required.”*
- *“Not a good selection of books, Cambridge.”*
- *“Need more books.”*

### Others

- *“Staff unfriendly and unhelpful at Te Awamutu.”*
- *“You have to pay for things here that you don’t have to pay for in Hamilton.”*
- *“We pay for some books. We didn’t have to in Auckland.”*
- *“Iwi put mural carving in library building, not promoted or shown to tourists or school children, Cambridge library.”*

## Q8 Reasons why they have not used or visited a District library in the last 12 months

### Don't read / do other activities / not interested

- *"Don't read, don't require services."*
- *"I don't read."*
- *"I don't read books."*
- *"Not a big reader."*
- *"Never have done, not a reader."*
- *"I'm not a big reader."*
- *"Don't read a lot these days."*
- *"Don't read, not interested."*
- *"Not much of a reader."*
- *"Don't do much reading."*
- *"Not interested in it."*
- *"Not a big reader."*
- *"Don't read, get information from newspaper."*
- *"We don't read much, read magazines."*
- *"Not book worms, enjoy sport, live or on TV."*
- *"I don't read very much. I do a lot of jigsaws."*
- *"Watch TV instead."*
- *"Not great readers, easier to watch TV."*
- *"I don't read much, mainly the newspaper."*

### Don't need to / don't use them / no reason

- *"No need."*
- *"Don't need to."*
- *"I tend not to use them."*
- *"Never had to."*
- *"Haven't had the need for it."*
- *"Haven't had the need to."*
- *"Just don't feel the need to, doesn't tickle our fancy."*
- *"Have not needed to use the library."*
- *"Haven't had the need to use it."*
- *"Haven't had a reason to use it."*
- *"Just don't have a need to go there."*
- *"No longer need to use library."*
- *"Just haven't had an occasion to, don't get books from the library."*
- *"Can't think of a reason, just don't use it."*
- *"No reason."*
- *"Just don't."*

### Buy own books / magazines / newspapers

- *"Buy from the second hand book shop here."*
- *"Buy own books, no need to."*
- *"We buy our books."*
- *"I get second hand books to read."*
- *"I tend to go and buy the books. I don't go into town that often."*
- *"I tend to buy books."*
- *"I use the second hand book shop."*
- *"I buy books and magazines."*
- *"I have an affinity for buying books."*
- *"My wife buys magazines instead."*
- *"Buy books."*
- *"Prefer to buy books."*
- *"If we want a good book we buy it."*
- *"We buy lots of papers or they are free."*
- *"We tend to buy books."*
- *"Buy most of my books."*
- *"If I want to read I buy a book."*

### Read using e-books

- *"Have Kindles and therefore don't read books."*
- *"Read ebooks, computers."*
- *"Use electronic books."*
- *"Doesn't, e reading."*
- *"I have a Kindle, I order all my books."*
- *"We read from tablets, we are avid readers."*
- *"Use a Kindle to read books."*
- *"I've got a Kindle."*
- *"My wife has an e-reader."*
- *"Bought wife an electronic reader."*
- *"Have an e reader and get books online. Valuable service all the same."*

### Use the internet

- *"I look things up in the websites."*
- *"Don't need. Use the internet if I need to find out something."*
- *"Information is on computer."*
- *"No need for it, use internet."*
- *"Faster on the internet these days."*
- *"We use the internet."*
- *"You can get so much information online."*
- *"Don't use library as use the internet for information."*
- *"Get most things from internet."*
- *"Use internet."*
- *"Because of the internet. You can download books."*
- *"Used to go before computers now we use computer."*
- *"We find it on the web."*
- *"Use computer instead."*
- *"Research on the internet."*
- *"I have the internet."*
- *"I get most of my books and stuff on the web."*

*continued ...*

### Use the internet (continued)

- *"Because we've got the internet."*
- *"Not needing to as we have internet access."*

### Lack of time / too busy

- *"Lacking in time."*
- *"Haven't got time for reading."*
- *"Have semi-invalid husband so lacking in time as am caregiver. Used to go frequently."*
- *"Too busy to read, no need to."*
- *"No time to read."*
- *"Don't have time to read, have other interests."*
- *"Haven't got the time to get books at Te Awamutu where I work."*
- *"Don't get a chance with children and busy with sport."*
- *"Just busy doing other things rather than going to the library."*
- *"I keep myself busy with Missions without Borders. I knit strips for making blankets with."*
- *"Lack of time."*
- *"No time to read."*
- *"Not enough hours to read or visit the library."*
- *"Am busy doing others."*
- *"Too many other things to do."*

### Too far / out of town / inconvenience

- *"I live out of town."*
- *"Facility does not fit into my lifestyle, work out of town but retiring soon and will use service."*
- *"Too far, thirty five kilometres to Te Awamutu , seventy kilometre round trip."*
- *"I work in Hamilton."*
- *"Don't go to libraries in Waipa, work in Hamilton."*
- *"Work in Hamilton, so it's inconvenient."*
- *"Distance."*

### Use other libraries

- *"I have a good library available at work."*
- *"Kids use school library."*
- *"Have one at the church which you use at the time."*
- *"Use Hamilton library."*
- *"We live in a retirement village and they have their own library."*
- *"Daughter has school library."*
- *"The children go to the school library."*

### Poor eyesight

- *"Have poor sight and slow, don't read as much."*
- *"Poor eyesight and change of reading habit."*
- *"Because of bad eyesight."*
- *"My eyesight is too bad for reading."*
- *"Sight is getting bad now."*

### Charges

- *"I got poopy with them charging fifty cents for some books."*
- *"I didn't want to pay fifty cents to take a book so used another source. Never had to pay anywhere else."*

### Have own books / access to other books / swap books

- *"Don't get there. I read a lot but not from the library."*
- *"We actually get our books from elsewhere. We have nothing against library as such."*
- *"Don't need to use library. I've got books at home, read the newspaper."*
- *"Don't need to use the library. I have quite a few books at home."*
- *"I have enough to read without going to the library."*
- *"Enough books at home to read."*
- *"Read own books."*
- *"Use friend's books."*
- *"Swap a book at bowling club. Book-a-rama, Rotary."*
- *"We swap books around with friends."*

### Others

- *"Been away travelling."*
- *"Haven't got a library card to use."*
- *"We are new in Te Awamutu."*
- *"Our kids aren't old enough."*
- *"The last time I went to the library, they didn't have the research books that I wanted."*
- *"The kids have got a bit older. It's more the electronic stuff they want."*
- *"Age."*
- *"Kids get plenty of reading from school."*
- *"Habit. About to restart using."*
- *"My wife has been in hospital for five months. Other issues."*
- *"Hours not suitable for me."*
- *"It's not on the to do list."*
- *"Don't know where they are."*

## **Q17 Nature of their main query in the last 12 months**

### **Building permits / consents / resource consents**

- *"Building permit."*
- *"Building consent."*
- *"To do with building consents, work on house."*
- *"To do with resource consent, would on one of my properties."*
- *"The consent for a title on our farm."*
- *"To ask about building consents."*
- *"Building consent information."*
- *"It was a building consent query."*
- *"Getting resource and building consent."*
- *"Check up on building permit."*
- *"Customer support part of a building consent."*
- *"Building on Sacred land."*
- *"Building consent costs."*
- *"Building consents."*
- *"Resource consent."*
- *"Consent application."*
- *"To get a building permit."*
- *"To get a fireplace consent."*
- *"Building consent for a fireplace."*
- *"Consent to put a fireplace in my home."*

### **Dog control / registration / dog issues**

- *"A wandering stray dog."*
- *"Dog registration payment."*
- *"Dog roaming the area."*
- *"About my dog."*
- *"Dog, regarding licensing matter."*
- *"Dog barking."*
- *"Dog wandering."*
- *"Dog registration, change over from one dog deceased to new dog."*
- *"Dog registration."*
- *"Dog concern."*
- *"Dog control."*
- *"Dogs worrying sheep in our area."*
- *"Dogs in the parks."*
- *"Dog licensing."*
- *"Microchipping the dog."*
- *"Dog to register."*
- *"Dog complaint."*
- *"Dog that was wandering loose."*
- *"Transfer dog registration."*
- *"Registration of dog."*
- *"Dog problems."*
- *"Animal Control – dog running loose."*

### Rates issues

- *"Rates."*
- *"Pay rates."*
- *"Rates rebates for elderly."*
- *"Paying rates."*
- *"Payment of rates."*
- *"Change the rates to direct debit."*
- *"Rates going up."*
- *"Just about the rates."*
- *"Change the personal rates papers over after my husband died."*
- *"Sorting out the rates bill."*
- *"Our rates."*
- *"Rates rebate."*
- *"Rates information."*
- *"Cost of rates."*
- *"Rates valuation."*
- *"Rates reduction, ie, rebate."*
- *"Change of account for rates payment."*
- *"To organise paying my rates by Direct Debit."*
- *"Just to pay rates."*

### Stormwater issues

- *"Stormwater drain."*
- *"Drain blocked."*

### Water issues

- *"Water rates."*
- *"Water burst pipe outside house."*
- *"Mud in the water supply."*
- *"Water supply, due to road sinkage. What are they going to do to fix this, near my place Beechey Street."*
- *"The dirty water. It worries me because I was pregnant. It bubbled the enamel in my bath."*
- *"Report a water leak."*
- *"Leaking fire hydrant."*
- *"I was concerned about a water meter."*
- *"About a water leak, Albert Park, Te Awamutu."*

### Fire permits/ fire issues

- *"Fire permit."*
- *"Our main query is lighting a fire in an incinerator burning rubbish."*
- *"Reported that the area over highway covered by thick smoke."*
- *"Neighbours burning rubbish and plastic."*



### Rubbish collection / recycling / transfer station

- *"To find out when recycling was being emptied."*
- *"Inquiry for recycling."*
- *"Recycle bins."*
- *"Change recycling bin."*
- *"It was the recycling, wasn't collected. We are down the end of a no exit road."*
- *"Rubbish collection or lack thereof."*
- *"Street collection."*
- *"Recycling bin taken from outside our property."*
- *"Box not being taken away."*
- *"Recycling bin replacement."*
- *"Recycling."*

### Noise control

- *"Stereos, you get half a dozen going, it's bad."*
- *"Neighbours were having a party."*

### Town planning / zoning / District Plan

- *"Submission to the annual plan about Smart Road, very poor."*
- *"Upgrading Hall Street, putting in a submission."*

### Tree issues

- *"Clearing leaves from Baxter Place."*
- *"Trees trimmed."*
- *"Removal of the tree outside our house."*
- *"Trees overgrowing the footpath."*
- *"Shelter belt on Council property."*
- *"Neighbours planting trees on my boundary."*

### Roading / road signs / marking / traffic issues

- *"Road signs maintenance."*
- *"Advising them of street name signs that have been twisted or broken."*
- *"Pothole on my street, Candy Road."*
- *"Road closures and times for royal visit."*
- *"Getting potholes filled in."*
- *"Roading near the bridge and Victoria Street."*
- *"Parking in Street by school, yellow lines required, Warburton Crescent and Te Rahu Road."*
- *"Road repair that took weeks to repair."*

### Parks / reserves

- *"Parks and reserves, what's been done."*
- *"Monument on Leamington side of bridge, two bronze plaques missing. How long?"*
- *"About a skate park upgrade."*

### General Council office enquiries / accounts / information

- *"General enquiries."*
- *"Advise of mistake on Website."*
- *"Filling out forms."*
- *"I needed information about a cycle race in district."*
- *"About the internet browser."*
- *"Forms for community funding."*

### Street lights

- *"Street lights."*
- *"A street light not working."*

### Subdivision of property / property development

- *"Question regarding subdivision."*
- *"Subdivision information."*
- *"Land subdivision."*
- *"Subdividing rules."*
- *"Subdivision."*
- *"Subdividing."*

### About a property / LIM report

- *"Try and find property papers for my property."*
- *"Wanting to purchase property."*
- *"LIM report, talked to a planner."*
- *"Regarding a property I own."*
- *"Property query."*
- *"Property, Government valuation."*
- *"It was to order a LIM report."*
- *"Lim reports."*
- *"Land, property."*
- *"Transferable Development Rights (TDR)."*

### Building department / services / building matters

- *"Construction of residence."*
- *"To book a building inspection."*
- *"Submitting plans and booking inspections."*
- *"Compliance with building new houses."*
- *"Code of compliance."*
- *"I was helping a friend who had to get their house certified."*
- *"To do with condition of our building that I own with a builder."*
- *"To extend house and build verandah without having to get permits."*
- *"Fence repairs between my property and Council owned property."*
- *"A problem with a pest-proof fence."*
- *"Confirmation of drainage inspections."*
- *"Building inspection Code of Compliance."*
- *"Building placement next to powerlines."*

### Footpaths

- *"Footpath maintenance."*
- *"About the footpath."*

### Business matters

- *"Business matters regarding the management of Memorial Park by Cambridge Rugby sub Union."*
- *"Trying to do business with them."*
- *"Why I had not been paid for work done for Council."*
- *"Community board visit changed. Clash with Cycling event."*
- *"Ringing to book Council offices for a meeting."*
- *"Different things over the last 12 months as part of my job dealing with Council."*

### Others

- *"Concerned about cemetery lots."*
- *"Regarding a Community organisation."*
- *"A complaint. Personal, can't reveal."*
- *"Local events."*
- *"Regarding a rooster in the town walking in the streets of Te Awamutu."*
- *"Opossum on my property."*
- *"Air pollution."*
- *"Renew a liquor licence."*
- *"We were having trouble with our sewerage when they were laying fibre optic cable."*
- *"Historical Trust."*
- *"Complaint about a cyclist on a rural road."*
- *"Complaint about the appalling way the Council handled the closure of the High Bridge."*

### Don't know / no reply / can't remember

- *"Can't remember."*
- *"Can't remember what it was about."*

## **Q19b Reasons why they were not satisfied with the way their query was dealt with**

### **Never heard back / no response / no feedback / still waiting to hear**

- *"We haven't heard back about the shifting of the roadside fence at Memorial Park."*
- *"Have not heard from the Mayor since asking him more difficult questions."*
- *"Said they would call back and didn't."*
- *"No response to date."*
- *"It was three or four weeks ago, we are expecting to hear."*
- *"Because it hasn't been attended to yet."*
- *"Not sure, didn't get any feedback."*
- *"Wasn't informed if they had done anything in regards to dog control."*
- *"Taken a long time for someone to get back to me."*

### **Unsatisfactory outcome / ongoing problems**

- *"Because we still have the problem with roaming dogs."*
- *"Council did not come out to check what the contractor had done. Job is still to be completed."*
- *"We've been asking about it for a year. The previous owner was asking for seven."*

### **Poor attitude / unhelpful / fobbed off**

- *"The Council person's attitude. They did not appear to be interested."*
- *"Uncaring."*
- *"When I questioned having to pay for bins she became rude."*
- *"Didn't want to get involved. Pathetic!"*
- *"Misled, they wasted my time. They told me to do something else which they could have told me in the first instance."*

### **Lack of action / problem not resolved**

- *"Dog in flat above barks continually and never exercised. No action."*
- *"Didn't do anything about it."*
- *"Problem still not resolved after two months."*
- *"Gorse is a problem and needs spraying at end of Daphne Street. The trees and shrubs will be overtaken with the gorse."*
- *"Contact was only a month ago, still nothing has happened."*
- *"Still waiting for pipe to be fixed after 24 hours."*

### **Poor service by staff / inefficiency / slow service**

- *"Need more follow up, keep us informed."*
- *"Took a long time to action."*
- *"Rang Council after hours. Person didn't know what to do or what he was talking about. Need a better level of service."*
- *"They couldn't tell what times the roads were being closed."*
- *"Council was unable to answer my questions."*
- *"It was finally dealt with but it took a couple of months."*
- *"I had to recall them at least three times. I think they tried cheaper options before fixing the problem."*
- *"Weren't very knowledgeable about law. Gave minimal answers, had to do my own research of records."*
- *"Very slow."*

## Others

- *"Told I would be charged for information."*
- *"They left it up to kids to design a skate park – that's Councils job in Te Awamutu."*
- *"They know I don't want to go into it. It's personal."*
- *"Because it was dealt with in public, there was no privacy to discuss it. People were looking at me, there were assumptions made. I couldn't debate it."*
- *"All the conditions of the permit were complicated and it took a lot longer than we thought."*

## Q20 Things Council could do better to improve its service at their first point of contact

### Quicker response / follow up when they say they will / return calls

- *"Could have rung back and been polite."*
- *"They could reply to queries. No one ever phones back. They don't reply to correspondence."*
- *"Answer the messages on the answerphone within 24 hours otherwise no use having a message service."*
- *"Person I made contact with does not appear to have followed through. No good saying we will see to it and then nothing happens."*
- *"Should have rung back to update."*
- *"Send someone to follow up quicker."*
- *"Respond in shorter time frame."*
- *"Quicker off the mark."*
- *"If they have to get back to you they should give a time frame."*
- *"Don't delay response."*

### Listen to people

- *"Could listen to people more."*
- *"Be more understanding of the person's point of view."*
- *"Talk and listen to complainant. Keep informed."*
- *"I would like them to listen better. They go off on their own agenda. They should listen to the people who voted them in."*
- *"Listen to what we are saying."*

### Take prompt action / provide a faster service

- *"Act on queries and complaints."*
- *"Action things better."*
- *"Respond to a query more promptly."*
- *"Fix problem."*
- *"Long winded with consents."*
- *"Reply to queries when you get them."*
- *"Work behind the scene a bit more after the initial contact."*

### Get to talk to a person / not an answerphone / easier to get to the right people / people I want

- *"Make planners available at all times."*
- *"Need to follow through with the same person, not others."*
- *"They need an index at counter to save being passed through different departments."*

### Better customer service / be more friendly / helpful / offer information / advice

- *"Provide more information to the public."*
- *"Train the staff better."*
- *"Have staff primed with the correct information."*
- *"The Council reception could be more knowledgeable about things in the community."*
- *"Let us know when we first apply for permits 'these are the requirements'. Even list them 1-10."*
- *"Be more polite."*
- *"Improved service required."*
- *"They were obviously busy when I walked in the door but they could have put their work aside and discussed it properly rather than the whole office hear it. It's a very public forum there."*
- *"Train the staff to be more 'customer' focused. Employ people who can deal with customers."*
- *"Be pro-active with their advice."*
- *"Should be more helpful. I had to sort out my own problem myself by contacting sub-contractors."*
- *"Customer service. They are grumpy sometimes."*
- *"Be more hospitable."*
- *"Could have been polite."*
- *"They could have come and talked to me to see what my rights were."*
- *"Be more in tune about things that go wrong."*
- *"When the person you're dealing with is on leave there is no delegation. You have to wait till that person returns. They should have a better system."*

### Better communication with us / be more honest / keep us informed

- *"I think the person fixing the problem would be better to contact the property owner then the communication is better."*
- *"Keep people updated more regularly."*
- *"Be timely with reminders."*
- *"Better communication."*
- *"More open and transparent, user friendly."*
- *"Honour their promises."*
- *"Let people know they have been actioned."*
- *"Keep people updated."*
- *"Get things in writing, both parties should."*

### Deal with our issues

- *"Deal with each case more on its merits."*
- *"They could have sorted out the problem. It was a personal issue. That would have been good."*
- *"They passed the buck to start with between Council and Police."*

## Others

- *"Council should hold meetings and submissions in Cambridge every now and again so people don't have to drive to Te Awamutu. It's timely, and a cost, and difficult for older people and those with transport issues."*
- *"They need to be reminded they work for the people of the towns."*
- *"They could do more with the employees."*
- *"Council should take responsibility for mowing berms and not have residents do it for them."*
- *"Improve footpaths."*
- *"Staff need to know the layout of the town. Council staff are not aware of this."*
- *"Possibly have more people manning the phones."*
- *"More privacy at front counters at Council offices."*
- *"Have more people on at lunch time, stagger lunch breaks."*
- *"Give me a discount, nothing else."*
- *"Better website with more information."*
- *"Coffee machine!"*

## Nothing/happy with service as it is

- *"Nothing."*
- *"Good, no improvement needed."*
- *"I don't have any complaints. They don't need to do anything."*
- *"Nothing, always helpful and pleasant."*
- *"Happy."*
- *"Nothing, they have good front people."*
- *"You can't get an improvement on the service."*
- *"Very polite."*
- *"Quite happy as it is."*
- *"Service was perfect."*
- *"Happy with the way they work at the moment."*
- *"No problem with first contact."*
- *"Nothing because they are quite OK."*
- *"Everyone very helpful. If the person I need to speak to is not available they find someone else."*
- *"Service OK."*
- *"Happy with the way they are."*
- *"It was good so they can't really improve it."*
- *"Perfectly satisfied."*
- *"OK at present."*
- *"They're good at their jobs."*
- *"Fine as it is."*
- *"No problem. Front desk staff excellent."*
- *"Haven't had a problem, nothing needs to be done."*
- *"They were excellent."*
- *"Nothing to improve. I was satisfied."*
- *"Happy with the staff and the way they help people."*
- *"It was acceptable."*
- *"They are very good."*
- *"I've never had a problem."*
- *"Was fine."*
- *"Happy with status quo."*

continued ...



Nothing/happy with service as it is (continued)

- *"They're doing their best."*
- *"Very good on the phone, carry on as they are."*
- *"I'm happy with the service."*
- *"Nothing better to be done. With the resources they have they do a good job."*
- *"Good in office, Ok, they are onto it. No problems or improvement required."*
- *"Can't fault them."*
- *"Always pleasant and helpful."*
- *"They gave me all information on one call. It was very good. Very efficient, superb."*
- *"Initial contact was good."*
- *"Happy with the way things are."*
- *"The desk staff has been really good."*
- *"They sorted it out quickly."*

## Q22 Reasons they are not satisfied with the amount of business or commercial development in their area

### Too many empty shops/businesses have closed down

- *"Quite a few empty shops."*
- *"Te Awamutu is the old empty shop syndrome, shop skipping. Cambridge is doing well."*
- *"There are a lot of empty shops in Leamington."*
- *"The closure of the petrol station around the High Bridge has been appalling."*
- *"A lot of vacant buildings in Te Awamutu."*
- *"Many shops lying empty. Shops need to be filled."*
- *"Nothing happening, more closures than progress."*

### Not a good range of shops/more shops

- *"No shops in Ngahinapouri."*
- *"Cambridge has too many high end shops and Te Awamutu has better shops for teenagers. Need a better balance in the type of shops in the area."*
- *"They let too many of the same type of businesses open, eg, cafes and liquor shops."*
- *"Cambridge doesn't have middle of the road shops, only seems to be catering for the rich."*
- *"The shops need to keep up, and cafes, with the new sports things opening velodrome etc."*
- *"Cambridge East doesn't have enough shops up this end."*
- *"Got four \$2 shops but lack mid-range shops and no menswear shops."*
- *"Cambridge is hopeless for the shopping. Cater for the rich. Why can't we have every day chain stores for example Glassons, Hallensteins and Rebel Sports."*
- *"I would like to see more shops on the Leamington side of the river. More shops than anything."*
- *"Not great shopping in either Te Awamutu or Cambridge."*
- *"Cambridge in particular and also Te Awamutu are lacking good restaurants."*
- *"Pirongia doesn't have all the shops it needs."*
- *"They let too many of the same type of business open, eg, liquor outlets and cafes."*
- *"Te Awamutu needs more variety of shops. Limited type of shops in town."*
- *"There are not enough shops for the number of the people in the area. They have to go elsewhere."*
- *"There is a lack of good shops and businesses in Te Awamutu."*
- *"I think there should be certain types of shops Cambridge."*
- *"Te Awamutu needs new shops in town."*
- *"We need a whole lot more businesses, shops in Te Awamutu. Cambridge gets everything, not Te Awamutu."*

### Lack of infrastructure for business growth

- *"Need more infrastructure or people will go out of town. Believe Cambridge getting a lot bigger."*
- *"Lack of infrastructure, eg, water is a barrier to new business."*
- *"There is a lack of infrastructure for businesses to be able to grow. Sewerage needs improvement."*
- *"Roads inadequate. Size of town won't cope."*

No new business / no development / no encouragement / not growing / Council should do more

- *"Could encourage area for new businesses."*
- *"I don't know whether new businesses are encouraged."*
- *"Not enough new businesses."*
- *"Promised us a big commercial development in Te Awamutu. Pak 'n Save and Mitre 10 is all there is. Not happy. I would have thought more businesses would be there, not only two."*
- *"Could be more businesses overall in the town. Create more jobs, Te Awamutu."*
- *"Things won't grow unless you have work for the people."*
- *"There are no incentives to attract business."*
- *"Need businesses that employ more staff and can provide jobs."*
- *"I haven't seen any new business in town."*
- *"I would like to see more business on the Leamington side of the river."*
- *"There's not a lot of growth in Te Awamutu."*
- *"Pirongia Village not got a lot of businesses that employ staff anymore. More owner/operator."*
- *"Feel all the important growth opportunity is done in Cambridge not Te Awamutu."*
- *"Business area in Te Awamutu too wide spread. Can see why people wouldn't want to start a new business there."*
- *"Business needs to be promoted. Council needs to encourage more business to the Te Awamutu area."*
- *"We need a whole lot more businesses in Te Awamutu. Cambridge gets everything, not Te Awamutu."*
- *"No more businesses coming. Not a lot of opportunity for young people."*
- *"More business closures in Te Awamutu than new business setting up. Council needs to encourage new business."*

Others

- *"Very pleased that legal high shop is not open."*
- *"More buses to Hamilton and Te Awamutu."*
- *"The businesses just don't want to sell themselves. People go to Hamilton shopping. Instead they should go to Otorohanga and take a leaf out of their book."*
- *"I think there should be a plan to maintain the character of Cambridge and we should focus on the uniqueness of Cambridge as that is our point of difference."*
- *"More accommodation needed."*
- *"No cash point available in Pirongia."*
- *"Because I'm unemployed. I've been out of work for five months."*

## Q24b Reasons they are not satisfied with the cultural facilities and events in their community adequately representing the cultural diversity of their District

### Council could do more / not enough done

- *"It doesn't. We have a lot of immigrants. We have English, European, South Africans and Maori."*
- *"Just not enough cultural diversity really. They need to show more interest in lower socio economic people and their culture."*
- *"Council needs to be more aware of Maori culture. Maori not very well represented in this area."*
- *"Not enough consultation with Iwi. They didn't display the poster at the velodrome that was supplied by Iwi."*
- *"They only push Te Anunga College as an example of culture in the area."*
- *"Not enough provided. Schools and churches do their bit but can't see what the Council does on the Museum."*
- *"Not promoting the Museums here in Cambridge and also where it is."*
- *"No incentives offered by Council, eg, a 'Cultural Day'."*
- *"Cambridge and Te Awamutu have the same Council and most of that kind of thing happens in Te Awamutu. Cambridge has not been developed since the Council moved to Te Awamutu."*
- *"Council has a narrow view of what is culturally important. Funding goes to what Council see fit."*
- *"Very European. They need to diversify to other ethnic groups."*
- *"More emphasis is placed on Cambridge and things there than things in Te Awamutu. We probably have more heritage than Cambridge, Council needs to review their Cultural policies."*

### Over emphasis of Maori culture / Maori have too much say

- *"Too much done for Maori."*
- *"Too much Maori thing in it. There are other cultures in New Zealand that are not taken into account."*

### Not much emphasis on cultural events / arts / activities / needs to be more

- *"Should be displays in Cambridge of local artists and crafts. I saw some displays and artists in Hamilton Museum in Artspot. Both artists were from Waipa. They should be in Waipa. I don't think cultural activities are represented."*
- *"There aren't any cultural activities in the area. They could be more proactive with the cultural things."*
- *"There's nothing. You get Pipe bands and Kapahaka."*
- *"There is a lot more cultural diversity in the community that we never get to see. I don't think the diverse cultures here get a chance to show their cultures. There's no forum for it. There are no activities where they can come and showcase their culture."*
- *"Most of the focus is on sport and it could be on art and craft. That entertainment doesn't represent the people of our district."*
- *"Cultural events are not very well advertised."*
- *"Not a lot of cultural activities in Waipa."*
- *"Council has no interest in the arts. They take credit for things happening but don't do much towards making them happen, eg, the Santa Parade."*

### Overdone / too much money spent

- *"All for cultural facilities. Sometimes go over the top and we are one nation but sometimes it can get split."*
- *"Cultural facilities over represented in the area."*
- *"I think there is too much money going into cultural facilities, like the Museum."*

### Some facilities are lacking / need upgrading / need more

- *"Te Awamutu needs a new Cultural and Heritage Centre which would encompass the Museum which is very overdue in this town."*
- *"There should be a Regional Cultural Centre in Hamilton which would cater for the whole region. Not individual Cultural facilities in each town."*

### Others

- *"Iwi was asked to bless the velodrome and to open it. Iwi were overlooked and Royalty opened it."*
- *"Everybody wants a bit of everything but didn't worry about racist things earlier. Only so much money so have to muck in."*

## Q26b Reasons they are not satisfied with the job the Council is doing protecting and valuing the history of the area

### Not doing enough/not enough interest in the heritage of the District

- *"More could be done to look after our heritage with what we have. We have a heritage trail. Some of the signs are fading."*
- *"Feel that developers have the 'ear' of the Council and people living in heritage areas are being ignored."*
- *"If there were historical areas they would just go ahead and ignore it."*
- *"Being neglected a lot. Overcrowding the area with more residents and not making allowance for the current situation."*
- *"A few years ago the Council sold land at Pirongia that was gifted to them."*
- *"Feel the proposed closure of the Te Awamutu Museum is a bad idea."*
- *"Lots of Pa sites in the area that Council do not acknowledge. Not enough consultation."*
- *"Maori not represented in this community."*
- *"There doesn't seem to be much at all. Te Awamutu built by German Militia, they built roads and churches. Waipa is a special place for Maori because of the river."*
- *"There is no promotion or improvement of our historic places in Te Awamutu or Pirongia."*
- *"Cambridge heritage sections been chopped up into little subdivided areas. We are losing the rural aspects of the community and they are taking away the heritage of the town."*
- *"We are taking away the character of the town through lack of planning and working together."*
- *"Heritage in district needs to be better preserved, ie, Lake Ngaroto. Many Pa sites not looked after. Te Awamutu's Heritage Trail not looked after."*

### Need to retain old buildings

- *"Unhappy that they bowled over RSA Building. It was heritage. Should look after old buildings and not just pull them down."*
- *"RSA building was demolished. It could have been used as a museum."*
- *"Historical buildings are being destroyed to make way for modern."*
- *"National Hotel is now on the Historical list. It's only because it's on that list that it wasn't destroyed."*
- *"I feel the economic forces overrode the preservation of the old RSA building. Looks as though they may do the same thing with the town pools."*

### Others

- *"Cambridge Museum is not to same standard of Te Awamutu. Size wise and facilities."*
- *"The 'Green Belt' has been pushed out and you can build on places where you couldn't before. Cambridge is expanding out into farmland."*
- *"In times of restraint why are we spending money on things other than core matters. If it's not core then we shouldn't be spending money on it, eg, WW1 trench at Karapiro. It's a complete waste of money."*
- *"They are going overboard protecting the house in Hamilton Road as an historical building."*
- *"Don't know a lot about what they do. There's not a lot there."*
- *"Why was the steam engine taken away?"*
- *"The mountain (Maungatautari) was bought by the Government. Now Iwi are demanding it back."*

## Q27b Reasons for dissatisfaction for the way Council involves the public in the decisions it makes

### Lack of consultation/ no input from the public/ more input needed

- *"Don't involve public."*
- *"There isn't much consultation at all between Council and the public."*
- *"They decide what they are going to do without public input only the business people."*
- *"More public involvement required."*
- *"Expect these people to make decisions for all but they don't ask our opinions. I am not sure how they could though."*
- *"The Council doesn't ask for people's opinions."*
- *"They do things without consultation."*
- *"Decisions made without public consultation."*
- *"Not enough canvassing. It's nice to do a survey. The Council is very closed."*
- *"High level bridge plan for improvement was put through without consultation and the square add-ons should have been rounded."*
- *"Increase in rates imposed on the wider district without consultation."*
- *"Sometimes think they do things, where if they did a proper survey, they would think about things a bit more."*
- *"Need more public involvement."*
- *"Not enough consultation."*
- *"They don't approach the public enough."*
- *"Nothing comes through mail and no knocking on my door asking my opinion."*
- *"They do what they please without consultation."*
- *"More of an effort could be made to interact with the community. They don't advise us enough to involve us."*
- *"No consultation."*
- *"Consultation processes held during business hours. It's hard to attend. There needs to be increased consultation opportunities through online channels like the website."*
- *"Could be better. The mayor is pushing parking meters without consultation."*
- *"Public need to be involved more in public spending."*
- *"There's not enough public consultation."*
- *"Council should involve the people more."*
- *"They could do better and be more transparent."*
- *"Not really asking us what we want. The pool is one example."*
- *"They don't ask for feedback as regularly as other councils do."*
- *"Rates increased without consultation."*

### Don't listen

- *"A lot of these people take your opinions but don't act on them. They give the assemblance of democracy but it's not really."*
- *"Don't seem to listen, take no notice of public opinion, eg, Avanti cycle."*
- *"Council doesn't listen to public opinion."*
- *"Concerns not being listened to enough."*
- *"Don't listen to residents."*
- *"Decisions are made without Council listening to submissions put forward by the people."*
- *"Take no notice of the results of the referendum."*
- *"They involved public in some decisions but don't listen. Get public opinion such as referendum but take no notice of the results of the referendum."*
- *"Council doesn't listen to the majority of the people."*

continued ...

### Don't listen (continued)

- *"Majority opposed the velodrome and it was ignored."*
- *"About 85% of people were against the cycling complex but the Council ignored these results."*
- *"We can be involved as much as we like but they don't take any notice."*
- *"Public opinion is ignored, could do better to listen to public."*
- *"They don't really listen to the people."*
- *"They took no notice of public about the cycling velodrome."*
- *"They won't listen to the public."*
- *"Don't care about public opinion."*
- *"Council doesn't listen to what the public is saying. It's poor."*
- *"They don't always listen to people, ie, reducing rates for country persons."*
- *"They didn't listen about the pool."*
- *"Public had a questionnaire about the velodrome, but obviously took no notice."*
- *"Decisions are made without the Council listening to the people."*
- *"They don't listen to what the majority of the public says."*
- *"Asking and listening are two different things."*
- *"They don't listen to the public."*
- *"They should listen to public opinion and action it."*
- *"Sometimes they don't listen to the public."*
- *"They don't listen to the people. They haven't listened about footpaths."*
- *"Not taking on board the ideas and public opinion about the Cambridge pools."*
- *"The pool business, they didn't listen to the ratepayers."*
- *"I don't think the Councillors are interested in what the ratepayers have to say."*
- *"They have open meetings but they don't take the citizens opinions."*
- *"Feel the public is ignored."*
- *"People not listened to."*
- *"I don't think there is a lot of opportunity for a public voice."*
- *"Public opinion is ignored."*
- *"All the hooah over pool and velodrome, they didn't listen."*

### Law unto themselves / do what they want

- *"Majority voted no for Avanti cycle track, they did it anyway."*
- *"Velodrome was not accepted by public but was done anyway."*
- *"High level bridge plan for improvement was put through without consultation."*
- *"They go full on with their own ideas."*
- *"They do what they please."*
- *"Decisions made without public consultation."*
- *"They totally ignore anything the public come out with, eg, the survey on the swimming pools."*
- *"They ask for submissions but they have their mind made up."*
- *"Council makes decisions, we pay."*
- *"75-85% of ratepayers said they didn't want the velodrome but it went ahead anyway."*
- *"Public had a questionnaire about the velodrome, but obviously took no notice and went ahead and built it."*
- *"We voted against the swimming pool it still went ahead."*
- *"Overwhelmingly people said no to the velodrome, but they went ahead. Not happy."*
- *"They make out they'll get an opinion and they go ahead anyway and do what they want."*
- *"They just go along with their own ideas most of time."*
- *"I think they just go along with their own ideas most of the time."*

continued ...



### Law unto themselves / do what they want (continued)

- *"We voted against the velodrome it still went ahead."*
- *"Disregarded polls and questionnaires on building the velodrome. Majority opposed it."*
- *"They had a referendum on the velodrome, majority of people against it but they went ahead."*
- *"Velodrome at Cambridge was voted on and voted against by public yet the Council went ahead."*
- *"They do consult but do what they have decided to do anyway."*
- *"Decision they made about the Avanti cycle track was a classic. Public voted no but it went ahead anyway. Now it's the new Library (not needed) and a Museum we can't afford."*
- *"Council does what they want."*
- *"The velodrome went ahead regardless."*
- *"The Council does what they please."*
- *"The Council is determined to go ahead with the cycling complex regardless of 85 percent of the people being against it."*
- *"The old council would say one thing but do something else. Hope the new council is better."*
- *"Council does what they want anyway."*
- *"We voted against the swimming pool and the velodrome but they still did it."*
- *"They just go ahead on some things, ie, the Avanti Drome."*
- *"They can do a referendum on say the velodrome, majority of people against it but they just went ahead and did it anyway. That is terrible."*
- *"They go ahead and do things, like the velodrome and swimming pool improvements that people didn't want."*
- *"Velodrome at Cambridge was voted on and voted against by public yet the Council went ahead with it anyway."*
- *"The Councillors have their own agenda."*
- *"They do what they want, like the velodrome etc."*
- *"Seems to me that what we think, they completely disregard it."*
- *"They do what they want."*
- *"They please themselves what they do like the velodrome and the swimming pools in Te Awamutu, help only a few."*
- *"Doesn't matter what the public say, they have their own agenda."*
- *"You can say what you like but they still carry on with their own agenda."*
- *"They ask but why do they bother, they do their own thing."*
- *"They just did what they wanted regarding the pool and velodrome."*
- *"They will do what they need to do regardless."*
- *"Ask the public but they have their mind made."*
- *"Some things have been pushed through without the public's full consent."*

### Lack of communication / don't keep us informed

- *"Not enough clear information going out to the ratepayer."*
- *"Need to communicate better with the public."*
- *"They haven't always given us the full facts on the velodrome. It cost a lot."*
- *"There is not enough information."*
- *"More information needed on how to interact with them."*
- *"Not enough publicising. We could have been better informed. I don't read the courier every week."*
- *"I haven't seen anything about anything that they need or do."*

continued ...

### Lack of communication/ don't keep us informed (continued)

- *"Don't have any consciousness of how they involve the people in their decision. Nothing in the mail."*
- *"No decision on building the new Library."*
- *"Not enough information out there."*
- *"Need to inform the public better."*
- *"Council should communicate with the public in a better way."*
- *"I don't feel like I had enough information of what's happening."*
- *"They haven't advised me at all."*
- *"Notice of a local meeting put in letter box and that was it."*
- *"They did not communicate with the community about how much delay the bridge closure and congestion would cause over such a long period of time."*

### Decision made/ things done before they inform or consult the public

- *"We hear of what we are going to get. Next thing is we've got it before we have a chance to comment."*
- *"You don't hear about issues before they make decisions. They should send submissions in before Council meetings. It's done behind closed doors."*
- *"They decide what they are going to do without public input, only the business people."*
- *"Sometimes the decision is already made before they consult the public."*
- *"We don't seem to hear about decisions beforehand, they are made before we know about them."*
- *"The Council made the decision about the closing of the hospital before telling the public."*
- *"They have discussions but decisions are already made. Meetings are a token."*
- *"They appear to have a predetermined solution or idea of what they want to do."*
- *"Don't get to hear about decisions made until after they are done. Too late then."*
- *"Increase in rates imposed on the wider district without consultation."*

### Specific things in the area need addressing/ what public want/ have been ignored

- *"They asked about pools but did nothing about it."*
- *"They said they would do things fifteen years ago and haven't done them. Doing the things people see isn't as important as maintaining the current infrastructure."*
- *"People are complaining because they are putting things forward but nothing is done about it."*

### Too free with ratepayers' money

- *"Too much money to spend on the cycling velodrome. Not happy. It's only for professionals."*
- *"No one wanted the velodrome and now they are asking for more money."*
- *"That velodrome is a joke, built at St Peters with ratepayers' money."*
- *"We provide in our rates for swimming pools and cycle tracks and in other locations that we get no benefit from in Pirongia."*
- *"Council spending too much money."*
- *"Their budget should be made public they are an extension of our rates."*
- *"They gave ratepayers' money towards the cycling complex and now they are saddled with expenses."*
- *"Expenditure on the cycle drome in Cambridge."*
- *"They gave a million bucks to the velodrome build that was voted against and Joe public can't use it, only the rich can as you need special bikes etc."*
- *"The velodrome cost a lot."*

continued ...

### Too free with ratepayers' money (continued)

- *"They are spending money in a bad economic climate. Going into debt more, more financial control required."*
- *"Spent millions on costs and ongoing expenses on the velodrome at Cambridge that the public voted against."*
- *"They do their own thing with the ratepayers' money."*
- *"We provide in our rates for swimming pools and cycle tracks and in other locations that we get no benefit from in Pirongia."*

### Others

- *"Across the road from the Cambridge Primary School there has been a new church built. It shouldn't have been there. It's commercial. It should have been offices. It's not in keeping with the area."*
- *"Too politically correct, trying to please too many people."*
- *"I was made fun of at a meeting re re-zoning."*
- *"Do not honour their promises."*
- *"They are too busy worrying about the bigger things like the velodrome, the swimming pool and Karapiro."*
- *"Too much consultation, lack of action."*

## Q28 Method they would most prefer Council to use to engage us on current issues and proposals

Being part of an internet feedback group

Going to meetings on issues with staff/Council

Filling in a survey

Completing a submission form

Information in newspapers/local newspapers

- *"Through the newspaper."*
- *"Print media."*
- *"News in paper."*
- *"Information through the local paper."*
- *"More advertising in local paper."*
- *"By placing an advertisement in the paper."*
- *"Waipa Courier."*
- *"In the newspaper."*
- *"Have a regular article in the newspaper saying what the Council is proposing and asking interested parties to comment."*

Email/newsletter/post box

- *"Information pamphlets in mailbox."*
- *"Good old newsletter."*
- *"By mail."*
- *"Email."*
- *"Email from the Council."*

Referendum

- *"Given choice by referendum."*
- *"An electronic vote or referendum."*

Others

- *"Through the local media is enough."*
- *"Professional training of Council to learn how to listen properly to sort things out and prioritise things, because they don't."*
- *"Phone call."*

### **Q32b Reasons why they are dissatisfied with the quality of their life**

100% Hand Tabs

- *"As you grow older rates are a burden."*
- *"Money spent on things I don't agree with, the velodrome is one of them. It is a waste of money."*
- *"Too much money spent on the velodrome."*
- *"Children only have one little skate place. Children from more average backgrounds need more things."*
- *"I feel Ohaupo is overlooked by the Council in favour of other areas."*
- *"Lack of amenities."*
- *"Overcrowded, new subdivision, more people in the town."*
- *"Not thinking ahead."*
- *"Too many restrictions. They don't need to give us rules. They need to listen to the ratepayer more."*
- *"Because of the Government thing. Not just the council. Different laws for local bodies from the Government."*
- *"Personally I am not long out of hospital after major surgery. I can't get employment at the moment. It's just a personal gripe about my current situation."*
- *"Lack of work life balance."*

### **Q33 What they think are their areas three biggest issues**

#### **The growth in the area/increasing population/infrastructure being able to cope**

- *"Getting people to come to the area."*
- *"Growth of town area in district."*
- *"Development. More affordable land for growth."*
- *"Having the district growing."*
- *"How big is Council going to make Te Awamutu become."*
- *"Growing too fast."*
- *"Influx of people."*
- *"Planning the development of Cambridge."*
- *"Infrastructure not keeping up with demand."*
- *"Infrastructure, Cambridge growing quickly."*
- *"Infrastructure, keeping it up with all the services, water and power."*
- *"Increased houses in the area require improvement in sewerage and water to cater for the increase."*
- *"Rapid rise in population, roading, water pipes and sewerage has to keep up."*

#### **Traffic congestion/ need for bypass/ remove trucks from main street/ traffic issues**

- *"Main issue is the amount of traffic in main street."*
- *"Heavy traffic in main centre of town causes a lot of issues, diversion needed."*
- *"A roading bypass required. Dead cow truck goes past and I get a bad smell. Change the route."*
- *"Traffic in main street is too busy."*
- *"High level bridge has been closed for a footpath upgrade for months. Causes traffic delays."*
- *"Traffic needs to be slowed down."*
- *"Traffic through Pirongia needs slowing."*
- *"Congestion in Cambridge due to increased population and new highway being built."*
- *"Improved traffic flow required. Bottlenecks like the high level bridge in Cambridge."*
- *"Traffic management, too much pressure on State Highway one."*
- *"Bypass needed."*
- *"Traffic."*
- *"Traffic at intersections at rush hour."*
- *"Roading, bypass."*

#### **Bridge issues/ new bridge needed**

- *"Need to get a new bridge in Cambridge over to Leamington. The bridge the Council is working on is very narrow for driving over. Needs widening."*
- *"Higher bridge thing at end of town."*
- *"Traffic through town especially bridge issues. Need another bridge."*
- *"Growth in Leamington warrants need for third bridge."*
- *"Access from Leamington to Cambridge need another bridge."*
- *"High level bridge needs replacing."*
- *"Need to plan another bridge crossing. Hard for people going to work."*
- *"High level bridge that has been closed."*
- *"The high bridge. They didn't think it through. The population high travels through in the evenings and mornings. They could have switched it to be a morning flow and evening flow. Bridge has been one way since January."*
- *"High bridge alterations need to be in keeping with heritage of it."*

continued ...

### Bridge issues / new bridge needed (continued)

- *"The third bridge."*
- *"High bridge, the traffic is terrible."*
- *"Victoria Bridge needs replacing."*
- *"Bridge access, high level, should have been made."*

### High rates / rates increases

- *"No increase in rates please."*
- *"Rates keep going up, not good on a pension."*
- *"Keeping rates at a good level."*
- *"Cost of rates too high."*
- *"Affordability of rates."*
- *"Rates going up all the time. Difficult on fixed income."*

### Water supply

- *"We get restrictions too often. Need to do something to improve."*
- *"Water works, assistance for all farmers in a drought."*
- *"Water supply we will need in a few years."*
- *"Water, new dam will improve things."*
- *"Water shortages will increase in future."*
- *"Water supply problems, quality and quantity."*
- *"Water storage system."*
- *"Amount of water available."*
- *"Water restrictions."*
- *"Water quality."*
- *"Water. Lack of water prevents new industry."*
- *"Water needs looking at."*
- *"Water. Why do we need meters with Waikato so close?"*
- *"Water meters."*
- *"Water use, not appreciated if free."*
- *"Water shortages, need bigger treatment stations."*
- *"Water reading charge."*
- *"Water. Need a new dam to support growing area."*
- *"Better water supply."*
- *"Water, new dam will improve things."*
- *"Having rules like no sprinkler in drought, but local man uses Council water to irrigate paddocks."*

### Stormwater drainage / flooding issues

- *"Upgrading stormwater system."*
- *"Stormwater pipes are probably about 100 years old. Upgrade work must be done."*

## Environmental issues / pollution issues / caring for the environment, waterways etc

- *"Environmental, in general."*
- *"Preserve the district, make it safer, don't like spraying."*
- *"Not spoil what we have."*
- *"Environmental, as they are over populating in unsuitable areas."*
- *"We need more emphasis on it, eg, the river and cleaning it up and using it better, like the walkway."*
- *"Environmental, looking after the resources."*
- *"Environmental, pest control."*
- *"Environmental, the biggest issue is agricultural chemicals and spraying."*
- *"Environmental, state of parks, stream, Lake Ngaroto."*
- *"People burning treated wood and plastic, even disposable nappies. Bad for the air quality. It's driving me nuts. My eyes are sore."*
- *"Protecting the environment."*
- *"Make sure the future is proofed."*
- *"Understanding of the environment."*
- *"Environmental, top priority but also need businesses so have to keep in balance."*
- *"1080 shouldn't be dropped."*
- *"Environmental, enforcing recycling more."*
- *"Environmental, pollution of water."*
- *"Environmentally, if big industry comes in."*
- *"Farming runoff in streams and rivers."*
- *"Environmental, being a very rural area has a big impact on things."*
- *"Environment. Less runoff from farms. I'd like to see no runoff into Lake Ngaroto and streams. A greater boundary."*
- *"Unmonitored stormwater runoff into Karapiro stream."*
- *"Environmental issues would be the biggest issue."*
- *"Environmental. If you cant keep things sustainable you run out after time."*
- *"Getting rid of the karp fish in the rivers and lakes causing problems for the other fish. A regional council problem."*
- *"Environmental, dairy farm effluent."*
- *"Environmental issues around our waterways. They could do more about promoting growing of trees around waterways."*
- *"River maintenance."*
- *"They need to keep working on environmental issues as it is a large farming area."*
- *"Environmental. Waikato river protection of waterways. Good sustainable farming practices."*
- *"Environment, protection is always an issue."*
- *"Environment with common sense."*
- *"Don't want Council to put so many rules on farmers so they can no longer farm. Science over green issues."*
- *"Pest free mountain, Maungatatauri."*



### Safety / personal safety / community safety

- "Safety."
- "Safety is most important."
- "Community safety, we want to live in a safe community."
- "Policing, neighbourhood watch, safety."
- "Safety in general for children."
- "Community safety."
- "Safety for senior citizens."
- "Safety within community. Happy with all other aspects."
- "Personal safety."
- "Safety in the neighbourhood."
- "Safety. We have more police in area now."
- "Safety. I would be very choosy where I let my children walk or go without supervision."
- "Safety in the community."
- "Safety for the children."

### Crime in the area / better policing needed

- "With an increase in the number of people, more policing required."
- "Lack of on-call police, taken up to two hours."
- "Crime, police wait times too long."
- "Crime rate."
- "Crime prevention."
- "Burglary and crime."
- "Better policing."
- "Knowing that Police are available."

### Sewerage issues.

- "Sewerage system in the rural areas."
- "Sewerage treatment plant."
- "Sewerage, OK at the moment but needs upgrading."
- "Sewerage has to keep up."

### Employment in the area / jobs for people especially young people

- "Unemployment, crime comes from this."
- "Creating jobs."
- "Getting people to work in the district."
- "Create work experience courses for teenagers to gain experience in work force."
- "Local employment and opportunities for young people."
- "Jobs, hard to find jobs."
- "Jobs, business, need more jobs."
- "More jobs need to be available."
- "Job availability."
- "Jobs, not a lot around."
- "Unemployed, because the unemployed seem to roam around causing mayhem."
- "Youth employment."
- "Local employment especially for those who are no longer youth."
- "Jobs creating more job opportunities for people."
- "Unemployment, because they hang around and commit crimes and it causes poverty."
- "Jobs, that's nationwide."
- "Jobs needed for young people."

continued ...

### Employment in the area/jobs for people especially young people (continued)

- *"Employment, enough jobs for people."*
- *"Focus on jobs for younger generation."*
- *"Jobs, too many unemployed."*
- *"Employment, more jobs needed."*
- *"Employment."*
- *"Jobs for teenagers."*
- *"Jobs, always a need for jobs."*
- *"Jobs, too much unemployment."*
- *"Employment opportunities for youth, need to create jobs."*
- *"More jobs."*
- *"Unemployment."*
- *"Jobs, again more business."*
- *"More job opportunities."*
- *"Jobs, more of them, unemployment high."*
- *"Hope there are plenty of jobs for young people and that they are improving."*
- *"Job opportunities."*
- *"Employment for kids."*
- *"Jobs needed."*
- *"Jobs as they are important to keep a place vibrant."*
- *"Employment, so we can keep people here."*
- *"More jobs available for people."*
- *"Create more jobs, Council jobs, not use contractors."*
- *"Jobs, not a lot of job opportunities."*
- *"Jobs are really needed, because people roam around the streets."*
- *"Youth unemployment."*
- *"Do more work on creating jobs for younger generation."*
- *"Employment. Age puts you off unemployment, getting a job is hard with age."*
- *"Jobs, we are only a small community and have to go to Te Awamutu or Hamilton for work."*
- *"More jobs."*
- *"Unemployment needs to be helped."*
- *"Unemployment, that's everywhere."*
- *"Employment. Very few jobs in Waipa."*
- *"Increasing employment."*
- *"Employment. Lots of people travel to Auckland or Te Awamutu or Hamilton to work."*
- *"The people leaving, commuting out of Cambridge to go to work."*

### Business promotion/need to attract/retain businesses in area

- *"Business growth. We need to keep employment."*
- *"Business sustainability, having businesses open, people shopping here."*
- *"Encourage business and develop job opportunities."*
- *"Business encouraged. Businesses maintaining viable income. More stability needed."*
- *"Small business getting pushed out of town by big franchises taking over, not good."*
- *"Creating wealth for the town by encouraging new businesses and helping them. Promote new business and help them to get established in the town."*
- *"Used to have big business and nothing to replace them. Needs promotion."*
- *"Business, how it is going to grow."*
- *"Supporting local business. Local businesses need to step up to stop business going to Hamilton. They have got to get competitive. There's got to be a reason to shop local."*

*continued ...*

### Business promotion/ need to attract/ retain businesses in area (continued)

- "Need to be business friendly, attract industry into region to attract jobs."
- "Need more businesses to the area."
- "Encourage businesses to create jobs in area."
- "Business. It's good to see new businesses coming in, eg, Mitre 10 mega."
- "Could be more helpful to people trying to grow their businesses."
- "Business, attracting people to area."
- "Jobs. Need to be more employment in Te Awamutu instead of going to Hamilton. I would like to see them have an employ local policy."
- "Need to attract business to the area."
- "Business, encourage more business in Te Awamutu, encourage people to settle here."
- "Not enough shops."
- "More business growth."
- "Do seem to be some new businesses."
- "Supporting small businesses."
- "Jobs for young people."
- "Promoting new business."
- "Business development."
- "Getting more businesses in Cambridge, can't buy things and have to go to Hamilton or Auckland to get things."
- "Promoting more businesses in the area."
- "Businesses struggling in good economic climate. Farmers doing well so if businesses aren't doing well now they never will."
- "We need to attract businesses to go ahead. Business side could be better."
- "Business, jobs and money. Without a successful district nothing is going to happen."
- "Creating more business."

### Maintenance/ care / tidiness

- "Leaves, gutters and footpaths often blocked."
- "Pleased Council are keeping everything lovely."
- "Graffiti."
- "Council keeping place clean, etc."
- "Leaves blocking drains."

### Traffic issues/ road safety

- "Could slow down the traffic in some areas around Belcher Street in front of the school."
- "Safety, stock on the road."
- "Road safety, people not grasping how roundabouts work."
- "Roading safety."
- "Traffic in town is dangerous."
- "Road safety and speedsters need to be slowed down."
- "Motorway."
- "Speed on rural roads."
- "General road finance."
- "Road safety."
- "Children's road safety."
- "Road safety, cars ignore traffic signals and talking on mobile phones."
- "Road safety, making sure there are enough crossings and signal crossings for children."
- "Safety. No pedestrian crossings on main road in Pirongia."
- "More cycle lanes on roads."

continued ...

### Traffic issues / road safety (continued)

- *"Safety on rural roads, reduce speed to 80k in village area."*
- *"Road speed, should be less than 100 on many roads. Speed around schools should be 30."*
- *"Road safety, blocked off Lake Street. Traffic State Highway One near KFC merging is difficult."*

### Subdivisions / housing issues

- *"Impact of new subdivisions on schools and infrastructure."*
- *"House building in Leamington."*
- *"Regarding subdividing, the infrastructure isn't sufficient to sustain the existing area."*
- *"Development. The invasion of farmland for subdivision is a concern for me."*
- *"Large new subdivisions. Creating delays for traffic."*
- *"Affordability of house."*
- *"Subdividing large blocks."*
- *"Influx of housing."*
- *"Make sure new building and subdivision go ahead."*
- *"Subdivision, water not keeping up with demand."*
- *"Speed of some of the subdivisions and provisions of services to them is a concern."*
- *"Higher rent, house process."*
- *"Housing going up, more people arrangements. Need to think ahead as getting too busy on the roads with new subdivisions being built."*

### Youth issues / facilities / activities for youth

- *"More needed for teenagers to do, more activities made available for them."*
- *"Provide activities for young people."*
- *"Things for youth to do."*
- *"Lack of things for young people."*
- *"Lack of positive activities for the younger people."*
- *"Council needs to set up activities for youth and also encourage work skills for youth. Nothing for the sixteen to twenty year olds, job wise or socially."*
- *"Need to track teenagers, like Otorohanga."*
- *"Youth and older kids need more social outlets."*
- *"We could be putting a bit more effort into our younger generation rather than being the ambulance at the bottom of the cliff."*
- *"Not enough entertainment activities for youth."*
- *"Not enough for teenagers to do."*
- *"Lack of functions and activities for our youth."*
- *"Provide facilities for youth."*
- *"Youth drinking, they need more to do. They don't go fishing."*
- *"Not enough to do for youth and children."*
- *"Nothing arranged for the youth. Need youth clubs."*

### Footpaths / pedestrian facilities

- *"Needs footpaths, finish the footpaths."*
- *"Footpaths are bad. Old people could break bones."*
- *"Safety mainly, just getting around the area safely being in a wheelchair."*
- *"Recreational, available paths."*
- *"Pedestrian access from the northern side of Cambridge to southern side across State Highway One."*
- *"Better footpaths."*
- *"Footpaths. Some not level, need more regular maintenance."*
- *"Victoria bridge needs walkway."*
- *"We should have better footpaths for the rates we pay."*

### Impact of the bypass

- *"How bypass will affect Cambridge's main street business."*
- *"Impact of bypass."*
- *"Impact of the bypass."*
- *"Impact of the expressway on Cambridge."*

### Public transport

- *"Bus service."*
- *"Public transport, there is none."*
- *"Buses. More to Hamilton and Te Awamutu. Older people like public transport. Cambridge to Te Awamutu could be a service."*
- *"Buses don't stop in enough places, need better services."*
- *"Lack of services, eg, no public transport to Te Awamutu or Hamilton."*
- *"Transport. I think it's a barrier for people living here, like in between the small towns like Pirongia to Hamilton or Pirongia to Te Awamutu."*
- *"Transport, school buses won't come some side roads. I have to drive the kids to a bus. It's just as easy to drive kids to school."*

### Council spending

- *"Very free with spending issues for major things. We can't have everything. We can go to Te Awamutu or Hamilton for swimming."*
- *"Council spending needs to be looked at, money/financial that limits everything, eg, Velodrome."*
- *"Council spending. Do not like where the Council is spending ratepayers money."*
- *"There should be an exceedingly strong argument to justify public benefit before funds channelled towards a private business, eg, St Peters."*
- *"Staying within a budget. Realistic ideas."*
- *"How will they finance infrastructure required, bearing in mind Te Awamutu already pay over the odds like Hamilton."*
- *"Council borrowing."*
- *"Council overspending."*
- *"Council spending, should be less, spend money in wrong places."*

### Cultural issues/cultural centre

- "A lot of sad history, Maori land, a need to remember that."
- "It needs to be a bit more diverse."
- "Cultural issues need to be looked at so working together as a cultural community."
- "Cultural diversity not properly represented in this community."
- "Consultation with iwi, form better relationships with iwi, relationships with important people."
- "Consultation and understanding of iwi."
- "Cultural. Important to keep history of the area."
- "Cultural. We don't have a venue in Cambridge for holding big cultural events."

### Museum

- "New museum, improve current museum."
- "New museum. Where is it going? How much is to be spent?"

### Velodrome/waste of money

- "Wasting money on Velodrome."
- "The Velodrome does not benefit a lot of ratepayers. Why did they build it in Waipa?"
- "Cycle centre in Cambridge."
- "Economic viability of Avantidrome."
- "Spending on Velodrome, not needed, waste of money."
- "Waste of money on Velodrome."
- "Ugly building, Avanti Drome."

### Swimming pool

- "Swimming pool needs decision."
- "Swimming pool, an outdoor pool required in Te Awamutu."
- "Livingston Centre, disappointed what people think about it."
- "Swimming pool needs upgrading."
- "Needs an indoor swimming pool."
- "Swimming pool season is too short."
- "Swimming pool needs to stop having money spent on consultation."
- "A pool is important. All sorts of people use them."
- "Town pool should be in use all year."

### Education issues

- "Education is always an issue."
- "Education can be improved. A lot of children going to Hamilton. Why are some children going to Hamilton for schooling?"
- "Literacy for children and truancy prevention."
- "Educational, it's a growing area with so many new families coming in."
- "Education, decent primary schools."
- "We need more schools as Cambridge is growing."
- "Class sizes are large and we are always fund raising."
- "Good schools."
- "Education, though I think they are doing quite good at it."
- "Education, they are going to embrace the digital side of education instead of the traditional ways."
- "Need another primary school in the Waipa area."
- "Education. The preschool facilities and services. I have young children, three under six."

continued ...

### Education issues (continued)

- *"It would be great to have a better college."*
- *"Education, needy. State issue in school and outside school for pupils."*
- *"Education, try to get all kids at school."*
- *"Education. I feel sometimes Council have had a strong bias towards St Peters. It's a private business and shouldn't have Council funds towards the development."*
- *"Educational side could be improved."*
- *"Education for kids."*
- *"Education, generally NCEA is not improving things."*
- *"Education. They've shut down schools."*
- *"Education. High school, so many children are sent to Hamilton instead of to Te Awamutu high school."*
- *"I take an interest in education because of our grand children."*
- *"Education. Too many children per teacher ratio."*
- *"Education, making sure it's a high standard."*
- *"Thursday, Friday and Saturday kids walk home, kick over letter boxes, leave bottles around. They leave Kentucky fries papers on road. Ratepayers pay to get it picked up. It's education. Principals could talk in assembly."*
- *"Education. Smaller classes, sizes of classes too big."*
- *"Education. The children are our future."*
- *"The school needs a revamp and children leaving the school for elsewhere and gives us transport issues."*
- *"The Pirongia area does not cater for special needs."*
- *"Education. We are all concerned with that."*

### Health issues

- *"Access to facilities such as hospitals."*
- *"Mental health."*
- *"Healthcare of the elderly."*
- *"Doctor on weekends."*

### Library

- *"Need a bigger library."*
- *"New library, improve current library."*
- *"Library, not making a decision on building a new library."*
- *"New library. Where is it going? How much is to be spent?"*

### Economic issues / money / standard of living / recession

- *"Economic issues."*
- *"Good with money."*
- *"Economic, bringing new development into the area."*
- *"Sustainable for the people paying the bills."*
- *"Balancing people's expectation as to what they can afford."*
- *"Promote the economy."*
- *"Money. We need to reign in the level of debt we are growing."*
- *"Economic, could do with a bit of growth to pull people to do things here."*
- *"Financial. If you get that right other things follow on, lots of times it's outside the District when farmers do well other things follow on."*
- *"Our main issues are economic. Nature of population. It's an aging population. It affects economics. Not so many people working."*

continued ...

### Economic issues / money / standard of living / recession (continued)

- *"Economic development is important."*
- *"Economy, because not enough employment."*
- *"Economic, jobs needed."*
- *"Economic, have to get finances right before other problems get sorted."*
- *"Making things affordable for people on poorer incomes, eg, more cycleways for people to get around."*
- *"Economics. I have to travel to Hamilton for work."*
- *"Economically we are doing as well as rest of New Zealand."*
- *"Division between lower socio, economic and higher bracket."*

### Parks and reserves / gardens / their upkeep

- *"Keep up parks, having them."*
- *"Smaller gardens need attention but main ones are nice on the main street."*
- *"Trees may get chopped in Te Koutu Park."*

### Consultation with the public / listen to the public

- *"Council needs more transparency."*
- *"Council not listening to the ratepayers that's what they should be doing. Do what they want to do, not listening to the public."*
- *"Council needs to actually listen when people say no."*

### Social issues / care of the elderly etc

- *"Better retirement services made available, and facilities for the older generation."*
- *"Social issues. I feel the balance is pretty good but I wouldn't like it to drop off any further."*
- *"Elderly, with their needs, not enough housing for them, particularly those who can't afford their own retirement."*
- *"Council should invest in new facilities for the community."*
- *"Elderly care."*
- *"There are disadvantaged people, homeless people."*
- *"Social issues, people wandering streets, nuisance value."*
- *"Social issues. Support for those who need it, many people don't know where to get help."*
- *"Social issues, same as anywhere, eg, druggies."*
- *"Alcohol and drug abuse. Lot of people very down. More education on drugs and alcohol. Lot of people down and out."*
- *"Help people. Charity work."*
- *"The ageing population."*

### Core services / facilities / providing / maintaining services / facilities / infrastructure

- *"Amenities."*
- *"Infrastructure, keep it up to date."*
- *"Amenities that ratepayers are paying over the top for."*

### Retain the character / heritage of the area

- *"Retaining heritage area for the future."*
- *"Not let modern buildings that don't fit with existing look of the town, Cambridge. What properties can be built. Planning."*
- *"Long term to retain its village atmosphere."*



### Recreational sport/sports facilities/playgrounds

- *"Access to facilities such as sports."*
- *"A bigger skating rink for young people."*
- *"Recreational, available paths and cycleways."*
- *"Cycle tracks."*
- *"More cycleways for people to get around."*

### Community/community interaction/community activities

- *"Our country area hall is good."*
- *"Sense of community."*
- *"Entertainment for the community."*
- *"Community."*
- *"Basically, stability in the community."*
- *"Community get togethers in the areas."*

### Others

- *"Anything to do with the Council like resource management consents and stuff like that."*
- *"Improving power supply."*
- *"Cafes only allowed eastern side of street, some bylaw stops them from being on west side to get the sun."*
- *"Access to the city to get to Hamilton."*
- *"More diversity in restaurants."*
- *"Quality of life."*
- *"Tap into mountain bike market."*
- *"Stance on legal high shop in Te Awamutu was good. They communicated before Government intervened."*
- *"Good governance."*
- *"Retaining our autonomy."*
- *"Postal Delivery on hold status."*
- *"Earthquake proofing of buildings."*
- *"Council forgets to pump money into Pirongia. Too much focus on larger towns and nothing much done for the small towns."*
- *"Closeness to other centres."*
- *"Anything to do with the Council, like resource management consents and stuff like that."*
- *"Cell phone tower, Thornton Road."*
- *"Promote history of the region possibly display at the information centre. Signs to show where things are."*
- *"Street lighting."*
- *"We have three supermarkets and we don't have the population for them. They compete with each other. Three is too many in Te Awamutu."*
- *"More diversity in restaurants."*
- *"Sustainable rubbish disposable."*
- *"Environment, too much dominance, they throw their weight around too much."*
- *"Lack of parking, my wife is handicapped."*
- *"Feels Cambridge plays second fiddle to Te Awamutu."*

### **Q34 What they think are the three main issues that Council should be looking at**

#### Roads / road maintenance / traffic control / road signage / road safety

- *"Better roading."*
- *"Roading is good but maintain to stay constant."*
- *"Roading. Traffic increasing at intersections, standard not changed."*
- *"Council should look at widening roads to cater for the cycle clubs in the area, to make roads safer."*
- *"Maintenance of roads."*
- *"Roading, upgrading."*
- *"Roundabout at low level bridge to be permanently left there."*
- *"Looking after the roading."*
- *"Victoria Street, State Highway one, that corner is dangerous needs realigning."*
- *"Pedestrian crossings dangerous at the above corner."*
- *"Roading safety, maintenance. They do nothing out here at the Dam."*
- *"Kerbing and roading in Pirongia."*
- *"Carlyle Street, people scream along here too fast, need roundabout or something."*
- *"Organisation skills for roading."*
- *"Keeping the roads good. I am impressed with road signs on the country roads."*
- *"Roading, roads should be better maintained."*
- *"Roading, need to slow traffic down in some areas."*
- *"Need proper road signage to alert people. Little notices in the paper of closure is not enough. Karapiro Dam, big notice needed at the end of the road on State Highway to warn when the dam is closed."*
- *"Roading upgrading, widening Te Pahu Road."*
- *"Improving roads that are still gravel."*
- *"I would like some double yellow lines on Alpha Street and Hall Street. People cut corners. It's dangerous."*
- *"Roading. Drop speed on entrance to Pirongia. Goes from 100 to 50 too quick. Should be something between."*
- *"Speed of traffic. Bryce Street at early morning near school and too fast."*
- *"Upgrades of roads, eg, Frontier Road between Pirongia and Te Awamutu."*
- *"Safety of cyclists on the road."*
- *"Roads, got to maintain the lot."*
- *"Direct route for Otorohanga and Tauranga."*
- *"Roading, roundabout in Te Awamutu."*
- *"Rural roading, rural areas as far as the roads go."*
- *"Improvement of roading."*
- *"Road safety, traffic, the speed limit through our town Pirongia."*
- *"Road safety especially near Countdown."*
- *"Roading in our area."*
- *"Roading, consistent surface needed."*
- *"Main roads fine, policed very well. Side roads are where people go mad but then again the police can't be everywhere."*
- *"Safety for pedestrians and cyclists in the country areas especially."*
- *"Roading needs more fixing up, sometimes cheap work is done and it shows."*
- *"Pedestrian safety near State Highway One."*
- *"More intersections that need to have something done to them. Some are hidden with trees. People can't see and they have to creep out, then accidents happen."*
- *"Stop signs and give way signs, people don't seem to understand them."*

continued ...

### Roads / road maintenance / traffic control / road signage / road safety (continued)

- *"Bell Road dangerous, was designed for horse and cart traffic, very narrow, sign reduce speed."*
- *"People speed around town."*
- *"Roundabout Ohaupo Road, Cambridge Road, we call it the triangle. Problems for drivers due to the layout of the roading and roundabout. They could make it less confusing."*
- *"Road safety. Speeding on country roads."*
- *"Roads. They need to be sealed."*
- *"More speed bumps to slow traffic around school and highly populated areas."*
- *"Doing something about the cyclists who can create problems."*
- *"Road safety, blocked by Lake Street. Traffic, State Highway One near KFC merging is difficult."*
- *"Country roads need to be kept up with maintenance, ie, mowing."*
- *"Speed of driving on rural roads especially with the number of cyclists around."*
- *"Speed on rural roads."*
- *"Driveway safety campaign needed."*

### Traffic congestion / bypass needed / traffic flow

- *"Roading, town needs a bypass. Te Awamutu, to create a better traffic flow."*
- *"Traffic congestion in main street and business area."*
- *"Take heavy traffic out at the town area."*
- *"Traffic congestion at peak times in towns. Need alternative routes."*
- *"Bypass needs to be hurried along."*
- *"Congestion in Cambridge is diabolical at the moment with the bridge."*
- *"The Cambridge bypass."*
- *"Bypass for Te Awamutu necessary, has been required for twenty years."*
- *"Traffic congestion when schools out in the town overall. Roads get blocked at end of school time due to the number of cars driving to collect children. Council needs to do something about the school traffic congestion."*
- *"Roundabout at the bottom of Shakespeare Street should be left there to help flow of traffic."*
- *"The roundabout by the end of Shakespeare Street and State Highway one should stay or something needs to be done for traffic flow."*
- *"Traffic through town."*

### New bridge / bridge issues

- *"New bridge absolutely needed."*
- *"Another bridge over the Waikato area."*
- *"Bridge going over to Leamington."*
- *"They should have built a new bridge. It would be difficult to go to the hospital."*
- *"High level bridge."*
- *"New bridge needed near St Peters, Cambridge."*
- *"High bridge needs replacing."*
- *"Screaming need for third bridge as town grows."*
- *"The third bridge. We need it in Cambridge."*
- *"The road leading out of Cambridge towards Tirau needs a bridge."*
- *"Leamington Bridge."*
- *"I'm happy with bridge. It was hard being caught in traffic."*
- *"High level bridge is dangerous, old people hit it."*
- *"Another bridge crossing."*
- *"Need a third bridge."*

continued ...

### New bridge/bridge issues (continued)

- *"Cambridge bridge needs to be updated."*
- *"Bridge closure was a nightmare."*
- *"High level bridge in Cambridge."*
- *"Third bridge over Karapiro."*
- *"Having a third bridge in Cambridge."*
- *"Third bridge for Cambridge."*
- *"Third bridge in Cambridge."*
- *"High level bridge doesn't need replacing."*
- *"The town probably needs a third bridge."*
- *"They should put in another bridge to Leamington. Victoria Bridge is not big enough."*
- *"New bridge, need a third bridge. Re-route traffic from Hamilton before it gets to Cambridge for field days. Viaduct will improve this."*
- *"Replace the high bridge."*
- *"Another bridge to link the river."*
- *"Would like second bridge built."*
- *"Definitely a third bridge in Cambridge."*
- *"Victoria bridge needs replacing."*
- *"High bridge closed. No-one else too concerned."*
- *"Cambridge could do with another bridge."*

### Footpaths/ pedestrian facilities

- *"Footpaths need a lot of attention."*
- *"Footpaths need better maintenance."*
- *"Pirongia School needs footpaths. Also kids riding bikes have no footpath and it's unsafe."*
- *"Maintenance of footpaths."*
- *"Improve footpath in Te Awamutu."*
- *"Accessibility for mobility scooters, low branches over footpaths."*
- *"Footpaths, Te Awamutu."*
- *"Improving footpath. Hall Street."*
- *"Footpaths only on one side."*
- *"More focus on pedestrianising areas to get the locals out more."*
- *"More construction of footpaths. Kihikihi."*
- *"There should be a pedestrian crossing between public toilet and bakery, café."*
- *"A look at footpaths and make sure they've got footpaths everywhere."*
- *"Victoria bridge needs walkway."*

### Water supply/ need constant supply/ no restrictions/ upgrading of water mains

- *"Water supply has to be improved. The pressure and treated water need to be reviewed."*
- *"Better water supply."*
- *"Better management of water."*
- *"Water management, there is too much waste and not enough conservation. Maybe built new houses that have water tanks so they are self sufficient."*
- *"Phase out the reading charge for water meters and let people read their own meters."*
- *"New water supply."*
- *"Making sure there's a decent supply of water."*
- *"Water issues need looking at for better supply in the summer particularly."*
- *"A water reservoir."*
- *"Water, better supply, needs upgrading."*
- *"Water, they charge more for reading my meter than the amount I use."*

continued ...

Water supply / need constant supply / no restrictions / upgrading of water mains  
(continued)

- *"Water, the pressure. All the new housing in Thornton Road. If the pressure is not improved they wont get any water."*
- *"Water supply, needs upgrading and more consistent supply."*
- *"Water supply needs attention. Supply and demand is good but wont last if not fixed."*
- *"The supply of water. We need to improve it."*
- *"Water, need to right the water issues."*
- *"Water, making sure there is enough water supply."*
- *"Water. Keep a good supply so we don't run out in summer."*
- *"Water, extra reservoir."*
- *"Water supply to all towns must be kept going."*
- *"Water supply. Restrictions need to be reviewed."*
- *"Water supply. We shouldn't have so many restrictions for such a small town."*
- *"Water and water restrictions."*
- *"Water, keeping the systems upgraded and up to date."*
- *"Water meter issue because it's just a bit of a scam."*
- *"Provision of fresh water."*
- *"Water, finding a way to increase options of water to town and water usage. People need to find alternate ways to help save and collect water. New subdivision and housing could look into possible placing of water tanks on properties."*
- *"Volume of water, limited restrictions in summer."*
- *"Water, first and foremost. Water should affect consent processes for new houses."*
- *"Make water more freely available over summer."*
- *"Water, better quality of water and more availability, not water restrictions."*
- *"Am against water meters. Will be too expensive."*
- *"Water supply making it more available, capacity."*
- *"Water. We shouldn't be getting water shortages."*
- *"Find alternative to water meters."*
- *"Council to manage water carefully to ensure security of supply for a growing district."*
- *"Water, making sure we have a reasonable supply."*
- *"Water reticulation."*
- *"Water supply going to be a major issue as the place is growing and the water supply is only just enough now so in five years time there will be a massive water shortage."*
- *"Water supply, need to meet the number of people."*
- *"Water Services. Chlorine in the water, taste is awful."*
- *"Water needs to be looked at, the leaks. Maintenance and upgrades."*
- *"Put meters in place so people are careful with water."*
- *"Encourage installation of roof fed water tanks. Water meters should be able to be read by householders instead of paying reading charge."*
- *"Water issue, lack. We've been level three for four months."*
- *"Water mains supply."*
- *"Water, improve supply."*
- *"Water restrictions."*
- *"Water is a problem in the summer as Cambridge grows."*
- *"Water, new dam."*
- *"Pirongia water supply."*

### Sewerage/ sewerage upgrade/ waste water

- *"Sewerage, a bit of work needs to be done upgrading of the lines."*
- *"Sewerage. Keep upgrading, repairing as the community grows."*
- *"Sewerage, needs to be up to speed."*
- *"Sewerage in Pirongia."*
- *"Sewerage plant upgrade."*
- *"Sewerage reticulation."*
- *"Sewerage system."*
- *"Sewerage treatment. Council need to be compliant. Council effluent, need to be on the same page, same standard for all. Look at how Council manages effluent rather than blame all problems, issues on the dairy industry."*
- *"Sewerage system in the rural areas."*
- *"Waste water."*
- *"How we are treating our natural resources, our water waste."*

### Stormwater drainage/ upgrade drainage/ keep drains clean/ flooding issues

- *"Stormwater needs a lot of attention."*
- *"Stormwater to houses."*
- *"Drainage for stormwater areas need more cleaning and fixing."*
- *"Stormwater management, upgrading as new housing is causing stress on stormwater."*
- *"Drainage. Smaller areas like Pirongia need to have no open drains. They should be all piped as we pay for that in our rates."*
- *"Stormwater. Improved maintenance."*
- *"A decent stormwater system."*
- *"Stormwater. The system is inadequate."*
- *"Probably better drainage systems. We have a lot of surface flooding where the drains are blocked."*
- *"The drainage in Pirongia which is an issue."*
- *"Blocked drains."*

### Rubbish collection/ disposal/ recycling

- *"Rubbish. Make sure its collected, taken care of and sustain the system."*
- *"How we deal with rubbish and recycling."*
- *"Recycling in country, need rubbish bags in country."*
- *"Refuse collection is variable."*
- *"Improve recycling."*
- *"Extending the rubbish collection to rural."*
- *"Weekend holidays, services not notified, recycling, rubbish etc."*

### Swimming pool/ run it better/ upgrade it/ sort out the Cambridge pool issue

- *"The swimming pool in Cambridge needs upgrading."*
- *"Pool, having an indoor pool as well as the outdoor pool."*
- *"The swimming pool seems to be an issue."*
- *"New swimming pool would complement lake and Velodrome."*
- *"Pool at Kihikihi Domain would be awesome."*
- *"Swimming pool, outdoor pool required in Te Awamutu."*
- *"Indoor swimming pool is needed to add to sporting facilities already here and improve Cambridge's appeal."*
- *"Cambridge swimming pool needs a big upgrade especially for the elderly."*
- *"Look at putting indoor pool in Cambridge."*

continued ...

### Swimming pool/ run it better/ upgrade it/ sort out the Cambridge pool issue (continued)

- *"Swimming pool needs to be opened longer in the year."*
- *"Decent swimming pool in Cambridge."*
- *"Covered outdoor pool here would be fabulous."*
- *"Improving swimming pool by putting it under cover."*
- *"Swimming pool. Don't build a new one that will cost ratepayers a fortune. Just improve existing one."*
- *"Swimming pool issue. They've spent a lot of money doing nothing."*
- *"Swimming pools, a winter one is needed."*
- *"Swimming pool improvements sorted out."*
- *"Swimming pool needs a decision one way or other."*
- *"The swimming issue, so long."*
- *"Money spent on upgrading the Cambridge swimming pool that would benefit a lot more people than the Velodrome. Upgrade to heated and covered."*
- *"Town pool should be in use all year."*
- *"The covered pool debacle."*

### Spent too much on Velodrome/ waste of money

- *"Stop spending money on cycle track in Cambridge."*
- *"The Velodrome cost a lot. Not everyone wanted it."*
- *"The Velodrome. I'm opposed to spending more money on it."*
- *"Unhappy to be paying \$27 a year for next twenty years to fund Velodrome I will never use."*
- *"The Velodrome is putting a lot of financial pressure on the residents. Costly to build and now costly to maintain."*
- *"Waste of money on Velodrome."*
- *"The Velodrome being built despite public complaints."*
- *"Don't need money spent on new Velodrome."*

### Rates/ rate increases/ the amount of services for the rates we pay

- *"Rates."*
- *"Older people's rates should be fixed. In the States they don't put up rates for older people."*
- *"Giving us best deal for our rates they can. If you see progress you don't mind paying extra rates."*
- *"Cost of rates too high. Always going up."*
- *"Trying to keep rates in line with inflation."*
- *"Look at rate increases compared to our incomes. Wages don't increase in line with rate increases."*
- *"The rates are too high in Waipa District area. Value for money."*
- *"Keeping rates down."*
- *"Keeping costs low for ratepayers."*
- *"Containing rate prices."*
- *"We are concerned about rate increases."*
- *"Reducing rates, because I don't think they have kept dropping like our capital value of our house prices have in proportion. They stay up."*
- *"Rates, need to look at the cost these are to a person on a limited income."*
- *"Rates reduction."*
- *"Rates, lower them, not value for money."*
- *"Give value for money on our rates."*
- *"Rates increasing, hard for the oldies, they sell up."*

continued ...

### Rates / rate increases / the amount of services for the rates we pay (continued)

- *"The rating system. Main concern is keeping rates in an affordable way."*
- *"Looking at the population of the people that actually have to pay the rates. I am a single mother and finding the rates is sometimes a mission."*
- *"Incorporating rubbish costs in with our rates."*
- *"Lower the rates."*
- *"Keep rates at a reasonable level."*
- *"Don't put rates up."*
- *"Council must keep costs down. Rates too high. We pay \$10,000 a year."*
- *"Try to keep rates on a level with inflation."*
- *"Rates are ridiculous and they are more than Hamilton."*
- *"Rates, the rates are far too high."*
- *"Lowering the rates."*
- *"Rising rates."*
- *"Rates. How they are spent."*

### Council spending / reducing Council debt

- *"Not to spend ratepayers money on museums and library. People are struggling to pay their rates."*
- *"Reduce spending. Council expenses."*
- *"Cost, eg, Avanti cycle track. Community opposed it, went ahead anyway then cost overrun of \$2 million."*
- *"Do not waste ratepayers money."*
- *"Council spending."*
- *"Not spending too much of our money."*
- *"Funding. Council should fund what is necessary and not waste ratepayers money."*
- *"Providing need based services over want based services, eg, cultural centre as long as within budget."*
- *"Council expenditure."*
- *"Not spending big money on cycle tracks and museum. Spending fine on traffic management in Cambridge and Te Awamutu."*
- *"Borrowing."*
- *"Decreased spending on non-essential services, eg, building the Velodrome and the museum."*
- *"Don't waste money."*
- *"Council needs to spend money wisely and ensure that debt levels are managed."*
- *"Spending on things we don't need."*
- *"Not loading ratepayers with too much debt."*
- *"Stop going off on their jaunts."*
- *"Stop building personal monuments."*
- *"Spend less on sports. The rowing complex, its being used so that's good."*
- *"Less input into sporting events and fixtures, eg, Avantidrome or Karapiro. Also Maugatatatauri, an awful lot of energy goes in that direction. I think they get a pretty good deal. Less focus on these types of areas by Council. There has been megabucks gone into these areas to the disadvantage of the local infrastructure."*
- *"The Council should be monitoring its own costs."*
- *"Spending too much on grey power issues. They want footpaths widened for mobility scooters on high bridge. It's ridiculous."*
- *"We have to spend more money on servicing debt and consultants and specialists when the specialists should be on staff. We should have our own experts on staff."*

continued ...



### Council spending / reducing Council debt (continued)

- *"Not fixing things that are not broken. They're going to do something about Victoria Street. I think it's perfect. They should leave it alone."*

### Cycleways / walkways

- *"More cycle tracks."*
- *"Better cycleways around town, off road ones."*
- *"Recreational, available paths and cycleways."*
- *"Develop cycleway between Kihikihi and Te Awamutu."*
- *"Contribution to the cycleways out here at Karapiro is one of the best things I've seen."*
- *"Maintain the walkways regularly, has been upgraded recently but needs to be maintained."*
- *"Develop river paths to attract tourism."*

### Parks / upkeep of parks

- *"Parks in Pirongia."*
- *"General tidying. Council do a pretty good job."*
- *"Keep parks cleaner and tidier."*
- *"Retaining parks."*

### Presentation of towns / cleanliness / tidiness / maintenance

- *"The leaves down the far end of Hall Street are piling up. I've not seen anyone picking those up this year and the road is getting narrower due to the leaf fall and that is going to be a problem."*
- *"The leaves are the biggest issue, getting them cleared up."*
- *"Maintaining streets."*
- *"Street cleaning, clean up leaves."*
- *"Generally looking after the town."*
- *"Keeping Te Awamutu looking good. At Christmas time it would be nice to see more lights."*
- *"How we deal with litter."*
- *"Sides of road need tidying up at entrance to Pirongia."*
- *"Keeping Cambridge a nice pretty place."*
- *"Baxter Place is an example of trees being too big."*
- *"Leaves and big trees, which are causing a lot of stress for elderly people including myself and my neighbours. We would like the ability to reduce the height and the limbs of protected trees."*
- *"Trees and leaves. Need more pruning. Leaves in autumn."*
- *"Trees. Pruning. Leaves picked up, wouldn't have floods."*
- *"More effort by Council to make neighbours take trees off their properties if causing a nuisance or need to be pruned more often."*
- *"Vacant sections being left. Bamboo encroaching on my section, told by owners Council causing delays. Council need to chase people along."*

### Crime / drug issues / need safe communities

- *"Community safety, the legal highs."*
- *"Safety. Making sure things are safer for us."*
- *"Safety in the community."*
- *"Safety and well-being."*
- *"Crime and safety."*
- *"More police needed at short notice, the long wait is potentially dangerous."*
- *"Keeping Cambridge safe."*
- *"Crime. Cambridge growing so fast, need more police."*
- *"Keeping the town safe from crime."*
- *"Safety in district in general."*
- *"Safety within community."*

### Better communication / consultation / keep up informed / listen to the ratepayers

- *"Communication with the public."*
- *"To make sure ratepayers are informed as to what is going on."*
- *"Consult with public more."*
- *"Listening to ratepayers."*
- *"Listening to the people."*
- *"Council needs to actually listen when people say no."*
- *"Public information. Keeping all informed. They would get better response if they keep people involved by telling them what was happening."*
- *"Keeping the ratepayers informed. Anything that is going to affect the town should be in the local paper. We really need something in each paper in each district telling them what's happening and where the money is going. There needs to be a lot of transparency as to where the money is spent."*
- *"The Cambridge Community Board need to be more voiceful."*
- *"Submissions must be made seriously, should count at end of day. If people say they don't want something to happen and it does, it is not acceptable. Council should not be able to override."*

### Environmental issues / pollution / care of the environment / sustainability

- *"Agricultural chemicals and spraying."*
- *"Environmental, farming runoff into streams and rivers."*
- *"Environment, dairy farming runoff into streams and rivers."*
- *"Keeping the green belt safe, not letting anyone build on it."*
- *"Environment, more protection of trees, birds and animals."*
- *"Waikato river needs protecting from pollution."*
- *"Environmental matters. Trees need TLC."*
- *"Look more strongly at conservation in Cambridge. Very concerned when trees are cut down."*
- *"Environmentally focussed planning."*
- *"Council keep finger on what is happening over environmental issues."*
- *"Polluted Lake Karapiro."*
- *"Sustainability, services and environment for growing population."*
- *"Environment, water quality and keeping things clear and green."*
- *"They should liaise with the Waipa District Council about the noxious weeds like privet which is rife down the Waipa river."*
- *"Pest free mountain, Maungatautari."*

### Look after essential services / amenities / core infrastructure

- *"Core services should be running properly and maintained."*
- *"Ensuring public facilities are maintained and managed appropriately."*
- *"Services, making sure the services are right."*
- *"Need to do a better job of our infrastructure, ie, not on swimming pools, etc, more on core services like drainage, etc."*
- *"Public amenities, eg, things open to public use, pools, parks, that people have access to."*
- *"Basic facilities, sewerage, roading, water."*
- *"Need to focus on infrastructure while getting cost to ratepayers reasonable."*
- *"Basic amenities, the pool, going to the library. They don't have to be flash, just reasonable."*
- *"Keep everything ticking over. Just keep things moving."*
- *"Core infrastructure, water supply."*
- *"Upgrading of services to local communities."*
- *"Better infrastructure."*
- *"Making sure amenities keep up with population growth."*
- *"Infrastructure particularly water and sewerage."*
- *"Core facilities done not monuments."*
- *"The core issues, roads, water, sewerage, power. The general things that keep us alive."*
- *"Amenities that pertain to make life easy."*
- *"Continuing with the current services."*
- *"Improving infrastructure."*

### Encourage housing developments / provide infrastructure to cope with new development / housing issues

- *"Lack of housing, more subdivisions."*
- *"Increasing housing areas for new houses to be built."*
- *"Housing for lower socio-economic group."*
- *"Housing for low income people."*
- *"Housing, subdivisions."*
- *"Encourage a range of housing not just four bedroom mansions that people can't afford. Cost effective homes required."*
- *"Council should be encouraging more growth into town."*
- *"Infrastructure, with so many new families coming in thought needs to be around planning and forward thinking."*
- *"Consider potential subdivisions for future development."*
- *"Look into subdivisions and the infrastructure of existing buildings. For example, quarter acre sections has three plus houses and our environment, ie, water, power, sewerage has not been upgraded or evaluated for the increase in population. Council need to look closer at development."*
- *"Expanding Cambridge a bit."*
- *"Subdivision, have a good look at how to organise it."*
- *"Need to cater for more people."*
- *"Subdividing large blocks."*

### Parking issues

- *"Parking."*
- *"Parking issues in the township of Te Awamutu need to be addressed."*
- *"Spend more money in town centre, ie, more parking during busy day times."*
- *"Parking has started to become a problem because of subdivisions and more people."*
- *"Handicapped parking spaces should be checked to make sure no able-bodied people use them."*
- *"Disability parking."*

### Business promotion/economic issues

- *"Encourage existing businesses to expand. Businesses encourage people to come."*
- *"Promote and attract more business for the area. There is still a lot of rural influence in our area when we should be moving into more businesses to build our towns."*
- *"New businesses coming into the area."*
- *"Business development, new business."*
- *"Council should help out new businesses."*
- *"Promote businesses."*
- *"Business opportunities, need to keep doing this."*
- *"Encourage new business to Pirongia."*
- *"Making Cambridge a viable option for new business."*
- *"Business growth."*
- *"Business development to increase job opportunities in the future."*
- *"To encourage new business."*
- *"Supporting small businesses."*
- *"Growth and development for business. Hautapu, its growing big stores and trucking businesses, very good. Carters Flat is too small."*
- *"Encouraging more trendy style eateries."*
- *"New businesses to be encouraged to complement Velodrome etc."*
- *"Shops a bit boring on Cambridge road. Shops are empty."*
- *"Entice more businesses into the area. I have to travel to Hamilton for work. It would be better to spend more time and investment in getting people to stay in the area and work."*
- *"Future proofing employment by attracting industry to the area. Don't have enough industry."*
- *"Affect of bypass on town's economy."*
- *"When traffic stops going through town with bypass open, it will mean some shops will miss out on business."*

### Sports and recreational facilities/playgrounds

- *"Pool and Velodrome are great assets. Need more of these things to attract people to town."*
- *"Good sports facilities, which I think we have, so maintaining these."*
- *"Playground areas lacking in Kihikihi when you have young children."*
- *"Retaining play areas."*
- *"Reinstate the children's play area, was removed, used by lots of family's."*
- *"Recreational facilities for young children."*
- *"Provide more playgrounds, eastern side."*

### Street lighting

- *"Street lighting in some areas. Need more lighting."*
- *"Lighting very poor."*
- *"Street lighting in Ngahinapouri."*
- *"Street lighting needs improving, Thornton Road."*
- *"Better lighting in streets in Te Awamutu."*

### Promotion of our district

- *"Promoting Cambridge as an area."*
- *"Promotion of Cambridge as a destination."*
- *"Ensure bypass does not detract visitors from town."*
- *"Tourism, think about ways to encourage people to come to Cambridge when the bypass is in."*
- *"Promote Lake Ngaroto."*
- *"A better identity for Waipa, providing services that promote Waipa."*
- *"Promotion of Cambridge."*
- *"Promotion of area."*
- *"A better identity for Waipa. Providing services that promote Waipa."*
- *"Promote the district more. Get behind things that bring more people into the area."*
- *"Promotion of Waipa as a place to live."*
- *"District development growth. They want to develop more to get people to live in Waipa District."*
- *"Initiatives to attract tourists into town centre."*

### Services/ activities for young people

- *"More things for younger people, teenagers to be involved in. Needs to be more stimulation and activities for them to do."*
- *"More effort providing youth activities."*
- *"Recreational facilities for younger people."*
- *"Facilities for young people."*
- *"Youth facilities."*
- *"Providing youth activities."*
- *"Something for young kids and young people."*
- *"Providing youth activities."*

### Community services/ facilities

- *"Facilities for the aged."*
- *"Housing for the elderly."*
- *"Looking after the residents."*
- *"Uniting neighbours, would make it easier if someone initiated it."*
- *"Provide a place that people can have input into their improving of communities. Providing a community that everyone can be involved in. Bettering the community."*
- *"New facilities for the community."*
- *"Programmes to support people in our communities."*
- *"People issues."*

### Health issues

- *"Our hospital."*
- *"Health."*
- *"Public health."*
- *"Encourage more doctors to area."*
- *"Infrastructure of health, doctors must reflect aging population."*

### Education issues

- *"Truancy prevention in Te Awamutu."*
- *"Young people need more tertiary training."*
- *"Make sure all children have access to schools, transport."*
- *"Support needed by Council to promote and encourage courses to help with jobs. Need work experience course for the young to assist in getting jobs."*
- *"Increasing courses available to school leavers."*
- *"Quality of education."*
- *"Buses to Hamilton for school kids are not something that should be removed."*

### Employment/job creation/work schemes

- *"Employment."*
- *"Job availability."*
- *"Council should focus on job issues."*
- *"Young people need jobs."*
- *"More jobs. Support needed by Council to promote and encourage and incentivise."*
- *"Jobs, provision of jobs. Encourage more jobs."*
- *"Employment. Keep young people busy."*
- *"Jobs. People lack the skills to fill them."*
- *"More jobs."*
- *"It's hard to get good jobs."*

### Cultural issues

- *"Cultural diversity here. I'm concerned with it, just becoming a wealthy town rather than diverse."*
- *"Cultural. Doing the right thing for everybody."*
- *"We should not be concerned about cultural issues at this time until we have spare money to spend on them."*
- *"Cultural diversity properly representing Maori here."*
- *"Consultation and understanding of iwi."*

### Retain the character/heritage of the area

- *"Keep the old buildings attractive in a traditional way. Look after old buildings."*
- *"New buildings are too modern for town. The outside should reflect the heritage of the town. It needs to look like a village."*
- *"Retaining the character of Cambridge."*
- *"Promoting the heritage of the area with facilities at the museum."*

### Planning issues / rules and regulations / consent processes

- *"Council makes it difficult to subdivide."*
- *"Making it easier for the resource consents, ie, simplifying the process."*
- *"The cost of subdividing properties is way too high."*
- *"We shouldn't have to front up with money to make developments happen. Being more reasonable about various rules and too much red tape and staff not answerable."*
- *"Subdivisions, everyone in Council should stick to the rules."*
- *"New house consent."*
- *"Look at building consent processes."*
- *"Subdivision. Rules and regulations to do with subdivisions. More control on regulations."*
- *"Property subdivisions."*
- *"Subdivide inside the town boundary. Don't spread out into farmland. Taking up rural land which they should not."*
- *"New housing building laws, the rules on construction need to be reviewed."*
- *"Subdivision growth. Letting the town grow but not too quickly."*
- *"Not growing the place, too big it will overload the infrastructure and destroy the character of Cambridge. Not infinite, need to limit how big it grows."*
- *"The way Cambridge is developing. There are a lot of new subdivisions going up and needs good structural planning so not to ruin the town and overflow it too fast."*
- *"Limit growth in town."*
- *"Growing too fast."*

### Museum / money spent on museum

- *"Don't need money spent on more museums as the ones we have now are adequate."*
- *"Money should be spent on core services not one off big ticket items eg, a big museum."*
- *"We don't need a big museum."*
- *"New museum, improve current museum."*
- *"The Museum in Te Awamutu the rebuilding of it."*

### Cultural activities / art facilities

- *"Council funding cinema in Cambridge."*
- *"The Arts."*
- *"Needs to be a town hall, cultural centre."*

### Playing off Te Awamutu against Cambridge / Cambridge plays second fiddle to Te Awamutu

- *"A more equitable share of funds, community facilities etc between Te Awamutu and Cambridge."*
- *"Cambridge and Te Awamutu should be split with a Council each."*

### Public transport

- *"Transport, more available for older folk."*
- *"A better bus service to Hamilton. The cost of public transport is high. It works out cheaper to take my car to Hamilton to work than catch the bus."*

### Library / library service

- *"New Library, bring it up to date."*
- *"Promoting the heritage of the area with facilities at the library."*
- *"New Te Awamutu library needed to be Lianza standard and improved, new and updated."*
- *"The library, the rebuilding of it."*
- *"New library as long as within budget."*

### Others

- *"Cemetery maintained better."*
- *"More access for people with disability, the Arthouse no ramp."*
- *"Represent community as a whole and not favour one area over the other."*
- *"Postal delivery to hold status."*
- *"Environmental hygiene."*
- *"Town growing quickly and needs more accommodation."*
- *"Council workmen getting jobs fixed in a timely fashion."*
- *"Website improvement."*
- *"Unattended school buildings. Are they Council or iwi property?"*
- *"Don't think seats should just be given to Maori. They should be voted on."*
- *"They need to embrace the new technology. They've got to move forward. We can't slow down. They need to embrace the new technology."*
- *"General signs are needed to sites of historic interest."*
- *"Event promotion."*
- *"Organising their own business operation instead of employing people in needless jobs in the Council."*
- *"Feel Council doing good job, would like to see local contractors used."*
- *"Limit liquor licensing, off premise."*
- *"The Maungatatauri Ecological Trust. Cost of \$15 to visit is very excessive as we also pay our rates."*
- *"Shelter belt at Akatarere Road is a danger to our property, animals and children. Trees fall on our property and block access to our property for RD man and Fonterra. Stock feed people cant bring feed for our cows."*
- *"Animal control could be better."*
- *"Don't listen to grey power too much."*



**Q36a If you had to get some Civil Defence information right now, where or who would you get this information from**

The Phonebook

By ringing the City Council / visit Council offices

Visiting a website / the internet / looking online

Radio

Civil Defence / Civil Defence booklet

Citizens Advice Bureau

Police

Neighbourhood Watch / neighbourhood support

Others

- "Information Centre." (x5)
- "Fire Brigade/Fire Station." (x3)
- "Library." (x3)
- "Fridge Magnet." (x3)
- "Husband." (x2)
- "Friend." (x2)
- "Grey Power." (x2)
- "Call 111." (x1)
- "St Johns Ambulance." (x1)
- "Community Centre." (x1)
- "Local school." (x1)
- "Sirens on clock tower." (x1)
- "TV." (x1)

**Q36b If you had to get some Civil Defence information right now, whose website would you visit**

Civil Defence

Council

Google/Internet

Others

- *"The Government's 'Get Through' website."*
- *"Fire Department."*