

**WAIPA DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY APPENDICES  
MAY 2015**



**WAIPA DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY**

**MAY 2015**

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



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# CONTENTS

	Page No.
Q2	Reasons why they are not very satisfied with – ..... 1
a.	“the maintenance of footpaths” ..... 1
b.	“the maintenance of roads in the District” ..... 3
c.	“the safety of roads in the District” ..... 6
d.	“parking in Cambridge and Te Awamutu” ..... 9
e.	“stormwater services” ..... 11
f.	“water treatment and supply” ..... 13
g.	“control of dogs” ..... 16
h.	“the Council’s noise control services” ..... 18
i.	“parks and reserves (including sportsgrounds)” ..... 19
j.	“town planning, including planning and inspection services” ..... 20
k.	“building compliance and building inspections” ..... 23
l.	“land-use and subdivision consents” ..... 25
m.	“wastewater services” ..... 28
n.	“kerbside or roadside recycling service” ..... 29
o.	“the Civil Defence organisation” ..... 31
p.	“swimming pools” ..... 32
q.	“public toilets” ..... 36
r.	“cemeteries” ..... 38
s.	“Museums” ..... 39
t.	“District libraries” ..... 40
Q5b	Reasons why they are not very satisfied with the Museum you used / visited most often ..... 41
Q6	Reasons why they have not used or visited a District Museum in the last 12 months..... 42
Q9b	Reasons why they are not very satisfied with the library they visited most often ..... 46
Q10	Reasons why they have not used or visited a District library in the last 12 months.... 47
Q19b	Reasons why they found making contact with Council difficult / very difficult ..... 50
Q20	Nature of their main query in the last 12 months ..... 51
Q22b	Reasons why they were not satisfied with the way their query was dealt with ..... 55
Q23	Things Council could do better to improve its service at their first point of contact ... 57
Q25c	Reasons why they are not very satisfied with the Council’s website ..... 59
Q26c	Reasons why they were not very satisfied with Council’s Facebook page ..... 60
Q27	Reasons why they haven’t visited the Council’s website and / or Council’s Facebook page ..... 61
Q28b	Reasons why they are dissatisfied / very dissatisfied with the amount of business or commercial development in their area ..... 64
Q30b	Reasons why they are dissatisfied / very dissatisfied with the cultural facilities and events in their community adequately representing the cultural diversity of their District ..... 66
Q32b	Reasons why they are dissatisfied / very dissatisfied that the natural environment in the Waipa District is preserved and sustained for future generations ..... 67
Q33b	Reasons why they are dissatisfied / very dissatisfied with the job the Council is doing protecting and valuing history of the area ..... 69
Q34b	Reasons why they are dissatisfied / very dissatisfied with the way Council involves the public in the decisions it makes ..... 70
Q36	Most preferred method for Council to use to engage them on current issues and proposals ..... 73
Q40b	Reasons why they are dissatisfied / very dissatisfied with their quality of life ..... 74



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

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

- *“Main street, Te Awamutu, needs maintenance.”*
- *“They are in poor condition and should be a priority. Council is spending money on the wrong things. Te Awamutu CBD is okay but the surrounding streets need repairs.”*
- *“Some aren’t well maintained for older people but they’re working on it.”*
- *“Could be better in Cambridge, residential areas, eg, Duke Street.”*
- *“Old footpaths, Robinson Street, Cambridge, deteriorating footpaths.”*
- *“Wrote to Council two years ago, they’ve done nothing, painted it 18 months ago but done nothing yet, Shakespeare Street, Cambridge. Footpaths are now much worse.”*
- *“Laurie Street needs to be fixed.”*
- *“Pirongia footpaths neglected, all need doing up. Not good for the elderly.”*
- *“Victoria Street needs repairing.”*
- *“Footpaths in Leamington need repairs.”*
- *“Old footpaths in Rewi Street and repairs not good.”*
- *“In Cambridge service not as good as Te Awamutu. Footpaths in Leamington area, Grace Avenue not up to standard, needs maintenance.”*
- *“Could do with improvement.”*

**Uneven / cracked / broken / potholes / rough / bumpy**

- *“Main street on the road to Hamilton, footpath has holes and uneven.”*
- *“Banks Street is uneven.”*
- *“Rewi Street uneven and potholes.”*
- *“Broken and easy to trip on by the Matariki hospital.”*
- *“Footpaths surrounding the cricket park in Cambridge are uneven and rough.”*
- *“In Woodstock Crescent the footpath is breaking up and metal is showing.”*
- *“Leaves a lot to be desired for older people, uneven surfaces and concrete breaking up.”*
- *“Cracks and uneven in areas of town in Te Awamutu.”*
- *“Footpaths in Leamington area, uneven.”*
- *“Laurie Street very bumpy.”*
- *“Picquet Hill and Cambridge Road, very uneven.”*
- *“Princess Street is uneven and has holes.”*
- *“Street where netball courts are, potholes and uneven.”*
- *“Alpha Street, bumpy and rough.”*
- *“Rewi Street, cracked, bumpy, uneven.”*
- *“Wallace Street, Te Awamutu, people have put in new drives, footpaths need patching, uneven.”*
- *“Victoria Street, town end, uneven.”*
- *“There are many uneven footpaths particularly by the Matariki Hospital, elderly people trip up and fall over.”*
- *“Big potholes in Shakespeare Street.”*
- *“Victoria Street footpath broken.”*
- *“Footpaths are uneven. Tree roots lifting the asphalt, eg, College Street.”*
- *“Trees lifting up footpaths in Robinson Street.”*

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

- *"Picquet Hill Road, footpath only on one side."*
- *"William Street footpath only on one side of the road, need one on the other side too especially for children going to and from school."*
- *"So many streets in Leamington don't have footpaths."*
- *"I'd like to see a few more footpaths in Cambridge so you don't have to cross over to the other side of the road, streets off Vogel Street."*
- *"We don't have a footpath on our side of the road, Stafford Street, Cambridge."*
- *"Milton Street needs a footpath."*
- *"Don't have any in Baffin Street, Pirongia. Lots of other streets needing footpaths."*
- *"We don't have any in Fencourt Road."*
- *"Kihikihi Village, no footpath on one side of Whittaker Street."*
- *"None on our side of the road, Fraser Street."*
- *"Alpha Street in Cambridge, no footpath on one side, then stops completely, difficult for mums trying to push prams uphill."*
- *"Not adequate in Pirongia, only on one side."*
- *"Only on one side, Puniu Road, Te Awamutu."*

### Overhanging trees / growth over footpath

- *"We've got grass coming up over our footpath in Cowley Drive."*
- *"Difficult for mobility scooters with overhanging branches, Cambridge."*
- *"Pukeatua, need to spray grass near footpath at school."*
- *"Edges could be tidied up."*
- *"Grass needs to be cut along the side of the road, Te Awamutu. Back of Bunnings opposite Albert Park, footpath getting taken over by grass."*

### Poor design / narrow

- *"Totara Street, there are gaps between concrete and lawn, I can't mow my berms properly."*
- *"Victoria Road has a gap in it, safety issue, Cambridge."*
- *"Some footpaths are on an angle, main street in Te Awamutu."*
- *"Have a daughter in a wheelchair, hard to cross the road, slopes have an obstructive lip, crossing delays traffic. Pedestrian crossings are difficult, all over town."*
- *"Gutters are too high in Main Street, Te Awamutu."*
- *"Victoria Street, narrow footpaths."*
- *"Whitmore Street, very narrow towards Kihikihi shops."*

### Others

- *"Rewi Street, heaps of stones on footpaths, very slippery."*
- *"Found a grating 2 foot x 18 inches gutter drainage. Elderly, children and animals could break a leg."*
- *"Elizabeth Avenue not tidied up after water meter installations."*
- *"Some are suspect, some are paved not concreted, eg, by Westpac Bank, Empire Street in Cambridge, too soft for cars to go over."*
- *"Moule Street, new footpath, a shambles."*



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

Poor condition / need maintenance / upgrading

- *“Third world roads outside of Te Awamutu.”*
- *“Rural roads generally need more maintenance.”*
- *“Te Awamutu not well maintained.”*
- *“The edging on some roads was damaged, took a long time to repair, Ngahinapouri Road.”*
- *“Awapuni Road, seal lifting, been like that for ages, eight to nine years.”*
- *“Bruntwood Road breaking up and along Lake Road and part of Thornton Road needs attention.”*
- *“Pope Street needs improving.”*
- *“We are in the country, the further out the less gets done on roads. More maintenance required on rural roads.”*
- *“Council is slow in repairing storm damage to the roads, eg, Frontier Road.”*
- *“Frontier Road from Pirongia to Te Awamutu needs attention. On the downhill bit of the road the edge has crumbled away, the road narrows here.”*
- *“Corner of Hall Street and Williams Street, for years we’ve been hearing that it’s going to be upgraded, not done yet. Cuts your tyres if you go too close to the edge.”*
- *“Rural area of Cambridge pretty poor, need upgrading.”*

Potholes / uneven / rough / bumpy

- *“Alexander Street, Te Awamutu, full of holes.”*
- *“Rutting on the roads so they are bumpy, on the outskirts of Cambridge, Fencourt Road area.”*
- *“Potholes on Rewi Street and Frontier Road.”*
- *“Empire Street in Cambridge horrible with potholes.”*
- *“Roads are rough, surfaces not flat, eg, Pope Street.”*
- *“Potholes on rural roads.”*
- *“Swaynes Road has had giant potholes for four months, too long.”*
- *“Uneven road surface, every time a truck goes through the houses shake. Have contacted Council, no luck, Shakespeare Street.”*
- *“Residential roads are bumpy.”*
- *“Arapuni Road is uneven and bumpy.”*
- *“Arapuni Road, lack of care with potholes throughout bridge.”*
- *“Potholes on Shakespeare Street into Lamb Street.”*
- *“The road into town, Thornton Road always has potholes.”*
- *“Outside Events Centre, turning into Mahoe Street, big hole near the Red Kitchen.”*

### Constant roadworks / unnecessary repairs / slow to complete

- "A lot of roadworks at the moment."
- "Constant roadworks, eg, Rewi Street."
- "I have worked in Hamilton and Te Awamutu and roadworks are everywhere. The roadworks are being done on multiple arteries out of towns."
- "Always digging up main street of Te Awamutu."
- "Unnecessary repairs, eg, Cambridge area, several streets, right in town but mostly main street."
- "They never seem to finish them."
- "They reseal roads that I feel don't need doing."
- "The mayhem and chaos, mis-informed about what and when roads are being closed, eg, road outside Countdown in Cambridge."
- "Very slow when making repairs."

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

- "Jobs done are substandard, chip not sealing, eg, Frontier Road and Rewi Street, Pirongia."
- "Different types of seals on roads, Duke Street is bad."
- "Chips coming off residential roads, cheap patch up."
- "Keep fixing Arapuni Road, needs to be done properly."
- "Resealing is not good value for money, too many repairs needed, it breaks up too easily."
- "Rewi Street repaired and repaired again, still not 100%."
- "They repair them and then they are back because of potholes, one month or six weeks and they are back."
- "Not a good job that's being done, eg, Rewi Street, Council always doing something, using too cheap a material."
- "They don't complete the jobs very well eg, Empire Street."
- "They use very rough tarseal, it's very noisy to drive on, Settlement Road and the Cambridge/Te Awamutu Road."
- "The issue for me is the inequitable way of making smooth roads in the suburban areas and noisy roads in the rural areas."
- "Seal not of good standard, then they have to patch, it all gets messy."
- "Made a mess of our road and not done anything about it, Williamson Road, Cambridge."
- "Main street of Te Awamutu patched, needs ripping up and resealing."
- "The roads aren't holding up well, they repair them but the repairs don't last long. Repairs should last longer."
- "Road that becomes Frontier Road, back of Catholic School, the seal was a disaster and reseal wasn't much better, puddles in the road."
- "Spend a lot of money on maintenance and then they deteriorate again within a couple of months, eg, Pirongia Road, Frontier Road and Rewi Street."
- "Paterangi Road, tarsealing not of a great standard even when repaired."
- "Streets in Cambridge often just patched and not maintained correctly, eg, Thornton Road."
- "Concerned that the roads get sealed and the seal breaks down very quickly, eg, Maungatautari Road."
- "The roads in general aren't holding up well. They repair them but the repairs don't last long perhaps due to overuse by heavy trucks. Repairs should last longer."

### Too narrow

- *"Not wide enough for trucks."*
- *"Jary Road, narrow gravel road."*
- *"Too narrow."*
- *"Some not wide enough for trucks."*

### Metal roads/need sealing

- *"They should tarseal our road, Rahui Road, Maungatautari."*
- *"Dirt roads haven't been upgraded, too slow on that, eg, Wallace Road, half is unsealed."*
- *"Scott Road, gravel road."*
- *"Smart Road, a metal road, should be sealed in this day and age."*

### Poor roadside maintenance

- *"Roadside mowing of the verges on country roads, gone from three times per year to twice and this causes shocking visibility problems."*
- *"Verges need mowing in Te Awamutu."*
- *"Vegetation control is lousy, eg, Alexander Road and Budden Road."*

### Issues with cyclists

- *"Cyclists shouldn't be on a lot of rural roads. Council put a sign up to ride in single file but they never do. They should adhere to road rules, super dangerous."*
- *"Lack of shoulders and cycleways in general in this area."*
- *"Too many cyclists for the width of the roads, all roads around Cambridge."*
- *"Too many stones on the roads in Cambridge and are rough for cyclists in the French Pass Road and Maungakawa Road."*

### Flooding problems/surface water

- *"Luck At Last Road, flooding when it rains."*
- *"Road holds water, slippery when wet, end of Norrish Road and Kaipaki Road."*
- *"Water doesn't drain off them properly, Te Awamutu."*
- *"Down Milton Street coming from Shakespeare Road, water erodes the road."*

### Others

- *"Lots of rural roads, speed limits shouldn't be 100kph."*
- *"Mystery Creek Road is not marked and it's often foggy. In these conditions people often cross the centre line."*
- *"Definitely need another bridge across Waikato River from Te Awamutu road to join up to Vogel Street."*
- *"Coming out of Countdown in Te Awamutu, it scrapes on the bottom of the people mover car."*

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

**Poor condition/ need maintenance/ upgrading**

- *“Gravel roads need better maintenance.”*
- *“The gravelly parts make it dangerous.”*
- *“Some need upgrading, holes appearing where they have patched.”*
- *“Edges of road, need seal built up, eg, Owairaka Valley Road. Difficult for trucks when seal has broken away on edges.”*

**Too much traffic/ very busy/ need more control**

- *“Too much traffic towards Cambridge from Carters Flat is potentially dangerous.”*
- *“Coming out of Carlton Street onto the main road you can’t see for cars, need clear visibility, very dangerous.”*
- *“Intersection of Mahoe Street and Arawata Street too busy, needs to be more controlled.”*

**Speeding/ reduce speed limit**

- *“Open road speed limit is way too fast, some go over 100kph.”*
- *“Our road, Nagar Lane comes onto Peake Road and with the new overbridge over the expressway it is like a racetrack. Speed limits are required.”*
- *“In Baffin Street the speed limit on the main road through the town should be lowered and perhaps the main road diverted to the outskirts of town.”*
- *“We live on Bell Road, people need to slow down, 100kph is too fast.”*
- *“Monckton Road to Arapuni Road speed quite high.”*
- *“Speed, road signs get bowled over every week, Fencourt Road.”*
- *“Travelling from Rewi Street into Frontier Road and Crozier Road motorists travel too fast coming into Pirongia, eg, more than 70kph which is the speed limit. There are many children in the area.”*
- *“Speed limit on some back roads of Pirongia should be lowered.”*
- *“I went to Council with a submission regarding speeding, they put in a 40km sign but now taken away.”*
- *“The long straight 50kph areas should have judder bars on them because there is too much speeding especially where there are schools.”*
- *“Main street far too fast, too many ins and outs, too many streets going into main street, speed should be 40kph not 50kph.”*
- *“Some of the speed signs around Cambridge could be amended.”*

**Poor/ restricted visibility**

- *“Issues with trees blocking views in town, Leamington.”*
- *“Scrub on side of roads, scrub and trees keep on growing, makes it dangerous for driving. Need more regular maintenance.”*
- *“Cambridge trees by white church, corner of Victoria Road and Hamilton Road grown too tall, obscure view of pedestrian crossing for drivers.”*
- *“Monckton Road to Arapuni Road, poor visibility on the right, will need to take contour down.”*
- *“On the junction of Pirongia Road and Patarangi Road it is impossible to see around legally parked cars.”*
- *“Trees over intersections block visibility, North Street.”*
- *“Anderson Road and Bell Road, three hairpin turns, poor visibility, trees hanging over.”*

### Narrow roads

- *"Too narrow, very dangerous."*
- *"Roads too narrow around Cambridge."*
- *"Norwegian Road too narrow."*
- *"Ellicott Road not very wide."*
- *"The roads are not wide enough to accommodate cars and cyclists in Cambridge."*
- *"Anderson Road and Bell Road, too narrow, very dangerous."*
- *"Narrow roads, side roads have no pull off lanes for turning left or right."*
- *"On country roads no bay in the middle of the roads."*

### Poor/lack of road markings/signage

- *"No lines on Ellicott Road."*
- *"Signage could be better, generally."*
- *"Need more signage on country roads."*
- *"Te Awamutu to Cambridge Road, cats eyes are worn."*
- *"Bell Road has many corners, no signage and no road markings."*
- *"Could do quite a bit more to enhance road signs."*
- *"Lack of consistency with delineation, road marking, edge markers etc, generally on all the country roads in the district."*
- *"Lines need repainting around Cambridge."*
- *"Roadworks were not clearly signposted at the top of Thornton Road in Cambridge."*

### Dangerous areas/unsafe intersections/corners

- *"Some intersections aren't safe because you can't see the cars coming."*
- *"Small High Street bridge from Leamington to Cambridge near the Warehouse is dangerous."*
- *"Monckton Road to Arapuni Road, not a safe corner."*
- *"Corner of Peake Road and Hautapu Road, Cambridge."*
- *"Bottom of Countdown hill, the corners."*

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

- *"Should have more pedestrian crossings."*
- *"Need a pedestrian crossing in Victoria Road for the school kids. Need one nearer the school, Cambridge Middle School."*
- *"They could do with a pedestrian crossing on Victoria Road for children going to and from the Middle School."*
- *"Asplin Road and Flynn Road, no footpaths and room for people to walk, lots of walkers, speed 100kph."*

### Unsafe for cyclists/issues with cyclists

- *"For cyclists, not enough room, all Council roads in the district."*
- *"Council seem to be encouraging cyclists but the roads are not wide enough for this. Need wider roads or user (cyclists) pay for upkeep."*
- *"Some back roads of Pirongia do not have enough room for cyclists. When there is oncoming traffic there's no way you can leave the 1.5 metre required. Speed limit should be lowered especially on the narrow part of the road for cyclists safety."*
- *"Lots of cyclists on narrow country roads, need more control and signage."*
- *"Broken glass on side of Shakespeare Street, I am a cyclist and have had two punctures."*
- *"Lake Karapiro for the cycling events, need to have more marshals on the road covering the whole length of the course."*
- *"Unsafe because of too many cyclists riding abreast. At Maungatautari they don't move over and let cars pass. I am a cyclist myself so not anti, it just makes driving hard."*
- *"We need more cycleways on the roads around the Waipa District, eg, Fencourt Road and areas around."*
- *"Cyclists think they can ride three abreast at times especially between Kihikihi and Te Awamutu."*
- *"Too many cyclists riding badly, not obeying rules."*
- *"Cyclists, especially at night, not obeying laws, road is not good for cyclists and cars, ie, Norwegian Road."*

### Others

- *"Between Information Centre and Bunnings in Cambridge, concrete island blocks road, no traffic flow."*
- *"Norwegian Road too windy."*
- *"Roadworks in Thornton Road not lit up."*
- *"Te Awamutu to Cambridge Road, road is dark and dangerous at night."*
- *"No need for roundabout at the top of Empire Street."*
- *"Trucks short cutting main road on to Whittaker Road, I feel this is making our street unsafe."*
- *"Power poles outside Roto O Rangi Road going into Green Belt Cambridge. Power pole is outside of corner in a very dangerous position."*

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

Not enough parking / need more

- *“Lack of parks in Cambridge, need more.”*
- *“Not enough parks available in Te Awamutu.”*
- *“Not enough parking during peak times.”*
- *“Hard to get parks in business areas in both towns.”*
- *“You can never find a park in Cambridge in the CBD.”*
- *“Need more parking in Cambridge, the main street.”*
- *“Not enough parks with the population growth.”*
- *“You can never find a park in the centre of Te Awamutu, the business area.”*
- *“Cambridge is growing so fast they need to increase parking.”*
- *“Parking in Cambridge is a disaster, hasn’t been kept up, sometimes takes 20 minutes to half an hour to find a park.”*
- *“Very difficult to find a park in Cambridge at all hours of the day.”*
- *“More parking needed in Te Awamutu.”*
- *“Hard to get a park near the library.”*
- *“It is a nightmare trying to get parking in Te Awamutu.”*
- *“Main Street of Te Awamutu needs more parking spaces.”*
- *“Parking in Cambridge at the moment is stretched to the limit due to roadworks.”*
- *“Lack of parking in Alexandra Street, Te Awamutu.”*
- *“At doctors surgery, hard to get a park.”*
- *“Cambridge Primary School area, terrible for parking.”*

No policing of time limits / parking time limits ignored

- *“In Cambridge put in a device that shows how long cars have been parked. It’s not being policed and we paid a lot of money for it.”*
- *“Monitor more in Cambridge.”*
- *“In Cambridge they have 60 minute parking but people park all day. Spark employees do.”*

Angle parking better / should go back to angle parking

- *“In Te Awamutu they should go back to angle parking to allow more parking spaces.”*
- *“All parks in Te Awamutu town are parallel parks, needs to be angle parking.”*
- *“Should make it all angle parking, not parallel, heaps more people will come into town.”*
- *“Should go back to angle parking rather than parallel.”*
- *“More angle parking in Te Awamutu would make more spaces.”*
- *“Parallel parks hold up traffic by the roundabout.”*
- *“Don’t like parallel parking, would prefer angle parking.”*

### Parking taken up by businesses / workers

- *"Business people take up the parking spaces all day."*
- *"Shop owners park in the main street of Te Awamutu."*
- *"The people who work in shops park in the side streets and then there's no parking for customers."*
- *"Council staff take up all the parking spaces by the Council offices."*
- *"Too many shop employees are parking all day in parks and making it difficult for the public."*
- *"You get all the shopkeepers parking in the morning, can't get a park."*
- *"Too many workers leave their cars out there, they need their own parking out the back."*
- *"A lot of parking in Cambridge is occupied by shop owners."*
- *"Workers take up the parking spaces for up to eight hours per day in Cambridge."*
- *"Tell the business owners not to park in front of their shops or their neighbours, and also employees in both towns."*

### Parking difficulties / not enough room

- *"I need two parks, can't get into one."*
- *"Angle parking, not easy."*
- *"What they've done around Countdown is ridiculous, the parks are too small. They don't cater for the farming community who drive huge vehicles, Cambridge."*
- *"Lots of parallel parking in the main centre in Te Awamutu, difficult."*

### Others

- *"Pedestrians in the middle of Te Awamutu CBD, the island is too steep for wheelchairs, it is dangerous."*
- *"Selwin Park could have half the parking."*
- *"In Cambridge very hard to park for work, all changed to 60 minutes parking in town."*
- *"Would like the main street in Te Awamutu put back the way it used to be, there would be more parks."*
- *"Disabled parks are not handy enough to shops in Te Awamutu, only one on main street."*
- *"Some areas need 60 minute parking that are now all day parking, main street in Cambridge."*
- *"Need time allocations for parking in Walton Street."*



**Q2 Reasons why they are not very satisfied with –**  
**e. “stormwater services”**

**Drains/gutters blocked/need clearing more often**

- *“Drains get blocked in Fairview Road, Downes Street and Teasdale Street, should be kept clear.”*
- *“The gutter and sump need cleaning out.”*
- *“Blocked drains in various streets in Te Awamutu, leaves in drains.”*
- *“Leaves blocking drains. Leaves should be picked up instead of using leaf blower.”*
- *“Vogel Street blocks all the time in heavy rain, all full of leaves, Taylor Street too, needs unblocking.”*
- *“Curbs need to be cleared of leaves, eg, Park Road, Te Awamutu.”*
- *“Leaves block drains in Burns Street, I’ve seen people on their private property sweeping the leaves.”*
- *“Gutters all full of metal, haven’t been swept, shouldn’t be there.”*
- *“Stormwater grates blocked by leaves, corner of Southey and Browning Streets.”*
- *“Council never clean the gutters of leaves in Stafford Streets and surrounding area.”*
- *“Blocked drains in Roche Street, Te Awamutu.”*
- *“Drains get blocked with leaves which cause flooding. More regular maintenance is required during autumn, Te Awamutu.”*
- *“A lot of blocked drains in Wild Street.”*
- *“Drains blocked with rubbish and leaves in Sheridan Crescent.”*
- *“Drains block up regularly in Cambridge township, usually leaves in the drains.”*

**Flooding/surface flooding**

- *“Flooding in Tui Crescent, Te Awamutu.”*
- *“Flooding in Roche Street, Te Awamutu.”*
- *“Whittaker Street continually floods.”*
- *“Wild Street floods all the time, whenever it rains.”*
- *“Victoria Street, surface water when it rains.”*
- *“Heavy rain causes flooding in Ricket Road, Te Awamutu.”*
- *“Campbell Street by bridge, surface water.”*
- *“Karapiro township, lots of flooding when it rains.”*
- *“Flooding often in Milton Street.”*
- *“Sheridan Crescent gets quite flooded after big downpours.”*
- *“If we have a big downpour in Cambridge township there’s a lot of flooding.”*
- *“Flooding in Burns Street.”*
- *“Flooding outside our home in Cook Street.”*
- *“Carlyle Street turns into a river when we get a downpour, goes into one channel because of the contour of the road, we’re at the bottom of Carlyle Street.”*
- *“Outside where I work in Leamington floods every time it rains.”*

### Inadequate/system can't cope/overflows/needs improving

- *"Leamington is in a bad way, stormwater is grossly undersized, has been for a long time."*
- *"The water overflows."*
- *"Dodgy in Goodfellow Street."*
- *"Racecourse Road, gutters flood, they tidy it up but don't actually fix the problem."*
- *"Tree roots have broken up the gutter in Victoria Street, continually floods, something wrong with the drain between the sumps."*
- *"The drain is higher than the ground in our street, floods down our street."*
- *"They need to look at stormwater."*
- *"Council don't attend quickly enough when it floods."*

### No stormwater services

- *"Council does not provide a stormwater service."*
- *"We haven't got any."*
- *"Not in Pirongia."*

### Open drains

- *"Open drains in Pirongia."*
- *"There are large open drains in densely populated areas of Pirongia."*
- *"Belcher Street drains flood, open drains."*
- *"Too many open drains in Pirongia."*

### Problems with run off/water on our property

- *"Moule Street water flows down my driveway."*
- *"Water runs straight off the road into our driveway."*

### Others

- *"Urban stormwater run-off is going into waterways, just as detrimental to the environment as rural run-off."*
- *"Continually working on stormwater in Hazelmere Crescent, very noisy and blocking road."*
- *"Stormwater should be collected."*
- *"Gutters or drains are not provided on our side of Whittaker Road. I have complained and they looked and said it would be fixed last October, we are still waiting."*
- *"Open drains not marked very well in Pirongia, safety issue for people. Also no curbing."*

**Q2 Reasons why they are not very satisfied with –  
f. “water treatment and supply”**

**Taste is bad**

- *“The taste of the water.”*
- *“Tastes horrible.”*
- *“Nasty, muddy taste, Te Awamutu.”*
- *“Tastes funny at times.”*
- *“Tastes bad.”*
- *“Water taste is not good in summer after a dry spell.”*
- *“Don’t like the taste of water after rain.”*
- *“Tastes muddy sometimes.”*
- *“The taste of the water is not good, we put a filter in, in Leamington.”*
- *“Can taste algae in the water.”*
- *“Tastes horrible sometimes, Pirongia Road and Racecourse Road.”*
- *“Te Awamutu’s water is tainted.”*
- *“Taste of water is bad in Cambridge, doesn’t taste like fresh water.”*

**Poor quality/sediment/not drinkable**

- *“We can’t drink the water in the summer.”*
- *“Water quality goes up and down with weather.”*
- *“We have extra filters to treat the water which is poor quality.”*
- *“I can’t drink the tap water, muddy at times.”*
- *“The water quality varies a lot in Greenhill Drive, in dry weather the quality deteriorates.”*
- *“Water is often brown over summer in Te Awamutu.”*
- *“Would not drink water from the tap as needs filtering.”*
- *“Quality of water supply not good, had to install a water filter, The Oaks Drive, Leamington area.”*
- *“Too much silica in the water, makes a mess of showers, it builds up in kettles and glass in showers.”*
- *“Where I live in Kihikihi the water is hard and leaves a film on vehicles, glass jugs etc.”*

**Too much chlorine/additives in the water**

- *“Chlorine stinks.”*
- *“Chlorine can be smelt coming out of the taps, we have a filter to take the chlorine out.”*
- *“What do they put in it.”*

**Not on Council supply**

- *“No reticulation available, Raynes Road, Pirongia.”*
- *“We’re just outside the town boundary and forced to be on tank supply, Molly Lane, Te Awamutu.”*

### Poor water pressure

- *"Over the years water pressure has dropped especially in summer, in Cambridge."*
- *"My water pressure is not good, Carnation Court, Cambridge."*
- *"Water pressure is not good in Cambridge."*
- *"Flow is low, not much pressure."*
- *"Water pressure is too variable in Cambridge."*
- *"Water pressure fluctuations in the mornings in Cambridge, not Sundays as people stay in bed."*
- *"Water always very slow in Lamb Street in Leamington, no pressure especially when using a hose."*

### Water shortage/lack of water supply/restrictions in summer

- *"Too many restrictions in the summer."*
- *"Water shortages in summer."*
- *"Supply is poor in summer, not enough to allow garden watering."*
- *"All summer no garden watering, want to be able to water the garden when it needs it."*
- *"Every year there are water restrictions."*
- *"Go into restrictions very early in the summer. Residents take pride in their gardens."*
- *"Summer time, no water in Te Awamutu."*
- *"Not happy with supply in summer."*
- *"Always run out of water in drought time."*
- *"Supply is very poor in summer."*
- *"In summer there are water restrictions, not enough water to even fight a fire in the middle of town, have to bring a tanker in, Cambridge."*
- *"Lack of water during summer, if you want to water the gardens you have to hold a hose."*
- *"Lacking in supply in summer with restrictions, Te Awamutu."*
- *"We don't need to have water restrictions every year, we pay enough money in rates."*

### Smells bad

- *"The water stinks, has to be purified before drinking, Fairview Road, Te Awamutu."*
- *"Water can smell."*
- *"Water smells bad."*
- *"Not a nice smell in Te Awamutu over summer."*
- *"Water stinks in summer."*

### Need to upgrade/expand storage facilities/treatment plant

- *"Needs an upgrade."*
- *"Need more reservoirs."*
- *"Council need to do more on water catchment. Need a bigger treatment plant."*
- *"Need more water storage for summer months for Te Awamutu."*
- *"We need more storage so we don't run low in the summer."*
- *"Very high rainfall but we don't have enough storage."*
- *"More reservoir capacity needed from Mount Pirongia's water."*
- *"Just the lack of planning for the expansion of the town, not keeping up with the growth of the area."*
- *"There doesn't seem to be a cohesive plan on getting on top of the water problem."*
- *"Should have been attended to 10 years ago."*
- *"Nothing being done to counteract the drought problem we've had, ie, no reservoirs."*

continued ...

### Need to upgrade/expand storage facilities/treatment plant (continued)

- *"Council needs to maintain water treatment rather than spending money on other projects."*
- *"Problem with management of water supply, we have put in our own tanks. Total mismanagement, they say there is a shortage when there isn't anyone getting water that is available."*
- *"Needs to be upgraded immediately, Cambridge."*
- *"They have not got the facilities to treat the water here in Cambridge."*
- *"Problem with amount supplied during summer, loads of water available, can't be treated quick enough."*
- *"Money spent on other services instead of water."*
- *"Don't spend money on meters, spend it on water infrastructure."*
- *"Water supply is not keeping up with subdivisions."*
- *"Council is not prepared for growing towns, must match population with the infrastructure."*
- *"They sent out a submission some months ago about water, they need to get it done."*

### Cost issues

- *"Water meters coming unfortunately."*
- *"Putting in water meters."*
- *"Told by neighbours it costs \$4500 to hook up to Council supply, too dear."*

### Others

- *"1080 poison dropped too near water catchment areas."*
- *"No maintenance in the past now going to cost so much more."*

## Q2 Reasons why they are not very satisfied with – g. “control of dogs”

### Too many roaming / uncontrolled dogs

- *“Too many dogs running around loose.”*
- *“We get a lot of strays in Kihikihi.”*
- *“See lots roaming in Picquet Hill Road.”*
- *“Wandering dogs around Cambridge.”*
- *“Lots of roaming dogs in town, Cambridge.”*
- *“Roaming dogs, Pirongia.”*
- *“Loose dogs in Swarbrick Drive.”*
- *“Dogs roaming free in Kihikihi.”*
- *“Roaming dogs in Leamington opposite Morrison Park.”*
- *“Loose dogs near Bank Street walkway too often.”*
- *“Neighbour’s dogs roam onto our section, Ohaupo Road.”*
- *“Random dogs wandering on west side of Te Awamutu.”*
- *“Intermediate School area, Hazelmere Crescent, many dogs seem to be unattended.”*
- *“See dogs wandering around in parks where kids are.”*
- *“Got dogs roaming around here in Leamington, had to put a fence up.”*
- *“A number of dogs running around in our area, Wordsworth Street and Shakespeare Street, Cambridge.”*

### Dogs fouling

- *“Dogs pooing on my lawn, Carnation Court.”*
- *“Dog droppings at the back of Chatsfield Park.”*
- *“Dog poo on footpaths.”*
- *“Suggest a doggy poo disposal units at Exercise Park.”*

### Danger to people and other animals / dangerous dogs

- *“Dogs running free in rural areas are a threat to livestock.”*
- *“I lost 20 sheep from my land.”*
- *“Some loose, wandering dog leaped over the fence and scared me, Chatfield area.”*
- *“Big dogs rushing at you when walking, Leamington.”*
- *“Riding my bike along Corcoran Road and got attacked by a dog, a pitbull.”*
- *“Wandering dogs coming out of property and I was bitten at my workplace property.”*

### Need more control

- *“They could do a bit better.”*
- *“When a dog comes to the notice of Council the owner needs to be checked out more than the dog.”*
- *“I got bitten and the dog owner was not penalised. Depends on which dog officer responds, not consistent with staff.”*

### Owners are not responsible

- *“People don’t pick up droppings, Chatsfield Park.”*
- *“Too many people not picking up the poo on footpaths.”*
- *“Owners do not maintain control of their dogs in rural areas, running free.”*
- *“Owners are about 50 yards behind their roaming dogs at the cricket grounds in Cambridge.”*

### Poor service / response to complaints / nothing done

- *"Currently dogs roaming in Southey Street, we have to trap them ourselves."*
- *"Troublesome dog on Te Tomo Street, Te Awamutu, it's been reported but problem not solved."*
- *"Had dog problems in Queen Street, never gets fixed. Always having to call Council again, Cambridge."*
- *"People have complained about the dog in Corcoran Road but nothing has been done."*
- *"When I lost my 20 sheep the rogue dog couldn't be found, need to do more work."*

### Others

- *"Could be improvement in the way of more rights for the owners who are looking after their dogs properly."*
- *"Not impressed with dog fees. What do I get back from them?"*
- *"A number of dogs barking in our area, Wordsworth Street and Shakespeare Street, Cambridge."*

**Q2 Reasons why they are not very satisfied with –**  
**h. “the Council’s noise control services”**

**Ineffective / do nothing / slow to respond**

- *“In Te Awamutu noise problems haven’t been resolved.”*
- *“Lack of service, they don’t pursue the problem of noise control adequately and there is no satisfactory result. Albert Park Road is a street in question.”*
- *“Made a complaint, not handled.”*
- *“Complaints not dealt with as they used to be, slower.”*
- *“When you complain, eg, farm machinery cutting hay at 10pm they don’t do anything about it.”*
- *“Slow in responding.”*
- *“Contacted them and they didn’t turn up. Phoned twice, still didn’t turn up.”*
- *“Have to ring Te Awamutu before someone can come.”*
- *“One or two continual complaints for the same noisy houses but issues continue, person playing drums in Leamington.”*

**Other specified noise issues**

- *“One day a year the Christmas Concert in the Park is too loud, can hear it from where I live in Leamington.”*
- *“Wheelies make a big noise and disturb our peace in Te Awamutu. The noise travels a long way.”*

**Others**

- *“Council noise control people tell the noisy party goers who complained and the complainants were intimidated.”*
- *“Don’t like the way they use the fire alarm at 3-5am, the firemen have a pager, why don’t they use that? Station alarm is really loud.”*
- *“People who have a gripe can ring Council 24/7 and complain about noise, was not an unreasonable time of day.”*
- *“Too rigid in Cambridge.”*
- *“I have experienced rudeness from Council staff when I have phoned about a loud party between Tennyson Street and Carlisle Street.”*
- *“Increasing lifestyle blocks potential to disrupt rural activities like night time harvesting and calf rearing.”*



**Q2 Reasons why they are not very satisfied with –**  
**i. “parks and reserves (including sportsgrounds)”**

Lack of upkeep / untidy / need maintenance

- *“The Memorial Park in Te Awamutu is a disgrace, it is not maintained enough.”*
- *“Trees need regular trimming.”*
- *“General upkeep, long grass on edges, not appealing, eg, Albert Park. Memorial Park, stagnant water, dead ducks and rubbish.”*
- *“Corner of McClure Street and Belcher Street, not being looked after, weeds, not good to look at.”*
- *“They don’t look nice anymore.”*
- *“Vogel Street soccer ground, broken windows, still not come back to clean up.”*
- *“The Cambridge soccer club needs maintenance on it, gets muddy and the grass doesn’t grow and it’s bumpy.”*
- *“There are big puddles in Cambridge soccer field carpark.”*
- *“They are not maintained, eg, Centennial Park fountain stopped working 18 months ago.”*
- *“Big pond in Te Awamutu in Memorial Park smells bad, too much duck poo.”*

Spend too much on parks / sportsgrounds

- *“Too much money spent on these, other needs for the money.”*
- *“Spend too much money on parks, cycleways and the velodrome and trying to work out what to do with pool.”*
- *“I don’t think we should have to pay for the Cambridge velodrome, should be a toll for the users of it.”*

Improvements needed

- *“Could supply far more in parks for children’s activities, could put some excitement in it, very bland, needs a change.”*
- *“Shade sails needed over children’s play areas.”*
- *“Need public toilets around playgrounds.”*
- *“More English trees to be planted, part of the character of Cambridge, rather than natives.”*

Others

- *“At Bulmers Landing people are not permitted to camp and young drivers tear up the grass.”*
- *“Reserves in Pirongia, nonexistent.”*
- *“Pirongia reserve construction taking way too long, just ongoing.”*
- *“Not enough money spent on Kihikihi domain. Don’t support right parks and grounds, all money goes to Te Awamutu sports.”*
- *“Memorial Park, cut a lot of trees down, it’s not what it used to be particularly in a draught.”*
- *“Why should we pay at the sportsclub, at the gate, when we watch my son play rugby?”*
- *“I was pretty anti when they contemplated putting a reserve into a housing area, Froud Street and Shakespeare Street area.”*
- *“Fenced dog parks needed.”*
- *“Children’s playground, loose dogs even though there is a notice saying “no dogs in the playground”.”*

**Q2 Reasons why they are not very satisfied with –**  
**j. “town planning, including planning and inspection services”**

**Rules and regulations / too much red tape**

- *“Less red tape, simplify it.”*
- *“Don’t like the rules the Council has in place.”*
- *“The 15 year ruling for subdivisions.”*
- *“Some of the building control stuff gets out of control. They are all trying to cover their backsides.”*

**Charges / cost too high / expensive**

- *“The fee are too high for building consents and resource consents.”*
- *“I don’t like the charges.”*
- *“Cost of getting consents.”*
- *“Developers should pay more for these services than home owners.”*

**Takes too long / time involved / slow**

- *“Time involved.”*
- *“Inspection service sometimes a bit slow, and the availability is a bit slow, detrimental to project.”*
- *“Slow.”*

**Poor planning / lack of forward planning**

- *“There is not enough town planning for the future of Cambridge. Heritage buildings and trees, village atmosphere could be destroyed.”*
- *“If it includes demolishing part of Cambridge heritage then it’s pretty bad. Had an old building demolished along Alpha Street which should have been repaired.”*
- *“Could be better in Cambridge.”*
- *“Trying to keep Cambridge as a nice country town, why are you allowing big outfits to come into town? Also accommodation places being bulldozed.”*
- *“Forward planning could be better.”*
- *“Need to be more proactive, up-to-date.”*
- *“Their ability, too slow planning for the future.”*
- *“Council isn’t forward thinking enough.”*
- *“The growth in Cambridge needs forward thinking for town planning.”*
- *“Too much growth, too hastily planned.”*

**Too many subdivisions / too much building**

- *“New subdivisions are very close, too many subdivisions near the High School in Cambridge and the dump.”*
- *“Allowing too many subdivisions, cap the population.”*
- *“They are subdividing in Pirongia all the time.”*
- *“Hate lifestyle blocks, land being cut up too much and too easily, Maungatautari.”*
- *“The Council does not allow high rise buildings so buildings encroach upon farmland. Urban sprawl like Auckland is not desirable.”*

### Infrastructure not keeping up with growth

- *"The town is never going to go ahead because there's not enough water. Need to have lots more rain water storage."*
- *"Allow subdivisions but don't plan for infrastructure like footpaths, drains water etc."*
- *"Fast growth of Cambridge, need to improve infrastructure, eg, new bridge between east and west side of Cambridge, ie, Cambridge Road and Hamilton Road."*
- *"The need for expansion of water services with new subdivisions."*

### More communication / consultation / information / listen to residents

- *"More communication with people, they don't know the rules well enough."*
- *"More communication with the community, including committees."*
- *"Would like to have more influence in planning. Information should be more out there and available."*
- *"Costs involved and needs to be discussed with lay people, ie, the general public, those involved in the area rather than just the Council."*
- *"They have allowed a subdivision of houses next to me in Bell Road. I had no knowledge of this, it will ruin my view. I was not given a chance to complain about it."*
- *"We weren't informed of the paper road, subdivision behind us. Quite a major thing, took two months and didn't hear anything from Council and it concerned us."*
- *"Don't listen to anyone. Didn't listen to submissions from anyone about the trucks and the main street or the bypass."*
- *"Suggestions for name change for the motorway, they didn't listen to people."*

### Poor customer service / got wrong information / inconsistent

- *"I wanted a range oven, (wood burning) and planning department didn't know if we needed consent, we had to research what the law said. We didn't need consent and paid for it and do not get the money back, it was \$250."*
- *"We did a renovation in Wainui Avenue, because the ground plan changed, 1.7 metre porch, Council said no problem and now title is illegal. Has cost us \$7000-\$9000, Council ill advised us."*
- *"Endorsing plan for rural Cambridge and old plan still on website. Had to get consent when we really didn't need to."*
- *"Building a house, regarding checking for water problems, signed off but nothing had been checked."*
- *"You pay for inspection, thorough inspection not being done."*
- *"Receiving poor and conflicting instructions regarding consents."*
- *"I needed a cowshed toilet, two different building inspectors said different things, so where do I stand?"*
- *"Council isn't consistent in their rulings for new buildings and development."*

### Too many retirement homes

- *"I'm worried about the number of retirement homes, there are too many in Cambridge, so a lack of economic development."*
- *"Too many retirement villages being built in Cambridge."*

## Others

- *"Nice shops in Empire Street and Victoria Street, boutiques are needed there in Cambridge."*
- *"For the rates we pay, not good value for service. Making it hard for residents with the Cambridge bypass to travel anywhere. Watkins Road, it's hard for the school kids to get over."*
- *"Regarding the current Council proposals around town planning, it's going to adversely affect us potentially in Pirongia, eg, ground rating multi used lots, they're going to rate everybody on a big lot."*
- *"Improve street lighting."*
- *"I would like Selwyn Park to be kept the way it is now, not build a library and museum there."*
- *"There should be more opportunity for apartment buildings for people on their own."*
- *"Let too many people get away with having too big a section."*
- *"They are wasting a lot of money, eg, swimming pool complex."*
- *"The vast amounts spent on research, Opus etc, for the bypass, then nothing gets done. I don't mind not having the bypass."*

**Q2 Reasons why they are not very satisfied with –**  
**k. “building compliance and building inspections”**

Over regulated / too much paperwork / pedantic / too tough

- *“With bylaws about decks, if a deck is over a certain height you have to have a building permit.”*
- *“Not a straight forward process for building permits, needs to be explained better and clearer to follow.”*
- *“Far too much red tape.”*
- *“The bureaucracy involved is way over the top, gets out of control.”*
- *“Too complicated, too much red tape involved for compliance and inspections.”*
- *“Having to build 10 metres from the boundary is ridiculous on a one acre property, Crozier Street, Pirongia.”*
- *“Whole system stinks, new regulations, too many inspections.”*
- *“They make everyone jump through the hoops, trying to stop development.”*
- *“Only allowed certain colours at Lake Arapuni for houses.”*

Poor customer service / incompetent staff / not helpful

- *“Tardy in feedback and advising residents about any further information they need to obtain.”*
- *“They don’t know what they are doing, are not sure about things, eg, range ovens fuelled by wood.”*
- *“Could be more improvement in people knowing things, better communication.”*
- *“Accessibility to the service not good.”*
- *“Went to the Council about a building consent and asked about regulations, they just gave me a pamphlet and sent me on my way.”*
- *“Can’t get answers, long winded answers.”*
- *“Had to pay \$11,000 for a contribution for development, Waimanu Road, and Council couldn’t explain what it was for.”*

Takes too long / slow service

- *“You have to wait too long.”*
- *“Building a garage, delays from Council.”*
- *“Council takes too long to give consent.”*
- *“They are quite slow to process, to get consents done.”*
- *“There have been lots of hold ups.”*
- *“Time periods too long for building consents.”*
- *“Speed of service not good.”*
- *“It took ages to get a building person to come out.”*
- *“Delays in the process of getting building compliance.”*
- *“Inspection service availability is a bit slow, detrimental to the project.”*

### Inspections not done / no building compliance

- *"Council not doing their job at times regarding building inspections."*
- *"We did a renovation in Wainui Avenue, Council told us we didn't need a permit, they never inspected it."*
- *"Building a house, regarding checking for water problems, signed off but nothing had been checked."*
- *"People are getting away without building compliance and building inspections, needs to be addressed."*
- *"We bought a house and it didn't have a code of compliance, to buy the house the code compliance had to be reissued."*

### Costs are too high / very expensive

- *"Expensive to build."*
- *"It costs a fortune to do anything."*
- *"Too expensive."*
- *"The cost is way over the top."*
- *"The Council always want to generate income from something."*
- *"Charges too high."*
- *"Fees are excessive and inconsistent. If there is a Councillor living in the area fees tend to be lower, there is favouritism."*

### Others

- *"Trying to build too much too quickly."*

**Q2 Reasons why they are not very satisfied with –**  
**1. “land-use and subdivision consents”**

Takes too long / slow

- *“Too long a process, takes a while.”*
- *“Too long to get Council approval and consents in Waipa.”*
- *“Five years to go through for a land sale, too long.”*
- *“Too slow.”*
- *“Very drawn out, not easy when we tried to build. Council blamed the surveyor and the surveyor blamed the Council.”*
- *“Council is very slow when you apply for a subdivision.”*

Too expensive

- *“Expensive.”*
- *“They cost too much.”*
- *“Cost is unacceptable, way too expensive.”*
- *“The cost of subdividing.”*
- *“Average price to subdivide in Te Awamutu is \$30,000, why so expensive?”*
- *“Too expensive, Ngaroto Road.”*
- *“Fees are way too high.”*
- *“Daylight robbery, \$18,000 to contribute.”*
- *“Charges are too high.”*

Too many rules and regulations / make it difficult / rules keep changing

- *“Too much red tape.”*
- *“Very bureaucratic.”*
- *“Trying to stop it by making it difficult.”*
- *“Trying to get a subdivision done, they are not easy to deal with.”*
- *“The rulings for subdivisions are too tight.”*
- *“Because of the 15 year rule about subdividing.”*
- *“Change of rules, can’t subdivide until fifteen years ownership.”*
- *“Insistence that any subdivision has to be 50 acres in Ngahinapouri and surrounds.”*
- *“We weren’t allowed to subdivide, we didn’t get a fair hearing, 2-3kms south of Ohaupo.”*
- *“Too much rigmarole, some people can chop their land up and others can’t. There’s no set pattern to subdividing properties.”*
- *“Not easy when we wanted to build, they tried to make us do stuff we didn’t have to do.”*
- *“Hear horror stories of people trying to subdivide and the issues they have. Rules keep getting changed.”*
- *“The rules changed after we got our subdivision consent, we had to re-apply and pay to re-apply.”*
- *“When people apply for subdivisions Council change the rulings midway through the process, very poor.”*

### Rural subdivisions / subdivision of farmland

- *"Hate to see good farmland chopped up."*
- *"Don't like farmland getting cut up for the townies."*
- *"Subdivision stopped on rural properties, just money making."*
- *"There is a limit on how much farmland you can take for housing."*
- *"Hate lifestyle blocks, land being cut up too much and too easily, Maungatautari."*
- *"Class ABC land gone, rural subdivision has the potential to undermine the economic viability of the Waipa district by changing land use."*

### Too many subdivisions in Cambridge / too many too quickly

- *"They need to watch they don't have too many subdivisions so Cambridge does not get too big."*
- *"Trying to build too much too quickly in Cambridge."*
- *"I would rather they didn't do anymore subdivisions around Cambridge."*
- *"Too many subdivisions over a short period of time in Cambridge."*
- *"Cambridge is being very spread out with subdivisions."*

### Sections too small in subdivisions

- *"Too crowded in new subdivisions in Te Awamutu, nice houses but blocks too small."*
- *"Sections too small are being introduced."*
- *"Problem with new subdivisions, small sections and big houses."*

### Poor customer service

- *"When I wrote to them about the subdivisions on Bell Road I got a rude letter back."*
- *"Council seems to have own agenda, too hard to get resolution on complaints."*
- *"Family member is having hassles at the moment, a boundary query isn't making a lot of sense."*
- *"We weren't informed of the paper road, subdivision behind us. Quite a major thing, took two months and didn't hear anything from Council and it concerned us."*

### More higher density housing / apartment buildings

- *"Too much use of land, more can be done to get higher density housing in town."*
- *"Land could be better used for apartment buildings in the centre of town."*
- *"I think they should let people subdivide and provide acre sections. If they have four or five houses the cost of providing services would be more cost efficient."*

### Lack of services and facilities in new subdivisions

- *"With subdivisions I would like to see recreation areas. We need to have them for families and people to walk through."*
- *"In Pirongia, in Chestnut Lane, there was no drainage in a new subdivision and in Inglefield Street drainage was not good in a new subdivision."*
- *"Not looking at utilities required properly, eg, public parks, shops etc."*
- *"No trees in new subdivisions for shade relief."*



## Others

- *"Doesn't exist in some areas."*
- *"Open drain on our property, we had problems getting a permit to pipe."*
- *"Number of retirement villages, it's upsetting the balance of the town, too much towards the elderly."*
- *"Done away with retirement blocks. Transferable titles also have been abolished."*
- *"Not that thrilled with the way the District Plan changed. Would have been happy for it to stay as it was."*
- *"Comes down to town planning."*
- *"Land use is appalling. Council should have a law in place that everything owned by Council should be subject to full consultation with nearby residents and the decision of the residents should be taken fully into account because the land is owned by the ratepayers."*
- *"Consents are given to areas near rivers, then flooding occurs. Odd that they give them in the first place."*
- *"Council hang on to the land and then sell it later on to get more money."*
- *"I'm surprised by hairdresser and accounting in a residential street, black three storey building at the end of Alexander Street."*

**Q2 Reasons why they are not very satisfied with –  
m. “wastewater services”**

**Need upgrading / increase capacity for growing population**

- *“Needs a massive upgrade, Cambridge.”*
- *“We need a new or better system.”*
- *“Need to increase capacity to meet growing population in Te Awamutu.”*
- *“Need to improve, need to plan for the future development of Cambridge.”*
- *“Need more spent on it, growing community.”*
- *“Had issues when subdivisions opened, filter had to be put in, it’s poor.”*
- *“Is existing sewerage going to be adequate as 35 new houses are going up?”*

**Others**

- *“Our neighbours have sewerage and we can’t hook up, Kihikihi, McChie Road.”*
- *“Ponds need to be cleaned, dead swans in the pond, botulism.”*
- *“Property owners of new subdivisions should be encouraged to provide their own sewerage and wastewater treatments in Waipa District.”*
- *“Mayor says Waipa doesn’t need to upgrade to keep waterways clear, a real concern, not just a rural responsibility to keep waterways clear.”*

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

### Don't take everything/leave rubbish behind

- *"If the bin is a little extra full they don't take it, Cambridge town."*
- *"McClure Road, not picking up certain items."*
- *"Vogel Street, not collected, apparently too much in the bin, level of bin."*
- *"Leave cardboard and newspapers behind, Grace Avenue, Cambridge."*
- *"Rubbish left behind, they are not concerned about it, Pirongia."*
- *"Seem to be picky, what they collect, lack of consistency."*
- *"A lot of stuff rejected, quite strict rules."*
- *"If you put out collapsed cardboard they leave it, Shakespeare Road, nothing larger than a cereal box, crazy."*
- *"Not impressed with the people that pick up cartons. Got to guess the size, if too big they put a yellow sticker on which means it's rejected."*
- *"Quite often they won't pick it up if there is a bottle sticking out. Cardboard never packed right, Cambridge."*
- *"Once when we put out our recyclables they left all of them behind because of the two tins that were not recyclable."*

### Irregular pick up times/early/not collected for days/not always collected

- *"They come too early, before 7am is not good, have to leave it out the night before."*
- *"Bit erratic, they operate sometimes very late in the day, not consistent."*
- *"Inconsistent, never regular."*
- *"Collection starts too early in the morning."*
- *"Pickups are inconsistent, can be at various times, Kihikihi."*
- *"Dunning Road, more regular."*
- *"Rubbish collection of cardboard started very early in Kihikihi, before advertised time for collection."*
- *"They should pick up on the day they are meant to."*
- *"I'm the last house on the road and often if they can't be bothered they won't come to me."*

### No roadside service/take rubbish to end of road/across road

- *"They don't come past us and we have to still pay for it in our rates and plus we have to pay privately, in Cambridge Road."*
- *"Have to go to the dump or the end of the road, Macky Access Road. They come to the end of our road but won't collect down the road, stupid."*
- *"Warburton Crescent, only collect on one side of the road."*

### Improve recycling service/could do more

- *"We could do better with the recycling services."*
- *"More could be done, Council could promote recycling."*
- *"They only collect bottles, tins and plastic containers in Te Miro Road."*

### Council could supply bins/free bins

- *"I pay for a bin, Council could get their own bins instead of bags."*
- *"Appalling, paid rates and not entitled to receive blue bins immediately, rural Cambridge."*
- *"Having trouble getting a recycling bin for free. Have a new house in a new subdivision and have to pay for one, west Thompson Street."*
- *"Annoyed, our recycling bin got stolen and will cost \$22 for a new one."*

### Poor quality bags

- *"Inferior bags, fall apart, Cambridge."*
- *"Yellow bags not reliable. I pay for a bin. Council could get their own bins instead of bags."*

### Prefer weekly collection

- *"Would rather have a weekly service than fortnightly."*
- *"Only get it once a fortnight, would like it weekly, Rotorangi area."*
- *"We only get the service every two weeks."*

### Have to pay for bags / too expensive

- *"We have to pay for a bag for recycling."*
- *"Object to paying for rubbish bags."*
- *"Bags are too expensive in Waipa District."*
- *"The cost of rubbish bags is ridiculously high."*

### Others

- *"They break the bins by throwing them."*
- *"Non standard rubbish, there is nowhere to take it. No inorganic collection here like in other centres."*
- *"Stopped country recycling but keep transfer stations in town. Country folk have to take it into town, unnecessary expense for farmers. Open transfer stations 8am-5pm, and weekends 9am-1pm."*

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

Lack of promotion / information / drills / didn't know we had one

- *“Lack of practical information, local promotion.”*
- *“I feel it could be improved, not enough knowledge about how it works in Waipa District.”*
- *“Needs updating.”*
- *“More engagement, more drills, Cambridge.”*
- *“Didn't know we had one.”*

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

**Cambridge pool upgrade issue unresolved / spent too much on consultation / no action taken**

- *“They have spent heaps on Cambridge pool and haven’t done anything about it.”*
- *“Won’t make a decision on what they are going to do with Cambridge pools whether to renovate or build new ones.”*
- *“Pool problems should have been resolved by now.”*
- *“Taking too long for consultation and a lot of money has been spent with no action taken.”*
- *“The Cambridge pool, they have spent too much money on consultants and then they decided not to do anything about it.”*
- *“Cambridge pool situation has dragged on for too long.”*
- *“Spent \$1.8m on talking about upgrading the pool, still got the old pool and no money to upgrade.”*
- *“For the last 10 years they’ve talked about replacing it, spent money procrastinating, Cambridge.”*
- *“Too much talk and not enough action.”*
- *“Seems to be an extremely high cost with what they are doing, make a decision and stick with it.”*
- *“Huge expenditure on consultation for whether to renovate existing pools or build new ones in Cambridge.”*
- *“Nothing happening.”*
- *“Frustrated at the expense of making decisions regarding the pool.”*
- *“Cambridge upgrade.”*
- *“They are dithering around, get it done. Do a big pool, 50 metres long.”*
- *“\$5m spent on consultation for an upgrade and nothing has been resolved.”*
- *“We moved here 10 years ago, Council have talked about updating the Cambridge pool. Have closed the children’s pool and spent more money to talk about it, very ongoing.”*
- *“Too much money spent on consultation.”*
- *“Their delaying tactics with Cambridge pools, may as well not go ahead.”*

**Cambridge needs a heated / covered pool / indoor pool / all year round pool**

- *“Cambridge needs a pool that can be open all year round.”*
- *“Cambridge needs a heated pool similar to Te Awamutu.”*
- *“We don’t have a heated swimming pool in Cambridge.”*
- *“Would like a heated pool for Cambridge.”*
- *“They should build a new indoor pool for Cambridge.”*
- *“We need a covered swimming pool in Cambridge and done properly, no half efforts.”*
- *“Disappointed, no covered or heated pool in Cambridge.”*
- *“Need a heated covered pool in Cambridge, does not have to be a big one.”*
- *“Would be nice to have a pool in Cambridge to use all year round.”*
- *“Desperately need indoor pool for all year use.”*
- *“We need a covered pool in Cambridge.”*
- *“Cambridge doesn’t have one over winter that the public can go to. A town this size needs an indoor pool, we have to travel out of town for lessons in winter.”*
- *“Cambridge needs an indoor pool to keep kids off the streets.”*

### Pool closed / closed for maintenance / restricted access

- *"Closed too often for maintenance."*
- *"When it's cleaned it's closed so people can't swim there. Te Awamutu."*
- *"Not satisfied lately, every time I go to the pool it's closed."*
- *"Often take kids to events centre, closed quite frequently."*
- *"Have to go to Saint Peters because Cambridge not open, it's a nuisance."*
- *"It is closed for private functions quite often."*
- *"Lanes are taken up with children training so no room for the public."*

### Poor standard / need upgrading / improvements

- *"Cambridge pools poor, out of date and needs major overhaul, Te Awamutu is okay."*
- *"Cambridge pool changed hands, new people don't keep up the standard."*
- *"Cambridge pool is terrible, it's leaking and not heated."*
- *"Small pool often out of action, place looks old and tired. More shade area needed too."*
- *"Floors at Te Awamutu need an upgrade."*
- *"They are not tidy especially the one in Te Awamutu."*
- *"They should upgrade the swimming pools in Cambridge."*
- *"Needs work, updated, upgraded."*
- *"Cambridge needs an upgrade, should invest due to rise in population."*
- *"The way they've done nothing, let it rundown for the last twenty years, need to spend some money instead of getting rid of it."*
- *"Should stop trying to build a new pool in Cambridge, cheaper to keep it going."*
- *"We could do with a better pool facility in Cambridge."*
- *"Changing rooms at the Cambridge pools are disgusting."*
- *"They should take more action getting pool renovated instead of talking and delaying it."*
- *"Cambridge pool needed repairs."*
- *"Cambridge main pool needs a cover in the summer time, inadequate shade for pool users particularly little children."*
- *"Te Awamutu pools need an outdoor area in the summer."*
- *"Steps into pool not accessible for older people, too hard to pull yourself out."*
- *"No diving area put in, pools too shallow, Te Awamutu is not good for teenagers."*

### Poor standard of hygiene / not very clean / poorly maintained

- *"Hygiene of the pool is not good."*
- *"Te Awamutu pool not very clean. Kids use it as toilet."*
- *"Te Awamutu pool a bit dirty, not very well maintained."*
- *"Aquatic Centre poorly maintained, tiles and grouting are dirty."*
- *"Too many brown alerts from babies not nice. Parents need to use proper swimmer pants for babies."*
- *"Children called out of the pool often because of urination and bowel movements in the pool, Te Awamutu."*
- *"Te Awamutu pool is dirty, children get ill."*
- *"Sick after using pool on more than one occasion."*
- *"Not kept clean."*
- *"Not well maintained especially the one in Te Awamutu."*
- *"Need better maintenance of pool in Te Awamutu."*

### Costs too much/expensive

- *"Too dear for pensioners."*
- *"Costs too much for the kids to go."*
- *"Too expensive, Te Awamutu."*
- *"Big price hike in Te Awamutu."*
- *"Fees are up, makes it hard for poor people."*
- *"Ratepayer funded and too expensive for the user."*
- *"They took away buying season tickets, you now have to pay per visit. They have also put the cost up."*
- *"We pay a lot to go and supervise our children, Events Centre in Te Awamutu."*
- *"No longer use the facility, we did a minimum of twice a week for four boys. They tried to charge me to watch my kids at the swim club. Parents taking an interest in their children's activities should not be charged."*

### Too much chlorine

- *"Too much chlorine, stinks."*
- *"Strong chlorine, Te Awamutu."*
- *"Too much chlorine in the water, Te Awamutu pool in Mahoe Street."*

### Poor management of pool/issues with staff

- *"Pool not well managed."*
- *"They are treating the swimming club poorly, I have heard, have issues with management."*
- *"Heard lots of bad things about service and other problems with Cambridge pool."*
- *"New management, not using the lanes adequately, empty lanes instead of making money."*
- *"The people running Te Awamutu pool not doing a good job, too much pool space taken up for lane swimming."*
- *"Lifeguard very grumpy. People who don't like children shouldn't be working with them."*
- *"Staff not very pleasant or helpful."*
- *"Staff attitude not good."*
- *"Staff don't consistently watch the children, they are engaged in their own private conversations, they allow children to be rude."*
- *"Staff are poor. Need an answering phone, EFTPOS."*

### Money spent on Te Awamutu pool/Cambridge disadvantaged

- *"Cambridge is a poor relation of Te Awamutu, swimming facilities not good, better in Te Awamutu, bigger pool etc."*
- *"Money has gone into Te Awamutu pool."*
- *"Cambridge got dragged into a joint area so the pool was built in Te Awamutu, covered and heated."*



## Others

- *"Temperature is not consistent."*
- *"Lack of pools in Cambridge but a conundrum as to community or Council problem."*
- *"Need a swimming pool in the town, kids need to learn to swim."*
- *"Prefer outdoor pool."*
- *"Would be nice to keep the outdoor pool in Cambridge. It's used by many people and families."*
- *"I am not prepared to go to Te Awamutu. If it was in Cambridge I would use it all the time."*
- *"Nice if they could be self supporting especially as they are building it in Cambridge, and because we're part of Waipa District Council and have to pay in rates."*
- *"Spend too much on them."*
- *"Still paying for it and I never use it. We thought it was going to be on rates for a short time only."*
- *"It's a white elephant."*

## Q2 Reasons why they are not very satisfied with – q. “public toilets”

### Not enough toilets / need more

- *“Lack of toilets, need more in Cambridge.”*
- *“In Te Awamutu there is none in the CBD.”*
- *“Should be a toilet by the carpark in Te Awamutu.”*
- *“Not enough, could be a few more around Cambridge.”*
- *“Need a toilet at the Leamington cemetery, for elderly people.”*
- *“Need more nearer the town, Te Awamutu and Cambridge.”*
- *“Could do with more accessible toilets in Cambridge and increase the number of them.”*

### Dirty / smelly / need cleaning more often

- *“Te Awamutu, by the Warehouse, very dirty.”*
- *“Toilets not adequately cleaned, only hosed down and left soaking wet.”*
- *“The toilets near the Police Station, the Warehouse and First Choice need cleaning.”*
- *“Warehouse public toilets in Te Awamutu not good, need cleaning more often.”*
- *“Near Courthouse, not cleaned enough.”*
- *“One in the main street of Pirongia not clean.”*
- *“By the District Court in Te Awamutu needs cleaning.”*
- *“The ones in Walton Street are smelly.”*

### Poor standard / grotty / need upgrading / maintenance

- *“Halleys Lane toilets could be upgraded. It is grotty, needs a total makeover.”*
- *“Could do with better upkeep in Te Awamutu, one by the Courthouse and one by the I-site Centre.”*
- *“Grotty toilets in Cambridge town centre.”*
- *“One in Walton Street, Te Awamutu, soap dispenser has been removed, now it’s tatty.”*
- *“The one by the Warehouse pretty gross, not well maintained.”*
- *“The ones in Walton Street are grotty.”*
- *“Port-a-loos need a tidy up, just look grotty.”*
- *“By the District Court in Te Awamutu needs an upgrade.”*
- *“They are just like concrete blocks, cold and damp.”*
- *“Te Awamutu, opposite Police Station, locks on doors broken.”*
- *“Toilets by the Courts need better maintenance.”*
- *“One in the main street of Pirongia not maintained. Ones in the Te Awamutu complex not good either.”*

### Have to pay to use the toilets / should be free

- *“Shouldn’t have to pay.”*
- *“Why do we have to pay?”*
- *“The cost, pay to use in Cambridge.”*

### Difficult to locate / need better signposting

- *“Not good in Te Awamutu, when we come to town we don’t know where the public toilets are, very hard to find. Need more signage.”*
- *“Need better signage.”*
- *“Need more signage for toilets at the lower end of Cambridge town.”*

### Graffiti/trashed by public

- *"Automatic toilets, public trash them, the Warehouse carpark and netball courts."*
- *"Public not using them properly, dirty, Council did attend quickly, near the Warehouse, Te Awamutu."*
- *"Walton Street toilets have graffiti."*

### No toilet paper, soap etc/no baby changing facility

- *"Toilets by the Warehouse and Fresh Choice, often no toilet paper."*
- *"No toilet paper, near Big Fresh, Te Awamutu."*
- *"There is no baby changing facility in town."*

### Others

- *"Buses use our toilets in Pirongia and they don't spend here. Put a charge on our toilets."*
- *"The one by the Warehouse is not a safe toilet."*
- *"In Te Awamutu by the Police Station, smelt of marijuana."*

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

Not looked after / need attention / improvements

- *“Rangiaowhia old cemetery not well maintained, needs attention.”*
- *“Tamahere needs headstones to be cleaned.”*
- *“Needs further attention, edges around graves not cut. More pride required in the job.”*
- *“Leamington cemetery could do with improvement , footpaths between the gravestones.”*

Others

- *“Need more room for plaques for ashes rather than down the hill.”*
- *“I had a problem with broken headstone, cost \$2000 to repair. Need more security and monitoring.”*

## Q2 Reasons why they are not very satisfied with – s. “Museums”

### Need more items on display / change displays more often

- *“A lot of wasted space, could have a lot more.”*
- *“Need more items on display.”*
- *“Nothing in them, Te Awamutu and Cambridge, boring.”*
- *“I wouldn’t take a visitor to the Cambridge museum, it is not inspiring.”*
- *“Need to change their displays more often.”*

### Too small / need a bigger museum

- *“Too small.”*
- *“The Te Awamutu one is too small.”*
- *“Small, Te Awamutu and Cambridge.”*
- *“Cambridge museum is inadequate, one room, can’t even hold a classroom of school children.”*
- *“Would like a larger building to show hidden treasures.”*
- *“Cambridge needs to expand.”*
- *“Need bigger premises, a lot of stuff is stored. What is there is well done.”*

### Against proposed expansion / too costly

- *“Against the new one being proposed, it’s too costly for ratepayers.”*
- *“Too much money being spent.”*
- *“Don’t need any more money spent on those, will cost ratepayers more.”*
- *“Funds could be spent on the water supply rather than the museum expansion, Te Awamutu.”*
- *“Don’t know if we want to spend a lot of money making museum bigger.”*
- *“Worried about the plan for a new museum in Te Awamutu, don’t want this.”*

### Old / needs a revamp / improvements

- *“Cambridge museum, old, needs a revamp.”*
- *“Te Awamutu museum getting a bit tired.”*
- *“Need to be able to walk up to the counter, not the half door.”*
- *“Cambridge museum, no wheelchair access.”*
- *“No disabled access to it.”*

### Lack of promotion / advertising

- *“More advertising required in regard to events or exhibitions, Te Awamutu museum.”*
- *“Haven’t heard anything about them, not promoted.”*

### Others

- *“More friendly atmosphere.”*
- *“They always seem to be closed.”*
- *“Do we need both?”*
- *“Small town museum run on the smell of an oily rag.”*

**Q2 Reasons why they are not very satisfied with –  
t. “District libraries”**

Charges/costs

- *“Shouldn’t have to pay for books, Te Awamutu.”*
- *“Don’t like the charges.”*
- *“Te Awamutu, don’t like charges for books, against the principles that libraries were founded on.”*
- *“E-books at both libraries charge about \$5, Hamilton is cheaper.”*

Too small/need a bigger library

- *“Not big enough.”*
- *“Could be bigger.”*
- *“Needs to be bigger.”*
- *“Te Awamutu library is too small.”*

Need more books/bigger range/updated books

- *“Need more books.”*
- *“Need a bigger range of books.”*
- *“Need a greater range of books.”*
- *“Books need to be updated and more from around the world.”*

Others

- *“Need to cater for people who are computer illiterate. Some folk are nervous of the internet.”*
- *“At Cambridge library we find their customer service low and the ability of the staff to make a customer focussed decision is low.”*
- *“Te Awamutu, plan to build a new one, better to wait for new technology to settle in.”*

**Q5b Reasons why they are not very satisfied with the Museum you used/visited most often**

Too small

- *"Needs bigger floor space."*
- *"Too small."*
- *"Cambridge is too small."*

Inadequate facility / not enough on display / disappointing / boring

- *"No learning resources available at Cambridge, a totally inadequate facility."*
- *"It is not properly resourced."*
- *"Empty, nothing in them, Te Awamutu and Cambridge."*
- *"Not enough artefacts on display. Lots of boards with lots of writing. No wow or interest factor. Not exciting, bland."*
- *"Boring."*
- *"A bit disappointing."*
- *"Needs to be more open and engaging for customers."*

Others

- *"Cambridge is not well advertised, its old fashioned, very satisfied with Te Awamutu."*

## Q6 Reasons why they have not used or visited a District Museum in the last 12 months

### Not interested / not into museums

- *"Not interested."*
- *"Lack of interest."*
- *"Doesn't interest me."*
- *"Not for me."*
- *"No interest."*
- *"Not interested in going to the museum."*
- *"Not a museum person."*
- *"Not really interested in history and things."*
- *"Just not my thing to do."*
- *"Not really interested."*
- *"Not fussed on museums, they don't interest me."*
- *"Never been interested."*
- *"Doesn't interest us."*
- *"We don't have an interest in it."*
- *"No interest in them."*

### Too busy / lack of time

- *"Too busy."*
- *"Too busy working."*
- *"Haven't had time."*
- *"Too busy working on the farm."*
- *"I haven't got time."*
- *"Have been busy."*
- *"My life is busy."*
- *"Too busy with children."*
- *"Not enough hours in a day."*
- *"Too busy with work and life."*
- *"Time restraints."*
- *"No time."*
- *"Just too busy."*
- *"Working during opening hours."*
- *"Busy with other things."*
- *"Dairy farming keeps us very busy so no time to visit the museums."*
- *"Both work in Hamilton."*
- *"Don't have much spare time to go."*

### Health reasons / mobility / old

- *"I can't walk well so it stops me doing stuff."*
- *"Health issues, elderly."*
- *"Mobility issues, 90+ years old."*
- *"Too old."*
- *"Elderly."*
- *"Getting too old."*



Not impressed / not much there / same exhibits / poor quality

- *"It's not very inviting."*
- *"Cambridge museum is tiny and uninteresting."*
- *"Not much in it, very small."*
- *"Boring, haven't changed their display."*
- *"Not a lot of changes."*
- *"There's nothing new of interest."*
- *"Nothing exciting to see."*
- *"Displays stay the same. They do a good job with what they have but they don't have much."*
- *"Too much repetition, small town museums have similar displays, should be left to bigger cities."*

Didn't know about them / lack of advertising / promotion

- *"Didn't know we had one."*
- *"Didn't know about them."*
- *"No promotion of it."*
- *"I didn't think we had one in Cambridge."*
- *"Didn't know Te Awamutu had one."*
- *"I don't know where the Te Awamutu one is."*
- *"Not enough publicity."*
- *"Not much promotion and advertising."*
- *"Perhaps promoting the museum in Cambridge could help."*
- *"It's not well promoted, I don't know what is there, didn't know we even had them in Cambridge and Te Awamutu."*
- *"Would like to see more advertising of exhibitions."*
- *"Don't know what's on, not enough advertising."*

Haven't got around to it / not been yet / not thought about it

- *"Haven't got around to it."*
- *"Just haven't got there."*
- *"Just haven't made the time to go."*
- *"Just haven't bothered."*
- *"Not on our agenda at the moment."*
- *"Haven't wanted to."*
- *"Just haven't."*
- *"Just haven't made the effort."*
- *"Laziness."*
- *"Too lazy, not thought about it."*
- *"Can't be bothered."*
- *"Never think about it."*
- *"Never thought about doing it."*
- *"Don't think about going to it."*
- *"Never really crossed my mind to do so."*

### Have been in the past/ don't visit often

- *"Visited two to three years ago."*
- *"Not a place you go to all the time."*
- *"Have seen it once and it's enough."*
- *"Have visited it in the past but not in the last 12 months."*
- *"Went to Cambridge two years ago."*
- *"We went two years ago."*
- *"It's not something that you visit regularly."*
- *"Been prior to 12 months, would take visitors."*
- *"You don't need to do too often, every few years is enough."*
- *"Once you've seen it you don't need to see it again."*
- *"Somewhere you visit every five years, not frequently."*

### Have other interests

- *"Found them good in the past but now our interests are different."*
- *"Our interest lies elsewhere. We are Christians and do a lot of Christian work."*
- *"Too many other activities to do in our spare time."*
- *"Our interests aren't really in that field."*
- *"Doing other things."*
- *"We have other interests that take priority."*
- *"Other things to do, not a priority."*

### No need/ no reason to go

- *"No reason to go."*
- *"No need to visit."*
- *"No need to."*
- *"Haven't felt the need to."*
- *"No need."*
- *"No reason to go there."*
- *"I was using it for study last year, no reason to go since."*
- *"I have no need for it."*

### Location/ transport problems

- *"Live too far from there, about 20 minutes away."*
- *"No way of getting there."*
- *"I don't drive."*

### No children/ children grown up

- *"No kids at home."*
- *"Kids have moved away from home."*
- *"Children have grown up."*
- *"Children are teenagers now and moved past it."*
- *"No grandchildren to take on outings."*
- *"No school age children so not necessary now."*
- *"Kids are older, used to go often with them."*
- *"Don't need to take the kids now."*
- *"Kids are of an age where they are not interested."*
- *"Visited when children were students but not now."*
- *"No reason to visit now children have left home."*

### Intend to go

- *"Always wanted to have a look, one of those to do things."*
- *"Been meaning to go to the Cambridge one."*
- *"Going with a church group this month."*
- *"Keep meaning to."*
- *"Keep intending to, would really like to do so."*
- *"Have talked about it."*
- *"Have been here only 12 months, it's on the agenda."*

### Children still too young

- *"Young family not of that age yet."*
- *"We have young children and some exhibitions aren't appropriate for them, they are still too young."*
- *"If daughter was older."*

### Use the internet

- *"I can go online to find information."*
- *"Internet, I go to YouTube for any information."*
- *"Just use the internet."*

### Others

- *"New resident and am still finding my way around the district."*
- *"We tend to visit museums outside our area on holiday."*
- *"Don't go to the local ones, only go to museum when on holiday."*
- *"Not enough history in New Zealand."*
- *"Too many of my own personal issues, don't get out that much."*
- *"I feel I have outgrown visits to the museum."*
- *"Never visit, a childhood preconception of musty, draughty, boring place."*
- *"I had my fill of museums when I was a kid in Wellington. I had to study things I didn't want to all the time, so put me off museums."*

## **Q9b Reasons why they are not very satisfied with the library they visited most often**

### Charges/ fines

- *"Ratepayers shouldn't have to pay for books, we pay a lot of rates."*
- *"Don't like the charges for books, don't take books out because of this."*
- *"Fined for a book that was two days overdue, no flexibility with fine."*

### Library too small

- *"Needs to be bigger."*
- *"Te Awamutu is small, could be bigger."*

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

- *"More books."*
- *"Don't have the books you often need. More up-to-date books required."*
- *"Need to update books."*
- *"Hard to find what you're looking for, books are hard to access."*
- *"Kids section is too small."*

### Other

- *"My partner worked there and she was not treated well."*
- *"Their computer system for online transaction is substandard. Auckland City library system is much better."*

## **Q10 Reasons why they have not used or visited a District library in the last 12 months**

### **Don't read / not interested**

- *"Not interested in reading."*
- *"Not much of a reader."*
- *"We are not big readers."*
- *"Not a reader."*
- *"I don't read much, just newspapers."*
- *"Read other stuff but not books."*
- *"Basically stopped reading books, only magazines."*
- *"I can't read."*

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

- *"No need."*
- *"I've had no need to."*
- *"No need to go to the library."*
- *"No need for the library."*
- *"Had no reason to go there."*
- *"Don't have a use for it at this stage of my life."*
- *"Don't need to go there."*
- *"Haven't needed to."*
- *"Don't have any reason to go there."*
- *"No reason."*

### **Buy own books / magazines**

- *"I buy my books."*
- *"Buy my books online."*
- *"Buy all my own books."*
- *"I purchase my second hand books from a shop in Kihikihi."*
- *"Buy new books for the household."*
- *"I buy magazines."*

### **Read using e-books / kindles**

- *"Have kindles."*
- *"Use a kindle."*
- *"I can get books on kindle."*
- *"Books we read are e-books."*
- *"The kids use e-books."*
- *"I have a kindle now."*
- *"We have e-readers at home."*

### Use the internet

- *"We use the internet."*
- *"Everything is on the internet."*
- *"I do a lot of reading online."*
- *"We have online books."*
- *"We get information from the internet."*
- *"You can find a lot on the internet, nowadays."*
- *"Most of it is online if you want to read something."*
- *"We get all information online."*
- *"Most things are online these days."*
- *"Use the computer."*

### Lack of time / too busy

- *"Haven't had time."*
- *"Too busy."*
- *"Don't have much time to read."*
- *"No time to read books."*
- *"Too busy on the farm."*
- *"Don't have much time to read."*

### Use other libraries / closer / easier to get to

- *"Children use school library."*
- *"Highfield Village has its own library."*
- *"Use the Hamilton library."*
- *"Got lots of books at the school library."*
- *"Too hard to get there, easier to use Hamilton libraries."*
- *"Hamilton ones closer so tend to use them."*
- *"We are close to Hamilton libraries."*
- *"Cheaper to go to Hamilton libraries than use petrol to go to Te Awamutu or Cambridge."*

### Health issues / poor eyesight / elderly

- *"Because of illness."*
- *"Elderly, difficult with sight."*
- *"Sight is failing, old with cataracts."*
- *"Too old."*

### Not got around to it

- *"Not got around to it."*
- *"New to the district, have not got around to it yet."*

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

- *"Got lots of books at home."*
- *"Receive books as gifts."*
- *"We share books around at work."*
- *"We have got enough to read here and go to book-arama."*
- *"Have enough books at home."*

## Others

- *"No transport."*
- *"Kids still too young."*
- *"Will take children to Te Awamutu library when older."*
- *"Just returned from overseas."*
- *"Still trying to find my way around the district."*
- *"It's too small, too hard to move around."*
- *"Wife doesn't go because she said they want two accounts as proof of identity."*
- *"Can't be bothered."*

## **Q19b Reasons why they found making contact with Council difficult/very difficult**

### **Difficult to get the right person**

- *"Easy to get hold of Council but very difficult to get to the required person."*
- *"I was transferred continually, was difficult to get to the person I wished to speak to."*
- *"Getting the right person to call me back."*

### **Others**

- *"Lady at the counter wasn't willing to give the required report to me. Had to talk to someone else before it was produced."*
- *"Phoned at the weekend, contact with call centre and they didn't know procedures."*
- *"Getting the right information."*
- *"Went in person, told to email through website but never got a response."*



## **Q20 Nature of their main query in the last 12 months**

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

- *"Building consent."*
- *"Regarding a building consent."*
- *"Building consent application."*
- *"Getting a consent for a new pool."*
- *"Permits for a fireplace."*

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

- *"A dog problem."*
- *"Dog registration."*
- *"Dog enclosure on my property."*
- *"Asking to have three dogs on our property."*
- *"Regarding rural dogs, it was to do with registrations."*
- *"To pay dog registration."*
- *"Have dog impounded."*
- *"Dog tags."*
- *"To pay our dog licence."*
- *"The dog control person."*
- *"To register the dog."*
- *"To do with my young son's dog."*
- *"For them to come and pick up a stray dog."*
- *"Dogs in Pirongia, noisy and barking all the time."*
- *"Neighbour's dog."*
- *"Daughter attacked by a dog."*
- *"Paying dog fees."*
- *"To cancel dog licence."*
- *"Dog control in Queen Street, Cambridge."*

### **Rates issues**

- *"To do with rates."*
- *"A rates rebate."*
- *"To help me with the rates rebate."*
- *"Future huge rates rise, predicting 95% here in the rural area."*
- *"To pay rates."*
- *"A rates bill."*
- *"To set up weekly payments of rates."*
- *"Paying rates, changed yearly to monthly."*
- *"Querying the rates."*

### **Flooding / stormwater drains**

- *"Flooding around the town area."*
- *"Flooding on our street corner, Southey and Browning Streets."*
- *"Leaves block drains, Dalton Avenue."*
- *"To do with gutters not being cleaned properly and the sumps cleaned out."*
- *"Leaf collection, blocked drains in the street."*

### Water issues

- *"Water problem."*
- *"Regarding water supplies."*
- *"Inform them of a water issue."*
- *"Problem with the discolouration of water."*
- *"Issue with water supply, being rationed. Mismanagement of supply."*
- *"Our water charges at the time."*
- *"Water supply to house, leak in line between house line and Council line."*

### Fire permits / fire issues

- *"Fire permits."*
- *"Fire permits for a park."*
- *"Neighbour burning rubbish, smoke billows over to my place."*
- *"To obtain a fire permit."*

### Rubbish collection / recycling

- *"Recycling."*
- *"Rubbish wasn't collected, very windy day and rubbish ended up all over the place."*
- *"To do with recycling bin being stolen."*
- *"In regard to kerbside recycling collection."*
- *"About recycling, to ask what you can recycle and where to go for stuff you can't."*
- *"Pick up rubbish bin."*

### Noise control

- *"Noise control."*
- *"Noise complaint."*
- *"Noise control regarding party next door to me."*

### Town planning

- *"Planning."*
- *"It was around planning and transferable development rights."*

### Tree issues

- *"Trees on boundary, Huntaway Downs."*
- *"Getting rid of a phoenix palm."*
- *"Overgrown trees on the verge of the road, Wallace Terrace, lifting the road and kerb."*
- *"Vacant house next door and tree ruining driveway."*
- *"Council tree causing problems on our property."*

### Liquor licence / sale of alcohol

- *"To do with liquor licence."*
- *"Finding out how many off-licences there are in Cambridge."*
- *"Fundraising licence for alcohol sales at school event."*

### Roading / road signs / cycleways / road safety issues

- *"Condition of road, Shakespeare Road. Shakespeare bridge."*
- *"Roading problems."*
- *"Renaming the new roads for the motorway."*
- *"Roading in a country area where logging trucks were working."*
- *"About the decision to reseal Kaipaki Road with a rougher, noisier stone chip."*
- *"They sealed our road, Pukerimu Road, badly needed a road sweeper."*
- *"Reporting damage to road signs."*
- *"Road repairs, Maungatautari Road."*
- *"Cycleway from Te Awamutu to Pirongia."*
- *"I notified them about a street sign that had been vandalised."*
- *"I rang to advise that a road sign had been knocked over."*
- *"Roadside vegetation."*
- *"Advertising banners on the side of a busy road, blocking vision, main road Te Awamutu."*
- *"Roading, not being able to see around the corner when turning into our road due to overgrown foliage on the verge."*
- *"Safety for pedestrians in the main street of Cambridge."*

### Housing

- *"About pensioner flats."*
- *"Housing, flats."*

### Street lights

- *"Street lights were left on during the day in Leamington, Council check lights every second Tuesday."*
- *"Street lighting."*

### Subdivision of property / land development / use

- *"Discussion with Council regarding subdivision."*
- *"Subdivision issues, earthworks problems, general subdivision queries."*
- *"Looking at subdividing."*
- *"An extra title that was being subdivided off some land I own."*
- *"Subdivision of my property."*
- *"Just about the land which was being developed and sold off."*
- *"To do with land use on a property that we own."*

### Cemetery issue

- *"Purchase a cremation plot."*
- *"A cemetery issue, broken headstone."*

### About a property / LIM report

- *"Property related matters."*
- *"A LIM report, to check out property."*
- *"Query about my house, history of it."*
- *"Wanted reports on a new house we were purchasing."*
- *"Valuation of house."*
- *"LIM report."*

### Building department / services / building matters

- *"Building."*
- *"Building compliance."*
- *"Code compliance for building."*
- *"Finalising a code compliance."*
- *"Building regulations."*
- *"Enquiries for building to be relocated on the same land."*
- *"Needed a form for consent from neighbours for a retaining wall."*
- *"Renovations."*
- *"A building job."*
- *"Getting a building signed off."*

### Footpaths

- *"Footpath problems."*
- *"Footpath complaint."*
- *"Uneven footpath in Burn Street."*

### Others

- *"Sides of wall tiles in park, Oaks Drive Leamington, are falling off."*
- *"Getting the foot bridge fixed in the Brian Mayo Reserve. The gravel coming away from the edge of the bridge is quite dangerous for people on bikes and motor scooters, in Robinson Street and Thornton Road."*
- *"We have been asked to take signs down when other companies weren't."*
- *"Getting some advice about community incorporated society building."*
- *"Events around town, I promote local speedway."*
- *"Ducks, geese."*
- *"Selling goods at markets."*
- *"The siting of the telecommunications towers."*
- *"Cambridge museum."*
- *"The new things alongside our river at Pirongia, waste of money, it will all be flooded."*
- *"About a bylaw."*
- *"The pet adoption."*
- *"Funding for my daughters trip."*
- *"We needed a JP to sign a letter for acceptance into the halls of residence at Victoria University."*
- *"Access for disabled, services and facilities available, ie, parking."*
- *"I was enquiring about selling plants from my home."*
- *"Concerned about the operations of the BMX Club."*
- *"Regarding the QEZ Trust of our property."*
- *"It was regarding a submission I was going to make, clarification of it."*
- *"Rubbish dumped on the road."*
- *"To do with the suitability of a driveway as a crossing, driveway legality."*
- *"Raffle ticket permit."*
- *"A Council employee turned his ride-on lawn mower onto my property when he was mowing the reserve next door."*
- *"Neighbourly dispute."*
- *"An issue with a neighbour's structure of playhouse."*

## **Q22b Reasons why they were not satisfied with the way their query was dealt with**

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

- *"They haven't returned our calls."*
- *"No response."*
- *"I had no reply, no personal response to my email."*
- *"I still haven't heard back, nearly a week."*
- *"We have had no correspondence regarding our complaint."*
- *"Only just queried, awaiting reply."*

### **Unsatisfactory outcome / problem ongoing**

- *"Didn't get the outcome I wanted."*
- *"No result with regard to noise problem."*
- *"Wasn't happy with explanation, about the proposed rate of drainage water in the rural area."*
- *"They said the tree is not a problem, only trimmed some bottom branches. Leaves create a huge mess and I have to clean them up."*
- *"Nothing has changed, dog problem has not been permanently fixed in Queen Street, Cambridge. Council staff are good but problem reoccurs."*
- *"Gutters not being cleaned properly, job not done properly."*
- *"Would have preferred a better pruning job, overgrown foliage on roadside."*
- *"Same piece of road repaired four times in 12 months, corner of Maungatautari Road and Hicks Road."*

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

- *"The arrogance of the person I was dealing with."*
- *"Negativity of the person I eventually spoke to."*
- *"They tried to make it difficult for us to get our drain sorted."*
- *"We couldn't get the address of neighbour from Council (vacant section), but someone else got it immediately."*
- *"Got answers that aren't logical or no answers at all, get put off all the time, regarding water rationing, mismanagement of water supply."*

### **Lack of action**

- *"Not attended to yet, it's been ignored, roadside advertising banners blocking vision."*
- *"Just being ignored by head of the roading department."*
- *"No one has attended to it, footbridge in Brian Mayo Reserve."*
- *"Footpath and roading issues have not been addressed."*
- *"No trees cut at all and now dangerous in parts of the country roads."*
- *"They haven't fixed the tiles in Oaks Drive park yet, still waiting."*

### Poor customer service / inefficiency / slow service

- *"Had difficulty getting to talk to the right person."*
- *"Person called back regarding my issue but couldn't give an answer."*
- *"Contacted by email, man came around, I was out. No face-to-face contact, and didn't see me, didn't even leave a phone number."*
- *"Rang 0800 number, she contradicted what the first person had said regarding signing of code compliance."*
- *"We had to get consent when we didn't need to, waste of time."*
- *"Call centre did not handle it efficiently, it was to do with leak in water supply line."*
- *"We have a title now but it took a while."*
- *"Very slow in getting matter sorted."*
- *"Took too long to communicate back to me, community facilities division."*
- *"Discussion regarding subdivision, still under review, seems to take forever."*

### Listen to people / consult / keep us informed

- *"They continued to reseal road with a noisier chip over the last few months even though I mentioned it was noisy."*
- *"They don't listen to what the public say."*
- *"It's ongoing, I am campaigning for the removal of the towers and for Council to consult residents for all work on Council land."*
- *"We weren't informed of a paper road with regard to a subdivision behind us. Quite a major thing, took two months and didn't hear anything from Council and it concerns us."*

### Others

- *"Recycling bin got stolen, we have to pay \$22 for a new one."*
- *"The bylaws around trees didn't help my problem but staff were as helpful as possible."*
- *"Contact with Council was great, took my concern seriously and were very helpful with regard to Rewi Street pipe redevelopment. Contractors were rude, dismissive of the importance of my business. They blocked off my hairdressing business and I have lost business because of this. No communication prior to the works or any idea how long it will take."*
- *"To do with code compliance for a building, basically the extensions, copied off the old house, wanted bottom boards removed."*

## **Q23 Things Council could do better to improve its service at their first point of contact**

### Follow up / reply to queries / answer calls

- *"Follow up call to let people know it's been attended to."*
- *"Have more follow up."*
- *"Make contact with us to discuss the issue."*
- *"Follow up and address the problem."*
- *"Reply to queries."*
- *"Someone needs to follow up with the answer."*
- *"Answer the phone."*
- *"Answer your calls."*

### Listen to people

- *"Actually listen more to the issues of the public."*
- *"Listen to the public a bit more."*

### Take prompt action / provide a faster service

- *"Improve on actioning time."*
- *"Act more promptly."*

### Get to talk to right person / person asked for / not answerphone

- *"Need to make sure to transfer to the right person."*
- *"Could be a little proactive, was given information regarding pensioner flats but could have been directed to person in charge."*
- *"They put you through to a lot of people until you find the right one."*
- *"Get you to the correct person who handles the job."*
- *"Transfer the enquirer to the person asked for."*
- *"If I could have dealt with the person responsible directly instead of the staff on reception."*
- *"Tend to get pushed from pillar to post."*
- *"Being able to talk to the correct person at the time of the query, not having to deal with answerphones."*
- *"Human contact, not automated contact."*

### Better customer service / friendly / knowledgeable staff

- *"The receptionist on the front desk could be more welcoming."*
- *"They could acknowledge you when you first walk in instead of taking their time to come and attend to you."*
- *"A smile (face-to-face)."*
- *"Customer service, clients are paying their wages so the staff could up their game with regard to attending to customers."*
- *"Training front line staff better."*
- *"Went in the afternoon, person I wanted to speak to wasn't there. They should have someone there to answer questions."*
- *"They need better trained people who care and are on the ball."*
- *"Know their job."*
- *"Staff should give same information to queries."*
- *"People on the phone need to know procedures."*

### Better communication with us / keep us informed

- *"Communicate."*
- *"Could communicate better."*
- *"More communication from Council via local newspaper."*
- *"Being able to communicate well with public."*
- *"Council could come out and inspect themselves and talk to people concerned."*

### Others

- *"There's always room for improvement."*
- *"Reduce cost of consent process and simplify it."*
- *"Be careful what they spent money on."*
- *"Update the décor."*
- *"Keep a closer eye on roading contractors and their work."*
- *"Up to the public to get involved or go to meetings."*
- *"Provide a reference number where you could follow up your query."*
- *"Seems strange that Council has to send information regarding subdivisions to Wellington. How does Wellington understand local positions and make an assessment?"*
- *"Clean gutters out properly, suck the leaves and rubbish out."*

### Nothing / happy with service as it is

- *"Nothing."*
- *"No complaints."*
- *"It was fine, no problems at all."*
- *"Happy with service."*
- *"Very satisfied."*
- *"Couldn't improve it."*
- *"There's always someone to help, so nothing."*
- *"It's all good."*
- *"They do a good job, well trained."*
- *"I'm fully satisfied with the current service."*
- *"Everything okay."*
- *"They were good, no improvement needed."*
- *"I was quite happy with first point of contact."*
- *"Nothing, frontline staff are very good."*
- *"They don't need to do anything better. Ladies very good."*
- *"They don't need to do anything, first point of contact is fine."*
- *"No problem the way it is."*
- *"Nothing, they were really helpful."*



## Q25c Reasons why they are not very satisfied with the Council's website

### Not user friendly / difficult to navigate / find information

- *"Difficult to navigate, that why I try to ring them."*
- *"Difficult to navigate but once you know what you are doing it's fine, but initially likely to put people off using it."*
- *"It's old technology, doesn't give a good customer experience."*
- *"Needs to be clearer and user friendly. Quicker to go into the office."*
- *"Paying the rates on Council's website a bit slow at times and I don't think it's very straight forward to anyone who hasn't done it before."*
- *"Found it confusing to do with building consents."*
- *"It was hard to find my way around, the information I was after."*
- *"Information is difficult to find."*
- *"Could be improved, information is a bit hard to find. Needed to google information needed, (rates etc)."*
- *"I found the writing was very small, links could be better designed."*

### Others

- *"Rates indicator for the next ten years, as soon as submission date closed for LTP this was removed from the website."*
- *"Had to email the website facility because I couldn't phone Council in the weekend, very impersonal."*

**Q26c Reasons why they were not very satisfied with Council's Facebook page**

100% Handtabs

- *"Didn't find any of the computer stuff very helpful, ended up having to ring someone."*

**Q27 Reasons why they haven't visited the Council's website and/or Council's Facebook page**

No need / no reason to

- "No need to."
- "No reason to visit either."
- "Haven't had the need to."
- "No reason to look up Council's website."
- "No reason to."
- "Haven't needed to visit the website."
- "Had no cause to look anything up."
- "No reason to do so, haven't needed any Council information."
- "Haven't really needed to, if I needed to I would use it."
- "No need to be on the Council's website."

Not interested in Facebook / website

- "I am not interested in them."
- "Don't do Facebook, not interested."
- "Don't do social media."
- "I'm not on Facebook."
- "Don't really understand Facebook."
- "Don't believe in Facebook."
- "Don't like Facebook."
- "I never visit Facebook, opposed to social networking."
- "Don't do Facebook or look at websites much."
- "Not really interested in the website."

Don't use computers much / not good with computers / not computer literate

- "Don't use the computer."
- "Don't use the internet that much, just use it to keep in touch with family."
- "Not very good with my computer, I just do what I have to do."
- "I don't have a lot to do with the computer."
- "I spend very little time on the computer."
- "I'm not the world's greatest champion on computers."
- "I don't know how to use them."
- "Not interested in computers."
- "I like things handy not something on the computer."
- "I'm not really computer literate, only use to receive emails."
- "I'm a bit naïve about computers."
- "Not that much into computers."
- "I'm not very computer literate."
- "Not into modern technology."

### Get information from newspapers

- *"I read Council news in the paper."*
- *"I read the newspaper to find out what is happening."*
- *"Get information from local papers."*
- *"No need to, local paper has details."*
- *"Read all I need in the paper."*
- *"We have adequate publicity through the local newspaper ."*
- *"Read the paper to stay informed."*

### Prefer personal contact / talk face-to-face / phone them

- *"Prefer ringing them or face-to-face contact."*
- *"I would rather talk to someone face-to-face."*
- *"If I need to know anything I go and ask."*
- *"I prefer to be informed through direct personal contact rather than through websites."*
- *"I usually deal directly with Council when I have a query, I go in and speak to them."*
- *"Prefer personal contact."*
- *"If requiring information I will ring them up."*
- *"I would rather go in and talk to people."*
- *"If I wanted something done I would go and see someone, can't see the point in letting a machine do it for me."*
- *"Easier to contact them directly."*

### Too busy / lack of time

- *"Too busy."*
- *"I'm extremely busy."*
- *"Too busy, don't sit at computer for long."*
- *"I don't have time to do so."*
- *"I'm too busy working in the community, spend very little time on the computer."*
- *"Too busy on the farm."*
- *"A have a lot of work to do around home."*

### Can't be bothered

- *"Can't be bothered."*
- *"Can't be bothered, to be honest."*
- *"Don't want to."*

### Council sends us information / have meetings

- *"Council are very good about keeping the public informed and sending out information."*
- *"Council send out a circular, free to householders at least once a year, that keeps us up to date with Council initiatives."*
- *"Prefer to get information provided to me by Council."*
- *"We are kept very well informed, Council arranges meetings to let us know what's going on."*

### Have other interests

- *"I have better things to do."*
- *"I have other interests that take priority."*
- *"Not the priority at home at present."*

### Didn't know about them / didn't know they had a Facebook page / website

- *"Didn't know they had one."*
- *"I didn't know about them."*
- *"Didn't know they had a Facebook page."*
- *"I didn't know it was there."*
- *"Didn't know you could do that."*
- *"I didn't know their website existed."*
- *"Wasn't aware they had a Facebook page."*
- *"Don't know where to find it the Council site."*

### Didn't think of it / never thought to do it

- *"Never thought to."*
- *"Not thought of doing so."*
- *"Didn't think of it."*
- *"Haven't thought about it."*
- *"Have never thought about doing that."*

### Have visited website in the past but not in last 12 months

- *"Have visited the website in the past but not in the last 12 months."*
- *"Have used website but not needed to in the last 12 months. I should start using it more."*

### Others

- *"Don't have good internet because we're in the country so can't look at much."*
- *"I go to the phonebook if I need information."*
- *"We are reasonably satisfied with what they are doing apart from rates increasing too much, unfairly for rural people."*
- *"Pointless, only information they want is provided. Mayor was involved in management, CEO now in governance and does not have the skill base to adequately understand the macro investment and development of Waipa."*

## **Q28b Reasons why they are dissatisfied/very dissatisfied with the amount of business or commercial development in their area**

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

- *"Too many empty shops in Te Awamutu."*
- *"Too many shops closing, linen shops, shoe shops, china shops all gone, all empty."*
- *"Many businesses are closing down."*
- *"Quite a few businesses closing down, eg, Whitcoulls."*
- *"Some of the bigger shops, eg, Whitcoulls are closing down, shoe shops and menswear shops have also been closing down in Te Awamutu."*
- *"Te Awamutu main street looks sad, empty shops, no tenants."*
- *"Te Awamutu shops closing down, some services have gone, especially hard for the elderly."*
- *"Shops closing down or moving towns."*
- *"Centre shops are closing. Shopping centre is now on the outskirts so businesses are there in Te Awamutu."*

### Not a good range of shops/no variety/need more shops

- *"Lack of selection, we go to Hamilton. No variety and no attraction in retail."*
- *"Not a lot of variety in shops."*
- *"Lack of retail."*
- *"Would like shops like Heart to Heart and craft shops, not a lot of knick knack shops."*
- *"No variety."*
- *"This town needs more retail. A lot of locals shop out of town because of the lack of it, Cambridge."*
- *"Not enough shops for the younger teens, eg, Point Breaker. Need to attract the cheaper shops, bigger brands for the youth."*
- *"Need more shops as Cambridge is growing very fast."*
- *"Lacking shopping."*
- *"More shops needed in Pirongia."*

### Too many food outlets and \$2 shops

- *"Too many \$2 shops and cafes."*
- *"\$2 shops and fast food outlets opening up."*
- *"There is an oversupply of cafes, restaurants, fast food outlets and op shops, can't Council stop there being so many?"*
- *"Too many takeaways, \$2 shops, op shops."*
- *"Businesses are being replaced by food outlets and \$2 shops in Te Awamutu. Don't need all these food shops or four \$2 shops."*
- *"Lots of takeaway shops and charity shops."*
- *"Businesses are being replaced with discount stores, eg, \$2 shops, we can do without all these cheap stores."*
- *"The only shops open in Te Awamutu are food bars, not very productive."*
- *"Too many cafes, food places and fast food places, how many more can you have."*

### More forward planning/improve infrastructure

- *"We don't need so many new shops as such but we need a new bridge on the other side of town, Grace Avenue, Leamington area. Should be looking ahead, a bigger population and more commuters from the new subdivisions being built."*
- *"Te Awamutu is behind Cambridge, needs better infrastructure."*
- *"Could do more forward planning regarding township."*

### Could do more to attract/encourage business development

- *"More business needed in Pirongia."*
- *"Need more development and encouragement for shops and owners."*
- *"The whole development is unbalanced, too focused on building houses. How can you get more manufacturing business into the area."*
- *"Could be a lot more, don't seem to do much to attract more business."*
- *"Don't seem to be a lot happening in Cambridge."*
- *"Too much of a rural focus, not an urban type Council, not trying to develop business."*
- *"Need new businesses to provide employment, need to be progressive."*
- *"They make it difficult for people to start a business, getting consents etc."*
- *"Rents are too high."*
- *"I don't think they look after the local businesses very well, too many costs and restrictions."*
- *"A friend trying to start a business in Te Awamutu has not been helped by Council in any way. They have made it harder."*
- *"We need to do something about the empty shops."*

### Others

- *"Lack movies."*
- *"Birthing centre in the shopping area, I don't like the idea."*
- *"Lost 150 jobs at the prison, dairy farmers payout low, so not spending."*
- *"Town businesses rely on country, if farmers are not having a good time it carries through to business."*
- *"When there are road developments outside businesses the buildings are blocked off, no parking for the business and their customers."*
- *"Not enough commercial zoning."*
- *"Shops are getting a bit rundown."*
- *"Now the town is getting busy. I moved to a quiet town and now it's not."*
- *"I think Cambridge is growing too quickly, not enjoying the growth of Cambridge."*
- *"More care about control of growth in population."*
- *"For small local towns the big shops, eg, The Warehouse and Briscoes can kill local small shops."*
- *"Small business shops struggling, a lot of this is driven by online shopping which has started to deflate the provincial economy."*

**Q30b Reasons why they are dissatisfied/very dissatisfied with the cultural facilities and events in their community adequately representing the cultural diversity of their District**

Not well represented / not enough done / could do more

- *"Not a lot, disappointing."*
- *"Haven't been aware of it."*
- *"Need to see a lot more for different cultures."*
- *"All the ethnic groups in Cambridge are not represented adequately."*
- *"Different cultures are not well represented like Indian and Chinese."*
- *"I think they could pump a bit more Maori knowledge for Maori culture."*
- *"Maori in particular are not well represented, eg, the marae is rundown. European culture predominates. Signage should be in both languages."*
- *"Too Eurocentric."*
- *"Don't think there's much focus on Maori heritage."*
- *"We could do more, when compared to Wellington, there's a lot of scope to promote Cambridge as just a quaint English town."*
- *"I think there is a lot of rich history in this area that could be better made known."*
- *"They look after other cultures rather than the average Kiwi."*
- *"We have all the Maori culture, we need to put more emphasis on the pakeha side. I do feel we have an imbalance when it comes to history, the young ones not educated."*
- *"150th anniversary last year went by without any fanfare, generally need to do more."*

Over representing Maori culture

- *"Over representing the Maori population."*
- *"Far too much representation for Iwi."*

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

- *"I have yet to see multi cultural groups anywhere of any form, Cambridge has no ethnic groups."*
- *"Don't see it in events happening here."*
- *"Culture and arts need more support."*
- *"To let us know of events and church services, Pirongia is a very quiet place."*
- *"Huge amount of emphasis on sport, specific events, eg, centenaries. Outside of school not in public eye much."*

Overdone / too much emphasis

- *"It's overdone, concentrate on core services."*
- *"They overdo this aspect."*

Some facilities are lacking / need upgrading / need more

- *"Look at cultural facilities in Cambridge and focus on them."*
- *"Music and performance facility in Te Awamutu needs decent access, decent acoustics and seating for at least 400 people. We need a new facility."*

Others

- *"Spent millions on the velodrome which is only used by a select proportion of the population but funded by all ratepayers."*
- *"Need more input from Council to be on a par with Cambridge."*



## **Q32b Reasons why they are dissatisfied/very dissatisfied that the natural environment in the Waipa District is preserved and sustained for future generations**

### Not doing enough/ could do more

- *"I think external groups do a lot more than the Council in Cambridge."*
- *"It does not seem high on their agenda, it is not visible."*
- *"More needs to be done."*
- *"Can't think of anything they are doing to preserve natural environment."*

### Pollution of waterways/ streams/ rivers and lakes

- *"Water pollution, needs improving all over."*
- *"Not happy with water quality of streams."*
- *"Dairy, rural run-off (fertiliser) into streams and lakes and causing algae. Lots of weeds and algae in Lake Karapiro."*
- *"Waterways need looking after."*
- *"Concerned about the water quality in our rivers and streams, eg, Waipa River through Pirongia, concerns centre around dairy run-off."*
- *"Health of the Waikato River needs improving."*
- *"Lake Ngaroto is silting up and the water quality is pretty lousy."*
- *"Quality of the river water, too polluted."*
- *"Pollutants and nitrates being put on the farms and leaching into the waterways, look at the colour of the Waikato River."*
- *"The Waipa River is disgusting, needs cleaning up."*
- *"We can have a huge improvement in our waterways and river, Waikato River is not the nicest."*

### Removal of trees/ need to plant more

- *"Trees being removed."*
- *"Lost a lot of trees around the river."*
- *"Removing too many trees."*
- *"Lately they have chopped down a lot of old trees for the motorway and around the river. Could have more plants in town."*
- *"Would like to see more trees planted."*
- *"Need better planting around Lake Karapiro and keep the cattle out of the lake."*
- *"Concern about the lack of margin plantings, eg, natives around Waipa River."*

### Loss of greenbelt for housing

- *"Would like to see the Council do a lot more for the environment instead of filling the area up with more people."*
- *"Because of the subdivisions and large retirement villages built around Cambridge to the detriment of the greenbelt and losing its rural identity."*
- *"The greenbelt around our town, Cambridge, they have gone beyond it."*

## Others

- *"Farmers are made to fence waterways that we made, then they don't get cleaned, natives in the way of cleaning. Farmers should be allowed to do what they need, they do love and preserve their land."*
- *"The farmers on the whole do their best for the environment. Bureaucracy has gone overboard, eg, have had no hands-on experience with environmental situations."*
- *"Put more energy and resources into Mount Maungatautari Island."*
- *"Wetlands need to be adequately protected and maintained properly."*
- *"We could be a bit more conservation minded, old buildings being pulled down with no attempt at restoration."*
- *"Allowed Transpower to build a 400kw transmission line, biggest eyesore in the whole country. Council gave them an environmental award, could have been put underground."*

**Q33b Reasons why they are dissatisfied/very dissatisfied with the job the Council is doing protecting and valuing history of the area**

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

- *"We see nothing happening."*
- *"They haven't done anything to protect and value the district's history."*
- *"Council needs more input into the heritage of Cambridge and less lip service. Need more action."*
- *"Emphasis has to be put on other things than just wars, Maori and Pakeha, but, eg, how do certain buildings get their name."*
- *"There has been Maori fights around Karapiro years ago, are we valuing that history?"*
- *"More can be done, Maori need to work more closely with Council."*
- *"Maori history is neglected, eg, only one picture on the back of the deli on the corner represents Maori heritage. On the way to Te Awamutu there are a lot of maraes and battle sites that are neglected and should be restored for the public to visit."*
- *"They will put out things that will be controversial, eg, they know there's a heritage house to save or not. Then they take more money and overrule that decision. So really they don't care about protecting and valuing the history of the area."*

Old heritage buildings not protected/restored

- *"Too many buildings being pulled down which could be restored."*
- *"They let old heritage buildings get knocked down in Cambridge."*
- *"The destruction of heritage buildings in Cambridge."*
- *"I don't think they have protected the older homes in the area and allowed a lot of cross leasing and subdividing. The CBD of Cambridge has no clear direction on the look of buildings."*

Others

- *"Anzac Day was not promoted very much in Cambridge."*
- *"Pirongia not being looked after, high weeds around areas of importance, rubbish lying around."*
- *"Transmission lines wrecks everything."*
- *"They could be taking more green initiatives, solar energy not happening."*
- *"Alexander Racing Club is struggling, seems to be no help from Council."*
- *"Satisfied with what they do but not how it's done. Legislate that sensitive areas of bush are protected on people's farms without even looking at it. Marked willows and blackberry as sensitive on my farm."*
- *"Not the Council's job."*

## **Q34b Reasons why they are dissatisfied/very dissatisfied with the way Council involves the public in the decisions it makes**

### **Lack of consultation / no public involvement**

- *"Don't hear of any consultation processes."*
- *"They do not consult adequately with the public on most issues."*
- *"They could do more to get public involved."*
- *"Not enough consultation with residents."*
- *"Council doesn't appear to me to involve the public in the decisions it makes."*
- *"Haven't had any consultation, Pirongia Ward."*
- *"I haven't been made aware of any opportunities for airing my views."*
- *"They need to involve the community more on major decisions that are coming up, eg, swimming pool and velodrome."*
- *"The community is not fully enlightened and engaged in decision making."*
- *"There's no consultation."*
- *"Not a lot of opportunity for public opinion."*
- *"We are not consulted enough on decisions made by the Council, eg, Victoria Street being changed to something else and changed to Victoria Boulevard, totally uncalled for."*
- *"No discussion regarding the velodrome, now costing the community in rates. Public spending needs to be more open and honest."*
- *"See a plan but no offers to consultations or meetings locally."*
- *"You don't see them asking the public what they want very much."*

### **Don't listen**

- *"Council do not listen to the general public."*
- *"They don't listen to public opinion."*
- *"Don't listen, eg, the library and the velodrome."*
- *"Don't listen to what people want."*
- *"Council does not listen to the public on many issues."*
- *"They take no notice."*
- *"The public was not listened to regarding the Cambridge swimming pool and the velodrome in Cambridge."*
- *"Council needs to take notice of what the public says in the submissions. If a majority then Council should follow the public's opinions. To have faith in Council we need to know Council listens to our submissions."*
- *"The public is consulted but their views are not heeded."*
- *"They go to the public for consultation but take no notice of the public's views."*
- *"They don't always listen to what people say, especially when a large amount of money is to be spent which will adversely affect the rates."*

### Law unto themselves / do what they want

- *"The Council engages the public and then they just go ahead and do what they want to do anyway, eg, heritage buildings."*
- *"Don't care about what the public thinks, just do what they want."*
- *"They ask for submissions but then go ahead and do what they want to do anyway."*
- *"Council appear to have own agenda, appears that Council then rubberstamps these proposals."*
- *"Residents say one thing and Council does the opposite, eg, water supply and cycle track."*
- *"They go off on their own agenda."*
- *"If they do consult they still go ahead with what they want."*
- *"Thinking back to the water issue, they sent out a pamphlet and the Council selected option seemed to be pushed as the best option even though it wasn't."*
- *"Projects go through regardless of public opinion."*
- *"Avanti Drome pushed ahead even though there was a huge outcry from local ratepayers."*
- *"The decisions made by the Council are not what the public want."*
- *"They make decisions alone, eg, poll regarding velodrome, no one wanted it but it still went ahead."*
- *"They let us make our suggestions, behind closed doors they still do what they want."*
- *"They have an agenda for the farmers only and no one else."*
- *"Had a referendum for velodrome, most said "no" but they went ahead anyway. They seem to go ahead with whatever they want to do."*

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

- *"Not enough effort to communicate with residents."*
- *"Most of the information I get is from people writing letters in the paper."*
- *"Not enough communication."*
- *"Regarding the velodrome, at the time I emailed the Mayor and every Councillor about the issue, about building it and the costs involved. I did not receive a single reply."*
- *"They don't seem to contact anyone regarding anything."*
- *"Not enough public notification."*
- *"Don't know what things are going on in the district."*
- *"Generally learn of developments through letters to the editor or comments from Councillors."*
- *"They could do better, there are times when you feel you haven't been made aware of a decision."*
- *"This is the first year I have actually seen the paperwork for what they are actually planning to do."*

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

- *"Decisions are made even before they are made public."*
- *"Sometimes decisions seem to be made without any consultation or they provide say two solutions when there may be other options."*
- *"Usually it's done before we know about it."*
- *"I don't think the public gets a serious vote, Council has predetermined decisions."*
- *"Deadlines come out too late, cannot correspond quickly enough. Need to think about issues."*
- *"I would like to have earlier information and enough information to act on things before Council decision making takes place."*

## Others

- *"When there are meetings they are in the day time and working people can't attend."*
- *"They have the meetings when you are working during the day, can't get to them."*
- *"Feel people are reluctant to identify themselves by putting in submissions so need an anonymous way to air their views or opposition."*
- *"Too many politics involved, needs lots of time analysing whether it is efficient cost wise or not."*
- *"Not doing a good enough job. Some people don't care, just want money."*
- *"Council is mainly business people with business focus so they get involved in matters that are not core Council services."*
- *"Lack of commercial acumen and it's not their job to enter into commercial activities beyond their capabilities, ie, rates relief for Avanti Velodrome."*
- *"I don't trust them, pay a lot of money in the rural area, get very little in return for what we pay."*

**Q36 Most preferred method for Council to use to engage them on current issues and proposals**

Email/being part of an internet feedback group

Going to meetings on issues with staff/Council

Filling in a survey

Completing a submission form

Local newspaper

Facebook/Council's website

In the post/by mail/personal mail

Booklets/brochures/flyers

Personal visit

Others

- *"Material sent out with rates."*

**Q40b Reasons why they are dissatisfied/very dissatisfied with their quality of life**

100% Handtabs

- *"I would rather not be working but travelling the world. Not yet 65 years old."*
- *"Wage levels are too low, employment opportunities too low here in and in the regions."*
- *"They need to stop spending and concentrate on lowering the debt for at least a year or two. They should restrict spending to maintaining essential services only in the interim until debt is under control."*
- *"About housing situation, the caps they put on you are unrealistic. 19 acres that came with the house, rural zone, but Council won't allow me to subdivide."*
- *"My husband is terminally ill with cancer and I buried a son six months ago."*