

Let us know what you think

Please give us your feedback on the dog registration process, registration information and your interaction with Animal Control Maataa Waka. The information gathered will help ensure these services meet the needs of our community. Return using the enclosed self addressed envelope with your registration.

Alternatively, this survey can be completed online at links.marlborough.govt.nz/dogsurvey

Registration

1. How easy did you find the dog registration form to understand and complete?

① — ② — ③ — ④ — ⑤ — ⑥
Difficult Easy

2. How would you prefer to receive your dog registration renewal form?

☐ Electronically via email
☐ Hard copy via post

3. Have you read and understood the obligations and education information provided in your registration pack?

☐ Yes ☐ No

4. Are dog registration payment options clearly explained (cash, eftpos, online registration payment, internet banking, credit card)?

☐ Yes ☐ No

5. Is it clear that dogs must be registered by 1 July each year?

☐ Yes ☐ No

6. Are you aware that penalty fees of 50% apply from 1 August if your dog registration isn't paid?

☐ Yes ☐ No

7. How helpful is this information?

① — ② — ③ — ④ — ⑤ — ⑥
Not helpful Very helpful

8. Any comments:

Information regarding dogs and ownership responsibilities

9. Do you know where to look on the council website for more information on dogs and other animals?

☐ Yes ☐ No

10. Have you used the council website to find out more information about dogs and other animals?

☐ Yes ☐ No

11. What information have you looked at?

☐ Animal Control	☐ Missing or Lost Dogs
☐ Cats	☐ Pest animals
☐ Dogs and Animal Laws	☐ Poultry, Pigs and Bees
☐ Dog Exercise areas	☐ Sheep Measles
☐ Dog Fines	☐ Stay Dog Safe
☐ Dog Registration	☐ Wandering Stock
☐ Dogs for Adoption	

12. Do you think there is enough educational material on dog ownership and obligations provided by Council or Animal Control?

☐ Yes ☐ No

13. What additional information would you like to receive?

More questions overleaf 



Interaction / Contact with Animal Control

14. Have you had any contact with Animal Control
(Maataa Waka) in the past 12 months?

☐ Yes ☐ No

If answer is **no**, go to Question 19

15. What contact have you had with Animal Control (Maataa Waka) in the past 12 months?

- ☐ Animal Control Office ☐ Phone ☐ Letter ☐ After hours service ☐ Via "Pounds Hounds Marlborough" Facebook page
- ☐ Lost or found dog ☐ Email ☐ Making a complaint ☐ Dog Control Officer in the field

16. Overall, how would you rate the communication you received from Animal Control Officers?

① — ② — ③ — ④ — ⑤ — ⑥
Not Satisfied Satisfied

17. Overall, how would you rate the helpfulness and professionalism of the Animal Control Officer?

① — ② — ③ — ④ — ⑤ — ⑥
Not helpful Helpful

18. Overall, how satisfied are you with your dealing with Animal Control?

① — ② — ③ — ④ — ⑤ — ⑥
Not satisfied Satisfied

19. Have you any comments on how we can improve our service? Comment below

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