



Research First

Marlborough District Council Annual Residents Satisfaction Survey Report

Friday, 31 August 2012



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1 Research Context and Design

1.1 Research Context and Objectives

The Marlborough District is administered by the Marlborough District Council. Much of the District's population is found around the coastal plains around and to the south of the mouth of the Wairau, and in smaller settlements along the coast of the Sounds. Apart from the main urban areas of Blenheim and Picton, Marlborough's towns include Havelock, Renwick, Ward, and Seddon.

Marlborough District Council (MDC) runs an annual Residents' Satisfaction Survey to assess residents' needs and their satisfaction with Council services. In 2012 Research First has been appointed to conduct this survey. The 2012 report incorporated a range of questions relating to indicators published in the Council's Annual and Long Term Plans.

1.2 Research Design

The 2012 Marlborough District Council Residents Satisfaction Survey was conducted by a telephone survey designed to obtain the views of the Marlborough Community. A review of the questionnaire used in previous years resulted in minor changes. As was the case in 2009 and 2010, detail was specifically included regarding perceptions of prioritisation of Council investment in services and resources.

A random database of telephone numbers was obtained covering the Marlborough area. After piloting the survey to ensure consistency and respondents ability to comprehend and credibly respond to the questions, data collection occurred between June 7 and June 26, 2012. Data collection was randomised within each household to ensure the sample included a spread of respondents based on age and gender, with a quota system being used to ensure the sample was representative of the Marlborough District. Completion rates are shown in Table 1.1.

Table 1.1 Completion Rates, June 2010 Survey

	N	Percent
Total Numbers called	7,088	
Disco/wrong no	1,121	16%
Business/Fax	225	3%
Total Valid Calls	5,742	81%
No Answer	1,488	21%
Total Valid Calls Answered	4,254	60%
Non Qualifier	2,148	30%
Language Barrier	27	0%
Total Valid Calls Answered and Qualifying	2,079	29%
Not Interested	1,478	71%
Total Survey Completions	601	29%

Following the completion of data collection, analysis was undertaken using SurveyPro™. All factors were evaluated on a scale of 1 to 9, where 1 represented the poorest possible rating and 9 the highest possible rating. All scores were then averaged, providing a rating out of 9 for all factors being measured, with higher scores indicating greater public perception of the result. The percentage of survey participants responding to each score was also noted for each question.

In cross-tabulations, where the data sets were of sufficient size to permit statistical interpretation¹, results that were outside half of one standard deviation of the mean for the data set have been identified through colour coding, where positive responses are identified with a green background and negative responses are identified with a red background. The sum of all responses where participants provided a 'satisfied' response (rating 6, 7, 8, or 9 on the nine point scale) has been identified, and noted as 'percent satisfied'.

Two factors should be noted regarding the rating of service. If a red flag has been included, three questions should be asked. These are (1) does the area in question receive that service; and (2) is the mean still a high score, overall and (3) was there any one-off event during the year that may have impacted on perceptions in a local area that did not affect the district as a whole. These coding have only been used where data collection for any sub-group within the population provides response for more than twenty (20) people.²

All questions were structured to include a 'non' response, thereby identifying the participation rate (and therefore level of relevance) to the community as a whole. The participation rate for each question has been noted as a percentage, listed in the title to each table. Factors with a high participation rate are more likely to be of greater relevance to the broad community, while those with a low participation rate are likely to target more specialised sectors of the community.

In previous data collection, unprompted comments were recorded for those with a negative response. For 2011 and 2012, where respondents noted a response below the neutral score (5), or notably high (scoring 8 or 9) the respondent was asked why they had provided the low or high score, and open-ended responses were obtained. Based on these criteria, it should be noted that there was less opportunity for positive comment than negative comment. The open ended questions were coded and analysed. The number of comments in each category has been identified. In addition, to provide context, the number of respondents noting each factor has been identified. Only factors identified by at least ten respondents have been included in this analysis, although verbatim details of all comments are included in Appendix 2.

Data has been cross-tabulated based on the location of the respondents, with samples analysed based on the following geographic areas:

- Blenheim;
- Havelock;
- Picton;
- Renwick;
- Awatere Valley;
- Wairau Valley; and
- Marlborough Sounds

Figure 1-1 (overleaf) shows the geographic layout used to define responses from each area.

Following cross-tabulation, data was compared to survey responses from the previous five years of Annual Residents Satisfaction surveys, and a trend of responses was conducted. Data in 2005 was available, but had been measured across a dissimilar scale and could not effectively be analysed in the trend analysis. Data from 2007 and 2008 was measured on a scale of 1-10.

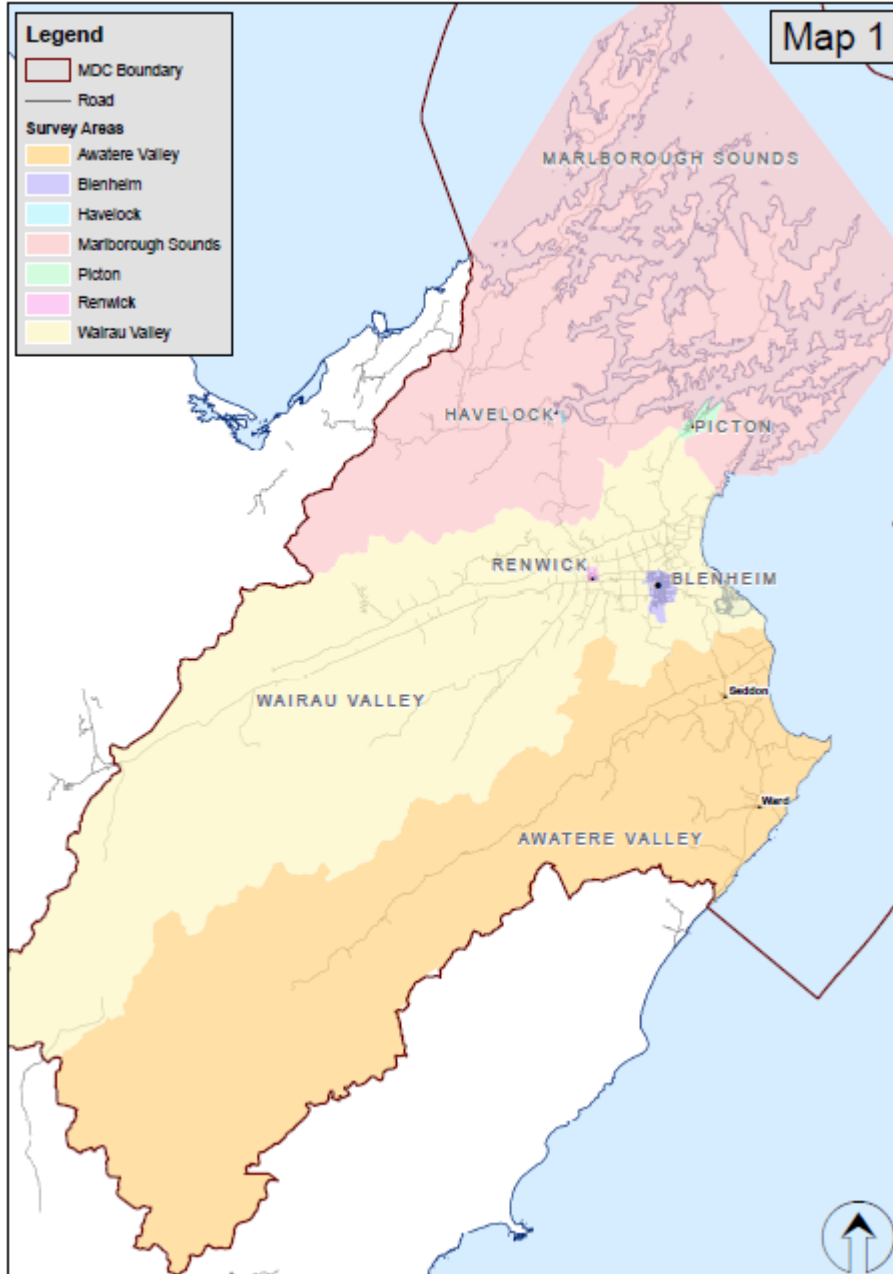
The 2012 Marlborough Residents Survey involved 601 completions. The maximum margin of error from the sample is 3.9%, and as such the data can be considered robust. Data collection was completed using a

1 Data sets from the Havelock were too small for statistical evaluation, and no attempt has been made to contrast these results with the overall population.

2 As the number of respondents from Blenheim accounts for over 60% of the total sample, in many factors measured, there are relatively few sub-groups that provide a response that is statistically more positive than the mean score.

nine point scale. However, for the purpose of evaluating trends compared to previous years, all data has been adjusted to a response out of 10.

Figure 1-1 Map Outlining Geographic Locations within Marlborough District



2 Demographics of Research Sample

Table 2.1 Age of Respondents

Age Group	Number	Percentage
18-24	47	7.8%
25-34	48	8.0%
35-44	129	21.5%
45-54	126	21.0%
55-64	124	20.6%
65+	125	20.8%
Totals	601	100.0%

Table 2.2 Location of Respondents

Location	Number	Percentage	Population % ³
Blenheim	367	61.1%	60%
Havelock	16	2.7%	1%
Picton	41	6.8%	10%
Renwick	48	8.0%	6%
Awatere Valley	23	3.8%	3%
Wairau Valley	65	10.8%	11%
Marlborough Sounds	41	6.8%	8%
Totals	601	100.0%	100%

Table 2.3 Gender of Respondents

Gender	Number	Percentage
Male	288	47.9%
Female	313	52.1%
Totals	601	100.0%

Table 2.4 Home Ownership Status of Respondents

Ownership Status	Number	Percentage
Owned	528	87.9%
Private Trust	5	0.8%
Rented	68	11.3%
Totals	601	100.0%

3 Population % of Marlborough Total, 2006 Census

Table 2.5 Income Level of Respondents

Income Band	Number	Percentage
under \$10,000	7	1.2%
\$10-\$25,000	73	12.1%
\$25-\$40,000	86	14.3%
\$40-\$55,000	80	13.3%
\$55-\$70,000	79	13.1%
\$70-\$85,000	72	12.0%
\$85-\$100,000	56	9.3%
\$100,000+	101	16.8%
Declined	47	7.8%
Totals	601	100.0%

Table 2.6 Time lived in Marlborough Province

Duration	Number	Percentage
less than 2 years	23	3.8%
2-5 years	31	5.2%
5-10 years	110	18.3%
10+ years	436	72.5%
Totals	601	100.0%

3 Key Findings

3.1 Ratings of Service Delivery and Performance

In general, responses across the district were highly positive, and in many instances overall ratings were marginally higher than the results of 2011. The overall performance of the Council was rated highly, at 7.0, in line with the rating of 6.9 identified in 2011. 74% of respondents were satisfied with the performance of the Council (ranking 6, 7, 8, and 9). Further, 14% were neutral, while 12% were dissatisfied.

The most highly rated services were the library service, sewerage, and water supply, while the lowest rated factor was regional development. A number of factors in which the public rated the 2012 performance above the level of 2011 significantly were river engineering and democratic processes. Factors in which perceptions declined significantly over the year included tourism, libraries, event management, pest control and regional development.

Table 3.1 Overall Response to Council Services and Activities

Factor		Average Score	
Overall Council Performance		7.0	
Factor	Average Score	Factor	Average Score
Library services	8.3	Rivers Engineering	7.1
Sewerage	8.1	Tourism	7.1
Water supply	8.0	Research Centre	7.0
Waste management	7.9	Culture and heritage	6.9
Community facilities	7.9	Stormwater drainage	6.8
Emergency management	7.8	Democratic process	6.7
Harbour control	7.7	Environmental policy and information	6.6
Animal control	7.3	Consents and compliance	6.6
Community safety	7.3	Land transport	6.5
Events management	7.3	Pest control	6.3
Community support	7.2	Regional development	6.1
Community housing	7.2		

Figure 3-1 Overall Rating of Council Services and Activities

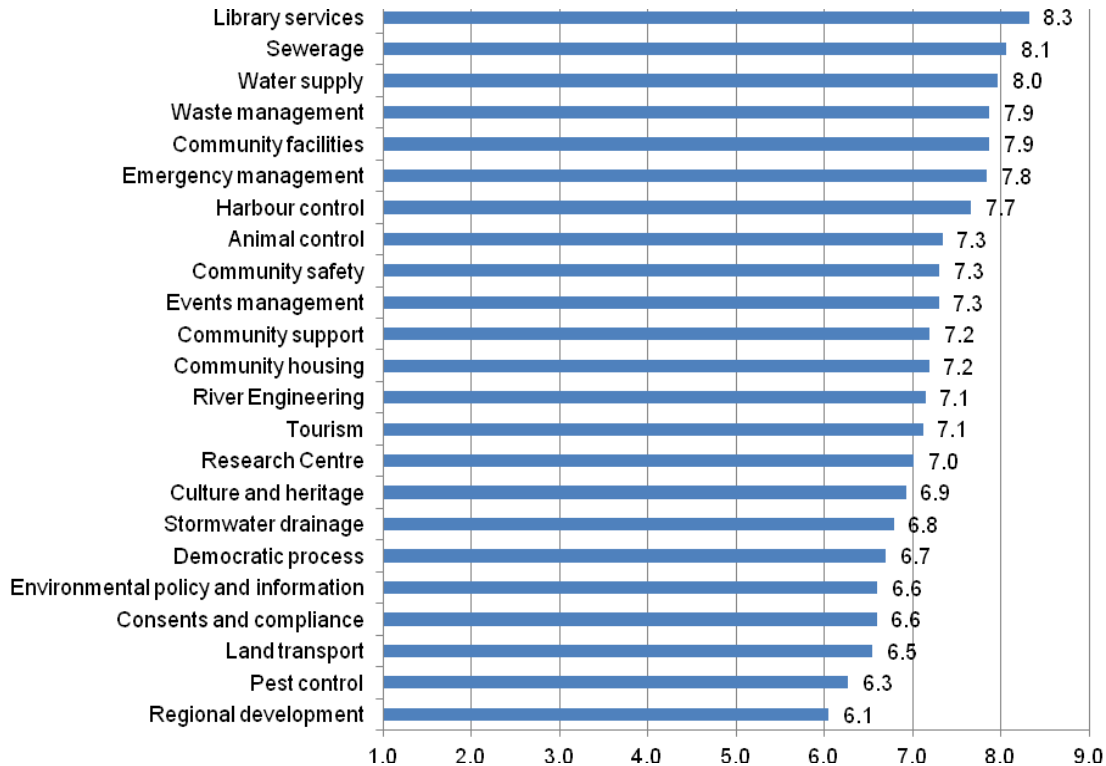
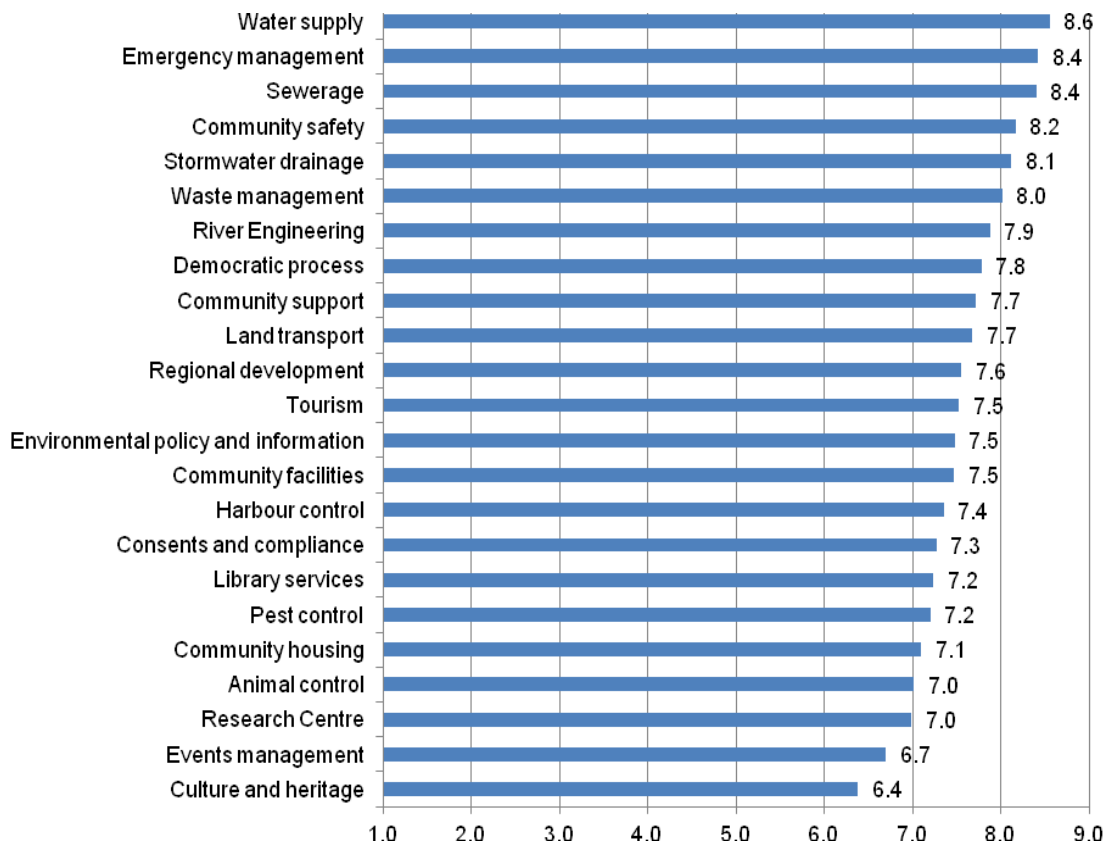


Figure 3-2 Preferred Prioritisation of Council Services and Activities



3.2 Prioritisation

Participants were asked to rank their perceptions of how the Council should prioritise the provision of their services. Ideally, contrasting the prioritisation rating with the participation level should provide the Council with a balance between meeting the needs of specific groups and meeting the needs of the community as a whole. The leading priorities identified by the community for Council expenditure are:

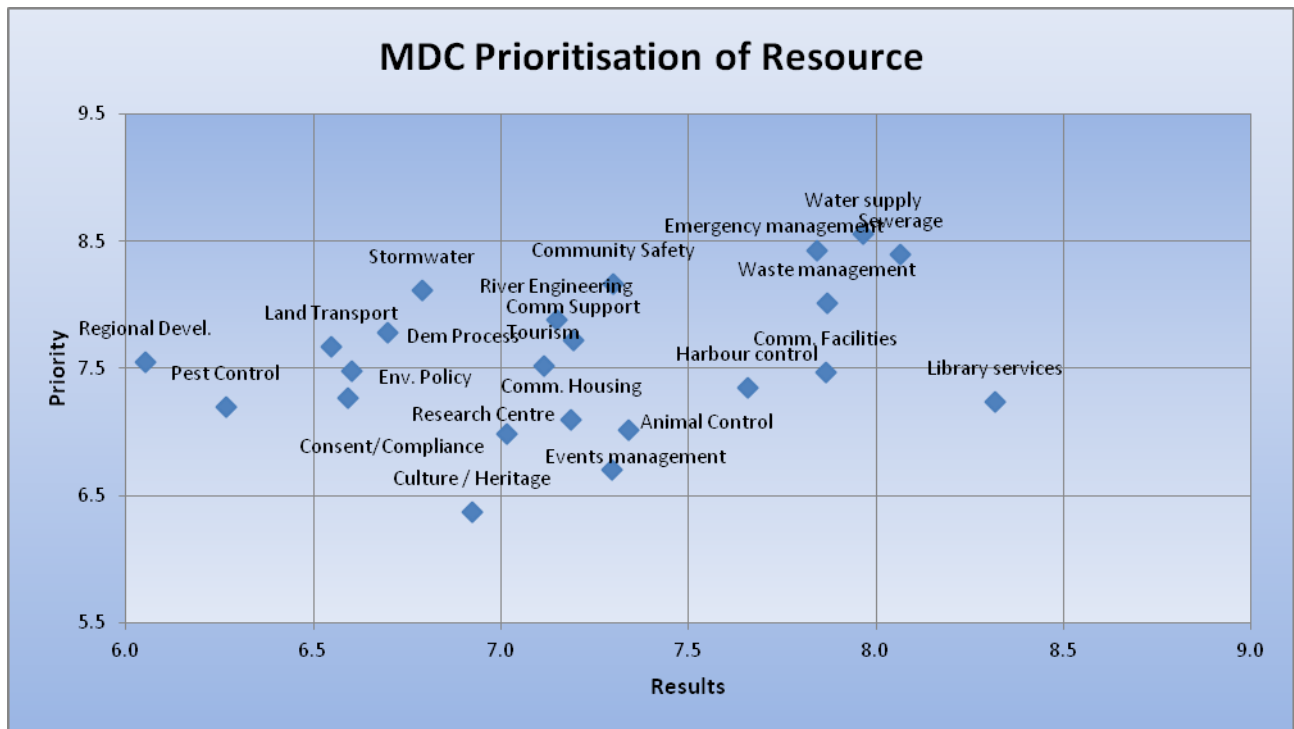
- Water Supply;
- Emergency Management;
- Sewerage; and
- Community Safety

These were the same factors as had been identified in 2011 as being the leading priorities. However, there was a marginal change in the order. Data has been contrasted between the two primary information sets (perceptions of service delivery and performance) are contrasted with the prioritisation of service delivery. Figure 3.2 demonstrates this contrast. The 'Priority Scale' demonstrates services that the public perceives to require the highest level of support from Council. From a positive perspective, many of the factors that were rated as a high priority also were rated highly on delivery of service, such as Sewerage and Emergency Management. Factors in which performance has been measured less positively, but which the community perceives to require a higher level of input include:

- Stormwater;
- Democratic Processes; and
- Land Transport; and
- Regional Development.

The contrast between the two data sets is shown in Figure 3.2

Figure 3-3 Comparison of Performance Rate and Priority Score



4 Results in Detail

4.1 Council Services

Responses to questions about Council services were screened, with 54% of respondents having been in contact with the Council in the past twelve months. Of those who had required contact with the Council in the past year, the average rating was 7.9, with 86% of all respondents noting that they were satisfied with their contact with the Council. Respondents from the Marlborough Sounds were the least satisfied with Council services, while those from Picton were most satisfied.

Satisfaction was highest among those who contacted the Council by phone, and lowest among those who only referred to the website for contact.

Table 4.1 Council Services

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Rating of Contact							% Satisfied	85.5%
Replies	191	8	21	27	15	35	28	325
Mean	7.9	8.2	8.6	8.0	7.9	8.1	7.3	7.9

Table 4.2 Form of Contact with Council

	Telephone	Council Offices	Post	Website	E-mail	Other	Overall
Replies	145	84	77	79	28	9	422
Mean	8.1	8.0	8.0	7.3	8.0	7.7	7.9

Table 4.3 Form of Contact with Council

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Telephone	39%	43%	55%	63%	60%	37%	44%	43%
At Council Offices	31%	43%	15%	22%	27%	34%	30%	29%
Website	33%	14%	40%	30%	13%	29%	26%	31%
By Post	22%	29%	35%	7%	20%	34%	22%	23%
E-mail	8%	14%	20%	4%	7%	17%	15%	10%
Other	4%	0%	0%	0%	7%	6%	15%	5%

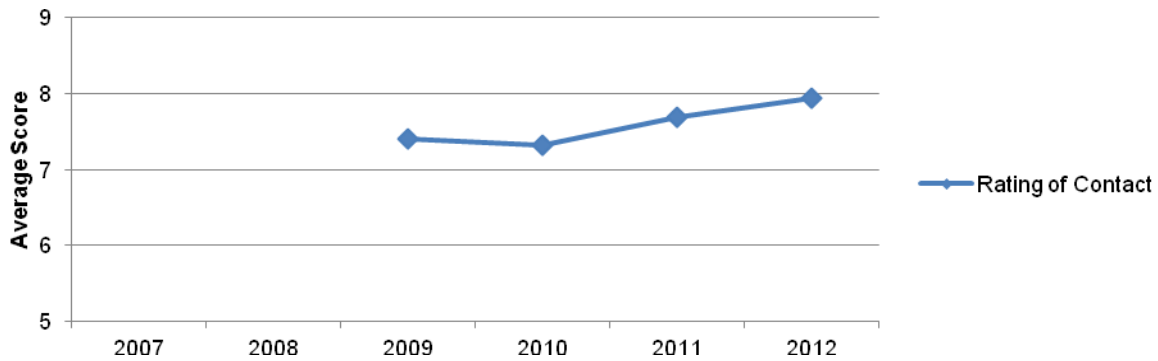
Respondents were asked to provide reasons for their positive or negative ratings. The most common response was that the service was friendly (95), helpful (60) and timely (39). No single factor had more than ten negative responses.

Table 4.4 Unprompted Comments, Council Services

	Positive	Negative
Good Friendly service, no trouble	95	*
Very Helpful	60	
No delay / prompt	39	
Informative	37	

Respondents have only been asked to rate their contact with the Council since 2009. In that time there has been an ongoing increase in satisfaction with contact with the Council, as shown in Figure 4-22.

Figure 4-1 Rating of Contact with Council, Trends



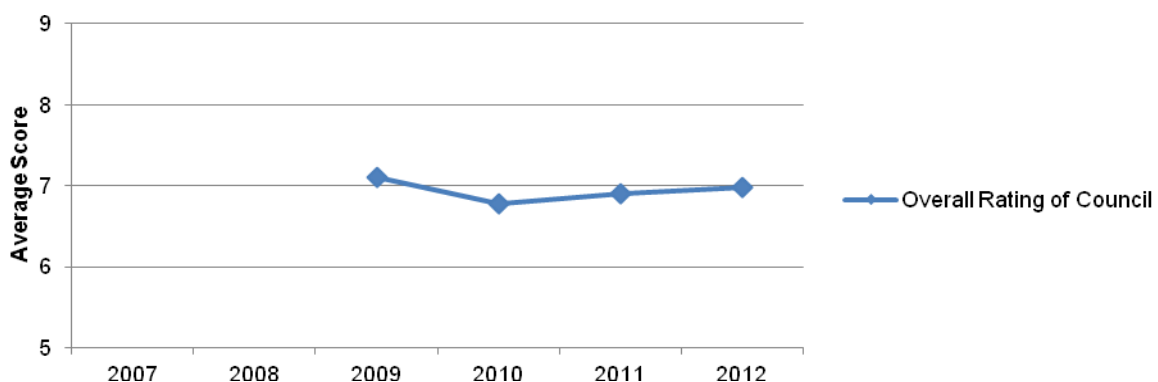
The overall rating of Council Performance was 7.0. Overall, 74% of all respondents were satisfied with the performance of the Council. The lowest satisfaction levels were recorded by respondents from Picton and the Wairau Valley.

Table 4.5 Overall Rating of Council Performance

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Overall rating of Council							% Satisfied	74.2%
Replies	359	15	41	47	23	65	40	590
Mean	7.2	6.7	6.5	7.0	6.7	6.5	6.7	7.0

When asked to provide an overall rating for the Council, there was a slight increase in satisfaction compared to the level identified in 2010 or 2011. While the level of satisfaction remains marginally lower than those identified in 2009, there has been a positive trend over the past two years.

Figure 4-2 Overall Rating of Council



4.2 Land Transport

Participants were asked to rate the Council's performance in providing land transport services throughout the district. Specific information was obtained with regard to the provision of sealed and unsealed roads, footpaths, street lighting and car parking. Scores for all measures were then grouped to provide an indication of the total service provided with regard to land transport. Detail is shown in Table 4.6. The highest rated overall service was 'street lighting' (7.0), followed by 'car parking' (6.8) and 'sealed roads' (6.6). No regions were outside the average range.

Table 4.6 Land Transport

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Sealed Roads							% Satisfied	63.0%
Replies	366	16	41	48	23	65	41	600
Mean	6.6	7.4	6.0	6.6	5.8	6.5	6.7	6.6
Unsealed Roads							% Satisfied	41.4%
Replies	330	12	38	43	23	64	34	544
Mean	6.2	6.2	6.1	5.8	4.9	5.8	5.5	6.0
Footpaths							% Satisfied	57.4%
Replies	366	16	41	48	21	63	39	594
Mean	6.4	6.5	6.3	6.6	4.5	6.4	6.3	6.3
Street Lighting							% Satisfied	6.89%
Replies	365	16	41	48	21	62	38	591
Mean	7.2	6.7	6.8	7.1	6.1	6.9	6.5	7.0
Car Parking							% Satisfied	63.0%
Replies	366	16	41	48	20	64	40	595
Mean	6.8	6.7	6.5	6.9	6.3	6.6	6.9	6.8
Land Transport (Total)								
Mean	6.7	6.7	6.4	6.6	5.5	6.4	6.4	6.5

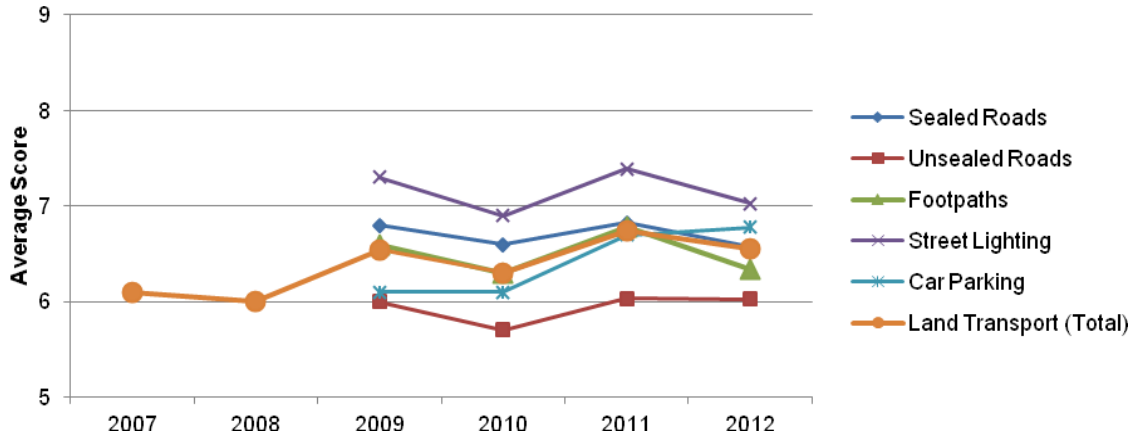
A range of comments were received with regard to Land Transport in Marlborough (Table 4.7). In most subjects the responses included those who believed the Council has performed well in an area, and those who believe the Council has not performed in an area. Key areas of positive performance include 'well lit streets' and the 'new parking building'. While 91 identified that the sealed roads were well maintained, 92 disagreed, the highest negative response for any factor. Of note, only 28 noted that the unsealed roads were well maintained, compared to 77 who did not believe this had been the case..

Table 4.7 Unprompted responses, Land Transport

Positive	Negative
Well lit streets	Poor maintenance / condition: sealed roads
Good new parking building / plenty of parking	Poor maintenance / condition: unsealed roads
Well maintained sealed roads	Street lighting inadequate
Footpaths well maintained	Lack of car parking
Adequate car parking	Lack of Footpaths
Well maintained unsealed roads	Patch jobs/ roads not resealed; potholes

The trend analysis shows that resident's satisfaction with land transport has varied based on the factors associated. Satisfaction with Car Parking has increased since 2011, satisfaction with unsealed roads has shown minimal variation, while satisfaction with Land Transport, overall, declined from 6.74 to 6.55 between 2011 and 2012. Bearing this in mind, satisfaction with Land Transport remains above the level recorded in the period from 2007 to 2010.

Figure 4-3 Trend Analysis, Land Transport



4.3 Water Supply, Sewerage and Stormwater

Participants were asked to rate the Council's performance in providing services involving the delivery and removal of water, through water supply, sewerage and urban stormwater drainage. The overall rating for 'water supply' was 7.5.

In 2012, 82% of respondents were satisfied with Drinking Water Supply, while 85% were satisfied with Sewerage. Satisfaction with Irrigation Water was lower, with only 66% satisfied (in line with the 67% satisfied in 2011).

While there were significant variations in the satisfaction with drinking water from respondents in the Awatere Valley, Wairau Valley and Marlborough Sounds, the small numbers of responses from each of these areas mean that the data should be considered as indicative only. Similarly, while Blenheim respondents rated the drinking water more positively than other respondents within the district, the higher rating was not statistically different to the district mean score of 8.0.

When considering overall satisfaction with Water Services, the population in which a significant difference was most commonly evident was the Marlborough Sounds, where the average satisfaction level was lower than that of the district's population as a whole. Respondents from the Awatere Valley rated the Drinking Water significantly less positively than the total population.

Table 4.8 Water Services

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall	
							% Satisfied	81.6%	
Drinking Water									
Replies	329	9	38	36	22	8	10	452	
Totals	8.5	8.0	7.1	7.6	3.8	6.0	5.1	8.0	
							% Satisfied	64.0%	
Irrigation Water									
Replies	178	5	14	21	8	9	4	239	
Mean	7.3	6.9	6.4	6.9	6.4	6.7	5.3	7.1	
							% Satisfied	85.4%	
Sewerage									
Replies	324	9	36	35	12	11	10	437	
Mean	8.3	7.5	7.4	7.7	7.6	7.1	6.4	8.1	
							% Satisfied	66.3%	
Stormwater Drainage									
Replies	362	15	40	48	23	65	41	594	
Mean	6.9	5.7	6.5	7.0	6.9	6.6	6.2	6.8	
Water Services, Total									
Mean	7.8	7.0	6.8	7.3	6.2	6.6	5.8	7.5	

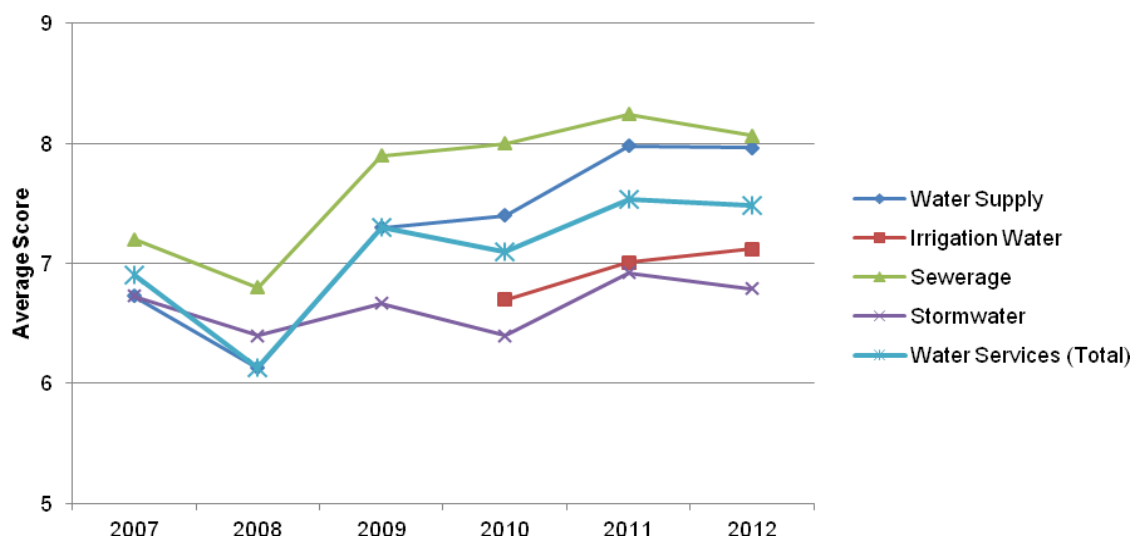
There were more positive than negative unprompted comments. Unprompted responses concerning Water Services included that 'there were no problems with the water' (120); the water was of 'good quality' (112) and 'tastes good' (57). There were no problems identified regarding sewerage by 197 respondents. The most commonly identified negative issues regarding water were the issues with 'flooding still occurring' (36) and 'drains not being cleared' (25). Respondents from some areas, notably the Awatere Valley, had negative comments regarding the quality of the water.

Table 4.9 Unprompted responses, Water Services

	Positive		Negative	
Drinking Water	No problems	120	Water Undrinkable	21
	Good water quality	112		
	Tastes good	57		
Sewerage	No problems/ functions well	197	*	
Stormwater	No problems	54	Flooding still occurring	36
	Very well controlled	22	Blocked overflowing drains / not cleared	25
	Not much flooding	21	Lack of/ Poor maintenance	15

There were changes in satisfaction levels between 2010 and 2011. The overall rating of 7.5 was unchanged from the previous year. Satisfaction with constituent services varied, with a small decline in satisfaction with sewerage and stormwater, while satisfaction with irrigation increased.

Figure 4-4 Trend Analysis, Water Services



4.4 Rivers Engineering

The Council provides and maintains a network of stop banks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works at a lower rate charge are carried out in Picton and outside of the main Wairau floodplain. The average rating for River Engineering and Drainage was 7.1 showing a significant increase in the satisfaction with the engineering system, and a reversion to the levels of satisfaction identified in the years 2007 – 2009. The ratings outside the mean range were from Marlborough Sounds, Awatere Valley and Havelock residents, where the rating was lower than the average rating for the district.

Table 4.10 River Engineering

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
							% Satisfied	75%
Replies	322	11	35	39	12	58	31	508
Mean	7.6	6.1	6.9	6.6	6.0	6.6	5.1	7.1

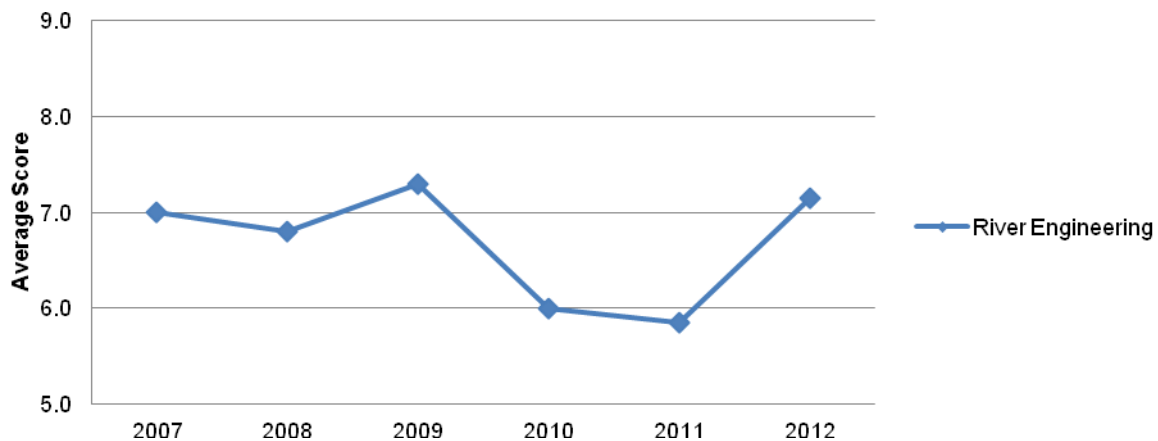
The most common positive comments were that the engineering of the river was well planned, managed and monitored (77), while the most common negative comment was 'lack of maintenance' (10).

Table 4.11 Unprompted Comments, River Engineering

River Engineering - Positive Totals		River Engineering - Negative Totals	
Well planned/managed/monitored	77	Lack of/Poor maintenance	10
Very Good service	44		
Well maintained	36		
Good flood control	30		

The resident satisfaction with river engineering has shown notable changes over the years of data collection. In 2012, the satisfaction increased significantly compared to the results from the two previous years, reverting to the level observed in 2007-2009. This may be a direct response to incidents in specific years regarding flood events in the Marlborough district.

Figure 4-5 Trends in River Engineering Satisfaction



4.5 Pest Control

The Council is responsible for the coordination and monitoring of 'declared' regional pests - both animal pests (such as rabbits) and a range of plant pests (such as *Nassella tussock*). Respondents were asked to rate their perception of the Council's ability to assist landowners in managing these pests. The average rating for control of animal pests was 6.3, while the rating for control of plant pests was marginally lower at 6.2.

As was the case in previous years, perceptions regarding the Councils' delivery of this service were clearly divided, with those in the Wairau Valley, Havelock and Marlborough Sounds demonstrating a lower rating than those in other areas. While this distinction continued to be evident, only the response from the Marlborough Sounds residents was statistically lower than the overall population.

Table 4.12 Control of Pests

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Animal Pests							% Satisfied	56%
Replies	239	12	30	31	21	46	32	411
Mean	6.6	5.3	6.6	6.4	6.7	5.7	4.3	6.3
Plant Pests							% Satisfied	55%
Replies	239	14	30	33	21	50	33	420
Mean	6.5	5.3	6.1	7.0	7.0	5.9	4.5	6.2
Pest Control Total								
Mean	6.5	5.3	6.3	6.7	6.8	5.8	4.4	6.3

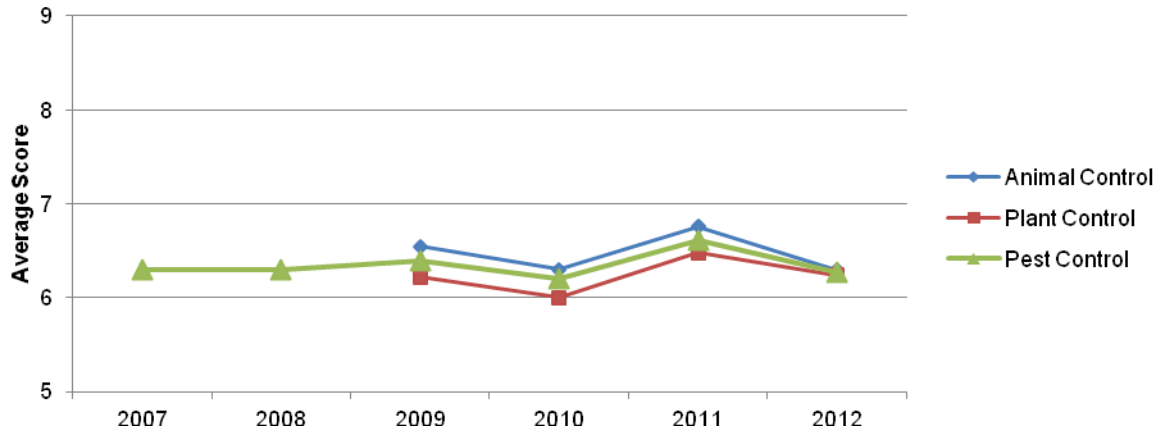
There were a broad range of unprompted responses. The most common positive responses were that the Council was 'controlling animal pests well' (52), followed by the Council controlling plant pests well (47). The most common negative responses were that residents 'had to control plant and animal pests by themselves' (37 animal, 20 plant).

Table 4.13 Unprompted Comments, Pest Control

	Positive	Negative
Animal Pests	Good control/ involvement	Have to control animal pests ourselves
	52	37
	No problems	Rabbits everywhere
	7	2
		Rat/ Wildcat/ Ferret/ Stoat/ Possum/ Wild pig numbers
		2
Plant Pests	Good control/ involvement	Old Man's Beard/ Weed
	47	15
	No problems	Gorse/Broome
	17	11
		Have to control plant pests ourselves
		10

The trend analysis demonstrates that over the years of data collection, there has only been a marginal level of variation in perceptions of the Council's delivery of pest management services. While results were marginally lower in 2012 than in 2011, the results for 2012 remain in line with the long term average result.

Figure 4-6 Trend Analysis, Pest Control



4.6 Waste Management

Respondents were asked to comment about the provision of rubbish collection and recycling services in the Marlborough District. The provision of service for all three factors was rated relatively highly (7.7 – 8.2), with an average rating of 7.9 for all waste management services. The response concerning kerb-side rubbish collection was very small from Havelock, the Awatere and Wairau Valleys and the Marlborough Sounds, and while the resulting scores were low, these have not been highlighted due to the small sample size.

Across several measures the community was also divided, with Blenheim respondents rating waste management services more positively than other district residents across most factors measured. The areas in which the overall score was statistically different to the district score were Havelock, Renwick, the Awatere and Wairau Valleys. The Havelock response for Waste Management was also below the average, as were the total scores for Havelock and the Awatere Valley.

Table 4.14 Waste Management

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Kerb-side							% Satisfied	78.7%
Replies	333	4	41	21	4	13	6	422
Mean	8.0	3.6	8.3	4.9	1.9	5.2	6.7	7.7
Waste Transfer							% Satisfied	82.4%
Replies	297	14	32	32	18	49	36	478
Mean	8.0	7.5	7.9	6.7	6.6	7.8	7.7	7.8
Resource Recovery Centre							% Satisfied	88.0%
Replies	344	8	27	33	12	52	16	492
Mean	8.3	6.4	7.6	7.1	7.9	8.4	7.9	8.2
Waste Management Total								
Mean	8.1	5.8	7.9	6.2	5.5	7.1	7.4	7.9

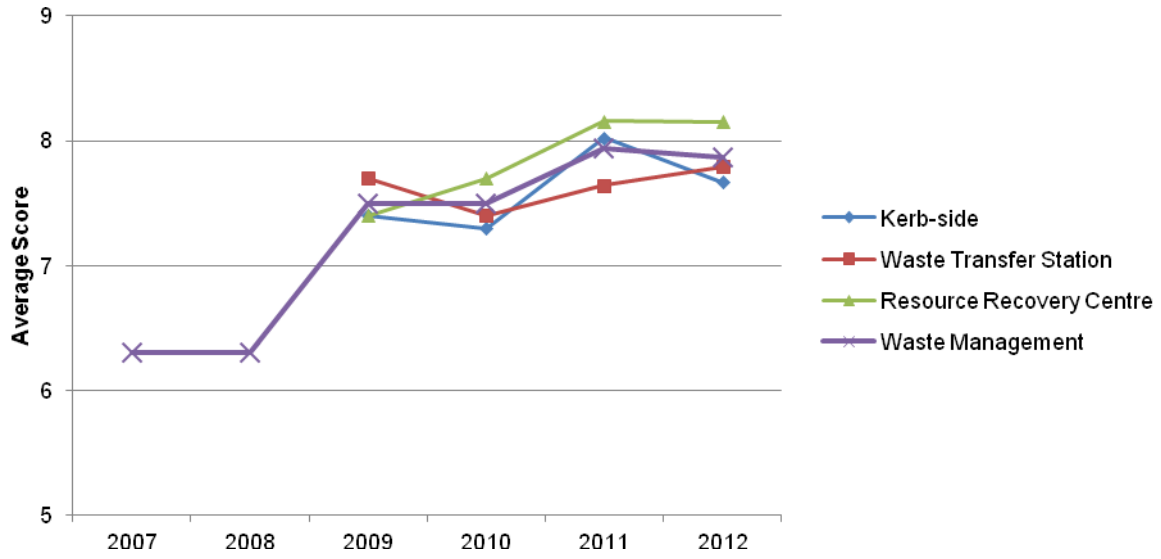
When asked to provide detail regarding their positive or negative comments, a wide range of positive comments were provided, including the kerbside collection being 'a great service' (187); the waste transfer being good service (117) and accessible (67); the recovery centre is a great service/ facility (149), as well as being easy to use (73). Negative comments included the expensive nature of the waste transfer station (30), and a lack of kerb-side rubbish collection (24).

Table 4.15 Unprompted Comments – Waste Management

	Positive	Negative
Kerbside Collection	Great service/ pick up good 187	No kerb-side collection 24
	Reliable / on time 64	Expensive 12
Waste Transfer Stations	Great Service 117	Expensive 30
	Convenient/Accessible 67	
Resource Recovery Centre	Great service/facility 149	Expensive/Inconsistent fees 19
	Convenient/Accessible/Easy to use 73	Inadequate service 9

The results for Waste Management were generally similar to those of 2011. There was a small decline in satisfaction with kerbside collection, and a small increase in satisfaction with the waste transfer station.

Figure 4-7 Trend Analysis, Waste Management



4.7 Community Facilities

The Council administers community facilities, including nearly 13,000Ha of parks and reserves; playgrounds, sports grounds; community halls; swimming pools; cemeteries; and public toilets. Participants were asked to rate the Council's management of these facilities. Universally, responses were positive, with all facilities being rated between 7.3 and 8.1. Details of response by location are shown in Table 4.11, while Table 4.12 (overleaf) shows that the community demonstrated between 67% and 91% satisfaction with Council Facilities.

Across all facilities, respondents were satisfied (i.e. all responses were above the neutral score of 5). The only factors in which responses demonstrated a statistically significant variation from the district population was the perception of swimming pools from Picton residents, and the perceptions of Parks and Sports Grounds among respondents from the Marlborough Sounds.

Table 4.16 Community Facilities

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Parks and Reserves							% Satisfied	88.8%
Replies	363	16	38	45	23	54	32	571
Mean	8.1	7.4	8.2	7.6	8.1	8.2	6.8	8.0
Sports Grounds							% Satisfied	90.2%
Replies	320	16	38	36	22	45	23	500
Mean	8.3	7.5	7.5	8.0	8.0	8.0	7.1	8.1
Community Halls							% Satisfied	78.8%
Replies	219	16	18	28	23	40	29	373
Mean	7.5	7.5	7.2	7.1	7.6	7.1	7.2	7.4
Swimming Pools							% Satisfied	88.8%
Replies	320	9	28	25	19	40	15	456
Mean	8.8	8.1	5.8	8.5	7.5	8.2	7.3	8.4
Cemeteries							% Satisfied	90.1%
Replies	276	13	33	34	20	49	19	444
Mean	8.2	8.1	7.8	8.0	8.1	8.0	7.2	8.1
Public Toilets							% Satisfied	76.4%
Replies	324	15	39	37	21	50	35	521
Mean	7.3	7.5	7.7	7.1	7.4	6.8	7.0	7.3
Community Facilities Total								
Mean	8.0	7.7	7.4	7.7	7.8	7.7	7.1	7.9

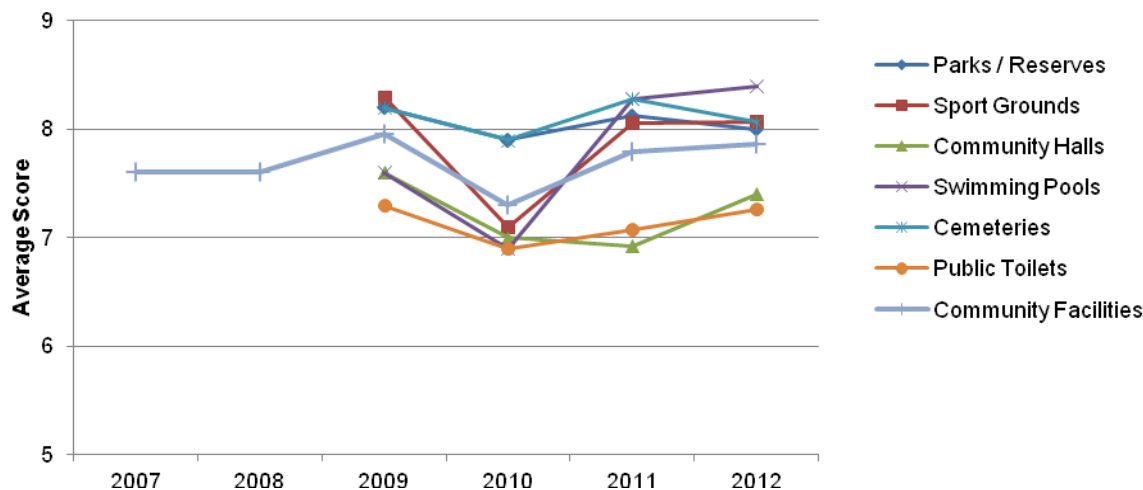
Unprompted comments with regard to community facilities were overwhelmingly positive. The most common response was that the facilities were well maintained and in a good condition, with over 246 respondents noting this for 'parks and reserves'; 203 for 'sports grounds'; 145 for the 'swimming pools'; 187 for the 'cemeteries'; and 115 for public toilets'. The most common negative comment was regarding Public toilets being poorly maintained and unhygienic.

Table 4.17 Unprompted Comments- Community Facilities

	Positive		Negative	
Parks & Reserves	Well maintained/ good condition	246	Poor maintenance/service	10
	Clean	64		
Sports Grounds	Well maintained/ good condition	203	*	
	Clean	47		
Community Halls	Well maintained	79	*	
	Clean	21		
Swimming Pools	Well maintained/ good condition	145	*	
	Great /Improved facility	122		
Cemeteries	Well maintained/ good condition	187	*	
Public Toilets	Well maintained / clean	115	Poor hygiene / maintenance	46
			Insufficient	15

The average rating of community facilities increased slightly when compared to the results from 2011. Perceptions of all facilities increased other than the perceptions of the swimming pool and cemeteries.

Figure 4-8 Trend Analysis, Community Facilities



4.8 Culture and Heritage

The Council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop arts, culture and heritage resources. Respondents in general rated the performance of the Council positively in supporting arts, culture and heritage (6.9). No results demonstrated a statistical variance to the district average.

Table 4.18 Council Support of Arts, Culture and Heritage

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall	
Arts, Culture and Heritage								% Satisfied	68.1%
Replies	293	11	29	38	20	52	30	473	
Mean	7.0	6.9	6.4	6.7	7.0	6.8	6.9	6.9	

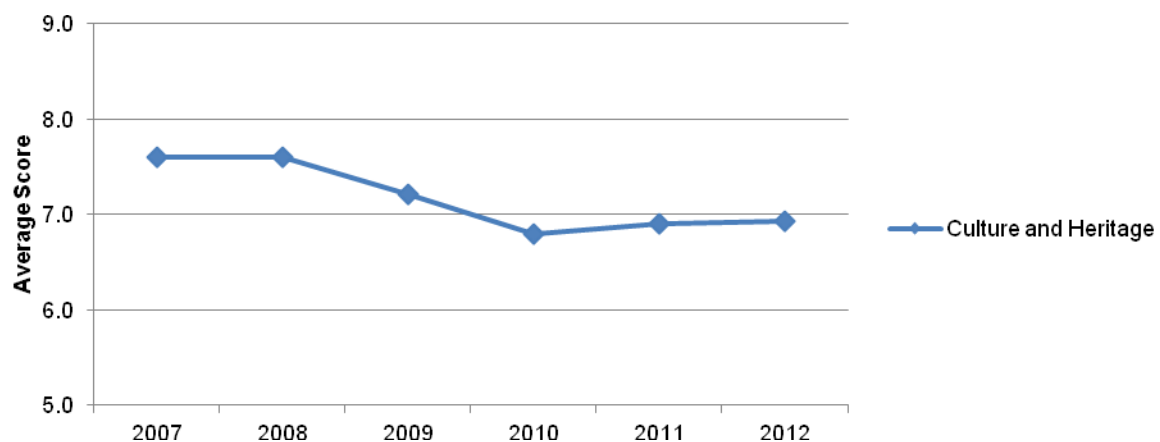
When asked to make comments for the rating given, the most common positive responses were that this was a good service, and the Council provided good diversity in the activities supported. While some respondents (37) mentioned that the Council provided good support, a cause for concern was that the Council needs to improve support (11). The most common negative response was that rates shouldn't be used for culture and heritage functions or services (29).

Table 4.19 Unprompted Responses, Culture and Heritage

Positive		Negative	
Good/ Good service	48	Rates should not be used for Culture and Heritage	29
Good support	37	Council needs to improve support	11
Good diversity of support	33		

Perceptions of Council support of Culture and Heritage declined over the period from 2007 to 2010. However, for the last two years, there has been no further decline, with results marginally above the result from 2010.

Figure 4-9 Trend Analysis, Culture and Heritage



4.9 Consents and Compliance

The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government, including the Resource Management Act, the Building Act, the Sale of Liquor Act, Food Act and the Health Act. Once consents have been approved, the Council then monitors activity to ensure on-going compliance, and investigates complaints. Five specific areas were investigated, with survey participants rating the performance above neutral for each factor. Average scores were between 6.1 (Resource Management – Monitoring) and 7.3 (Health and Foods Act).

While there were variations in response to each question based on the location of the respondent, there were no variations that were statistically significant. Across all four Acts, more people were satisfied than dissatisfied with the council performance. Satisfaction and dissatisfaction with Council delivery of service in the four Acts measured is shown in Table 4.16.

Table 4.20 Consents and Compliance

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Resource Management Act (consents)							% Satisfied	54.3%
Replies	269	15	29	26	16	51	36	442
Mean	6.5	6.1	5.7	5.2	5.9	5.9	5.9	6.2
Resource Management Act (monitoring)							% Satisfied	49.2%
Replies	230	11	25	25	14	45	32	382
Mean	6.4	6.6	6.4	5.6	5.8	6.0	5.8	6.2
Building Act							% Satisfied	53.4%
Replies	264	9	32	29	17	45	35	431
Mean	6.2	6.2	6.0	6.0	5.8	5.9	6.2	6.1
Sale of Liquor Act							% Satisfied	70.9%
Replies	283	9	31	31	18	43	25	440
Mean	7.2	6.2	7.2	6.4	6.4	7.4	6.8	7.1
Health and Foods Act							% Satisfied	78.3%
Replies	259	12	28	25	17	40	25	406
Mean	7.4	6.9	7.7	7.2	6.7	7.4	7.3	7.3
Consents and Compliance								
Mean	6.8	6.2	6.8	6.8	6.5	6.2	6.1	6.7

Table 4.21 Satisfaction and Dissatisfaction, Consents and Compliance

Act	Satisfied	Neutral	Dissatisfied
Resource Management Act (consents)	56.6%	18.8%	24.7%
Resource Management Act (monitoring)	57.1%	21.7%	21.2%
Building Act	53.4%	20.9%	25.8%
Sale of Liquor Act	70.9%	19.8%	9.3%
Health and Foods Act	78.3%	17.5%	4.2%

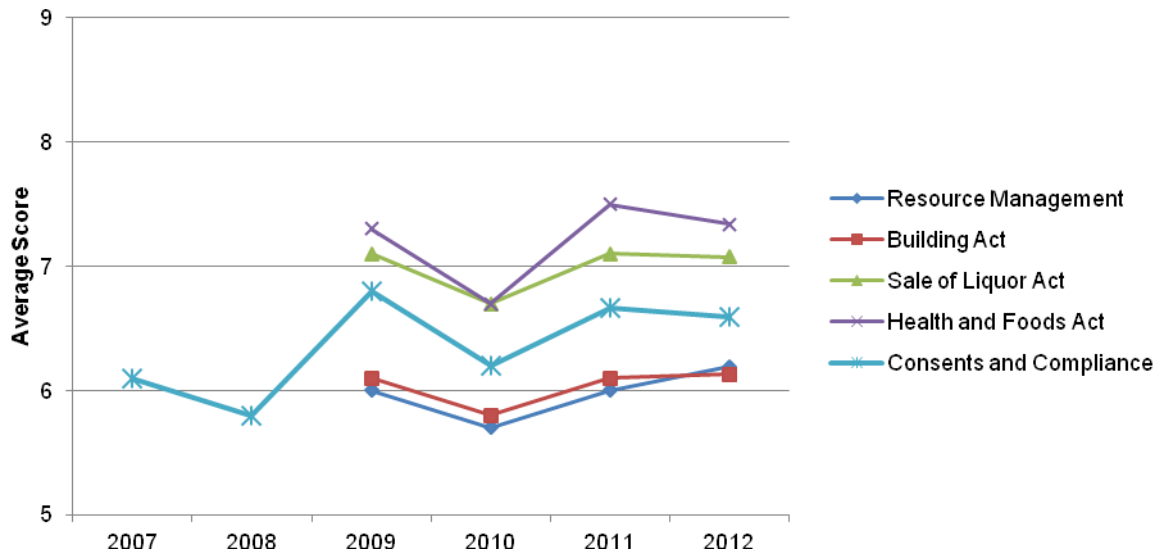
Reasons for positive responses regarding consents and compliance included 'Good monitoring of underage drinkers (53); no problem with sale of liquor (46) and 'RMA –doing a good job' (38). Leading causes of negative responses were 'building consents taking too long (52); 'too much red tape' with RMA and building acts; and slow processing of RMA applications.

Table 4.22 Comments regarding Consents and Compliance

		Positive		Negative	
RMA	Do a good job/good service	38		Too much red tape	35
	Efficient	12		Very slow cumbersome process/ wasting resources	29
				Compliance costs too high	23
Building Act	Do a good job/ good service	35		Building consents take too long	52
	Monitoring – do the job well	30		No enforcement or follow-up	29
				Too much red tape	19
			Council needs to communicate with landowners	12	
			Compliance costs too high	10	
Sale of Liquor	Good monitoring of underage drinkers	53		Better monitoring needed	11
	Good/ No problems	46			
Health & Food	Good high standards and monitoring	45			
	Do a good Job/ good service	29			
	Good inspectors	15			

The overall response regarding consents and compliance was in line with the result from 2011. There was a slight increase in satisfaction with regard to the Resource Management Act, and an accompanying decline in satisfaction with the Health and Foods Act. Data was collection for both consenting and monitoring of the RMA in 2012 for the first time. The average satisfaction level for both factors was 6.2.

Figure 4-10 Trend Analysis, Consents and Compliance



4.10 Democratic Process

The Council encourages residents to participate in the decision-making processes of the Council, including providing information about the business of the Council, awareness of Council meetings, and local body elections. Respondents were asked to consider two specific aspects of Council functioning: Provision of information about Council business; and awareness of Council meetings. Satisfaction ratings were positive for both factors, and demonstrated an increase in satisfaction compared to the previous years. The mean score for satisfaction regarding the democratic process was 6.7.

Table 4.23 Perceptions regarding the Democratic Process

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Providing information about Council							% Satisfied	69.1%
Replies	339	15	40	45	21	63	40	563
Mean	6.9	6.6	6.8	6.8	6.7	6.6	7.1	6.8
Awareness - Council meetings							% Satisfied	61.6%
Replies	309	13	35	39	19	60	36	511
Mean	6.6	5.9	6.1	6.7	6.3	6.6	6.5	6.5
Democratic Process								
Mean	6.8	6.2	6.4	6.8	6.5	6.6	6.8	6.7

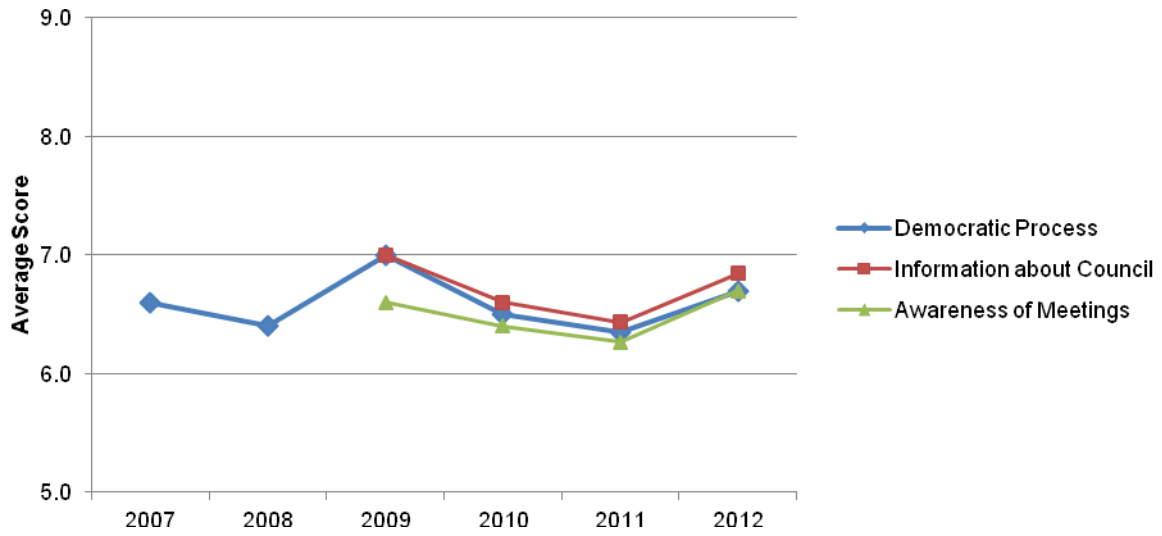
While there would appear to be two perceptions from different groups in the population regarding the democratic process, more responses were positive than negative. The balance was as follows: 130 believed that the Council was advertising and communicating well, while 44 believe that there was a need to let the community know what was going on. 82 believed that the Council meetings were well advertised, while 52 didn't. 36 believed that people are being made aware of what is happening, while 38 believed that there was a need to let the community know what was going on.

Table 4.24 Unprompted Comments, Democratic Process

	Positive	Negative
Information	Advertise/communicate well	130
	Very good information available	37
	Good Service	18
Access to Meetings	Well advertised	82
	Public not aware of meetings/ More advertising needed	52
	People are made aware	36
	Need to let locals know what is going on	38
	Good communication	27
	Too many closed door meetings	17

When the trend in perceptions was analysed, respondents were more positive about the democratic process overall in 2012 when compared to 2011, with an increase both in satisfaction regarding awareness of Council meetings and in provision of information about the Council.

Figure 4-11 Trend Analysis, Democratic Process



4.11 Community Housing

The Council owns about 170 housing units that are available to older people, and rented at discounted rates. Participants were asked to rate the Council's performance in providing for this social need. Awareness regarding the community houses had increased from 46% in 2011 to 54% in 2012. Overall response rates were generally positive (7.2) about the Council's performance in provision of Community Housing. When analysed by region, no responses demonstrated significant difference to the mean score.

Table 4.25 Council Provision of Community Housing

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Community Housing							% Satisfied	72.8%
Replies	209	4	24	26	10	34	16	323
Mean	7.2	7.5	6.6	7.7	6.4	7.4	6.5	7.2

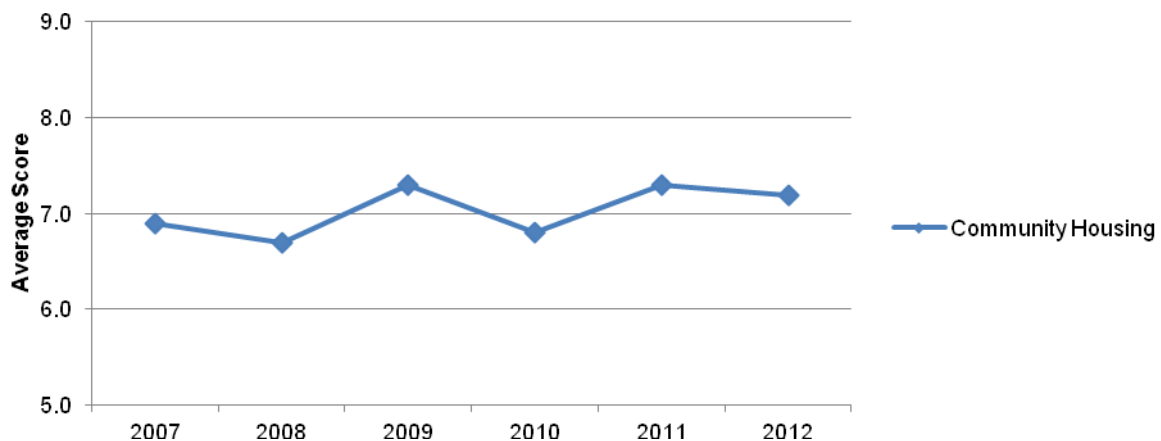
When asked to make comments regarding Community Housing, the most common response was that the houses were well maintained (33). There were no responses for which more than 10 negative comments were received.

Table 4.26 Unprompted Comments, Community Housing

Positive	Negative
Well maintained/ good upkeep	*
Good availability/service	19

The respondent's perceptions of Community Housing increased from 6.8 in 2010 to 7.3 in 2011. In 2012, the satisfaction level remained

Figure 4-12 Trend Analysis, Perceptions of Community Housing



4.12 Library Services

The Council operates two public libraries, one at Blenheim and the other at Picton. In addition, the Council supports a network of seven community libraries (some in conjunction with local schools). Respondents were asked to rate the services provided by the public and community libraries. The average rating was 8.5 for public libraries and 8.1 for Community libraries. 93% of respondents were satisfied with the public libraries, while 90% were satisfied with the Community/ School Libraries.

Table 4.27 Rating of Library Services

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Public Libraries							% Satisfied	93.1%
Replies	348	14	40	45	21	62	33	563
Mean	8.5	8.7	8.0	8.5	8.8	8.9	8.6	8.5
Community/ School Libraries							% Satisfied	89.5%
Replies	141	12	14	12	13	15	12	219
Mean	8.0	8.4	7.5	7.9	8.7	8.2	8.8	8.1
Library Services, Total								
Mean	8.3	8.6	7.8	8.2	8.8	8.6	8.7	8.3

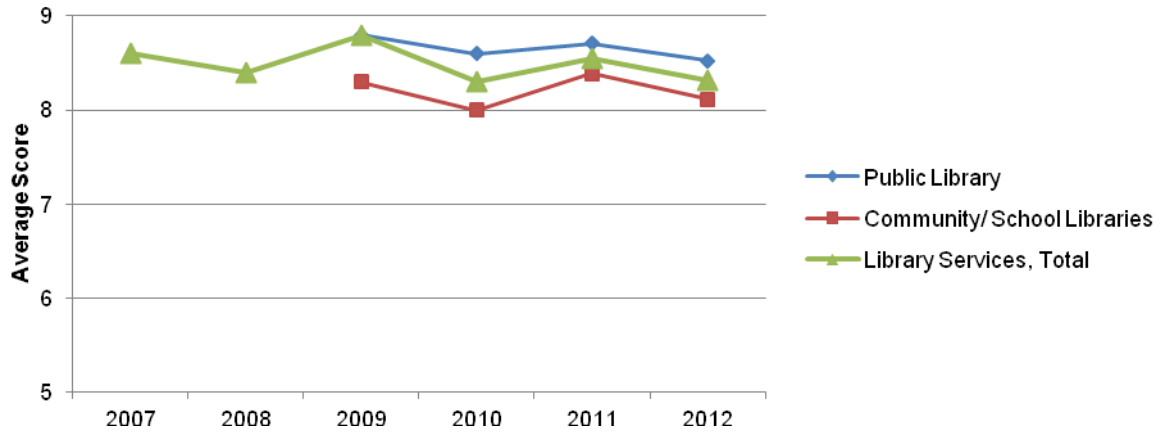
The unprompted comments with regard to library services were almost universally positive, including 'good and helpful staff' (183 public libraries and 37 community libraries); 'good facilities and computers' (121 public and 26 community library); and a good range of books (115) and services (130). There were fewer than ten negative comments regarding any one factor or service.

Table 4.28 Unprompted Comments, Library Services

	Positive	Negative	
Public Library	Good service/staff helpful	183	*
	Good facilities/computers etc.	121	
	Good range of services	130	
	Good range of books/well resourced	115	
	Accessible/good locations	49	
	Opening hours good	33	
	Clean		
Community Libraries	Good range of books/services	60	*
	Good service/ staff helpful	37	
	Good facilities/ computer etc.	26	
	Accessible/good opening hours	20	

A comparison of historical trends shows that satisfaction with the library services have remained highly positive. While there is some variation each year, the results have remained within a range between 8.0 and 8.9 for each year of data collection. The results from 2012 were marginally lower than those of 2011.

Figure 4-13 Trend Analysis, Public and Community Libraries



4.13 Animal Control

The Council provides services in relation to dog control, and the control of other animals (including livestock) in public locations (such as roads). Respondents were asked to rate the performance of the Council on controlling animals. In general, respondents felt that the Council provided reasonable levels of animal control, with average scores of 7.3 for both Dog Control and Livestock Control.

Table 4.29 Animal Control

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Dog Control	% Satisfied							86.9%
Replies	334	14	35	42	19	60	38	542
Mean	7.5	7.2	7.6	6.7	7.5	7.1	7.0	7.3
Control of Livestock	% Satisfied							74.6%
Replies	206	10	22	27	18	43	28	354
Mean	7.6	7.1	8.1	6.5	6.4	6.9	7.1	7.3
Animal Control								
Mean	7.5	7.2	7.8	6.6	7.0	7.0	7.0	7.3

The most common response was with regard to the performance of the Council in controlling animals was positive, with 103 identifying that the council provided an effective service for dog control, while 21 provided the same response for livestock control. The primary concerns were that the council doesn't do much for controlling dogs (24), and that dog license fees are too expensive (18).

Table 4.30 Unprompted Responses, Animal Control

	Positive	Negative
Dog Control	Excellent service/good control	Council does not do much to control dogs
	103	24
	Effective/ don't see dogs roaming	Licensing too expensive
	40	18
	Prompt/ acts quickly	Poor levels of animal control/service
	14	13
	No problems	
	14	
	Always very good/ sympathetic	
	18	
Livestock Control	Don't see livestock roaming	Poor service/control
	51	11
	No problems	Council does little to control animals
	41	9
	Good/ Excellent	
	21	

A comparison of data from previous years shows that the rating of Council services in livestock control has undergone a no change since 2011. There was minimal difference in the public rating between dog control and the control of livestock.

Figure 4-14 Trend Analysis, Control of Livestock



4.14 Harbour Control

The Council is responsible for all matters of navigation and safety within Marlborough's coastal waterways, including D'Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids. The average performance rating was 7.7 from the district. Satisfaction with Harbour Control was 85.1%.

Table 4.31 Harbour Control

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Harbour Control							% Satisfied	85.1%
Replies	225	14	34	34	16	42	39	404
Mean	7.5	7.2	8.1	7.8	7.7	7.8	7.9	7.7

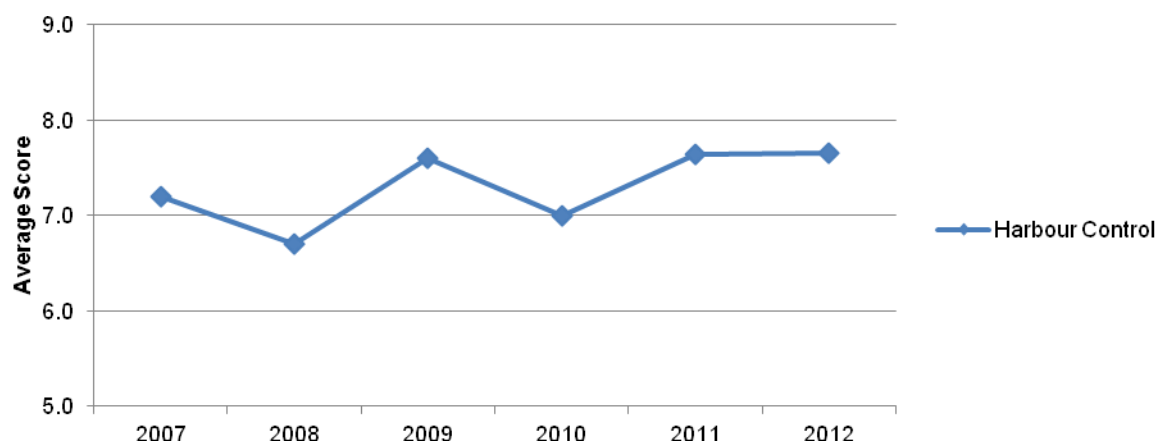
The most common response regarding Harbour Control was that it was a good service (70) and well managed (34). No negative response was identified by more than ten respondents.

Table 4.32 Unprompted Responses, Harbour Control

Positive	Negative
Good service	70
Good amenities/equipment	37
Well managed	34
Good control/condition	27
No problems	26
Good monitoring	18

Analysis of responses over the data collection period shows a small but steady increase in levels of satisfaction over the six year period.

Figure 4-15 Trend Analysis, Perceptions of Harbour Control



4.15 Community Safety

The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided. Respondents rated the Council performance in providing for community safety at 7.3. There was no statistical variation among responses from different areas. Satisfaction with Community Safety was 79.8%.

Table 4.33 Community Safety

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Community Safety							% Satisfied	79.8%
Replies	330	13	36	42	19	61	30	531
Mean	7.3	6.8	6.9	7.4	7.1	7.2	7.6	7.3

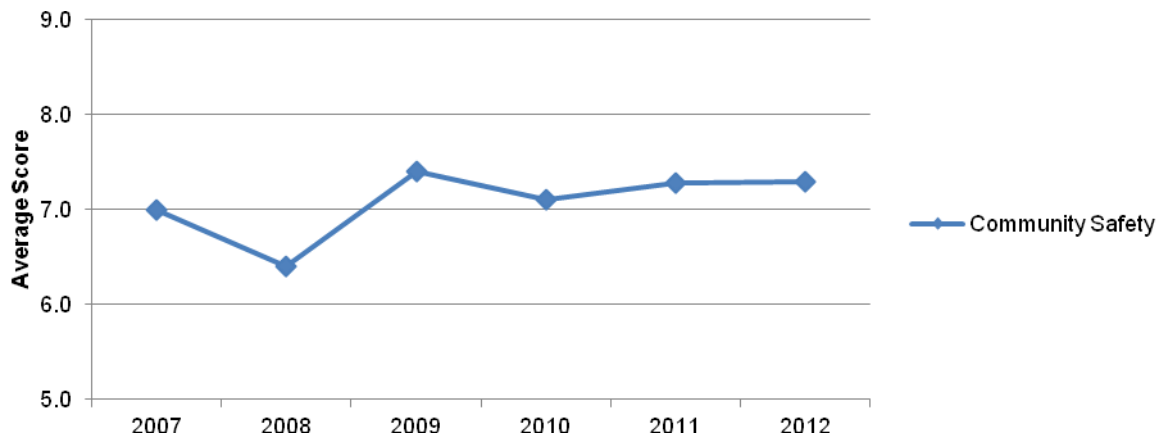
Relatively few respondents provided comments with regard to community safety. The most common responses were positive, with respondents noting that the 'security systems/cameras are good' (62); that Council provides a 'good service' (49); and that there is 'good policing' (34). In contrast, 14 believed that there needs to be more policing, and 14 did not feel safe walking the streets at night.

Table 4.34 Unprompted Responses, Community Safety

Positive		Negative	
Security system/cameras are good	62	Needs more policing	14
Good service	49	Not safe to walk the streets at night	14
Good policing	34		
Feel safe	32		
No problems	15		
Community awareness	13		

An analysis of the trend in perceptions of community safety shows that there was minimal difference between the 2009 through to 2012 data, all of which reflect a higher rating than 2007 and 2008.

Figure 4-16 Trend Analysis, Community Safety



4.16 Community Support

The Council works to support our community with a particular focus on our young and older people. The Council also works with voluntary organisations to develop strategies and services to encourage participation in community activity. Respondents in general rated the performance of the Council in delivering community support services at 7.2.

Table 4.35 Community Support

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Community Support							% Satisfied	78.6%
Replies	296	12	29	35	18	53	28	471
Mean	7.3	6.3	7.0	7.3	7.3	7.1	7.1	7.2

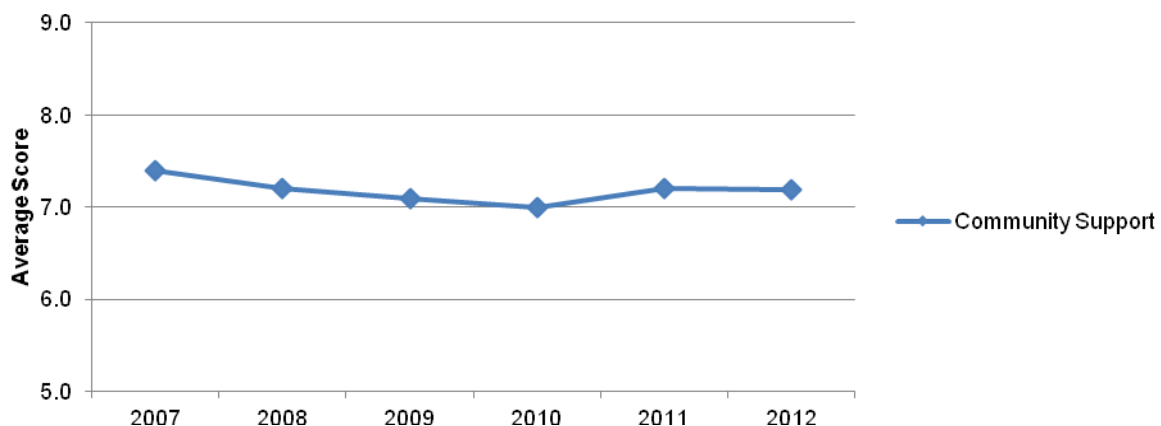
Positive comments included 'very good support service' (54), particularly noting that the services provide support for people in trouble, help was always available, and that there were a broad range of activities. The most common negative comment highlighted the need for more youth support (12).

Table 4.36 Unprompted responses, Community Support

Positive		Negative	
Very good support service	54	More focus needed for youth support	12
Support people in trouble/ people to talk to if needed	16		
Lots of activities	15		
Help always available	15		

The rating of 7.2 for 2012 represented no change in the perception of community support compared to 2011, and indicated minimal change when compared to previous years' data collection.

Figure 4-17 Trend Analysis - Community Support



4.17 Emergency Management

The Council provides a rural fire service south of the Wairau River. The Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes. Respondents were asked to rate their satisfaction concerning the delivery of Rural Fire Fighting services and Emergency Management in general. Public perception regarding Council delivery of services in both factors was high, with Rural Fire Fighting rating 8.2; while Emergency Management rated 7.5. Residents from the Marlborough Sounds rated both services lower than the response from the overall population, but only the rating of emergency management reached statistical significance. Satisfaction with the Rural Fire Fighting was 91%, while for Emergency Management was 79%.

Table 4.37 Emergency Management

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Rural Fire Fighting							% Satisfied	91.5%
Replies	294	13	34	40	22	59	30	492
Mean	8.2	7.4	8.3	8.2	8.3	8.5	7.7	8.2
Emergency Management							% Satisfied	79.3%
Replies	275	14	34	32	15	49	31	450
Mean	7.7	6.7	7.7	7.5	7.6	7.6	6.0	7.5
Emergency Management Total								
Mean	7.9	7.0	8.0	7.8	8.0	8.1	6.8	7.8

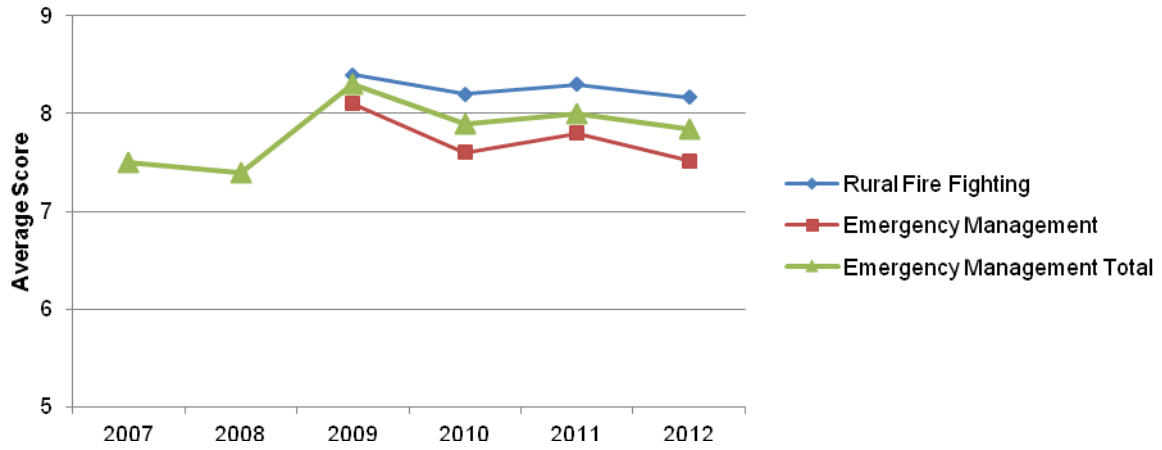
The most common response was that the fire service and the Civil Defence provided a good service (191 and 104 responses, respectively).

Table 4.38 Emergency Management, Unprompted responses

	Positive	Negative	
Rural Fire Fighting	Really good Service	191	
	Quick Response/efficient	94	
	Good firemen/ well trained	57	
	Good number of volunteers	43	
Civil Defence	Very good service	104	
	On the ball	31	
	Good planning for future situations	31	
		All volunteers – no council funding	10
		Floods not dealt with quickly enough	10

The rating of emergency management demonstrated a slight decline from the levels achieved in 2011. Despite this decline, rating of the services remains strongly positive.

Figure 4-18 Provision of Emergency Management Services



4.18 Environmental Policy and Information

The Council monitors and reports on the state of Marlborough's environment, including air, land, water and coastal resources. This process is then used to develop policies that ensure sustainable use and management of the district's resources. Participants generally rated the Council's provision of environmental services in the positive range, rating a 6.6 for Developing Environmental Policies and 6.8 for Monitoring of these policies. While the responses from Marlborough Sounds residents were generally lower than the overall population, this variance was not statistically significant.

Table 4.39 Environmental Policy and Information

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Developing Environmental Policy							% Satisfied	65.3%
Replies	291	12	35	31	19	51	39	478
Mean	6.7	6.3	6.9	6.5	6.7	6.6	5.8	6.6
Envt. Monitoring and Information							% Satisfied	64.3%
Replies	272	10	33	32	20	50	39	456
Mean	6.7	6.7	6.8	7.1	6.2	6.4	5.8	6.6
Environmental Policy / Information								
Mean	6.7	6.5	6.9	6.8	6.5	6.5	5.8	6.6

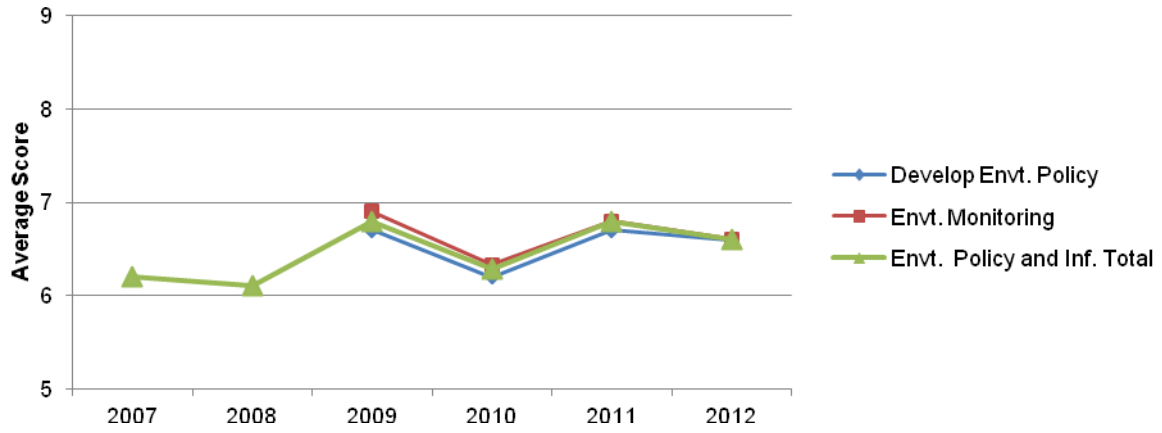
While 44 respondents noted that the Council's environmental policy provided a good overall service, 17 noted that the Council direction and control was ineffective. When asked to consider environmental monitoring and reporting of that monitoring 18 respondents noted that the delivery of these services was the reason for their low overall rating of the Councils' service.

Table 4.40 Unprompted Comments, Environmental Policy and Information

	Positive	Negative	
Developing Environmental Policy	Overall good service	44	
Environmental Monitoring	Doing a good job	42	
	Good information flow	20	
		Lack of environmental monitoring	18
		Lack of information about environmental monitoring	18
		Council direction/control ineffective	17

The trend analysis demonstrates a slight decline in the result from 2011, while remaining consistent with the general increase in satisfaction since 2007..

Figure 4-19 Trend Analysis, Environmental Policy and Information



4.19 Regional Development

The Council has a number of services that support regional development. These include the provision of core infrastructure, management of regulations and policies that affect regional development, and encouraging the establishment of businesses. Respondents in general rated the Council above neutral (6.1).

Table 4.41 Regional Development

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall	
Regional Development								% Satisfied	51.2%
Replies	305	15	34	35	21	52	32	494	
Mean	6.1	6.1	5.9	6.5	6.3	5.9	5.5	6.1	

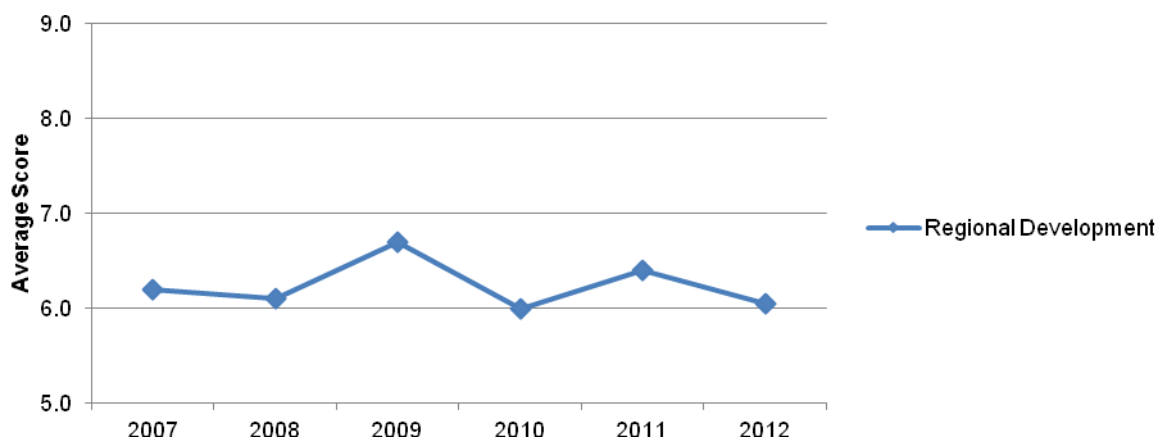
There were more negative than positive comments with regard to regional development. The most common was that the Council's actions in this regard impede business development (25), regional development was 'ineffective' (13) as well as those who questioned the Council's role in this function (11). The most common positive response was that the Council performs well in delivering regional development (21).

Table 4.42 Regional Development, Comments

Positive		Negative	
Do a great job	21	Actions impede business development	25
Good business support/development	10	Ineffective	13
		Council shouldn't be involved	11

Perception of regional development initiatives over the past six years has remained reasonably constant. While in some years (e.g. 2009, 2011), the satisfaction levels reported have increased, in both following years (2010,2012), there has been a reversion to the baseline satisfaction level.

Figure 4-20



4.20 Tourism

The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists. Overall rating for the Councils' delivery of this service was 7.1.

Table 4.43 Tourism

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Support of Tourism							% Satisfied	78.5%
Replies	345	13	40	41	22	62	39	562
Mean	7.3	6.8	6.1	7.3	7.5	6.8	7.1	7.1

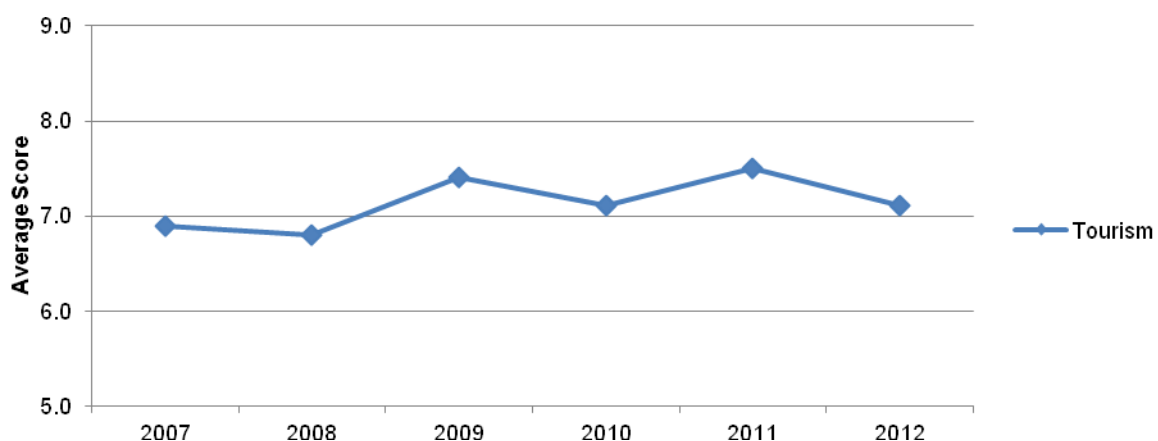
The most common unprompted responses were that tourism is well promoted (102) and that the Council provides a good service (44). Relatively few respondents provided negative responses. The most common were that there was a need for more funding and promotion (16) and that there is room to improve (14).

Table 4.44 Unprompted Responses, Tourism

Positive		Negative	
Tourism is well promoted	102	More promotion/funding required	16
Council performs well and supporting tourism	45	Cost - is this appropriate for council?	14
Good service	44	More effort - room to improve	14
Promote the region well	42	Poorly managed	12
Lots of tourism in the area	32		
Good information and brochures	22		

The overall rating of satisfaction with regard to tourism showed a slight increase in 2011.

Figure 4-21 Trend Analysis, Tourism



4.21 Research Centre

The Council is a part funder of the Marlborough Research Centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to world-class research and advisory services. Data from 2012 showed that awareness of the centre had increased from 50% in 2011 to 60% in 2012. Overall, satisfaction was rated at 7.0, with 70.5% of respondents 'satisfied'.

Table 4.45 Research Centre

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall
Research Centre							% Satisfied	70.5%
Replies	214	8	21	27	18	46	25	359
Mean	7.1	6.3	7.1	6.9	6.6	6.9	6.9	7.0

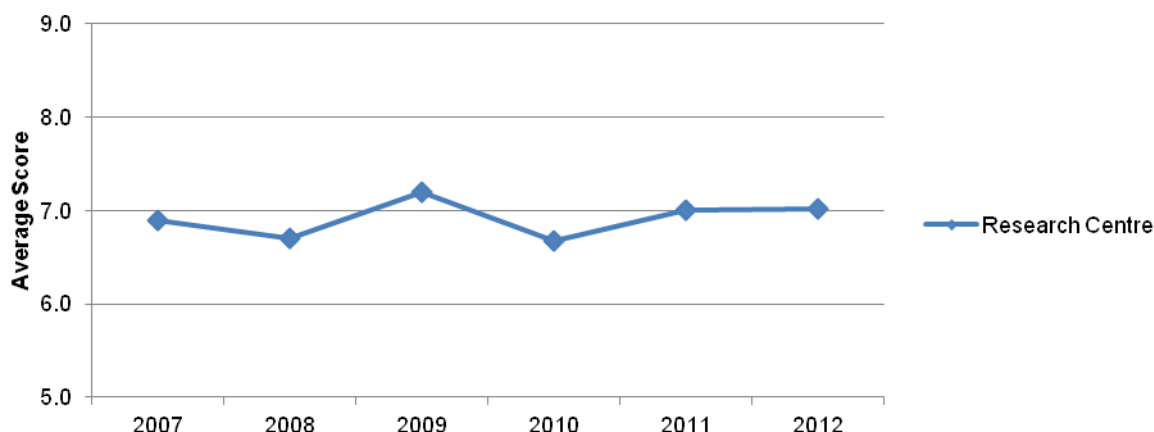
Relatively few respondents made comments with regard to the Research Centre. Reasons for positive response included the acknowledgement that it was a great research service (29), while those identifying a negative response noted there was too much focus on grapes (10), or that the Council should not be involved in private sector research (9).

Table 4.46 Unprompted Responses, Research Centre

Positive		Negative	
Doing an effective job	40	Too much focus on grapes	10
Great research service	29	Council shouldn't be involved / private sector role	9

The trend analysis shows that satisfaction with the centre has remained reasonably steady since 2007, with minor variations in some years.

Figure 4-22 Trend Analysis, Research Centre



4.22 Events Management

The Council supports 'Marlborough 4 Fun' to help organise and publicise local events. These events and the new Convention Centre support the local economy bring in visitors and increase the participation and activity of the community. Eight out of ten respondents were satisfied with the Council's management of events, with a mean satisfaction score of 7.3

Table 4.47 Events Management

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlborough Sounds	Overall	
Events and Conferences								% Satisfied	79.0%
Replies	353	15	39	43	23	62	37	572	
Mean	7.3	7.0	7.0	7.6	7.2	7.3	7.3	7.3	

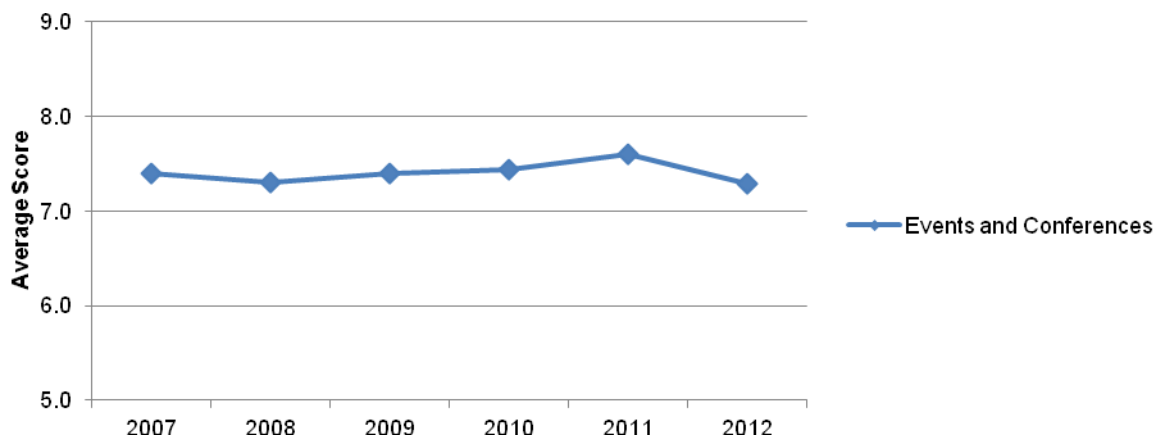
Unprompted responses were mostly positive, including 'Council does a great job / the events are good' and 'well advertised and promoted' (104), (87); while the most common negative responses were 'the cost is too high for the outcome (10), and 'poorly advertised' (10).

Table 4.48 Unprompted Responses, Events Management

Positive		Negative	
Well advertised and promoted	104	The cost is too high for the outcome	10
Do a great job/events good	87	Poorly advertised	10
Good range/number of events	48		

The result for 2012, while positive, indicated a slight decline in satisfaction compared to the result from 2011. Overall, there has been minimal change in satisfaction over the period from 2007 – 2012.

Figure 4-23 Trend Analysis, Events Management



5 Prioritisation

The Marlborough Annual Residents and Ratepayers Satisfaction Survey specifically sought responses with regard to the prioritisation of Council expenditure and input into the provision of various services. For each service listed, respondents were asked to rate their perception of the importance Council should place in providing services in each area. The following table lists the priority of service provision from the highest to the lowest response. Based on the responses received, the highest priorities for Council expenditure are Water Supply and Emergency Management followed by Sewerage and Community Safety. These four factors were also the highest rated priorities in 2011.

To provide a context for each factor, participation levels have been included⁴. Data has been provided as a percentage of the population who responded to the factor. Where participation levels vary based on the specific sub-group of the analysis (e.g. 'sealed roads' as part of 'land transport'), the highest level of participation has been noted. Ideally, contrasting the prioritisation rating with the participation level should provide the Council with a balance between meeting the needs of specific groups and meeting the needs of the community as a whole.

The leading priorities identified by the community for Council expenditure are:

- Water Supply;
- Emergency Management;
- Sewerage; and
- Community Safety

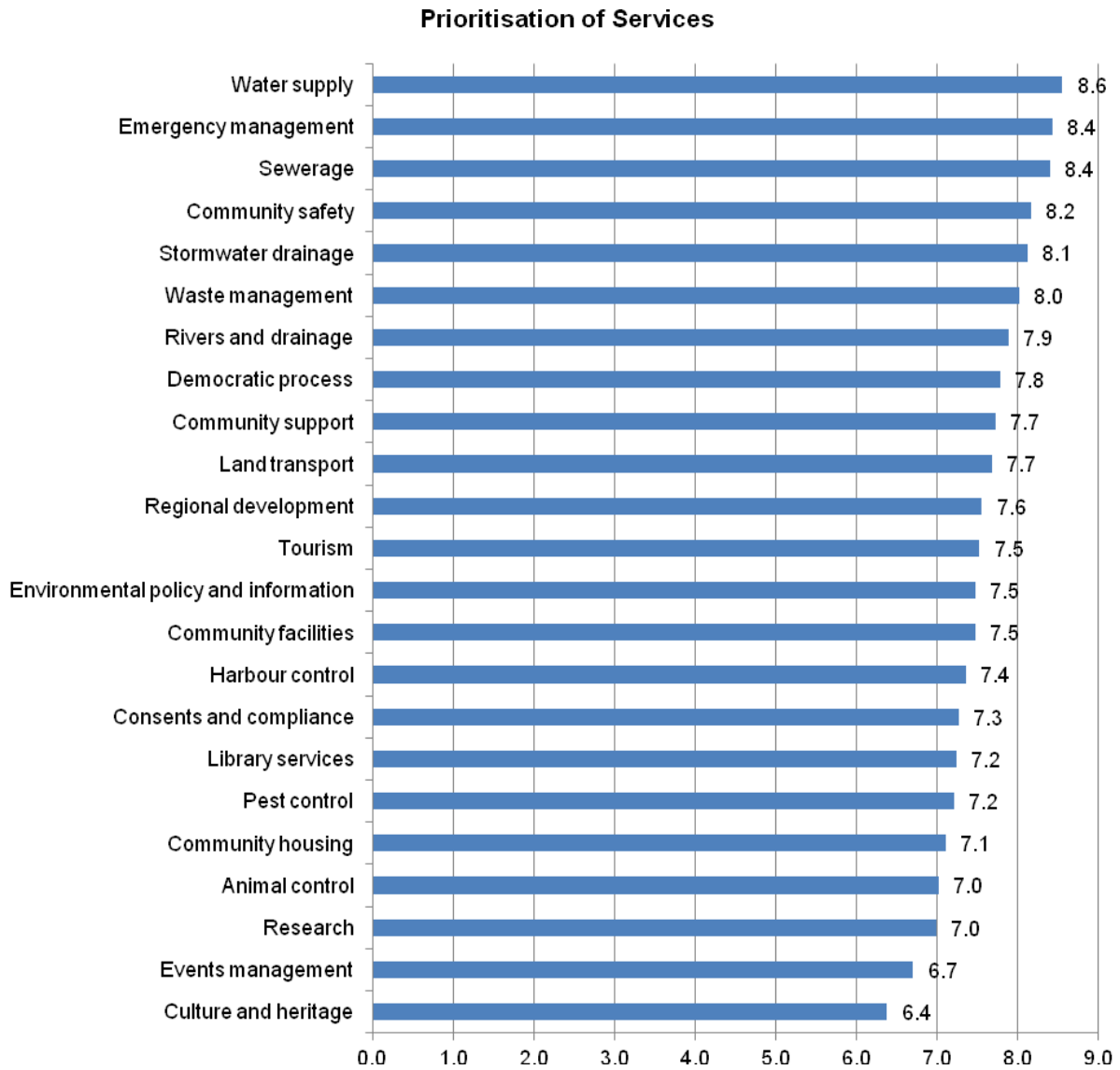
Lowest priorities were Culture and Heritage; Events Management; and Crop Research.

Table 5.1 Priorities Identified for Expenditure:

	Rating	Participation (%)		Rating	Participation (%)
Water supply	8.6	75%	Environmental policy and information	7.5	80%
Emergency management	8.4	82%	Community facilities	7.5	92%
Sewerage	8.4	73%	Harbour control	7.4	67%
Community safety	8.2	88%	Consents and compliance	7.3	74%
Stormwater drainage	8.1	99%	Library services	7.2	94%
Waste management	8.0	82%	Pest control	7.2	70%
Rivers Engineering	7.9	85%	Community housing	7.1	54%
Democratic process	7.8	94%	Animal control	7.0	90%
Community support	7.7	78%	Research Centre	7.0	60%
Land transport	7.7	100%	Events management	6.7	95%
Regional development	7.6	82%	Culture and heritage	6.4	79%
Tourism	7.5	94%			

⁴ 'Participation Rates' are the percentage of the population who hold a view on the service being evaluated. Those who were 'not aware' of, or 'not serviced' by the identified service in the survey are not considered 'participants' in that service.

Figure 5-1 Prioritisation of Expenditure



5.1 Variations in Prioritisation by Area

An analysis was conducted to review the variation in perceptions of priority based on the geographic location of the respondents. Table 5.2 demonstrates the comparison between prioritisation scores.

Table 5-2 Prioritisation Preferences by Area, showing Rating Score

	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlb. Sounds	Overall
Water supply	8.7	8.2	8.7	8.4	8.2	8.4	8.3	8.6
Sewerage	8.5	8.5	8.6	8.2	7.3	8.3	8.0	8.4
Emergency management	8.4	8.6	8.3	8.4	8.7	8.3	8.4	8.4
Community safety	8.4	7.8	8.3	8.0	8.0	7.6	7.8	8.2
Stormwater drainage	8.2	7.9	8.3	8.0	7.4	7.9	8.2	8.1
Waste management	8.1	7.6	8.2	8.3	7.4	7.9	7.8	8.0
Rivers Engineering	7.9	7.8	7.5	8.0	6.7	8.0	7.9	7.9
Democratic process	7.8	8.2	7.9	7.8	7.7	7.8	7.8	7.8
Land transport	7.8	7.9	7.9	7.7	7.0	7.4	7.5	7.7
Community support	7.8	7.7	7.7	7.7	7.6	7.1	7.6	7.7
Regional development	7.6	7.6	7.9	7.7	7.5	7.1	7.3	7.6
Community facilities	7.6	7.6	7.6	7.4	7.7	7.1	7.0	7.5
Envt. policy / information	7.6	7.4	7.2	7.6	7.1	7.2	7.5	7.5
Tourism	7.5	7.7	8.2	7.8	7.3	6.9	7.4	7.5
Harbour control	7.3	7.6	7.8	7.7	6.7	7.1	7.3	7.4
Consents and compliance	7.4	7.3	7.3	7.1	7.0	7.0	6.9	7.3
Pest control	7.2	6.7	7.3	7.6	7.2	7.1	7.0	7.2
Library services	7.3	7.1	7.0	7.5	7.1	7.2	7.1	7.2
Community housing	7.3	6.6	7.0	7.3	6.9	6.4	6.7	7.1
Animal control	7.1	6.6	7.2	7.2	6.7	6.4	7.1	7.0
Research Centre	7.1	7.2	6.8	7.0	7.2	6.7	6.8	7.0
Events management	6.8	6.3	6.9	6.8	6.6	6.2	6.1	6.7
Culture and heritage	6.5	6.3	6.6	6.4	6.3	5.8	5.7	6.4

Using the same data as provided in Table 5-2 (previous page), results have been analysed by the overall rank of the preferred priority in each area. The data (provided in Table 5-3) highlights factors that are perceived as relatively higher or lower in importance, and has been sorted by the Overall ranking.

Table 5-3 Prioritisation Preferences by Area, showing Rating Score

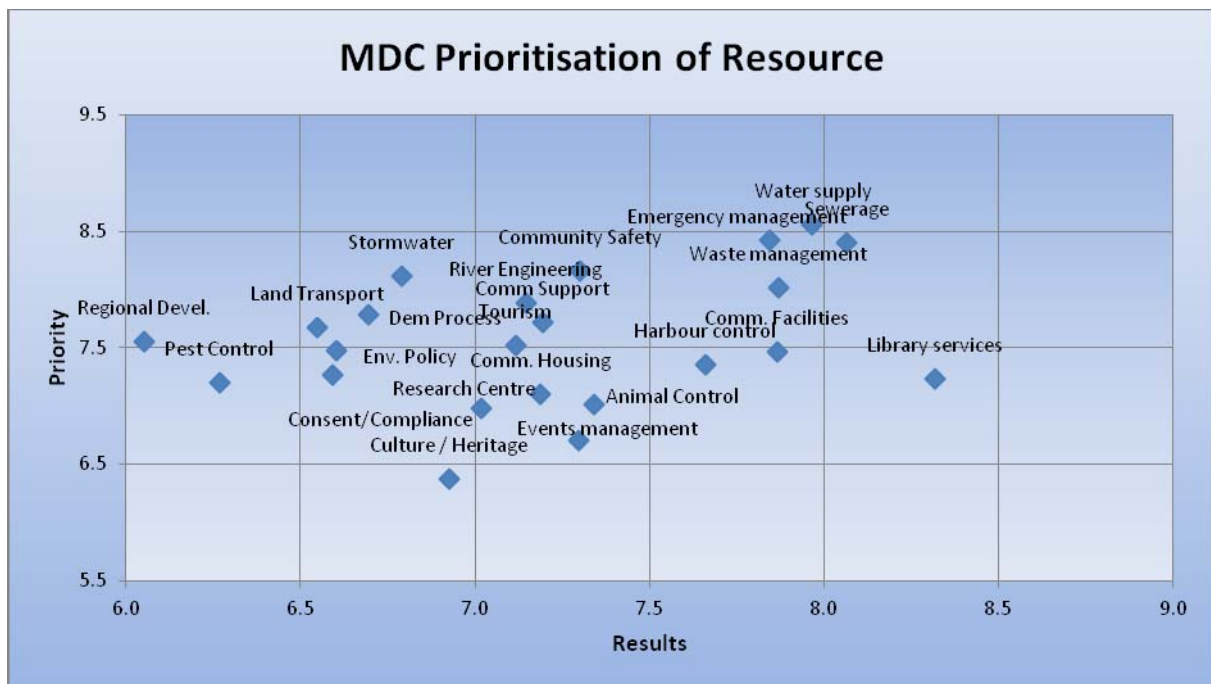
	Blenheim	Havelock	Picton	Renwick	Awatere Valley	Wairau Valley	Marlb. Sounds	Overall
Water supply	1	3	1	1	2	1	2	1
Sewerage	2	2	2	4	10	2	4	2
Emergency management	3	1	3	1	1	2	1	2
Community safety	4	7	3	5	3	8	6	4
Stormwater drainage	5	5	3	5	8	5	3	5
Waste management	6	11	6	3	8	5	6	6
Rivers Engineering	7	7	14	5	19	4	5	7
Democratic process	8	3	8	8	4	7	6	8
Land transport	8	5	8	10	16	9	10	9
Community support	8	9	12	10	6	12	9	9
Regional development	11	11	8	10	7	12	13	11
Community facilities	11	11	13	17	4	12	17	12
Envt. policy / information	11	15	17	14	14	10	10	12
Tourism	14	9	6	8	10	18	12	12
Harbour control	16	11	11	10	19	12	13	15
Consents and compliance	15	16	15	20	16	17	19	16
Pest control	19	19	15	14	12	12	17	17
Library services	16	18	19	16	14	10	15	17
Community housing	16	20	19	18	18	20	21	19
Animal control	20	20	17	19	19	20	15	20
Research Centre	20	17	22	21	12	19	20	20
Events management	22	22	21	22	22	22	22	22
Culture and heritage	23	22	23	23	23	23	23	23

5.2 Comparison of Perceptions of Performance and Prioritisation

Data has been contrasted between the two primary information sets (perceptions of service delivery and performance) are contrasted with the prioritisation of service delivery. Figure 5.2 demonstrates this contrast. The 'Priority Scale' demonstrates services that the public perceives to require the highest level of support from Council. This does not necessarily directly translate to investment, as the ability to provide services in some functional areas may require lower financial input than in others. From a positive perspective, many of the factors that were rated as a high priority also were rated highly on delivery of service, such as Sewerage and Emergency Management. Factors in which performance has been measured less positively, but which the community perceives to require a higher level of input include:

- Stormwater;
- Democratic Processes; and
- Land Transport; and
- Regional Development.

Figure 5.2 Comparisons of Perceptions of Performance and Prioritisation



Research First

Friday, 31 August 2012

Appendix 1: Survey Questionnaire

Qre number

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. Your household has been randomly selected to participate. Could I please speak to the youngest person in the household aged 18 years or older preferably a male? (if no males available... 'Could I then speak to the youngest female available?')

Select code for not continuing survey

- | | | |
|---|---|--|
| <input type="checkbox"/> Refused before explanation | <input type="checkbox"/> Gatekeeper/ couldn't speak to respondent | <input type="checkbox"/> Too busy/ no time |
| <input type="checkbox"/> Not interested in topic | <input type="checkbox"/> Privacy concerns | <input type="checkbox"/> Health reasons |
| | | <input type="checkbox"/> Non qualifier |

Good <<time of day>>, I'm <<name>> from Research First. Today we're conducting a survey on behalf of the Marlborough District Council. This is the annual residents' satisfaction survey, and your opinion will be valuable in ensuring the Council is best able to provide the service needed by the community. This will take 15 to 20 minutes to complete...

(A) Screening Questions

1. What is your current age group?

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65+ |

Gender Male Female

2. In which part of Marlborough do you live?

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Blenheim | <input type="checkbox"/> Awatere valley |
| <input type="checkbox"/> Havelock | <input type="checkbox"/> Wairau Valley (Anywhere in the Valley, excluding Blenheim and Renwick) |
| <input type="checkbox"/> Picton | <input type="checkbox"/> Marlborough Sounds |
| <input type="checkbox"/> Renwick | |

READ: Marlborough District Council is a unitary authority. This means that the council has responsibilities for both local and regional issues, and is involved in providing a broad range of services and activities.

(B) Land Transport

The Council is responsible for all the roads in Marlborough except the State Highways. This includes footpaths, berms, street plantings, street lighting and car parking. **In the district, excluding State Highways**, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

- | | |
|--|-------------------|
| 3. Sealed roads | 1 2 3 4 5 6 7 8 9 |
| 4. Unsealed roads | 1 2 3 4 5 6 7 8 9 |
| 5. Footpaths | 1 2 3 4 5 6 7 8 9 |
| 6. Street lighting | 1 2 3 4 5 6 7 8 9 |
| 7. Car parking | 1 2 3 4 5 6 7 8 9 |
| 8. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>? | |

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

3. Sealed roads

Negative - 4 or below

- | | |
|--|---|
| <input type="checkbox"/> Poor sealed roads | <input type="checkbox"/> Poor maintenance |
| <input type="checkbox"/> Lack of maintenance | <input type="checkbox"/> Potholes |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ | |

Positive - 8-9

- | | |
|--|--|
| <input type="checkbox"/> Good maintenance | <input type="checkbox"/> Well sealed |
| <input type="checkbox"/> Well maintained | <input type="checkbox"/> Well signposted |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ | |

4. Unsealed roads

Negative - 4 or below

- Poor unsealed roads
- Poorly maintained
- Other Comments: WRITE IN: _____
- Lack of maintenance

Positive - 8-9

- No problems
- Well maintained
- Other Comments: WRITE IN: _____

5. Footpaths

Negative - 4 or below

- Poor footpath maintenance
- Lack of footpaths in area
- Unsafe for the elderly/ mobility scooters
- Other Comments: WRITE IN: _____

Positive - 8-9

- Good condition
- Well maintained
- Other Comments: WRITE IN: _____
- No problems

6. Street lighting

Negative - 4 or below

- Street lighting inadequate
- Poor light quality
- Other Comments: WRITE IN: _____

Positive - 8-9

- Adequate lighting
- Good lighting quality
- Other Comments: WRITE IN: _____
- Good/ well lit everywhere
- Plenty of lighting

7. Car parking

Negative - 4 or below

- Insufficient car parking
- Parking meters too expensive
- Other Comments: WRITE IN: _____

Positive - 8-9

- Adequate parking
- Always available
- Other Comments: WRITE IN: _____
- Good/ plenty of parking available

(C) Water Supply

Now I'm going to ask you about the various water services provided by the Council. The council operates fresh water supply schemes servicing Blenheim, Renwick, Picton, Awatere, Wairau Valley, Havelock and Riverlands. The council also provides irrigation schemes servicing Riverlands and Southern Valleys. If you receive Council supplied; on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

	1	2	3	4	5	6	7	8	9	Not available
9. Drinking Water Supply	1	2	3	4	5	6	7	8	9	10
10. Irrigation Water Supply	1	2	3	4	5	6	7	8	9	10

11. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

9. Drinking water supply

Negative - 4 or below

- Water undrinkable
- Water of low standard
- Costs regarding water supply
- Other Comments: WRITE IN: _____
- Have own supply
- Water out of town not good
- No supply

Positive - 8-9

- Good quality
- Good supply
- Good taste
- No problems
- Other Comments: WRITE IN: _____
- Some of the best water in New Zealand
- Very good

10. Irrigation water supply

Negative - 4 or below

- Costs regarding water supply
- Have own supply
- Other Comments: WRITE IN: _____
- Restrictions on water use
- Water out of town not good
- No supply

Positive - 8-9

- Do well maintaining water supplies
- Other Comments: WRITE IN: _____
- Good
- No problems

(D) Sewerage

The council operates sewerage schemes in Blenheim, Renwick, Picton, Seddon, Havelock, Spring Creek, Riverlands and Cloudy Bay business park. These cater for both domestic and industrial waste. If you receive Council supplied; on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

12. Sewerage services in general 1 2 3 4 5 6 7 8 9 Not available

13. If rated '4' or below - Why did you rate sewerage services at <<read out rating>>?

Negative - 4 or below

- Poorly designed
- Need better maintenance
- Other Comments: WRITE IN: _____
- Need forward planning
- Need to prioritize

Positive - 8-9

- No problems/ functions well
- Other Comments: WRITE IN: _____
- No overflow/ leakage
- No pungent smells

(E) Stormwater Drainage

The Council provides a stormwater drainage system to manage stormwater runoff in urban catchments, predominantly in Blenheim and Picton, and smaller networks in Renwick, Havelock, Spring Creek, Riverlands and Cloudy Bay business park. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

14. Urban stormwater drainage 1 2 3 4 5 6 7 8 9 Not available

15. If rated '4' or below; Why did you rate stormwater drainage at <<read out rating>>? **Negative - 4 or below**

- Council doesn't follow up
- Drains blocked/ need clearing
- Flooding still occurring
- Other Comments: WRITE IN: _____
- Irregular mulch / mowing of banks
- Poor maintenance
- Rubbish in rivers

Positive - 8-9

- No problems
- Not much flooding
- Other Comments: WRITE IN: _____
- Very well controlled

(F) Rivers and Drainage

The Council provides and maintains a network of stopbanks on rivers and drains on the main Wairau floodplain to protect against the risks of flooding and agricultural drainage. Lesser works at a lower rate charge are carried out in Picton and outside of the main Wairau floodplain. NB: Where rivers and drainage rates are not charged (eg Awatere), no river works are carried out. **In your local area**, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing...

16. River engineering and maintenance 1 2 3 4 5 6 7 8 9 Not aware N/a

17. If rated '4' or below: Why did you rate river engineering and maintenance at <<read out rating>>? **Negative - 4 or below**

- Erosion
- Not enough maintenance
- Other Comments: WRITE IN: _____

Positive 8 or 9

- Do a good job
- Managed well
- Other Comments: WRITE IN: _____
- Rarely floods
- Well maintained

(G) Biosecurity (Pest Management)

The Council is responsible for the coordination and monitoring of 'declared' regional pests - both animal pests (such as rabbits) and a range of plant pests (such as Nassella Tussock). The council works with landowners to ensure that are aware of their responsibilities, provide information, and ensure that landowners carry out the control of pests on their property. **In your local area**, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in...

18. Assisting landowners to manage animal pests 1 2 3 4 5 6 7 8 9 not aware

19. Assisting landowners to manage plant pests 1 2 3 4 5 6 7 8 9 not aware

20. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

18. Managing animal pests **Negative - 4 or below**

- Don't like use of poisons
- Issue - Opossums
- Issue - Rabbits
- Issue - wild cats
- Other Comments: WRITE IN: _____
- No visible Council involvement/ Have to control pests ourselves
- Pest control national not local issue

Positive - 8-9

- Council doing a good job
- Other Comments: WRITE IN: _____

19. Managing plant pests **Negative - 4 or below**

- Issue - Gorse
- Issue - Old Mans Beard
- Have to control pests ourselves
- Other Comments: WRITE IN: _____
- Lack of information about pests
- Council doesn't keep you informed

Positive - 8-9

- Council doing a good job
- No problems
- Other Comments: WRITE IN: _____



(H) Waste Management

The Council provide a range of waste management services across the region. These include a weekly kerbside collection of rubbish and recycling in Blenheim and Picton, the operation of the Resource Recovery Centre and Reuse Shop in Blenheim, the operation of seven transfer stations across the region, the operation of a hazardous waste storage facility in Blenheim, and the provision of a Greenwaste composting service in Blenheim with drop off available at the Picton transfer station. In your local area, on a scale of 1-9 where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing these waste management services?

	1	2	3	4	5	6	7	8	9	not aware	n/a
21. Kerb-side Rubbish and Recycling Collection	1	2	3	4	5	6	7	8	9	10	11
22. Waste Transfer Stations, including Hazardous Waste	1	2	3	4	5	6	7	8	9	10	11
23. Resource Recovery Centre, Reuse Shope and green waste composting	1	2	3	4	5	6	7	8	9	10	11

24. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

21. Kerb-side collection **Negative - 4 or below**

- Expensive
- No kerb-side collection
- Need to recycle
- Other Comments: WRITE IN: _____
- Recycling charges-should be free
- Recycling bins needed
- Service is inadequate

Positive - 8-9

- Excellent
- Great service/ pick up good
- Reliable/ on time
- Other Comments: WRITE IN: _____

22. Waste transfer stations **Negative - 4 or below**

- Expensive
- Inconsistent with pricing and service
- Service is inadequate
- Other Comments: WRITE IN: _____

Positive - 8-9

- Accessible - easy to get to
- Convenient
- Easy to access
- Efficient
- Everything runs smoothly
- Excellent service
- Other Comments: WRITE IN: _____
- Friendly staff
- Good convenient service
- Good facility
- Good service/ It is good
- Great service
- Very good
- Well managed facility

23. Resource Recovery Centre **Negative - 4 or below**

- Expensive
- Recycling charges-should be free
- Other Comments: WRITE IN: _____
- Need to recycle
- Service is inadequate
- Fees too high

Positive - 8-9

- Accessible
- Convenient
- Easy to use
- Other Comments: WRITE IN: _____
- Good parking
- Good service/ well managed
- Good to be able to easily recycle

(I) Community Facilities

The council administers community facilities, including nearly 13,000Ha of parks and reserves; playgrounds, sports grounds; community halls; swimming pools; cemeteries; public toilets; war memorials and monuments;. **In your local area**, on a scale of 1 - 9, where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council manages these facilities...

	1	2	3	4	5	6	7	8	9	do not use
25. Parks and reserves, including playgrounds, war memorials	1	2	3	4	5	6	7	8	9	do not use
26. Sports grounds	1	2	3	4	5	6	7	8	9	do not use
27. Community Halls	1	2	3	4	5	6	7	8	9	do not use
28. Swimming Pools	1	2	3	4	5	6	7	8	9	do not use
29. Cemeteries	1	2	3	4	5	6	7	8	9	do not use
30. Public Toilets	1	2	3	4	5	6	7	8	9	do not use

31. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

25. Parks and reserves incl playgrounds, war memorials

Negative - 4 or below

- Insufficient playgrounds
- Litter in parks and reserves
- Other Comments: WRITE IN: _____
- More cycle/walkways required
- Poorly maintained

Positive - 8-9

- Clean
- Layout is good
- Other Comments: WRITE IN: _____
- Well maintained/ in good condition

26. Sports grounds **Negative - 4 or below**

- No rubbish bins/ took away rubbish bins
- Facilities poorly maintained
- Other Comments: WRITE IN: _____

Positive - 8-9

- Clean
- Layout is good
- Other Comments: WRITE IN: _____
- Well maintained/ in good condition

27. Community halls **Negative - 4 or below**

- Community halls run down
- Other Comments: WRITE IN: _____

Positive - 8-9

- Clean
- Layout is good
- Other Comments: WRITE IN: _____
- Well maintained/ in good condition

28. Swimming pools **Negative - 4 or below**

- Issues - need new/ upgraded pool
- Other Comments: WRITE IN: _____
- Overcrowded
- Not well maintained

Positive - 8-9

- Clean
- Layout is good
- Other Comments: WRITE IN: _____
- Well maintained/ in good condition

29. Cemeteries **Negative - 4 or below**

- Cemeteries poorly maintained
- Council uninvolved
- Other Comments: WRITE IN: _____

Positive - 8-9

- Clean
- Layout is good
- Other Comments: WRITE IN: _____
- Well maintained/ in good condition

30. Public toilets **Negative - 4 or below**

- Insufficient public toilets
- Poor public toilet hygiene
- Other Comments: WRITE IN: _____
- Maintenance issues

Positive - 8-9

- Well maintained/ clean
- Other Comments: WRITE IN: _____

(J) Culture and Heritage

The council manages culture and heritage assets and resources, provides culture and heritage grants, and works with local groups to support and develop our arts, culture and heritage resources. On a scale of 1 - 9, where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing

32. Supporting culture and heritage in the district 1 2 3 4 5 6 7 8 9 do not use

33. If rated '4' or below, Why did you rate culture and heritage at <<read out rating>>? **Negative - 4 or below**

- Council has cut funding
- Council needs to improve support
- Don't think rates should be used for Culture and Heritage
- Only some groups get helped out
- Too much money spent on it
- Other Comments: WRITE IN: _____

Positive - 8-9

- Excellent
- Good
- Good support
- Plenty of choice
- Other Comments: WRITE IN: _____
- Provides good service
- Well covered/ large variety

(K) Consents and Compliance

The Council administers a wide variety of regulatory functions, powers and duties. Many of these are legislated by government, including the Resource Management Act, the Building Act, the Sale of Liquor Act, Food Act and the Health Act. Once consents have been approved, the Council then monitors activity to ensure on-going compliance, and investigates complaints. **In your local area**, on a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in administering services related to the...

34a. Resource Management Act - resource consents 1 2 3 4 5 6 7 8 9 not aware

34b. Resource Management Act - monitoring compliance with consent conditions 1 2 3 4 5 6 7 8 9 not aware

35. Building Act - building consents 1 2 3 4 5 6 7 8 9 not aware

36. Sale of Liquor Act 1 2 3 4 5 6 7 8 9 not aware

37. Health and Foods Act 1 2 3 4 5 6 7 8 9 not aware

38. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response - if it can be coded against any of the following, do so. If additional comments required, note them:

34a. Resource Management Act - resource consents Negative - 4 or below

- Compliance costs too high
- Council needs to communicate with landowners
- Other Comments: WRITE IN: _____
- No follow-up or enforcement
- Slow/ takes too long
- Too much red tape

Positive - 8-9

- Do a good job
- Efficient
- Other Comments: WRITE IN: _____
- Provide a good service

34b. Resource Management Act - monitoring compliance with consent conditions Negative - 4 or below

- Council needs to communicate with landowners
- Other Comments: WRITE IN: _____
- No follow-up or enforcement
- Slow/ takes too long
- Too much red tape

Positive - 8-9

- Do a good job
- Efficient
- Other Comments: WRITE IN: _____
- Provide a good service

35. Building Act Negative - 4 or below

- Building consents take too long
- Too much red tape
- Compliance costs too high
- Council needs to communicate with landowners
- Other Comments: WRITE IN: _____

Positive - 8-9

- Building Inspectors helpful
- Do the job well/ good job
- No problems/ issues
- Provide a good service
- Other Comments: WRITE IN: _____

36. Sale of Liquor Act Negative - 4 or below

- Better monitoring needed
- Council doesn't listen to community
- No follow-up or enforcement
- Other Comments: WRITE IN: _____
- Safe liquor doesn't get policed
- Should increase drinking age
- Should listen to the community

Positive - 8-9

- Good
- Monitoring underage drinking
- No problems
- Thorough ID checks made so working well.
- Well managed/ well monitored/ regulated
- Other Comments: WRITE IN: _____

37. Health and Food Acts Negative - 4 or below

- Council doesn't listen to community
- No follow-up or enforcement
- Restaurants should show ratings
- Other Comments: WRITE IN: _____

Positive - 8-9

- Do a good job
- Good Health Inspectors
- Good high standards and close monitoring
- Good standards overall
- No problems head of
- NZ standards/ Restaurant standards are good
- Other Comments: WRITE IN: _____

(L) Democratic Process

The Council encourages residents to participate in the decision-making processes of the Council, including providing information about the business of the council, awareness of council meetings, and local body elections. On a scale of 1 - 9, where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council assists residents in these processes...

39. Providing information about Council Business 1 2 3 4 5 6 7 8 9 not aware
40. Awareness of Council meetings 1 2 3 4 5 6 7 8 9 not aware

41. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

39. Providing Information about Council Business Negative - 4 or below

- Need to let locals know what is going on
- Too much behind closed doors/ not enough information provided
- Other Comments: WRITE IN: _____

Positive - 8-9

- Advertise well in paper/ media/ leaflets in mailbox
- Do a good job
- Other Comments: WRITE IN: _____
- Good communication
- Information always available
- Provide a good service

40. Access to Council meetings Negative - 4 or below

- Need to let locals know what is going on
- Public not aware of meetings
- Too many closed door meetings
- Other Comments: WRITE IN: _____

Positive - 8-9

- Advertise well
- Good communication
- Other Comments: WRITE IN: _____
- People are made aware

(M) Community Housing

The Council owns about 170 housing units that are available to older people, and rented at discounted rates. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

42. Community housing 1 2 3 4 5 6 7 8 9 not aware

43. If rated '4' or below; Why did you rate the provision of community housing at <<read out rating>>? **Negative - 4 or below**

- Council need to improve maintenance
- Not enough Council housing on
- Other Comments: WRITE IN: _____

Positive - 8-9

- Readily available to those that need them
- Well maintained/ good upkeep
- Other Comments: WRITE IN: _____

(N) Library Services

The Council operates two public libraries at Blenheim and Picton; and supports a network of seven community libraries (some in conjunction with local schools). On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

44. Public libraries 1 2 3 4 5 6 7 8 9 not aware do not use

45. Community and joint community school libraries 1 2 3 4 5 6 7 8 9 not aware do not use

46. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

44. Public Libraries **Negative - 4 or below**

- Insufficient books
- Library needs an upgrade
- Ratepayers shouldn't have to pay library charges
- Too much noise/ "SKYPE" chats
- Other Comments: WRITE IN: _____

Positive - 8-9

- Accessible
- Clean
- Good facilities/ pc etc
- Good range of books
- Other Comments: WRITE IN: _____
- Good range of services
- Good service/ staff helpful
- Opening hours good

45. Community and joint community-school libraries **Negative - 4 or below**

- Insufficient books
- Library needs an upgrade
- Ratepayers shouldn't have to pay library charges
- Too much noise/ "SKYPE" chats
- Other Comments: WRITE IN: _____

Positive - 8-9

- Accessible
- Clean
- Good facilities/ pc etc
- Good range of books
- Other Comments: WRITE IN: _____
- Good range of services
- Good service/ staff helpful
- Opening hours good

(O) Animal Control

The Council provides services in relation to dog control, , and the control of other animals (including livestock) in public locations (such as roads). On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

47. Dog control 1 2 3 4 5 6 7 8 9 not aware

48. Control of Livestock 1 2 3 4 5 6 7 8 9 not aware

49. If rated '4' or below; or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

47. Dog Control **Negative - 4 or below**

- Council does not do much to control animals
- Dog faeces in public places an issue
- Licensing too expensive
- Not getting any service from Dog Control
- Poor levels of animal control
- Other Comments: WRITE IN: _____

Positive - 8-9

- Act quickly
- Always very good/ sympathetic
- Don't see dogs roaming around
- Effective
- Other Comments: WRITE IN: _____
- Excellent
- Good
- Good service
- No problems
- Prompt service
- Respond quickly

48. Control of Livestock Negative - 4 or below

- Council does not do much to control animals
- Poor levels of animal control
- Other Comments: WRITE IN: _____

Positive - 8-9

- Don't see livestock roaming
- Excellent
- Good
- No issues
- No problems
- Other Comments: WRITE IN: _____

(P) Harbour Control

The Council is responsible for all matters of navigation and safety within Marlborough's coastal waterways, including D'Urville Island, the Marlborough Sounds, Port Underwood, Clifford and Cloudy Bays including the maintenance of navigation aids. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

(If asked: The business management of the Ports of Picton and Havelock are the responsibility of Port Marlborough)

50. Harbour Control 1 2 3 4 5 6 7 8 9 not aware

51. If rated '4' or below: Why did you rate the provision of harbour control services at <<read out rating>>? **Negative - 4 or below**

- Boat speed limits need policing
- Council should impose additional costs
- Harbour needs better management
- Provide courses on navigation safety
- Over-regulated
- Other Comments: WRITE IN: _____

Positive - 8-9

- Are strict and good
- Are very good at maintaining the equipment the use
- Good
- Good job
- Other Comments: WRITE IN: _____
- Good monitoring
- Good services over all
- Nothing ever goes wrong
- Well managed

(Q) Community Safety

The Council works closely with agencies in the policing, education and health sectors to address some of the root causes of behaviours that affect community safety. Security cameras in the Blenheim CBD and street safety patrols are examples of the services provided. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

52. Community Safety 1 2 3 4 5 6 7 8 9 not aware

53. If rated '4' or below " Why did you rate the provision of community safety at <<read out rating>>? **Negative - 4 or below**

- Not safe to walk in Blenheim streets at night
- Youth roaming streets
- Other Comments: WRITE IN: _____
- Needs more policing
- Need more cameras
- More of a police issue

Positive - 8-9

- Community awareness
- Do a good job
- Doing good job with security and the cameras
- Excellent
- Feel safe
- Other Comments: WRITE IN: _____
- Good Policing
- No problems
- Safe here
- Security system is good
- See plenty of Police around

(R) Community Support

The Council works to support our community with a particular focus on our young and older people. The Council also works with voluntary organisations to develop strategies and services to encourage participation in community activity. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

54. Community Support 1 2 3 4 5 6 7 8 9 not aware

55. If rated '4' or below Why did you rate the provision of community support at <<read out rating>>? **Negative - 4 or below**

- More attention needed for youth activities
- Needs more funding
- Other Comments: WRITE IN: _____
- Need more for elderly
- Room for improvement in funding allocations

Positive - 8-9

- Doing a good job with young people
- Good/ do the job well
- Help always available
- Lots of activities
- Support people in trouble/ people to talk to if needed
- Other Comments: WRITE IN: _____

(S) Emergency Management

The Council provides a rural fire service south of the Wairau River. Council also maintains an emergency management centre and is responsible for managing and responding to natural disasters and emergency events including floods and earthquakes. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing a rural fire fighting capability and emergency management...

56. Rural fire fighting 1 2 3 4 5 6 7 8 9 not aware
 57. Civil Defence Emergency management 1 2 3 4 5 6 7 8 9 not aware
 58. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

56. Rural fire fighting **Negative - 4 or below**

- All volunteers - no council funding
- Council could provide more
- Fire controls too stringent
- Have to rely on own resources
- No civil defence in some areas
- Other Comments: WRITE IN: _____

Positive - 8-9

- Really good service
- Excellent
- Good firemen/ well trained
- Other Comments: WRITE IN: _____
- Good number of volunteers
- Good service
- On the ball
- Quick response

57. Emergency management **Negative - 4 or below**

- All volunteers - no council funding
- Council could provide more
- Floods not dealt with quickly enough
- Have to rely on own resources
- No civil defence in some areas
- Other Comments: WRITE IN: _____

Positive - 8-9

- Always people there when needed
- Do a good job
- Good planning for future situations
- Other Comments: WRITE IN: _____
- Good service
- On the ball
- Very good service

(T) Environment Policy and Information

The Council monitors and reports on the state of Marlborough's environment, including air, land, water and coastal resources. Information collected through this process is then used to develop sustainable use and management of the district's resources. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council completes this function...

59. Developing environmental policies under the Resource Management Act 1 2 3 4 5 6 7 8 9 not aware
 60. Environmental monitoring and information provision 1 2 3 4 5 6 7 8 9 not aware
 61. If rated '4' or below, or '8' or '9': Why did you rate <<read out service>> at <<read out rating>>?

Interviewer note response -

59. Developing environmental policies under the Resource Management Act **Negative - 4 or below**

- Issue: Pollution
- Issue: Spray from vineyards
- Issue: usage and monitoring of rivers
- Control not effective
- Other Comments: WRITE IN: _____
- Council direction ineffective
- Lack of environmental monitoring
- Lack of information about environmental monitoring

Positive - 8-9

- Do a good job
- Other Comments: WRITE IN: _____

60. Environmental monitoring and information provision **Negative - 4 or below**

- Issue: Pollution
- Issue: Spray from vineyards
- Issue: usage and monitoring of rivers
- Control not effective
- Other Comments: WRITE IN: _____
- Council direction ineffective
- Lack of environmental monitoring
- Lack of information about environmental monitoring

Positive - 8-9

- Good information flow
- Doing a good job
- Other Comments: WRITE IN: _____

(U) Regional Development

The Council has a number of services that support regional development. These include the provision of core infrastructure, management of regulations and policies that affect regional development, and encouraging the establishment of businesses. The council leads a number of projects to assist key industry sectors. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

62. Regional Development 1 2 3 4 5 6 7 8 9 not aware

63. If rated '4' or below: Why did you rate the provision of Regional Development at <<read out rating>>? **Negative - 4 or below**

<input type="checkbox"/> Actions impede business development	<input type="checkbox"/> Council shouldn't be involved
<input type="checkbox"/> Communication issues	<input type="checkbox"/> Ineffective
<input type="checkbox"/> Cost is too high	<input type="checkbox"/> Narrow focus - tourism & wine
<input type="checkbox"/> Other Comments: WRITE IN: _____	<input type="checkbox"/> Need to allow new development

Positive - 8-9

<input type="checkbox"/> Do a good job
<input type="checkbox"/> Does well in supporting business
<input type="checkbox"/> Very good
<input type="checkbox"/> Other Comments: WRITE IN: _____

(V) Tourism

The Council is the principal funder of Destination Marlborough, which is responsible for promoting Marlborough as a visitor destination to national and international tourists. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council supports tourism...

64. Support of tourism 1 2 3 4 5 6 7 8 9 not aware

65. If rated '4' or below: Why did you rate the provision of tourism services at <<read out rating>>? **Negative - 4 or below**

<input type="checkbox"/> Cost - is this appropriate for council?	<input type="checkbox"/> More effort - room to improve
<input type="checkbox"/> Customer service & information centre poor	<input type="checkbox"/> More promotion required
<input type="checkbox"/> Other Comments: WRITE IN: _____	<input type="checkbox"/> Poorly managed

Positive - 8-9

<input type="checkbox"/> Advertise well/ good advertising
<input type="checkbox"/> Council performs well and supporting tourism
<input type="checkbox"/> Doing a good job
<input type="checkbox"/> Good information/ brochures
<input type="checkbox"/> Lots of tourism in the area
<input type="checkbox"/> Promote the region well
<input type="checkbox"/> Tourism well promoted
<input type="checkbox"/> Other Comments: WRITE IN: _____

(W) Research

The Council is a part funder of the Marlborough Research Centre. This centre undertakes research into viticulture and other primary production sectors that help to ensure Marlborough's primary industries have access to world-class research and advisory services. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

66. Crop research 1 2 3 4 5 6 7 8 9 not aware

67. If rated '4' or below: Why did you rate the provision of crop research at <<read out rating>>? **Negative - 4 or below**

<input type="checkbox"/> Council shouldn't be involved/ private sector role	<input type="checkbox"/> Too much focus on grapes
<input type="checkbox"/> Other Comments: WRITE IN: _____	<input type="checkbox"/> Don't see any results

Positive - 8-9

<input type="checkbox"/> Do a thorough job
<input type="checkbox"/> Provide a good service
<input type="checkbox"/> Other Comments: WRITE IN: _____

(X) Events Management

The Council supports Marlborough 4 Fun to help organise and publicise local events. These events, and the new Convention Centre support our local economy, bring in visitors and increase the participation and activity of our community. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how well do you think the Council performs in providing this service...

68. Events and conferences 1 2 3 4 5 6 7 8 9 not aware

69. If rated '4' or below: Why did you rate the provision of events and conferences at <<read out rating>>? **Negative - 4 or below**

- Cost is too high for outcome
- Currently ineffective
- Events should be advertised more
- Other Comments: WRITE IN: _____
- More specific focus required, too general
- Needs to reach all areas of district

Positive - 8-9

- Do a great job/ events good
- Good range of events
- Well advertised
- Well promoted
- Other Comments: WRITE IN: _____

(Y) Council Services

70. Have you contacted, or been contacted by the Council in the past 12 months? This includes using the Council's website.

- No- SKIP TO 74
- Yes - CONTINUE

71. How was that contact made?

- Telephone
- Website
- Other Comments: WRITE IN: _____
- At Council Offices
- By post
- E-mail

72. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate your contact with the council?

- 1 2 3 4 5 6 7 8 9

73. If rated '4' or below: Why did you rate your contact with the Council at <<read out rating>>? **Negative - 4 or below**

- No officer to take responsibility
- Too many people to get through
- Other Comments: WRITE IN: _____

Positive - 8-9

- Friendly service
- Good service
- Informative
- Other Comments: WRITE IN: _____
- Quick response/ no delay
- Very helpful

ASK ALL - 74. On a scale of 1 - 9; where 1 = not at all well, 5 = neutral and 9 = extremely well, how would you rate the overall performance of the Marlborough District Council over the last 12 months?

- 1 2 3 4 5 6 7 8 9

(Z) Prioritisation

The council needs to ensure priorities are established to best meet the needs of the community. Using the scale where 1= not at all important; 5 = neutral and 9 = crucially important, please rate the level of importance the council should place in providing services with regard to the following services and facilities:

75. Land transport	1	2	3	4	5	6	7	8	9
76. Water supply	1	2	3	4	5	6	7	8	9
77. Sewerage	1	2	3	4	5	6	7	8	9
78. Stormwater drainage	1	2	3	4	5	6	7	8	9
79. Rivers and drainage	1	2	3	4	5	6	7	8	9
80. Pest control	1	2	3	4	5	6	7	8	9
81. Waste management	1	2	3	4	5	6	7	8	9
82. Community facilities	1	2	3	4	5	6	7	8	9
83. Culture and heritage	1	2	3	4	5	6	7	8	9
84. Consents and compliance	1	2	3	4	5	6	7	8	9
85. Democratic process	1	2	3	4	5	6	7	8	9
86. Community housing	1	2	3	4	5	6	7	8	9
87. Library services	1	2	3	4	5	6	7	8	9
88. Animal control	1	2	3	4	5	6	7	8	9
89. Harbour control	1	2	3	4	5	6	7	8	9
90. Community safety	1	2	3	4	5	6	7	8	9
91. Community support	1	2	3	4	5	6	7	8	9
92. Emergency management	1	2	3	4	5	6	7	8	9
93. Environmental policy and information	1	2	3	4	5	6	7	8	9
94. Regional development	1	2	3	4	5	6	7	8	9



95. Tourism	1	2	3	4	5	6	7	8	9
96. Research	1	2	3	4	5	6	7	8	9
97. Events management	1	2	3	4	5	6	7	8	9

(AA) About Your Circumstances

98. Is the home where you live owned by someone who lives in the household, or is it rented?

- | | |
|--|----------------------------------|
| <input type="checkbox"/> Owned | <input type="checkbox"/> Rented |
| <input type="checkbox"/> Private Trust | <input type="checkbox"/> Refused |
| <input type="checkbox"/> Other Comments: WRITE IN: _____ | |

99. Which of the following best describes your household's annual income before tax?

- | | |
|---|---|
| <input type="checkbox"/> under \$10,000 | <input type="checkbox"/> \$70-\$85,000 |
| <input type="checkbox"/> \$10-\$25,000 | <input type="checkbox"/> \$85-\$100,000 |
| <input type="checkbox"/> \$25-\$40,000 | <input type="checkbox"/> \$100,000+ |
| <input type="checkbox"/> \$40-\$55,000 | <input type="checkbox"/> declined |
| <input type="checkbox"/> \$55-\$70,000 | |

100. How long have you lived in Marlborough?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> less than 2 years | <input type="checkbox"/> 5-10 years |
| <input type="checkbox"/> 2-5 years | <input type="checkbox"/> 10+ years |

101. For auditing purposes, could you please provide your name? This will be used for Research First auditing purposes and will not be provided to Marlborough District Council.

Interviewer note telephone number

Interviewer:

Appendix 2: Verbatim Responses, Unprompted Questions

Council Services - Positive

Awatere Valley

Very helpful	2
Good Service	
Informative	
Easy to get hold of	
Meeting handled very well	
Give plenty of notice if working in area and of the impact of work on our household	
Had as much contact as I would have liked	
Quick response / no delay	

Blenheim

Very Helpful	38
Friendly service	31
Good service	27
Informative	27
Quick response/ no delay	12
Knowledgeable	2
Communicative	
Easy to understand	
Follow up phone call was good	
Followed up well	
Gave everyone a say	
Has a professional relationship	
Always give an answer	
Always professional	
Always thru to right person	
Counter service good	
Concise	
Easy to use	
Easy to use	
Efficiency	
Excellent staff	
Given adequate information	
Good communication	
Good follow up service	
Great in front desk	
Has a professional relationship	
Information required concrete and easily located	
Knew what was obliged to do	
Listened	
Listened to a lot of people	
Make enquiries easy to deal with	
Make themselves available especially the mayor	
No issues	
No problems	
No problems	
On the ball	
Prompt	
Regular updates	
Spoke to right person	
Staff are excellent	
Sufficient warning of due registrations	
Their response was quite satisfactory	
Website - easy to use	
Website has improved	
Well train staff	

Havelock

Good Friendly service	2
Very helpful	
Informative	
Quick response	
No delay	

Marlborough Sounds

Good Friendly service	7
Very helpful	3
Accessible	
Girls behind the counter brilliant service either by phone or in person	
Good communication	



Informative
 Informative
 Knowledgeable staff
 Logically places
 No problems contacting them
 Quick response/ no delay
 Website - easy to use

Picton

Very helpful	4
Good Friendly service	6
Quick response/ no delay	2
Easy to get hold of	
Easy to navigate	
Good communication	
Great map option on the website	
Informative	

Renwick

Good Friendly service	11
Quick response/ no delay	6
Very helpful	4
Informative	4
The service has improved	
Efficiency	
It worked	

Wairau Valley

Good service	11
Very helpful	7
Friendly service	4
Informative	3
Quick response/ no delay	3
Excellent service from front desk person	
Followed up well	
Good facilities with websites	
Good result and service	
Website - easy to use	

Council Services - Negative

Awatere Valley

No officer to take responsibility
 The mayor and CEO have bad communication with other councillors

Blenheim

Deliberate misinformation
 Difficult to access - not friendly for the vision impaired
 Do not follow up
 Don't listen
 Don't need to contact council
 Ignored
 Letter received was late and after the fact
 Making contact was perfectly adequate but lack of action would rate it this low (3)
 Need more internal communication
 Negative communication in some areas
 Negative communication with as yet no outcome
 No follow up
 No response
 Quite slow in following up
 Response to phone enquiry not followed up
 Unorganised
 Website is old/not up to date

Havelock

-

Marlborough Sounds

Do what they want anyway regardless of submissions - lack of understanding or realisation
 Rude and arrogant from management; positive qualifier noted
 Unhappy with outcome and way handled
 Untrained staff



Picton

Seem to really protect their own - feather their own nest

Renwick

Blacked out relevant information on the Renwick website

Wairau Valley

Not enough contact from council
You have to do all the work

Land Transport - Positive

Awatere Valley

Well maintained sealed roads	2
Plenty of street lighting	2
Good, well lit everywhere	2
Good/ plenty of parking available	2
Well maintained unsealed roads	
No problems with footpaths	
Well maintained footpaths	
Adequate car parking	
Good new car park in Blenheim	

Blenheim

Good new parking building	87
Well maintained sealed roads	61
Good/ well lit everywhere	46
Adequate lighting	34
Adequate car parking	34
Footpaths in good condition	31
Footpaths well maintained	27
Plenty of lighting	24
Well maintained unsealed roads	19
Car parking always available	19
Good quality lighting	18
No problem with unsealed roads	11
Well Sealed	13
Good condition sealed roads	6
New world class car park	5
No broken lights / replaced quickly	4
Lighting well maintained	3
No issues with lighting	3
Car parking cheap	3
Well signposted sealed roads	2
Well engineered	
Nice plantings	
Aren't many unsealed roads	
Better than most places in the country	
Good sealed roads	
Good cycleways	
Not many unsealed roads	
Car parking affordable	

Havelock

Well maintained sealed roads	3
Adequate car parking	2
Good/ plenty of parking available	
Well maintained unsealed roads	
Well maintained footpaths	
Good condition – footpaths	
Adequate lighting	

Marlborough Sounds

Good maintenance – sealed roads	8
Good/ plenty of parking available	6
Adequate parking	6
Well maintained – sealed roads	5
Good/ well lit everywhere	4
Well maintained unsealed roads	2
Good lighting quality	2
Adequate lighting	2
Good condition – footpaths	
Good/ plenty of parking available	
Good condition considering the distances from the sealed roads	
Number of paths good and wide	
Good use of resources	
Lots of sealed roads in the rural areas	
Plenty of lighting	
Car parking well-spaced	

Picton

Good/ plenty of parking available	6
Good/ well lit everywhere	5
Good condition footpaths	3

Adequate lighting	3
Good maintenance – sealed roads	2
Adequate parking	2
Well maintained sealed roads	
Lighting generally OK	
No problems, sealed roads	
No problems, unsealed roads	
New development in Picton	

Renwick

Good/ plenty of parking available	11
Adequate lighting	7
Good condition footpaths	7
Adequate parking	7
Good maintenance – sealed roads	4
Well maintained sealed roads	3
Good/ well lit everywhere	3
Good lighting	3
Well maintained footpaths	3
No problems, unsealed roads	3
No problems, footpaths	3
Well maintained unsealed roads	2
Plenty of lighting	2
Parking always available	2
Well sealed	
Unsealed roads are supposed to be rough	
For the size of the town parking is excellent	

Wairau Valley

Good/ plenty of parking available	18
Good condition footpaths	7
Adequate lighting	7
Adequate parking	7
Good lighting quality	5
Good maintenance – sealed roads	4
Well maintained sealed roads	4
Good/ well lit everywhere	4
Well maintained unsealed roads	3
Well maintained footpaths	3
Parking always available	3
Plenty of lighting	3
Well signposted	
Well sealed	
No problems, unsealed roads	
No problems, footpaths	
Council have done reasonably well in providing a new car parking building and have been progressive	
Parking prioritised	
Time has increased for paid parking which is good and there is adequate free parking	

Land Transport – Negative

Awatere Valley

Lack of footpaths in area	10
Poor maintenance unsealed roads	8
Lack of maintenance – unsealed roads	6
Street lighting inadequate	6
Poor unsealed roads	5
Poor maintenance of sealed roads	3
Poor Sealed Roads	2
Potholes	2
Lack of maintenance of sealed roads	2
Poor footpath maintenance	3
Insufficient car parking	3
Poor supervision of jobs done	
Should own a Grading machine rather than hire more expensive contractors	
Fed up with telephoning them to fix it	
Potholes in footpaths	
Promised extensions every two years - No work in eight years	
Unsafe for the elderly/ mobility scooters	
Poor light quality;	
Dangerously inadequate	
Old fashioned lighting still being used	
Fifteen years since lighting worked on	
Carpark building in Blenheim is completely superfluous to needs because there is so much parking already available in CBD	

Blenheim

Lack of maintenance – sealed roads	21
Poor sealed roads	28
Poor maintenance – sealed roads	27
Street lighting inadequate	25
Insufficient car parking	21
Potholes – sealed roads	17
Lack of maintenance – unsealed roads	15
Poorly maintained unsealed roads	16
Poor unsealed roads	14
Parking meters too expensive	13
No problem with footpaths	11
Poor street lights	10
Too much car parking	9
Not graded frequently enough	6
Car parking goes unused	4
As a cyclist the sealed surface is rough	3
Footpath extensions have been good	3
Plenty of footpaths	3
Poor maintenance – street lights	3
Too many parking meters	3
Not enough free car parking	3
Contractors used do not do a good job	2
Bumpy roads	2
Potholes in unsealed roads	2
Parking too far away	2
Unsealed roads need sealing	2
Lighting not very consistent between different areas	2
No need for multi-storey carpark, not used and people didn't want it	2
Bad round-about on Battys Road	2
50k spent on roads and roundabouts but resulted in no improvements	
Constantly working on the roads and not fixing them fast enough	
Don't inform residents	
Flooding after rain for days	
Sealed roads full of potholes	
Footpaths are wide enough	
For one year river washing away road-North bank a bus school route not fixed yet	
Forestry trucks cause havoc	
Issues arise when works are being completed	
Lack of control of contractors	
Two broken lights in our street	
Lack of round-a-bouts	
Leaves blocking drains	
New car park building unnecessary	
Not a whole seal	
Not enough done	
Not good compared to West coast Otago	
Not meeting standards	
One street of road is done all the time and streets surrounding are left alone	
Patched up every 6 weeks a total waste of money	
Pay high rates but they aren't getting the benefit in the roads	
Poor camber of roads	
Poor quality of resealing	
Resealing of roads that are not in need whilst roads in need are not resealed	
Road works everywhere recently - very annoying	
Roads always been dug up	
Roads ripped up for telecom wireless	
Rough	
Sealing already sealed roads- tax payer expense	
Spend too much on roundabout didn't need	
Too long to repair roads	
Too many gravel roads on main drive able roads	
Uneven	
Uneven roads in local area	
Wasted money on plants instead of maintaining the roads	
Patch jobs	
Patch up jobs which do nothing	
Put services all in at once not re digging up	
Scott St recently resealed and is now worse	
Stop patching; reseal Avondale Rd properly	
Takes longer than they said i.e. 3 weeks currently 5 weeks weather's been good	
Too much digging and then digging up	
Wasting money on existing round-a-bouts	
Worse than Christchurch	
Abysmal even after grading	
As cyclists the surface is rough	

Edges of road are uneven
 General cleanliness poor
 Grading is substandard needs be of a standard where the corrugations have red...
 Gutters are full of rubbish
 Issues arise when works are being completed
 Rarangi/ Robinhood Bay - Dangerous
 Still rutted even after grading
 The roads are not wide enough for cars to manoeuvre
 A couple of alleyways that could do with being lit up
 Bad Maintenance – street lighting
 Blown bulbs
 But not bright enough in some areas
 Street lights don't exist
 Don't monitor Lights
 Feel unsafe at night
 Lighting only the corners'
 Need more focus on lights
 Need more in side streets
 No street lighting
 Not strategically provided
 Lights not turned on for long enough hours
 Only lighting on side of road opposite to foot paths
 Over lit - turn off every second light
 Lack of street lighting
 Tree growth in carpark take up room
 Tree islands
 Very little free parking now since new car park
 Waste of money on carparks that are not being used
 Planted tress where there were car parks
 Poorly designed areas that have been taken up by pocket parking so less cars...
 Pricey
 Put in carparks then take them away
 Put meters in the free parking
 Putting trees in the carpark places
 Ratepayers shouldn't have to pay for parking
 Removal of Countdown double carparks, for trailers or boats
 Should be supporting public transport
 Small carparks
 Spent money on Car parking building when not needed
 Taken away carparks
 Taken out carpark and put in trees
 The beautification of carparks is in silly places
 The money spent on the new parking building was unnecessary
 The tree planting in existing carpark leaves no room for large vehicles
 Not enough disabled Car parking
 Do not need car parking building
 Don't like the new car parking building, waste of money
 Excessive amount of carparks
 Gone overboard and have car parks than people
 Have just put up a new car parking building and should concentrate in areas
 High rise car parking not the best considering the situation in Christchurch
 One way in and one way out is stupid on new car park building
 Avoid carpark buildings because of earthquakes
 Heard not built well
 Based on too many car parks!
 Big new one in wrong place
 Built car parks that are not needed

Havelock

Street lighting inadequate 2
 Poor maintenance – sealed roads
 Lack of maintenance
 Unsuitable gravel
 Lack of footpaths in area
 Big issue especially turning carparks into green areas since new Multi-storey car park
 Insufficient car parking
 Too much money spent on parking building

Marlborough Sounds

Poor maintenance – unsealed roads 4
 Insufficient car parking 4
 Poor unsealed roads 3
 Lack of footpaths in area 3
 No street lighting 3
 Poor maintenance – sealed roads 2
 Poor footpath maintenance 2

Gutters from path to road lack maintenance	2
Lack of maintenance – unsealed roads	2
Street lighting inadequate	2
Potholes	2
Footpaths unsafe for the elderly/ mobility scooters	2
Parking meters too expensive	2
Light bulb in street had been blown and not fixed for four years	
No work will be continuing on sealed roads	
Need roads to be sealed	
Lots of washout;	
Too narrow in places	
Dangerous unsealed roads	
Not bad - don't expect high quality off the seal	
Grading is substandard needs be of a standard where the corrugations have reduced, including rolling would be helpful	
Pedestrian crossings are ineffective as people cross the road anywhere	
Cracks from tree roots in footpaths	
Getting rid of free car parking spaces	
Insufficient car parking	
Planted trees where they used to park	
Locals are the ones who maintain car park	

Picton

Insufficient car parking	5
Street lighting inadequate	4
Poor maintenance - sealed roads	4
Lack of maintenance – sealed roads	3
Poor footpath maintenance	3
Poor sealed roads	2
Potholes, sealed roads	2
Parking meters too expensive	2
Some roads could do with upgrading	
Rumble strips outside our house and the council was no help	
Pressurised water mains	
Poorly maintained unsealed roads	
Lights often running in daylight need to come on in dark and off in light	
Potholes in unsealed roads	
Lack of maintenance, unsealed roads	
Footpaths required in built-up areas	
Lack of footpaths in area	
Lack of resealing	
Milton Terrace does not have footpaths	
Old yellow street lights	
Paying for parking only 60 minutes	
Street lighting could be better in areas	
Should look after residents;	
Too many carparks	
Car parking building a waste of money	
Huge carpark with no one in it	
Designation of parking in Picton could be improved	
Carpark building in Blenheim is completely superfluous to needs	
Costs too much	

Renwick

Poor footpath maintenance	6
Lack of footpaths in area	5
Poor unsealed roads	5
Insufficient car parking	5
Poor maintenance - sealed roads	4
Poor maintenance - unsealed roads	4
Lack of maintenance – sealed roads	4
Poor sealed roads	3
Parking meters too expensive	3
Potholes	2
Footpaths unsafe for mobility scooters / elderly	2
Street lighting inadequate	2
Poor light quality	2
Patch up jobs in seal	
Council needs to see Havelock Street in Renwick when it's dried up	
Repair to the standard to take the big trucks	
Ripped up the road out to Springlands and ruined my car and took too long to finish work	
Arguing who's responsible between Forestry or council	
Dangerous at the edge if wheel catches	
Don't spray grass edges	
Lack of maintenance – unsealed roads	
Unsafe bumpy footpaths	



Unsafe for the elderly/ mobility scooters
Very uneven footpaths
Footpaths not suitable for wheelchair, gets stuck on uneven surfaces
No street lights in area
More lighting needed
No five or ten minute free parking
Parking building too far from the CBD
Tree growth in carpark take up room
Very anti the car parking building as it encourages lack of parking in town
No parking in area we need to shop
Car parking building not done well

Wairau Valley

Poorly maintained unsealed roads	9
Street lighting inadequate	7
Lack of maintenance – unsealed roads	5
Lack of footpaths in area	5
Poor unsealed roads	3
Unsafe for the elderly/ mobility scooters	2
Too many metered parks	2
Parking meters too expensive	2
Potholes – unsealed roads	
Want our road to be sealed	
Needs more grading	
Abysmal even after grading	
Gets torn apart by vehicles	
Not level - tree roots	
Poor footpath maintenance	
Slippery in the winter and glass like	
Too many people on scooters	
Poor light quality	
Ugly blue lights	
Insufficient car parking	
Lacks organization	
No car parking	
Not enough free parking	
Not enough parking areas rurally	
Silly large multi-storey carpark	
Spent too much money on car parking	
Too difficult to get into it and it holds up traffic	
Too many car parks	
Too much car parking	
Too much car parking and in the wrong areas	
Too Much Now	
Waste of money on carparks that are not being used.	

Water Supply Positive

Awatere Valley

No problems – functions well – sewer	4
Do well maintaining water supplies	
No problems – water supply	

Blenheim

Good quality water	94
No problems/ sewer functions well	164
No problems with drinking water	100
Good supply	65
Water tastes good	57
No problem with stormwater	36
No problems with water supply	29
Stormwater system well controlled	20
Not much flooding	19
Do well maintaining water supplies	15
Good quality water	15
Some of the best water in New Zealand	12
No pungent smells from sewer	5
No overflow/ leakage	4
Well maintained – sewer	4
Not treated chlorinated	4
Storm water: had problems before but the problem has been resolved	2
Better off than most countries	
No restrictions	
Not charged	
Reliable	
Supply good	
Worked on irrigation water supply and therefore know how good it is	
Good at harvesting water that would wise be run off	
Good irrigation	
Good supply for farms and vineyards	
Heard good things about water supply	
Consistency of service - sewer	
Doesn't cost us any extra - sewer	
Sewage doesn't just get pumped out to sea like in Picton	
Doing a good job - sewer	
Don't pay for sewerage really and get a good service	
Extending network is great	
Faultless - sewer	
Good communication - sewer	
Good maintenance - sewer	
Good price- sewer	
Good staff	
Keeping up with technology	
Problems fixed quickly	
Sewerage ponds used productively for research	
System everyone is on	
Upgraded – sewer	
Clear drains well	
Doing a good job to manage stormwater	
Good system to manage stormwater	
Have recently put signs on showing that it goes out to the fish so not to add chemicals	
Stormwater system improving well	
Stormwater system meets all the requirements	
Never had issues with water supply	
Stormwater problems fixed promptly	
Some flooding, but good	
Stormwater: Stick to regulations and do a good job	
Can drink from the tap	
Clean	
Clean	
Deal with issues	
Fairly clean water	
Few restrictions in summer	
Fresh	
Good job considering size of budget	
Good pressure	
High iron content	
If there is a problem always let people know	
Informed quickly when there were problems	
New Pumping station	
Not dirty	

Not metred and happy those don't have to pay for it
 Other reliable
 Personal experience working on water supply
 Possibly chlorinated
 Proactive in treating
 Two systems merged well (Burleigh and Blenheim)
 Ultra-violet light treatment of water
 Word of mouth

Havelock

Good quality	3
No problems – sewer functions well	3
Good supply	2
No problems	
Do well maintaining water supplies	
Stormwater: no problems	
Stormwater: Problems are quickly fixed	

Marlborough Sounds

Good quality	
Good supply	
No problems	
No problems – sewer functions well	2
No problems with water supply	2
No problems with stormwater system	2
Stormwater caters for the rain that the area gets	
Not much flooding	

Picton

Good quality	4
No problems – water	3
No problems – sewer functions well	9
No problems – stormwater	4
Stormwater very well controlled	2
Do well maintaining water supplies	
Council fixed stream on his land	
Doing a good job - stormwater	
Stormwater problems fixed promptly	
Good supply	
Good taste	
Vast improvement	
Very reliable	
Good maintenance	

Renwick

No problems with water	8
Good quality	7
Good supply	6
No problems – sewer functions well	17
No problems with stormwater	5
No problems with water supply	4
Not much flooding	4
Do well maintaining water supplies	2
Good quality water	2
Good maintenance on sewer	
Put in new gutters when tar sealed	
On water meter rates use over that we have pay	

Wairau Valley

No problems with stormwater	7
Good quality water	2
Stormwater well controlled	3
Not much flooding	2
No problems – sewer functions well	
Do well maintaining water supplies	
Good supply	
No problems	

Water supply negative

Awatere Valley

Water undrinkable	11
Costs regarding water supply	2
No water for Seddon but water for vineyards	
Have to boil water	

No water supply
Have to buy bottled water
Don't agree with national standards therefore do not want costs for upgrades incurred
Get our drinking water from school or have to buy it
Cannot wash vegetables or clean teeth or drink water
E Coli made me sick
Have to boil water
Each sewerage scheme that is introduced is charged to the ratepayer and becomes most costly each time

Blenheim

Flooding still occurring	27
Drains blocked/ need clearing	19
Poor maintenance of stormwater	13
Rubbish from stormwater goes into rivers	5
Seddon water supply is not good	4
Too many consents	2
Water costs too high	2
Expensive to hook up storm water	2
Doesn't meet needs – viticulturist	
Doesn't believe it is council owned, devalues property	
Hassle to get a well	
Water undrinkable	
Limited supply out of town	
Not managing sustainably	
Over allocated	
Restrictions on water use	
The focus is going only direction	
Water from flats a problem	
Water pressure bad can only have one tap inside or one tap on outside	
Water pressure not good might be smaller pipes on our property-not sure	
Riverlands sewerage block stinks and requires fixing	
But as a ratepayer paying for the new system the interest rate on the internal loan that ratepayers need to pay back is extremely high	
Didn't know it existed	
Need better maintenance	
Once there is a problem they can't identify where exactly the problem is	
Not enough resources	
Need to prioritize	
Money being spent in the wrong place	
Needs upgrading	
Not able to be supplied although the piping runs under my gateway and had to apply for a special resource consent to be able to have septic system	
Sewer problems were difficult to sort out	
Responsibility should be further than just on the street	
Stormwater drains always getting blocked	
Stormwater could do better	
Stormwater: council doesn't follow up	
Council says rate payers should clean out water overflow - Councils responsibility	
Roads higher than property floods onto property	
Rubbish - coming from drain pipes	
Against water hardening	
Absolutely shameful that Grovetown and Seddon do not have proper water supply	
Awatere is on permanent boil notice	
Awatere have to boil theirs still	
Sewerage got into water in Blenheim and took ages to fix	
System is not up to standards	
Water of low standard	
Water out of town not good	
Local school (Awatere) only source of good water in area	
Water of low standard	
Very cloudy water and she has repeatedly contact the council but the situation has yet to be resolved	

Havelock

Water of low standard
Water undrinkable
Talk of bringing in water meters
Council allocate too much water to vineyards – unsustainable
Extensive flooding over the course of a year took 12 months to repair
Flooding still occurring;
Taylor river floods
Homeowner not provided with stormwater system on 4 year old property
No stormwater drain and it floods

Marlborough Sounds

Inadequate if rates going to be raised to Picton standard
Water undrinkable

2

Costs regarding water supply
 Water of low standard
 Poor stormwater maintenance 2
 Flooding still occurring 2
 Inadequate if rates going to be raised to Picton standard
 To service viticulture sector only
 Sewage goes into the sounds
 Too high a cost; Goes in to the environment
 Wanting to increase rates to Picton residential zone - yet no water supply from council - if I could rate lower than one I would
 Council doesn't follow up on stormwater issues
 Drains blocked/ need clearing
 Floods his property
 Wanting to increase rates to Picton residential zone - yet no stormwater drainage from council

Picton

Taste of water not good 4
 Just drinkable
 Flooding still occurring 5
 Drains blocked/ need clearing 2
 Dislike discharge of waste into Sounds;
 40% water lost is through leaks in councils system from poor maintenance over years and now they are talking about meters and not fixing the leaks
 No fluoridation
 We need to filter our water with filters get blocked regularly
 Picton's water is noticeably poorer than other areas
 Memorial Park when it is raining heavy sewerage smells paper and everything else seems to be coming up from drains
 Mismanaged in council because have been asked to pay more rates for a sewerage upgrade when we have already paid in past for an upgrade
 Need better maintenance
 Smell
 Still being worked on in my area (Picton)
 Have to share stormwater pipes with neighbour
 Poor stormwater maintenance
 Stormwater still collects on residential properties

Renwick

Costs regarding water supply
 Water undrinkable 3
 Drains blocked/ need clearing 2
 Costs regarding water supply
 Restrictions on water use
 Monitor availability
 No supply
 While operating it needs to be on full pressure all the time winter mode is a waste of time
 Restrictions on water use
 200 metres sewer line but still on septic tank fortune to connect
 Pipes too small
 Poorly designed; Need better maintenance; Need to prioritize
 Three times dearer for water
 Do not have storm water drain ditch only
 No stormwater drain and it floods

Wairau Valley

Costs regarding water supply
 Inadequate for growth of area
 Seddon needs to be improves
 Drains blocked/ need clearing 2
 Flooding still occurring 2
 Costs regarding water supply
 Water out of town not good
 Sewerage should come out of general rates
 Bridge that keeps breaking in the river in storms
 Pump the stormwater into the river
 Council doesn't follow up on storm drains
 Needs to be pro-active in stormwater situations

Rivers Engineering- Positive

Awatere Valley

Doing a good job 2
 Well maintained 2
 Well managed



Blenheim

Well maintained	47
Doing a good job	44
Rarely floods	40
Well managed	30
Added pathways are a bonus	
Clean	
Doing their best to keep the river as natural as possible	
Don't know	
Good but could do better	
Good stop banks	
Large stop banks	
Never flooded	
No problems	
Planted	
Quick response to emergency situations	
Stop banks doing their job	
Upgraded	
Very quick	
Well built	

Havelock

Well maintained; Quick response to emergency situations

Marlborough Sounds

Managed well;
Well maintained

Picton

Well maintained	3
Managed well	2
Adequate stop banks where required	
Rarely floods	
Problems are fixed	

Renwick

Managed well	2
Doing a good job	7
Rarely floods	9
Rarely floods	6
Well maintained	2
Noticed council checking stop banks and pumps out	

Wairau Valley

Doing a good job	5
Managed well	5
Well maintained	4
Rarely floods	2

Rivers Engineering - Negative

Awatere Valley

Not enough maintenance	2
Not enough observation of what's happening to the river	
Erosion issues	
Flooding	

Blenheim

Not enough maintenance	10
Erosion	2
A lot more that they can do	
Canvas town flooding wasn't good	
Certain area floods all the time	
Drain falls wrong way, not cleared out	
River floods yearly and is inaccessible to public	
Taylor river bed stop bank near the Hutcheson St Bridge problems - Weeds can overflow easily -	
Taylor River planted 2 years ago but has not maintained a wilderness	
Taylor River poorly maintained with flooding after heavy rains all over the streets	
Too many stop gap measures spend a little more and do it properly once	
Unhelpful	
Waste money by not taking gravel out to keep water table down	
You feel that council are only focusing on flood control as opposed to the ecological aspect by planting plants that are not ecologically sustainable	
Have had problems dealing with council	

In vineyard flood because pumps not managed well
Lot of rubbish from logging
Needs de-weeding to the river queen
No signage in an emergency
Not a good job fixing
Not enough clearing of channels in Opawa

Havelock

Don't do anything in local area
Not a lot they can do locally
Not enough maintenance

Marlborough Sounds

Not enough maintenance 4
Erosion 2
Don't do anything on the Pelorous River No maintenance whatsoever
Monitoring is inefficient because a full three dimensional model in their JIS data base would be more appropriate
Need to constantly call the Council to fix things
Not proactive in local area
Poor job in clearing out the Pelorous River which has made no difference
River floods regularly
Treated like drains

Picton

Not enough maintenance 4
Fix the cause not the problem
Flooding

Renwick

Not enough maintenance 2
Have to provide it themselves as they are not in the flood plains although it is included in their rates
Put all responsibility on myself for money and maintenance

Wairau Valley

Not enough maintenance 4
Erosion 2
Have allowed vineyards to bulldoze the Wairau stop bank endangering farmlands and the Wairau Township
Council doesn't do anything
Not fixed problems of two years ago
Not happy with height of stop banks
Not in the high country
Not keeping up with agricultural infrastructure
Nothing done until after problems appear
They shouldn't be charging people to take the gravel out

Pest Control- Positive

Awatere Valley

Council doing a good job – plant pests	5
Council doing a good job – animal pests	3
No problems – plant pests	
Good information – plant pests	
Proactive Council – plant management	
Friendly Council staff	

Blenheim

Council doing a good job – animal pests	30
Council doing a good job – plant pests	29
No problems – plant pests	11
No problems – animal pests	6
Good advertisements	5
Controlling plant pests well	
Council does an awesome job	
Council staff seem effective	
No hassles	
No issues with animal pests	
Council working effectively on compliance	
Ferret and possum traps very well effective	
Council make sure s comply	
Do a good job with their resources4	
Controlled rabbits well and see no rats	
Council talks with local farmers about plant issues	
Good hedge management	
Good information	
Good signage of plant pests	
Haven't seen any problems	
Helpful	
Important because of the industry that comes out of the area	
Information Pamphlets- clear and concise	
Lots of spraying side of road Broom-Gorse	
On the ball	
Residents are well informed	
Very proactive	

Havelock

Council doing a good job

Marlborough Sounds

Council doing a good job
In terms with what they do and what is known

Picton

Council doing a good job, animal pests	4
Council doing a good job, plant pests	2

Renwick

Council doing a good job animal pests	8
Council doing a good job, plant pests	6
No problems with plant pests	3
When contacted about a situation council dealt with situation swiftly	
Never seen any animal pests	
Do whole property looking for penesemetin (sic)	

Wairau Valley

Council doing a good job animal pests	7
Council doing a good job, plant pests	5
No problems, plant pests	2
Proactive with stoats and preserving falcons	
Proactive – plant pests	

Pest control- Negative

Awatere Valley

No visible Council involvement/ Have to control pests ourselves	3
Have to control plant pests ourselves	2
Lack of maintenance and observation - maybe due to lack of staff	
Issue - Old Man's Beard	

Issue – wild cats

Council property not cleared of plant pests

Blenheim

No visible Council involvement/ Have to control pests ourselves	19
Old Mans' Beard	15
Lack of information about plant pests	9
Council doesn't keep you informed	8
Have to control plant pests ourselves	6
Cockroaches	2
Rabbits	2
Wild cats	2
Gorse	2
No wasp eradication programme	
Not allowed to shoot pests	
Banana Passion fruit	
Broome	
Not aware or seen any management	
Problems not handled well	
Public awareness	
Redwood town bad with Cock Roaches	
Too many domestic cats	
Guy (Richard) with horse in public area - council done nothing	
Hearsay - some areas are ignored. No assistance at all	
Invasion of Argentinian ants and the council haven't done anything about it for years	
Ants and wasps	
Possums	
Issue - Rats	
Kill native species	
Lack of assistance	
Need to work with DOC as pests are just moving onto public land	
No notifications	
Council spends too much time on containment control and not enough time on total control	
11 years never seen anyone	
Able to buy plant pests from nurseries that are prohibited in the district	
Council does nothing	
Council don't deal with urban plant pests brought on by floods along the river	
Council has not cleaned up	
Doesn't seem the council monitors plant pests at all, especially in urban areas	
Lack of maintenance and observation - maybe due to lack of staff	
Lack of promotion about what council does	
Lack of variety of pest targeted	
More plant pests in Council land than private land	
Need to do more	
No contact with council	
No notification	
Not being looked after properly especially in the sounds	

Havelock

No visible Council involvement/ Have to control pests ourselves	3
Have to control plant pests ourselves	2
Council doesn't keep you informed	
Issue – Possums	
Issue – Rabbits	
Issue - Deer	

Marlborough Sounds

No visible Council involvement/ Have to control pests ourselves	11
Have to control plant pests ourselves	8
Old Mans' Beard	6
Rabbits	4
Gorse	4
Possums	2
Wild cats	2
Passionfruit	
Weeds on road verges	
DoC do all the work council not involved in the sounds	
I don't believe they work well enough with landowners to sort the pests' problems	
Not allowed to control pests on own property but council does not do anything about it	
Stoats	
Totally left to locals	
Weasels	
When there was an outbreak of Nassella Tussock they worked very quickly fix it	
Council does nothing	
Council doesn't keep you informed	
Council participating in costs to landowner would be helpful	

Do nothing to assist.
DoC do all the work council not involved in sounds

Picton

Gorse	5
Old Mans' Beard	2
No visible Council involvement/ Have to control pests ourselves	2
Possums	2
Wilding Pines	
Banana Passionfruit	
Lack of information about plant pests	
Fire hazards due to gorse getting away at the cemetery	

Renwick

It's worse on council land	3
Don't like use of poisons	2
No visible Council involvement/ Have to control pests ourselves	2
Possums	2
Old Mans' Beard	2
Gorse	
Rabbits	
Onehunga weed	
Council used to provide the service but now they just tell people what to do	
Not heard of any spraying by council on farms	
Possible lack of staff	

Wairau Valley

No visible Council involvement/ Have to control pests ourselves	11
Council doesn't keep you informed	7
Have to control plant pests ourselves	6
Gorse	3
Lack of information about plant pests	3
Rabbits	2
Possums	
Broome	
Old Man's Beard	
Councillors timid about rural programmes because they do not want to upset urban ratepayers	
Don't like use of poisons	
Don't visit enough to check	
Since falcons have been introduced to the vineyards to control animal pests, this has decreased locally	
Council is too timid to implement rural programmes and it is expensive for farmers to do so	
Council rep just walked around and didn't DO anything	
Dislikes interference with environment that involves destroying plants - doesn't fit with clean green image	
DoC being allowed to plant vegetation near the beach front that doesn't belong there	
Toutin - problem for beekeepers no council involvement	
Don't deal with the problems	

Waste Management Positive

Awatere Valley

Good to be able to easily recycle	3
Recovery Centre accessible	3
Recovery Centre good service/ well managed	3
Waste Transfer Good facility	2
Waste Transfer provides good service	2
Waste Transfer well managed	
Accessible, easy to use	
More scope for recycling which is positive	
Good service/ it is good	

Blenheim

Great kerbside service/ pick up good	113
Recovery Centre good service/ well managed	104
Waste transfer good facility	71
Recovery Centre good to recycle items	54
Reliable/ on time kerbside collection	52
Recovery Centre easy to use	39
Excellent kerbside collection	38
Waste transfer efficient	30
Recovery Centre accessible	29
Waste transfer excellent service	26
Waste transfer easy to use	22
Waste transfer well managed	21
Waste transfer accessible – easy to get to	15
Waste transfer – great service	14
Waste transfer convenient	13
Recovery centre good staff	12
Waste transfer staff friendly	12
Good to be able to recycle	10
Waste transfer good convenient service	9
Convenient Kerb-side	8
No problems with kerbside collection	6
Waste transfer clean	5
Efficient kerb-side	5
Waste transfer – no problems	4
Recovery Centre clean	7
Kerbside collection works well	4
Waste transfer operating hours good	4
Need bigger Recycling bins	2
Recovery centre expensive	2
Recover centre fair price	2
Waste transfer cheap	2
Kerbside collection good value	
Keep streets tidy	
Kerbside recycling collection is really good	
Always clean and tidy after finish	
Bags supplied	
Big Bins	
Bins good size	
Bins supplied	
Businesses receive recycling bins	
Can put a wide range of things in bin	
Clean and well maintained	
Flexible kerbside collection	
Glad that recycling is being picked up now	
Good bin size	
Good communication	
Good facility	
Good idea	
Not told what to put in what not to put in	
Not yet up to scratch	
Now able to recycle	
People like to recycle	
Polite	
Pretty good	
Prevents having to go to the dump	
Proportion of rates used on this is fair	
Provides Awareness	
Pushing the recycling	
Sensible	
Tidy	
Very clean	

Very good
 Warnings what to do on a public holidays
 Well overdue
 Well suited to family situation
 Wishes for inorganic collection
 Waste transfer provides clear instructions where to dump batteries –oil
 Dispose of it well
 Doing a good job – waste transfer
 E waste service is good
 Environmentally friendly waste transfer
 Waste transfer has fair price
 Waste transfer has flexible approach
 Good size to manage all waste
 Good to be able to recycle
 Waste transfer Modern facility
 Recover Centre Busy
 Recover Centre too expensive
 Recover Centre Buy compost cheap
 Recover Centre Charge a lot when you go to buy it though
 Council proactive in recycling
 Does what it's meant to do
 Doing a good job
 Dump shop wouldn't take donations
 Port underwood rubbish collection is bad
 Proactive
 Provides an excellent service
 Provides awareness
 Puts back into community
 Really good
 Reasonably priced
 Saving the land area
 Shop is excellent
 Recovery centre talked highly of

Use it all the time
 Use it an awful lot
 Used
 Useful
 Welcoming staff
 Well catered for
 Well organised
 Well set up8
 Well sign posted where things are to go
 Well used
 Well used
 Work really well

Havelock

Recovery centre well managed 2
 Good to be able to easily recycle
 Good for environmental sustainability

Marlborough Sounds

Waste transfer accessible - easy to get to 8
 Recovery centre well managed 4
 Recovery centre accessible 4
 Waste transfer good service 4
 Waste transfer good facility 3
 Recovery centre easy to use 2
 Waste transfer efficient 2
 Waste transfer staff friendly 2
 Recovery centre – good staff 2
 Recovery centre encourage recycling 2
 Kerbside – great service
 Provides for all my needs
 Simply having the service is brilliant.
 Structure to the process
 Tidy
 Tidy professional and not overly expensive compared with Nelson good value
 Very good
 Very good
 Well managed facility
 Works well
 A little limited in the services provided for recycling but they are working on it
 Expensive
 Waste transfer service is inadequate

Havelock recycle has poor opening hours
Good to be able to easily recycle

Picton

Kerbside great service/ pick up good	15
Recovery centre good service/ well managed	10
Waste Transfer good facility	2
Waste Transfer well managed facility	4
Kerbside reliable / On time	4
Excellent kerbside service	3
Waste Transfer excellent service	8
Greatly improved	2
Friendly staff	
Waste Transfer easy to access	
Recovery centre accessible;	
Recovery centre easy to use	
Good to be able to easily recycle	

Renwick

Recovery centre good service/ well managed	7
Good to be able to easily recycle	7
Waste Transfer good service	7
Waste Transfer runs smoothly	5
Waste Transfer accessible - easy to get to	3
Reliable/ on time - kerbside	3
Waste Transfer good facility	3
Excellent kerbside	2
Recovery centre convenient	2
Good reuse shop	
Good selection of goods to buy	
Easy to use	
Glass facility could be expanded	
Good idea	

Wairau Valley

Recovery centre good service/ well managed	19
Good to be able to easily recycle	8
Waste Transfer accessible - easy to get to	8
Great service/ pick up good	5
Recovery centre Easy to use	5
Waste Transfer excellent service	4
Waste Transfer friendly service	4
Waste Transfer runs smoothly	3
Reliable/ on time - kerbside	3
Waste Transfer good facility	3
Recovery centre environmentally friendly	2
Waste Transfer Environmentally friendly	
Reliable/ on time	
Waste transfer doing their best	
Know it's there even if they don't use that much	
Reasonable charges	
Stops rubbish being dumped anywhere	
Tidy professional and not overly expensive compared with Nelson good value	
Great idea encouraging people to do the right thing	
Great service but needs to reach out to rural areas e.g. one truck a month from rural area driving instead of individuals	
No Charges	
Now take paper and cardboard	
Staff are friendly and think it has a very good system	
Friendly staff	
Good parking	

Waste Management - Negative

Awatere Valley

No kerb-side collection	4
Waste Transfer service is inadequate	3
Recovery Centre service is inadequate	2
Waste Transfer service is expensive	2

Blenheim

Waste Management expensive	19
Recovery centre expensive	15
Kerbside service is inadequate	8
Kerbside service expensive	6

Waste transfer service is inadequate	5
Need wheelie bins	5
Recovery centre service is inadequate	5
Don't pick up all recycling (e.g. a hairy spray can with recycle logo)	5
Bins could be bigger	2
Don't have any rubbish collection in area	2
If bin just over full they will not take it	2
Should not have to pay for green waste	2
Could do more recycling with the rubbish collect	
Difficult to put rubbish out - wheelchair user	
Difficulty for older people getting bins to the kerbside and a limited range that is able to be recycled	
Disappointed that contracted out: inconsistent	
Do not listen to ratepayers	
Have to pay for the service whether you use it or not	
Doesn't like the recycling bins	
Not happy with new system	
Makes you realise how much you used to throw out	
Need More Bins	
Need service for out of towners	
Need to recycle	
Need to take more recycling	
Need to think about elderly more for recyclables	
Recycle bins are too heavy for elderly to carry to kerbside	
Recycling bin is too heavy for carrying	
Recycling bin is too small	
Recycling bins needed	
Recycling bins needed	
Recycling charges- should be free	
Recycling gets blown around by the wind - needs lid	
Recycling should be available in outer district	
Rubbish bags splitting	
Similar to Christchurch would be good	
Spending money in the wrong place	
Do not know where to get rid of batteries/oil	
They refuse to take things and send you to places	
Inconsistent with pricing and service	
Is difficult for the elderly people to get here and the cost quite high for beneficiaries	
Just have issue with how cost is worked out - perhaps it should be done on a weight system	
Recovery centre bad attitude towards customers	
Recovery centre bins too small	
Do not agree with paying to dump green waste which is on sold	
Shop filled with junk	
Not quality compost with weeds in it	

Havelock

No kerb-side collection	3
Waste transfer expensive	
Would like service in the Havelock area	

Marlborough Sounds

Need to recycle	
Service is inadequate	

Picton

Recycling charges- should be free	2
No kerb-side collection	
Could do a much better job of recycling	
Wheelie bin system would be better	
Waste transfer expensive	
Need better facilities in Picton	
Recovery centre expensive	
Not enough facilities in Picton	

Renwick

No kerb-side collection	7
Expensive	4
Waste management expensive	4
Recycling charges – should be free	3
Recycling bins needed	
Service is inadequate	
No service available expensive to buy bags and dump ourselves	
No recycling	
No service for out of towners	
Fees too high	
Service inadequate	
Not quality compost with weeds in it	



Have to take to Blenheim too expensive
Bags \$2.00 a bag plus petrol
Petrol out is expensive AND we use council bags
Having to use external providers
No transfer station

Wairau Valley

No kerb-side collection	6
Expensive	2
Service is inadequate	
Recovery centre fees too high, it's a big con	

Parks/ Sports Grounds Positive

Awatere Valley

Sports grounds well maintained/ in good condition	10
Parks well maintained/ in good condition	9
Layout is good	4
Sports grounds kept clean	
Parks kept clean	

Blenheim

Parks well maintained/ in good condition	169
Sports grounds well maintained/ in good condition	147
Parks kept clean	47
Sports grounds kept clean	33
Parks layout is good	19
Sports grounds layout is good	14
Excellent sport facilities	8
Excellent facilities	6
A lot of parks	6
Well used by community	3
Plenty of sports facilities	3
Sports grounds always available	2
Good communication in bad weather	2
Sports grounds adequate - well lit	2
Good range of parks	2
Sports grounds well used	2
Wither hills is great	
Good feedback from visitors from outside area	
Available to be used	
Good staff and helpful	
Best they can - given amount resources	
Pollard Park well above average	
Dog Park needs fence	
Boosts tourism	
Brilliant facility	
Communicate well with public	
Like that dogs are allowed	
Handy	
Nice parks and reserves	
Improving	
Keep getting better	
Walk along river bank fantastic	
A lot of them	
Sports grounds allows public to watch games and be involved	
Like Renwick and Picton new facilities	
State of the art facility	

Havelock

Parks well maintained/ in good condition	5
Sports grounds well maintained/ in good condition	4
Sports grounds kept clean	2
Layout is good	2
Parks kept clean	
Open to everyone and good access for disabled	

Marlborough Sounds

Parks well maintained/ in good condition	7
Layout is good	3
Parks kept clean	2
Sports grounds kept clean	2
Good sport facilities	
Good range of sports facilities	2
All weather sports facilities good	
Adequate parks available	

Picton

Parks well maintained/ in good condition	16
Sports grounds well maintained/ in good condition	10
Sports grounds layout is good	2
Playgrounds exceptional	
Clean	
Doing a great job	
Encourage volunteer work	
Generally good	

Picton

Facilities poorly maintained	2
No enough sport facilities	2
Constantly closed due to drainage problems	
Endeavour park has no irrigation and no drainage	
Not enough facilities in Picton	

Renwick

Parks well maintained/ in good condition	16
Sports grounds well maintained/ in good condition	11
Clean	7
Excellent	
Layout is good	
Plentiful	
New rugby facilities well used	

Wairau Valley

Parks well maintained/ in good condition	27
Sports grounds well maintained/ in good condition	18
Clean	14
Layout is good	8
Always a pleasure to walk around in	
Good range of parks	
Plenty of sport facilities	
Good lighting	

Parks/ Sports Grounds Negative

Awatere Valley

-

Blenheim

War memorial closed off	6
Clock tower issues and earthquake risks	4
Poorly maintained	3
Dog issues near playgrounds	2
Overreaction to earthquake risk	2
Would like one close by	2
Ballinger Park	
Pollard Park requires improvement	
Stop people taking their dogs there and fine animals that defecate	
Trees not watered in summer	
Very untidy with weeds	
Slack about clearing overgrown trees by Omaka River	
In AMP Park have banned cycling lanes	
Insufficient playgrounds	
Filter always blocked in the pond top of Howick Road Park	
Fix up war memorial	
Graffiti	
Grass not cut	
AMP could do with upgrading	
Facilities could be bit better in some cases	
Facilities poorly maintained	
Grand stand closed due to earthquake risk	
Horton Park lack parking for Saturday netball	
In AMP Park have banned cycling lanes	
Needs work on providing seating	

Marlborough Sounds

More maintenance required	
Not enough playgrounds	
Don't do anything in the local area	
Expected to pay Picton rates without Picton standard of parks nearby	
Could do more in maintaining them	
Maintain their own	

Picton

Town clock blocked off EQ risk - but nothing done since

Renwick

Poorly maintained	2
Insufficient places to get rid of animal and waste	



Wairau Valley

There are no sporting facilities

Community Halls Positive

Awatere Valley

Well maintained/ in good condition	8
Clean	
Layout is good	
Very active community	

Blenheim

Well maintained/ in good condition	46
Clean	15
Layout is good	4
Good facilities	3
Layout is good	3
Appropriately funded	3
A fair amount to cater for community	2
Plenty of halls available	2
Accessible	2
Well administered	
Well utilised	
Warm	
Meets various community needs	

Havelock

Well maintained/ in good condition	4
Good facilities	

Marlborough Sounds

Well maintained/ in good condition	5
Good financial support	
Clean	
Focal point for community	

Picton

Well maintained/ in good condition	3
Pleased with new facility in Picton	
No problems	

Renwick

Well maintained/ in good condition	5
Clean	
Layout is good	

Wairau Valley

Well maintained/ in good condition	8
Clean	2

Community Halls Negative

Awatere Valley

Need funding for rebuild of community hall

Blenheim

Community halls run down
Not aware they still exist
Too small

Havelock

-

Marlborough Sounds

Done through community not council

Picton

They have nothing in Picton

Renwick

-

Wairau Valley

Done through community not council
Don't have fire doors
There are none
Underutilised

Swimming Pools Positive

Awatere Valley

Well maintained/ in good condition	6
Just been upgraded	
Clean	
Beautiful brand new facility	

Blenheim

Well maintained/ in good condition	101
Clean	33
Beautiful brand new facility / upgraded	39
Layout is good	26
All new	21
New facilities are good	22
Good facility	10
Awesome, brilliant, fantastic	6
Family friendly	3
Asset for region	3
New complex in Blenheim step forward	3
Well used	2
Good staff	2
Caters for all ages	
Choice of activities	
Good control and checks. Money well spent on upgrade	
Happy with new pool	
Have had an upgrade recently now we have indoor and outdoor pools	
Improvements are great	
Individual shower cabinets' women's change room great	
It has subway	
Just been upgraded	
Just opened new much better for everybody complex	
Just spent money to upgrade	
Kids love it	
Reasonably priced	
Spa	
Stadium 2000 is first class	
Stadium exceptionally good	
Staff good	
Suits a wide demographic	
That it has been re-vamped	
The council has just gone and put new pools in	
The new pools are amazing to what it was	
Trust does a good job running the facilities	



TV on gym machines
Well ventilated
Wonderful facility

Marlborough Sounds

Well maintained/ in good condition 2
New pool
Beautiful brand new facility
New facilities are good
Good complex

Picton

Well maintained/ in good condition 8
New facilities are warm
New facilities are modern

Renwick

Well maintained/ in good condition 8
New complex in Blenheim step forward 2
Layout is good 2
Clean 2
Excellent facility
New facilities were good

Wairau Valley

Well maintained/ in good condition 14
Nice new pool, great 6
Valued asset
Very cheap - a new facility with all bells and whistles and we very lucky to have
A lot of thought put into it
As long as not a burden to the rate payer and is self-funding it is a good thing
Beautiful brand new facility
Clean

Havelock

Well maintained/ in good condition 4
Just opened new much better for everybody complex
Clean

Swimming Pools Negative

Awatere Valley

Not well maintained

Blenheim

Too expensive 3
Access and changing facilities issues with wheelchair
But tiles are too slippery
However expensive to use
However promised a waterslide and didn't deliver
Issues - need new/ upgraded pool
Main doors open on toddler's pool exposing kids to cold wind
Need more pools
Need toilet near the learn to swim pool
No need to update them
Not right location
Not well maintained
Overcrowded
Pool is always cold; temperatures are well below what they should be
Poor opening hours in weekends
Should allow prams
Tiling an issue

Marlborough Sounds

Could have been had better design.
Issues - need new/ upgraded pool

Picton

No pool near here 6
Need covered heated pool, Picton
Only pool is in a college and it's not their business
Blenheim got pool but Picton left out - not good enough
Blenheim pool should be free for ratepayers in area
Blenheim wins again

Wairau Valley

Issues - need new/ upgraded pool
 Blenheim got pool but Picton left out - not good enough

Cemeteries Positive

Awatere Valley

Well maintained/ in good condition 8
 Clean 4

Blenheim

Well maintained/ in good condition 121
 Clean, tidy, well-kept 34
 Try to keep on top of vandalism 2
 Layout is good 8
 Adequate Facilities
 Fairhall kept in good condition
 Nice setting
 No complaints
 No vandalism
 Not dreary
 Reopened one to make more room
 Reopened section in a town cemetery will be nice

Havelock

Well maintained/ in good condition 4
 Clean

Marlborough Sounds

Well maintained/ in good condition 2
 Well supported by council
 Clean

Picton

Well maintained/ in good condition 12
 Clean
 No rubbish

Renwick

Well maintained/ in good condition 12
 Visually good
 Layout is good

Wairau Valley

Well maintained/ in good condition 24
 Clean 6
 Good layout

Cemeteries Negative

Blenheim

Waste of money / over budget 2
 Cemeteries poorly maintained 2
 The policy of what can be left at the gravesite is unfair and unethical s council workers take away anything that is not policy
 Would like option of natural burials
 Children's ones hard to find no head stone –crosses
 Older ones could be upgraded

Marlborough Sounds

Cemeteries poorly maintained 2
 Older ones could be upgraded

Picton

Cemeteries poorly maintained 2

Renwick

Nowhere to put flowers

Wairau Valley

Council uninvolved 2
 Run by church



Public Toilets Positive

Awatere Valley

Well maintained/ clean 7

Blenheim

Well maintained/ clean 67

A lot of public toilets in Marlborough 2

Easily accessible 2

Well located

New toilets in town

New toilets in town

No graffiti

Plenty of them

Pretty good

Queen Street upgrade nice now

Respond well to complaints

Toilets don't smell

Very good

Fantastic

Good

Heard no complaints

In the right areas

Lot of development done over the last few years

Lots of them

Havelock

Well maintained/ clean 3

Marlborough Sounds

Well maintained/ clean 7

Upgraded

A lot of work has been put into them

Picton

Well maintained/ clean 13

New toilets in town (Picton) 2

Has improved

Not too bad

Renwick

Well maintained/ clean 10

A lot of public toilets in Marlborough

Well placed

Wairau Valley

Well maintained/ clean 9

Available 2

Good provisions

Heard they were good

Public Toilets Negative

Awatere Valley

Don't comply with own regulations re disabled toilets 2
 Insufficient public toilets
 Maintenance issues

Blenheim

Poor public toilet hygiene 20
 Maintenance issues 12
 Insufficient public toilets 10
 Wheelchair access - couldn't fit chair in public toilet with wheelchair on door!
 Would like to see a public shower and baby feeding facility
 Modernization needed to old
 Needs to be renovated
 No air ventilation
 Not as clean as could be
 Not in ideal places
 Overhanging trees make them appear intimidating for women at night
 Don't like the electrical facilities
 Filthy
 Although could use more
 Brayshaw Park - helped clean toilets there - filthy barbed wire - why

Havelock

Needs upgrading

Marlborough Sounds

Insufficient public toilets
 Maintenance issues
 Nice to have more in outlining areas especially in bays etc.

Picton

Insufficient public toilets

Renwick

Insufficient public toilets 2
 Poor public toilet hygiene 2
 Maintenance issues
 None in Renwick
 Could do with a block in Blenheim

Wairau Valley

Maintenance issues 4
 Poor public toilet hygiene 3
 Insufficient public toilets 2
 Graffiti and burn marks - not the council's fault but look disgusting
 Needs demolishing and start again
 Poor public toilet hygiene
 Very basic
 Run by church
 The automatic door toilets need an upgrade
 There are none

Culture and Heritage Positive

Awatere Valley

Well covered/ large variety	3
Good support	
Plenty of choice	
Provides good service	
Excellent	

Blenheim

Excellent / good	32
Provides good service	12
Plenty of choice	8
Well promoted	7
Good support	5
Supports Maori culture	3
Positive for community	
Funds allocated well	
150th anniversary - money well spent to celebrate	
Dedicate a lot of time to culture and heritage	
Doesn't really use but thinks they are okay services	
Encourage and support the migrant community	
Happy to give money to theatres and art	
Happy with the grants given to publish books	
Haven't heard of any local issues except about the new theatre	
Helpful	
Heritage centre	
Heritage trees	
Very good system with the culture and heritage	
Put a lot into it	
Racial park awesome good records	
Small population but spread the arts around nicely with the budget provided	

Havelock

Provides good service

Picton

Provides good service	2
Excellent	
Well covered/ large variety	
Do not know anything bad about it	
Maintains	
Gives good knowledge of it	

Renwick

Good support	5
Almost do too much	
Well covered/ large variety	
Plaques to explain historical places	

Wairau Valley

Good support / service	5
Good	
Well covered/ large variety	
Costs too much	
Good facilities such as museums	
Good publicity	

Marlborough Sounds

Good support	4
Good	3
Provides good service	2
Exceed in this area	
Supplies a lot of funding for the area	
Council open to listen to what people have to say	

Culture and Heritage Negative

Awatere Valley

Don't think rates should be used for Culture and Heritage 2
 Money is being spent in the wrong places
 Somewhat elitist

Blenheim

Too much money spent on it 6
 Don't think rates should be used for Culture and Heritage 5
 Only some groups get helped out 5
 Council needs to improve support 4
 Council has cut funding 3
 Could do a lot more
 Could work on promotion
 Favour more help to certain groups
 Give them too much money
 Just bare minimum
 Lucky they have had trusts to do it for them
 More help needed bringing cultures into primary school
 Need more support for visual arts and music
 Need to go back and be multicultural in Blenheim
 Neglected to maintain civic art collection and to develop its museum
 Never hear of things which are culturally inclusive
 No managed system
 Not enough information of events and goings on of council activities
 Not happy with the millennium art gallery feel unnecessary
 Not promoted well enough
 Poor service
 Rates should not be used for theatre
 Residents are against theatre
 Should be supporting aviation centre Omaka
 The location of the new theatre is in the wrong place the community's opinion about this
 Too much funding for theatre

Marlborough Sounds

Too much money spent on it
 Too much emphasis
 Too accommodating of their wants

Picton

Blocked people trying to set up in the market
 Council will not allow me to tear down a house in very bad condition because it is a heritage listing
 Don't think rates should be used for Culture and Heritage
 Too much money spent on it: New theatre in Blenheim and the Clubs of Marlborough
 Volunteer skill/ dependency

Renwick

Don't think rates should be used for Culture and Heritage 3
 Rates should not be used for theatre
 Council has cut funding
 Council needs to improve support
 Not enough information; no awareness provided
 Too much money spent on it

Wairau Valley

Don't think rates should be used for Culture and Heritage 4
 Too much money spent on it 2
 Council not really involved 2
 Only some groups get helped out
 Council needs to improve support

Resource Management Positive

Awatere Valley

Do a good job

Blenheim

Do a good job	18
Efficient	5
Provide a good service	5
No complaints	
When purchasing home was able to find out what had been done to the property by finding which consents were applied for	
Good information provision	
Easy	

Havelock

No complaints

Marlborough Sounds

Provide a good service	4
Do a good job	3
Efficient	3

Picton

Do a good job
Efficient

Renwick

Do a good job

Wairau Valley

Do a good job	4
Efficient	4
Proactive	
Provide a good service	

Resource Management Negative

Awatere Valley

Too much red tape	3
Building inspections inadequate - don't always notice flaws in plans before work is complete	
Compliance costs too high	
Council needs to communicate with landowners	
Compliance costs too high	
Slow/ takes too long; Lack common sense	
Too costly	

Blenheim

Too much red tape	15
Slow/ takes too long	15
Compliance costs too high	11
Council needs to communicate with landowners	3
Ad hoc no overall strategy	
Cattle should not be in waterways at Pelorous	
Concerned about irrigation and use of water	
Awful	
But could do with more staff	
Concerned about irrigation and use of water	
Consent staff don't deal with locals well	
Corruption in the council	
Council not consistent	
Didn't take responsibility for King Salmon	
Difficult to deal with	
Don't come out at weekends	
Don't know their on district plan	
Don't like the Wairau river scheme	
Highest in the country	
Ill-educated	
Inefficient	
Legislate for earlier closing	
More common sense	

Need more internal communication
Needs revamping
Negative attitude to trying to develop something new
No consistency
No follow-up or enforcement
Not setting the right conditions at the start
Not well monitoring
Over policed
Overkill
Overstaff
Picking holes to justify jobs
Poor delegation of authority
Pushing paper
Should be not in the council hands do not have the experience
Should have neutral experts to call on not from council
Too many grape consents granted
Too much paperwork for small jobs
Unmanaged conflicts of interest
Unhelpful

Havelock

Compliance costs too high
Council needs to be more alert with what the public is doing with their land
Council needs to communicate with landowners
No follow-up or enforcement
Felt shouldn't need to apply as those in town don't in similar circumstances
No follow-up or enforcement

Marlborough Sounds

Too much red tape 4
Compliance costs too high
Slow / takes too long 2
Building inspector not available before 10am
Business able to operate without consent
Cannot get before 2pm
Dairying waste
Decisions are political more than logical
Don't check on things
Forestry sector needs greater controls on clearance of land and roading infrastructure
Inconsistent
Just a cash cow for the council including the non notifiable consent
Need to be more movement in improving
Pedantic with control
Send appropriate people to deal with these issues

Picton

Too much red tape 2
Slow/ takes too long
Council advice to move heritage house off site at cost of \$250,000. This is blackmail. I am not allowed to tear down
Council makes it impossible
Need consistency with the decisions being made

Renwick

Too much red tape 5
Slow/ takes too long 5
Compliance costs too high 4
Council needs to communicate with landowners 2
Bad decisions one eyed
Council is one sided
Monitoring needs to be improved
No follow-up or enforcement
They let money speak for them

Wairau Valley

No follow-up or enforcement 5
Council needs to communicate with landowners
Slow / takes too long 4
Compliance costs too high 4
Too much red tape
Break the law - extort money out of applicants to pay for infrastructure in region which is unlawful and when threatened with legal action they back down
Behind in their thinking failing to plan for the future
Bad decisions one eyed
Council needs to communicate with landowners

Don't investigate themselves
 Have allowed Power Company to let the river run dry which is not in the consent
 Problems getting a Marque erected for a wedding
 Too controlling

Building Act Positive

Awatere Valley

Do the job well/ good job

Blenheim

Do the job well/ good job	23
Provide a good service	10
Building Inspectors helpful	7
Efficient	6
No problems/ issues	2
Good follow up on applications	
Ensures safety	
Earthquake surveys good	
Focused on checking for earthquake safety	
Good consultation	
Good regulatory function	
Great to know that contractors have to comply with standards	
Buildings look safe	
Council very conservative with decisions but I think they are fair	
Good inspections	
Keep on top of this	
Prevent people just building whatever	
Regularly checks for compliance	

Havelock

Do the job well/ good job	3
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Marlborough Sounds

Do the job well/ good job	8
More than enough staff	
Tightly regulated; monitored clearly stipulated	
Timely and knowledgeable	
Efficient	
Provide a good service	

Picton

Do the job well/ good job	6
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Renwick

Do a good job	3
Provide a good service	
Efficient	

Wairau Valley

Do the job well	6
Efficient	2
Aware of difficulties, well managed	
Consistent	
Building Inspectors helpful	
Provide a good service	

Building Act Negative

Awatere Valley

Building consents take too long	2
Flawed plans signed off at every level	
Too much red tape	
Lack of common sense	
Council needs to communicate with landowners	
Incompetent inspectors	
No follow-up or enforcement	
Needs monitoring	
Inconsistent	
Total lack of coordination between council and consent holders	
Require information then do nothing with information collected	

Blenheim

Building consents take too long	30
Too much red tape	21
No follow-up or enforcement	13
Compliance costs too high	13
Staff not qualified in the fields they are dealing with	3
Council needs to communicate with landowners	6
Overstaffed for the amount of consents to be approved	2
Again negativity	
Below standard	
Could improve	
Didn't take responsibility for King Salmon	
Difficult to deal with	
Given approval six year ago and since has had to do more work to come up to council standard, feels it's not fair	
Had a visit from an inspector 6 years after consent approved	
Hard to get people after hours	
Haven't got the staff to check compliance	
Unhelpful staff and inconsistent with their own rules	
Issues that shouldn't be issue	
Need more internal communication	
Needs monitoring	
No communication among selves	
Not familiar with their own rules	
Not setting conditions right at the start and not checking	
Over policed	
Should not be in the hands of the council not experienced enough	
Slack	
Will it put businesses out of a job	
Front desk is fine	
Inconsistent answers	
Inspectors need to be more through	
Lack of enforcement	
Leaky homes	
Look harder at sorting out issues	
Make too many mistakes	
Manage quite badly	
Monitoring needs improvement	
More interested in money than residents	
Negativity	
No follow up enforcement	
No measure on date in point and this should be council responsibility if a requirement of consent	
No one to assist with residents with what is required	
Over policed	
Over policed by the council	
Pedantic	
Poor compliance	
Shouldn't always need a registered builder	
Shouldn't be involved in property development	
Slow, arrogant, have a monopoly, not customer focused.	

Havelock

No follow-up or enforcement	2
Unfair allocation of resource consents	
Council needs to communicate with landowners	

Marlborough Sounds

No follow-up or enforcement	4
Slow / takes too long	4
Compliance costs too high	
Inefficient	
Inconsistent	
Cash cow for Council	
No response to complaints	
Pedantic with control	
Too much monitoring	
Allows people to build on stable land	
Frustrating rules and regulations	
Different interpretations of rules and regulations	
Major inconsistencies between building inspectors	
Pedantic with control	
Should have an on duty building inspector and resource consent by phone all times	

Picton

Slow/ takes too long	11
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Compliance costs too high	4
Too much red tape	8
Council needs to communicate with landowners	3
Only seems to be working on a complaint basis rather than the council being proactive	
Takes too long not enough people handling it	
Too much monitoring	
Say one thing; does something else; and let the big companies do what they like	
All about revenue not about safety	
Building inspectors do not do their job properly which is reflected in the number of leaky homes in Blenheim that are appearing now	
Don't know	
Inflexible	
It has to adhere to the law	
Overzealous	
Public not kept aware of changes	
Renwick	
Too much red tape	5
Building consents take too long	3
Compliance costs too high	3
Council needs to communicate with landowners	2
No follow-up or enforcement	2
Wairau Valley	
Building consents take too long	6
No follow-up or enforcement	5
Compliance costs too high	3
Council needs to communicate with landowners	3
Too much red tape	3
People taking the resource should not be relied upon to report back - more monitoring	
Poking their nose into people's business - too controlling	
They actually have to monitor and the council actually doesn't do it	
Two sets of rules	
Use unskilled people without sufficient knowledge and make decisions based on public pressure rather than hard facts of science	
Allowed a house to be placed in a flood area when rain came they were flooded	
Wairau River stop banks have not been maintained	
Council officers have their own interest in mind	
Even though they issue the consent - they don't take responsibility if things go wrong	
Inconsistent	
Not taking responsibility	
Used in inappropriate circumstances	

Sale of Liquor Act Positive

Awatere Valley

Monitoring underage drinking
Thorough ID checks made so working well

Blenheim

Monitor underage drinking	24
Well managed/ well monitored/ regulated	22
Good	19
Thorough ID checks made so working well.	13
No problems	11
Awareness of what council is doing	
Proactive	
Assist police when possible	
Collaborate well with the police	
Easy to buy	
Enforce courses for license	
Assist police when possible	
Collaborate well with the police	
Easy to buy	
Enforce courses for license	
Meeting the requirements of the law	
Portrayed well	
Pro active	
Quick to grant	
Sharpening of the system	
Spot checks	
Strict	
Vast on/off licence facilities	
Work with outlet operators instead of against them	

Havelock

No problems

Marlborough Sounds

No problems	3
Good	
Monitoring underage drinking	
Well managed/ well monitored/ regulated	

Picton

Monitoring underage drinking	5
Good	2
No problems	
Well managed/ well monitored/ regulated	

Renwick

Good	3
No problems	
Well managed/ well monitored/ regulated	2
Thorough ID checks made so working well	2

Wairau Valley

Well managed/ well monitored/ regulated	5
Monitoring underage drinking	4
No problems	3
Good	

Sale of Liquor Act Negative

Awatere Valley

Better monitoring needed
Council doesn't listen to community
Safe liquor doesn't get policed
Should increase drinking age
Should listen to the community
Safe liquor doesn't get policed
Too costly and not enough flexibility

Blenheim

Better monitoring needed	4
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Safe liquor doesn't get policed	7
Too many outlets	4
No follow-up or enforcement	5
Should increase drinking age	4
Open too many hours	4
Being too lenient with the licences	
Better controls needed of the sale and hours of liquor and advertising	
Bring up the age limit	
Concerned about underage	
Council doesn't listen to community	
Council just hands them out	
Licences handed out freely	
Never check on underage drinkers	
No follow-up or enforcement	
Not consistent with rulings	
Not enough done'	
Over policed	
Selective on liquor outlet location one declined and 1 just 200 metres was approved seems to be who you know in the council	
Sell to intoxicated patrons	
Should increase drinking age	
There has to be an easier way to monitor it. Outlets are open for long hours	
Tightened up	
Too easy to obtain	
Too freely available for underage/everybody	
Unaware of council involvement	
Havelock	
Better controls needed of the sale and hours of liquor and advertising	
Too costly and not enough flexibility	
Marlborough Sounds	
Better monitoring needed	
Safe liquor doesn't get policed	
Need to tighten on the hours that alcohol is available	
Picton	
Better monitoring needed	
Too many outlets	
Could be less available to young people	
Prices should be higher	
Renwick	
Better monitoring needed	3
Too many outlets	2
No follow-up or enforcement	
Safe liquor doesn't get policed	
Wairau Valley	
Should listen to the community	2
Better monitoring needed	2
Got enough as it is - new one used to be a petrol station	

Health and Food Act Positive

Awatere Valley

Good standards overall	2
Having a stall I had no complaints	
NZ standards/ Restaurant standards are good	

Blenheim

Good high standards and close monitoring	31
Do a good job	21
Good health inspectors	11
No problems heard of	7
NZ standards/ Restaurant standards are good	5
Good standards overall	3
Proactive	2
Awareness	
Clean	
Efficient	
Impressed with follow up on food poisoning	
Majority of restaurants are good	
Making sure food businesses are disposing of things properly	
Meeting the requirements of the law	
Once owned a business and inspectors always found something	
Premises well kept	
Quick to grant	
Thorough	
Visible certification at food outlets	

Havelock

Do a good job	2
Good health inspectors	

Marlborough Sounds

Do a good job	2
Polite	
Efficient	
No problems head of	
Public health is addressed	
High priority	
Managed effectively	

Picton

Do a good job	5
No problems head of	2
Good high standards and close monitoring	

Renwick

Good high standards and close monitoring	6
Do a good job	8
Good standards overall	5
Good health inspectors	3

Wairau Valley

Good high standards and close monitoring	5
No problems heard of	2
Good Health Inspectors	2
Good standards overall	

Health and Food Act Negative

Awatere Valley

Could step up the health checks a bit	
Council doesn't listen to community	
No follow-up or enforcement	
Health inspector allowed food outlets to run on bad water - after this had been brought to their attention	

Blenheim

No follow-up or enforcement	3
Council doesn't listen to community	
Supermarket's not up to standard and no follow up	
Restaurants should show ratings	
More policing	

Havelock

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Marlborough Sounds

Government regulation at fault

Picton

Tends to work on a complaints system rather than council being proactive

Renwick

Restaurants should show ratings

Wairau Valley

Too much red tap

The consents for food production are very high and make the operation uneconomic, no allowance for the size of the operation

Restaurants should show ratings

Can't save home baked/ made goods

Providing Information about Council Business Positive

Awatere Valley

Advertise well in paper/ media/ leaflets in mailbox	2
Good communication	2
Information always available	2

Blenheim

Advertise well in paper/ media/ leaflets in mailbox	56
Good communication	21
Information always available	18
Do a good job	6
Provide a good service	3
Fair System	
Great website	
MP available for meetings	
Council listen	

Havelock

Advertise well in paper/ media/ leaflets in mailbox	3
Do a good job	
Good communication	
Information always available	

Marlborough Sounds

Advertise well in paper/ media/ leaflets in mailbox	7
Good communication	4
Information always available	4
Great website	2
Do a good job	
Good communication	

Picton

Advertise well in paper/ media/ leaflets in mailbox	3
Do a good job	2
Good communication	2
Information always available	
Open communication	
Helpful	

Renwick

Advertise well in paper/ media/ leaflets in mailbox	11
Information is always available	6
Good communication	5
Do a good job	2
Very open no issues	
Great website	
Great website	
Provide a good service	

Wairau Valley

Advertise well in paper/ media/ leaflets in mailbox	11
Good communication	4

Information always available 4
 Do a good job
 Provide a good service

Providing Information about Council Business Negative

Awatere Valley

Too much behind closed doors/ not enough information provided 2
 Need to let locals know what is going on

Blenheim

Need to let locals know what is going on 23
 Too much behind closed doors/ not enough information provided 21
 Need to listen to opinion 4
 Give enough information to public as needed but would make the decision if they wanted 2
 Not listening to ratepayers 2
 Anti-residents, just want their money
 But also have closed meetings
 Carpark building went ahead against public opinion
 Council is very easily lobbied by influential groups rather than listening to...
 Do not take notice of residents
 Don't let locals have a say
 Favour vineyards and the arts
 Haven't heard anything about it
 Information given is misleading
 Lack of consultation with ratepayers
 Lack of information sources
 Last minute communication
 Not Enough Advertising
 Not enough notice
 Only hear from them at election time
 Poor prioritisation
 Provide information but it doesn't make sense to the average person
 Rich Old Boys Club
 Small town syndrome - pick favourites with residents

Havelock

Need to let locals know what is going on 3
 Locals only get half the story

Marlborough Sounds

Need to let locals know what is going on 4
 Listen to what the locals have to say
 No communication or booklets received
 They don't carry out our concerns
 Would be good to have a newsletter and not just have to rely on newspapers
 Would be ignored without the residential groups

Picton

Need to let locals know what is going on 3
 Too much behind closed doors/ not enough information provided 3
 Not listening to public opinion with the money for the new theatre

Renwick

Too much behind closed doors/ not enough information provided 5
 Need to let locals know what is going on 5

Wairau Valley

Too much behind closed doors/ not enough information provided 9
 Need to let locals know what is going on 4
 Plain English explanations required
 No information passed to community
 Not reported in paper
 No publicity
 Ignored his personal submissions
 Don't let locals have a say
 People feel powerless about influencing is just lip service
 We go to our local Wairau Community Association about anything that goes to MDC

Access to Council meetings Positive

Awatere Valley

Advertise well 2

People are made aware

Blenheim

Advertise well	49
People are made aware	21
Good communication	16
Great website	
Keeps residents updated	
Leaflets every 3 months	

Havelock

Advertise well	2
Good communication	
People are made aware	

Marlborough Sounds

Advertise well	4
Good communication	3
People are made aware	2
Great website	

Picton

Advertise well	6
People are made aware	

Renwick

Advertise well	9
People are made aware	5
Good communication	4

Wairau Valley

Advertise well	10
People are made aware	5
Good communication	3
Information is mailed out annually to residents and always available for the city council	

Access to Council meetings Negative

Awatere Valley

Need to let locals know what is going on	2
Personalities drive decisions rather than what ratepayers want	
Public not aware of meetings	

Blenheim

Public not aware of meetings	29
Need to let locals know what is going on	18
Too many closed door meetings	10
No advertising	3
Last minute notification	3
A lot of short notice stuff but lots of papers that could be used to advertise earlier	
Advertise on radio and not just in a paper	
Bankrupt councillors should not represent us	
Changed meeting types to disallow public to speak or voice opinions	
Could be more obvious	
Don't give enough information	
Haven't heard anything about it	
Lack of information services	
Make decisions without public consent	
Meetings advised short notice and only advertised once in paper	
Need to have meetings outside of nine to five time-frame	
Needs More Publication	
Needs more publicity	
Never see advertisements	
Only get info through the newspaper	
Provide advertising in the free papers	
Public indifference because not listened to	
Public need to know their rights more	

Havelock

Public not aware of meetings	3
Too many closed door meetings	

Marlborough Sounds

Public not aware of meetings	3
Need to let locals know what is going on	2
Too many closed door meetings	
If attend meetings difficult to get heard	
Often don't get information until after the event	
Public indifference because not listened to	

Picton

Need to let locals know what is going on	5
Public not aware of meetings	4
Too many closed door meetings	2
Discontent with the awareness of meetings	

Renwick

Need to let locals know what is going on	6
Public not aware of meetings	5
Need to let locals know what is going on	
Too many closed door meetings	

Wairau Valley

Public not aware of meetings	5
Need to let locals know what is going on	4
Too many closed door meetings	3

Provision of Council Housing Positive

Awatere Valley

Well maintained/ good upkeep	2
Readily available to those who need them;	

Blenheim

Well maintained, good upkeep	20
Readily available to those who need them	13
Good job	3
No complaints	2
Know people personally who have rented housing and are happy with what they've got	2
Affordable accommodation	2
Do repairs quickly	
Don't hear of older people waiting for housing	
Good number of units	
Good to see this service	
Great idea	
Haven't heard any complaints, people seem happy with them	
Heat pumps	
It's appropriate that they provided	
Land and buildings well maintained	
Looking after older people without their own homes	
No complaints	
No complaints	
No homeless people	
Quite a lot of them	
Situated in nice areas	
Tell residents when coming to do maintenance	
They make them available	
Tidy	
Treated fairly	
Upgraded	
Well utilized	
Worked with my elderly m really well	

Havelock

Readily available to those who need them	
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Marlborough Sounds

Doing as much as they can with budget	
Important service to provide	
No complaints	

Picton

Well maintained/ good upkeep	
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Renwick

Well maintained/ good upkeep	5
Readily available to those who need them	2
Reasonable to deal with	
Not looked inside but look ok	

Wairau Valley

Well maintained/ good upkeep	5
Readily available to those who need them	2
Good idea	
Heard no complaints	
Most people are content from what I read in the paper	
Thumbs up for providing the service	
Very affordable	

Provision of Council Housing Negative

Awatere Valley

Empty units that can be used
Not enough checking on contractors

Blenheim

Not enough Council housing	5
Council need to improve maintenance	4
Council should not provide this	
Favouritism by council	
Need better heating	
Not council business	
Should be cheaper	
Should look to increase number	
There can always be more	
Too complicated	
Waiting list is too long	
Wheelchair access lacking	

Havelock

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Marlborough Sounds

Aren't any houses in local area
Council need to improve maintenance; not enough Council housing on
Not going to the right people
Provide more accessible housing for disabilities

Picton

Need more	2
Need to upgrade some of them	

Renwick

Need more

Wairau Valley

Council shouldn't be involved
Not enough Council housing on
Heard of problems with the housing

Public Libraries Positive

Awatere Valley

Staff helpful	12
Good range of books	7
Good facilities/ pc etc.	8
Accessible	8
Good range of services	6
Opening hours good	2
Clean	2
Good services for younger children	2
Modern	
Community library good for local area	
Positive environment	

Blenheim

Staff helpful	128
Good facilities/ pc etc.	86
Good range of services	90
Good range of books	82
Accessible	42
Good opening hours	19
Clean	19
Generally good	13
Children's library good	8
Well used	7
Good wireless internet	5
Good experience overall	4
Excellent	4
Well maintained	4
Up to date	3
Good parking	2
Well managed	4
Parents love it	2
Activities in school holidays	2
Attracts many people	
Great grounds	
Happy with the library	
Kind gesture	
Late night opening to be reinstated	
Modern	
Nice and spacious	
Spacious	
Very social place	
Well set out	
Well situated	

Havelock

Good service/ staff helpful	9
Good range of books	8
Good range of services	6
Good facilities/ pc etc.	5
Accessible	4
Clean	

Marlborough Sounds

Good service/ staff helpful	22
Good range of services	13
Good range of books	8
Accessible	6
Good facilities/ pc etc.	5
Opening hours good	4
General public lots of use	3
Managed well	2
Can use either Library / libraries cooperate	2
Clean	
Convenient location	
Up to date with eBooks	

Picton

Good service/ staff helpful	9
Good facilities/ pc etc.	8
Good range of services	7
Good range of books	4

Opening hours good	3
Accessible	4
Adequate for their needs	
Efficient	
Nicely presented	
Very good	
Works well	

Renwick

Good facilities/ pc etc.	16
Staff helpful	14
Good range of services	14
Good range of books	14
Clean	3
Accessible	3
Opening hours good	3
Transient workers made welcome go there to keep warm	
Encourages kids reading	

Wairau Valley

Staff helpful	25
Good range of services	27
Good range of books	19
Good facilities/ pc etc.	18
Accessible	8
Good opening hours	2
Clean	
Are proactive and up to date	
Brilliant library	
Enough of them	
Free use of computers	
Good lighting	
Good range of data bases	
Handy resource	
Looks really nice and inviting	
No problems	
Community library well supported by the council	

Public Libraries Negative

Awatere Valley

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Blenheim

Free WIFI creates blockages	6
Library needs an upgrade	6
Insufficient books	4
Need larger one	
But did have better opening hours	
Concerned about the service of internet offered	
Cut Thursday nights out	
Doesn't have on-line books and only have high usage because it offers free internet	
Don't Like Fees	
Make the libraries bigger	
Need more resources	
Not relevant to younger users	
Thinks the cost is too high and used by overseas people	
Too small	

Havelock

-

Marlborough Sounds

Library needs an upgrade	
Cost is too high	

Picton

Do not feel the need of a library in this day and age the internet provides all information
 Free Wi-Fi should be in the cafes as too many users make it hard to get around library
 Picton library is far too small

Renwick

Doesn't think they should provide internet services

Animal Control Positive

Awatere Valley

Good dog control service	4
Responds to dog issues quickly	
Don't see dogs roaming around	
Don't see livestock roaming	
No problems with dog control	
Have a Parks and Reserves officer who checks for loose livestock	

Blenheim

Responds to dog issues quickly	70
Good dog control service	66
Don't see livestock roaming	41
Don't see dogs roaming around	29
No problems, livestock control	29
Excellent, good, no problems with dogs	21
Dog control very good/ sympathetic	6
Livestock control prompt response	5
A Few Good People	
Actively make sure dogs have licences	
All Depends On Person	
Dog waste bags provided	
Done a huge job in educating people	
Found a dog very helpful to assist me to return it to owners not impound it	
Good/attractive walking areas for dogs and animals	
Had my dogs picked they have been good service-pleased they have my dogs not someone else	
Helpful	
Improved a lot since later years	
Look after the dogs as well	
Make sure no dogs are in centre city	
No dogs in centre	
See patrolling all the time	
Taylor river area is great	
Wardens are friendly but firm	
Well sign posted where dogs are and aren't available	
Can hear it on the scanner	
Great compared to North Island	
Great staff	
Helpful to farmers when stock escape	
Out there in all weather	
Thorough	

Havelock

Don't see dogs roaming around	
Don't see livestock roaming	
No dog mess on footpaths in Blenheim people have dogs on leads so well managed	

Marlborough Sounds

Good dog control service	10
Good livestock control service	5
Dog control responds quickly	5
Don't see livestock roaming	5
Don't see dogs roaming around	3
Don't see dogs, livestock around	2
Dog controllers always very good/ sympathetic	
More efficient than countries	
No problems	
No problems	
Performing well	
Ranger in the area is helpful	

Picton

Excellent/ good dog control	7
Excellent/ good livestock control	6
Don't see livestock roaming	3
Prompt service	5
Very supportive particularly to elderly	
Occasional livestock roaming	

Renwick

Excellent/ good dog control	4
Don't see dogs roaming	4
Good livestock control	4
Don't see livestock roaming	2

Dog controllers always very good/ sympathetic 2
 Acts quickly

Wairau Valley

Excellent/ good dog control 18
 Good livestock control 9
 Dog control acts quickly 7
 Don't see dogs roaming 3
 Don't see livestock roaming 2
 Officers do well

Animal Control Negative

Awatere Valley

Council does not do much to control livestock 3
 Council does not do much to control dogs
 Not getting any service from Dog Control
 Quite a few stray dogs in area and unlicensed
 Poor levels of dog control
 Poor levels of livestock control
 Don't follow up on livestock complaints
 Livestock should be landowners' responsibility

Blenheim

Licensing too expensive 12
 Poor levels of dog control 9
 Council does not do much to control animals 6
 Not getting any service from Dog Control 5
 Poor levels of livestock control 3
 Better when council did it: too dear with the overheads of the new people doing it
 Chickens have been attacked by dogs on the lost
 Contract providers are discriminatory
 Contracted out
 Council is slow to act on complaints
 Do not follow up complaints
 Dogs around play equipment
 Don't get enough for money
 Fees are a rip off
 Fees should not penalise dogs not micro chipped before it became compulsory
 Lack of service at night
 Large amounts of dogs in the streets
 Lot of room for improvement
 Need to ensure dogs are not allowed on wither hills
 No one catches dog's lot of complaints about dogs being attack by loose dogs
 Only seem to prosecute the people who pay registration
 Poor Management
 Positive qualifier noted
 Rate for licensing dogs is too high
 Revenue Collecting
 See lot dogs wandering
 Should have responsible dog ownership
 They don't they have tended it out
 Too many dogs barking
 Too much control
 Why do only dog owners have to pay for animal control when cats and livestock also do damage
 Better control of cats is required
 Council does not do much to control animals
 Doesn't follow up - horse living locally in urban setting
 Not dealing with a man in town who let his horse go lose. Didn't even get a fine

Havelock

Council does not do much to control animals
 If have problems with neighbour dogs there's no satisfaction from animal control

Marlborough Sounds

Not getting any service from Dog Control 2
 Council does not respond to complaints 2
 Poor levels of livestock control 2
 Council does not do much to control livestock 2
 Licensing too expensive
 A bit hard on dog owners
 Excessive dog control

Picton

Licensing too expensive;

Being show dogs they cannot be neutered therefore that fact should be taken into account when licensing fees due
 Only on complaints system
 Too Anti Dog
 Too harsh

Renwick

Not getting any service from Dog Control 4
 Poor levels of animal control 2
 Council does not do much to control livestock 2
 Poor levels of livestock control 2
 Dog faeces in public places an issue
 Overzealous with restriction of dog movement
 They don't they contract it out
 Barking not addressed
 Useless as locals catch livestock as council won't come out

Wairau Valley

Licensing too expensive 5
 Not getting any service from Dog Control 3
 Don't get enough for money 2
 Overzealous with restriction of dog movement and policing
 Council does not do much to control livestock
 Poor levels of livestock control, even less than dog control
 Poor control of farmers road crossing
 All up to the landowner

Harbour Control Positive

Awatere Valley

Good services over all 3
 Good monitoring 2
 Well managed
 Nothing ever goes wrong

Blenheim

Good monitoring 18
 Nothing ever goes wrong 18
 Good overall 21
 Well managed 13
 Are very good at maintaining the equipment the use 12
 Are strict and good 5
 No problems 5
 Good public awareness 2
 A good job for the budget and large area
 Always good people
 Are pamphlets to tell how to use harbour
 Council gives ample time for people to have their say
 Good communication of rules
 Have a reasonable amount of salmon farms and people were given a fair chance to give opinions on the new salmon farm
 Maintain lights and buoys well
 Top priority
 Visible

Havelock

Good job
 Nothing ever goes wrong
 Good services over all

Marlborough Sounds

Good job 7
 Well managed 6
 Are very good at maintaining the equipment the use 5
 Nothing ever goes wrong 3
 Good services over all 2
 Good monitoring 2
 Adequate lighting
 Are strict and good
 Friendly and helpful with matters that need addressing
 Good information provision
 Tidy

Picton

Good services over all	9
Well managed	3
Are very good at maintaining the equipment the use	3
Good monitoring	3
No problems	2
Good physical presence	
Good security	
Hazards well marked	
Lots of lighting	
Up to international standards	

Renwick

Good services over all	7
Well managed	4
Are very good at maintaining the equipment the use	2
Are strict and good	
Diligent at policing the harbour	
Good harbourmaster Alec VW	
Just completed improved services project	
New Tug	
People are allowed to use common sense	

Wairau Valley

Good services over all	9
Well managed	6
Are very good at maintaining the equipment the use	5
Nothing ever goes wrong	3
Good monitoring	4
Control Cook Strait ferries well	2
Good publicity about it	
Waikawa Marina excellent	

Harbour Control Negative

Awatere Valley

Boat speed limits need policing
Harbour needs better management

Blenheim

Boat speed limits need policing	3
Harbour needs better management	3
People do not know water rules	
BUT cost of marinas is far too expensive for recreational boaters	
People taking too many under sized fish	
Too big for what they are actually running - it's not Ports of Auckland	

Havelock

Harbour needs better management
Maintenance inadequate
Lack of maintenance on lights

Picton

Navigation channel has not been sorted out
Only one boat, too much to handle for one boat

Renwick

Harbour needs better management; more control on the pleasure boating side

Wairau Valley

Boat speed limits need policing
Harbour needs better management
Feels it should be established by central government
Maintenance inadequate

Marlborough Sounds

Ineffective control
Instead of Port side signs to keep to the left till boat license compulsory
Over-regulated;
Don't see harbour masters during off season
Would be nice to use discretion - pedantic; PR needs improvement

Community Safety Positive

Awatere Valley	
Doing good job with security and the cameras	3
Good Policing	3
Community awareness	
Do a good job	
School education programmes	

Blenheim

Feel Safe	27
Doing good job with security and the cameras	29
Doing a good job	25
Good policing	17
Safety patrols are great	16
Community awareness	11
See plenty of police around	10
No problems	7
Address problems quickly	
Alcohol free zone	
Attention in media	
Consult with public	
Continuous improvement	
Good initiatives in schools	
Great communication	
Have improved hugely	
Liquor ban is good	
Not up to scratch yet but it is improving	
Plenty of notice	
Promoted well	
Putting info out	
Quick responses	
Supportive	

Havelock

Doing good job with security and the cameras	
Working well with police	
No problems	

Marlborough Sounds

Doing good job with security and the cameras	7
No problems	2
Community awareness	
Feel safe	
Attends meeting in Picton well organised and thinks they do a good job in this area	
See plenty of Police around	

Picton

Doing good job with security and the cameras	4
Safe here	2
Good Policing	
No problems	

Renwick

Doing good job with security and the cameras	9
Safe here	2
See plenty of Police around;	

Wairau Valley

Doing good job with security and the cameras	9
Security system is good	3
No problems	2
Feel safe	3
Good Policing	3
Just starting programme from conception to youth	

Community Safety Negative

Awatere Valley	
Don't do anything in Seddon	
Needs more policing	
Youth roaming streets	
Needs more policing	

Blenheim

Not safe to walk in Blenheim streets at night	12
Needs more policing	10
Need more cameras	8
Not Council - More of a police issue	4
Don't see evidence of cameras and policing	3
Youth roaming streets	3
Bad lighting	
Be more proactive tidying up drunkenness	
Council should put intuitive to police to visit primary schools nip in the bud bad attitudes	
Earlier closing times	
Haven't seen a lot of activity in the area	
Litterers are a problem	
More Follow Up	
Need more safety patrols	
Need to do more with police	
Need to do more with schools	
No security in parks and off streets	
Not catching people E.g. graffiti	
Not even aware of street patrols	
Not taking alcohol misuse seriously enough	
Safety getting worse	
School is 80km zone signs don't work	
Should shut night clubs down a bit earlier at around midnight	
Stricter on vandalism	
They need community patrols to be able to communicate with the police directly e.g. like Maori wardens	
To many bumps in the walkways	
Wrong agencies being called to incidences due to lack of funding. E.g.. Fire being called instead of Ambulance	

Havelock

More of a police issue, not council

Marlborough Sounds

More of a police issue, not council
Not safe to walk in Blenheim streets at night

Picton

Need more cameras	2
General shortage of surveillance in Picton	
There is not a lot done in Picton	

Renwick

Not safe to walk in Blenheim streets at night	2
Even though they have the cameras don't act on what they've got	
Needs more policing;	
More of a police issue, not Council	
Nothing was done apart from cameras	
Youth roaming streets	
Need more cameras	
They get too involved - people don't use common sense	

Wairau Valley

More of a police issue, not council	3
Feel safe during the hours of daylight but wouldn't go anywhere at night	
Don't see evidence of cameras and policing	
Haven't seen a lot of activity in the safety area	
Not a core business	
Needs more policing	
Only in the township	
Room for improvement	
Youth roaming streets	

Community Support Positive

Awatere Valley

Good support for local trust
Good/ do the job well
Support people in trouble/ people to talk to if needed
Lots of activities

Blenheim

Good/ do the job well	27
Support people in trouble/ people to talk to if needed	11

Help is always available	13
Lots of activities	11
Doing a good job with young people	6
Good support for older people	2
Council on board with community group	4
Adequate support	
Always something for children to do	
Do what they can with their budget	
Edible gardens fantastic	
Engaging with the community	
Funding apprenticeships	
Gets local neighbourhoods to get neighbours working together to beautify their street	
Good advertisement of events	
Good liaison	
Good with community projects	
Great feeling of community	
Help is well publicized	
Large reshuffle-refocus on tourism in Marlborough making things more accessible	
Like work with older people	
Lots of different initiatives	
Never heard of any complaints	
No problems	
Plunkett particularly been awesome	
Road safety program is very good	
Well supported and encouraged	

Havelock

Good/ do the job well

Marlborough Sounds

Bus service and services are well provided
 Doing a good job with young people
 Good/ do the job well
 Lots of activities
 Doing the best job with their budget
 Good/ do the job well; work well with the elderly
 Lots of publicity
 Encourage community to come together and talk through problems
 Provide good service for the elderly

Picton

Good/ do the job well	4
Support people in trouble/ people to talk to if needed	2
Good support	
Doing a good job with older people	
Involved	
Involved in an organization that was funded by the council	

Renwick

Good/ do the job well;	5
Lots of activities	4
Anyone who asked for support got it	
The facilities are one of the best in New Zealand	
Youth transition centre to help young get work	
Very helpful	

Wairau Valley

Good/ do the job well	4
Support people in trouble/ people to talk to if needed	2
Lots of activities	2
Doing a good job with young people	
Help always available	

Community Support Negative

Awatere Valley

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Blenheim

More attention needed for youth activities	6
Need more for elderly	4
Needs more funding	3
Not aware of it	4
Build car parks instead of facilities activities for teenagers	

Don't see much involvement by the Council
Government's job not the council
Need more for elderly
Need more staff
Not a hundred percent
Not relevant to younger people
People employed not performing
Residents are not aware of this service
Room for improvement in funding allocations
Seems that Volunteers do all the work not the council
Spending too much
Support from council has been difficult to get for some voluntary organisations
They need a programme to keep vineyard workers off the streets so residents can feel safer
Too much funding going to theatre

Havelock

Done by churches not council
Need more for elderly

Marlborough Sounds

Don't get the support that they could give
More attention needed for youth activities
Need more for elderly
More priority for people with disabilities

Picton

Need more for elderly
Nothing is done in Picton

Renwick

More attention needed for youth activities
Need more for elderly
Not done by council - volunteer based
Not safe for younger children needs to be better policed
More services required in our area

4

Wairau Valley

Council should not be involved in this area
Government's job not the council
More attention needed for youth activities

Emergency Management Positive

Awatere Valley

Good service	8
Quick Response	6
Good firemen/ well trained	4
Civil Defence do a good job	2
Good number of volunteers	
Good planning for future situations	

Blenheim

Fire: Good / excellent service	106
CD: Good / excellent service	55
Good firemen/ well trained	37
Quick response	53
Good number of volunteers	24
CD: Quick response	20
CD: Good planning for future situations	18
CD: always people there when needed	13
Fire service always people there when needed	6
Do a good job	6
CD: Good planning & communication	6
Council put in a lot of effort	3
Do important job	2
Rated highly because I'm in it	
Everybody's well covered	
For limited resources	
Good community awareness	
Good community involvement	
Good Facility	
Good information	
Good recruitment of young people	
Have kept it running	
Keep people informed	
Many fire service facilities	
No major fires	
No problems	
Often practicing/training	
On every area	
Responds to car accidents also	
See it regularly	
See them patrolling	
Unsure of council involvement	
Aware of their involvement	
Based on hope	
Capable of doing a good job if needed	
Dealt well with floods in the past	
Excellent facilities	
Hard to judge as untested	
Heard positive things	
Lots of information	
Management team	
Natural disaster Information send outs	
No complaints	
No problems	
People seem to know what they are doing	
Proactive	
Proactive with planning	
Providing awareness	
Regular training	
Sent out magnets good information great	
Staff has a lot of experience	
Very proactive officer and team	
Well-advertised	
Well informed	
Well prepared	

Havelock

Good service	4
Quick response	3
Good firemen/ well trained	
Good number of volunteers	
CD:	
Always people there when needed	

Do a good job	4
Good planning for future situations	
Prompt	3

Marlborough Sounds

Fire:	
Good / excellent service	10
Quick Response	7
Good firemen/ well trained	5
Good number of volunteers	4
Doing all they can	
Good equipment	
Improved equipment	
CD:	
Do a good job	4
Well prepared	4
Good use of facilities	

Picton

Fire:	
Good / excellent service	15
Good number of volunteers	2
Actually have a service	
Has seen them in action	
Important for people in rural areas	
New facilities in Picton	
Quick response	
Well managed	
CD:	
Do a good job	7
Good planning for future situations	3
Always people there when needed	
On the ball	
Good public awareness	
Good practice scenarios	
Excellent facilities	
Have done a good job in the past	

Renwick

Fire:	
Good / excellent service	22
Quick Response	6
Good number of volunteers	5
Good firemen/ well trained	2
Firemen are important to our community	
Good appliances	
Well resourced	
CD:	
Good / excellent service	13
On the ball	3
Good equipment	
Good planning for future situations	
Important to the community	
Proactive with planning	
Well managed	

Wairau Valley

Fire:	
Good / excellent service	34
Quick response times	19
Good firemen/ well trained	8
Good number of volunteers	6
A few fire trucks	
Are not shy about using the fire truck up in our area	
Available	
Good communication	
Obvious presence in the community	
Provide great awareness of the fire issues	
Well resourced	
Well supported	
CD:	
Good / excellent service	16
On the ball	6
Good planning for future situations	5
Aware of the effort as has a small involvement	
Good communication	

Great job done during Christchurch earthquake
 Know people that work in civil defence and they say it's pretty good
 Mainly volunteers
 Promoted by council and organised locally
 Set up emergency cell with the community
 The community is confident in the service

Emergency Management Negative

Awatere Valley

Civil Defence has radio control only
 No one in charge of area
 No publicity

Blenheim

Fire
 All volunteers - no council funding 4
 No DC in some areas 4
 Floods not dealt with quickly enough 3
 Council could provide more 2
 CD Could improve 2
 Need more fire engines
 Against rural levy on forest owners to pay
 Don't know locations when given to them fire number
 Not council business
 CD:
 Accident waiting to happen
 All volunteers - no council funding
 Capacity of staff is poor
 Communication is lacking in natural disasters - to the communicate
 Have to rely on own resources
 Isn't a siren anymore
 Lack of public awareness
 More information required by public about what would happen in event of floods and what is the council readiness plan
 Need more volunteers
 Needs to lift its profile
 No sectors anywhere now and community doesn't know what to do in event of emergency Not enough information
 Not enough warnings for some people with flooding
 Not well communicated
 People don't know enough
 Poor information about what to do
 Regionally we have no information on meeting posts of emergency shelters - lacking info
 Used to have sectors in each area and have practices
 Wasn't a hundred percent when used

Havelock

Fire: No presence from Council - done by DOC
 CD:
 Have to rely on own resources;
 Poor communication with local communities
 No radio signal - in case of emergency lack of communication

Marlborough Sounds

Fire:
 All volunteers - no council funding 3
 No civil defence in some areas
 Council could provide more
 CD:
 Floods not dealt with quickly enough 8
 No CD in some areas 4
 Council could provide more 4
 All volunteers - no council funding 2
 Live on water edge no tsunami warnings
 Never been seriously tested
 Rely on volunteers with little Council funding

Picton

It could researched more and we repeating past mistakes in building in areas that vulnerable to earthquake prone

Renwick

Fire:
 All volunteers - no council funding 2

Council could provide more

Have to pay

CD:

All volunteers - no council funding

2

Floods not dealt with quickly enough

No civil defence in some areas

2

Doesn't believe the head officer doesn't do his job properly

Need to liaise with people a bit more

Be more flexible if necessary

Too much red tape

Never heard any testing

Feel uninformed

Wairau Valley

Fire:

Never heard back after debriefing after Boxing Day fire - locals wanted to help more

All volunteers - no council funding

Increase cost will affect taxpayer

CD:

All volunteers - no council funding

2

Believe they are nowhere near as prepared as they need to be - they're in for a shock

Not council – comes from National support centre

Should be more proactive with the communities that are not involved need to be finding people that will help

Environmental Policies Positive

Awatere Valley

Doing a good job

Blenheim

Do a good job

25

Good information flow

15

Good decision against multi nationals for salmon farming

Good feedback

Good reporting in the newspaper, and kept well informed

Good service

Looking at solutions for the future

No complaints

Havelock

Do a good job

Marlborough Sounds

Doing a good job

3

Attempt to keep the sounds environmentally friendly and clean

Picton

Doing a good job

3

Good awareness

Good information flow

Renwick

Do a good job

8

Over regulated

Good information flow

Plenty of phone numbers

Wairau Valley

Do a good job

5

Good information flow

3

Well enforced

Environmental Policies Negative

Awatere Valley

Control not effective

Lack of environmental monitoring

Need to get tougher

Too many mussel farms

Blenheim

Lack of information about environmental monitoring

13

Lack of environmental monitoring

9



Council direction ineffective	7
Control not effective	5
Concerns regarding pollution	5
Issues with usage and monitoring of rivers	3
Concern regarding spray from vineyards	3
Big business oriented not on small businesses	
Dairy effluent unreported	
Lack of full disclosure	
Needs to be improved but	
Over regulated	
Poor driving visibility from the sprays	
Very slow	
We don't agree with their policies	

Havelock

Control not effective	
Lack of environmental monitoring	

Marlborough Sounds

Lack of information about environmental monitoring	3
Lack of environmental monitoring	3
Control not effective	2
Mussel take bottom food chain-small fish have none so big fish have no small fish	
No future forward thinking about water quality	
No practical use	
No public relations	
Not consistent in providing the service	
The system for accessing information is not obvious	
They monitor the water but don't give us a report	

Picton

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Renwick

Give people a chance to have their say about salmon farm	
Issue with pollution	
Lack of environmental monitoring	

Wairau Valley

Lack of environmental monitoring	3
Lack of information about environmental monitoring	2
Apia River highly polluted with rubbish so is an eyesore when showing visitors	
Biased monitoring to the rural community	
Council direction ineffective	
Foreshore and seabed - nothing given back to community	
Too much council interference	
Unskilled people working in this field and they need to stand up to green fraternity	

Regional Development Positive

Awatere Valley

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Blenheim

Doing a good job	13
Does well in supporting business	7
Good communication	2
Proactive	2
Good reports in the local paper	
Good research in this area	
Never hear complaints	
New carpark and shopping area in Blenheim - pleased	
Not a hundred percent but it's good	
Restructured older business too	
Seems to be working	
Welcomed people from Christchurch relocating businesses	
Well planned	

Havelock

Does well in supporting business
Good promotion

Marlborough Sounds

Does well in supporting business	2
Do a good job	

Picton

Do a good job	3
Seems to be improving	

Renwick

Do a good job	3
Can't Complain	
Very good	

Wairau Valley

Do a good job	2
Can't Complain	
Good contact points	

Regional Development Negative

Awatere Valley

Ineffective	2
Lacking common sense	
Tend to forget about Seddon	
Narrow focus - tourism & wine	
Paid for external contractors rather than using local ideas	

Blenheim

Actions impede business development	15
Ineffective	8
Narrow focus - tourism & wine	6
Council shouldn't be involved	5
Need to allow new development	5
Council not doing enough	4
Council isn't leading	3
Council has no real focus	2
Council give contracts to out of towners not locals	
A lot empty building	
A lot of empty stores	
A lot of room for improvement in a lot of areas	
All talk	
Area not developing currently	
Better forward thinking planning	
Big contracts like carpark should have gone to locals	
Big contracts were let not to locals pricing similar	
Built a too large Bunnings	
But they've gotten behind	
Car park building very un-utilised	

Cost is too high
Cost is too high
Council have projects of their own that is direct conflict with businesses in the area
Council makes the process too hard
Council to put pressure on Power suppliers does not encourage new business
Depends what the Council's own agenda is.
Division process (going through is good) is good
Don't encourage business
Don't make easy for businesses to operate
Don't promote town moving ahead
Don't see much going ahead
Don't seem to be probating outside of the district
Driving people out
Economic development requires improvement
Forward planning has been dismal
Forward planning has been dismal
Hard to get anywhere
Have allowed too many countdowns to be built
Just looking after one demographic as they just focus on the wine industry but not s
Lack of awareness of business requirements
Lacking common sense
Not doing it well
Make it too difficult
Malt ale house lost out to car parks
Many empty shops
More green areas needed with the urban sprawl
More information
Need more awareness
Need to encourage more businesses
Need to work more closely with businesses
New areas for developments long way through process and then report says prone to liquefaction
New business is not well promoted
New development even though there are existing unused resources
Nil outcomes from anything they've done
No council provision to ensure local contractors are given a get the job to support local
Not aware of what community requires
Obstacles
Old boy network
Over regulated
Poor compared to councils
Poor planning
Public awareness
Putting off people coming to area
Rates are far too high for small business in town
Restricting retail development on outskirts of Blenheim
Stop subdivision
Talk but nothing happens
Theatre place location was silly next to the Marlborough club
They are not using enough local people and businesses
They Don't Listen To People
Too difficult to establish new businesses
Too many businesses closing
Too many regulations and time wasting
Tourism ok
Trying to stop salmon farming is stopping development
Turned down Speight's Ale House on river
Uncooperative
Very one eyed about it
Wasting money

Havelock

Need to allow new development
No real involvement
Not doing enough
A lot of shops closing down
Old boy's school
Marlborough Sounds
Actions impede business development
Boat equipment shops
Charter fisherman restrictions amateurs lost the community thousands in the sounds
Disaster for lodges- supermarket
Focussed on running for business not residents
Ineffective
Let the loggers get away with murder and not policing the development enough
Need more focus on CBD -protection - while doing developments on outskirts
Need to allow new development
Talk a lot but don't do much

Too focused on viticulture
Too much commercialising of the Marlborough Sounds with salmon farming

Picton

No enticement to the Picton area only work toward Blenheim 2
Actions impede business development 2
A lot of empty shops in Picton and the mall meaning the rates might be too high
Narrow focus - tourism & wine
They don't look after the local people
Don't seem to think about what they are doing
All talk
Not aware of what they are doing therefore they cannot be doing much
Preventing industry by making permits hard to acquire
Very little support

Renwick

Actions impede business development 2
Ineffective 2
Council shouldn't be involved
Town is ugly unattractive soulless
Only provide to select people, not region
Over involved
Slow to proceed

Wairau Valley

Council shouldn't be involved 5
Actions impede development 4
Bow to public pressure, money hungry
But they do too much
Cost is too high
Council has no real focus
Council makes the process too hard
Do not invest enough time and energy
Favouritism
Funds going in the wrong direction
Just all talk
Lack of support
Lacking forward planning
Only provide to select people, not region
Poor planning
User pays - defer costs until public need to help
Won't acknowledge problems associated with goals/targets

Tourism Services Positive

Awatere Valley

More effort - room to improve
Too much dissention
Needs better co ordination
Poorly managed
Spend money with not enough to show
Build too much new rather than doing up the existing for cheaper

Blenheim

Promote the region well 66
Advertise well/ good advertising 29
Doing a good job 28
Lots of tourism in the area 18
Council performs well in supporting tourism 14
Good information/ brochures 10
Put on events to entice people in 3
A little room for improvement
An office in Picton
Built new convention centre
Capably led my mayor
Discovers best methods
Good information centre
Good promotion in terms of the wine industries
Innovative
Local train station was done up, promotes tourism
Marlborough is all about tourism
Modern building
New information centre
Nice place to come to
Promotion

Provide local events
 Provides an inviting environment
 Rated high due to reshuffle and refocus
 Set up tourism areas
 Spend a lot of ratepayer money on tourism - building the information centre
 Streets are full of tourists!
 Those concerned are very informative
 Tourists in area
 Tours
 Use funding to best advantage

Havelock

Tourism well promoted	2
Tourists in area	
Advertise well/ good advertising	
Promote the region well	
Council performs well and supporting tourism	
Getting there	

Marlborough Sounds

Promote the region well	6
Advertise well/ good advertising	5
Doing a good job	4
Lots of tourism in the area	4
Good information/ brochures	3
Council performs well and supporting tourism	
Good road signs	
New information centre	

Picton

Promote the region well	5
Advertise well/ good advertising	3
Council performs well and supporting tourism	2
Doing a good job	2
Lots of tourism in the area	
Good information/ brochures	

Renwick

Council performs well and supporting tourism	2
Doing a good job	4
Promote the region well	6
Tourists in area	2
Advertise well/ good advertising	
Bike ways	
Good facilities	
Good information/ brochures	
New information centre	

Wairau Valley

Promote the region well	10
Lots of tourism in the area	7
Council performs well and supporting tourism	5
Advertise well/ good advertising	5
Good information/ brochures	5
Tourism well promoted	2
Doing a good job	2
High on Google search	
Look after the tourists	

Tourism Services Negative

Awatere Valley

More effort - room to improve
 Too much dissention
 Needs better co ordination
 Poorly managed
 Spend money with not enough to show
 Build too much new rather than doing up the existing for cheaper

Blenheim

More promotion required	10
Poorly managed	6
More effort - room to improve	6
Cost - is this appropriate for council?	5

Aims to much at richer people and not enough at the Average Joe
But don't like destination Marlborough itself
Cannot provide information on free activities
Could do a better job
Could do more
Could spend more
Customer service & information centre poor
Customer service & information centre poor
Destination Marlborough building, not enough room for people and buses
Destination Marlborough is not great
Do not provide services for Motorhomes
Does not believe the council thinks they are doing a good job
Doesn't represent Marlborough well
Don't fund historical things
Don't see it
Focused on specific areas of tourism
Inadequate signage on new i-Site info centre - tourists can't find it
Is corrupt and play favourites with certain organisations
Lack of communication
Lack of innovation
Lack of promotion
Less focus on solely grapes
Love Marlborough campaign is not encouraging people to come to the region
Main Street needs improving
More frequent flights and transport needed to support tourism
Motels are never full
Needs more as people pass through but do not stop: Support things aside from wine
Never get it right
No communication between tourist service's and Destination Marlborough
No visible results
Not sure how much is being done there is no evidence of this
People don't know what to do here
People still don't know where Blenheim is
People who benefit from tourism should be the ones who pay for it: Council should not have to finance it
Poor listening
Province marketed ineffectively
Self-advertising
Should market as a gourmet destination
There no tourism happening
Thinks the visitor centre is unnecessary and was a waste of money
Too many organisations
Too much spent on visitors
Very bland

Havelock

Destination Marlborough in inefficient and ineffective
Should not put all tourism money solely into Destination Marlborough
More effort - room to improve
Only promote big businesses but neglect local and/or small businesses

Marlborough Sounds

Attitude to information senders as they push the information senders out of business
Council and Destination Marlborough should be separate entities
Good but could do more in the sounds
More effort - room to improve
People still don't know where Blenheim is
People who benefit from tourism should be the ones who pay for it: Council sh...
Rates are impeding tourism development
Costs too high
Thousands of tourists used to come to the sounds to catch a feed fish
Too selective of operators
Council's vested operators receive preferential treatment

Picton

Picton is forgotten about 3
Poorly managed 3
More promotion required 2
Appears to be confusion as to what direction Marlborough is taking and who is going to manage
Cost - is this appropriate for council?
In centres in NZ there is hardly any information on Marlborough
Only support paid services
They don't instil confidence that they will do what they can to get tourists to Picton
Tourism centre has been placed in wrong situation should be in Picton
Tourism centre in wrong situation should be in Picton to provide for ferry tourists

Renwick

More promotion required	2
More effort - room to improve	
Poorly managed	
Didn't do anything when we were running a back packers	

Wairau Valley

Cost - is this appropriate for council?	5
More effort - room to improve	3
More promotion required	3
Not council job	2
At present just wine and food	
Could improve it	
Customer service & information centre poor	
Further investment and support needed	
No good strategy or creative ideas to draw tourists to area	
Poorly managed	
Spend money with not enough to show	

Research Centre Positive

Awatere Valley

Crop research support a really strong part of community
 Good support to viticulture industry
 Good vineyard research

Blenheim

Do a thorough job	26
Provide a good service	18
Good decision to continue to fund / support community	10
Always looking into new technologies	
At the forefront of expertise	
If the council didn't support the research centre	
Know people who work there	
Known for its vineyards	
Marlborough wines well known internationally	
Nationally renowned	
New ideas	
New techniques	
NMIT and research centre should work together	
Provide good training for people	
Research is really important	
See them going ahead in this area	
Set an example for s	
Skilled people working for them	
They wouldn't be able to the research that benefits the community	
Top line staff	
Up to date research and accessible	
Valuable for the region	
Viticulture is up there with the rest of the world	
Works on a point of difference and is skill based and helps keep talent in the region	

Havelock

Provide a good service
 Reasonable effort

Marlborough Sounds

Do a thorough job	2
Good vineyard research	
Information available	
Prepared to contribute to such an organisation	
Big source of funds for region	
Provide a good service	
Crop research support a really strong part of community	

Picton

Do a thorough job	2
Provide a good service	2
Knows someone who works there	

Renwick

Provide a good service	2
Do a thorough job	

Wairau Valley

Do a thorough job	9
Provide a good service	5
Information provided available and varied	

Research Centre Negative

Awatere Valley

Too much focus on grapes	2
Don't see any results	
Lack of communication with farming community	
Not enough information on how they provide support	
Administration needs work	

Blenheim

Council shouldn't be involved / private sector role	4
Too much focus on grapes	3
More focus on grapes	
Adds extra costs onto the producing wines causing just an tax on the vineyards	
Already giving too much money	
But too many vineyards	
Could spend money on farmers markets and on agriculture not just wine	
Council doesn't provide enough funding	
Didn't know what it actually research they actually do	
Don't hear council name on research papers	
Don't see any results	
Industries should fund their own research: Rate payers shouldn't be paying	
More potential	
Need to broaden their focus from just crops	
Needs more publicity to inform locals	
Not enough diversity with industry	
Not enough information on how they provide support	
Should be centrally funded by government	
Shouldn't be funded by the council	
Waste of money	
Why is research only on crops?	

Havelock

Don't see any results	
Lack of communication with farming community	

Marlborough Sounds

Only a part funder shouldn't be taking credit for the centre	
To do with business not helping residents, only migrant workers	

Picton

Council shouldn't be involved / private sector role	
Don't really understand why this is council responsibility	
Too much focus on grapes	
Viticulture research is viable and published but the balance of primary production sectors research is not clear	

Renwick

Does too much	
Too much focus on grapes	

Wairau Valley

Too much focus on grapes	3
Council shouldn't be involved / private sector role	3
This should be carried out by industry bodies.	
Doesn't benefit local community	
Would like to see the cost benefit analysis of the facility	
Moved far from what it began as - lost focus of why it started	
Too much water being used for frost protection	
Wind mills are very noisy	
Used not happy	

Events and Conferences Positive

Awatere Valley

Good range of events	5
Do a great job/ events good	2
Well promoted	2

Research First: Be Certain

Well-advertised

Blenheim

Well promoted / advertised	64
Do a great job/ events good	56
Good range of events	35
Good facilities	3
Lots of people show up - good community affair	4
Family oriented	3
Excellent convention centre	2
Always something happening	2
Adequate for what we'd expect in our district	
Events calendar advertises monthly	
Convention Centre is great	
Encourage	
Entertainment	
Events appeal nationally and internationally	
Free is good for district	
Good family events	
Good for people out of town	
Have good facilities	
Increased amount of events	
MFF does a great job	
New centre	
Plenty of visitors coming into the region	
Providing assets available to the public - attracts people to Marlborough	
Well organised	

Havelock

Well-advertised	3
Good for funds available	
Support of local business	
Well managed	

Marlborough Sounds

Well-advertised / promoted	10
Do a great job/ events good	5
Always something happening	
Good infrastructure	
Good range of events	

Picton

Do a great job/ events good	7
Well-advertised	5
Excellent convention centre	

Renwick

Do a great job/ events good	11
Good range of events	2
Well promoted	4
Also support community groups	
Good as a family	

Wairau Valley

Well promoted	15
Do a great job/ events good	6
Good range of events	6
And the new large carpark provided encourages people to attend	
Easy to deal with	
Excellent convention centre	
Have used the conference centre and the facilities	

Events and Conferences Negative

Awatere Valley

Cost is too high for outcome	2
No information on discernible benefits	
Past bad experiences	

Blenheim

Events should be advertised more	6
Currently ineffective	4
Cost is too high for outcome	4
More specific focus required, too general	2



Activities have been reduced
Aimed at the rich
Aren't enough events at a lower cost
Broader range of events not just grapes
Convention centre is not necessary
Could do more for younger people
Could do more to promote Marlborough
Don't do enough to advertise
Don't like the way they operate
Doubling up to more separate organisations
Events are not targeted at the 18-24 age group they appear to be more family oriented
Events are the same every year
Expensive
Lack of events
Marlborough Fun approach is a bit tired
Need to do more for younger generation
Need to keep price down
Needs to reach all areas of district
Needs to reach all areas of district
No creativity
No visible results
No one is informed
Not of heard of much
Not seen any council involvement lately
Not supported by community
Nothing is advertised
Personally hasn't heard of any events
Put too much money into it
Room for improvement
Second similar group also receives support from council
The role of Destination Marlborough
Wanted to rate it at a 6! Reduced funding in the last couple of years and putting into areas
Wasted resource

2

Havelock

Currently ineffective

Marlborough Sounds

Cost is too high for outcome
No benefit for rates payers, only tourists
Encourage major things to the detriment of the local community so minor things don't happen

Picton

Needs to reach all areas of district
Events should be advertised more
Cost is too high for outcome
Shouldn't be the job of the council and they should focus on providing the basic services

2

2

Renwick

Cost is too high for outcome
Currently ineffective
More could be done
Events should be advertised more

Wairau Valley

Activities have been reduced
Cost is too high for outcome
Could have been put in one of the many carparks available
Currently ineffective
Events should be advertised more
Independent accounting firm to do an independent analyse of the service
Need a new theatre but strongly disagree with location
Not obvious that the council are actually involved in events
Ratepayer hand out to an organisation
Unused facility