

Resident Satisfaction Survey

Wave 2/ Quarter 2 2025-2026



Jeena Baines

Data, Insights and Research Analyst



About the survey

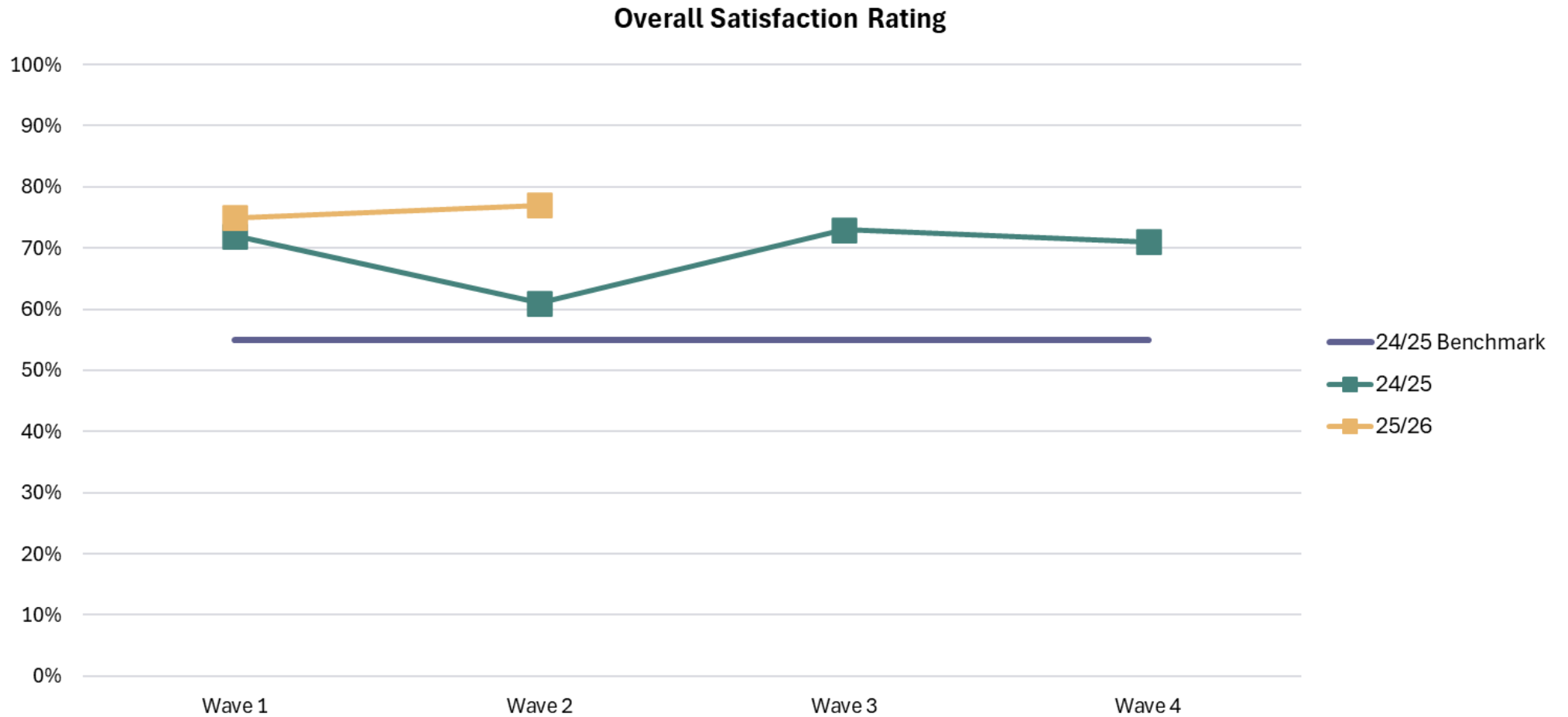
The resident satisfaction survey is undertaken by Key Research on a quarterly basis. Data collection is controlled to achieve defined quota targets based on age, gender, location and ethnicity. Each quarter there are about 115-125 people that complete the survey.

The questions help provide feedback from our community on a range of topics.

The majority of the following graphs also have a 2024/2025 benchmark line. This benchmark is the average satisfaction rate for the 21 councils that use Key Research.

The wave 2 survey took place between 3 November and 11 December 2025.

Overall satisfaction rate



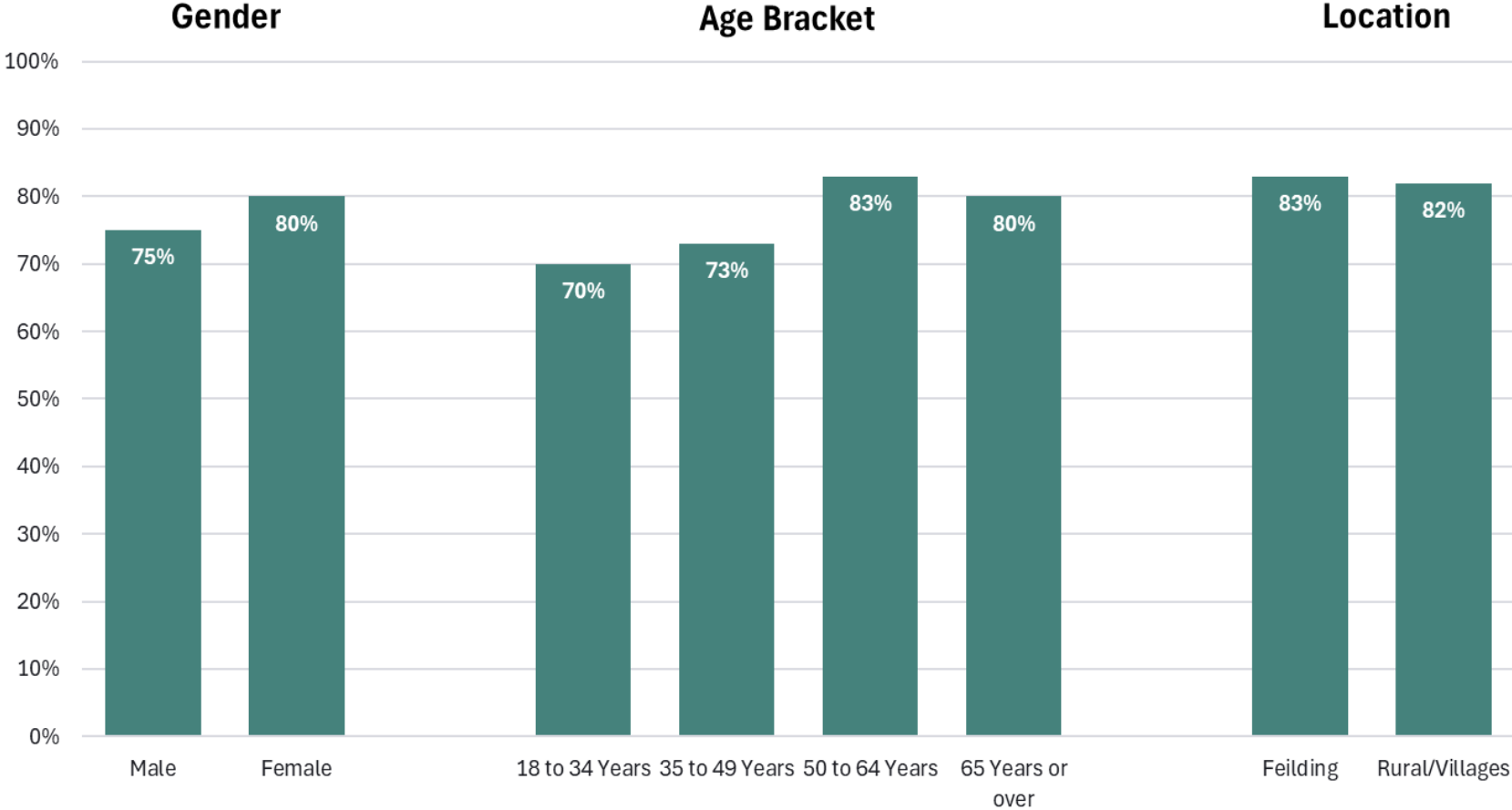
Key Themes

While we continue to have a high satisfaction rate the key themes coming through the comments are as follows:

- Core services need to be reliable, especially water, roads, drainage and other essential infrastructure.
- Rates affordability and value for money are a major concern for residents.
- Communication and responsiveness need improvement, including faster follow-up on enquiries and issues raised.

Overall satisfaction rate by demographics

- 18–34 satisfaction dropped 11% to 70% (still strong), though low respondent numbers mean results can fluctuate.
- Rural/village satisfaction rose 16% and is now comparable to Feilding. However, some comments still raised concerns about limited rural services.

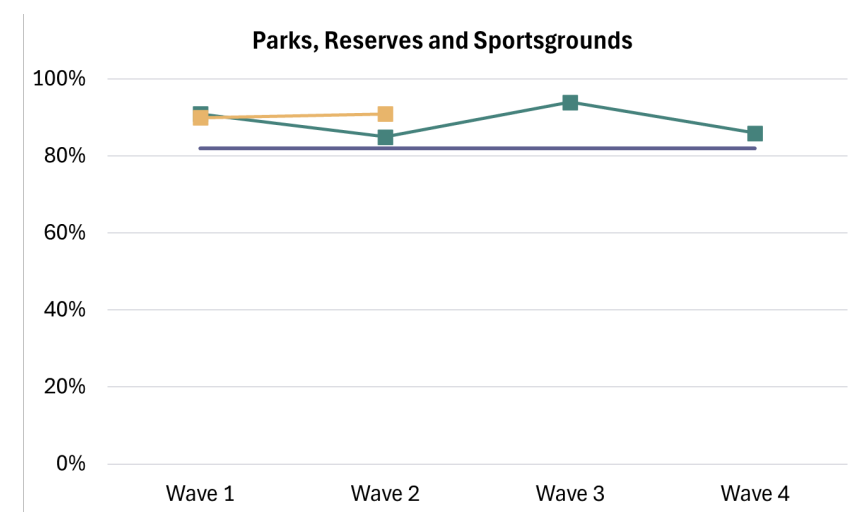
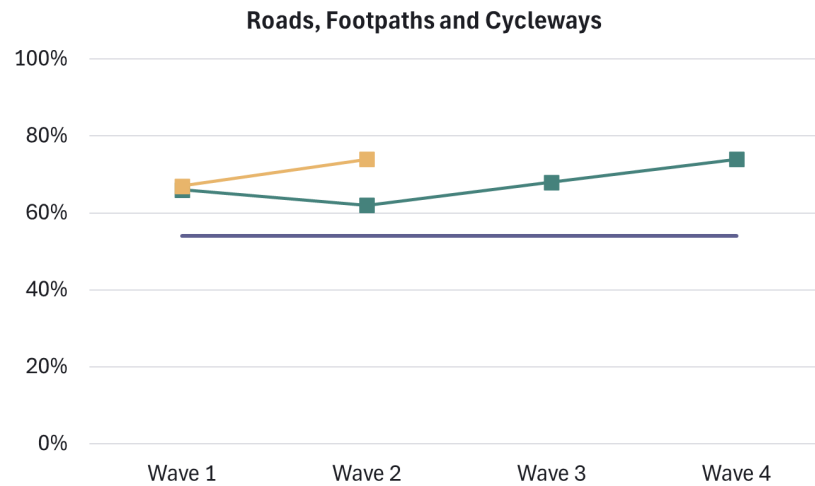
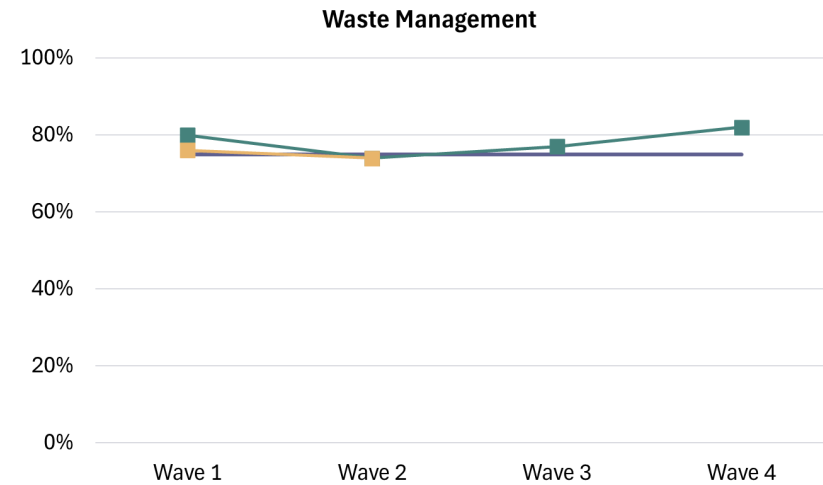
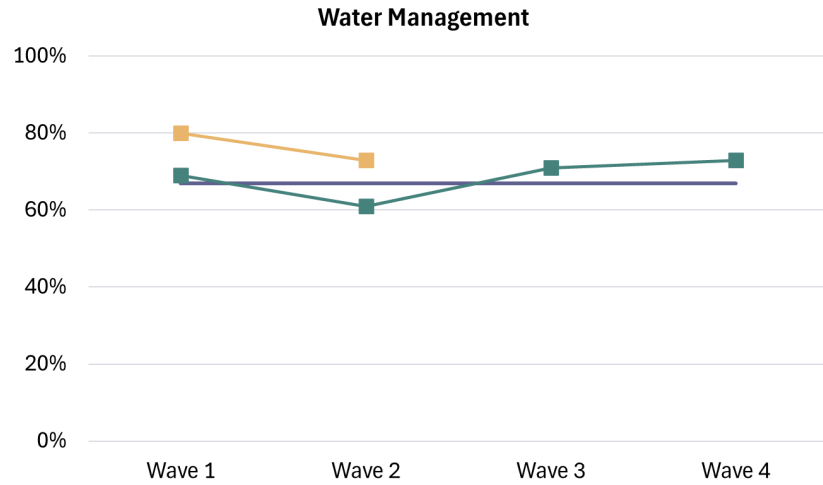


Satisfaction rates for 11 main questions

- MDC results for 9 out of the 11 measures sit above the benchmark.
- Waste Management is sitting slightly below and Regulatory Services is sitting at the benchmark.
- Enquiry Handling is continuing to perform particularly well, receiving more than double the number of usual responses and also now sitting well above the benchmark for this quarter.

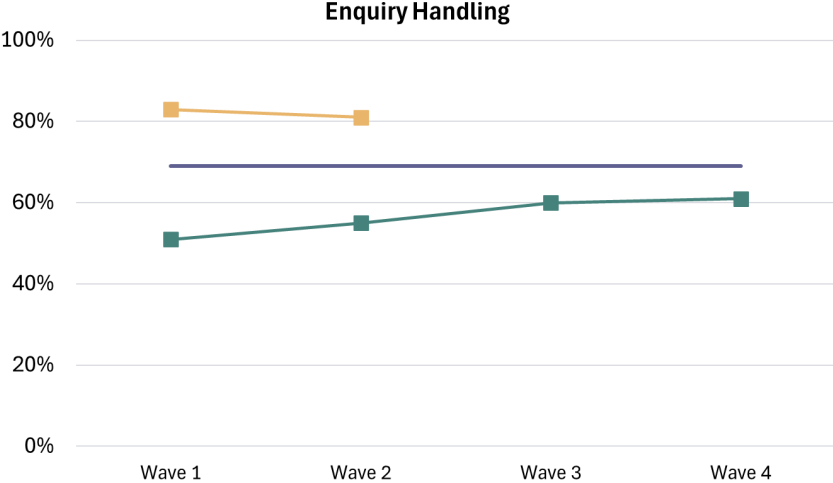
Satisfaction rates for 11 main questions cont.

- 24/25 Benchmark
- 24/25
- 25/26

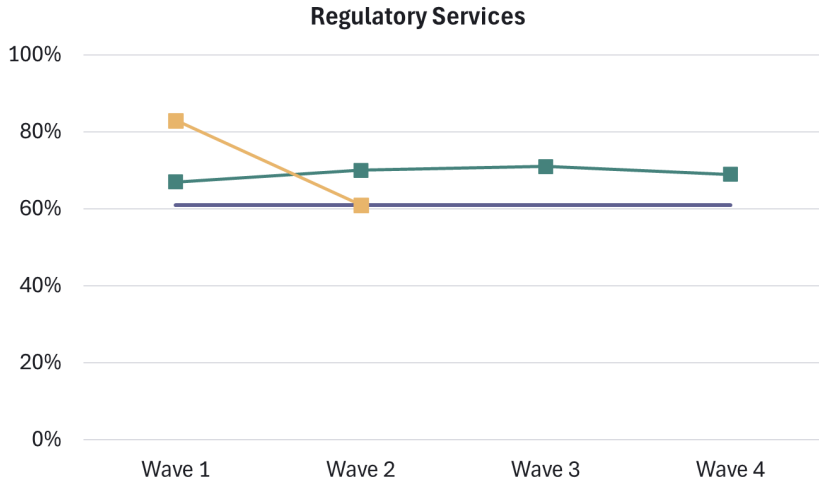
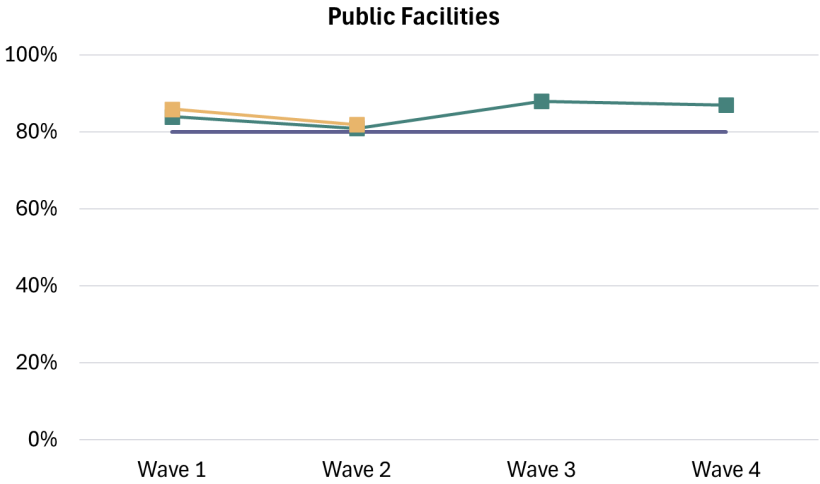


Satisfaction rates for 11 main questions cont.

- 24/25 Benchmark
- 24/25
- 25/26

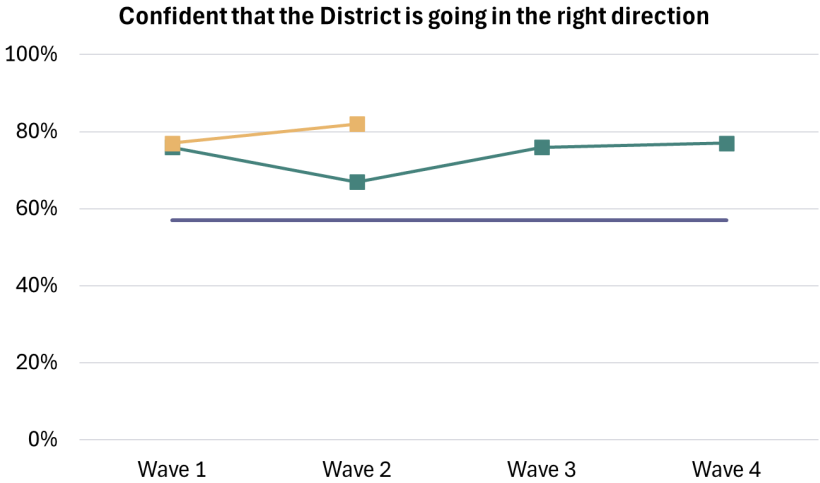
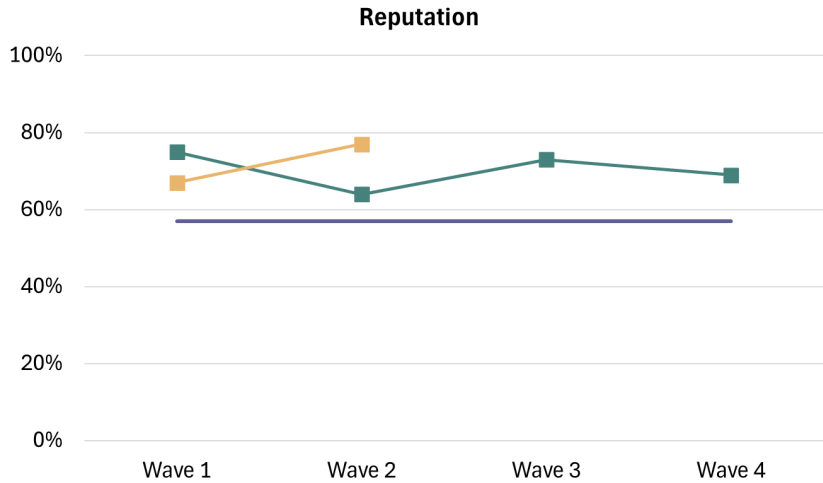
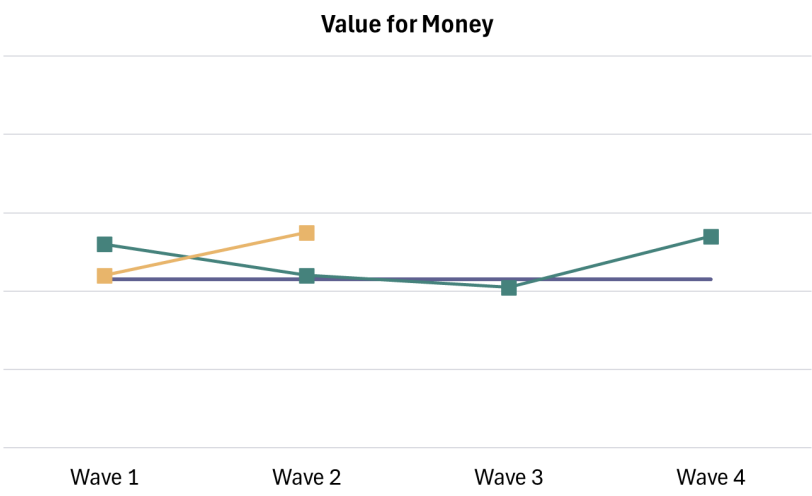
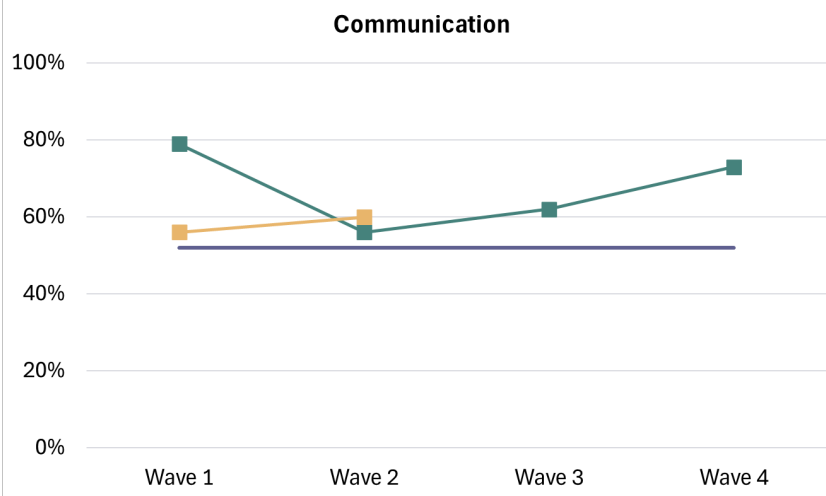


Enquiry handling usually only has 20 respondents. For the Wave 2 2025/26 survey there were 45 people who responded to these questions.



Satisfaction rates for 11 main questions cont.

- 24/25 Benchmark
- 24/25
- 25/26

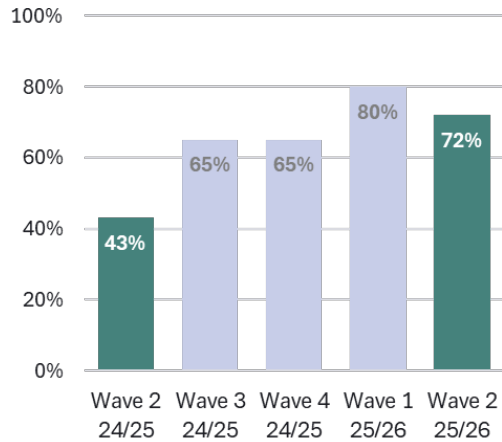


Largest Increases and Decreases

- Across the 74 questions, 76% of the questions have showed an increase
- Four questions saw a decline of more than 10%
- 24 questions saw an increase greater than 10%

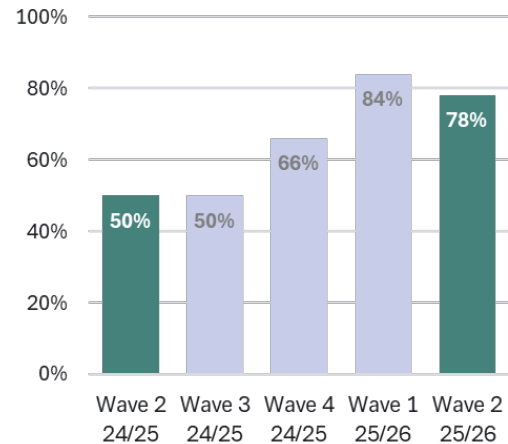
Largest Increases

Satisfaction with the accuracy of the information provided

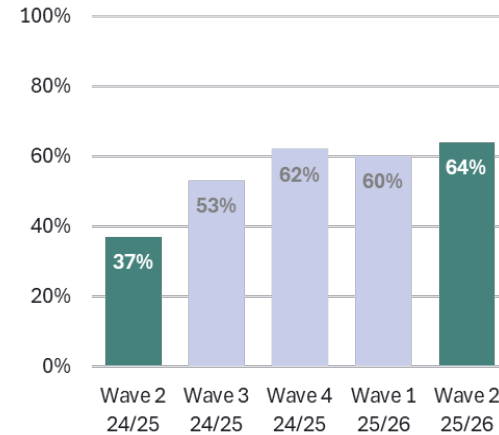


These two questions focus on residents' direct experiences with Council services and their satisfaction levels. Notably, both the overall satisfaction rate and the number of respondents to these questions have increased significantly.

Satisfaction with how long it took to resolve the enquiry



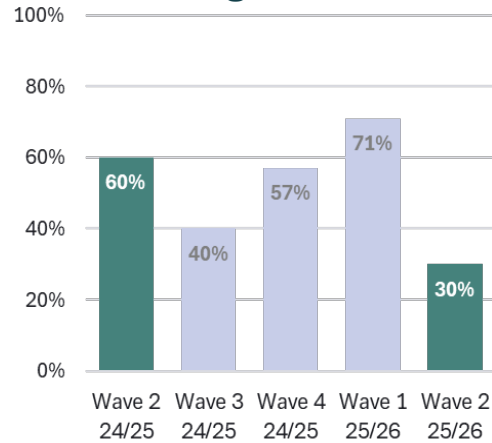
Satisfaction with how well the stormwater system is maintained



Satisfaction has increased to 64% in the most recent wave, following a significant low in Wave 2 of 24/25. This result is more consistent with other waves over the past year.

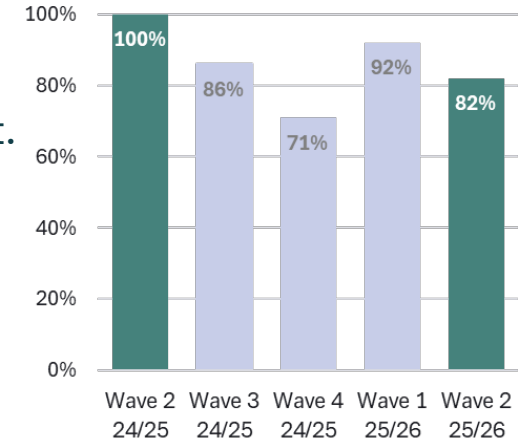
Largest Decreases

Satisfaction with managing and issuing resource consents

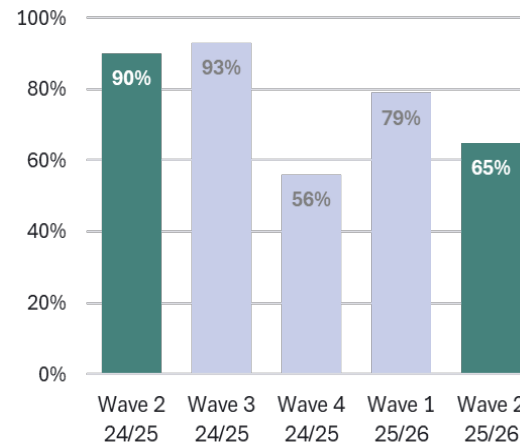


These three measures all have low numbers responding to them which means that percentage shift can be significant. All of these measures have fewer than 25 people who responded to them. This is why there has been so much variation over the past year.

Satisfaction with licensing premises such as cafes, restaurants and hairdressers



Satisfaction with managing liquor licensing



Actionable Comments

- Never had an issue with it. I have no idea what happens to the sewage. Presume a treatment plant is nearby. Maybe you should include in your rates info brochure.
- Generally, I have no complaints. However, some areas could do with more bins such as Herlihy Reserve.
- The baby, preschool and early primary section of the Kowhai Park playground need sun shelter. The playground gets too hot outside winter months.

Key Management Actions

- Continue using communication tools and channels to educate and inform our residents and to shift perceptions of council
- Continue efforts and initiatives to improve enquiry handling

Comments

All the following are comments taken from the most current survey. Each has a title to show what question the comment is in relation to. These comments are a typical cross section of the survey.

Water Supply

“It’s pretty good overall. Occasionally we get a funny taste or odour occurring. Mostly after bad weather so not unexpected.”

Sewage System

“Never had any problems with the system.”

Stormwater

“Mostly okay but having some trouble with drainage.”

Kerbside Collection

“No problems at our local collection point, apart from people putting bags out too early, which become targets for the local wildlife.”

Waste Management

“We don't use the transfer station and have a private green waste service. Haven't used the food waste bin yet however great concept! I think generally town bins are ok however there's always green waste around.”

Roads, footpaths and cycleways

“Roads in general good quality. Safety of some of the intersections are questionable. Need more actual marked crossings, not just the ones that cars don't have to stop at. No idea about cycleways. Footpaths could be better maintained.”

Public Facilities

“Adequate and well maintained.”

Parks, reserves, and playgrounds

“Regularly use walkways around the town and also reserves, Kitchener Park and Kowhai Park plus Timona Park are a credit to Council workers and volunteers who maintain them.”

Regulatory Services

“Resource consent process was good and informative with the website, but expensive.”

Comments

Community

Funding

“Unfamiliar with these activities.”

A place to belong and grow

“The opportunities are available if people wish to engage.”

A future planned together

“I’m not aware of any future planned together.”

An environment to be proud of

“We are lucky to have good infrastructure. Beautiful gardens and parks. Accessed to pleasant places to walk. Council staff who are friendly and helpful. Thank you.”

A prosperous resilient economy

“I’m sure Council works hard at this but not sure if it’s effective or not.”

An infrastructure fit for the future

“Always room for improvement.”

Value for money and excellence in local government

“Don't know, I wouldn't want rates to go to much higher, but I suppose that's the price we pay for services to be maintained. Resilience of facilities rather than beautification.”

Enquiry Handling

“Excellent response from original request. It did take 6 months for the work to be done.”

General Comments

“After doing the survey I realize I don't know much about the workings of the Council.”

General Comments

“As said previously the Council needs to stem spending where possible. Rates just keep going up and up and up.”

General Comments

“Thank you. I love living in Feilding. I wish there could be traffic lights along Kimbolton Road but know that is out of the Councils hands. Probably the same as poor lighting on the rural intersections feeding onto the State Highway roads.”