

Resident Satisfaction Survey

Wave 1/ Quarter 1 2025-2026



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About the survey

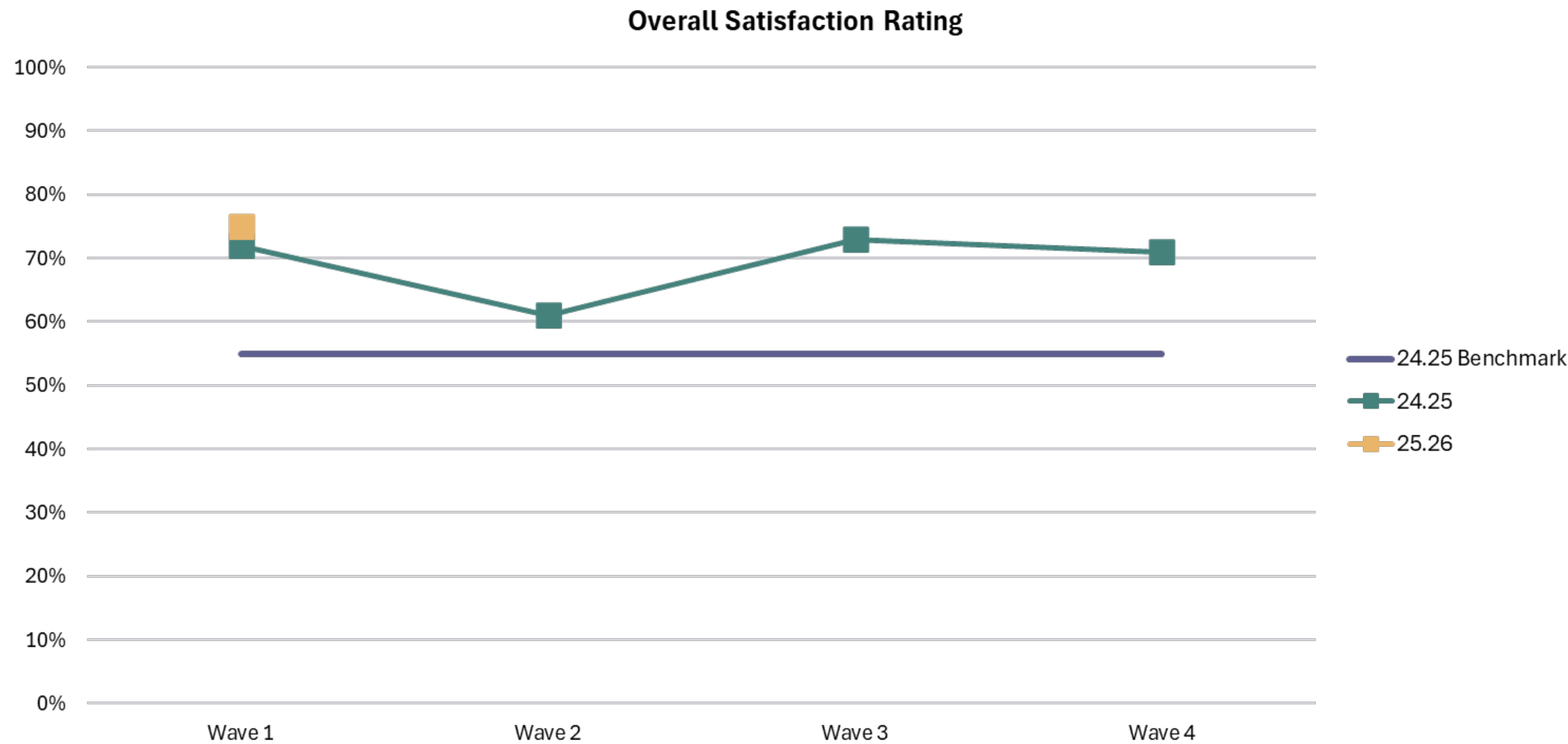
The resident satisfaction survey is undertaken by Key Research on a quarterly basis. Data collection is controlled to achieve defined quota targets based on age, gender, location and ethnicity. Each quarter there are about 120-130 people that complete the survey.

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 1 survey took place between 29 August and 28 September 2025.

Overall satisfaction rate



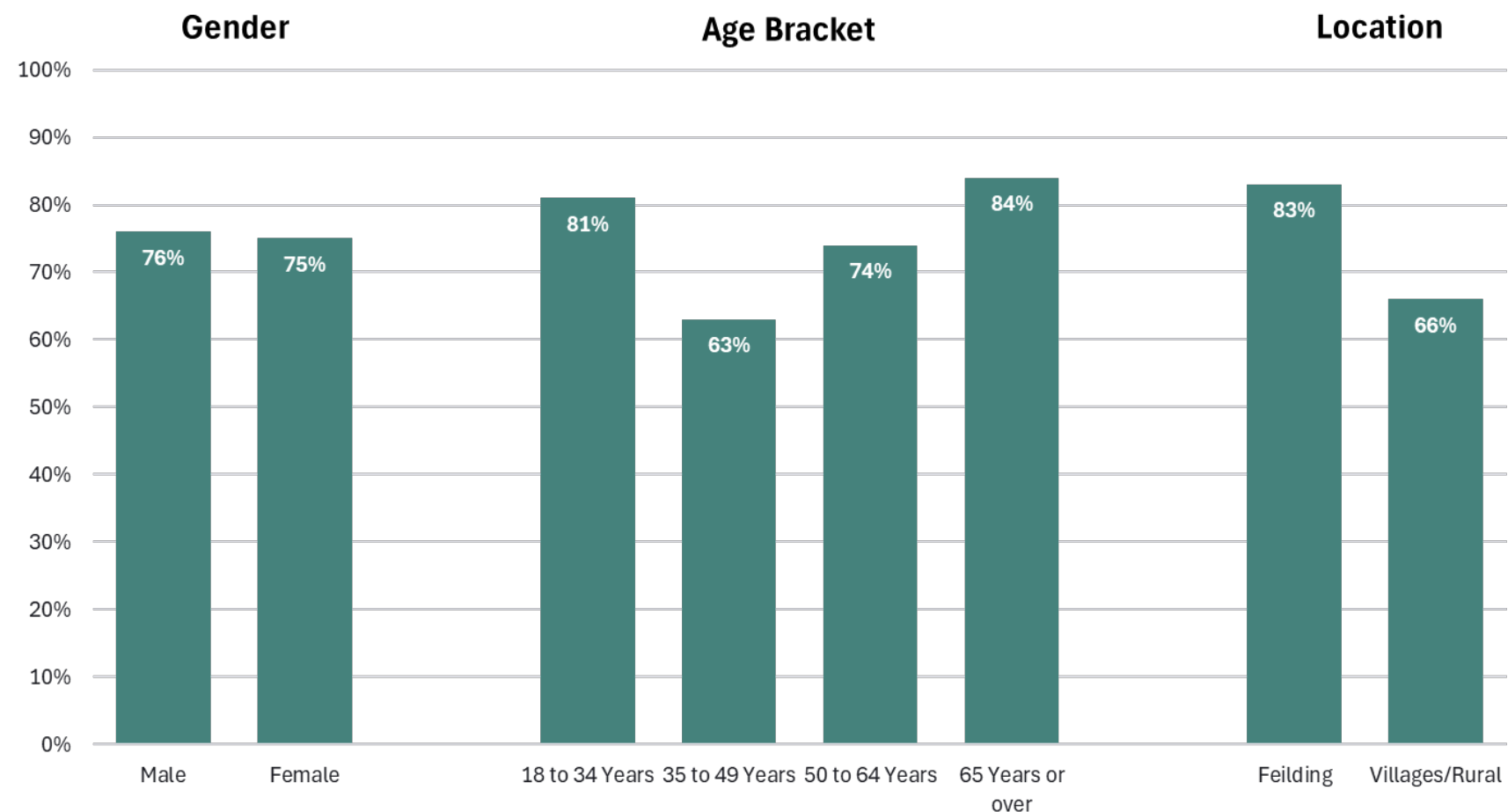
Key Themes

While the overall satisfaction rate sits at 75%, the majority of comments in the Wave 1 survey reflected a negative sentiment. The following key themes emerged from the feedback:

- **Infrastructure and Services:** Ongoing focus on maintaining and improving roads, water, and waste systems across the district.
- **Rates and Value:** Desire for fair, affordable rates and clearer value for money from Council services.
- **Community and Engagement:** Appreciation for local facilities and a strong community spirit, alongside calls for better communication and responsiveness from Council.

Overall satisfaction rate by demographics

- There was a significant increase in satisfaction in the 18-34 years age group, which rose by 20% compared to the previous quarter.
- The 65 years and over, as well as residents in the rural and village area, saw a small decline in satisfaction compared to the previous quarter.

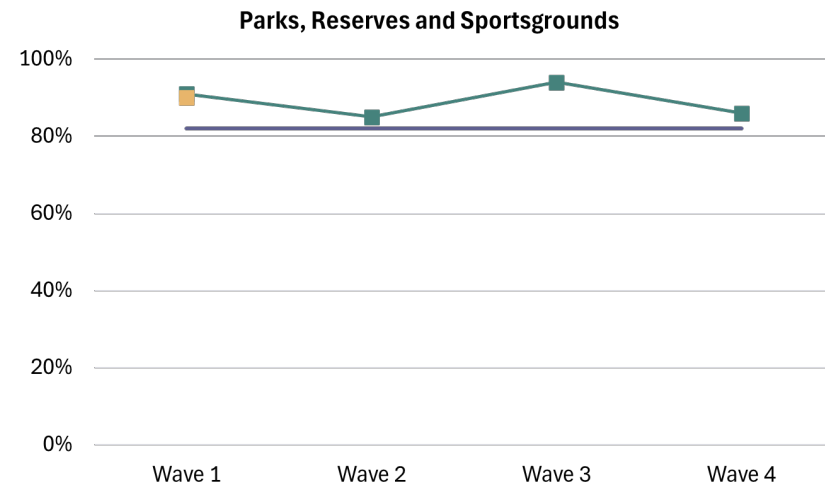
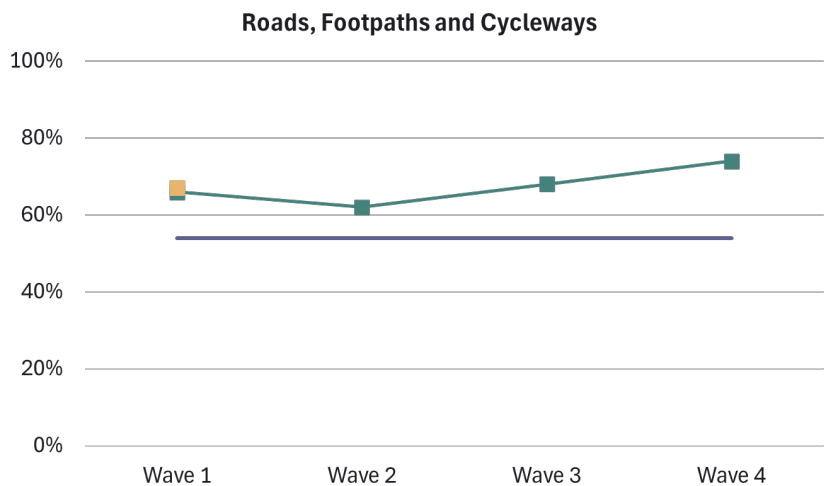
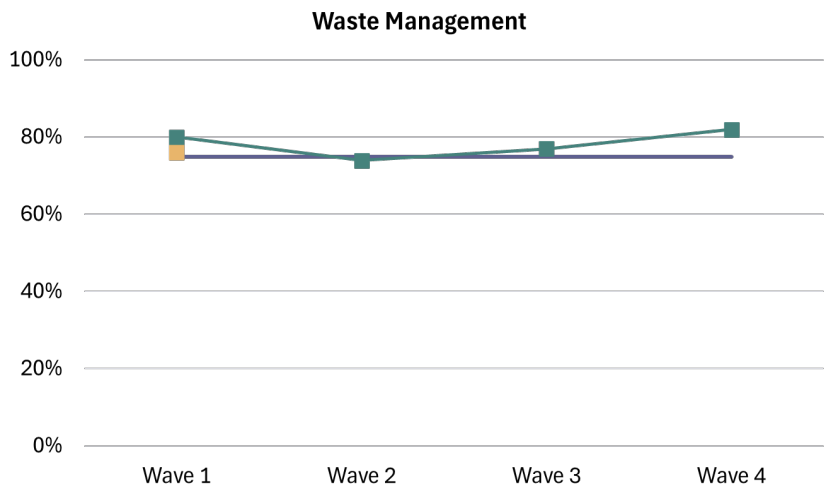
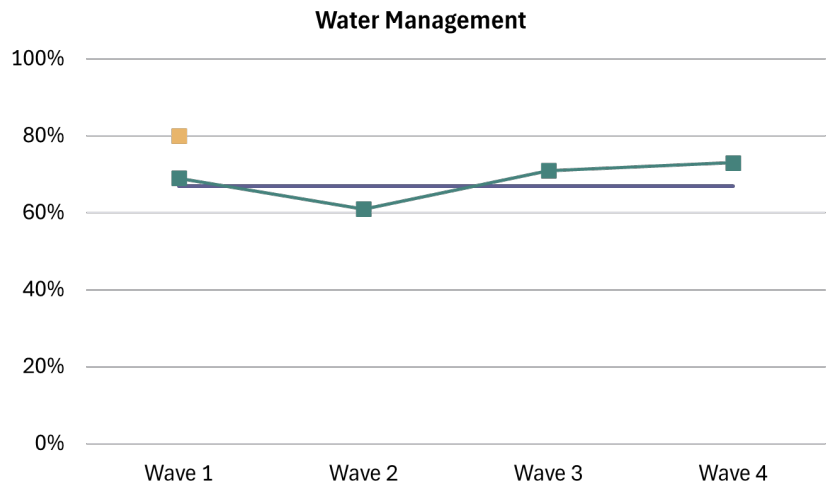


Satisfaction rates for 11 main questions

- MDC results for all 11 measures sit above the benchmark.
- The Value for Money satisfaction rate sits just 1% above the benchmark.
- Enquiry Handling is performing particularly well, receiving more than double the number of usual responses and also now sitting well above the benchmark for this quarter.

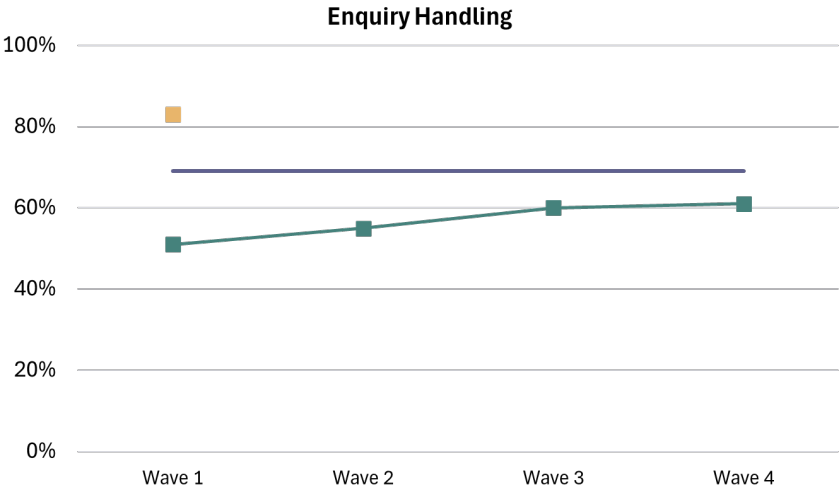
Satisfaction rates for 11 main questions cont.

24.25 Benchmark
24.25
25.26

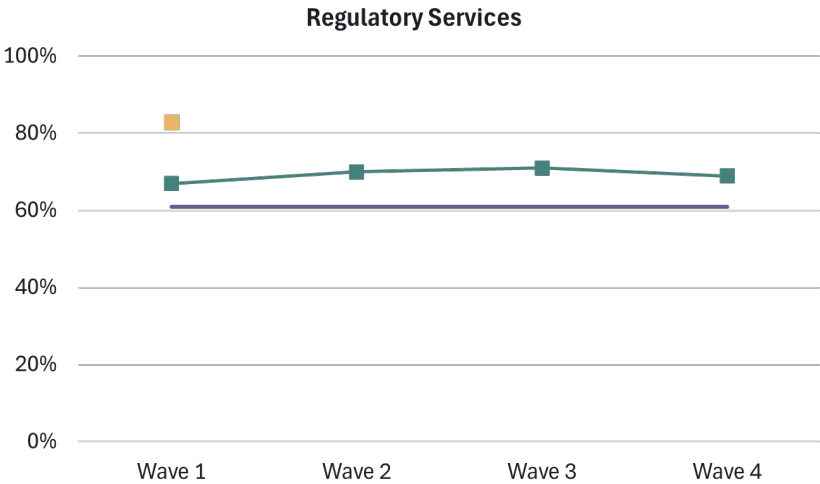
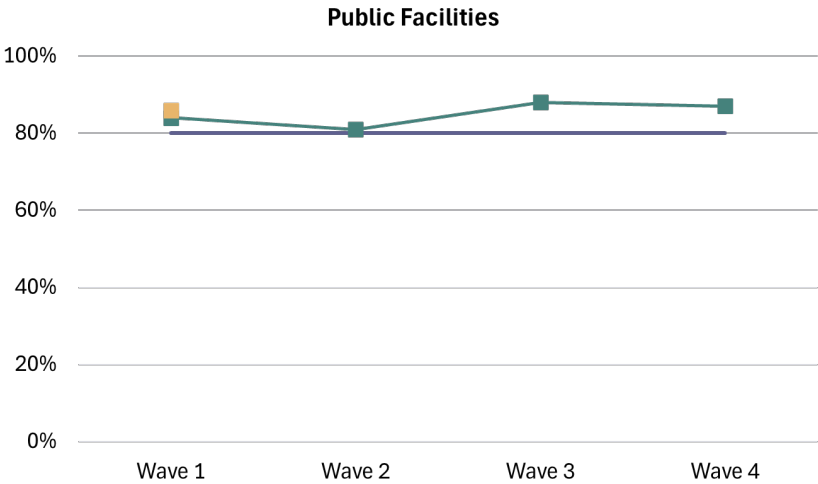


Satisfaction rates for 11 main questions cont.

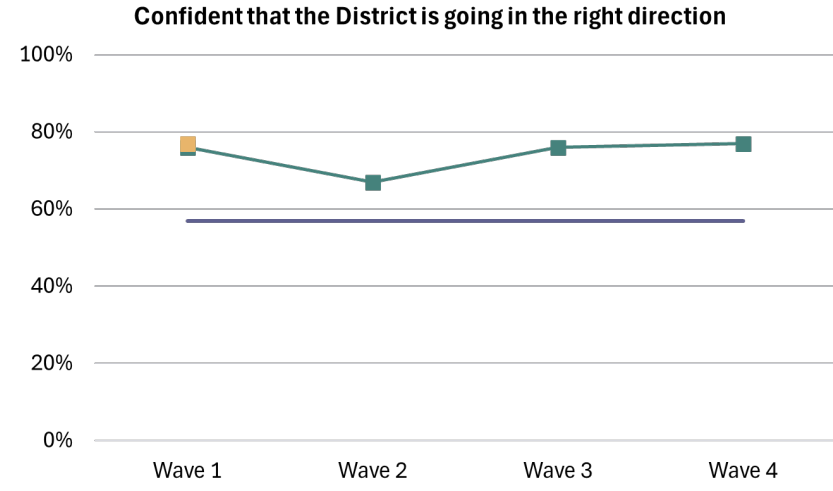
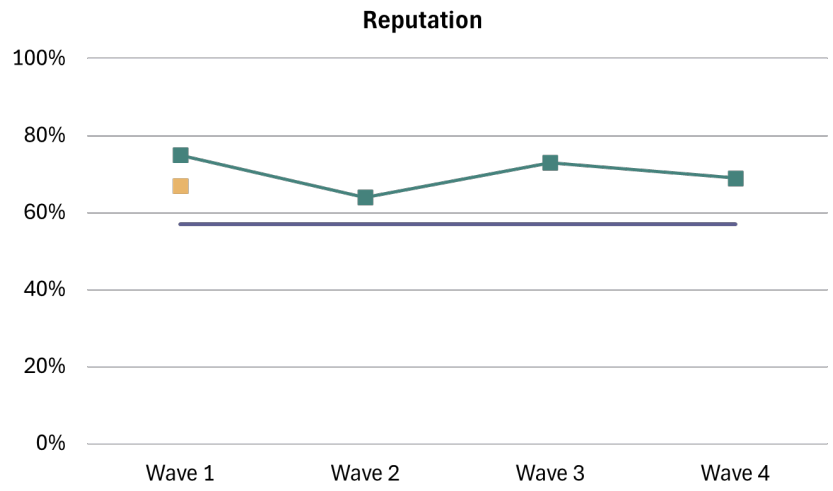
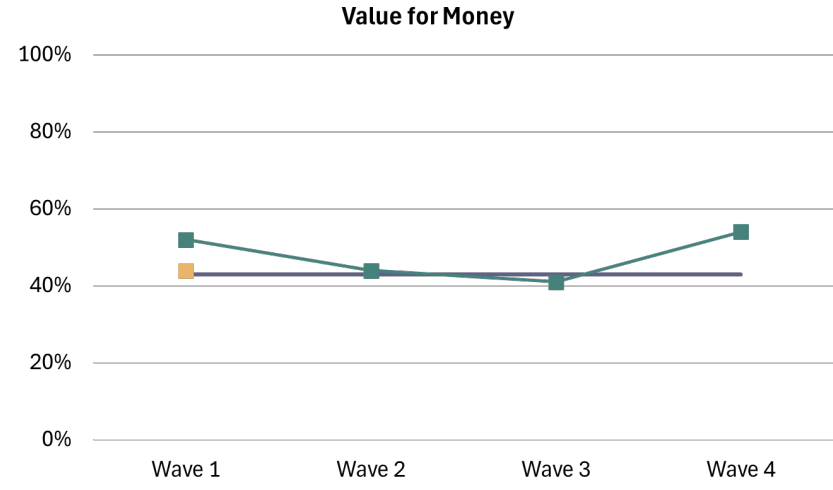
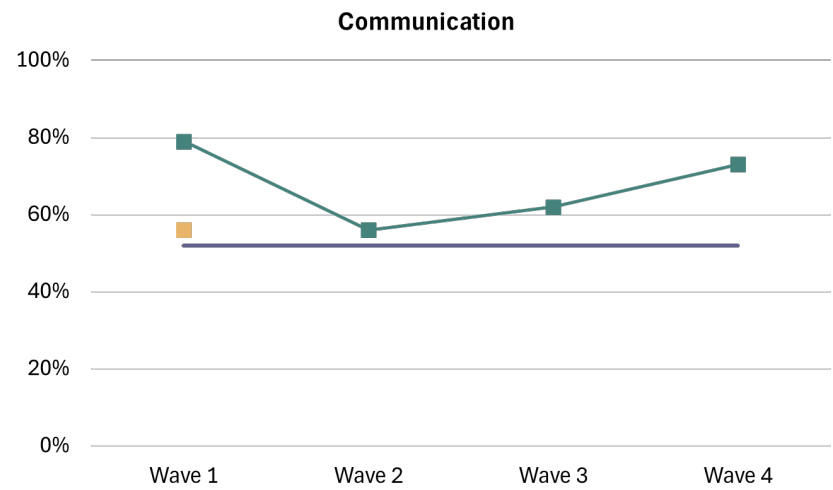
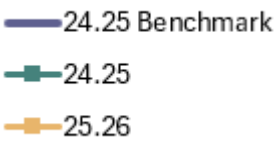
— 24.25 Benchmark
—■ 24.25
—■ 25.26



Enquiry handling usually only has 20 respondents. For the Wave 1 2025/26 survey there were around 50 people who responded to these questions.



Satisfaction rates for 11 main questions cont.

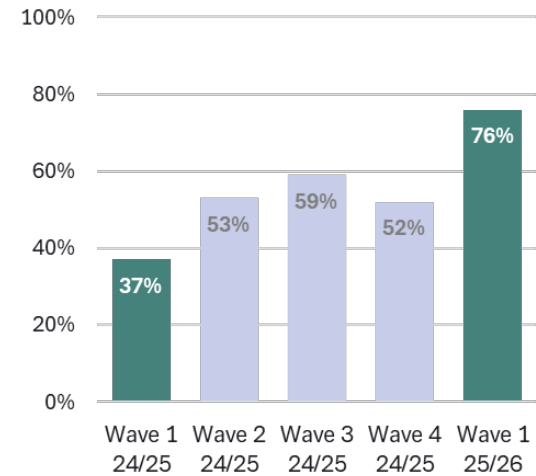


Largest Increases and Decreases

- Across the 74 questions, just above half showed a decrease when compared with the same period last year.
- Eight questions saw a decline of more than 10%
- 11 questions saw an increase greater than 10%

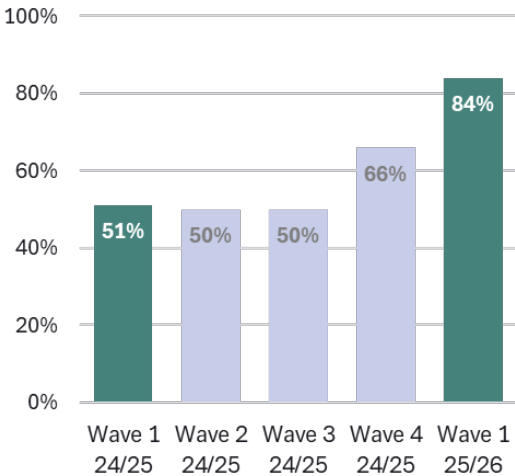
Largest Increases

Satisfaction with the resolution or outcome achieved from an enquiry

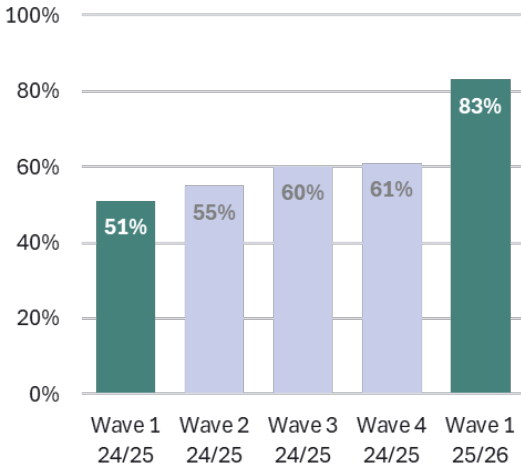


These questions focus on residents’ direct experiences with Council services and their satisfaction levels. Notably, both the overall satisfaction rate and the number of people responding to these questions have increased significantly.

Satisfaction with how long it took to resolve the enquiry

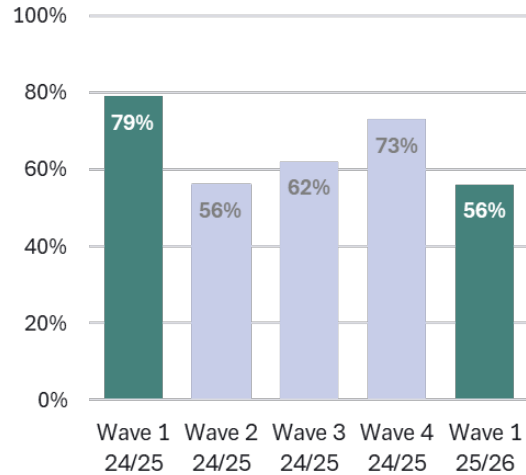


Overall satisfaction with enquiry handling



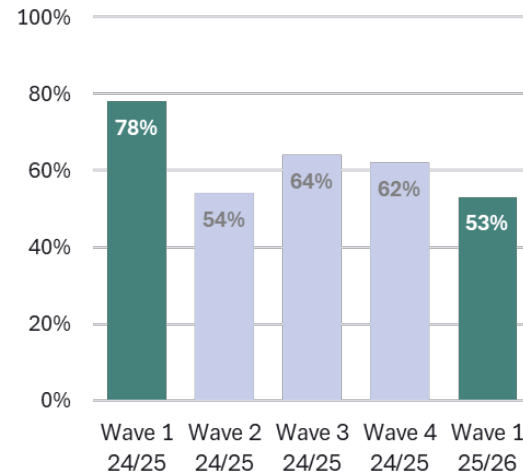
Largest Decreases

Satisfaction with overall communication



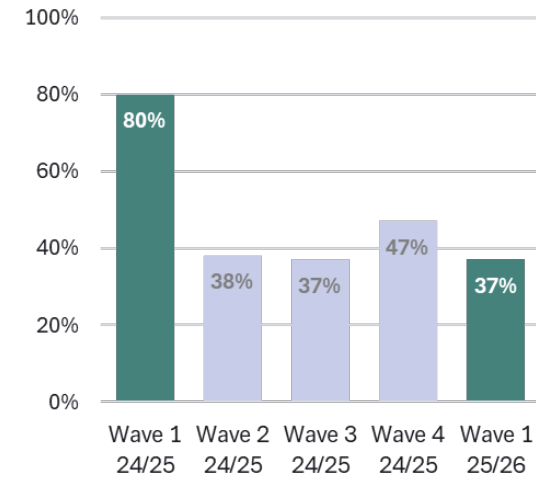
Although satisfaction with communication declined compared to wave 1 last year, it remains similar to wave 2 24/25.

A future planned together



This is one of Council's community outcomes. These outcomes continue to be misunderstood by respondents, who are unsure of its meaning. The wave 1 24/25 satisfaction rate of 80% appears to be an outlier, as the most recent rate aligns more closely with the other surveys during the year.

Satisfaction with community funding and development services



The wave 1 24/25 satisfaction rate of 80% seems to be an outlier compared to the rest of the year. There are many comments regarding not understanding what this is for or who it goes to.

Key Management Actions

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

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

"I have no problems with the water. I cannot say that it is perfect, because when we moved here at the start of the year it took me a little bit to adjust to the water. But now I am so used to it and can't complain."

Sewage System

"I'm unsure of how the Council is involved in the sewage system or how it works."

Stormwater

"Heavy rains too much debris around street and drainage affected, extreme surface flooding causing damage."

Kerbside Collection

"It's good. Would be better to have more to prevent people leaving them out for too long which increases the amount ripped open by animals."

Waste Management

"I am overall pleased with the waste management services I have experienced in the region. I do find that the kerbside recycling bins blow over in the wind, and that can be hazardous."

Roads, footpaths and cycleways

"The roads are all right but something needs to be done regarding the standards of the repairs. Footpaths need to start having some attention."

Parks, reserves, and playgrounds

"Overall, they seem to be pretty well looked after."

Community Funding

"I am not familiar with community funding but anecdotally I understand that overall, it is satisfactory."

Regulatory Services

"A dog followed me home one day, so I called the Council to get him back to his home. The Council worker on the phone was efficient and absolutely lovely, the animal control arrived quickly and were very friendly. I could see they really cared about animals. This left a very positive impression on me about the Manawatu Council."

Comments

An infrastructure fit for the future

“Don't know the history of infrastructure or current plans. But invest in core responsibilities, and do not invest in vanity projects. That is a Councils job. To ensure best for ratepayers.”

General Comments

“I have really appreciated the weekly Council reports that the mayor has given about the happenings of that week and what is coming up.”

A place to belong and grow

“Good community facilities used by a large number of people with different interests. Most people I meet are happy to live in this district.”

An environment to be proud of

“I'm not sure what this means. Generally tidy well kept spaces outside.”

A prosperous resilient economy

“There is very little information to support the above claim. Define resilience to people who are struggling to live in today's economic environment.”

A future planned together

“You can ask for participation but it's not high on many peoples to do list.”

Value for money and excellence in local government

“I rate the MDC as one of the better Councils in NZ. However, the rating system is geared towards rural contributions being much larger than urban whilst rural contributors receive far less services and benefits.”

Public Facilities

“Like the new library. Our children use the other places regularly for sports and events and they do a good job.”

General Comments

“Rates are getting out of control.”

General Comments

“A district like ours which runs from the coast to the foothills of the Ruahine's is a difficult one to manage, needs are diverse and Councilors represent those different populations so I imagine it's hard to get consensus let alone satisfy everyone.”