Resident Satisfaction Survey

Wave 1/ Quarter 1 2026-2027



Jeena Baines

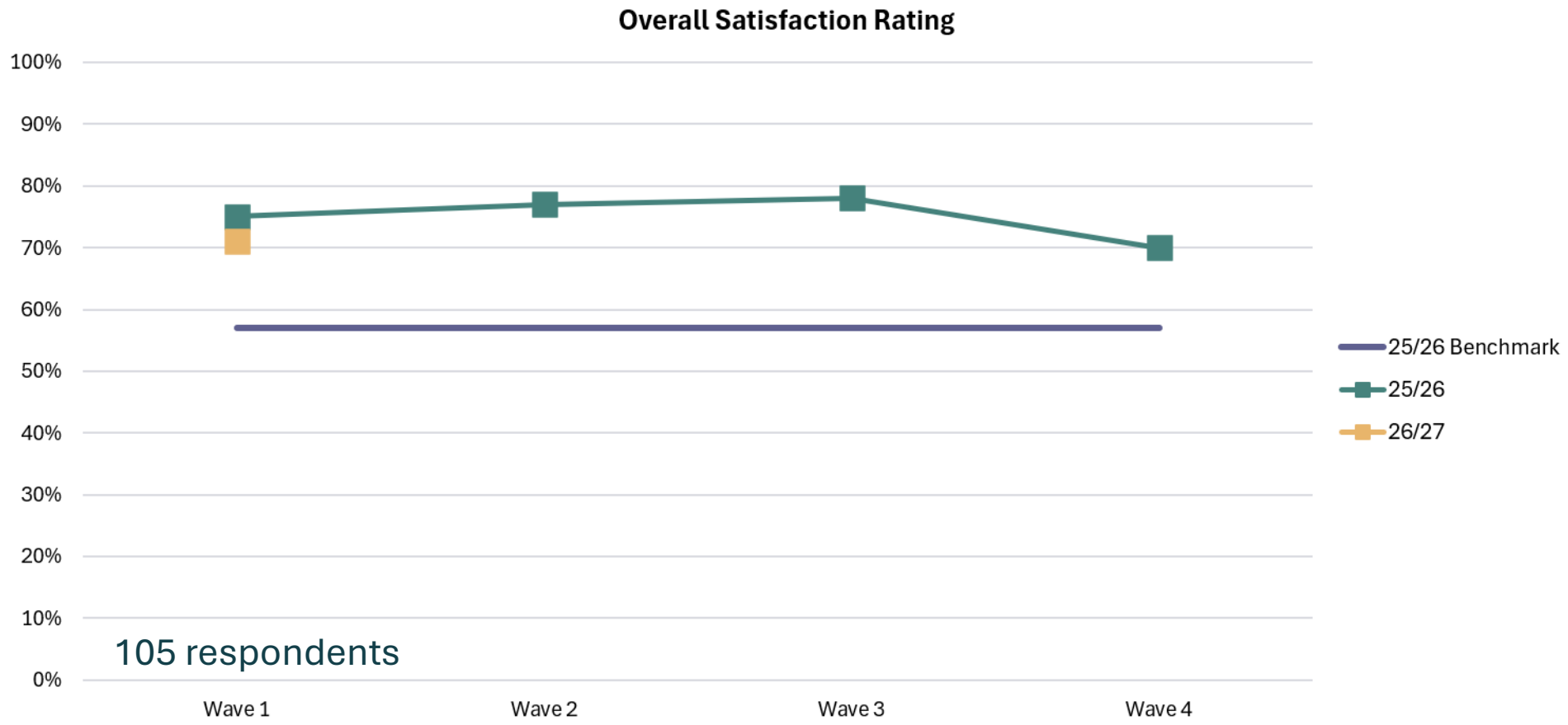
Data, Insights and Research Analyst

MANAWATŪ DISTRICT COUNCIL

About the survey

- Conducted quarterly by Key Research
- Sample of ~113–119 respondents per wave, with quotas by age, gender, location, and ethnicity
- Provides community feedback across a range of topics
- Results are compared with the 2025/26 average of 23 participating councils.
- Wave 1 survey period: 21 August to 20 September 2026
- Respondent numbers exclude “Don’t know” responses

Overall satisfaction rate

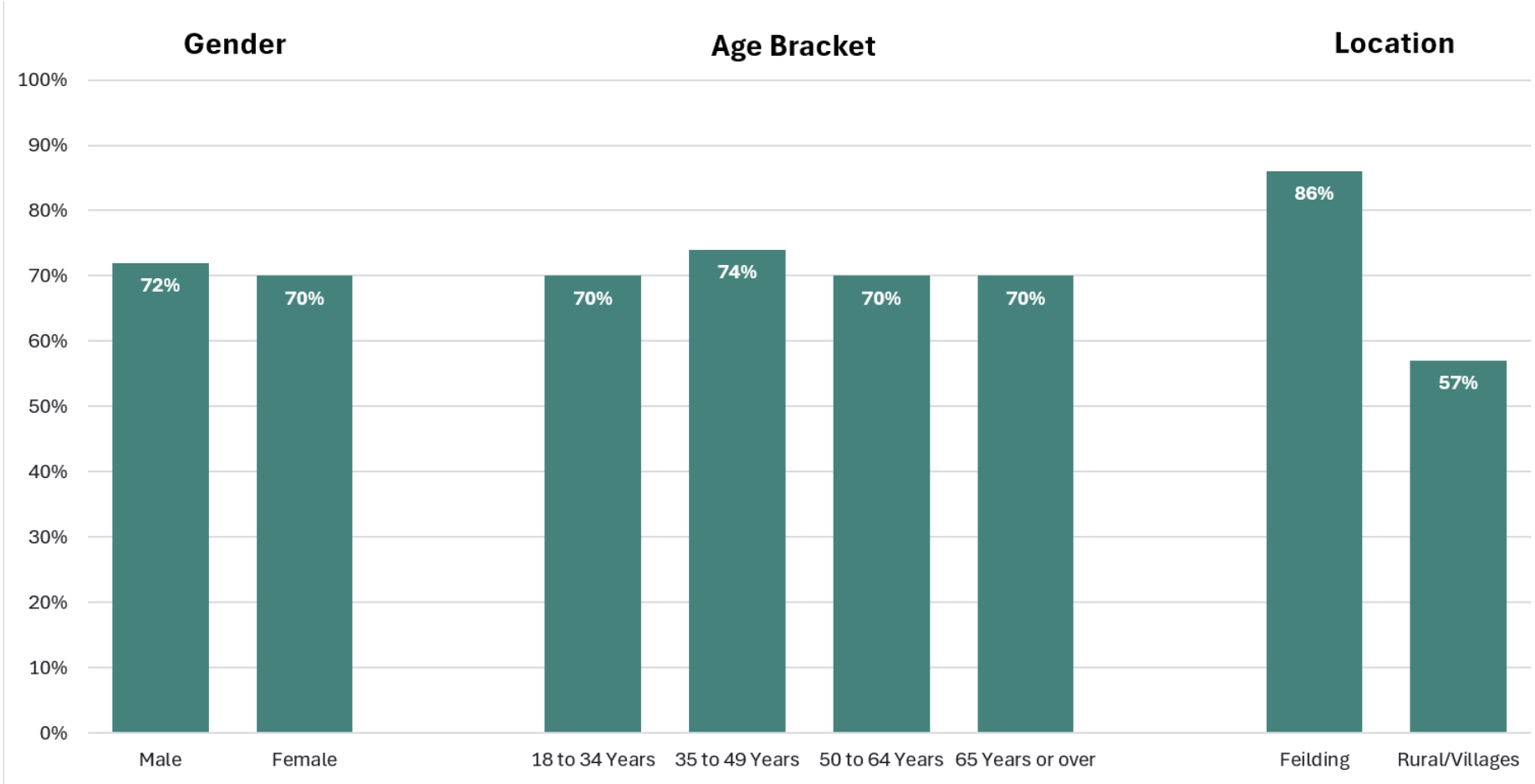


Key Themes

While overall satisfaction remains high, the key themes that emerged from the comments are:

- Concerns about increasing rates, value for money and Council's spending priorities.
- Comments highlighted road conditions, footpath safety and the need to maintain infrastructure as the District grows.
- Residents valued local parks and facilities, although concerns remained about service availability and maintenance, particularly in rural area.

Overall satisfaction rate by demographics



Respondent numbers -
Male: 55,
Female: 50

Respondent numbers - 18 to 34 Years: 28,
35 to 49 years: 21, 50 to 64 years: 31,
65 years and over: 25

Respondent numbers -
Feilding: 57,
Rural/Villages: 48

Overall satisfaction rate by demographics

- Female satisfaction decreased by 18 percentage points, while male satisfaction increased by 19 points.

- Satisfaction among those aged 65+ decreased by 17 points, while the 35–49 age group increased by 18 points.

- Rural/village satisfaction decreased by 6 points. Comments continued to highlight limited services and concerns about contributing to Feilding facilities.

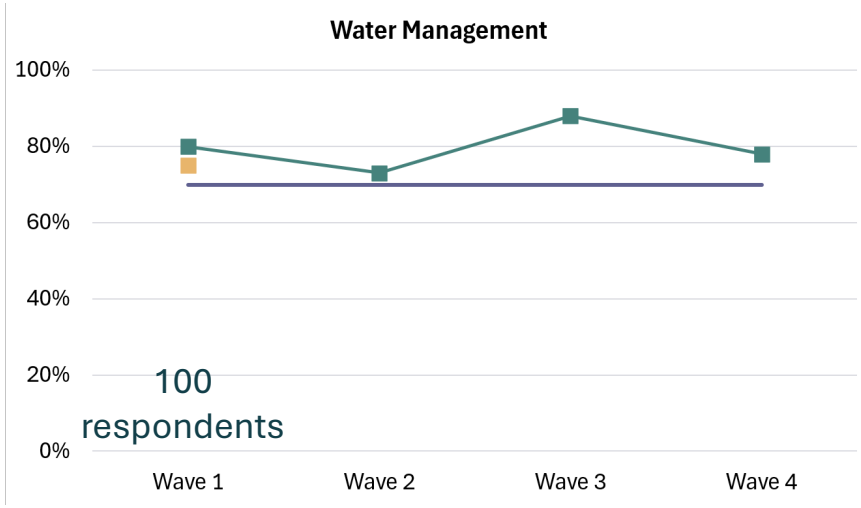
Satisfaction rates for 11 main questions

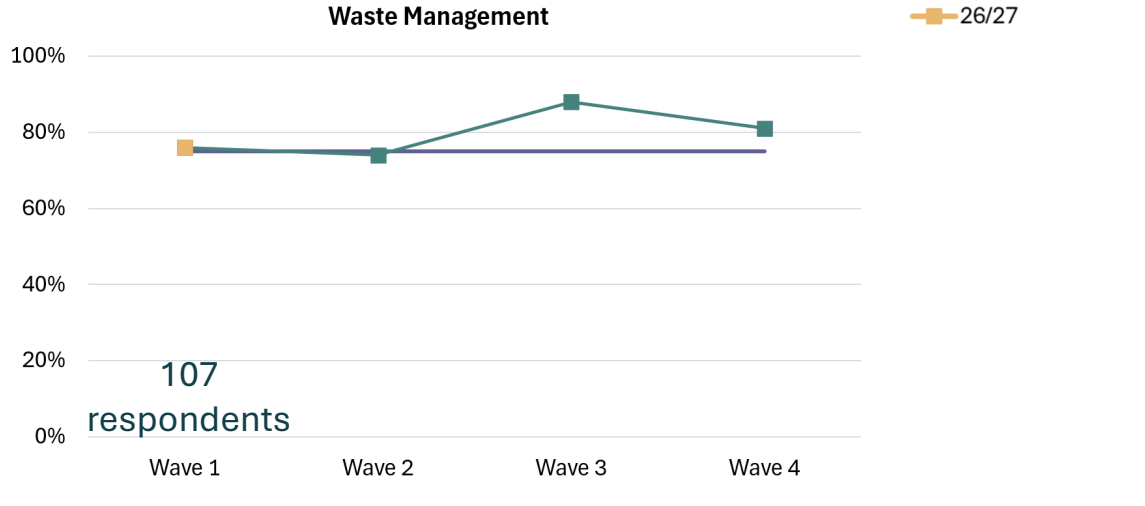
- 10 of the 11 measures are sitting above the benchmark.

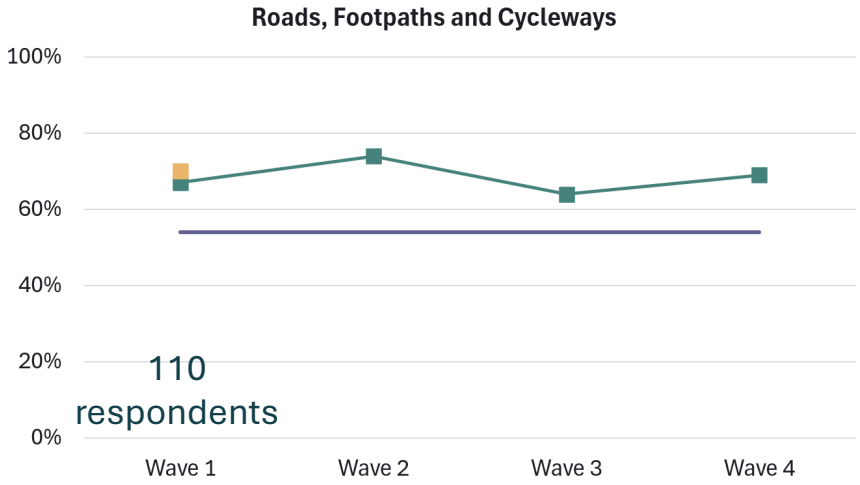
- Roads, footpaths and cycleways, Regulatory services, and Reputation are all sitting 16%-17% above their benchmark.

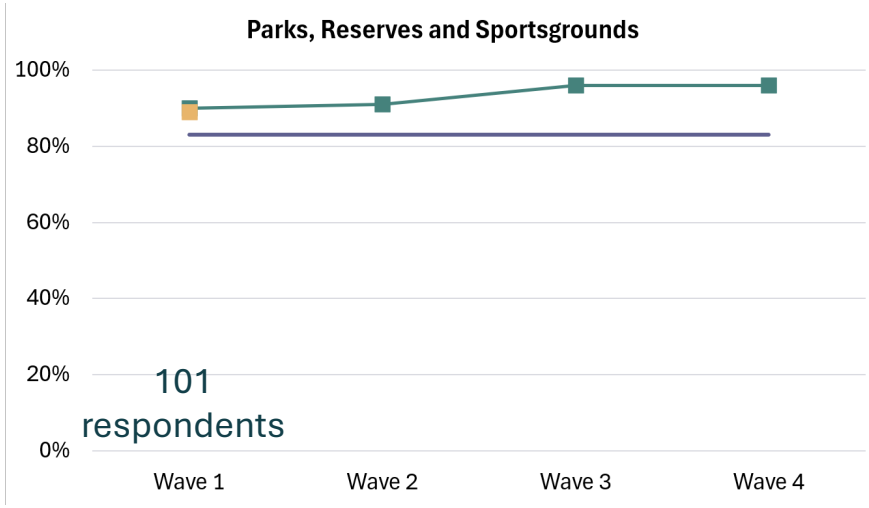
- Enquiry Handling is sitting 7% below the benchmark

Satisfaction rates for 11 main questions cont.

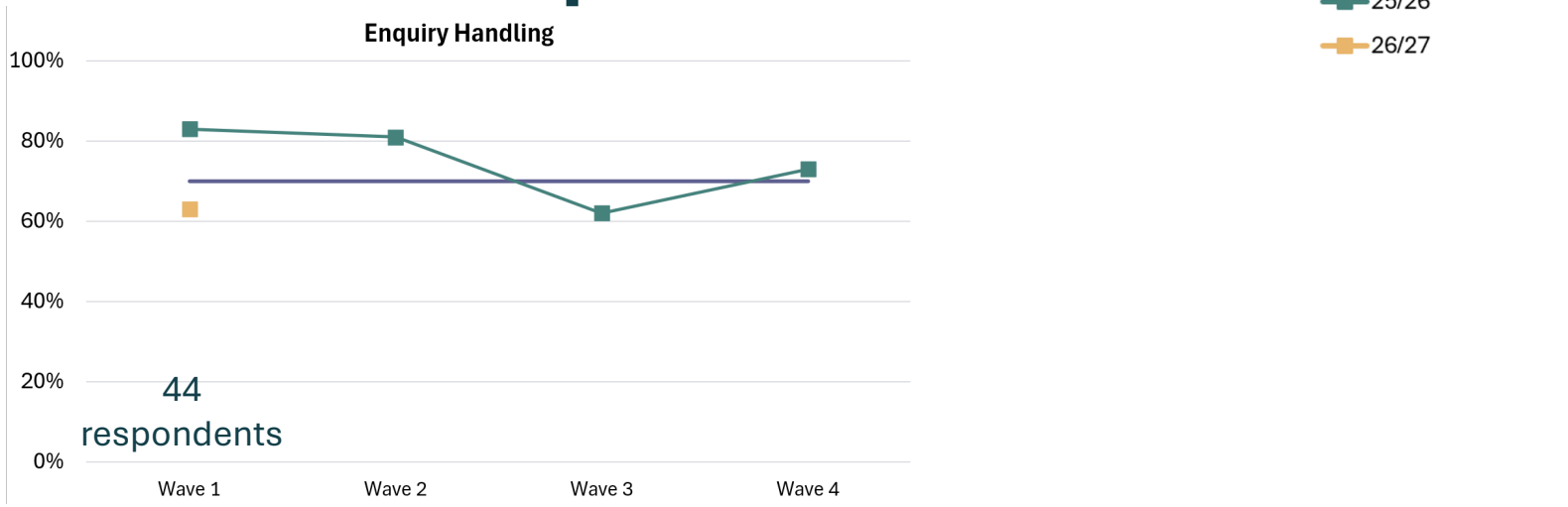


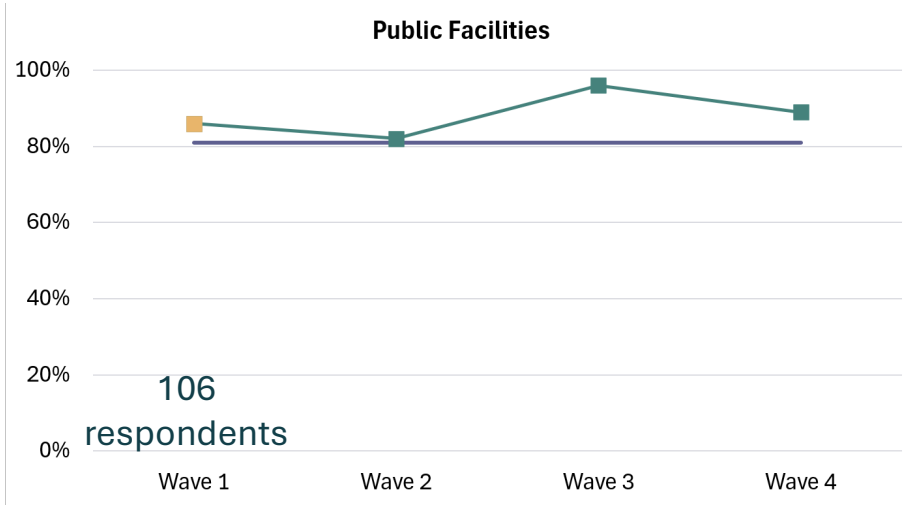


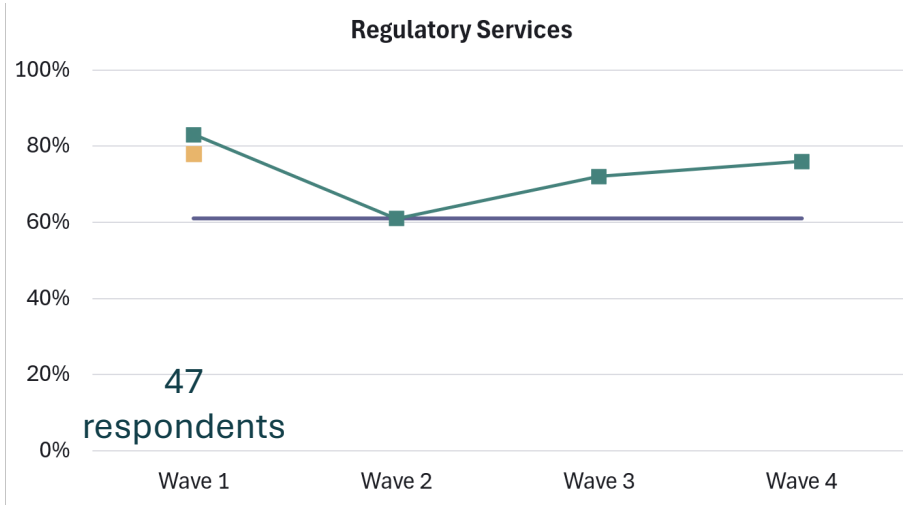




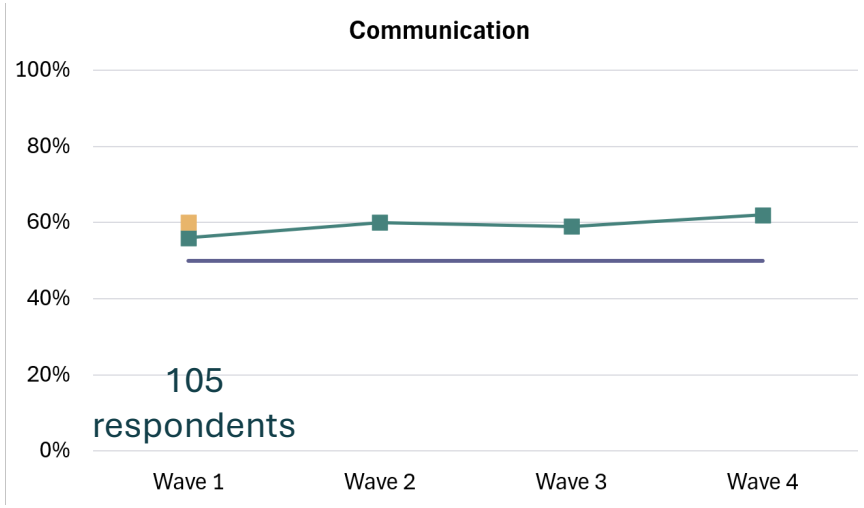
Satisfaction rates for 11 main questions cont.

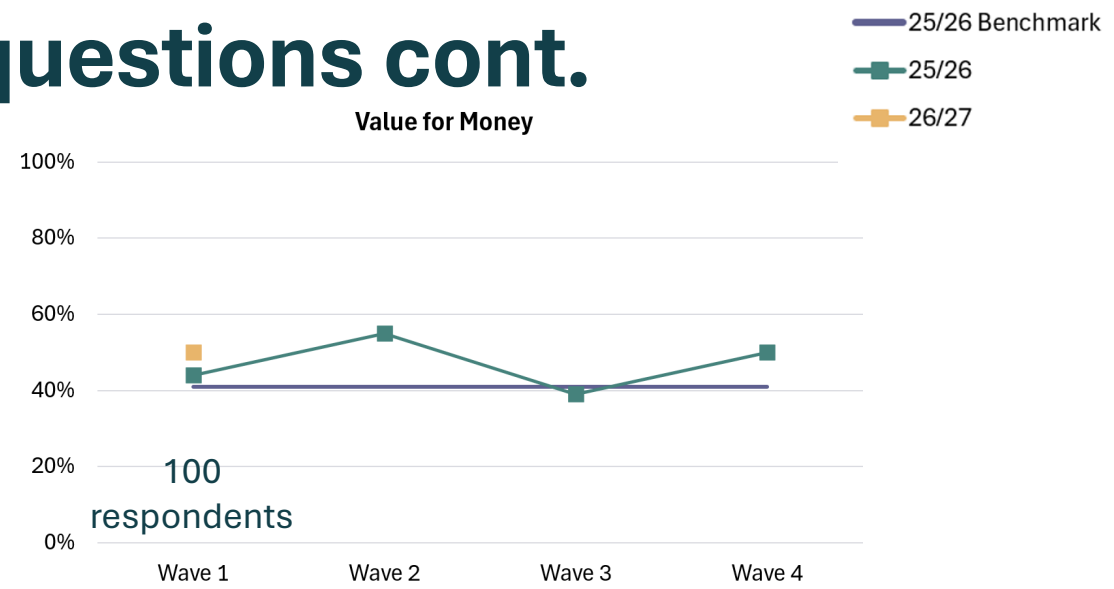


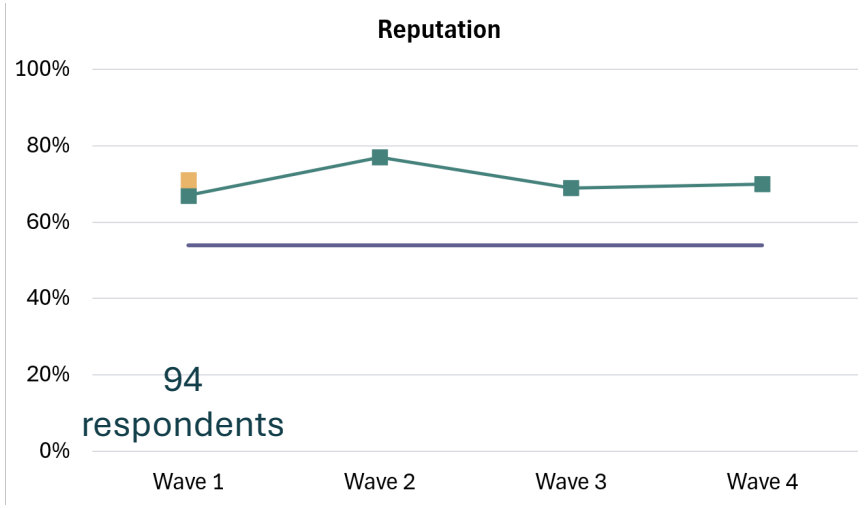


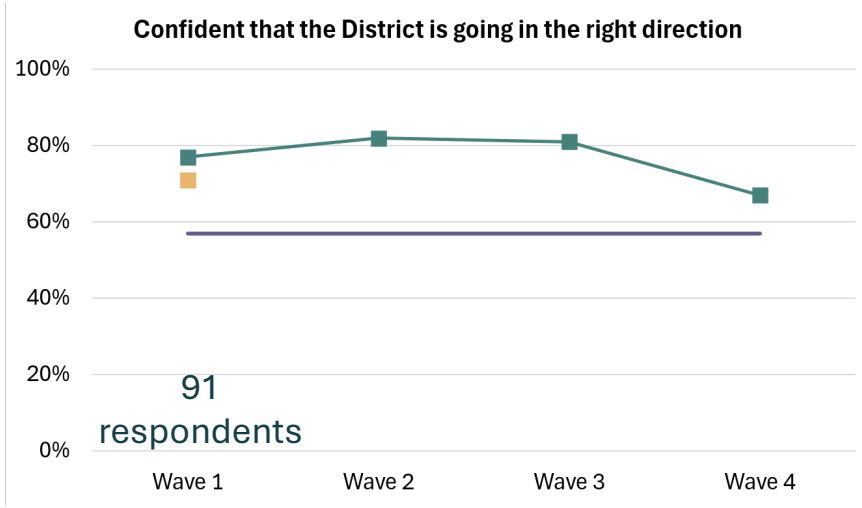


Satisfaction rates for 11 main questions cont.









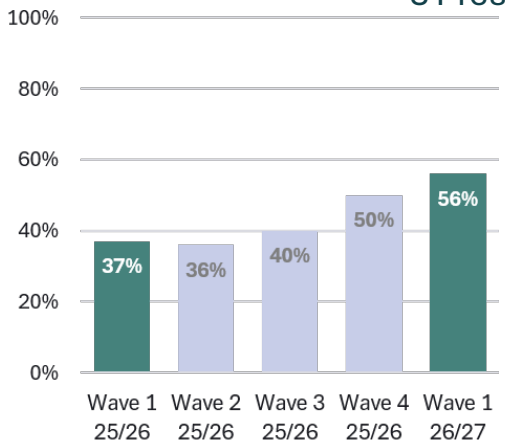
Largest Increases and Decreases

- Across the 76 survey measures, 58% recorded an increase in satisfaction compared with Wave 1 last year.
- Seven questions saw a decline of 10% or larger.
- Seven questions saw an increase of 10% or larger.

Largest Increases

Satisfaction with Community Funding

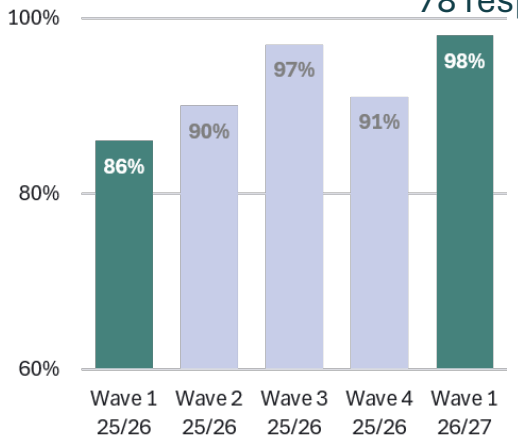
31 respondents



Feedback remains mixed, although some respondents appreciated the funding received.

Satisfaction with Playgrounds

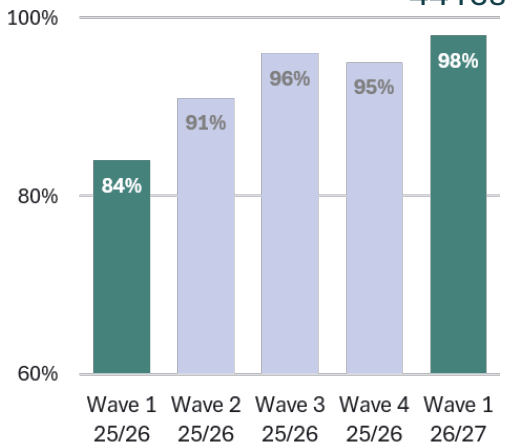
78 respondents



Satisfaction has remained consistently high, particularly in recent waves.

Satisfaction with cemeteries

44 respondents

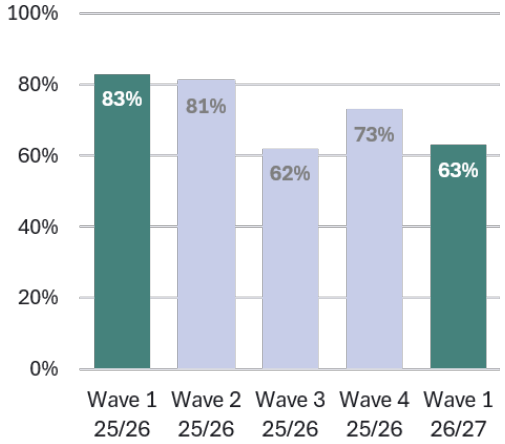


Temporary maintenance conditions, such as mowing or animal damage, may influence satisfaction.

Largest Decreases

Overall enquiry handling

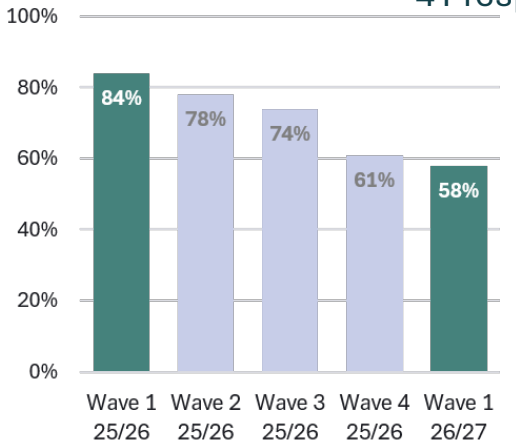
44 respondents



Satisfaction has declined from last year's high. Results remains above the 24/25 rate of 58%.

How long it took to resolve issue

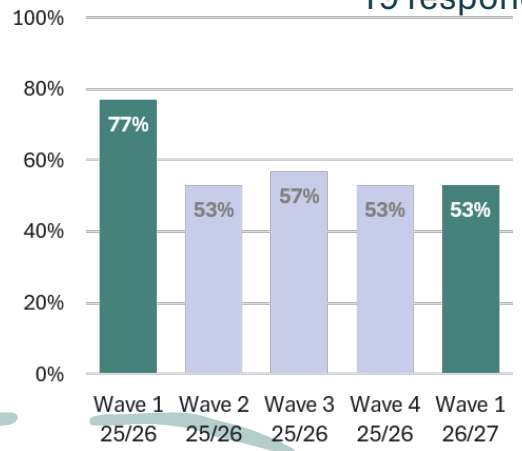
41 respondents



Work is underway to improve enquiry handling, particularly response and resolution times.

Managing and issuing building consents

19 respondents



Low respondent numbers can cause fluctuations. Some comments raised concerns about processes and costs.

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Key Management Actions

- Continue using communication channels to improve residents' awareness and understanding of Council activities and decisions.

- Continue initiatives to improve enquiry handling, particularly response and resolution times.

Comments

Water Supply
“Pretty happy with everything except taste, we purchased a filter and are happy with the taste after filtering.”

Stormwater
“More preventative maintenance could be done to help make sure drains run better in heavy rain.”

Kerbside Collection
“It's good and reliable. The blue bags are a bit pricey though.”

Regulatory Services
“Liked the way I could follow the permit process online.”

Sewage System
“I have heard nothing but good things about the district’s sewage system and my own experience over 22 years.”

Waste Management
“Everything seems to be working fine. I don't know about loose litter and bins because I don't live in town. Our village doesn't have any bins, so there is a lot of fly tipping.”

Public Facilities
“They're good considering the size of the district. I wouldn't expect anything more.”

Roads, footpaths and cycleways
“Some of the roads and footpaths aren't in great shape, potholes and cracking in the concrete, etc. But overall, I'm satisfied with their condition.”

Parks, reserves, and playgrounds
“I enjoy the reserves and parks and the Feilding Cemetery is very well maintained.”

Comments

Community Funding
“Didn't know you can apply for funding, don't know what type of events are covered by the funding.”

A place to belong and grow
“I do think the Council does a lot. Modern life does make it hard for communities to integrate more closely and societies change.”

An environment to be proud of
“I feel like I can see the Council care about the environment.”

A prosperous resilient economy
“I hope so, but I simply don't know how the Council contributes to this.”

A future planned together
“Haven’t heard a lot on this subject.”

An infrastructure fit for the future
“Are we to be concerned over this given Central Government moves and directions. Hard to see how this can be a priority if rates are capped.”

Value for money and excellence in local government
“Rates continue to rise higher than inflation, hard to keep up with the cost of everything else rising.”

Enquiry Handling
“The staff are great to deal with, friendly. Do a good job.”

General Comments
“Overall, I think the Council are doing a reasonable job.”

General Comments
“Keep on looking for savings to be made, concentrate on the core roles of Council, not so much on the nice to haves. Maybe communicate a bit better on what’s going on.”

General Comments
“Just stop ripping the people off, our rates are too high for what we get. And if you don't use it don't charge them.”

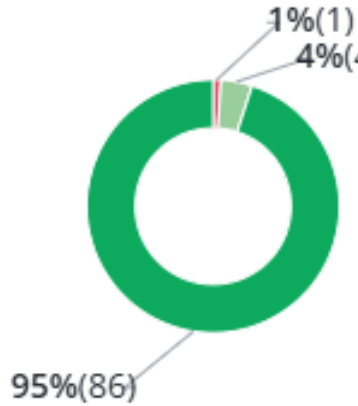
Happy or Not



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Update

Council Building -Front of House

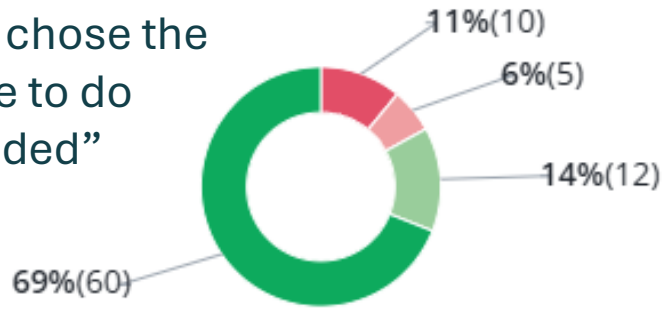


64 people chose “The staff were friendly/welcoming”

Responses: **91**
Happy Index: **97**

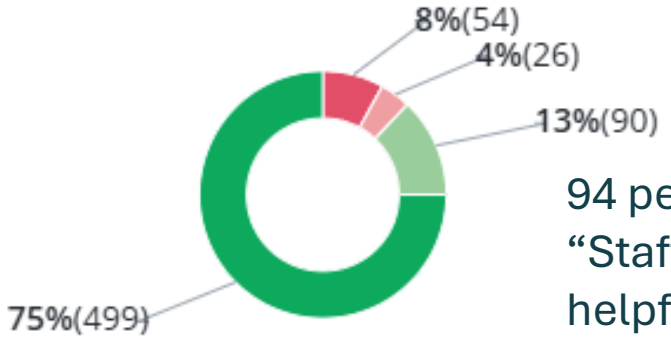
Te Āhuru Mōwai (1 week)

13 people chose the “I was able to do what I needed”



Responses: **87**
Happy Index: **80**

Makino Aquatic Centre



94 people chose “Staff were friendly & helpful”

Responses: **669**
Happy Index: **85**

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