

RESIDENTS' SURVEY

June 2026 Report

Tasman District Council

Table of contents

Click icons below to skip to sections

▶ Background, objectives and method	3
▶ Performance summary	4
▶ Key findings	6
▶ Overall performance	7
▶ Core services	9
▶ Value for money	10
▶ Services and infrastructure	13
▶ Water management	14
▶ Waste management	23
▶ Roding infrastructure	28
▶ Environmental management	35
▶ Community facilities	40
▶ Drivers of overall satisfaction	44
▶ Understanding reputation	50
▶ Communication and engagement	57
▶ General perception of the District	66
▶ Sample profile	71

Executive summary

Overall, 66% of residents were satisfied or very satisfied with *Council's overall performance*, while 75% were satisfied or very satisfied with the *Quality of services and facilities provided*.

In regard to *Council's overall performance*, satisfaction was highest among residents aged 65 and over at 72%, compared to 65% among those aged 18-39 years and 63% among those aged 40-64 years. By ward, satisfaction was highest in the Golden Bay Ward at 73% and lowest in the Lakes-Murchison Ward at 52%. Residents who had lived in the District for 6 to 10 years recorded the highest levels of satisfaction at 73%, compared to 64% among long-term residents of 10 years or more.

Value for money has been rated relatively lower, with 35% of respondents satisfied or very satisfied with the way rates are spent on services and facilities. Those aged 65 and over are significantly more likely to be satisfied than those aged 18 to 39 years (45% compared to 27%). Additionally, just 30% agree or strongly agree that *Rates are fair and reasonable*.

Verbatim comments highlight that residents value living in the District, with 36% providing positive comments about living in the District, or Council overall. However, improvement themes were centred on *Wasteful spending and focusing on core services*, mentioned by 24%, *Rates being too high or lacking value for money*, mentioned by 15%, and the *Need for more consultation and communication*, mentioned by 14%.

Services and infrastructure results were generally positive, although performance varied by aspect. *Community facilities* recorded the highest satisfaction at 90%, while *Water management* recorded 79%, *Waste management* and *Environmental management* both recorded 75%, and *Roading infrastructure* recorded the lowest result at 56%.

Core services are the largest driver of overall satisfaction, with a 52% impact score, indicating that residents' day-to-day experience of Council services has the greatest influence on the perception of Council's overall performance.

Community facilities were a clear strength, with satisfaction with *Libraries* at 98%, *Community buildings* at 95%, and *Recreational facilities* at 94%.

The priority matrix identifies *Trust*, *Roading infrastructure*, and *Rates being fair and reasonable* as the key aspects for Council to focus on. 44% of residents rated *Trust* as high or very high, and it holds an 18% impact score, making it the clearest reputation priority. *Roading infrastructure* recorded 56% satisfaction and an 11% impact score, while *Rates being fair and reasonable* recorded 30% agreement and a 12% impact score.

Council's *Overall reputation* was rated good or very good by 54% of residents. However, the reputation benchmark score was 52, below the acceptable reputation range of 60-79. *Trust* was highest among residents aged 65 and over at 54%, compared to 36% among residents aged 40-64 years.

Residents' wider perceptions of the District were positive. *Quality of life* was rated good or very good by 91% of residents, and 84% were *Proud to live in the Tasman District*. However, perceptions that the *District is going in the right direction* were more moderate at 61%.

Background, objectives and method

Background

Tasman District Council (Council) has an ongoing need for a Community Survey to monitor the services and facilities provided by Council, and to monitor overall resident satisfaction.

Research objectives



To provide a robust measure of satisfaction with Council's performance in relation to service delivery



To establish perceptions of, and satisfaction with various services, infrastructure and facilities provided by Council



To gain the ability to assess changes in satisfaction over time and measure progress against its Long-Term Plan and annual KPIs

Method



Approach

- Mixed method: Postal to online survey
- Hard copies of the survey were sent to residents upon their request
- Random selection from the Electoral Roll



Fieldwork dates

- 8 September 2025 – 9 May 2026 across four waves.
- n=416



Statistical confidence

- Weighted to Census 2023 demographics
- **95% confidence level**
- **±4.33% of margin error**

Notes

- Percentages may not total 100% due to rounding.
- Question references are shown in footnotes.
- Outcomes derived from particularly small sample sizes (n<30) should be read with caution.

Response Scale

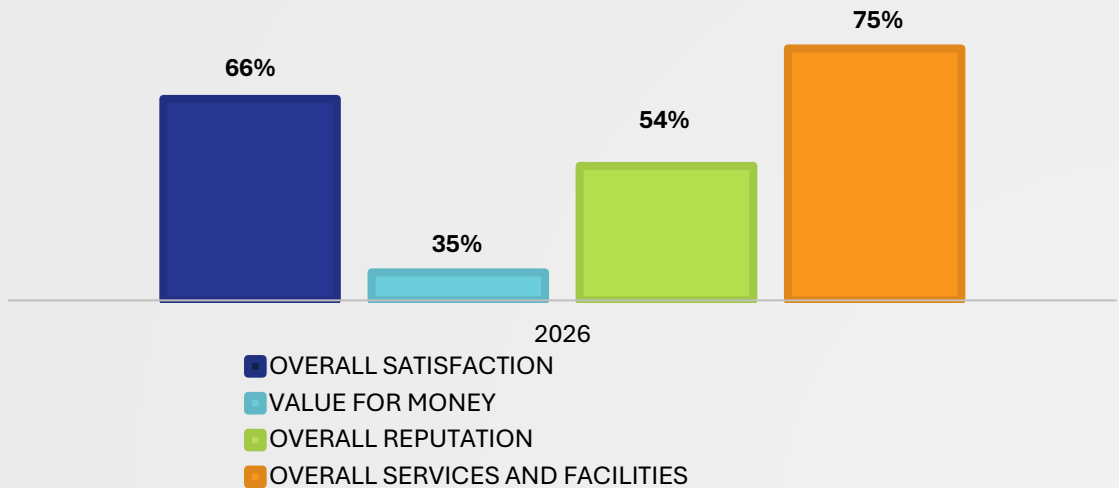


1-2 Very dissatisfied | 3-5 Dissatisfied | 6-8 Satisfied | 9-10 Very satisfied

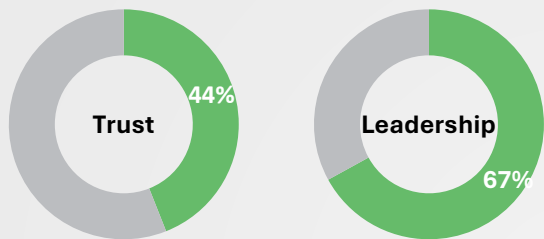
Performance summary

Performance summary

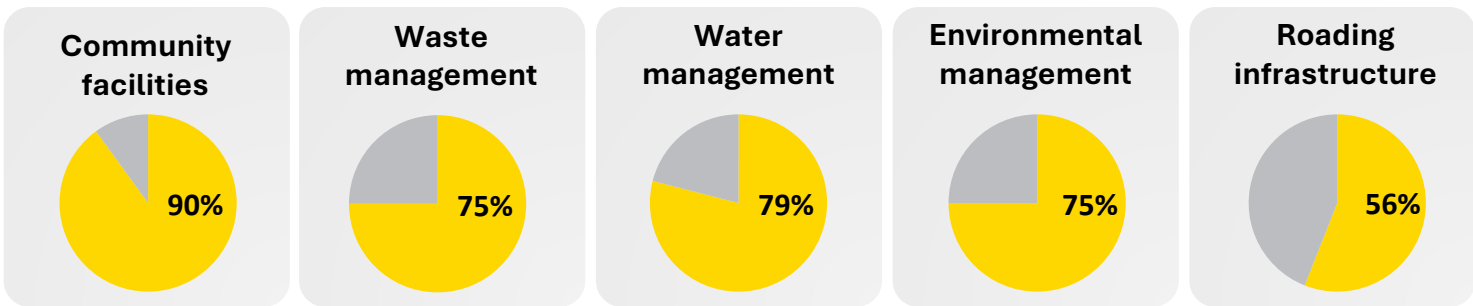
OVERALL MEASURES



REPUTATION



SERVICES AND INFRASTRUCTURE



Key findings

Overall performance

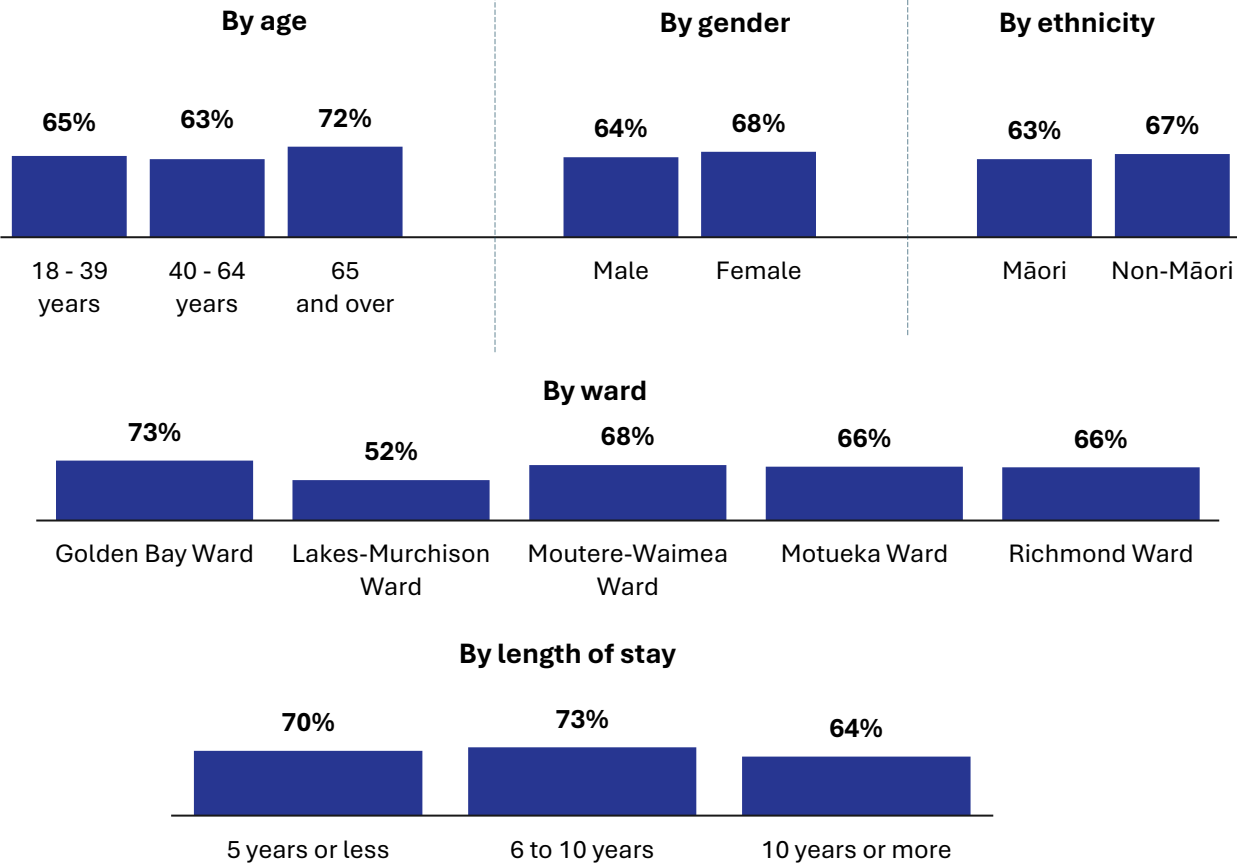
66%

'Satisfied' and 'very satisfied'
with Overall performance (rated 6-10)



- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

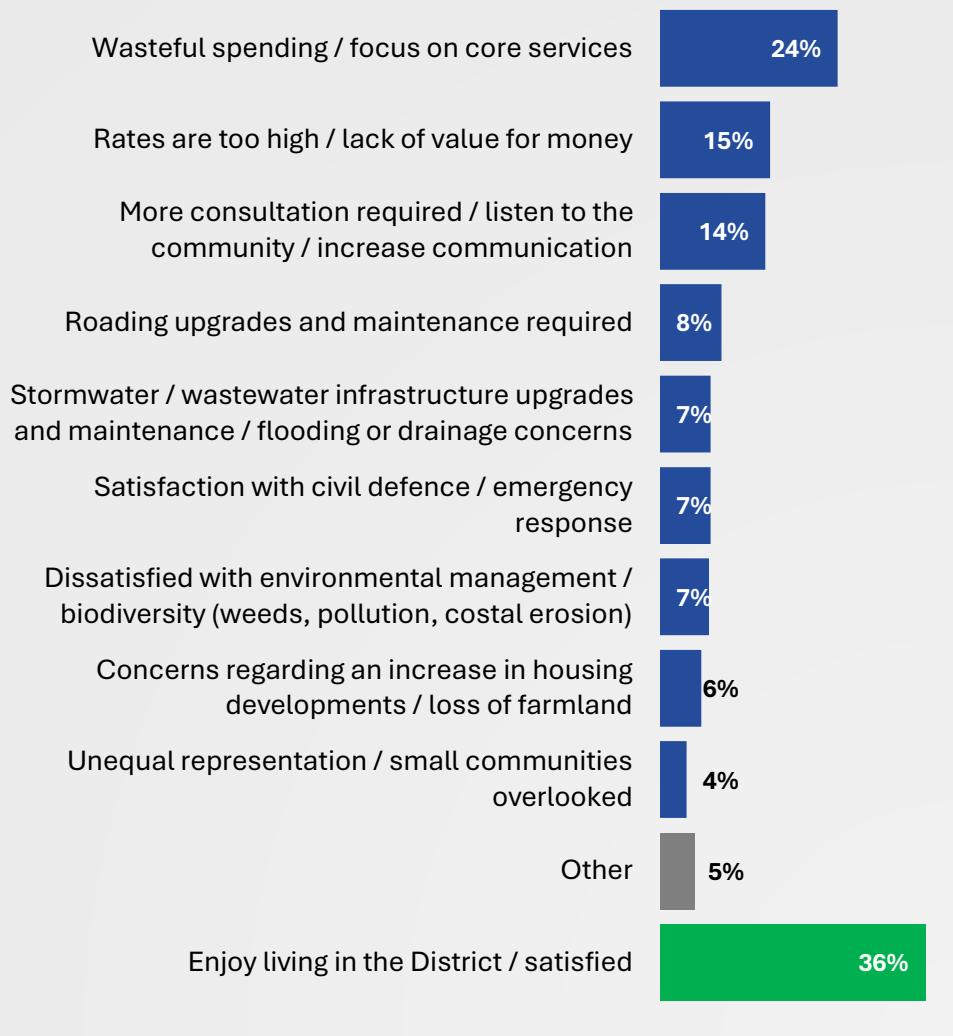
% 'Satisfied' and 'very satisfied' (rated 6-10)



Notes:

1. OP2. Now, thinking about everything the Council has done over the last year and what you have experienced of its services and facilities, how satisfied or dissatisfied are you with the Council's overall performance? n=396

Reasons for overall council rating



- *We live in a great place.*
- *I find the Tasman District Council do a great job of looking after our community with all its diversity. We live in a great community we have a great community spirit. Thank you.*
- *The Council is doing a good job of looking after the District.*
- *Most of the services I receive from the Tasman District Council seem to work adequately.*
- *Considering the complexity of the tasks involved, in my experience staff have been polite and helpful.*



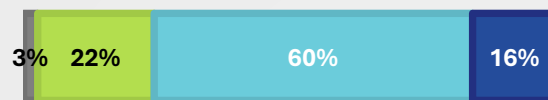
- *The roads are bad. The rates are way too high. Pollution is terrible with the glue factory and sprays for the vineyards.*
- *All our infrastructure is old and needs updating. It's starting to look like a ghost town and we are behind everyone else.*
- *Talk to the people and see if they can help and listen to what they have to say.*
- *The unnecessary repeat repairs of Wensley Road and Hill Street, due to the poor decisions made and the inferior workmanship.*
- *If the Council had to cut back on core services, like grass mowing or rural roads due to overspending, things are not great. Some farmers are doing it tough because they could not protect their farms from river floods*

Notes:

1. OP3. What were the main reasons for the satisfaction rating you gave for the Council overall? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=177

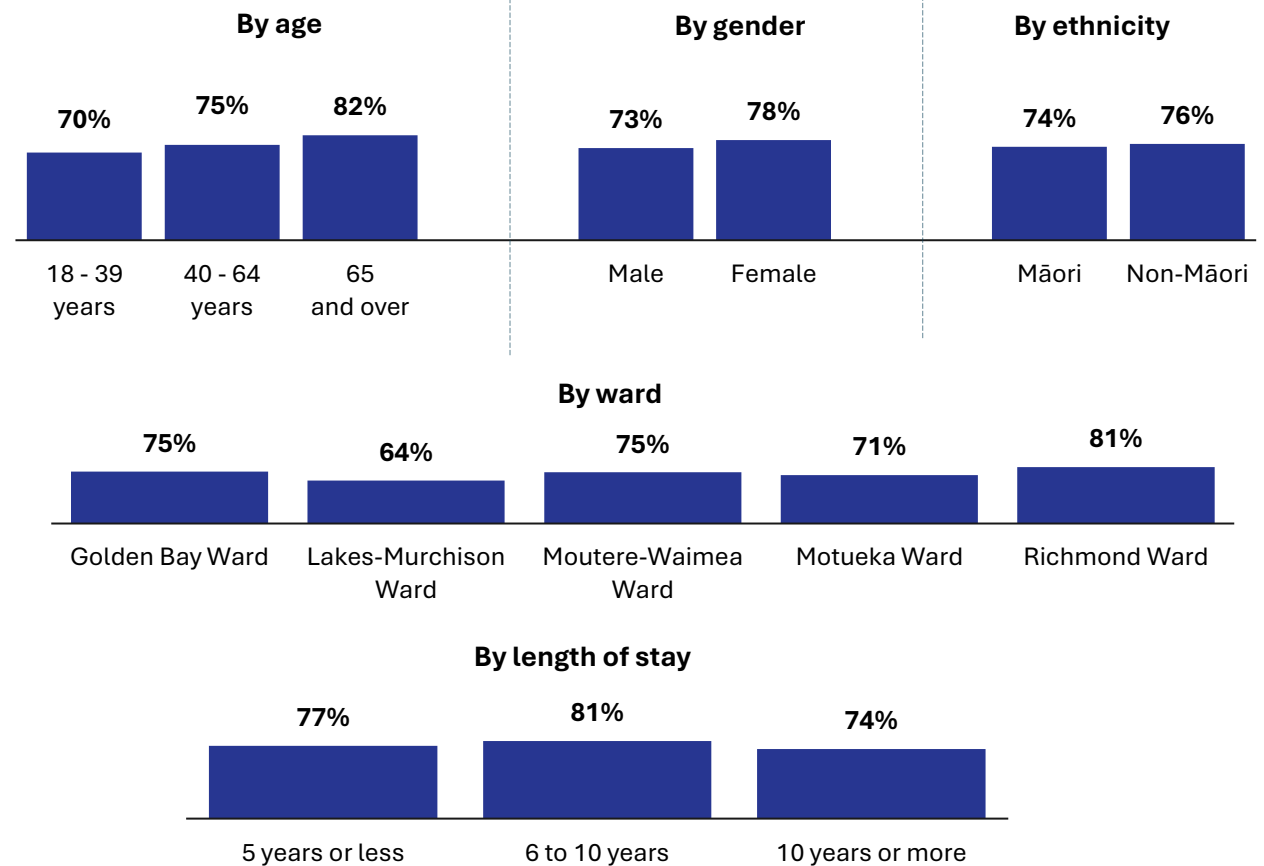
75%

'Satisfied' and 'very satisfied' with *Core services* (rated 6-10)



- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

% 'Satisfied' and 'very satisfied' (rated 6-10)



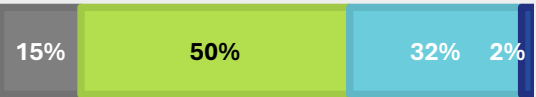
Notes:

1. OP1. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Tasman District? n=400

Overall value for money

35%

‘Satisfied’ and ‘very satisfied’
with Overall value for money (rated 6-10)



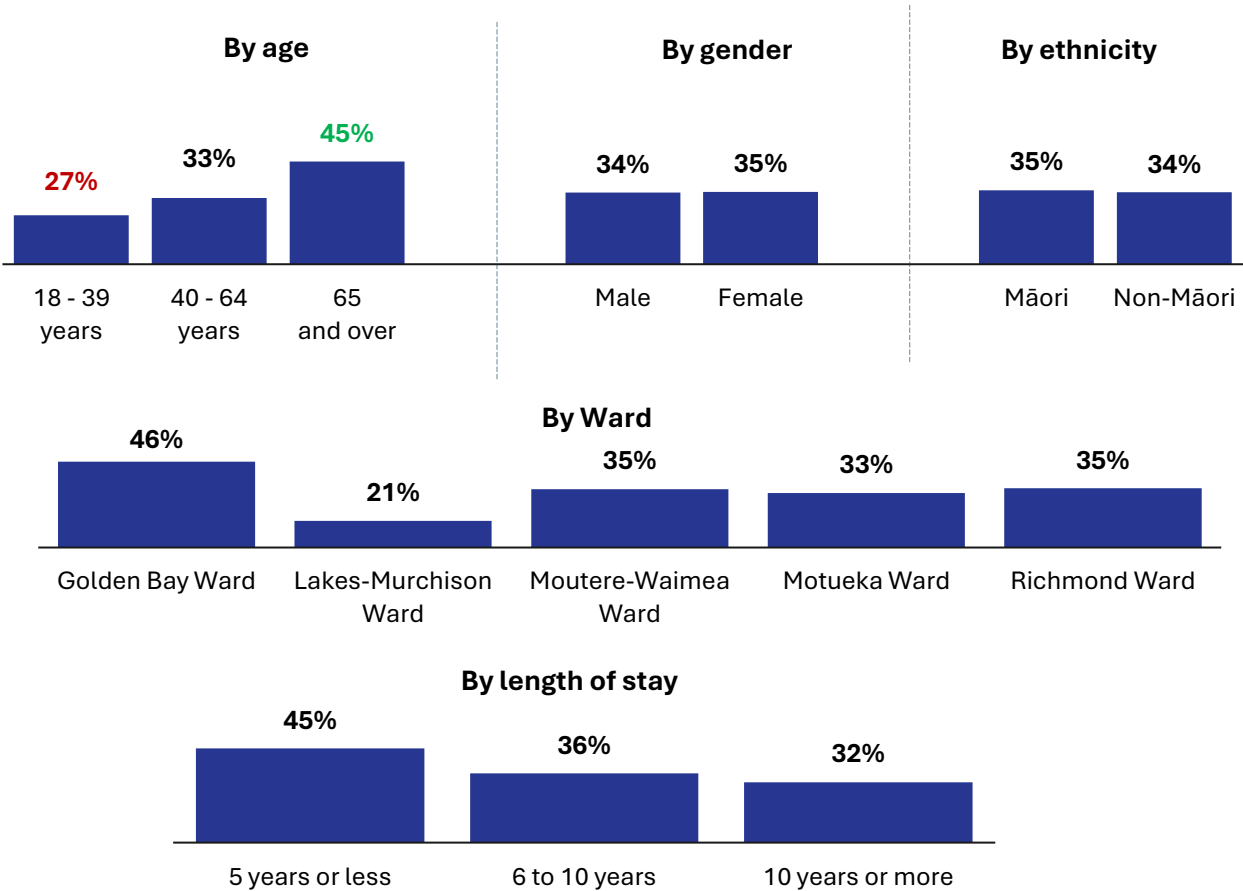
- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

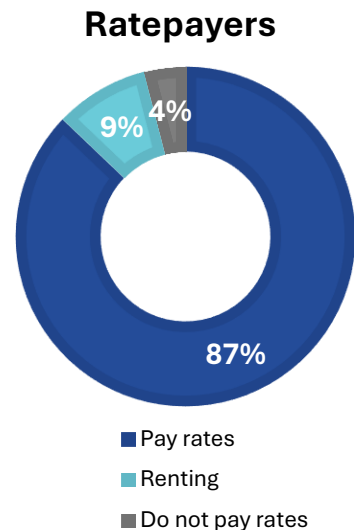
Between demographics

Significantly higher
Significantly lower

Notes:
1. VM3. How satisfied are you with the way rates are spent on services and facilities? n=341

% ‘Satisfied’ and ‘very satisfied’ (rated 6-10)





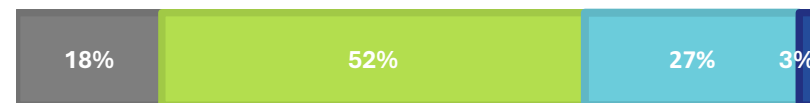
Clear what rates fund



Fees and charges for other services and facilities are fair and reasonable



Rates are fair and reasonable



Strongly disagree (1-2) Disagree (3-5) Agree (6-8) Strongly agree (9-10)

% 'Agree' and 'strongly agree' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Rates are fair and reasonable	30%	21%	24%	44%	29%	30%	34%	26%	30%	31%	28%
Clear what rates fund	64%	60%	62%	72%	62%	65%	76%	66%	62%	66%	61%
Fees and charges for other services and facilities are fair and reasonable	38%	30%	38%	47%	34%	39%	42%	35%*	35%	40%	39%

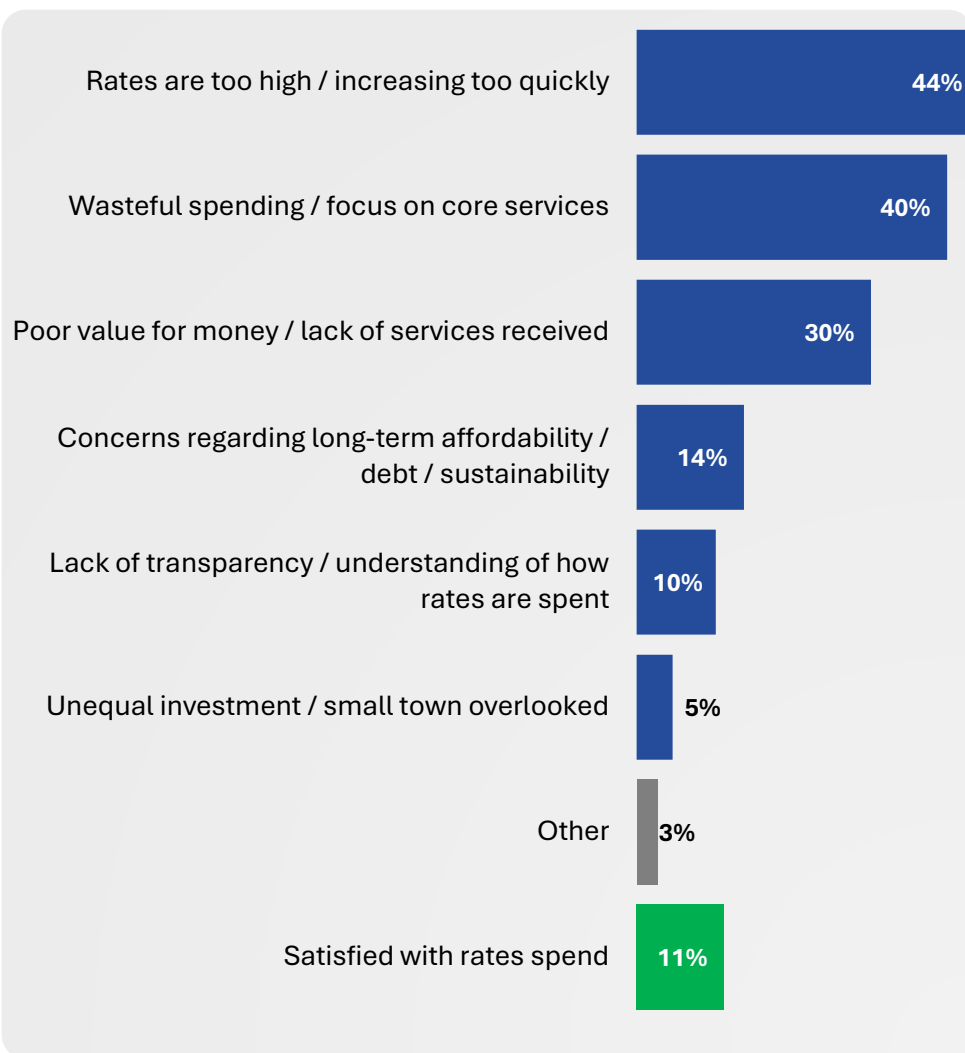
Between demographics

Significantly higher
Significantly lower

Notes:

- VM1. Do you, or a member of your household, pay rates on a property in the Tasman District Council area?
- VM2. How much do you agree or disagree with the following statements?
 - My rates are fair and reasonable n=358
 - It's clear what services my rates fund n=367
 - Fees and charges for other services and facilities are fair and reasonable n=341
- *Caution: Small sample size (n<30). Results are indicative only.

Comments on value for money



- The rates are fair for all the services that rates provide.
- I am happy with the services provided by the Tasman District Council and the way the rates are spent.
- You do a lot for the amount of money charged. Rates should continue to go up to support all activities. Recently cuts were made to coast care and in the long term, this will hurt the environment.
- Since my rates are included in my rent, I am satisfied.
- It's not easy. Trying to please all the people all of the time never is. So the work and concern is appreciated most of the time.



- My rates have doubled in 12 years. The cost of rates is criminal. Even if you are mortgage free, the cost of rates is killing the average person. I know there have been updates about the rates change but it seems like a lot. Also, dog registration going up so much when there are no places to dispose dog poo bags, and rubbish bins on Rough Island are disappearing, it seems like unless we use dog parks, we do not, we don't benefit from any hike in the registration cost.
- I was disappointed that while we were away, some hoon turned on our outside tap and our water bill was horrendous, and no support was offered.
- Being rural, we are reasonably self reliant. I don't like having to pay a separate wastewater fee for discharging onto my own property, which is a new build with a dripper field.
- Far too much money is being spent on feel good projects at the expense of infrastructure.

Notes:

1. VM4. What were the main reasons for the satisfaction rating you gave for the way rates are spent? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide? n=244

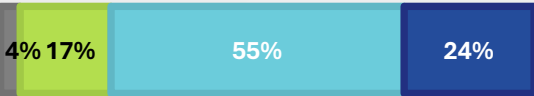
Services and infrastructure

- Overall satisfaction with *Water management* is high, with 79% of residents satisfied or very satisfied with the *Water supply, wastewater management, and stormwater management*. Satisfaction was highest among residents aged 40-64 years at 83%, compared to 79% among those aged 65 and over, and 74% among those aged 18-39 years. Satisfaction was notably lower among Māori residents, at 63%, compared to 81% among non-Māori residents. By ward, satisfaction was highest in the Richmond Ward and Motueka Ward, at 84% and 83% respectively, while the Lakes-Murchison Ward recorded a lower result at 61%.
 - Satisfaction with the *Overall water supply* is high, with 88% of residents satisfied or very satisfied overall. *Reliability* was the highest rated aspect of the water supply, with 93% of respondents satisfied or very satisfied, while *Water quality* recorded a lower, but still positive result of 79%. Satisfaction with the *Overall water supply* was highest among those aged 65 and over at 92%, in the Motueka Ward at 93%, and the Golden Bay Ward at 91%. It was lower among Māori residents at 80%, compared to 89% among non-Māori residents, and in the Lakes-Murchison Ward at 78%. *Reliability* also recorded a lower result in the Lakes-Murchison Ward at 74%, compared to 97% in Golden Bay and Motueka Wards. *Water quality* was rated highest in the Golden Bay Ward at 90%, while Richmond Ward and Lakes-Murchison Ward recorded lower results at 75% and 74% respectively.
- Wastewater management* recorded the highest results within the water management section. Overall satisfaction with the wastewater system was 93%, while *Reliability of the wastewater system* was rated at 95%. Satisfaction with *How Council treats and disposes of wastewater* was lower at 85%, although this remains a positive result. Satisfaction with the overall wastewater system was highest among residents aged 40-64 years at 97%, and in the Richmond Ward at 97% and Golden Bay Ward at 96%.
 - Stormwater services* recorded the lowest result within the water management section, with 75% of residents satisfied or very satisfied overall. Satisfaction was highest among residents aged 40-64 years at 84%, compared to 74% among those aged 65 and over and 61% among those aged 18-39 years. By ward, the Richmond Ward recorded the highest satisfaction with stormwater at 84%, while the Motueka Ward recorded 66% and the Lakes-Murchison Ward recorded 61% (*note: the Lakes-Murchison result is based on a small sample size*).
- The verbatim comments illustrate that many residents are satisfied with water management, with 37% of comments reflecting satisfaction or no concerns. However, improvement themes were mostly centred on stormwater and infrastructure resilience. The most prevalent concerns were *Stormwater system upgrades or maintenance required* at 18%, *Flooding issues* at 15%, and *General system upgrades or maintenance* at 15%. *Water quality* was also identified as an issue for some residents, including bad taste or too much chlorine at 12%, and poor quality water or boil water notices at 7%.

Overall water management

79%

‘Satisfied’ and ‘very satisfied’
with Overall water management (rated 6-10)

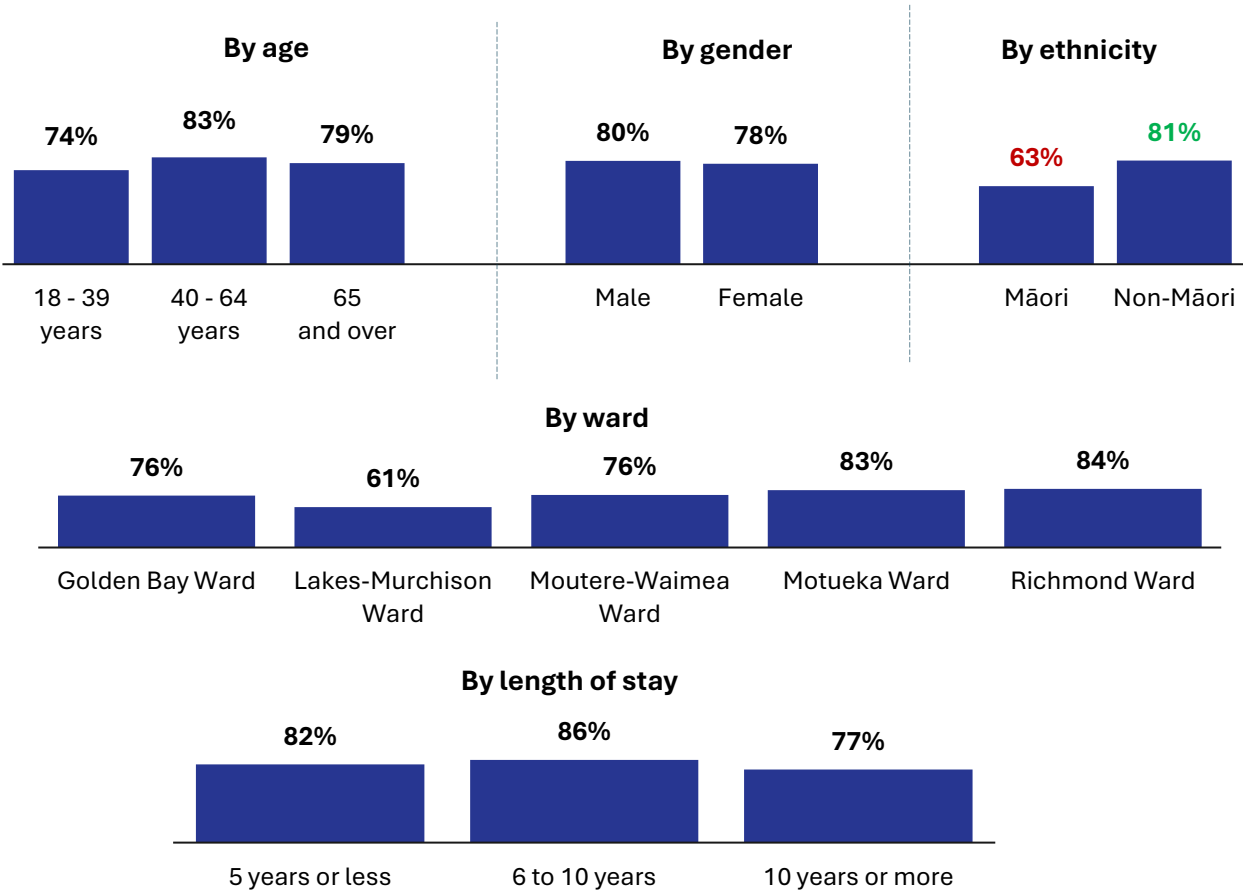


- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

Between demographics

Significantly higher
Significantly lower

% ‘Satisfied’ and ‘very satisfied’ (rated 6-10)

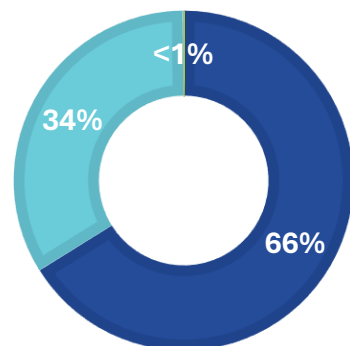


Notes:

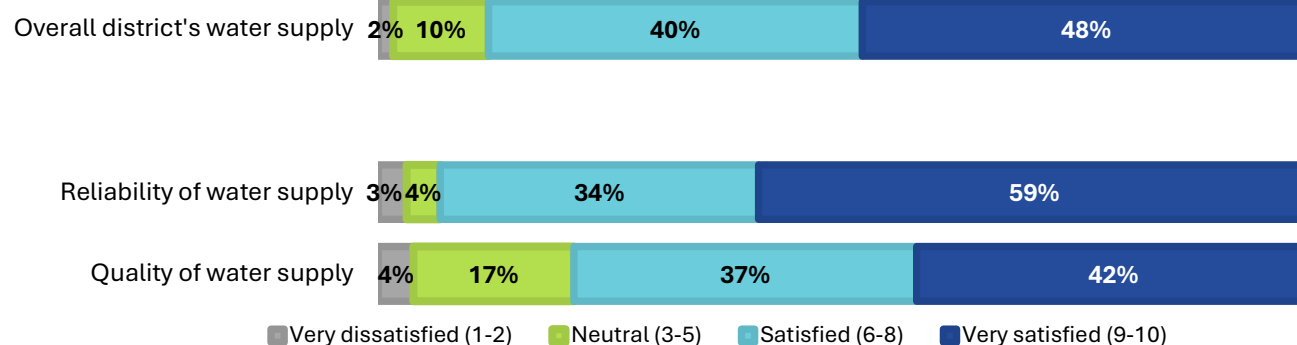
1. TW7. And overall, when you think about the water supply, wastewater management and stormwater management, how would you rate your satisfaction with Council overall for its WATER MANAGEMENT in the district? n=390

Water supply (all)

Water Supply Connection



- A Council supply
- Private water supply
- Other



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Overall water supply	88%	86%	87%	92%	80%	89%	91%	78%	85%	93%	88%
Reliability of water supply	93%	91%	94%	94%	90%	94%	97%	74%	93%	97%	94%
Quality of water supply	79%	76%	81%	79%	76%	79%	90%	74%	80%	80%	75%

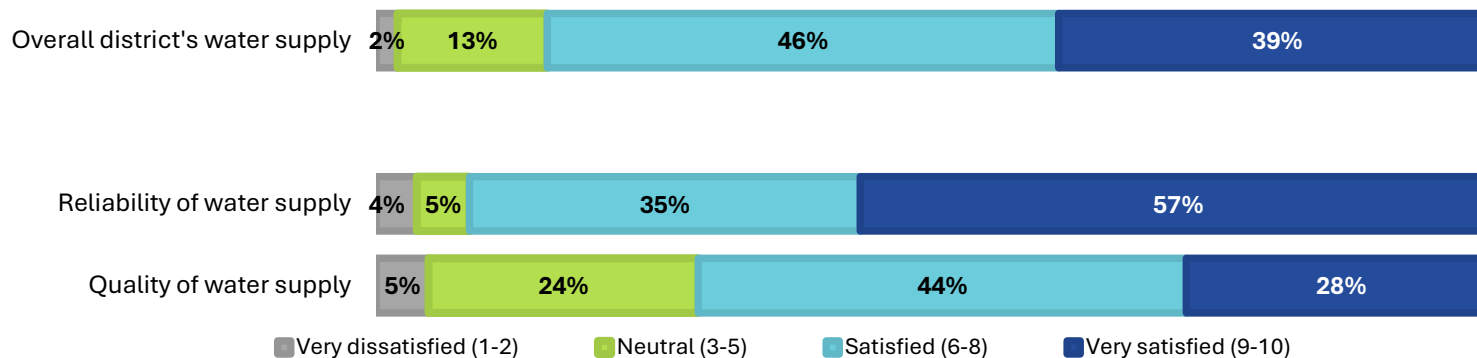
Between demographics

Significantly higher
Significantly lower

Notes:

1. TW1. Which of the following best describes your water supply connection? n=414
2. TW2. On a scale of 1 to 10, how would you rate your satisfaction with...?
 - a. The reliability of the water supply n=408
 - b. The quality of the water (including taste, clarity and odour) n=411
 - c. Your water supply overall n=412

Water supply (those who receive a service)



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Overall water supply	85%	79%	85%	88%	81%	85%	81%*	61%*	83%	86%	88%
Reliability of water supply	92%	86%	93%	94%	92%	92%	81%*	51%*	93%	97%	94%
Quality of water supply	71%	64%	75%	71%	71%	71%	81%*	52%*	74%	58%	75%

Between demographics

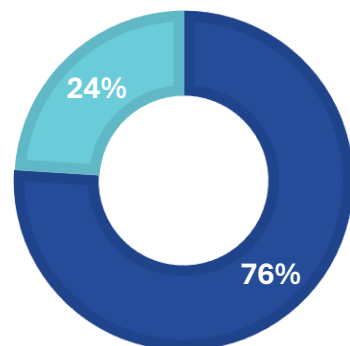
Significantly higher
Significantly lower

Notes:

1. TW2. On a scale of 1 to 10, how would you rate your satisfaction with...?
 - a. The reliability of the water supply n=268
 - b. The quality of the water (including taste, clarity and odour) n=268
 - c. Your water supply overall n=268

Wastewater system (all)

Wastewater System Connection



■ Council provided wastewater system

■ Own septic tank system

Overall wastewater system



Reliability of wastewater system



How the Council treats and disposes of wastewater



■ Very dissatisfied (1-2) ■ Neutral (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Overall wastewater system	93%	90%	97%	90%	90%	93%	96%	92%	89%	91%	97%
Reliability of wastewater system	95%	92%	97%	95%	97%	95%	98%	96%	89%	95%	98%
How the Council treats and disposes of wastewater	85%	78%	92%	82%	70%	87%	79%*	88%*	83%	76%	93%

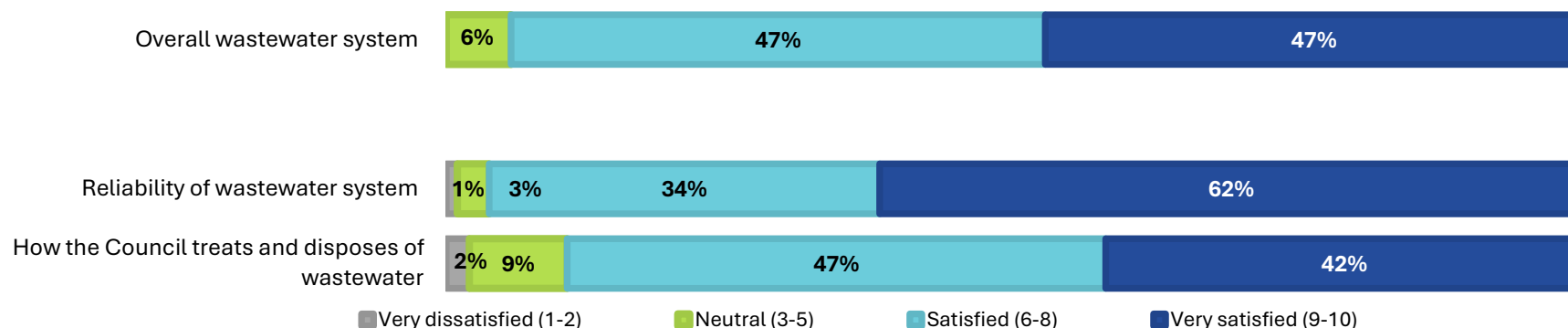
Between demographics

Significantly higher
Significantly lower

Notes:

1. TW3. Which of the following best describes the wastewater system that your property is connected to? n=411
2. TW4. On the scale of 1 - 10, how would you rate your satisfaction with...
 - a. The reliability of the wastewater system n=398
 - b. How the Council treats and disposes of wastewater n=295
 - c. Your wastewater system overall n=390
3. *Caution: Small sample size (n<30). Results are indicative only.

Wastewater system (those who receive service)



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Motueka Ward	Richmond Ward
Overall wastewater system	94%	94%	97%	90%	88%	94%	94%*	85%*	91%	98%
Reliability of wastewater system	96%	95%	97%	97%	98%	96%	100%	93%*	90%	99%
How the Council treats and disposes of wastewater	89%	86%	95%	83%	77%	90%	81%*	92%*	94%	95%

Between demographics

Significantly higher
Significantly lower

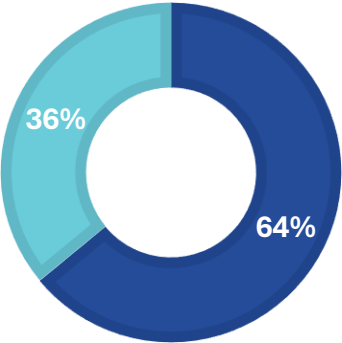
Notes:

1. TW4. On the scale of 1 - 10, how would you rate your satisfaction with...
 - a. The reliability of the wastewater system n=308
 - b. How the Council treats and disposes of wastewater n=245
 - c. Your wastewater system overall n=302

2. *Caution: Small sample size (n<30). Results are indicative only.

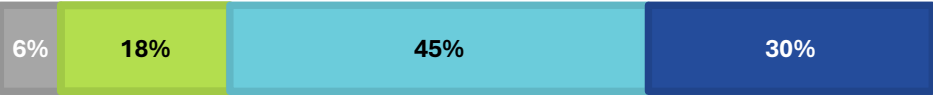
Stormwater system (all)

Receive Stormwater Services



■ Yes ■ No

Overall stormwater system



■ Very dissatisfied (1-2) ■ Neutral (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

% 'Satisfied' and 'very satisfied' (rated 6-10)

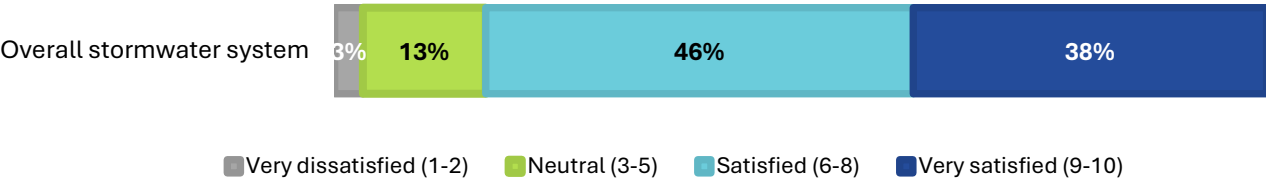
Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Overall stormwater system	75%	61%	84%	74%	77%	75%	79%	61%*	72%	66%	84%

Between demographics

Significantly higher
Significantly lower

- Notes:
1. TW5. Are you provided stormwater services at the property where you live? n=330
 2. TW6. On the scale of 1- 10, overall, how satisfied are you with the stormwater system? n=311
 3. *Caution: Small sample size (n<30). Results are indicative only.

Stormwater system (those who receive service)



% 'Satisfied' and 'very satisfied' (rated 6-10)

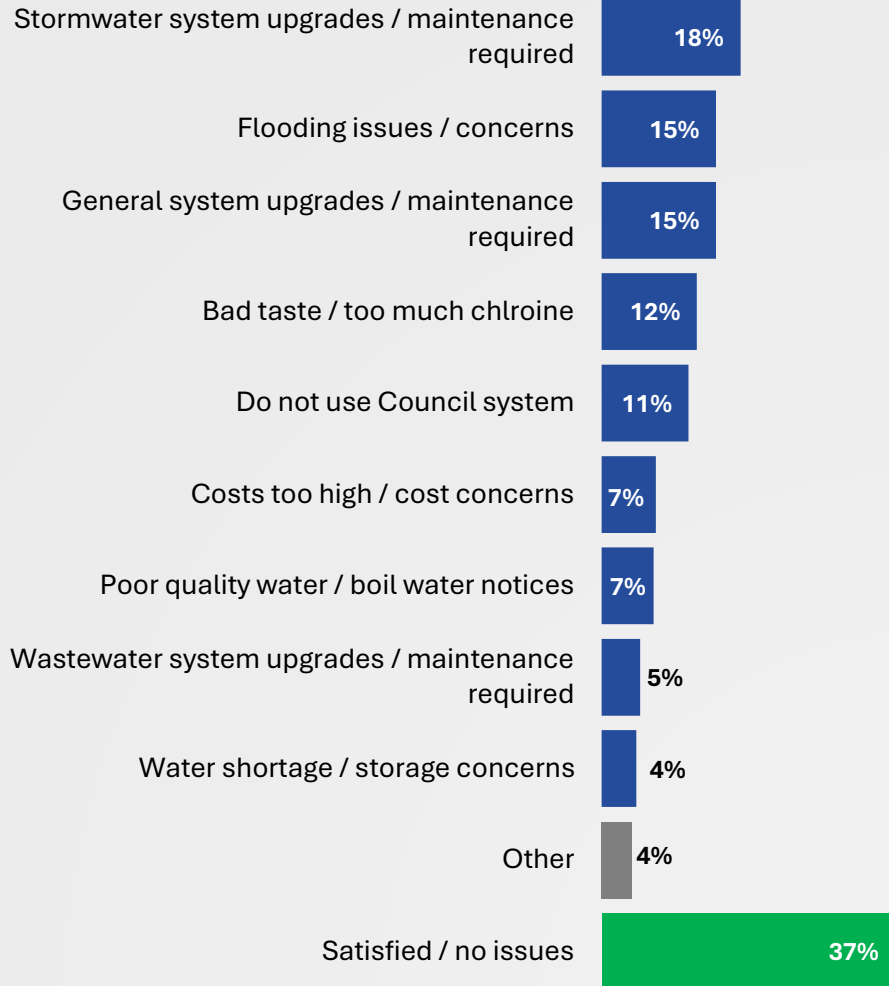
Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Overall stormwater system	84%	75%	89%	82%	80%*	84%	91%*	85%*	82%	70%	91%

Between demographics

Significantly higher
Significantly lower

Notes:
1. TW6. On the scale of 1- 10, overall, how satisfied are you with the stormwater system? n=203
2. *Caution: Small sample size (n<30). Results are indicative only.

Comments on water management



- *I don't have any problems with the water management, other than being told we can't water our gardens in the summer.*
- *Drinking water monitoring shows compliance with health standards. The Council is preparing for the local water done well reforms, choosing to set up an in house water services unit to keep control, close to the community.*
- *I haven't had any problems with my water supply. When I have lost the water supply, it has been quickly reconnected, and I have been informed by the Council.*
- *I'm happy with the supply of water and the disposal of wastewater. I would have liked to have been connected to stormwater.*



- *There are some stormwater concerns, obviously, a very uniquely rainy year, but with flooding in known areas near Connings and the main road, it's happening often, I wonder if there is something that could be done.*
- *It has too much chlorine, we can't drink it and we can smell it when running the tap.*
- *The smell of wastewater in the Berry Fields area is becoming a huge issue. Most days, we're unable to keep our windows open because the smell wafts to our property constantly.*
- *A lack of protection for natural waterways and the surrounding ecosystem from farm effluent.*
- *There are roadside ditches that could do with a clean out. This would help with the edges of tar sealed roads from being damaged, for instance, the soft edge being chewed away.*

Notes:

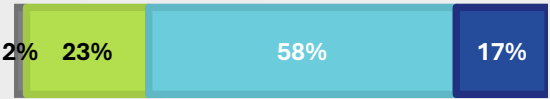
1. TW8. What were the main reasons for the satisfaction rating you gave for water management? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=304

- Three quarters of respondents (75%) are satisfied with *Overall waste management*. Satisfaction was slightly higher among residents aged 18-39 years at 77%, compared to 74% among those aged 40-64 years and 73% among those aged 65 and over. Māori residents recorded higher satisfaction at 81%, compared to 74% among non-Māori residents. By ward, the Richmond Ward recorded the highest satisfaction at 86%, while the Lakes-Murchison Ward recorded the lowest result at 52%. Satisfaction was also higher among residents who had lived in the District for 5 years or less at 84%, compared to 69% among those who had lived in the District for 6 to 10 years, and 74% among long-term residents of 10 years or more.
- Kerbside recycling* recorded the highest satisfaction within waste management, with 92% of residents satisfied or very satisfied. Satisfaction was broadly similar across age groups, ranging from 91% among residents aged 18-39 years and those aged 65 and over, to 92% among those aged 40-64 years. Satisfaction was also similar among Māori and non-Māori residents, at 93% and 92% respectively. By ward, satisfaction was highest in the Richmond Ward at 95%, while the Lakes-Murchison Ward recorded a lower result at 68% (*note: the Lakes-Murchison result is based on a small sample size*).
 - Resource Recovery Centres* also recorded a positive result, with 85% of residents satisfied or very satisfied. Satisfaction was highest among residents aged 18-39 years at 91%, compared to 82% among those aged 40-64 years and 85% among those aged 65 and over.
 - Paid rubbish bag collection* recorded a lower result, with 70% of residents satisfied or very satisfied. Satisfaction was higher among residents aged 65 and over at 76%, compared to 69% among those aged 40-64 years, and 66% among those aged 18-39 years. By ward, satisfaction was highest in the Richmond Ward at 82%, while the Golden Bay Ward and the Lakes-Murchison Ward recorded lower results at 58% and 57% respectively.
- In contrast, the lowest performing aspect was *How Council manages litter bins, loose litter and illegal dumping activities*, with just 55% of residents satisfied or very satisfied.
- Verbatim comments highlight that many residents are satisfied with waste management, with 29% of comments reflecting *Satisfaction or no issues*. However, almost one third of comments mentioned that *Rubbish bags or the waste collection service is too expensive* (32%), while 28% mentioned a *Need for more public rubbish bins, increased emptying frequency, or concerns about litter*.

Overall waste management

75%

‘Satisfied’ and ‘very satisfied’
with Overall waste management (rated 6-10)

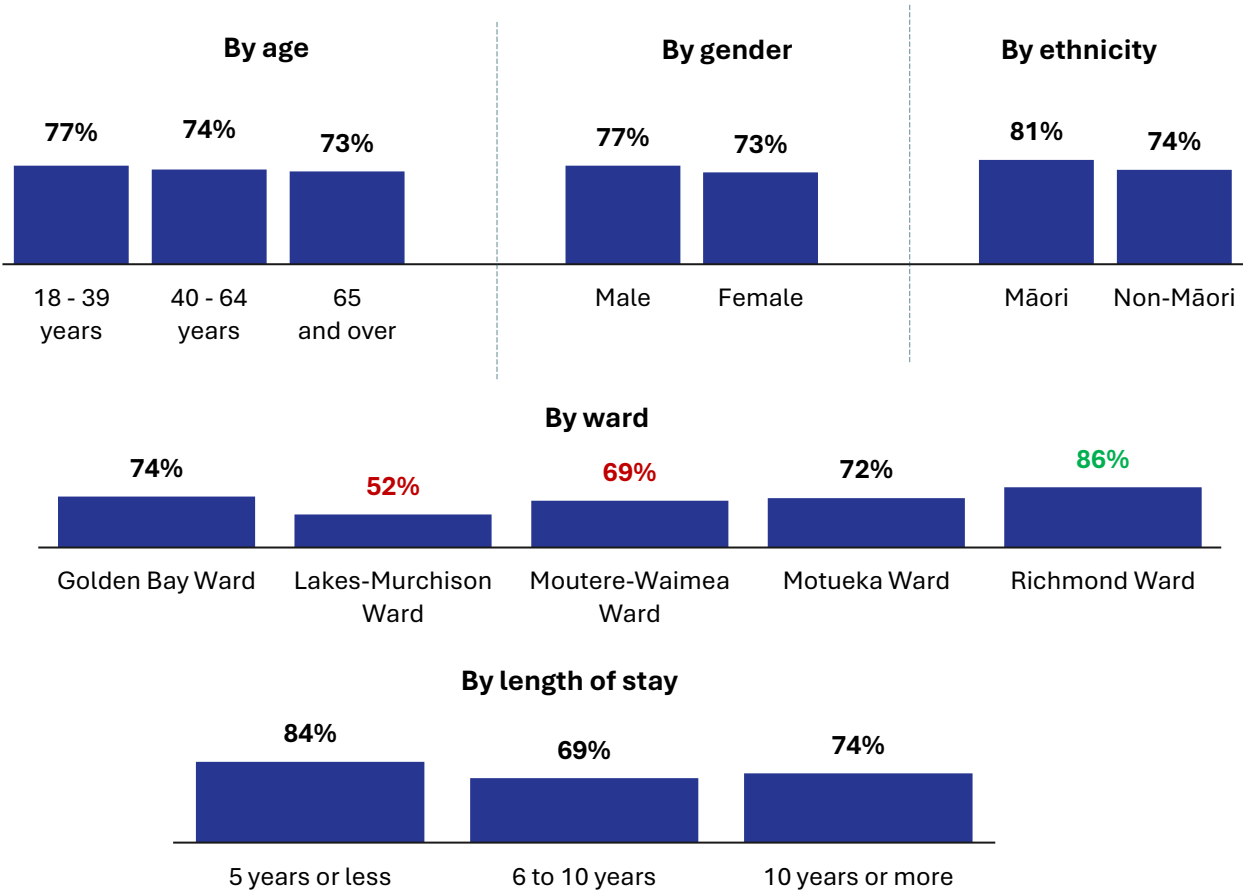


- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

Between demographics

Significantly higher
Significantly lower

% ‘Satisfied’ and ‘very satisfied’ (rated 6-10)



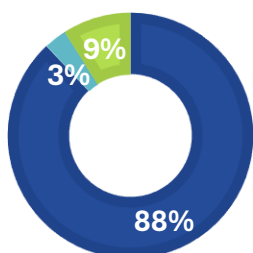
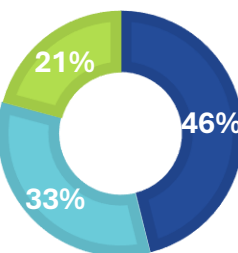
Notes:

1. WM3. Thinking about rubbish bag collection, recycling services, transfer stations and litter bins, how satisfied are you with overall WASTE MANAGEMENT? n=407

Waste management (all)

Receive regular rubbish collection

Receive recycling collection



■ Yes, and I use it
■ Yes, but I don't use it
■ No

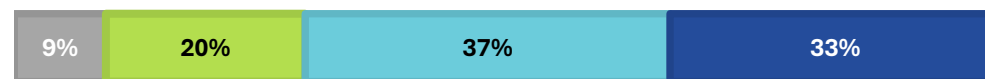
Kerbside recycling collection



Resource Recovery Centres (Transfer centres)



Paid rubbish bag collection



How Council manages litter bins, loose litter and illegal dumping activities



■ Very dissatisfied (1-2) ■ Neutral (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Kerbside recycling collection	92%	91%	92%	91%	93%	92%	89%	68%*	93%	93%	95%
Paid rubbish bag collection	70%	66%	69%	76%	76%	70%	58%	57%*	65%	70%	82%
Resource Recovery Centres (Transfer centres)	85%	91%	82%	85%	89%	85%	90%	83%*	83%	83%	87%
How Council manages litter bins, loose litter and illegal dumping activities	55%	55%	55%	56%	68%	54%	54%	33%	47%	54%	67%

Notes:

1. WM1A. Does the Council provide a regular rubbish collection to your property? n=401
2. WM1B. Does the Council offer a recycling collection service to your property? n=410
3. WM2. How satisfied are you with the following...?
 - a. Kerbside recycling collection n=380
 - b. Paid rubbish bag collection n=253
 - c. Resource Recovery Centres (Transfer centres) n=357
 - d. How Council manages litter bins, loose litter and illegal dumping activities n=344
4. *Caution: Small sample size (n<30). Results are indicative only.

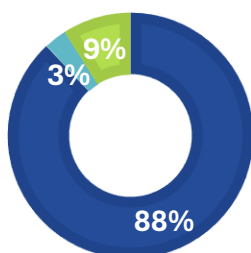
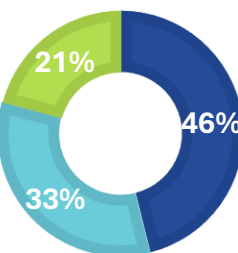
Between demographics
Significantly higher
Significantly lower

Waste management (those who receive regular collection)

« TOC

Receive regular rubbish collection

Receive recycling collection

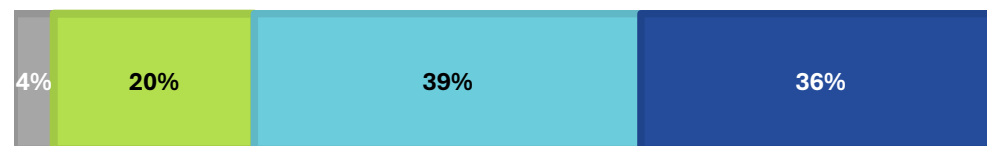


■ Yes, and I use it
■ Yes, but I don't use it
■ No

Kerbside recycling collection



Paid rubbish bag collection



■ Very dissatisfied (1-2) ■ Neutral (3-5) ■ Satisfied (6-8) ■ Very satisfied (9-10)

% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Paid rubbish bag collection	76%	73%	77%	76%	82%	75%	61%	78%*	68%	74%	89%
Kerbside recycling collection	95%	96%	95%	94%	97%	95%	92%	98%*	96%	94%	95%

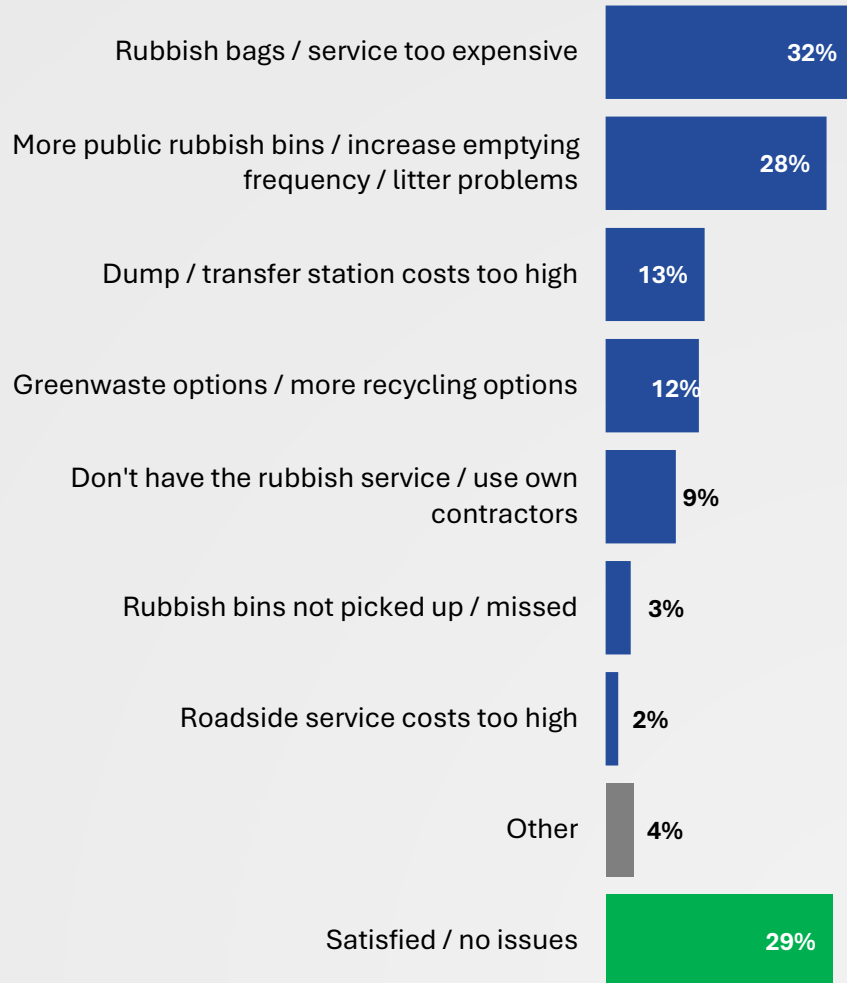
Between demographics

Significantly higher
Significantly lower

Notes:

1. WM1A. Does the Council provide a regular rubbish collection to your property? n=401
2. WM1B. Does the Council offer a recycling collection service to your property? n=410
3. WM2. How satisfied are you with the following...?
 - a. Kerbside recycling collection n=211
 - b. Paid rubbish bag collection n=357
4. *Caution: Small sample size (n<30). Results are indicative only.

Comments on waste management



- *I am more than satisfied by the service the Council are providing.*
- *We use the Motueka recycling centre. Great staff.*
- *I appreciate via the Antenno app, the reminder to put my recycling out. My recycling is always collected. When out walking in the community, it's a delight to see roads and parks free from rubbish.*
- *Waste management do a great job. The Council really needs to look at financial management, and residents need to have clearer communication on where the money is going with all the rates increases.*
- *The truck drivers are friendly and helpful.*



- *The cost to dump rubbish at the tip is too expensive, causing people to dump their rubbish wherever, and Council rubbish bags are over the top expensive.*
- *Dog poo bag disposals are few and far between, and often full to the brim.*
- *Our rubbish bags haven't been picked up a couple of times.*
- *There are very few rubbish bins available, it seems like lots have been removed. The Council needs to put them back in especially as there is a lot more litter and dog waste left on the ground, due to the lack of bins.*
- *A lot of public rubbish bins have been removed around towns and recreation reserves, this is not only frustrating but has increased the dog poo left on the ground and litter in public places.*

Notes:

1. WM4. What were the main reasons for the satisfaction rating you gave for waste management? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=312

- Satisfaction with *Roading infrastructure* was mixed, with 56% of residents satisfied or very satisfied with roads, cycleways and footpaths in the District. Satisfaction was higher among residents aged 18-39 years at 60% and those aged 65 and over at 58%, compared to 53% among those aged 40-64 years. Māori residents recorded higher satisfaction at 72%, compared to 55% among non-Māori residents. By ward, satisfaction was highest in the Motueka Ward at 66% and the Golden Bay Ward at 63%, while the Lakes-Murchison Ward recorded the lowest result at 49%. Residents who had lived in the District for 5 years or less recorded higher satisfaction at 73%, compared to 66% among those who had lived in the District for 6 to 10 years, and 51% among long-term residents of 10 years or more.
- Road use was high across the District. Almost all residents *Drove a vehicle, car, truck or van* at least weekly (96%), while 83% used *Walkways or footpaths* at least weekly.
- Among specific roading infrastructure aspects, *Public transport* recorded the highest satisfaction results among all residents, with 79% satisfied with *Public transport overall*. In

addition, 88% are satisfied or very satisfied with *Safety while using public transport*.

- *Footpaths* also recorded relatively positive results, with 75% satisfied with *Footpaths overall*. 78% are satisfied with the *Availability of footpaths*, 76% satisfied with *Safety while walking*, and 72% satisfied with *How well footpaths are maintained*.
- Satisfaction with *Cycle paths* was also positive, with 70% satisfied with *Cycle paths overall*. 73% are satisfied with *How well cycle paths are maintained*, and 66% satisfied with the *Safety while cycling*.
- The lowest rated roading related measure is *How well the roading network is maintained*, with 59% satisfied or very satisfied. By ward, satisfaction with road maintenance was highest in the Moutere-Waimea Ward at 69% and the Golden Bay Ward at 67%, while the Lakes-Murchison Ward recorded a much lower result at 35%. Satisfaction with roads followed a similar pattern, with the Golden Bay Ward at 73% and the Motueka Ward at 70%, compared to 42% in the Lakes-Murchison Ward.
- Among the verbatim comments provided, the most prevalent concerns related to *Road*

quality, roadworks and safety. One quarter of comments mentioned *Poor quality road repairs* (25%), *Poor road layout, intersections, unsafe crossings, or roads being too narrow* (23%), and *Potholes or poor road quality* (23%).

Overall roading infrastructure

56%

'Satisfied' and 'very satisfied'
with Overall roading infrastructure (rated 6-10)



Very dissatisfied (1-2)

Dissatisfied (3-5)

Satisfied (6-8)

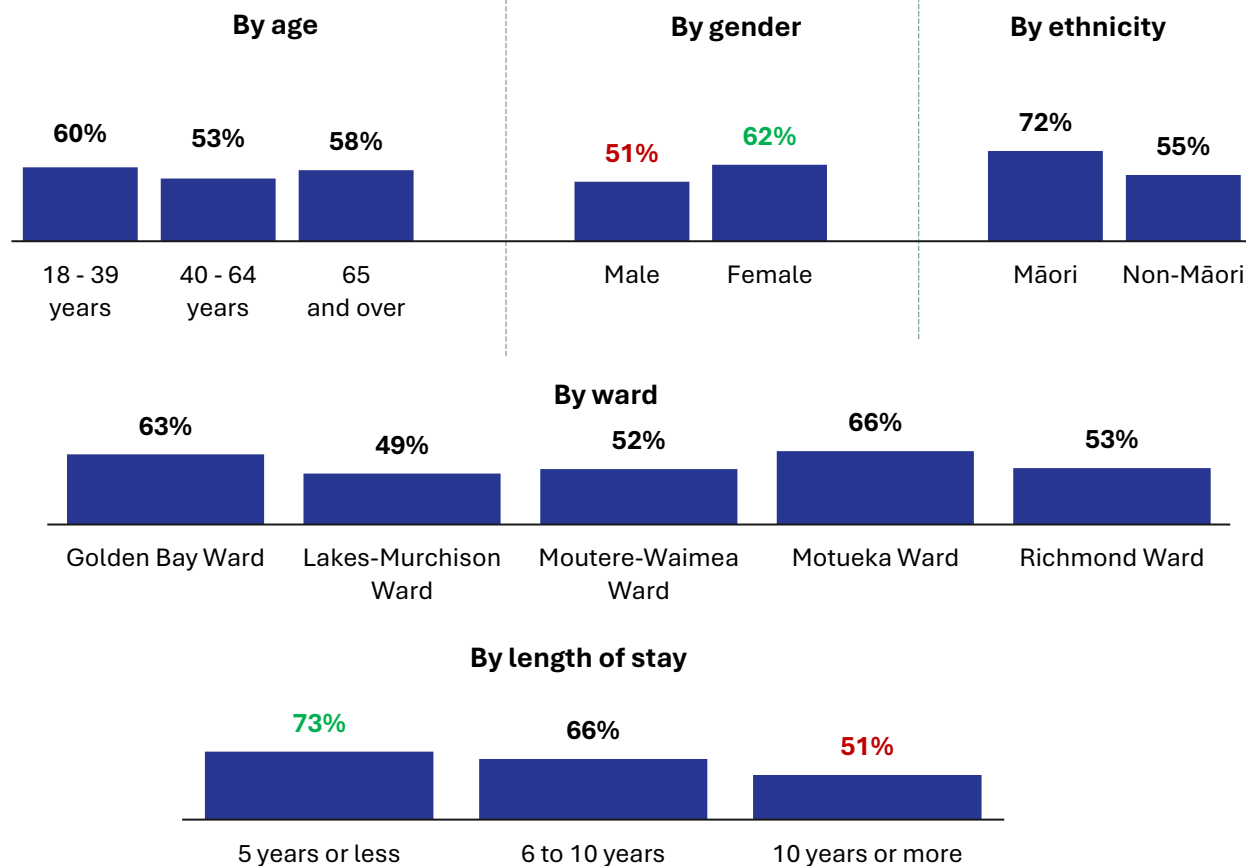
Very satisfied (9-10)

Between demographics

Significantly higher

Significantly lower

% 'Satisfied' and 'very satisfied' (rated 6-10)



Notes:

1. RF3. Thinking about roads, cycleways, and footpaths in the District, how satisfied are you with ROADING INFRASTRUCTURE? n=407

Roading infrastructure: usage

96%

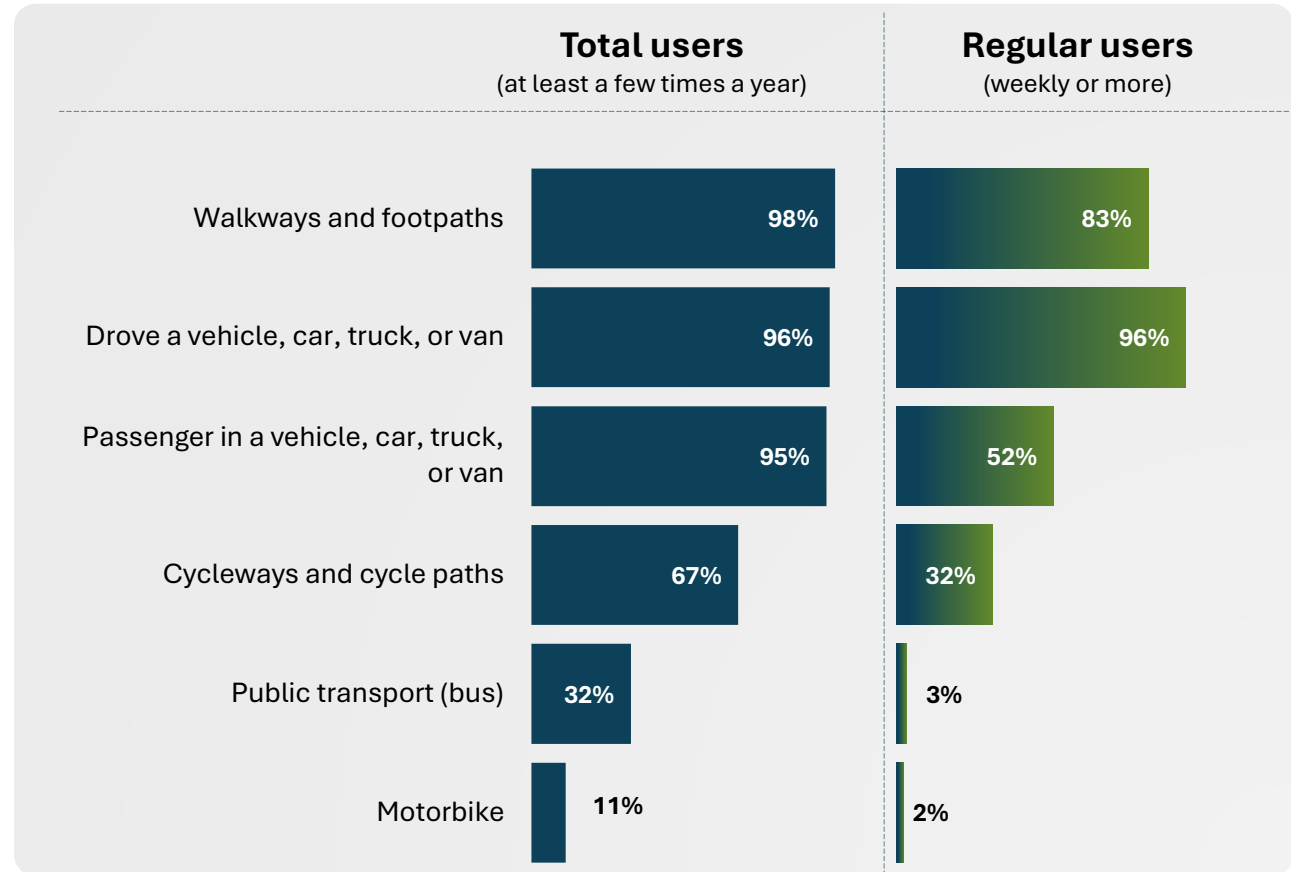
Drove a vehicle, car, truck or van
at least weekly

83%

Used walkways or footpaths at
least weekly

32%

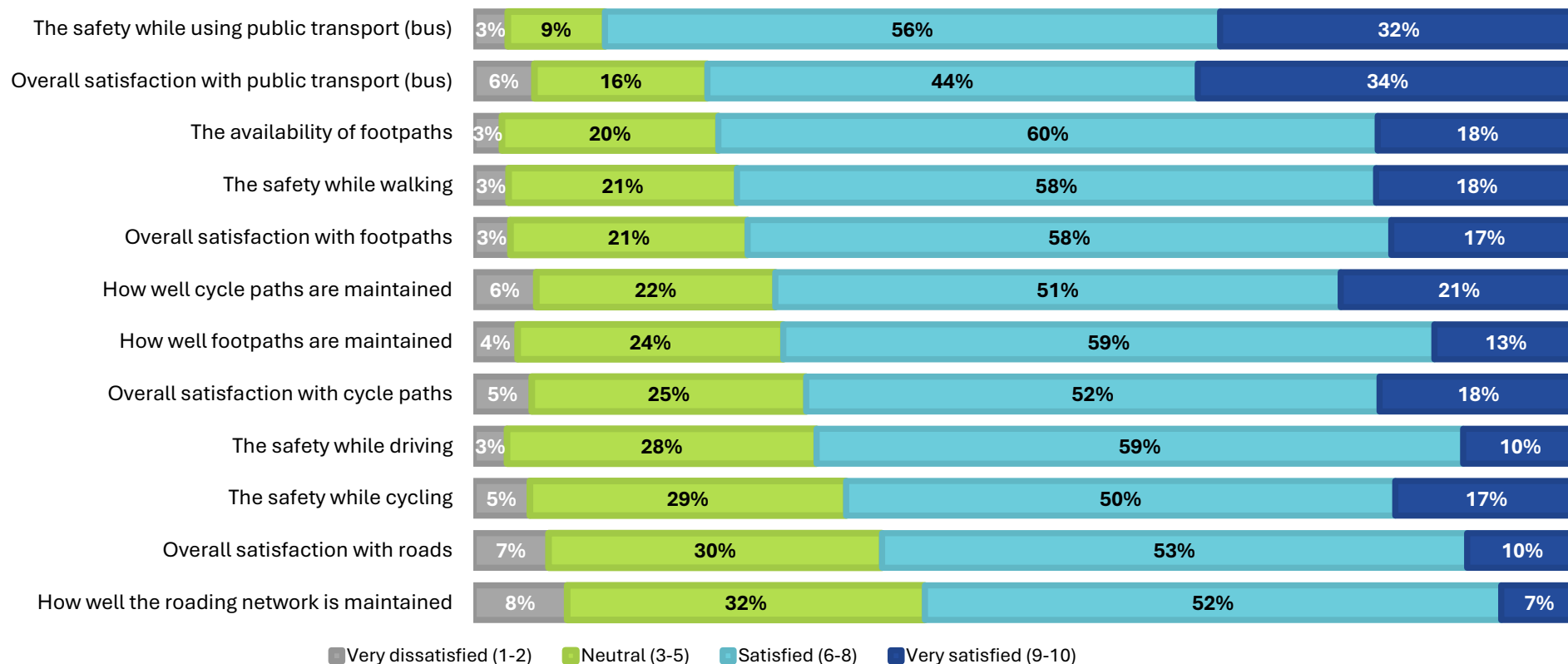
Used cycleways and cycle
paths at least weekly



Notes:

1. RF1. In the past 12 months, how frequently have you used each of the following in the Tasman District area? n=416

Roading infrastructure: satisfaction (all)



Notes:

1. RF2. Now thinking about roads provided by Tasman District Council - which excludes State Highways and roads such as High St, Motueka, Gladstone Rd, Richmond, Commercial St, Tākaka, which are not Council managed roads - how satisfied are you with...?

- a. How well the roading network is maintained n=410
- b. The safety while driving n=410
- c. The availability of footpaths n=405
- d. How well footpaths are maintained n=399
- e. The safety while walking n=406
- f. The safety while cycling n=252
- g. How well cycle paths are maintained n=254
- h. The safety while using public transport (bus) n=134
- i. Overall satisfaction with roads n=413
- j. Overall satisfaction with footpaths n=399
- k. Overall satisfaction with cycle paths n=265
- l. Overall satisfaction with public transport (bus) n=154

Between demographics

Significantly higher

Significantly lower

Roading infrastructure: satisfaction (all)

% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
How well the roading network is maintained	59%	51%	62%	63%	63%	59%	67%	35%	69%	62%	52%
The safety while driving	69%	61%	71%	74%	68%	69%	75%	62%	67%	71%	68%
The availability of footpaths	78%	77%	79%	78%	81%	78%	67%	71%	79%	79%	80%
How well footpaths are maintained	72%	70%	76%	68%	83%	71%	72%	67%	77%	65%	74%
The safety while walking	76%	77%	79%	71%	87%	75%	75%	63%	84%	73%	76%
The safety while cycling	66%	64%	71%	61%	73%	66%	42%	54%	68%	77%	68%
How well cycle paths are maintained	73%	75%	76%	65%	86%	72%	39%	56%*	75%	82%	80%
The safety while using public transport (bus)	88%	84%	85%	96%	91%*	88%	63%*	86%*	98%*	82%	92%
Overall satisfaction with roads	63%	55%	63%	70%	76%	62%	73%	42%	66%	70%	58%
Overall satisfaction with footpaths	75%	73%	79%	72%	84%	74%	70%	64%	77%	75%	78%
Overall satisfaction with cycle paths	70%	63%	74%	70%	83%	69%	37%	75%*	70%	78%	76%
Overall satisfaction with public transport (bus)	79%	66%	83%	85%	85%*	78%	55%*	48%*	74%	76%	90%

Notes:

1. RF2. Now thinking about roads provided by Tasman District Council - which excludes State Highways and roads such as High St, Motueka, Gladstone Rd, Richmond, Commercial St, Tākaka, which are not Council managed roads - how satisfied are you with...?

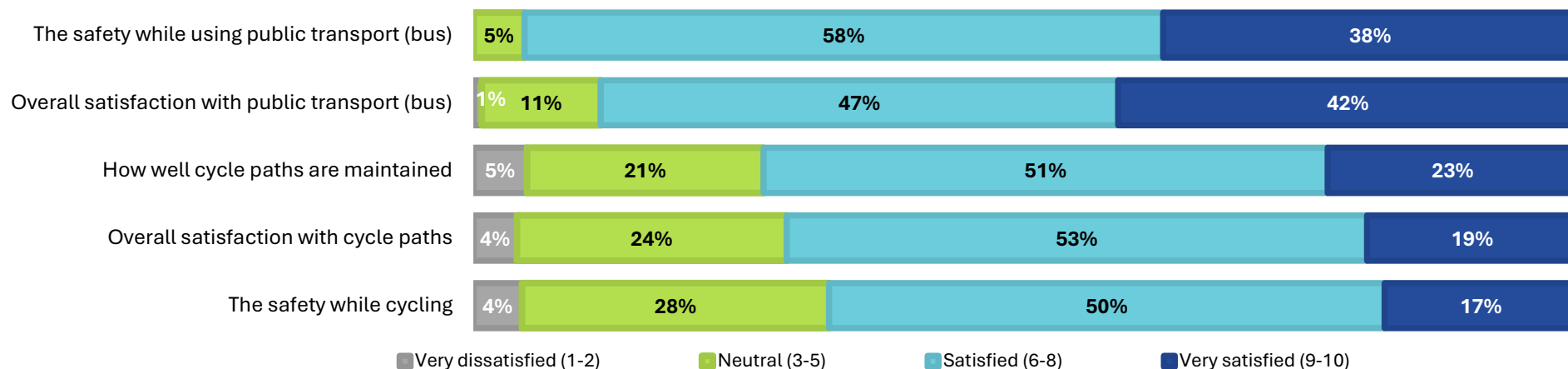
- a. How well the roading network is maintained n=410
- b. The safety while driving n=410
- c. The availability of footpaths n=405
- d. How well footpaths are maintained n=399
- e. The safety while walking n=406
- f. The safety while cycling n=252
- g. How well cycle paths are maintained n=254
- h. The safety while using public transport (bus) n=134
- i. Overall satisfaction with roads n=413
- j. Overall satisfaction with footpaths n=399
- k. Overall satisfaction with cycle paths n=265
- l. Overall satisfaction with public transport (bus) n=154

Between demographics

Significantly higher

Significantly lower

Roading infrastructure: satisfaction (users only)



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
The safety while cycling	68%	65%	72%	64%	72%	67%	46%	63%*	66%	76%	72%
How well cycle paths are maintained	74%	77%	75%	68%	91%	72%	40%	59%*	74%	84%	81%
The safety while using public transport (bus)	95%	90%*	96%	100%	89%*	96%	100%*	100%*	98%*	89%*	97%
Overall satisfaction with cycle paths	72%	66%	76%	71%	88%	70%	32%	82%	72%	78%	79%
Overall satisfaction with public transport (bus)	88%	75%*	96%	93%	89%*	88%	62%*	82%*	86%*	79%*	94%

Notes:

1. RF2. Now thinking about roads provided by Tasman District Council - which excludes State Highways and roads such as High St, Motueka, Gladstone Rd, Richmond, Commercial St, Takaka, which are not Council managed roads- how satisfied are you with...?

- The safety while cycling n=227
- How well cycle paths are maintained n=226
- The safety while using public transport (bus) n=107
- Overall satisfaction with cycle paths n=236
- Overall satisfaction with public transport (bus) n=111

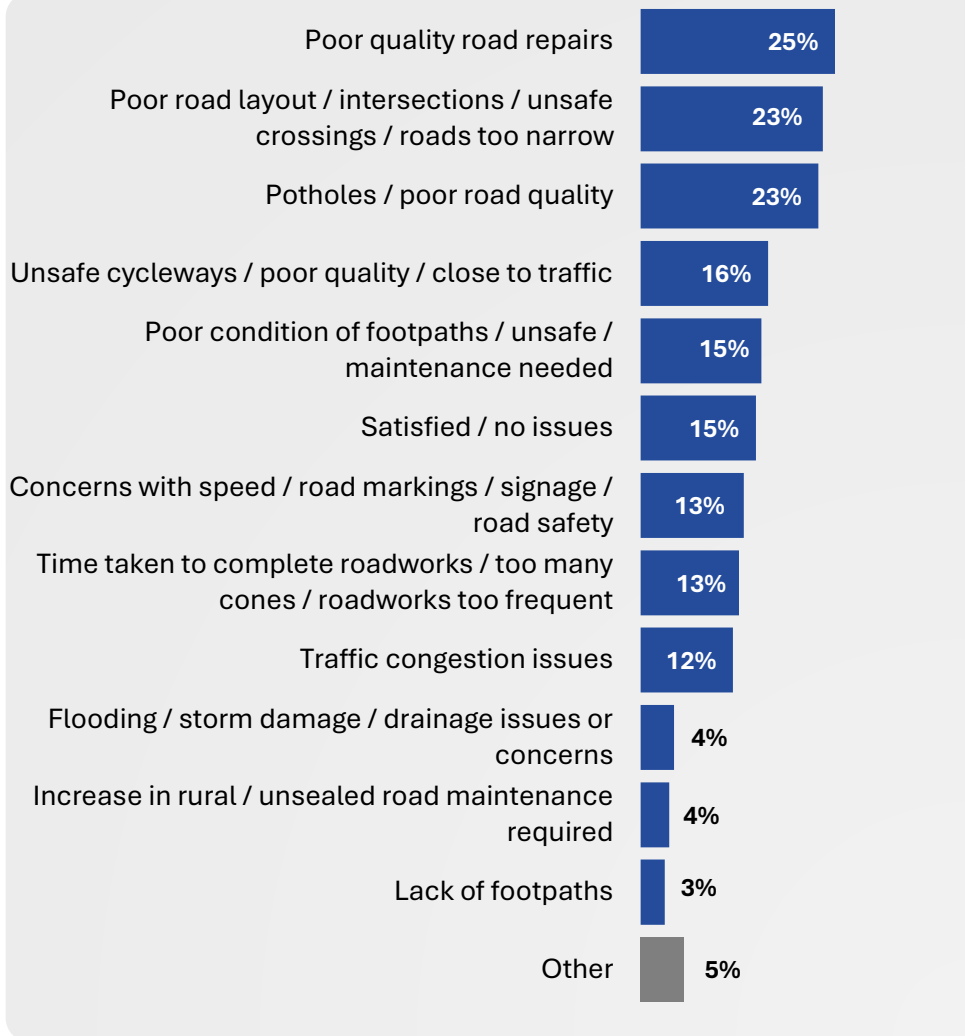
*Caution: Small sample size (n<30). Results are indicative only.

Between demographics

Significantly higher

Significantly lower

Comments on roading infrastructure



- Roads are poorly maintained in my area and same issues keep arising, for example, potholes and flooding.
- Our roads have potholes everywhere which causes damage to my car and there seems to be a lot of potholes, especially where I see the rather large buses.
- Most of the footpaths in Motueka should be reclassified as vehicle access strips because that is obviously their design. It makes it high risk to walk along as they go up and down irregularly. Most people avoid the worst ones. Some very rough roads about but again, a lot of storms are contributing to this.
- A lot of potholes and often roads, for example, Wensley Road, it takes longer due to poor planning. I also find that often when one main road is closed, another one closes quite soon after. This means that traffic is chaotic. The bus timetable doesn't help those who work or have meetings. This is because arriving into town 5 minutes before the nearest hour or half hour leaves no time to walk to my destination.
- Cycleways are partially overgrown, more speed control of High Street diversions where parked cars and narrow roads are an issue, Parker Street to single one out.
- There are so many speed limit changes and roadworks happening, estimating the time to get from A to B is basically impossible, and navigating traffic on the main roads is awful, well past rush hours.
- Many cycle paths are only fit for mountain bikes. Roads that are in good condition are resurfaced whilst deteriorating roads with potholes are ignored for years. Roundabouts should be considered where there are numerous crashes and fatalities, for instance, Mapua Drive and State Highway 60 and the Conning intersection, it might come under NZTA jurisdiction.

Notes:

1. RF4. What were the main reasons for the satisfaction rating you gave for areas related to roading infrastructure? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=320

Environmental management

- Satisfaction with *Council's management of the natural environment* is positive, with 75% of residents satisfied or very satisfied with how Council manages aspects such as biodiversity, air quality, and water quality. Satisfaction was highest among residents aged 18-39 years at 78%, compared to 73% among those aged 40-64 years and 74% among those aged 65 and over.
- By ward, the Richmond Ward recorded the highest satisfaction with *Environmental management* at 83%, while the Lakes-Murchison Ward recorded the lowest result at 57%. The Golden Bay Ward and the Moutere-Waimea Ward both recorded 75%, while the Motueka Ward recorded 68%. Satisfaction was also higher among residents who had lived in the District for 6 to 10 years at 89% and those who had lived in the District for 5 years or less at 82%, compared to 70% among long-term residents of 10 years or more.
- Residents rated a range of environmental issues as important for Council to address. *Groundwater supply* recorded the highest importance rating, with 94% rating this as important or very important. This was closely aligned with *Swimming water quality* and *Natural hazards*, both at 93%, while *River management* and *Biosecurity* both recorded 92%. *Land management* also recorded a high result at 88%, while *Coastal changes and biodiversity* both recorded 84%. *Climate change and air quality* recorded lower, but still notable results at 75% each.
- There were some demographic differences in the importance placed on environmental issues. Māori residents generally placed higher importance on several aspects, including *Climate change* at 86%, compared to 74% among non-Māori residents, *Biodiversity* at 91%, compared to 83%, and *Coastal changes* at 91%, compared to 84%.
- Verbatim comments regarding environmental management were mixed. Almost three in ten comments (29%) mentioned that they were satisfied, while the most prevalent improvement theme related to *River management, flooding and drainage, including gravel removal, flood mitigation and preventative maintenance*, mentioned by 16% of comments. Other notable themes included *Biodiversity and wildlife protection* at 13%, *Coastal erosion and marine protection* at 13%, *Agriculture and forestry concerns* at 12%, and *Air quality or smoke management concerns* at 11%.

Overall environmental management

75%

‘Satisfied’ and ‘very satisfied’
with Overall environmental management
(rated 6-10)

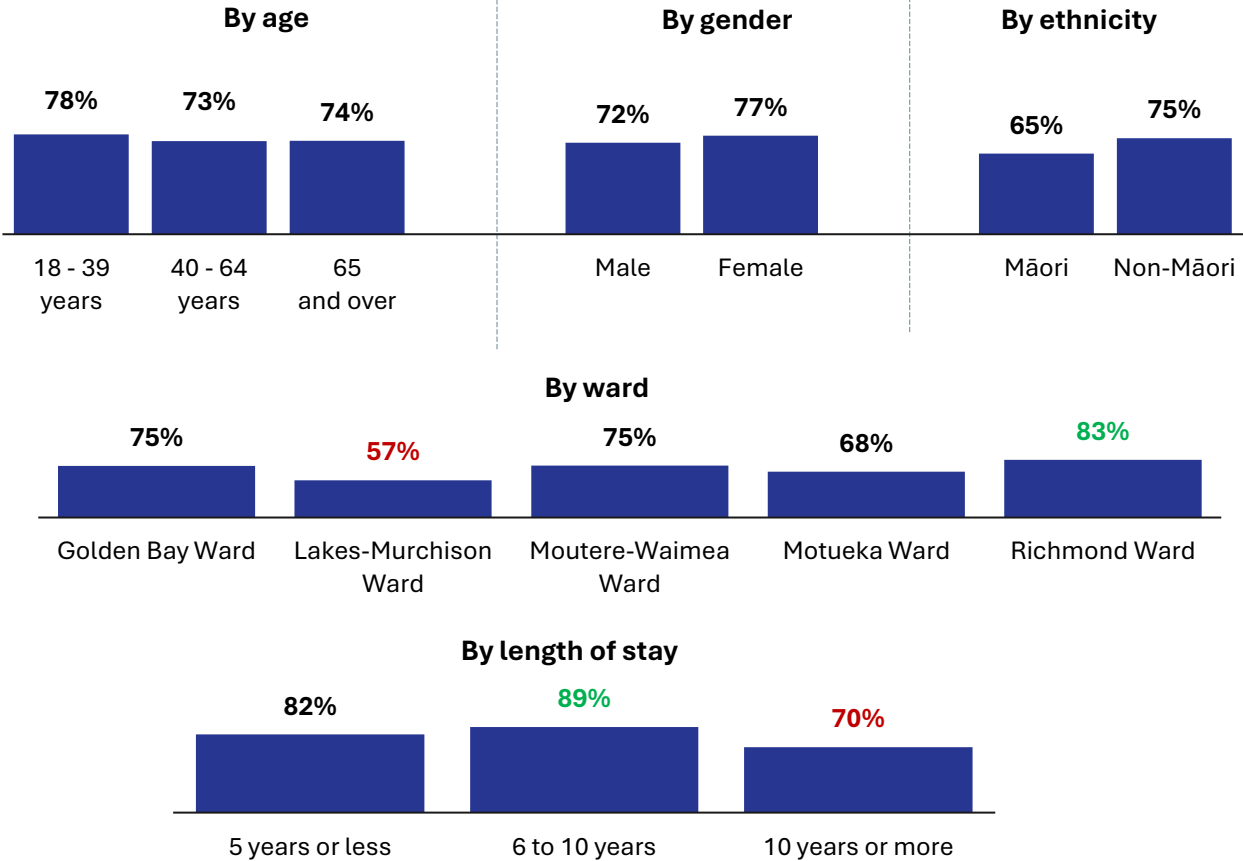


- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

Between demographics

Significantly higher
Significantly lower

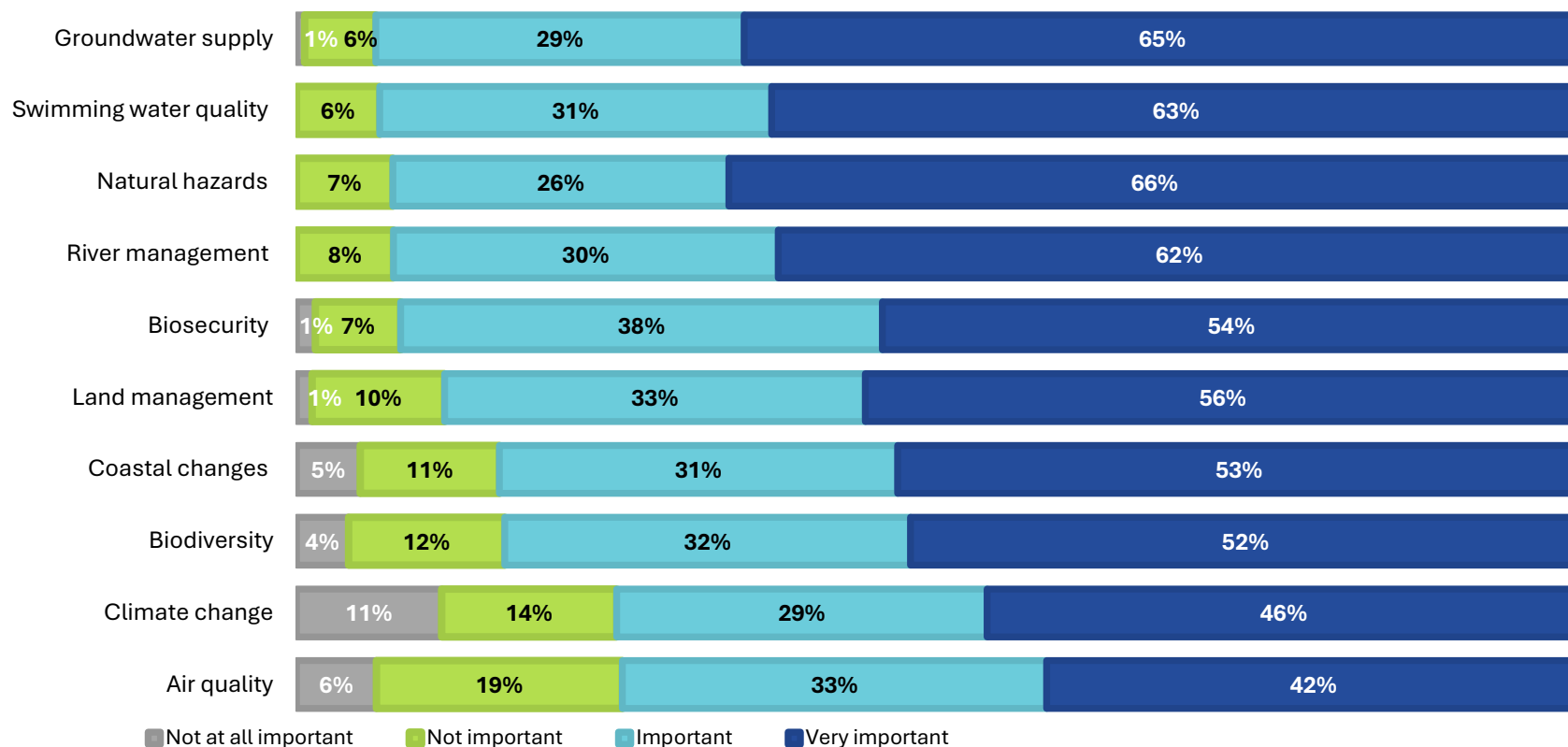
% ‘Satisfied’ and ‘very satisfied’ (rated 6-10)



Notes:

1. EC2. How satisfied are you with the way the Council is looking after the natural environment (e.g. biodiversity, air quality, and water quality) n=372

Environmental management



Notes:

1. EC1. What do you think are important environmental issues for the Council to address? Please rate each of these on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'
 - a. Air quality (smoke from fires, wood burners, industry, or spray drift) n=408
 - b. Coastal changes (protecting beaches and estuaries, managing erosion, sea-level rise) n=408
 - c. Biodiversity (protecting native plants, animals, and special habitats) n=410
 - d. Groundwater supply (protecting underground water supplies from overuse or pollution) n=409
 - e. Biosecurity (management of pests and weed control) n=410
 - f. Land management (soil health, productive land, land contamination, land disturbance) n=409
 - g. Natural hazards (flooding, coastal hazards, land instability, wildfire) n=413
 - h. Swimming water quality (rivers, lakes, and beaches) n=409
 - i. Climate change (greenhouse gas emissions and adapting to climate impacts) n=407
 - j. River management (erosion protection, gravel management, restoration) n=410

Between demographics

Significantly higher

Significantly lower

Environmental management (continued)

% 'Important' and 'very important' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Air quality	75%	68%	75%	80%	73%	75%	58%	59%	75%	77%	81%
Coastal changes	84%	81%	85%	86%	91%	84%	86%	73%	82%	80%	90%
Biodiversity	84%	83%	86%	81%	91%	83%	82%	85%	91%	77%	83%
Groundwater supply	94%	93%	95%	92%	98%	93%	95%	88%	93%	91%	98%
Biosecurity	92%	86%	95%	92%	94%	92%	91%	94%	92%	85%	96%
Land management	88%	84%	89%	92%	94%	88%	92%	76%	90%	80%	95%
Natural hazards	93%	91%	92%	95%	95%	92%	95%	90%	89%	91%	96%
Swimming water quality	93%	91%	97%	90%	96%	93%	93%	91%	89%	92%	99%
Climate change	75%	75%	74%	76%	86%	74%	76%	68%	76%	68%	80%
River management	92%	88%	93%	95%	97%	92%	97%	93%	92%	89%	92%

Notes:

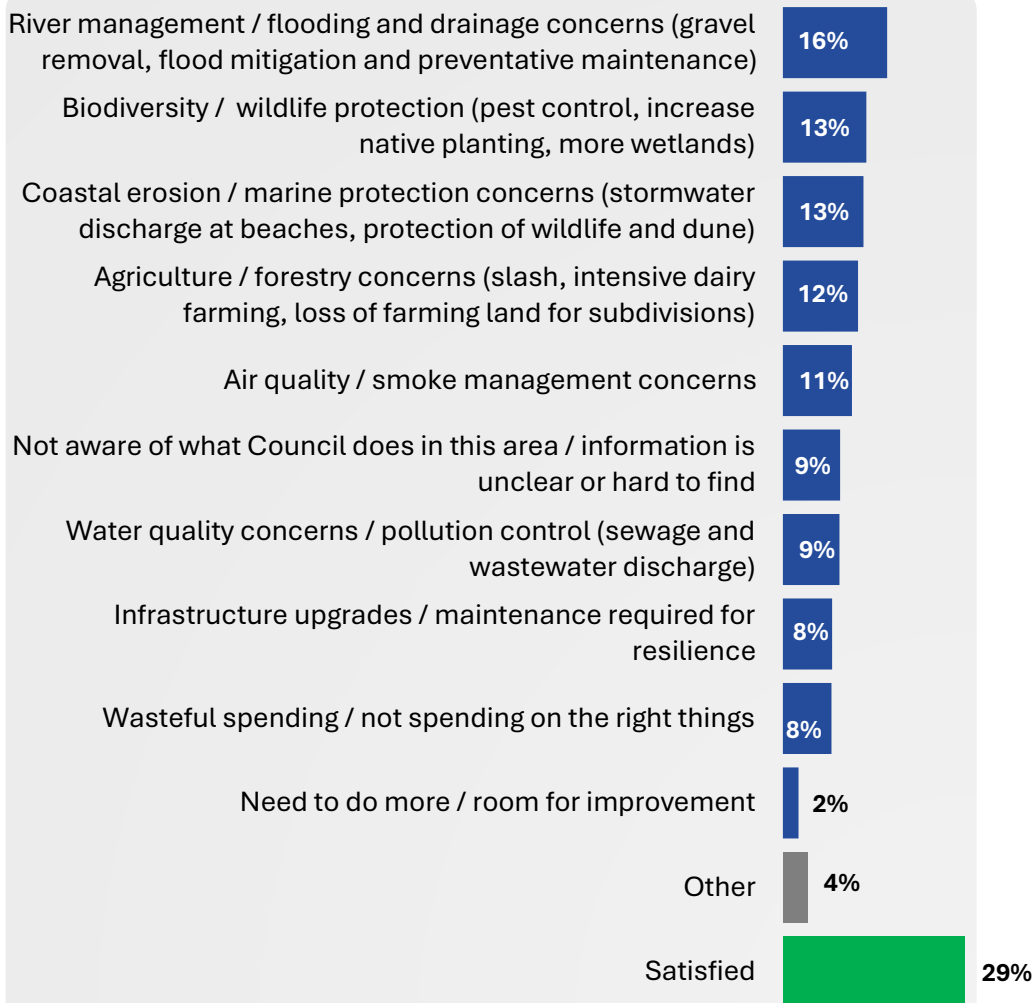
1. EC1. What do you think are important environmental issues for the Council to address? Please rate each of these on a scale of 1 to 10 where 1 is 'not at all important' and 10 is 'very important'
 - a. Air quality (smoke from fires, wood burners, industry, or spray drift) n=408
 - b. Coastal changes (protecting beaches and estuaries, managing erosion, sea-level rise) n=408
 - c. Biodiversity (protecting native plants, animals, and special habitats) n=410
 - d. Groundwater supply (protecting underground water supplies from overuse or pollution) n=409
 - e. Biosecurity (management of pests and weed control) n=410
 - f. Land management (soil health, productive land, land contamination, land disturbance) n=409
 - g. Natural hazards (flooding, coastal hazards, land instability, wildfire) n=413
 - h. Swimming water quality (rivers, lakes, and beaches) n=409
 - i. Climate change (greenhouse gas emissions and adapting to climate impacts) n=407
 - j. River management (erosion protection, gravel management, restoration) n=410

Between demographics

Significantly higher

Significantly lower

Comments on environmental management



- *The feedback we hear about the evidence we see around us in this beautiful place we live.*
- *Council appear to be doing a good job in the face of climate change and difficulties with flooding.*
- *There were some good environmental projects. There were also some plantings, that did not stand a chance to survive and therefore were a waste of money.*
- *Council do a good job. Protection and improvement of the environment for the future is most important.*
- *Keep up the work of town planning.*



- *My main concern is that you guys are allowing the glue factory here in lower Queen Street which is polluting this town and is very dangerous. If there is a fire there, it will take out half of Richmond. It should never have been allowed here. It's called Richmond's dirty little secret.*
- *Our environment is all we have, once damaged it is gone. We should be caretakers for the next generations.*
- *Need to do better with flood management, keep streams and drains clear to prevent flooding.*
- *I think there is always room for improvement. Farms, orchards and vineyards near rivers are still exploiting this resource, or the runoff from these properties are still polluting our rivers.*
- *I think more work can be done in rural areas and beaches to prevent coastal erosion and protect wildlife.*

Notes:

1. EC3. What were the main reasons for the satisfaction rating you gave for the way the Council looks after the natural environment? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=222

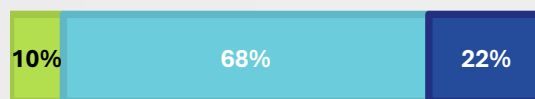
Community facilities

- Nine in ten residents (90%) are satisfied with the *Community facilities* provided, which is the highest satisfaction result across all measures related to services and infrastructure. Satisfaction was higher among residents aged 40-64 years at 94% and those aged 65 and over at 91%, compared to 82% among those aged 18-39 years.
- By ward, satisfaction was highest in the Richmond Ward at 93% and the Moutere-Waimea Ward at 90%. Satisfaction was slightly lower in the Motueka Ward and the Golden Bay Ward, both at 87%, and the Lakes-Murchison Ward at 84%.
- *Recreational facilities*, *Public toilets* and *Libraries* were the most frequently used facilities. Around one third of residents visited a *Recreational facility* frequently (32%), while 22% visited *Libraries* frequently, and 20% used *Public toilets* frequently.
- *Libraries* recorded the highest levels of satisfaction, with 98% of residents satisfied or very satisfied. Satisfaction was consistently high across demographic groups, ranging from 97% among residents aged 65 and over to 99% among those aged 40-64 years, and from 96% in the Richmond Ward to 100% in the Golden Bay, Lakes-Murchison, and Moutere-Waimea Wards.
- *Community buildings* also performed well, with 95% satisfied or very satisfied. Satisfaction was higher among Māori residents at 99%, compared to 95% among non-Māori residents, and reached 100% in the Moutere-Waimea Ward.
- *Recreational facilities* also recorded high satisfaction at 94%. Satisfaction was higher among residents aged 40-64 years and those aged 65 and over, both at 96%, compared to 89% among those aged 18-39 years. By ward, satisfaction was highest in the Richmond Ward at 96%, and the Moutere-Waimea Ward at 95%, while the Golden Bay Ward recorded a lower result at 90%.
- *Aquatic centre facilities* recorded a lower, but still positive result of 81%. Satisfaction was highest in the Moutere-Waimea Ward at 90%, while the Motueka Ward recorded a significantly lower result at 62%.
- *Public toilets* recorded the lowest satisfaction result within community facilities at 79%. Satisfaction was lower among residents aged 18-39 years at 69%, compared to 83% among residents aged 40-64 years, and those aged 65 and over. By ward, satisfaction ranged from 72% in the Moutere-Waimea Ward to 87% in the Golden Bay Ward.
- Verbatim comments reinforce the positive performance of community facilities, with 57% of comments reflecting that respondents are satisfied with the facilities, or believe them to be adequate. The most prevalent improvement themes related to *Public toilet maintenance and cleanliness*, mentioned in 20% of comments, and general maintenance or upgrades to facilities, mentioned in 19%. Other themes included the *Need for more facilities* at 9%, *More public toilets* at 4%, and *More rubbish bins* at 3%.

Overall community facilities

90%

'Satisfied' and 'very satisfied'
with Overall community facilities
(rated 6-10)



- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

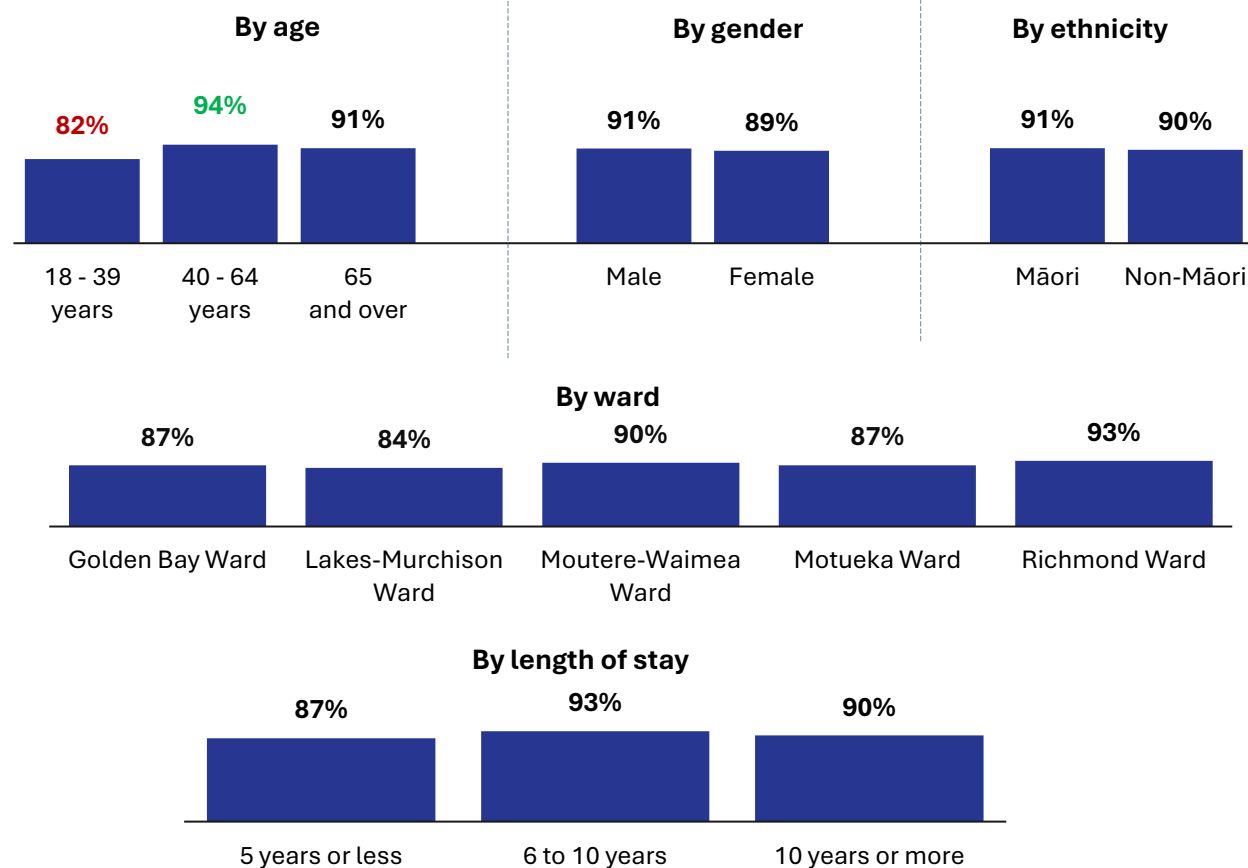
Between demographics

Significantly higher
Significantly lower

Notes:

1. CF4. How would you rate your overall satisfaction with the community facilities that are provided? n=380

% 'Satisfied' and 'very satisfied' (rated 6-10)



Council community facilities: visitation

Most Visited

32%

Visit a recreational facility frequently

22%

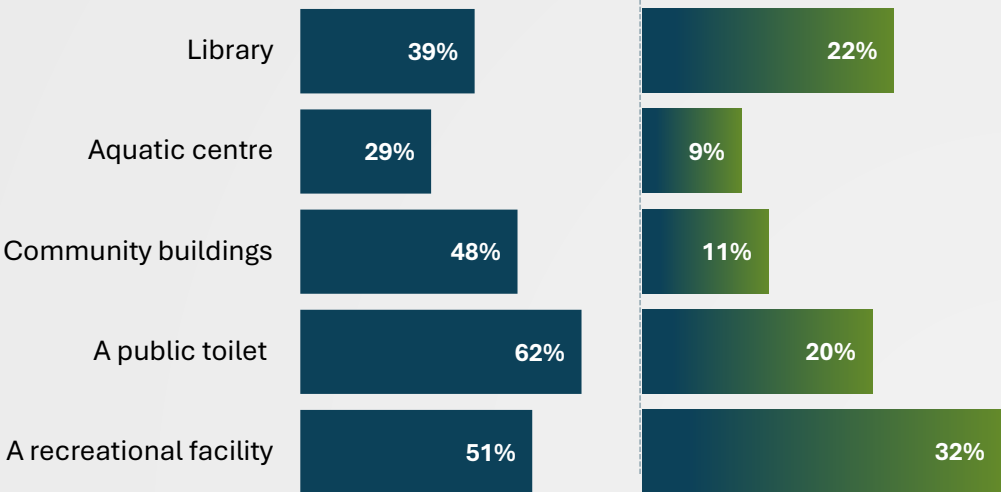
Visit libraries frequently

20%

Use public toilets frequently

Occasional Visits

Frequent Visits

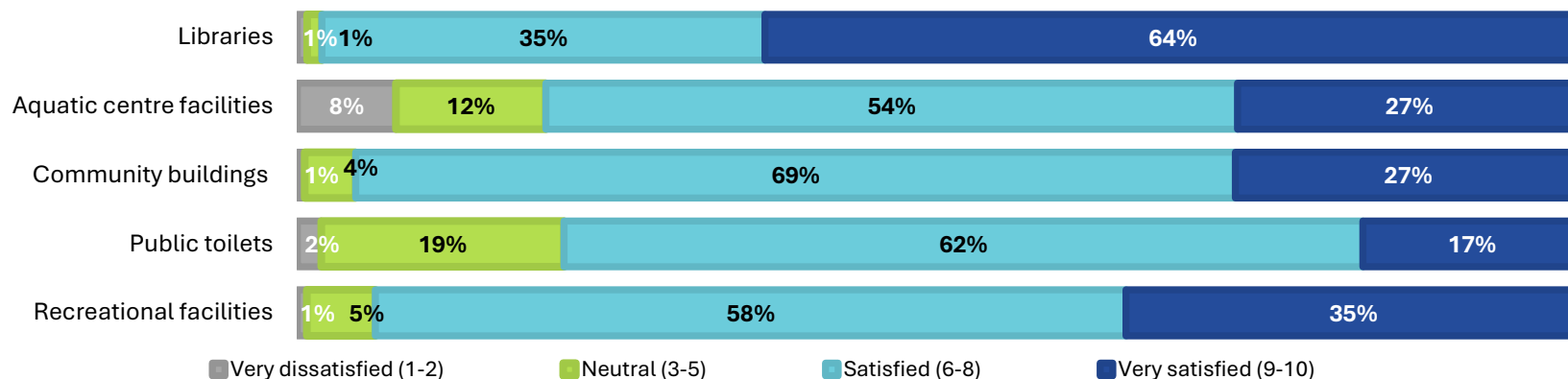


Between demographics

Significantly higher
Significantly lower

Notes:
1. CF1. Which of the following facilities have you used in the last year? n=416

Council community facilities: satisfaction (all)



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Libraries	98%	98%	99%	97%	98%	98%	100%	100%	100%	98%	96%
Aquatic centre facilities	81%	79%	81%	82%	83%	80%	70%	84%	90%	62%	83%
Community buildings	95%	96%	96%	94%	99%	95%	90%	95%	100%	95%	94%
Public toilets	79%	69%	83%	83%	79%	79%	87%	78%	72%	78%	84%
Recreational facilities	94%	89%	96%	96%	96%	94%	90%	93%	95%	91%	96%

Between demographics

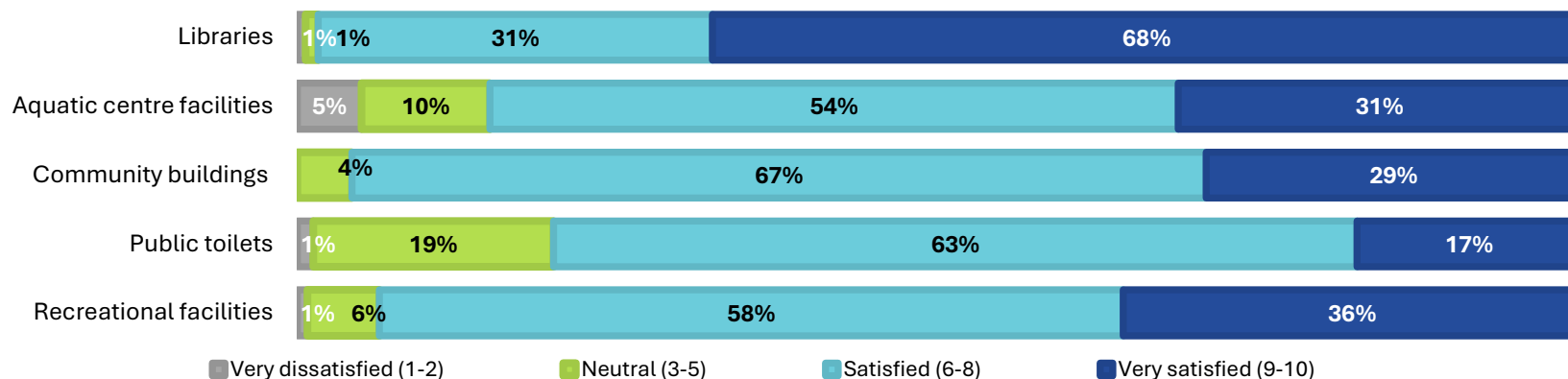
Significantly higher
Significantly lower

Notes:

1. CF2. How would you rate your satisfaction with...
 - a. Libraries n=306
 - b. Aquatic centre facilities n=195
 - c. Community buildings (including rec centres and community halls) n=281
 - d. Public toilets n=354
 - e. Recreational facilities (including playing fields and neighbourhood reserves) n=347

Council community facilities: satisfaction (those who use facilities)

◀◀ TOC



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Libraries	98%	98%	99%	98%	100%	98%	100%	100%*	100%	100%	95%
Aquatic centre facilities	85%	88%	82%	87%	81%	85%	100%*	100%*	92%	64%	86%
Community buildings	96%	96%	95%	96%	99%	95%	91%	93%*	100%	96%	94%
Public toilets	80%	68%	84%	85%	78%	80%	90%	77%	73%	80%	84%
Recreational facilities	94%	89%	95%	96%	96%	93%	90%	93%	95%	91%	95%

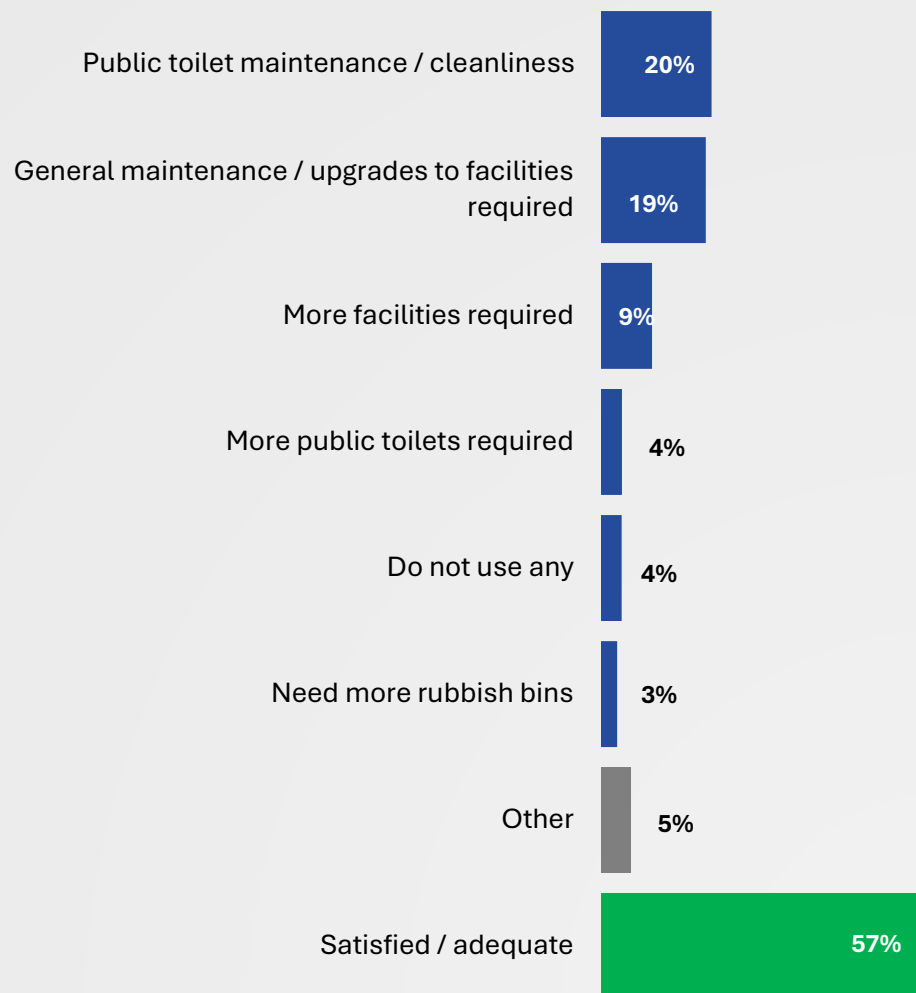
Between demographics

Significantly higher
Significantly lower

Notes:

1. CF2. How would you rate your satisfaction with...
 - a. Libraries n=268
 - b. Aquatic centre facilities n=151
 - c. Community buildings (including rec centres and community halls) n=243
 - d. Public toilets n=338
 - e. Recreational facilities (including playing fields and neighbourhood reserves) n=333

Comments on community facilities



Notes:

1. CF5. What were the main reasons for the satisfaction rating you gave for community services and facilities? Please tell us what you think the Council is doing well and where we could improve. Please be specific about which service or facilities you are referring to. n=256



- Parks are lovely but there are not enough rubbish bins on the Great Taste Trail.
- Family sports, libraries, meetings and the cafe are all very good.
- Tasman Library is always good, reserves and parks are well maintained.
- Community facilities are well kept and well maintained.
- I think that most facilities are working well. No need to spend more money on them.
- The park near me is great for walking as well as catering for sports activities.

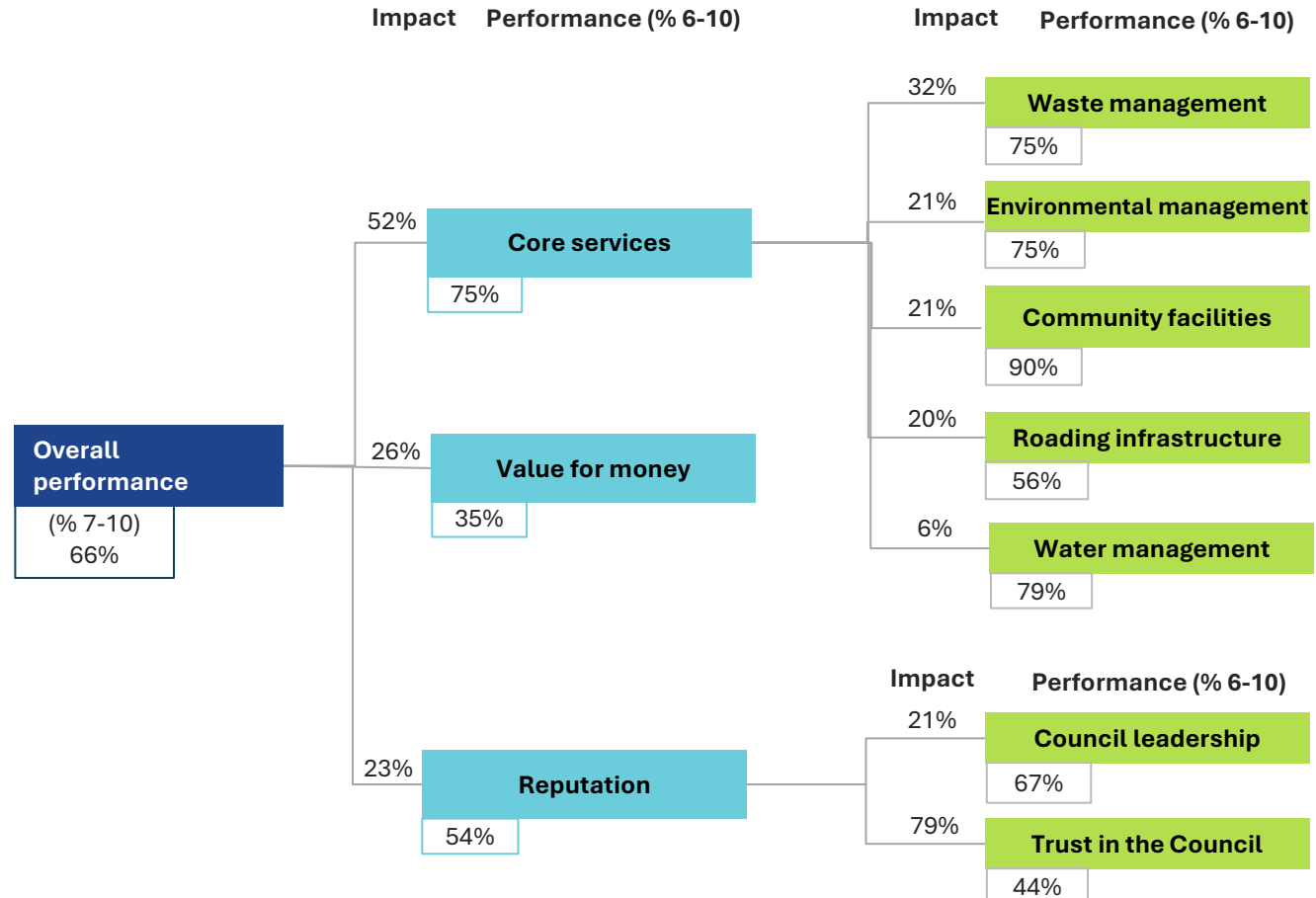


- Very concerned regarding the recent move to reduce public toilet cleaning. They are best avoided, but sometimes needed.
- There's a lot of room for improvement in the upkeep of public toilets and how often they're cleaned. Many of the community halls are becoming dated and require some tender loving care. Wakefield requires a more substantial facility to accommodate the growth of the area.
- I would like to see some real progress with a swimming pool in Motueka that was at least the same as the facility in Richmond.
- The Motueka recreation centre is pretty basic but the team does its best to make it work. It could really do with a big renovation or rebuild. The aquatic centre is gross. Changing rooms are disgusting and the pool is too small.
- Public toilets are generally untidy, rubbish is not cleared frequently enough in public bins.

Drivers of overall satisfaction

Drivers of overall satisfaction

- Core services is the strongest driver of residents' satisfaction with Council performance. The quality of services and facilities recorded 75% satisfaction, and has a 52% impact on satisfaction, making it more influential than *Reputation* or *Value for money*.
- This means that maintaining and improving the services residents use and experience most directly is likely to have the greatest effect on how residents rate Council performance.
- Within Core services, *Waste management* has the highest impact on satisfaction, accounting for 32% of the core services driver score.
- Community facilities* and *Environmental management* each recorded a 21% impact within core services.



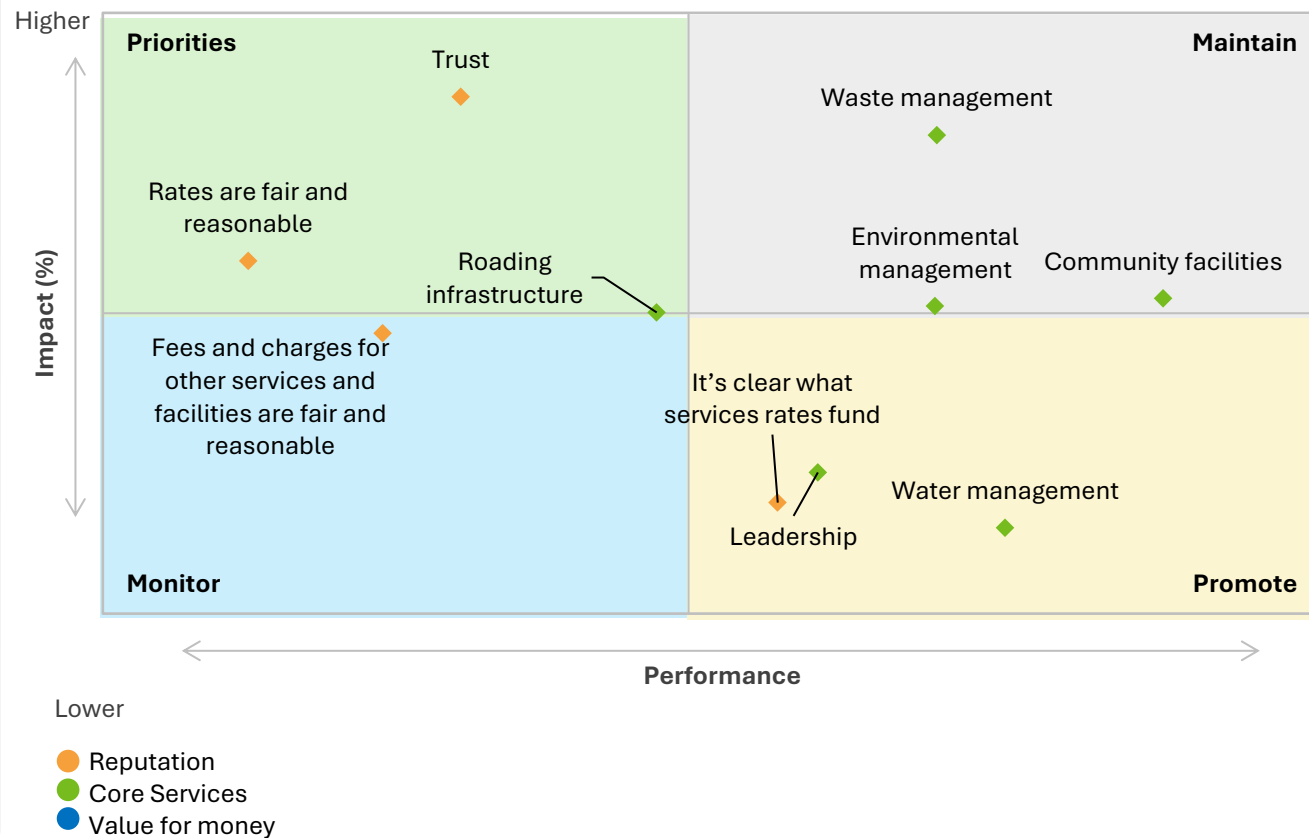
Between demographics

Significantly higher

Significantly lower

Opportunities and priorities: overall measures

- The priority matrix identifies three key aspects for Council to focus on: *Trust*, *Roading infrastructure*, and *Rates being fair and reasonable*. These aspects have lower performance scores, while still having a meaningful impact on residents' satisfaction with Council. This means improvements in these aspects are likely to support stronger perceptions of Council performance.
- *Trust* is the clearest priority, with 44% of residents recording high or very high trust in Council, and reporting an 18% impact score.
- *Roading infrastructure* is also a priority, with 56% of residents satisfied or very satisfied and having an 11% impact score.
- *Rates being fair and reasonable* is the third priority, with only 30% of ratepayers agreeing or strongly agreeing, with a 12% impact score.
- These results suggest the key opportunity is to improve confidence in Council decision-making and value delivered, while addressing practical service concerns that residents experience directly, particularly roading infrastructure. Improving communication about what rates fund, how decisions are made, and how roading investment is being prioritised may help support trust and perceptions of fairness around rates.



Between demographics

Significantly higher

Significantly lower

Understanding reputation

Leadership and reputation

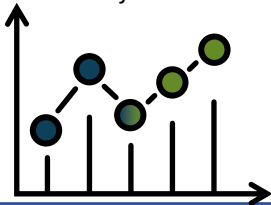
- Over two thirds of respondents (67%) rated the *Leadership* of the Mayor and Councillors as good or very good. However, *Trust* in Council was rated lower, with 44% rating their trust as high or very high. Council's *Reputation* was rated as good or very good by 54% of respondents.
- Leadership* ratings were higher among residents aged 65 and over at 73%, compared to 65% among those aged 18-39 years and 63% among those aged 40-64 years. By ward, *Leadership* ratings were highest in the Lakes-Murchison Ward at 75% and the Richmond Ward at 69%, while the Motueka Ward recorded the lowest result at 61%.
- Trust* in Council recorded a lower result, with 44% of residents rating their trust as high or very high. *Trust* was highest among residents aged 65 and over at 54%, compared to 44% among those aged 18-39 years, and 36% among those aged 40-64 years. *Trust* was also higher among newer residents, with those who had lived in the District for 5 years or less recording 57%,

compared to 48% among those who had lived in the District for 6 to 10 years, and 40% among long-term residents of 10 years or more.

- Council's *Reputation* was rated as good or very good by 54% of respondents. *Reputation* was highest among residents aged 65 and over at 64%, compared to 56% among those aged 18-39 years, and 46% among those aged 40-64 years. *Reputation* was also higher among residents who had lived in the District for 5 years or less at 65%, compared to 55% among those who had lived in the District for 6 to 10 years, and 52% among long-term residents of 10 years or more.
- The reputation benchmark score was 52, which sits below the acceptable reputation range. The benchmark score was highest among residents aged 65 and over at 64, compared to 52 among those aged 18-39 years and 44 among those aged 40-64 years. By ward, the Richmond Ward recorded the highest benchmark score at 57, while the Golden Bay Ward recorded

the lowest score at 45. Māori residents recorded a benchmark score of 49, compared to 53 among non-Māori residents.

- Verbatim comments regarding leadership and reputation highlight that some residents are positive about Council and acknowledge the challenge of delivering services across a large District. 26% of comments reflected *General satisfaction or good customer service*, while 11% mentioned *Satisfaction with the Mayor or leadership team*. However, the most prevalent concerns were linked to *Trust, transparency and accountability*. One third of comments mentioned *Lack of trust, financial transparency or Council accountability* (33%), while 23% mentioned *Wasteful spending or the need to focus on core services*. A further 22% felt Council *Does not listen to the public, residents feel ignored, or decisions appear to have already been made*.



Overall reputation

54%

‘Good’ and ‘very good’ (rated 6-10)



Very poor (1-2)

Poor (3-5)

Good (6-8)

Very good (9-10)

Between demographics

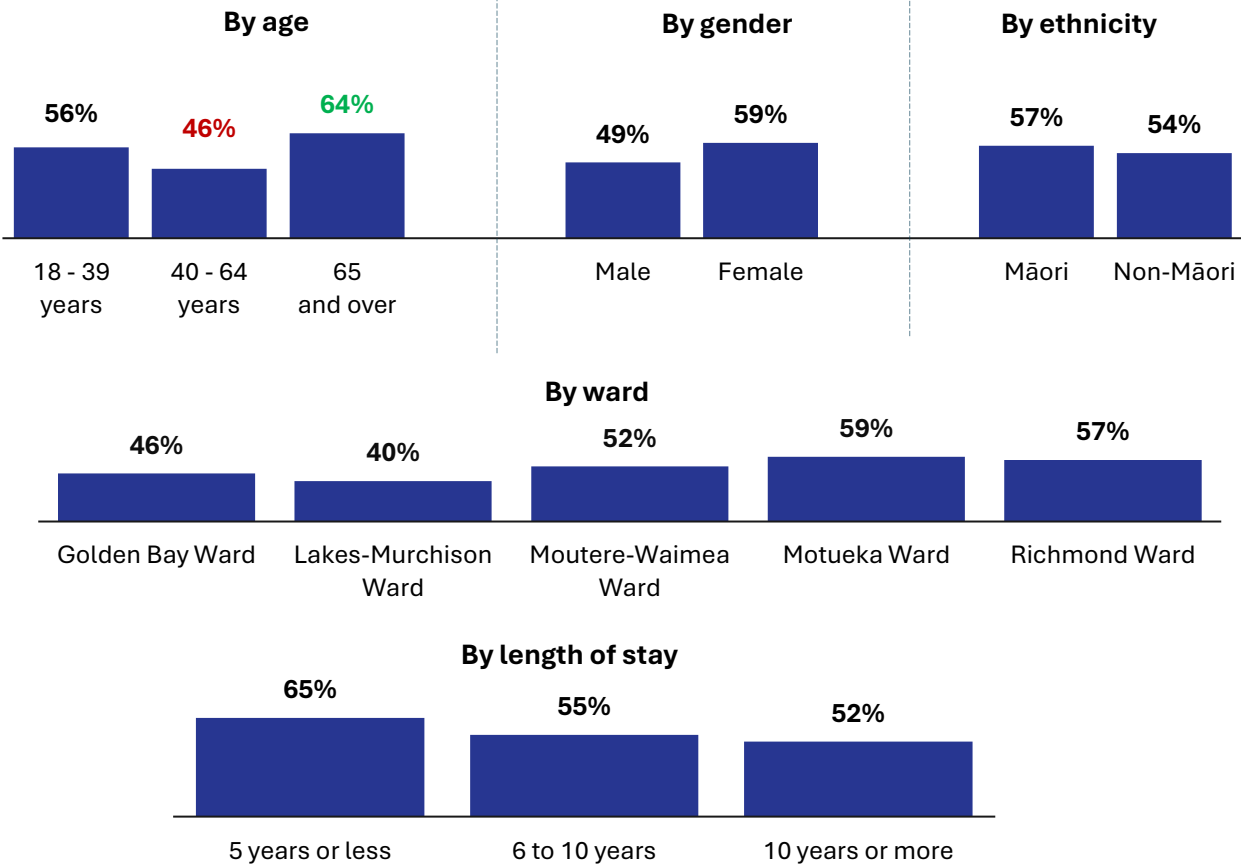
Significantly higher

Significantly lower

Notes:

1. REP3. How would you rate the overall reputation of the Tasman District Council? n=379

% ‘Good’ and ‘very good’ (rated 6-10)



67%

‘Good’ and ‘very good’ (rated 6-10)



Very poor (1-2)

Poor (3-5)

Good (6-8)

Very good (9-10)

Between demographics

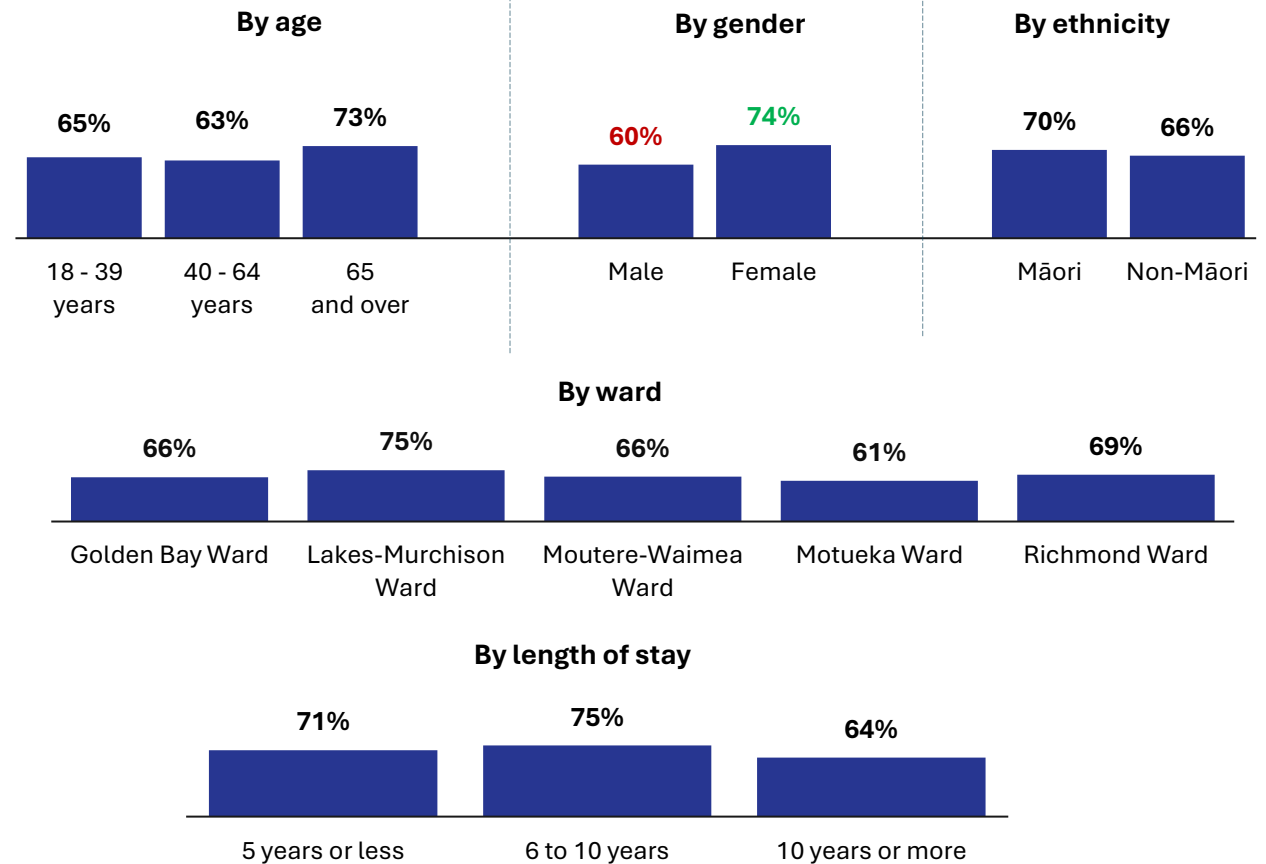
Significantly higher

Significantly lower

Notes:

1. REP1. Overall, how would you rate the leadership of the Mayor and Councillors? n=343

% ‘Good’ and ‘very good’ (rated 6-10)



Trust in the Council

44%

'High' and 'very high' (rated 6-10)

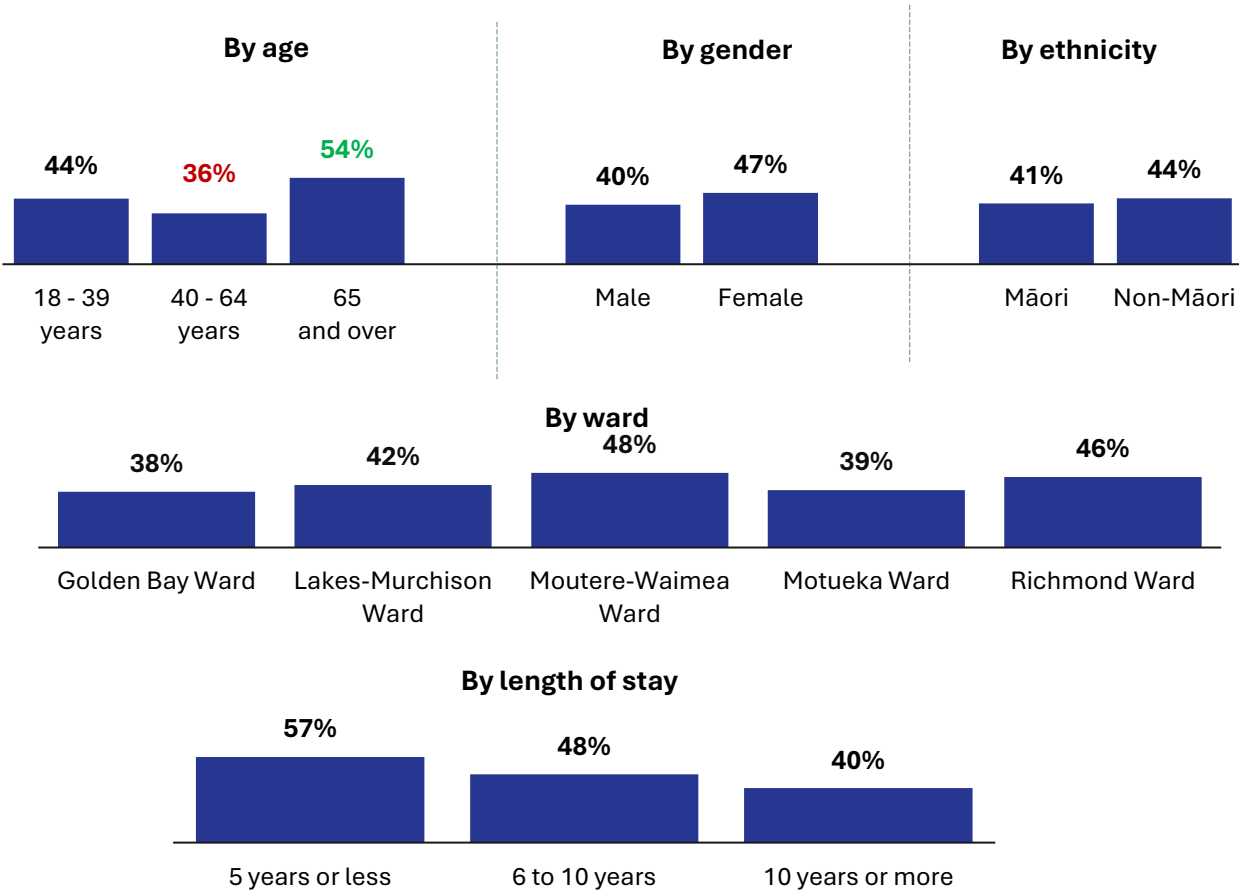


- Very low (1-2)
- Low (3-5)
- High (6-8)
- Very high (9-10)

Between demographics

Significantly higher
Significantly lower

% 'High' and 'very high' (rated 6-10)

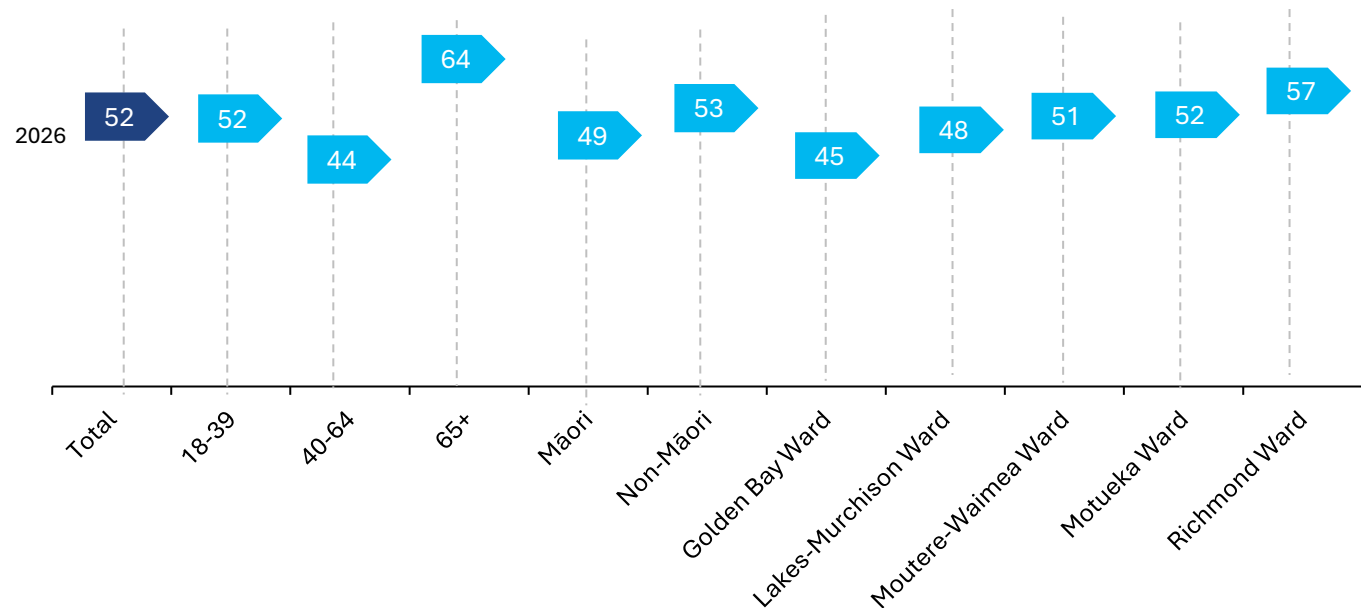


Notes:
1. REP2. Overall, how much trust do you have in the Tasman District Council? n=385

Reputation benchmark

- Tasman District Council recorded a reputation benchmark score of 52, which sits below the acceptable reputation range of 60-79. This indicates that residents' perceptions of Council's reputation require improvement, particularly in relation to trust, transparency, financial management, and planning for the future.
- Residents aged 65 and over recorded the highest benchmark score at 64, placing this group within the acceptable range. Scores were lower among residents aged 18-39 years at 52, and lowest among those aged 40-64 years at 44. Non-Māori residents recorded a slightly higher score at 53, compared to 49 among Māori residents.
- By ward, the Richmond Ward recorded the highest benchmark score at 57, although this remains below the acceptable range. The Golden Bay Ward recorded the lowest score at 45, followed by the Lakes-Murchison Ward at 48, Moutere-Waimea at 51 and Motueka at 52.

Key:	
≥80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score



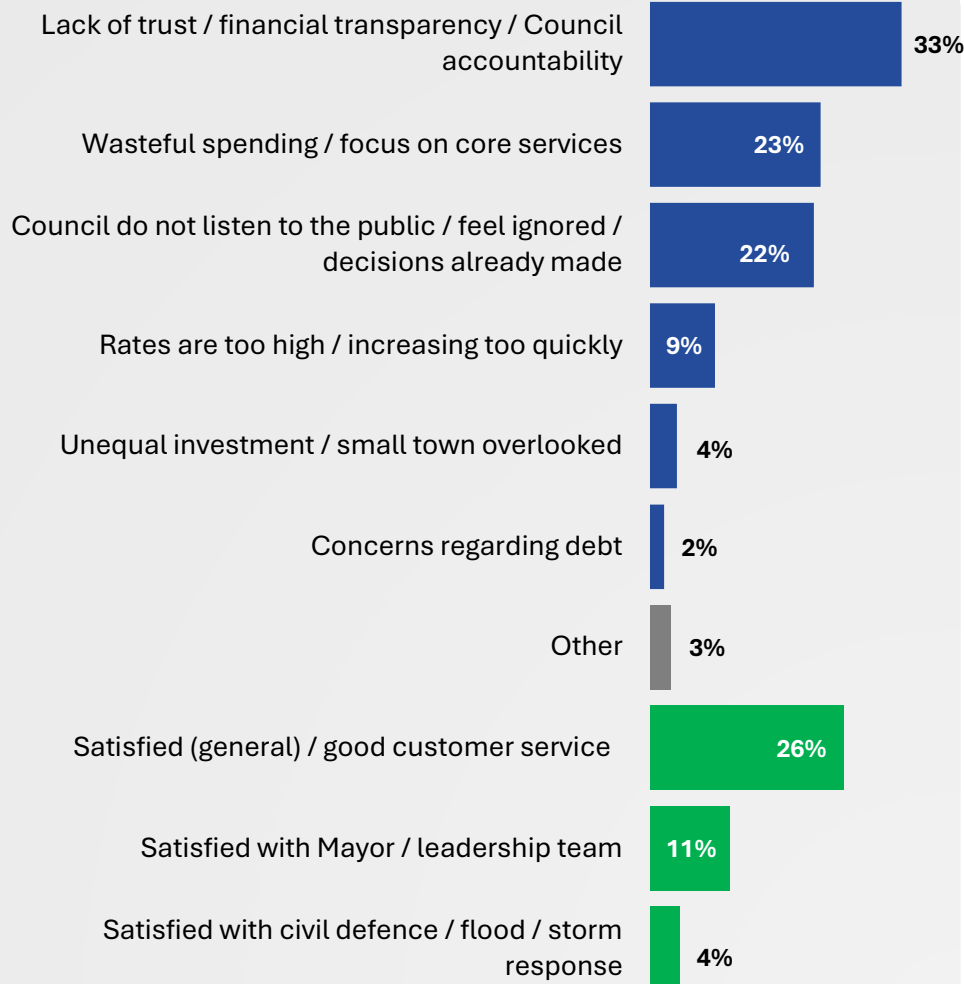
Between demographics

Significantly higher
Significantly lower

Notes:

- REP3. How would you rate the overall reputation of the Tasman District Council? n=379
- The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Comments on reputation



- Grass roots Council staff do a great job, but are ill served by their managers. In particular, Council investment decisions are unsound.
- Generally, the Council and its governance team seem to be doing a good job.
- Good job Council. It's a tough job to do but most of us think you are doing a great job.
- The Tasman District Council region is large and the population small, Council has a challenging role to try to provide a wide range of services. They do a good job.
- Generally good but some decisions seem to have been excessively influenced by lobbyists. For example, subdivisions in low lying areas.



- The Councillors get paid way too much money and spend money on stuff that isn't a need but a want. I was told that you could get doggy poo bags at the Council, so when I paid the dog registration fee, which is over the top expensive, when all I get for that fee is a tag that they wouldn't give me. You need to look after the people better, after all we are your bosses. We pay your huge salaries.
- Be better at using resources wisely, stop the waste in spending. Focus on what the Council's core job is, rather than non essential things.
- They are top heavy and need to restructure, rather than keep increasing rates. I would love a third party change management to come in and streamline the business. We need to see more accountability for them.
- The Council needs to be really clear on its spending, prioritising non essentials to needs.

Notes:

1. REP4. Tell us why you gave the answers you did in this section. What is the Council doing well and where it could improve? We'd appreciate as much detail as you can provide. n=184

Communication and engagement

Communication and engagement

- Two thirds of respondents (66%) are satisfied or very satisfied with Council's *Engagement and consultation*. Satisfaction is highest among residents aged 65 and over at 72%, compared to 65% among those aged 40-64 years, and 62% among those aged 18-39 years. By ward, satisfaction was highest in the Moutere-Waimea Ward at 73%, while the Lakes-Murchison Ward recorded the lowest result at 48%. The Golden Bay Ward recorded 66%, the Motueka Ward recorded 65%, and the Richmond Ward recorded 65%.
- The specific communication measures recorded more positive results. Over three quarters of residents agree that *The information they receive from Council about its activities is sufficient* (76%) and 74% agree that *Council keeps people informed about what it is doing*. Satisfaction was lower for *Council providing opportunities for residents to be*

involved in consultation and decision-making, at 68%. Māori residents recorded higher satisfaction than non-Māori residents for *Council keeping people informed*, at 82% compared to 73%, and for the sufficiency of information received, at 80% compared to 76%. However, Māori residents recorded lower satisfaction for *Opportunities to be involved in consultation and decision-making*, at 64% compared to 68% among non-Māori residents. By ward, the Moutere-Waimea Ward recorded higher results for *Council keeping people informed* (81%) and providing opportunities for involvement (80%) compared to other wards. The Lakes-Murchison Ward recorded lower results for *Council keeping people informed* (64%) and *Providing opportunities for involvement* (46%).

- Verbatim comments highlight that many residents value Council's current

communication channels, with 42% of comments reflecting satisfaction or positive comments about Facebook, Antenna and social media. However, the most prevalent improvement theme mentioned was that *Council does not listen to the public, residents feel ignored, or decisions appear to have already been made*, mentioned by 32% of comments. A further 22% mentioned *Consultation periods being too short, being unaware consultation was taking place, or being unable to attend meetings due to the timing or location*. Residents also identified a *Need for clearer, simpler information and different communication channels, including analogue methods*, mentioned by 15% of comments, while 12% mentioned a need for more transparency around how decisions are made and where rates are being spent.



Overall engagement and consultation

66%

'Satisfied' and 'very satisfied'
with Overall engagement and consultation
(rated 6-10)



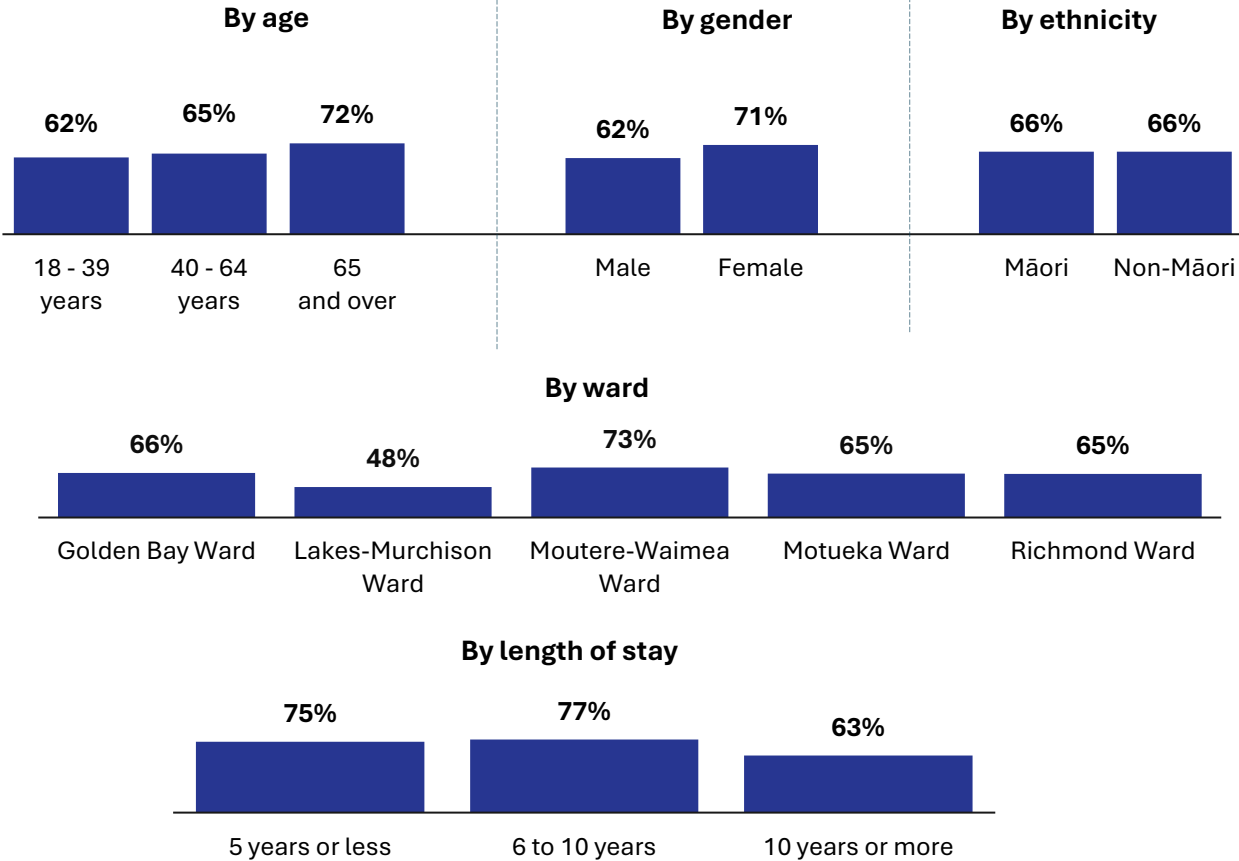
- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

Between demographics

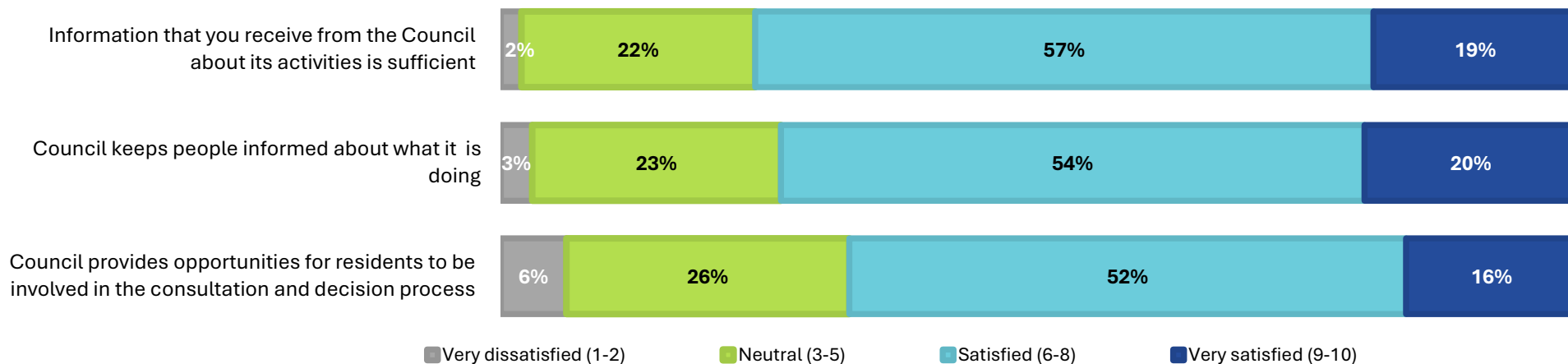
Significantly higher
Significantly lower

Notes:
1. CE3. Overall, how satisfied are you with Council's engagement and consultation with the community? n=386

% 'Satisfied' and 'very satisfied' (rated 6-10)



Engagement and consultation



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Council keeps people informed about what it is doing	74%	69%	75%	77%	82%	73%	71%	64%	81%	70%	75%
Information that you receive from the Council about its activities is sufficient	76%	72%	79%	76%	80%	76%	76%	74%	77%	74%	78%
Council provides opportunities for residents to be involved in the consultation and decision process	68%	62%	66%	75%	64%	68%	60%	46%	80%	70%	63%

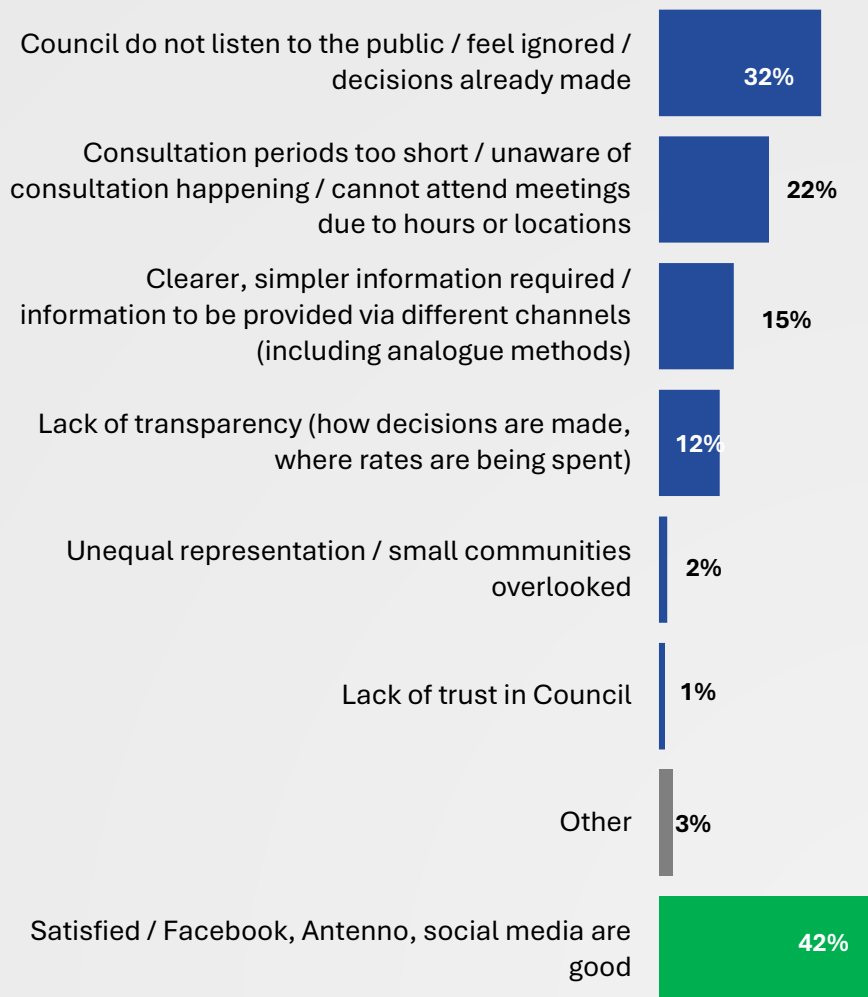
Between demographics

Significantly higher
Significantly lower

Notes:

- CE1. How satisfied are you with each of the following:
 - Council keeps people informed about what it is doing n=394
 - Information that you receive from the Council about its activities is sufficient n=391
 - Council provides opportunities for residents to be involved in the consultation and decision process n=366
- *Caution: Small sample size (n<30). Results are indicative only.

Comments on communication and engagement



Notes:

1. CE5. What were the main reasons for the satisfaction rating you gave for Councils engagement and consultation? Please tell us what you think the Council is doing well and where it could improve. We'd appreciate as much detail as you can provide. n=203



- *I received a few letters about things, discussions happening. Antenno updates are good for disasters but not so good on public holiday weekends for recycling and rubbish collection days and updates.*
- *The information I see on Facebook is readily available and up to date, engaging content and current issues with resolutions.*
- *Communication seems to be okay. We don't know what you are not telling us of course.*
- *We think the information in the newsletter is good. Please keep that going.*
- *Good communication, especially Newslines.*



- *There's no process to the decisions made. Important matters like drinkable water seem to not be part of the plan to fix, although one day we'll wake up and reduce speed limits by 20 kilometres.*
- *They need to let people know what they are doing in the whole of the community like when water goes off.*
- *Residents would like to be kept up to date on changes in the residential areas such as planning and any rule changes to building consents.*
- *More community consultation and input would be good to see. More transparency in the decision making process. More consultation with Māori.*
- *When the Councils do have a consultation process, and there is a quite obvious public opinion, it is nearly always ignored. The Council acts like a dictator and does what it wants. They aren't working for the people as a democracy, but pushing the ideas of a few individuals.*

Overall Council interaction

83%

'Satisfied' and 'very satisfied'
with Overall Council interaction
(rated 6-10)



- Very dissatisfied (1-2)
- Dissatisfied (3-5)
- Satisfied (6-8)
- Very satisfied (9-10)

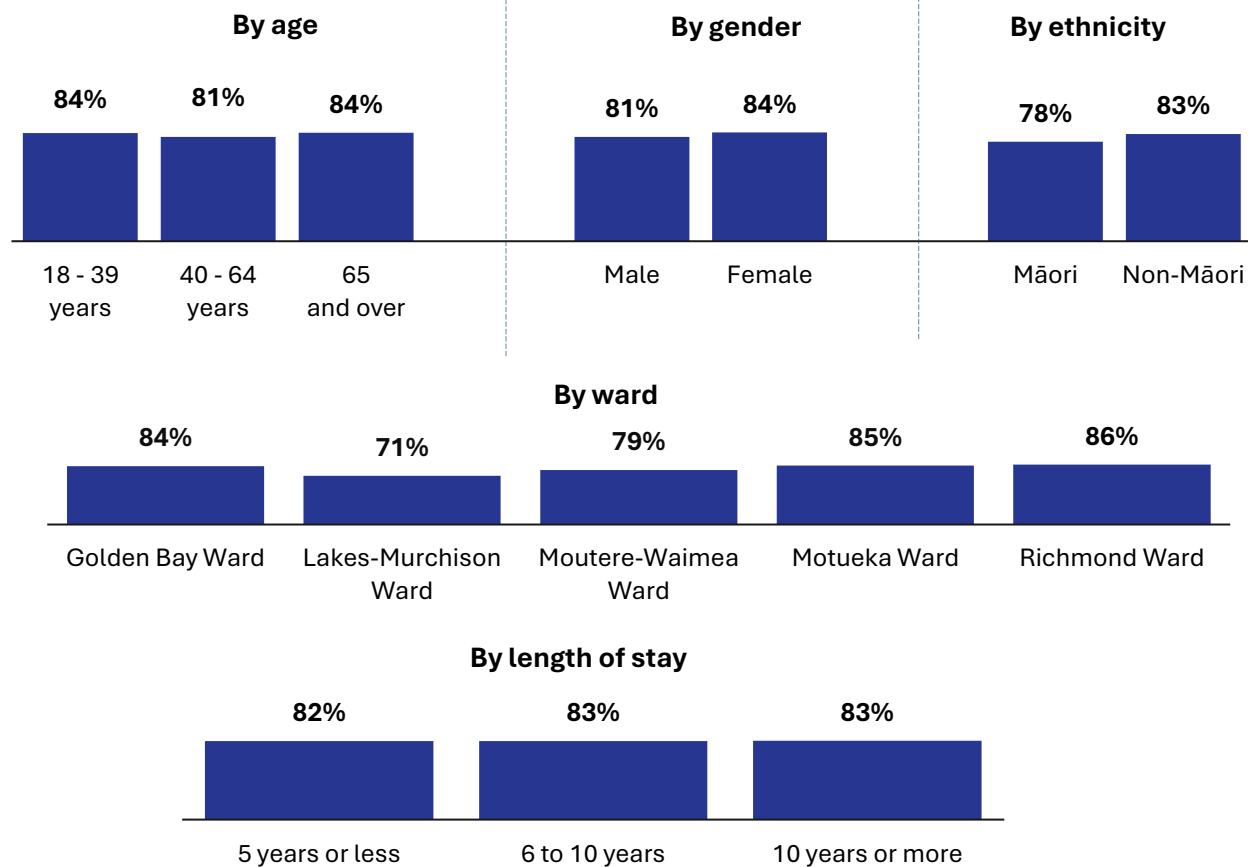
Between demographics

Significantly higher
Significantly lower

Notes:

1. INT4. How would you rate the Council overall for how well it handled your enquiry? n=295
2. *Caution: Small sample size (n<30). Results are indicative only.

% 'Satisfied' and 'very satisfied' (rated 6-10)



Method of Council interaction

47%

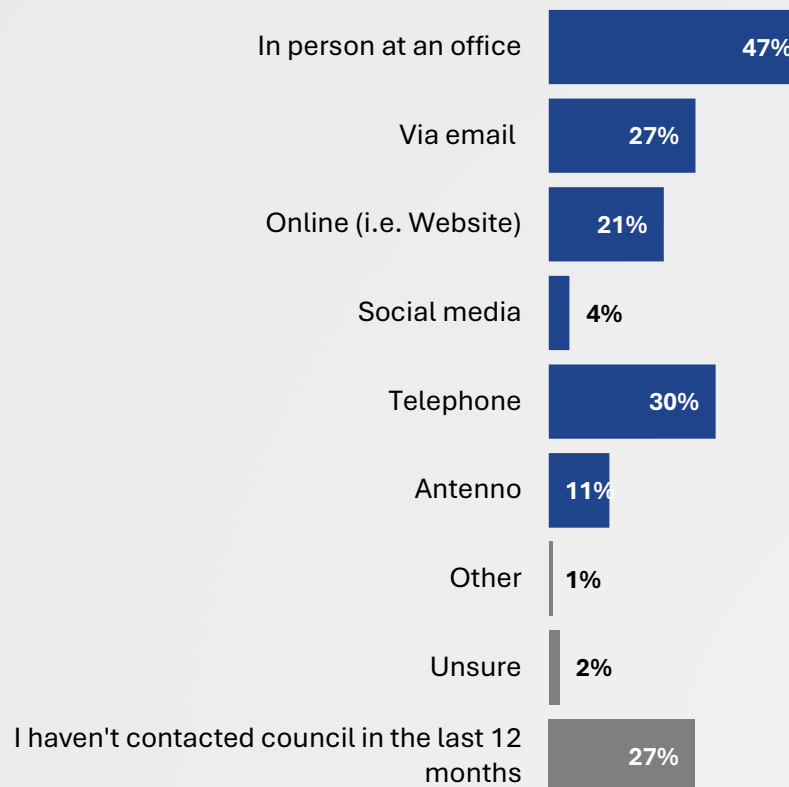
Visited Council office in person

30%

Contacted Council over the phone

27%

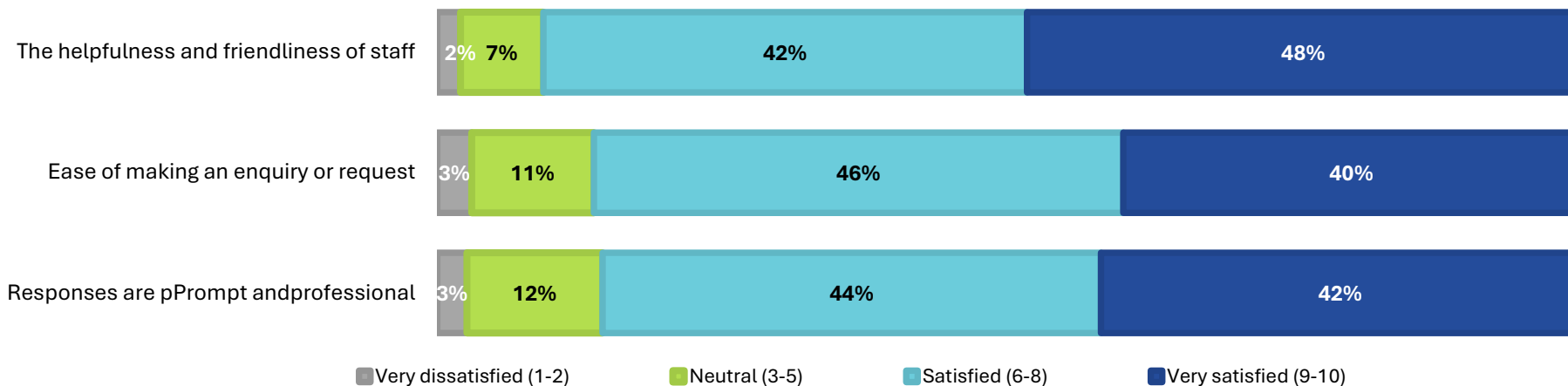
Contacted Council via email



Notes:

1. INT1. Which of the following methods have you used to contact the Council in the past 12 months? Please select all that apply n=416

Council interaction



% 'Satisfied' and 'very satisfied' (rated 6-10)

Year, age, ethnicity, location	2026	18-39 Years	40-64 years	65 and over	Māori	Non-Māori	Golden Bay Ward	Lakes-Murchison Ward	Moutere-Waimea Ward	Motueka Ward	Richmond Ward
Ease of making an enquiry or request	86%	79%	86%	90%	89%	86%	90%	74%	86%	83%	89%
The helpfulness and friendliness of staff	91%	90%	91%	91%	87%	91%	85%	87%	89%	91%	94%
Responses are prompt and professional	86%	86%	86%	84%	84%	86%	83%	74%	87%	85%	88%

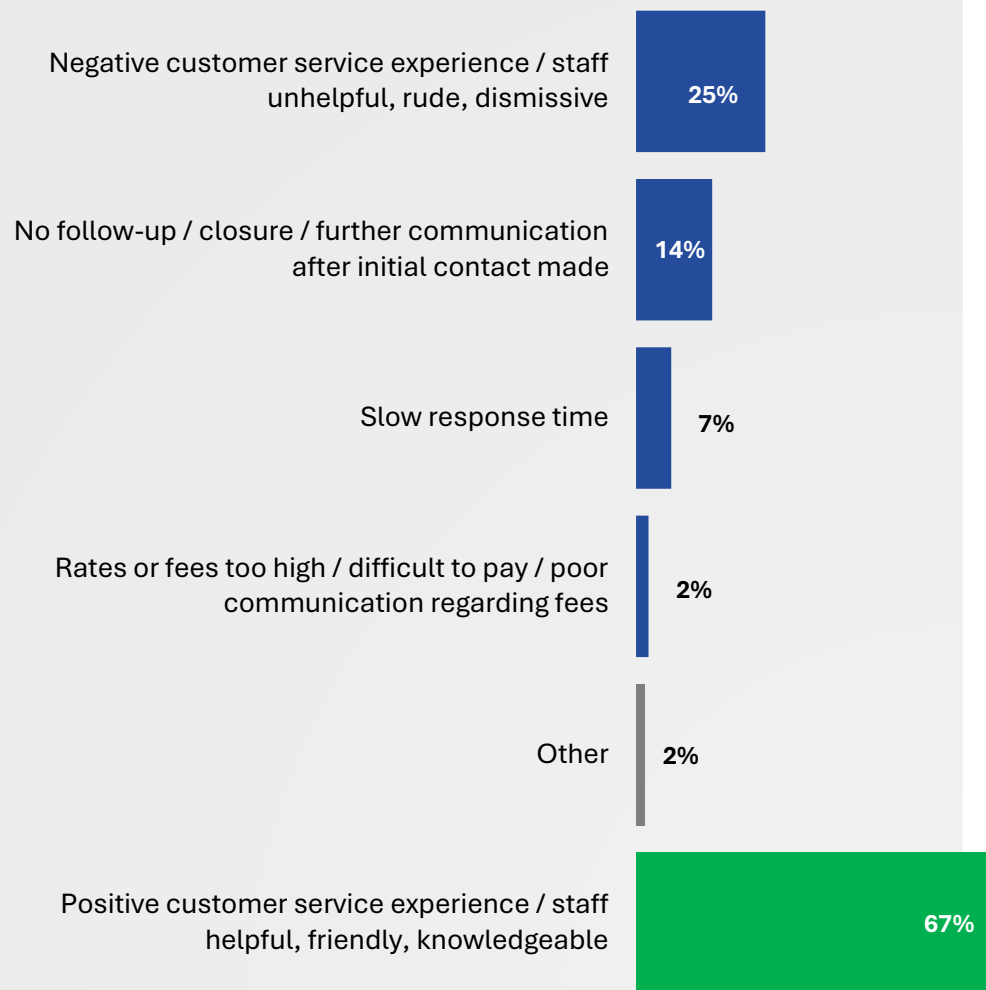
Between demographics

Significantly higher
Significantly lower

Notes:

1. INT3. Thinking back to your initial contact or request with the Council, how would you rate your satisfaction with each of the following?
 - a. How easy it was to make your enquiry or request n=302
 - b. The helpfulness and friendliness of staff n=299
 - c. You have been responded to promptly and professionally n=296
2. *Caution: Small sample size (n<30). Results are indicative only.

Comments on interaction with Council



Notes:

1. INT5. Please tell us more about your recent contact with the Council. What did the Council do well and what can it improve on? n=171



- *I talked to one very understanding person about a water bill, explained everything. Council staff dealing with general enquiries are absolutely top notch human beings. Great staff.*
- *It was regarding a rates rebate and it was managed in a timely manner with great customer service. They all do a great job.*
- *My call was answered quickly. However, was told that, because it involved a vehicle, the noise and dust issues caused by a speedway car being used in the paddock, next to my house, was a Police issue and not Council.*
- *Staff at Tasman District Council are so helpful. Really appreciate the great team.*



- *I asked for a copy of what I pay in rates and water each week and it took 3 days to do and then I wasn't told it was ready for me to collect. When I did get the documents, there was only half of them there.*
- *While out walking, my grandchild a year ago I noticed a walkway off Queen Street going onto Hebbard Place that was very unkept with graffiti, weeds and dilapidated fences. I contacted the Tasman District Council of my shock of seeing this state via the Antenno app. I was in that area recently, only to see it in the same dilapidated state.*
- *There is not much follow up, especially around the dog situation. Sports parks and the cemetery are not a place to exercise my dog.*
- *It took a long time to get results, and sometimes never did re smoky outside fires of a neighbour and buildings placed without RMC. One building officer was working from her overseas decks while on vacation in Germany, which made the procedure very drawn out.*

General perception of the District

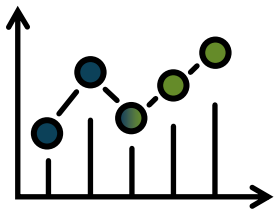
General perception of the District

- Residents' perceptions of the District are positive, particularly in relation to *Quality of life*. In total, 91% of residents rated their *Quality of life* in the Tasman District as good or very good. This was highest among residents aged 65 and over at 95%, compared to 92% among those aged 40-64 years, and 88% among those aged 18-39 years. Female residents recorded a higher result at 93%, compared to 90% among male residents. Results were aligned by ethnicity, with Māori and non-Māori residents both recording 91%. By ward, the Richmond Ward recorded the highest quality of life rating at 97%, while the Motueka Ward recorded the lowest result at 86%.
- Pride in living in the Tasman District* was also high, with 84% of residents stating they were proud or very proud to live in the

District. Pride was higher among residents aged 65 and over at 87% and those aged 40-64 years at 86%, compared to 78% among those aged 18-39 years. Non-Māori residents recorded a higher result at 85%, compared to 74% among Māori residents. By ward, pride was highest in the Moutere-Waimea Ward at 86%, the Richmond Ward at 85% and the Golden Bay Ward at 85%, while the Lakes-Murchison Ward recorded the lowest result at 80%.

- Perceptions that the *District is going in the right direction* were more moderate, with 61% of residents agreeing or strongly agreeing. Agreement was highest among residents aged 65 and over and those aged 18-39 years, both at 63%, compared to 59% among those aged 40-64 years. Female residents recorded higher agreement at 64%, compared to 58% among male

residents. Non-Māori residents recorded 61%, compared to 58% among Māori residents. By ward, agreement was highest in the Golden Bay Ward at 66% and the Richmond Ward at 65%, while the Motueka Ward recorded the lowest result at 55%. Newer residents were more positive, with 71% of those who had lived in the District for 6 to 10 years and 69% of those who had lived there for 5 years or less agreeing that the *District is going in the right direction*, compared to 58% among long-term residents of 10 years or more.



Overall quality of life

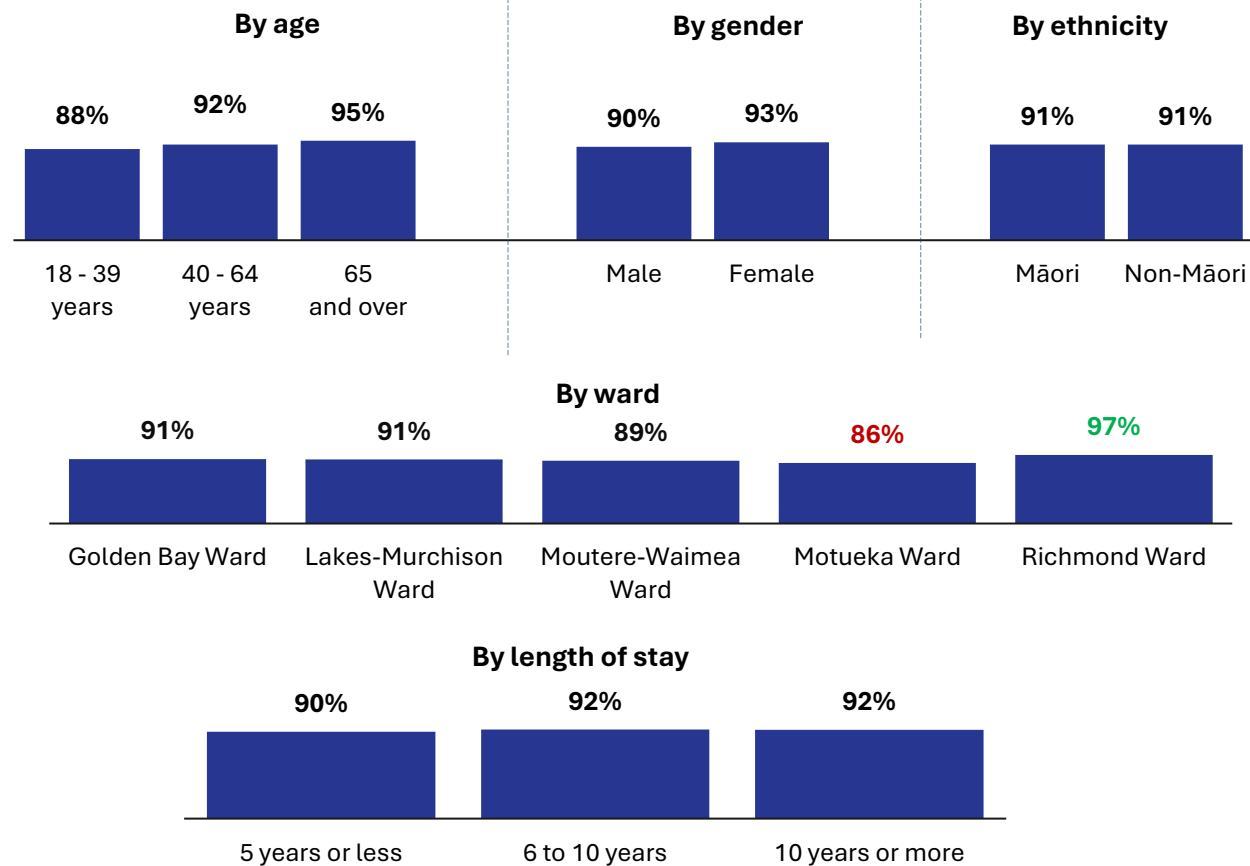
91%

'Good' and 'very good'
Overall quality of life
(rated 6-10)



- Very poor (1-2)
- Poor (3-5)
- Good (6-8)
- Very good (9-10)

% 'Good' and 'very good' (rated 6-10)



Between demographics

Significantly higher
Significantly lower

Notes:

1. GEN1. Would you say that, overall, the quality of life in the Tasman District is ...? n=411

Perception that the District is going in the right direction

61%

'Agree' and 'strongly agree'
Perception that the District is going in the
right direction
(rated 6-10)



Strongly disagree (1-2)

Disagree (3-5)

Agree (6-8)

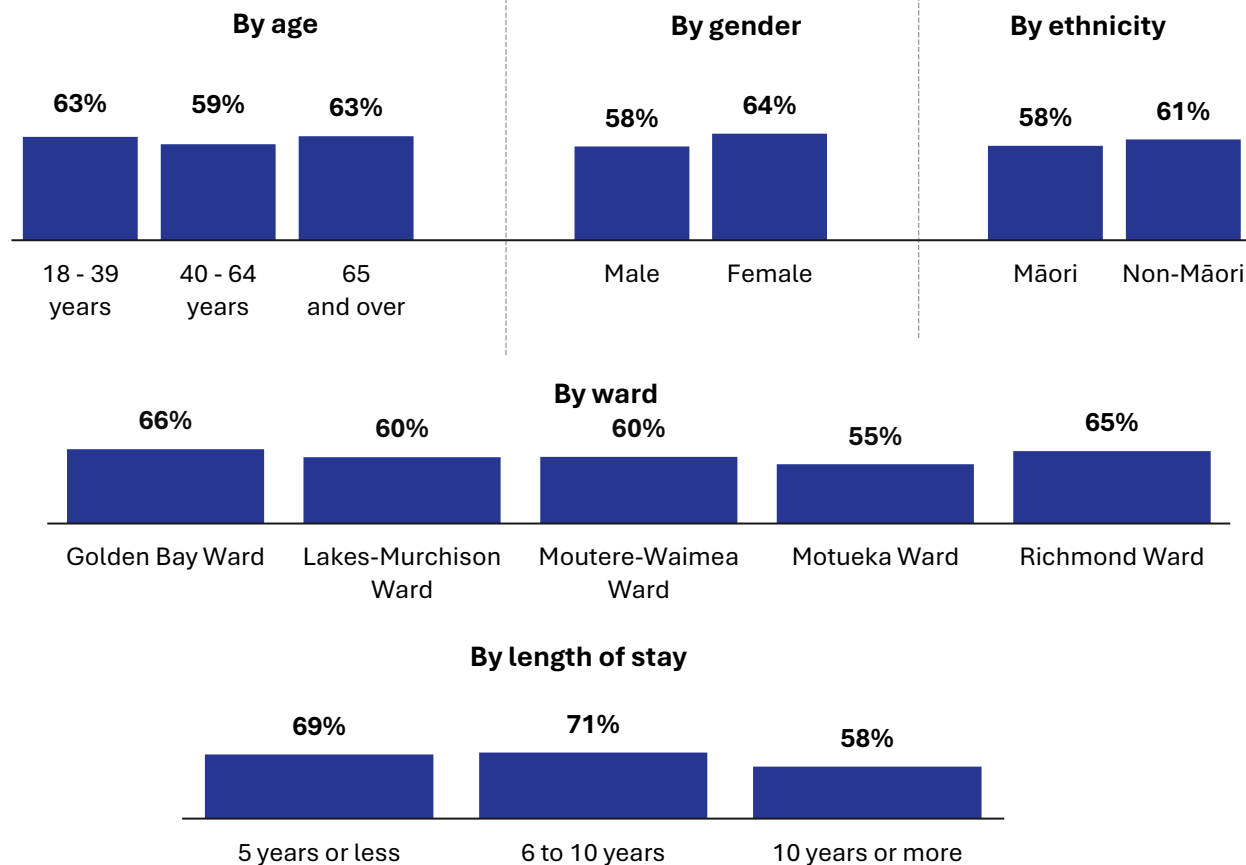
Strongly agree (9-10)

Between demographics

Significantly higher

Significantly lower

% 'Agree' and 'strongly agree' (rated 6-10)



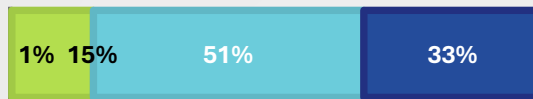
Notes:

1. GEN2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree that the Tasman District is going in the right direction? n=367

Perception of living in Tasman District

84%

'Proud' and 'very proud'
Perception of living in Tasman District
(rated 6-10)



Very not proud (1-2)

Not proud (3-5)

Proud (6-8)

Very proud (9-10)

Between demographics

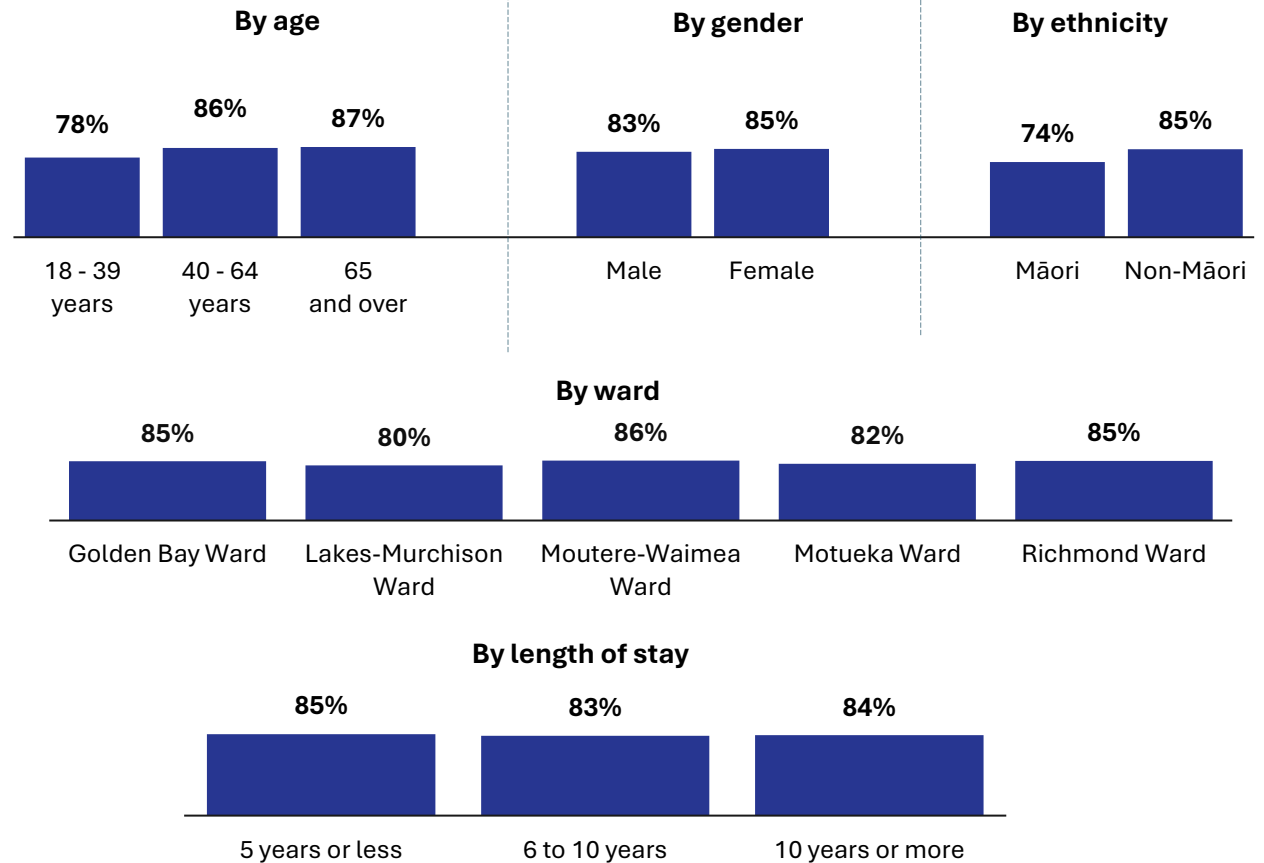
Significantly higher

Significantly lower

Notes:

1. GEN3. On a scale of 1 to 10 where 1 is 'very not proud' and 10 is 'very proud', how proud are you to live in the Tasman District? n=396

% 'Proud' and 'very proud' (rated 6-10)



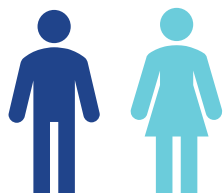
Sample profile

Sample profile (Weighted vs. Unweighted)

(n=416)

« TOC

Gender



Male **Female**

Weighted	49%	51%
Unweighted	44%	56%

Age

	Weighted	Unweighted
18 to 29	17%	13%
30 to 39	11%	9%
40 to 49	10%	11%
50 to 64	33%	31%
65+	29%	36%

Location

	Weighted	Unweighted
Urban area	60%	60%
Semi urban area	17%	17%
Rural area	23%	23%

Ethnicity*

	Weighted	Unweighted
Māori	8%	17%
Non-Māori	92%	83%

Length of Stay

	Weighted	Unweighted
5 years or less	15%	15%
6 to 10 years	14%	14%
10 years or more	71%	71%
Unsure	0%	0%

Ward

	Weighted	Unweighted
Golden Bay Ward	10%	12%
Lakes-Murchison Ward	7%	9%
Moutere-Waimea Ward	26%	23%
Motueka Ward	24%	24%
Richmond Ward	33%	33%

Notes:

- *Multiple response
- The weights stated for ratepayer status, and length of stay in Tasman District show the weighted profile of respondents after applying the four demographic weighting (gender, age, ethnicity, and location).



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