

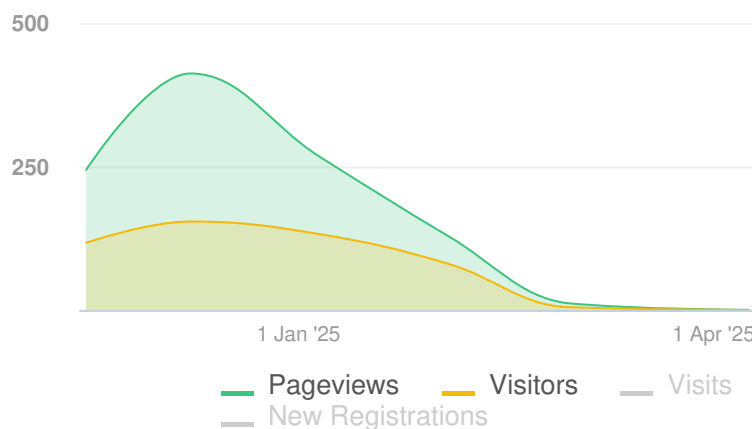
01 November 2024 - 14 April 2025

Have Your Say Grey

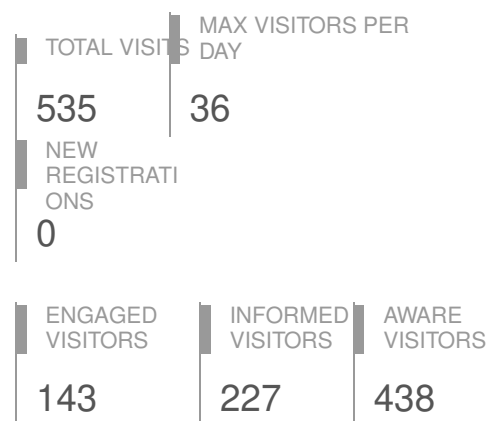
2024 Resident Satisfaction Survey



Visitors Summary

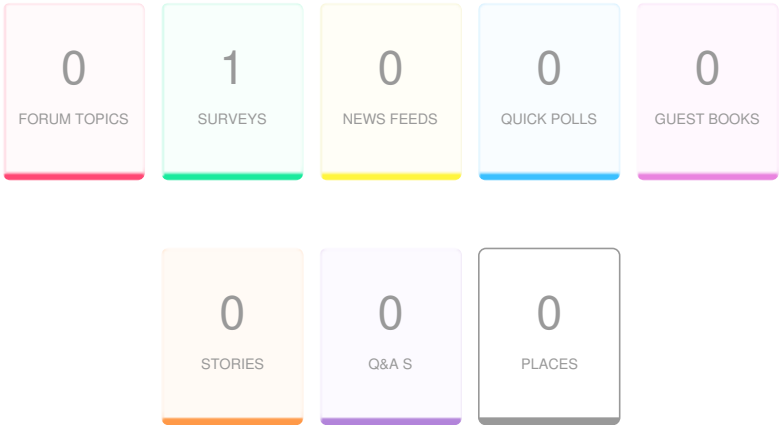


Highlights



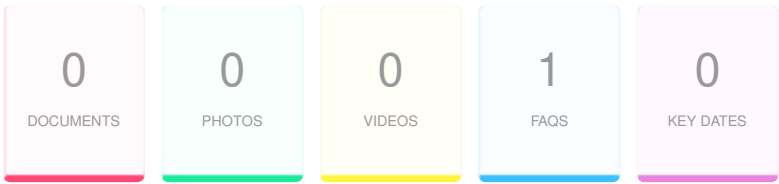
Aware Participants		438	Engaged Participants		143	
Aware Actions Performed		Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page		438				
Informed Participants		227	Contributed on Forums	0	0	0
Informed Actions Performed		Participants	Participated in Surveys	7	0	136
Viewed a video		0	Contributed to Newsfeeds	0	0	0
Viewed a photo		0	Participated in Quick Polls	0	0	0
Downloaded a document		0	Posted on Guestbooks	0	0	0
Visited the Key Dates page		0	Contributed to Stories	0	0	0
Visited an FAQ list Page		11	Asked Questions	0	0	0
Visited Instagram Page		0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages		84	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)		143				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	2024 Resident Satisfaction Survey	Published	221	7	0	136

INFORMATION WIDGET SUMMARY



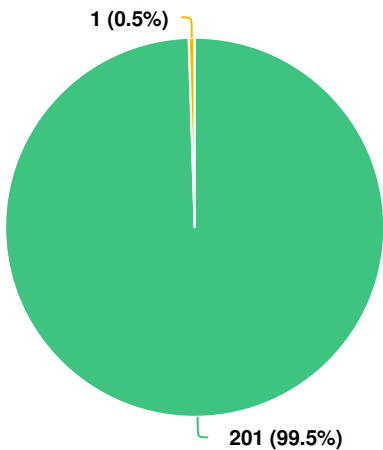
Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Faqs	faqs	11	11

ENGAGEMENT TOOL: SURVEY TOOL

2024 Resident Satisfaction Survey

Visitors	221	Contributors	143	CONTRIBUTIONS	202
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Are you either a resident or ratepayer in the Grey District?



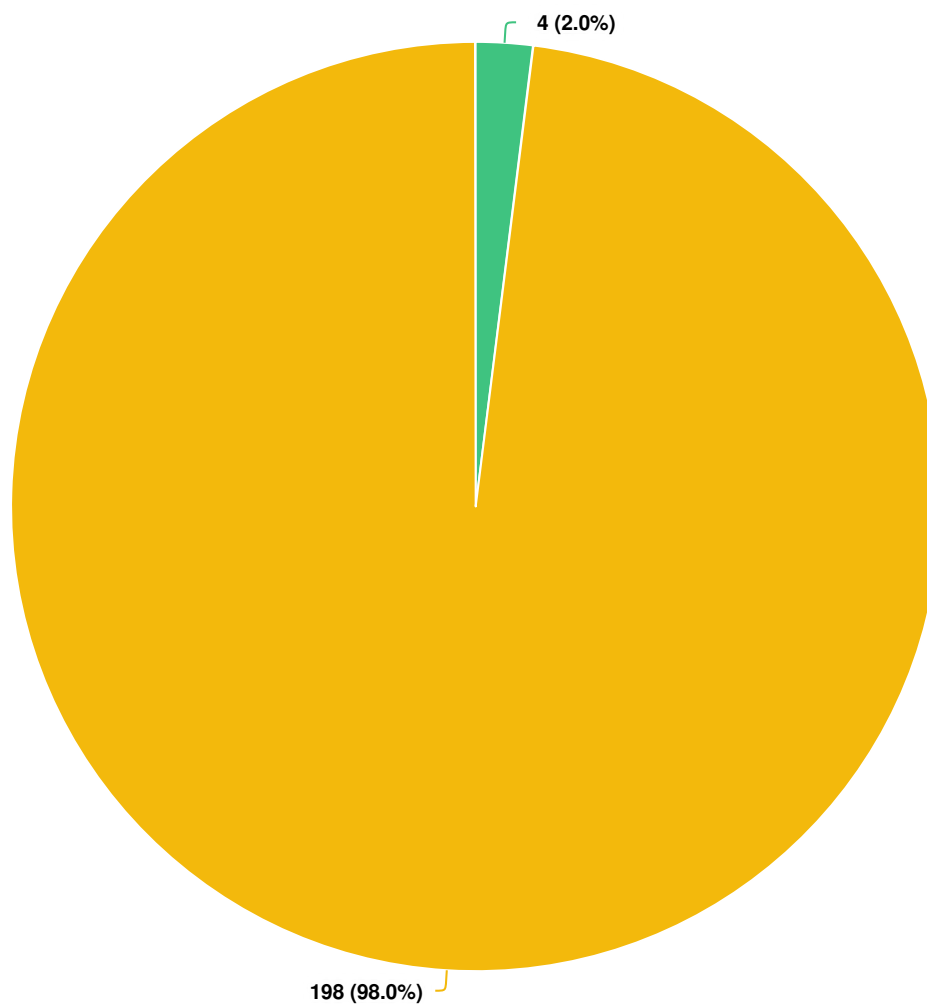
Question options

- Yes
- No

Mandatory Question (202 response(s))

Question type: Radio Button Question

Are you or is anyone else in your household:



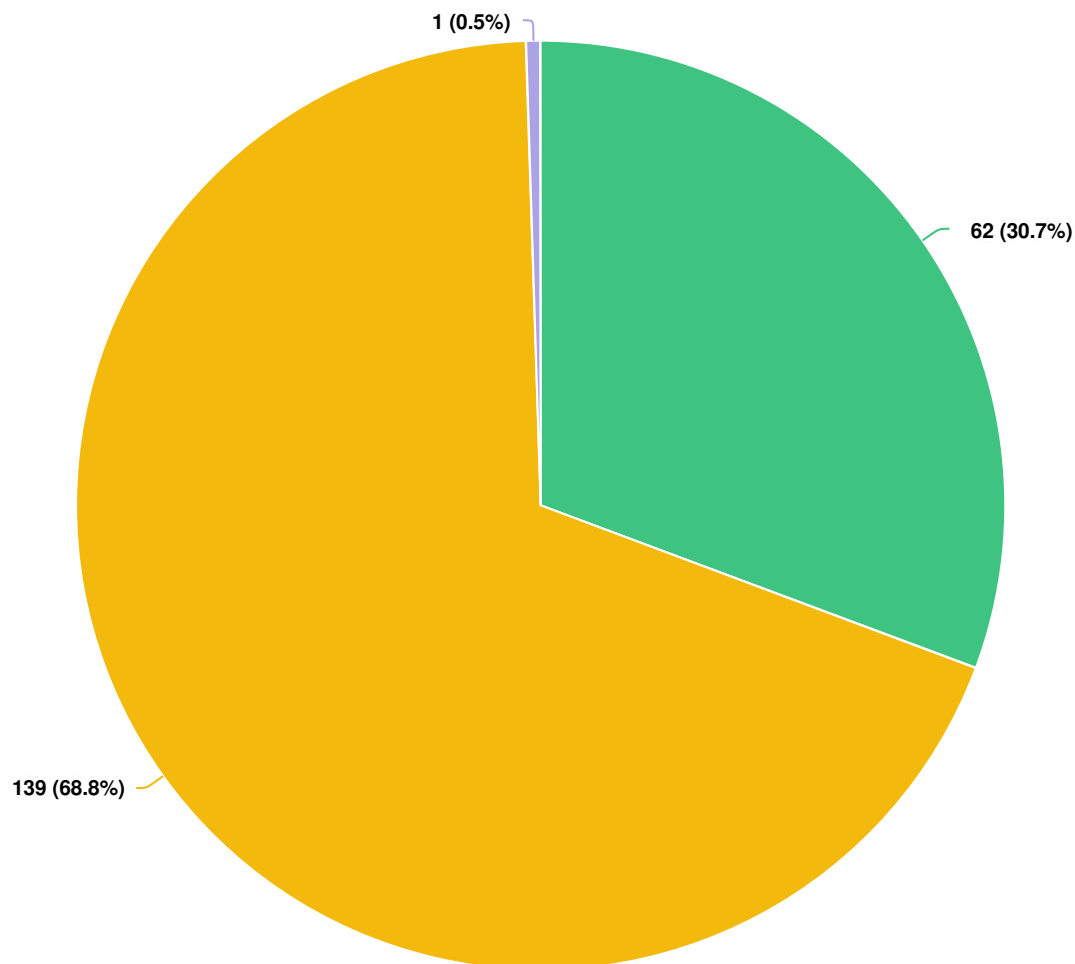
Question options

- ☒ a staff member at the Grey Council? ☐ None of the above

Mandatory Question (202 response(s))

Question type: Radio Button Question

To make sure we are speaking to a good cross section of people, are you:



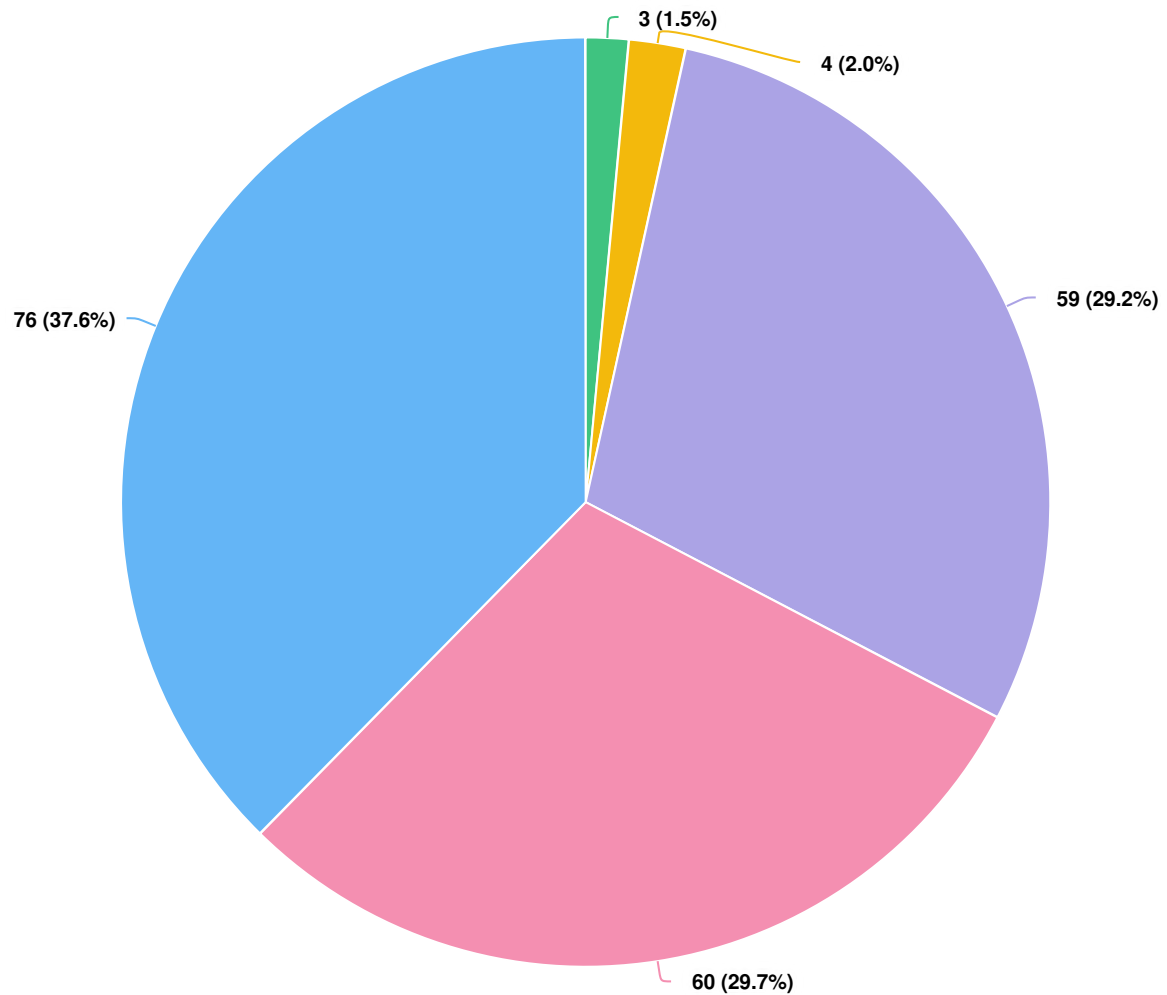
Question options

● Male ● Female ● Gender diverse

Mandatory Question (202 response(s))

Question type: Radio Button Question

Which age group do you fall into?



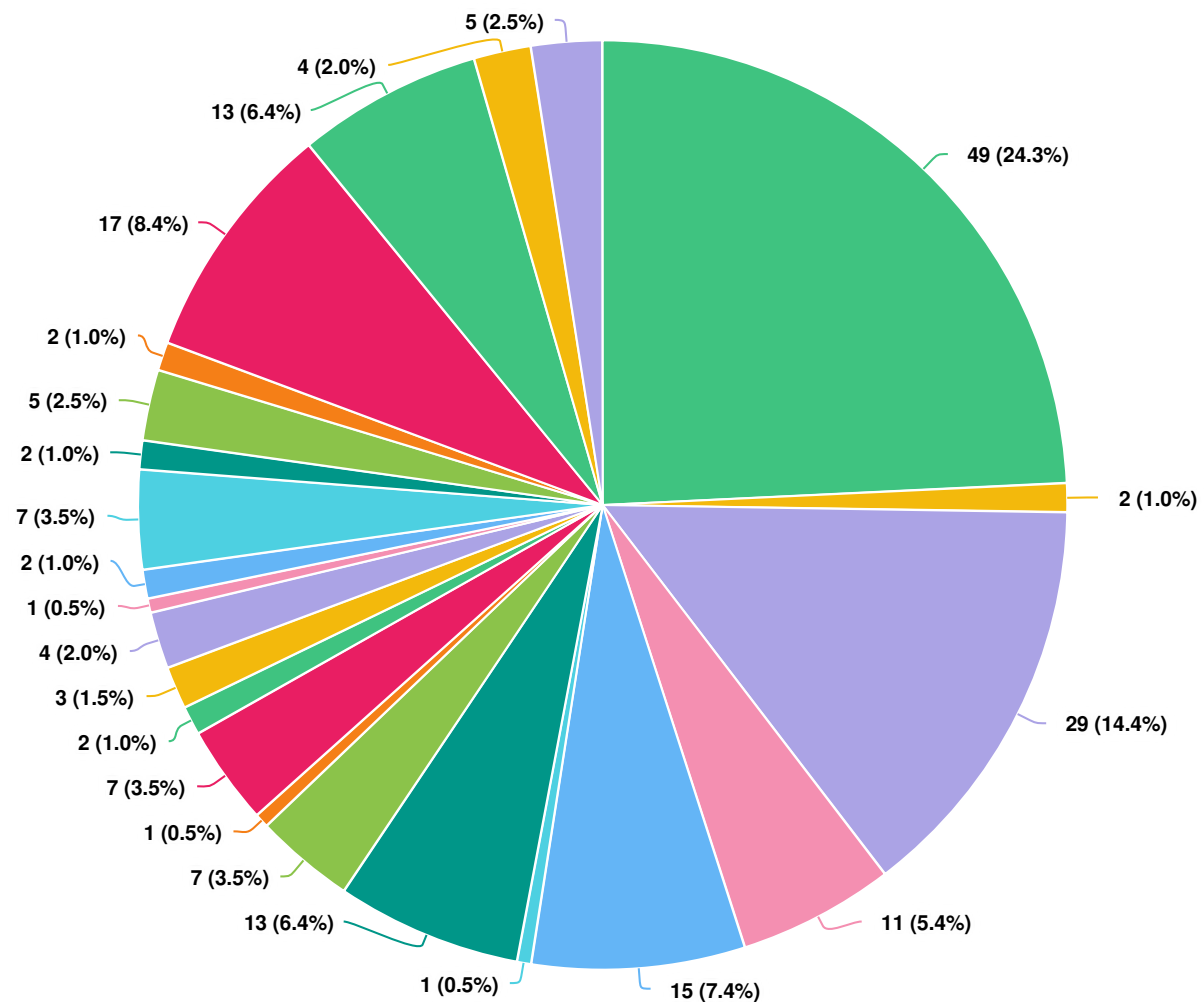
Question options

☐ Under 18 ☐ 18-24 ☐ 25-49 ☐ 50-64 ☐ 65+

Mandatory Question (202 response(s))

Question type: Radio Button Question

Which township do you live in, or is the nearest to you?



Question options

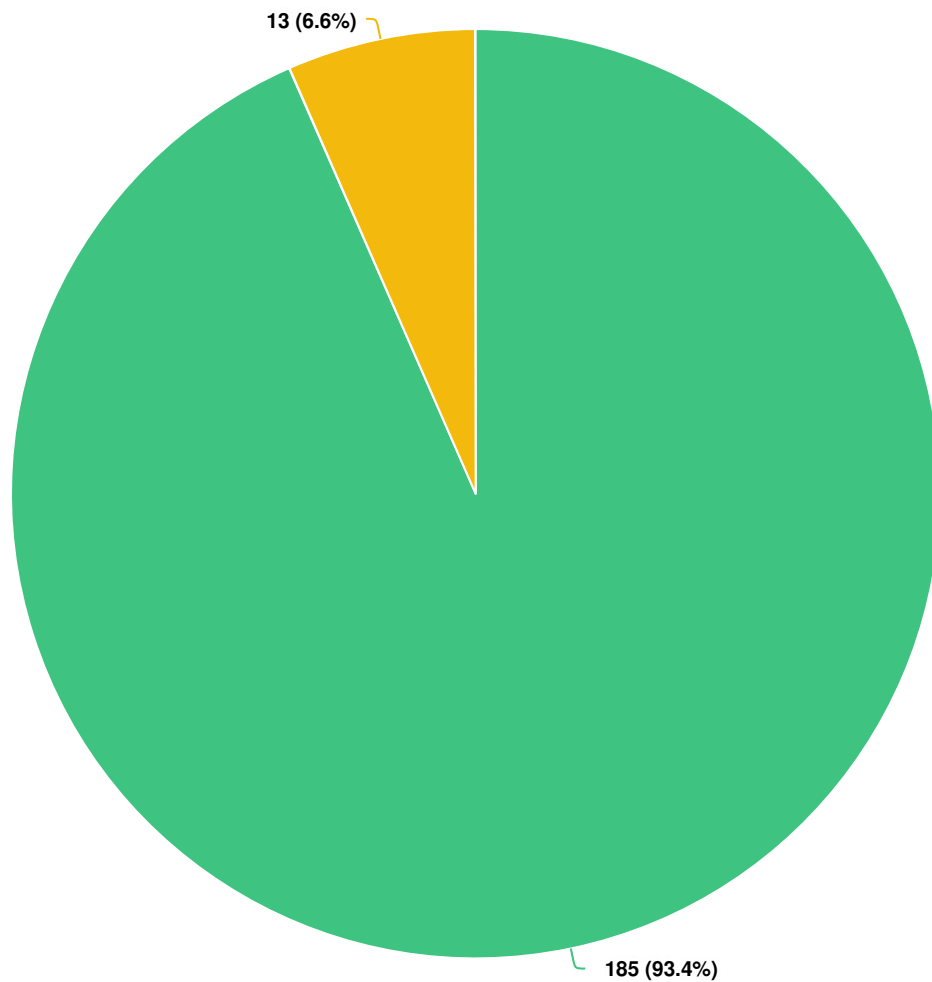
Greymouth Boddytown Cobden Blaketwon Karoro Cameron Paroa Gladstone
Rutherglen Kaiata Dobson Taylorville Stillwater Blackball Nelson Creek Moana
Iveagh Bay Inchbonnie Coal Creek Runanga Dunollie Rapahoe Barrytown

Optional question (202 response(s), 0 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

All roads except state highways



Question options

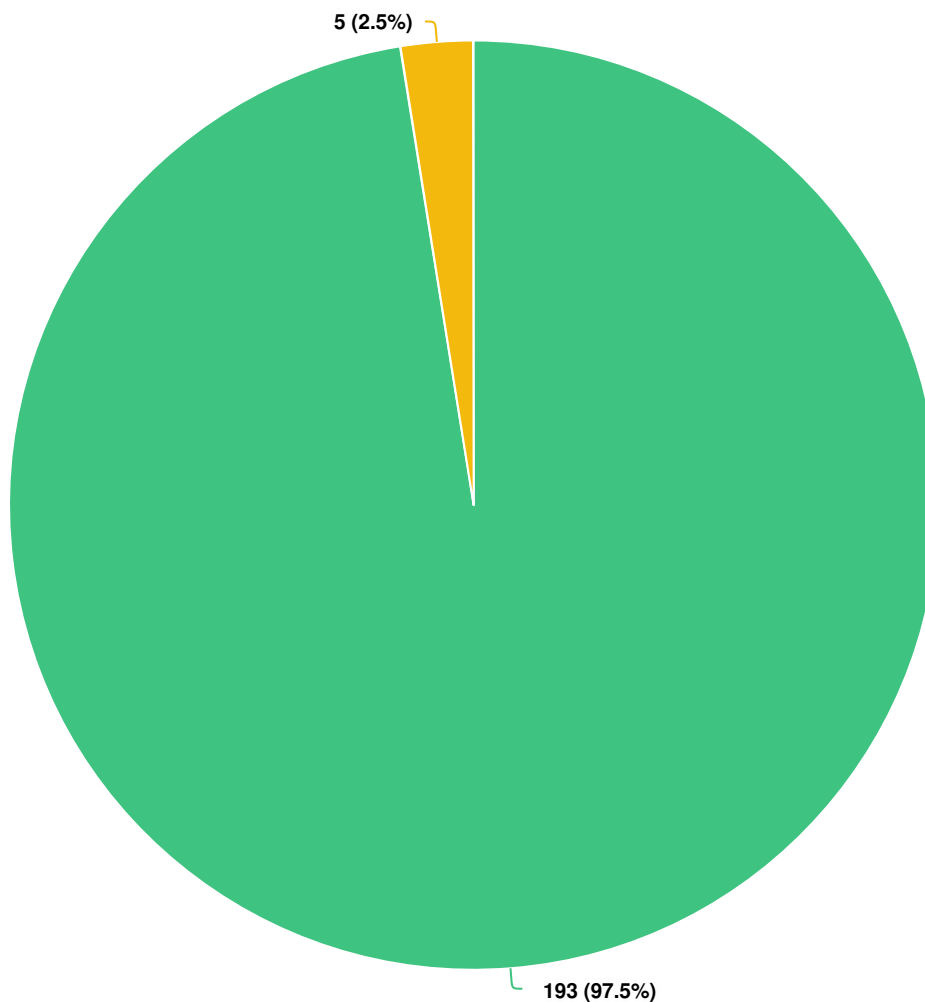
☒ Aware ☐ Not aware / Don't know

Optional question (198 response(s), 4 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Sewerage



Question options

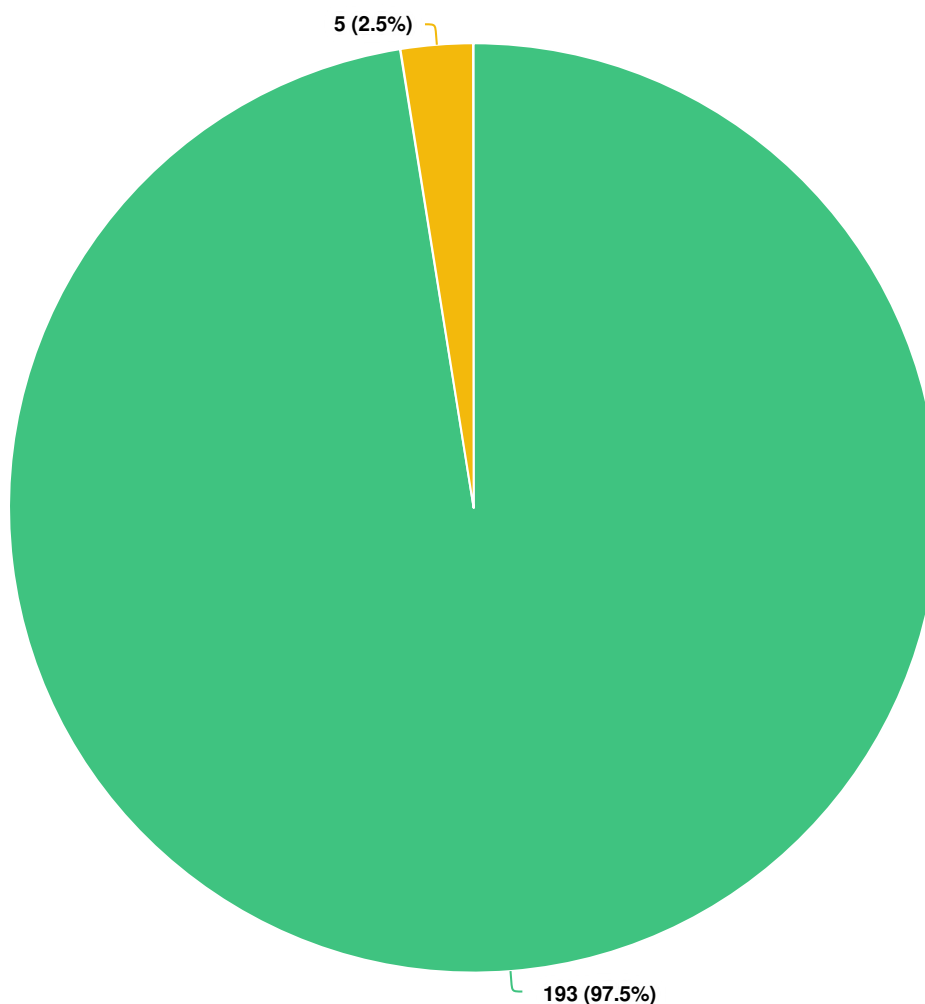
☒ Aware ☐ Not aware / Don't know

Optional question (198 response(s), 4 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Water supply and drainage



Question options

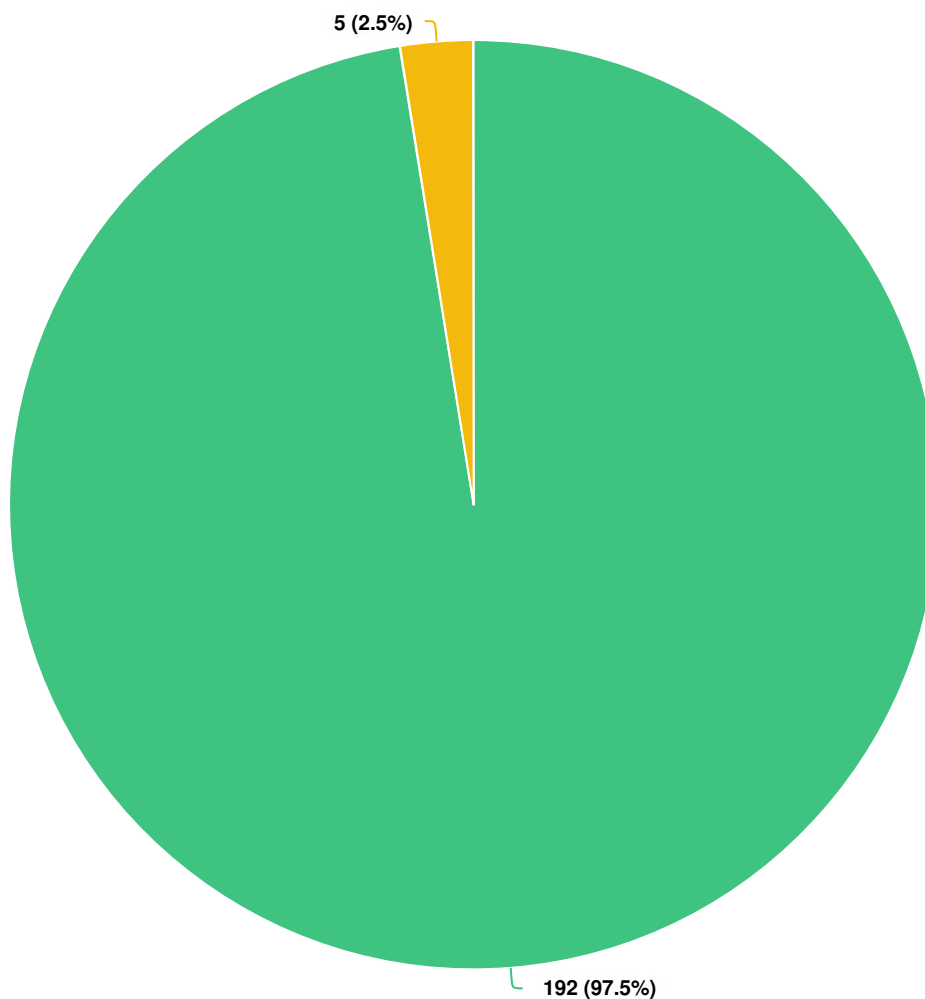
☒ Aware ☐ Not aware / Don't know

Optional question (198 response(s), 4 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Animal control including dog registration



Question options

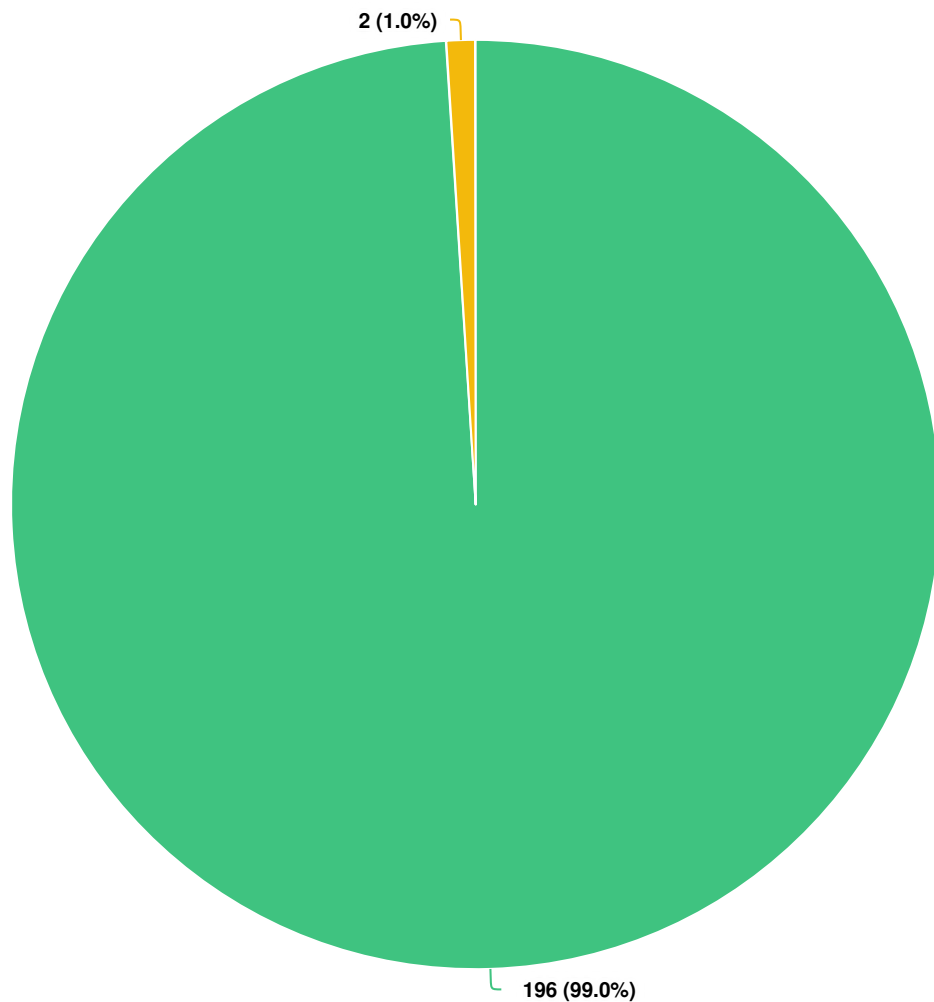
☒ Aware ☐ Not aware / Don't know

Optional question (197 response(s), 5 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Waste management including recycling and rubbish collection and landfill



Question options

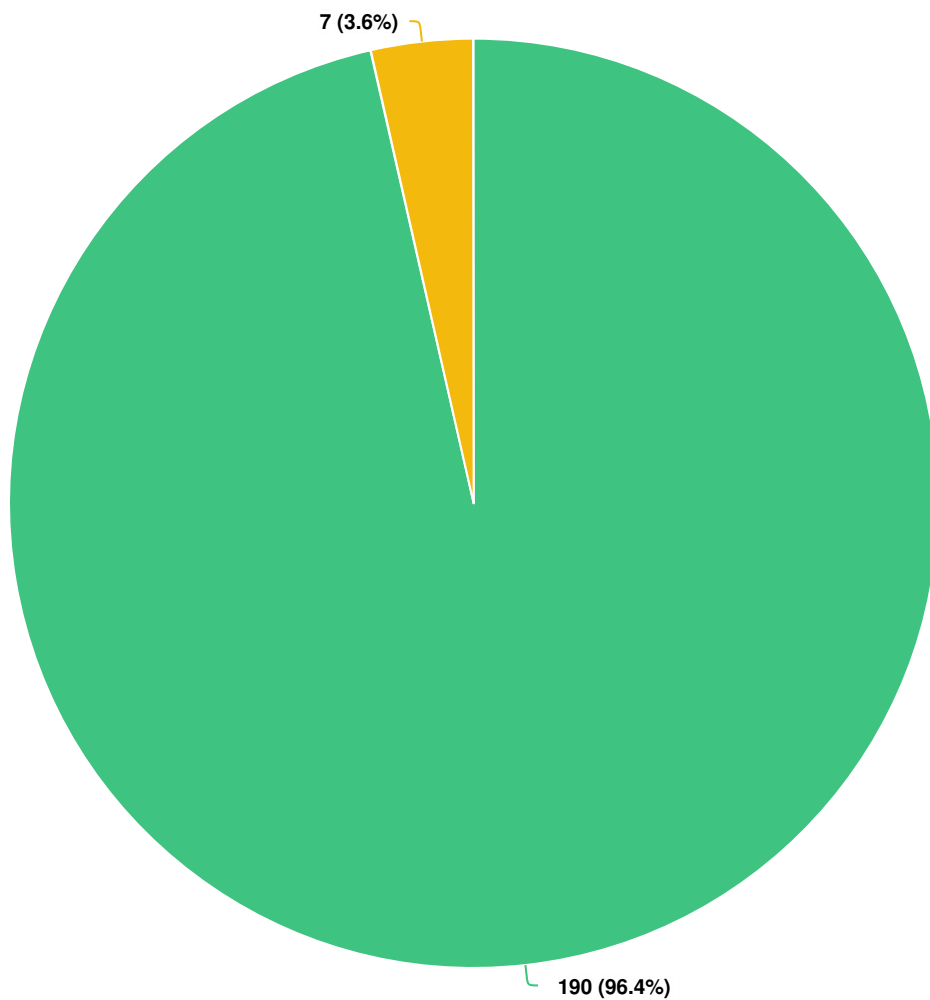
☒ Aware ☐ Not aware / Don't know

Optional question (198 response(s), 4 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Parks and reserves



Question options

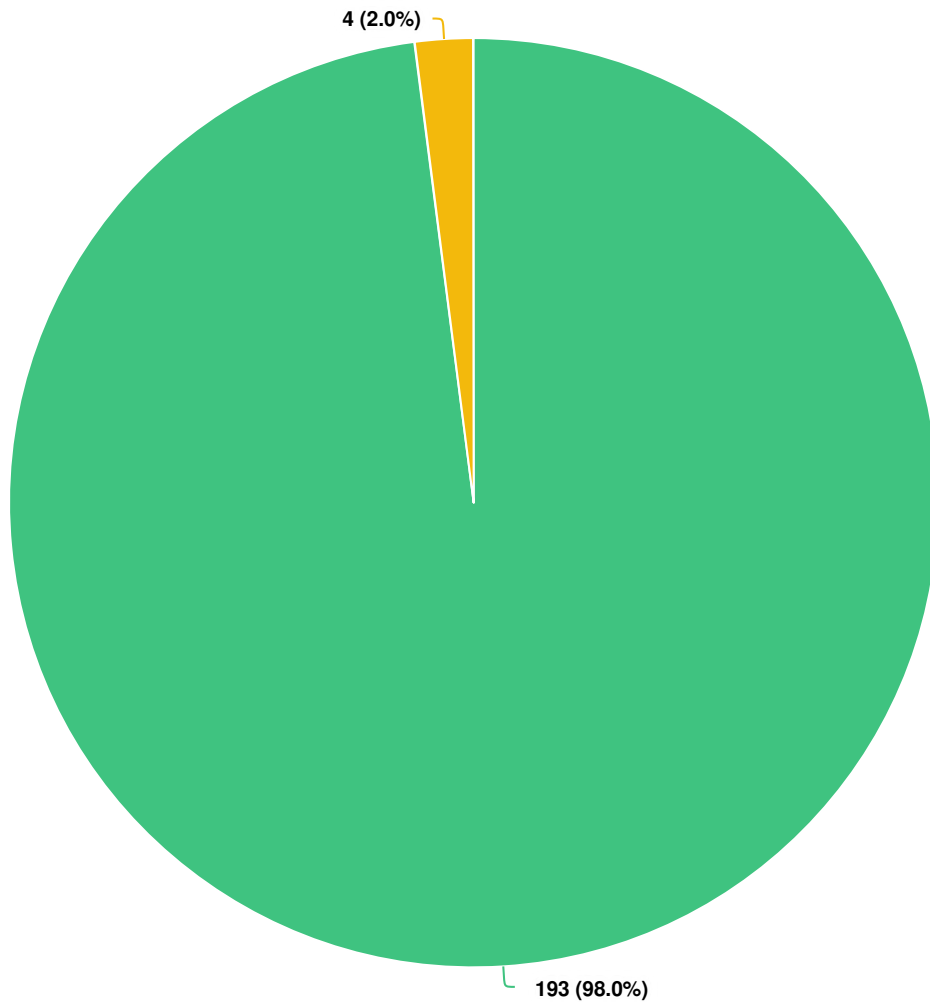
☒ Aware ☐ Not aware / Don't know

Optional question (197 response(s), 5 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Libraries



Question options

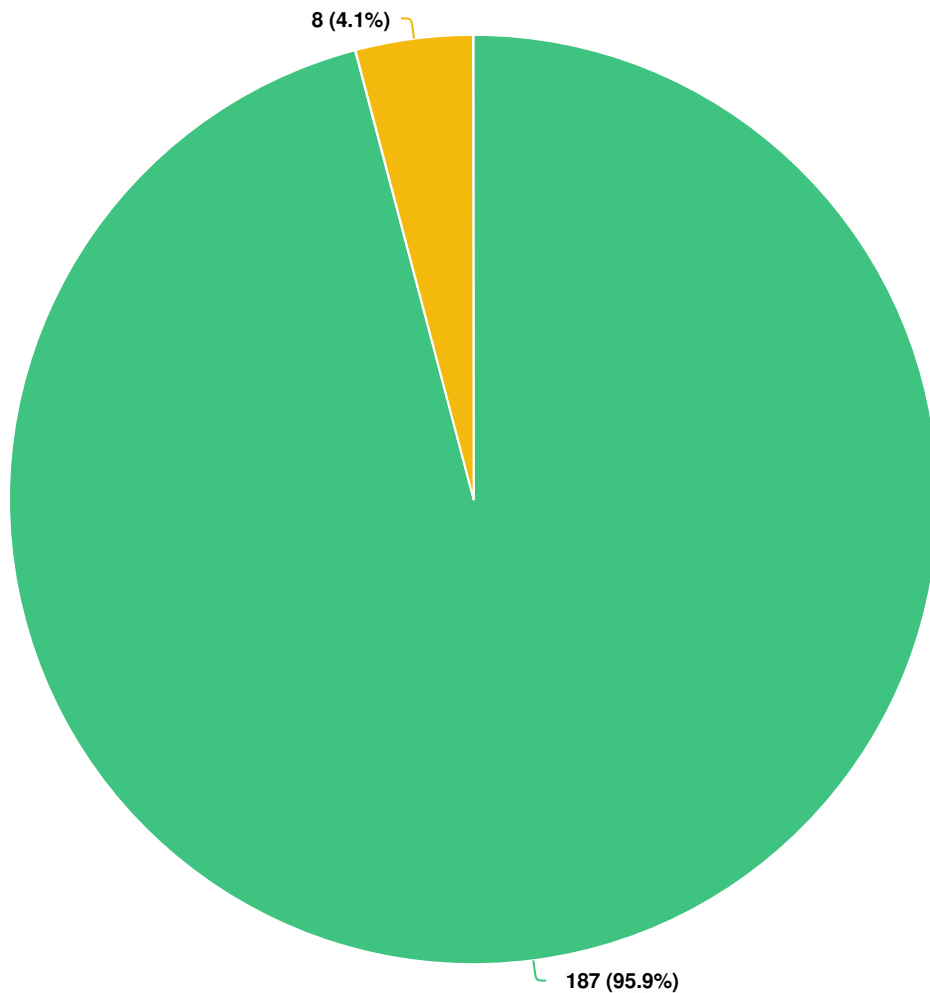
☒ Aware ☐ Not aware / Don't know

Optional question (197 response(s), 5 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Cemeteries



Question options

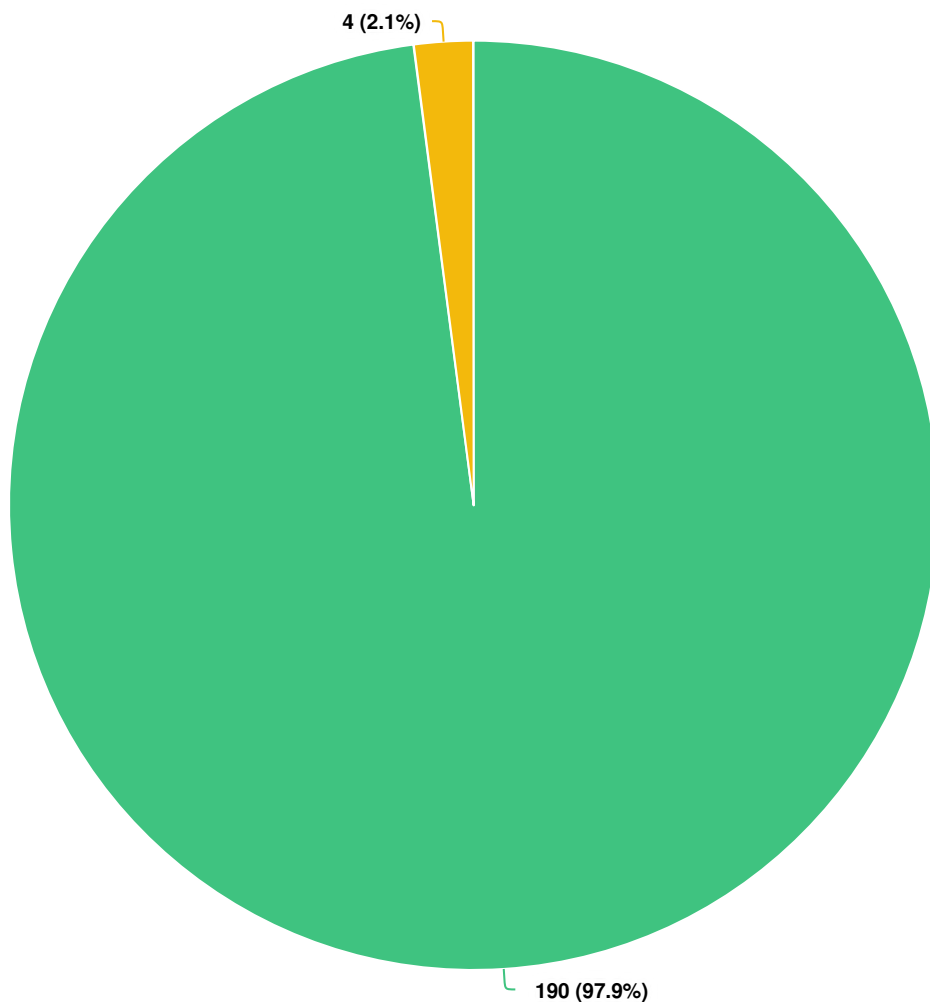
- ☒ Aware ☐ Not aware / Don't know

Optional question (195 response(s), 7 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Resource and building consents



Question options

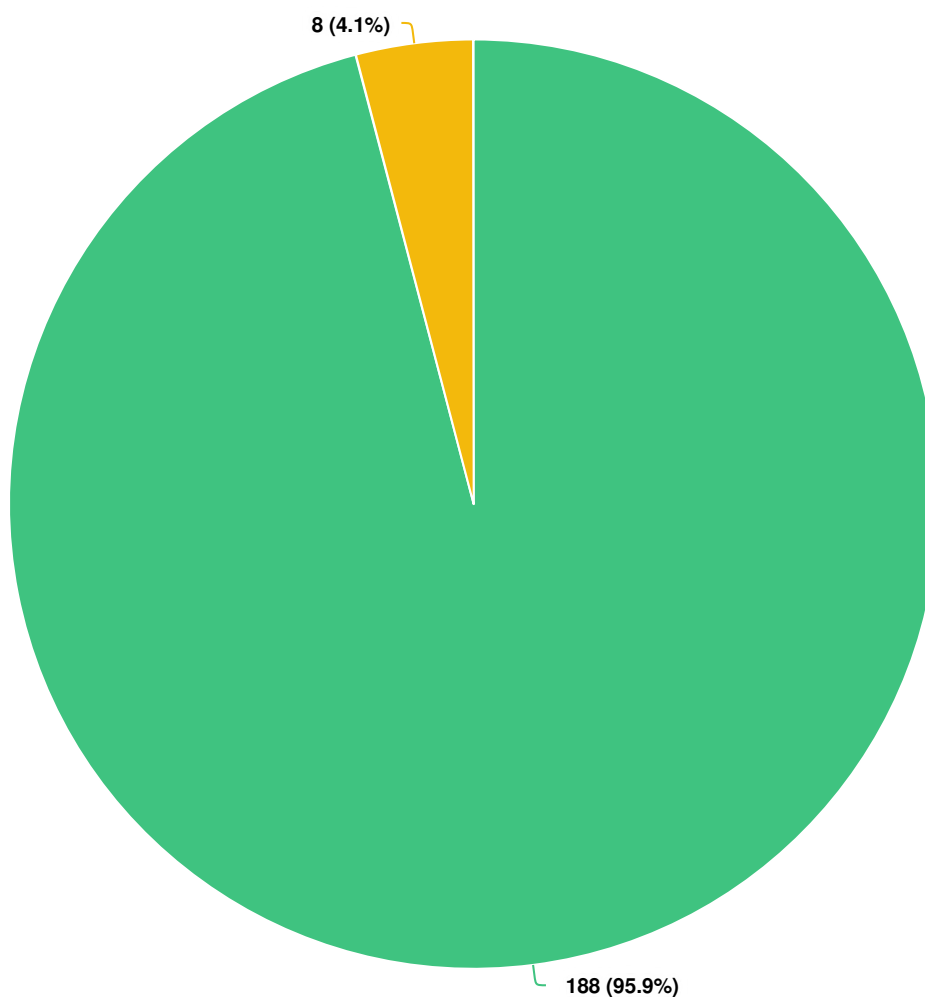
☒ Aware ☐ Not aware / Don't know

Optional question (194 response(s), 8 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Swimming pools



Question options

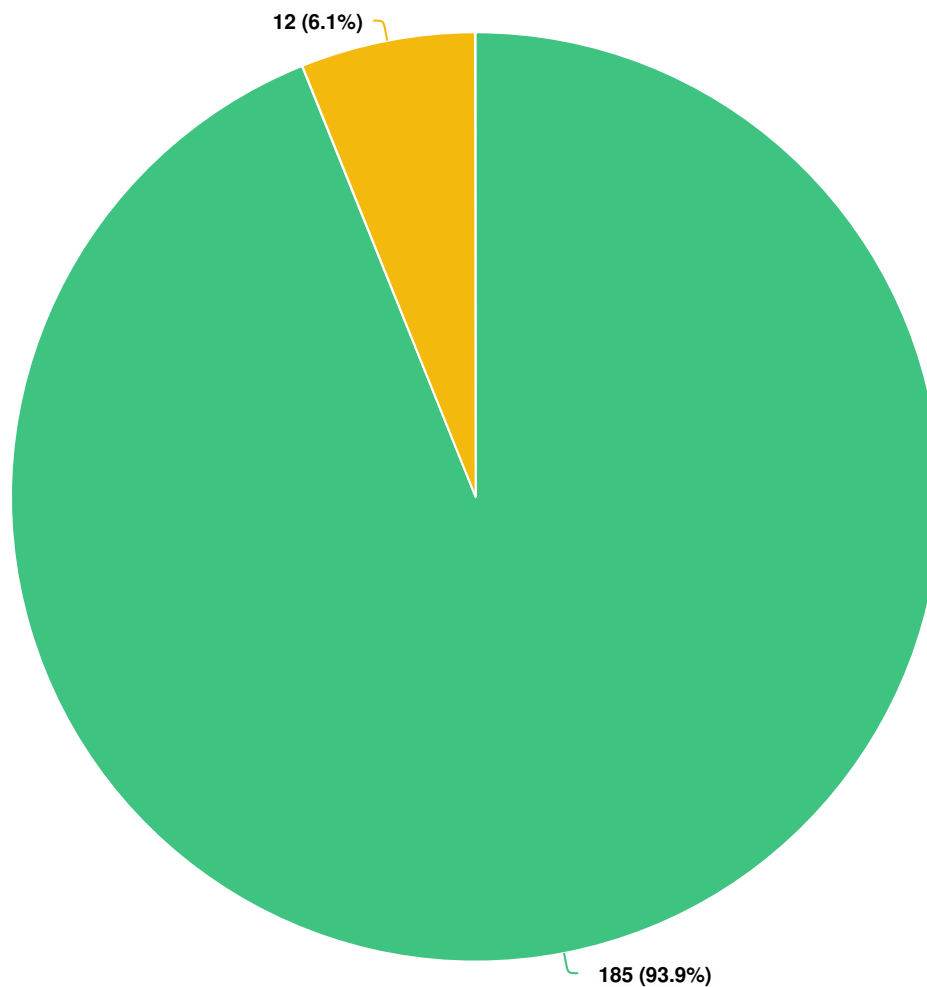
☒ Aware ☐ Not aware / Don't know

Optional question (196 response(s), 6 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Sport stadium



Question options

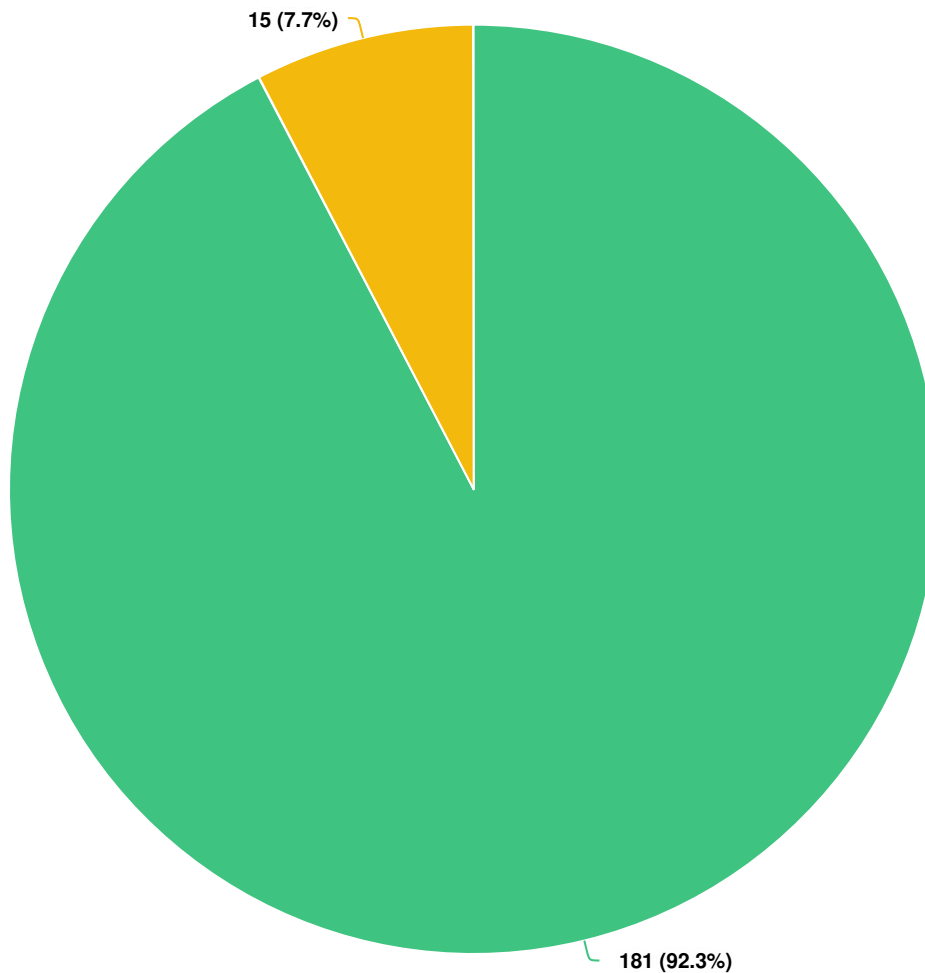
● Aware ● Not aware / Don't know

Optional question (197 response(s), 5 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Fitness centre or gym



Question options

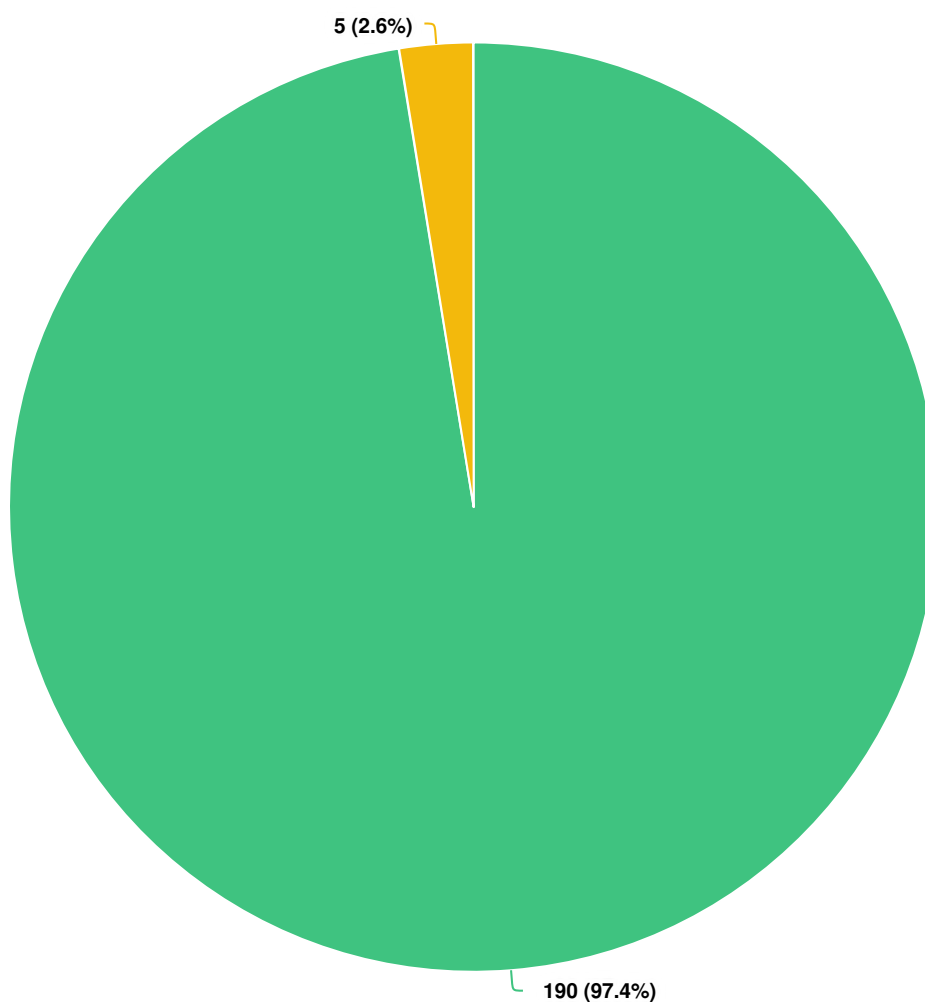
☒ Aware ☐ Not aware / Don't know

Optional question (196 response(s), 6 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Public parking



Question options

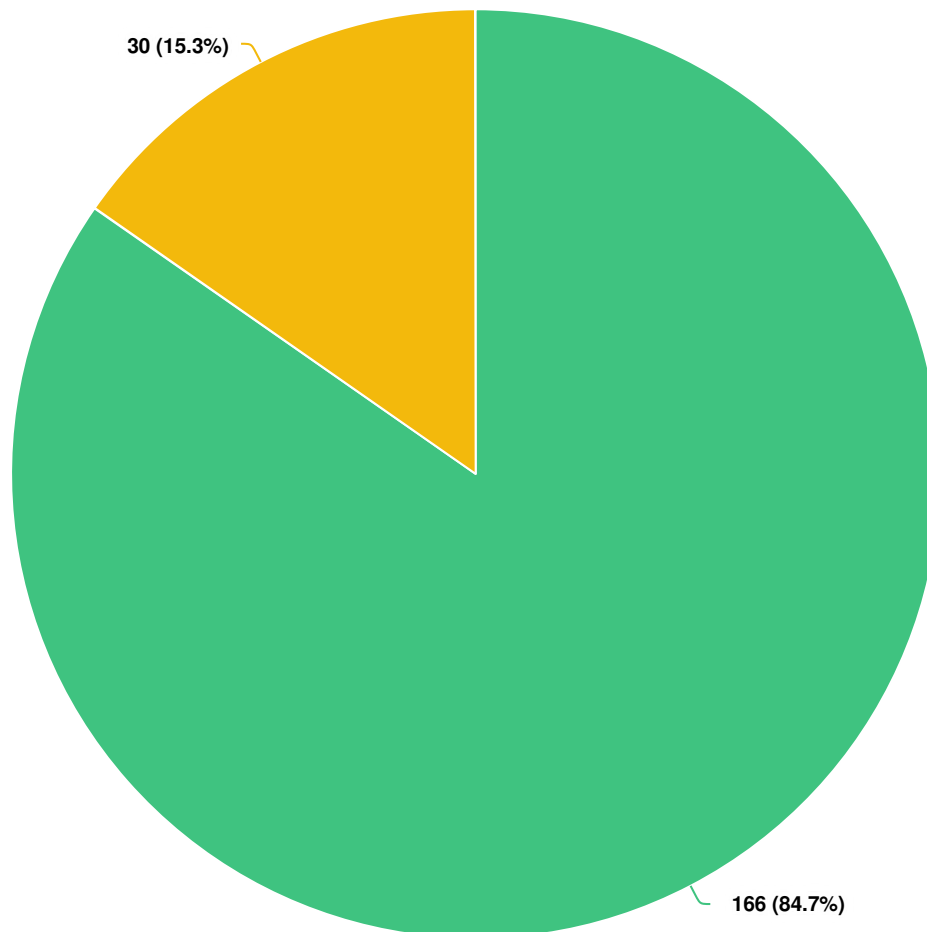
● Aware ● Not aware / Don't know

Optional question (195 response(s), 7 skipped)

Question type: Radio Button Question

Are you aware that Grey District Council is responsible for administering the following services:

Economic development



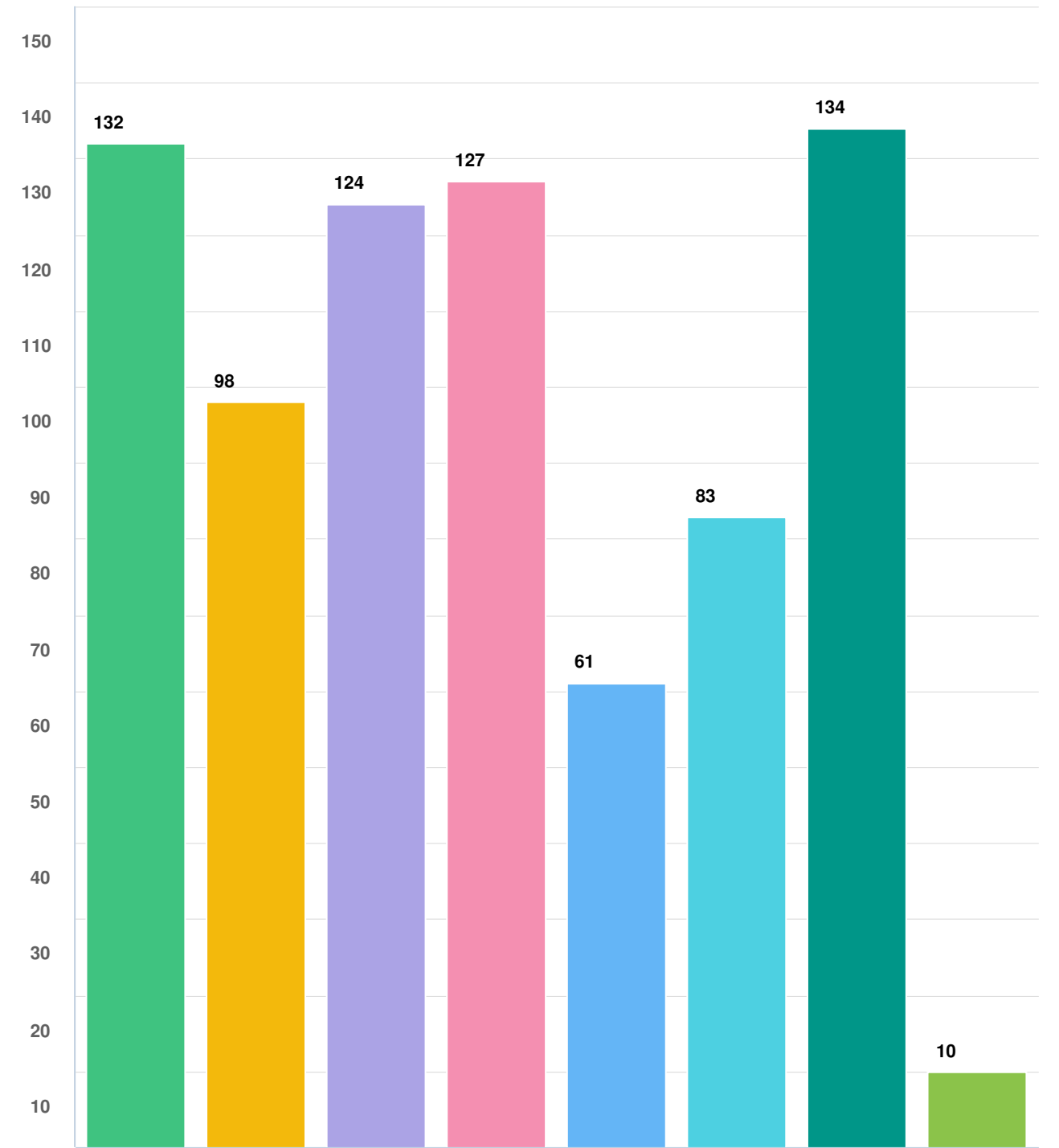
Question options

● Aware ● Not aware / Don't know

Optional question (196 response(s), 6 skipped)

Question type: Radio Button Question

Within Grey District, which of the following services have you used or visited in the last 12 months?



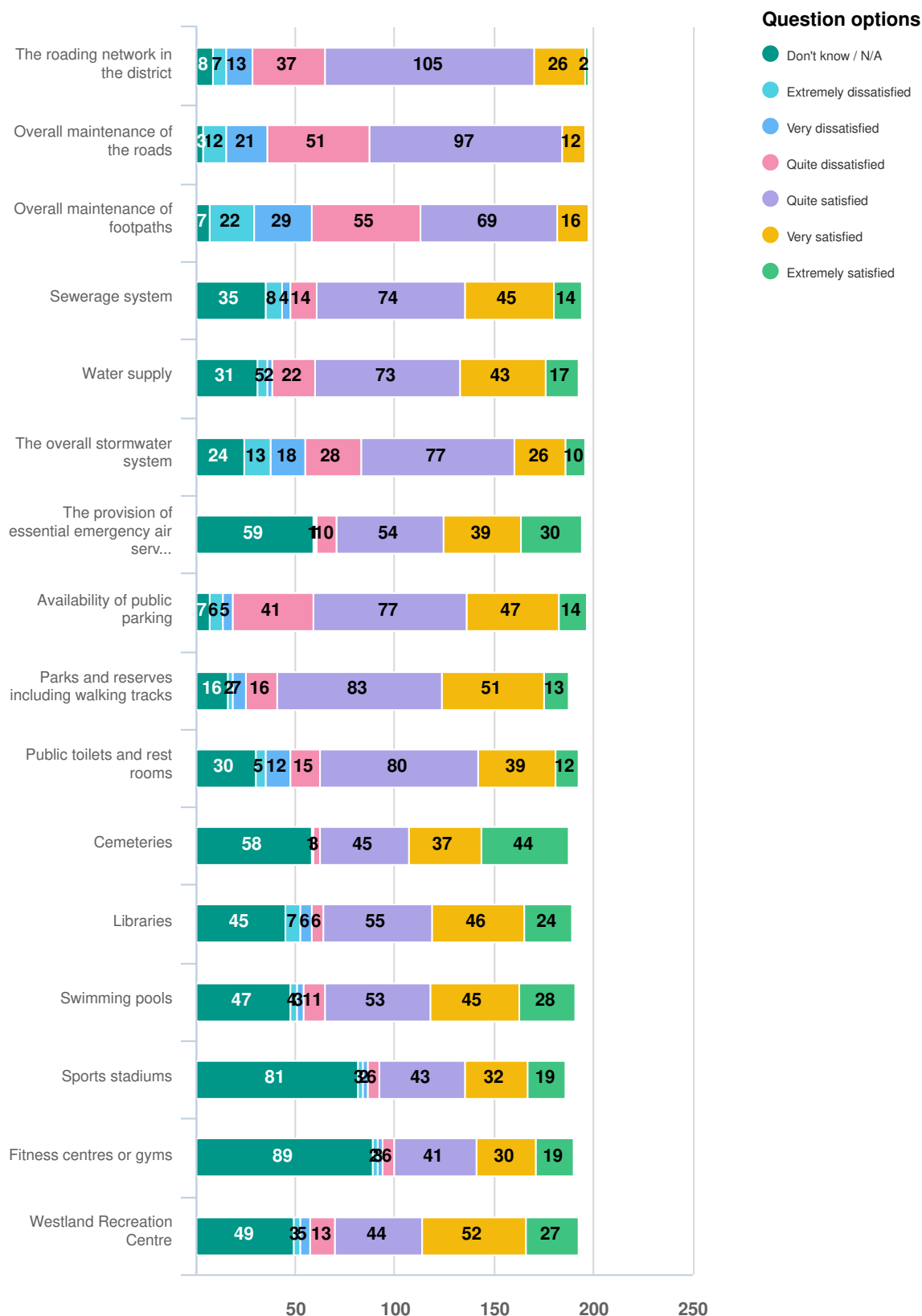
Question options

- The Grey District Council offices
- A library
- A public toilet or rest room
- A park or reserve
- A children's playground
- A cemetery
- A rubbish dump/recycling facility
- None of the above

Optional question (202 response(s), 0 skipped)

Question type: Checkbox Question

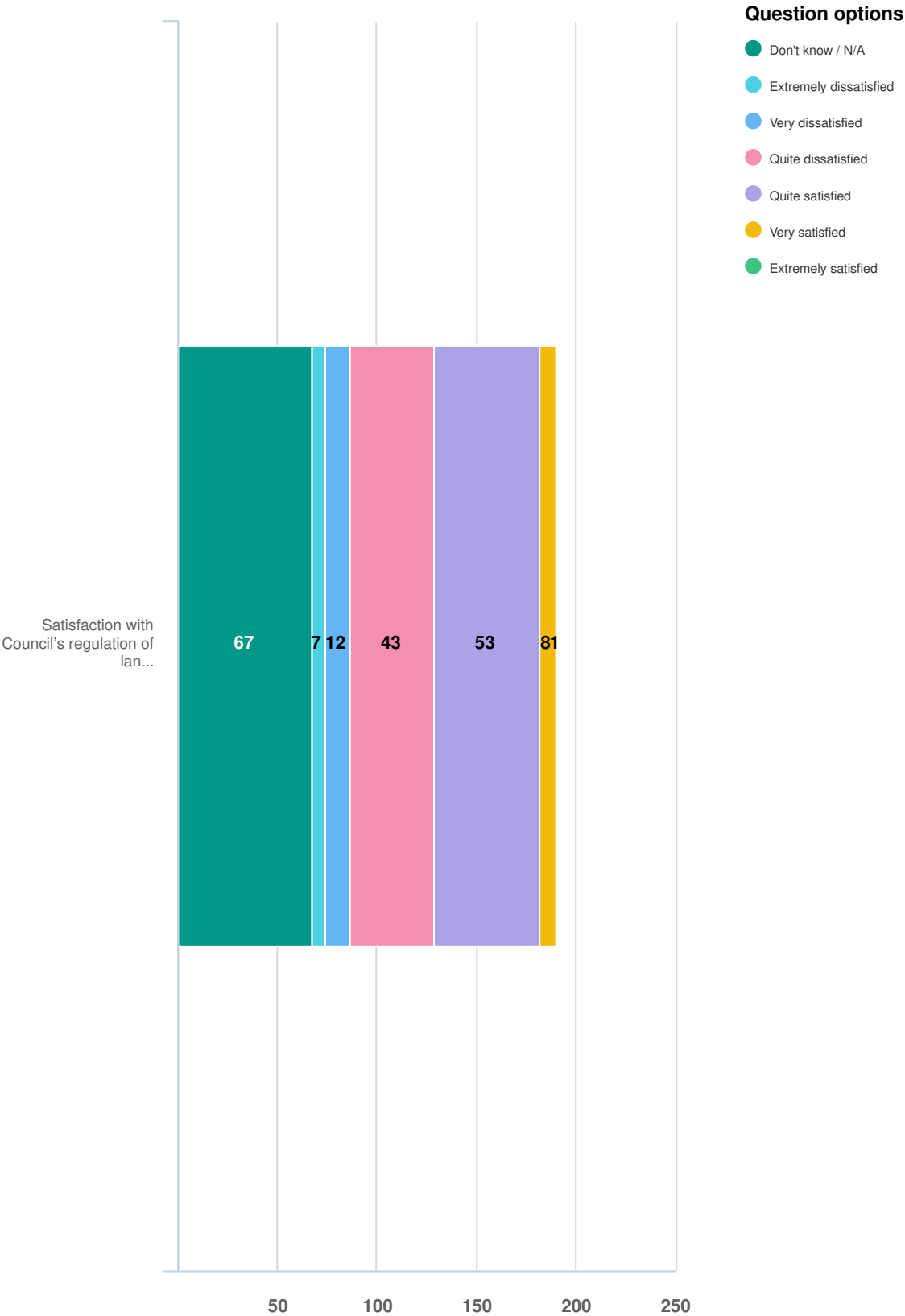
Thinking about the services and facilities provided by Grey District Council, on a scale of extremely satisfied to extremely dissatisfied, how satisfied are you personally with each of the following:NOTE Please move the slider beneath the response ...



Optional question (200 response(s), 2 skipped)

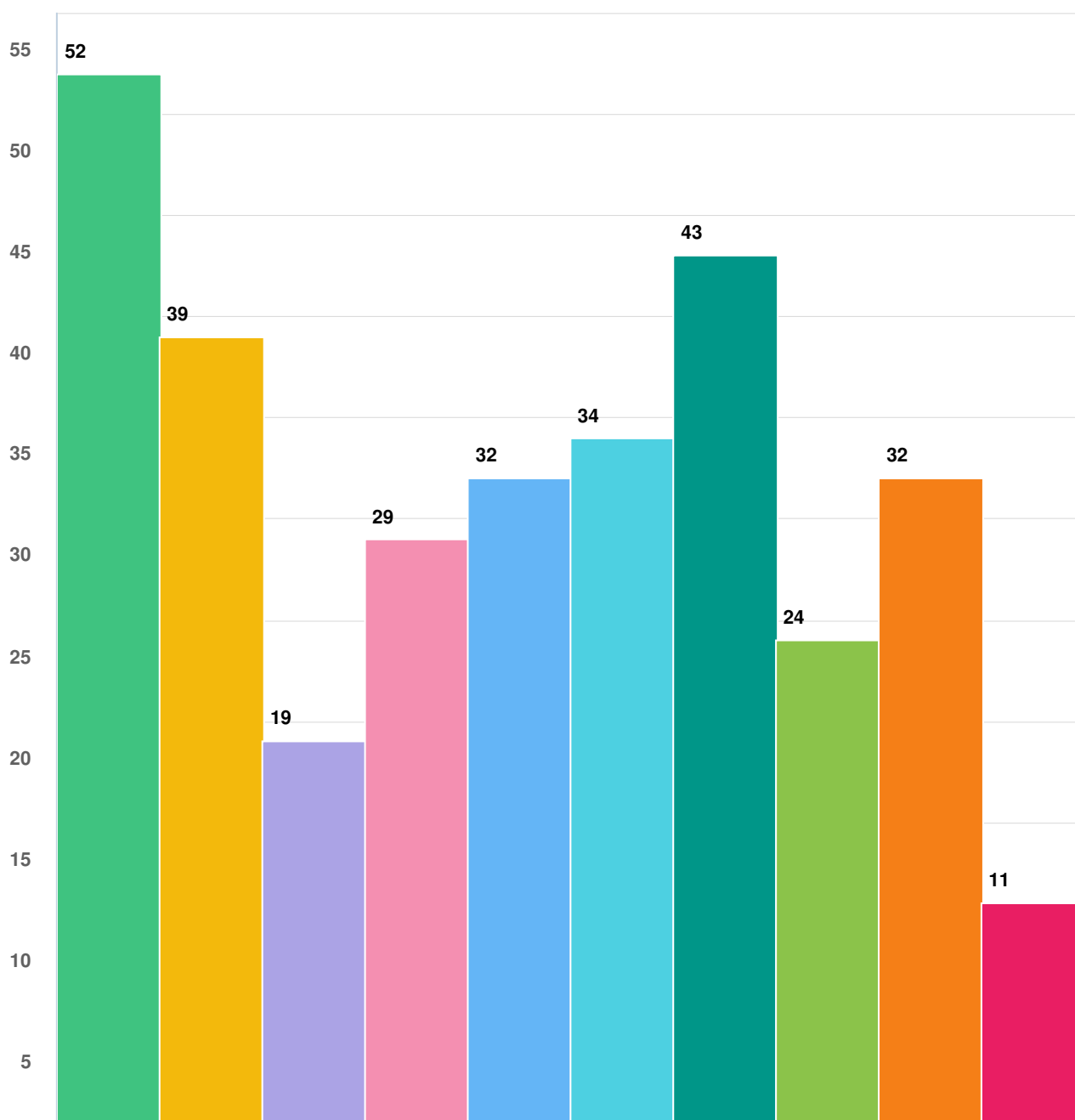
Question type: Likert Question

How satisfied are you with Council’s regulation of land use throughout the District?
By this we mean Council’s policies including the District Plan and resource management processes and whether the development within the District is aligned with th...



Optional question (191 response(s), 11 skipped)
Question type: Likert Question

If you were dissatisfied with Council's regulation of land use, what is the main reason, or reasons, for feeling dissatisfied?



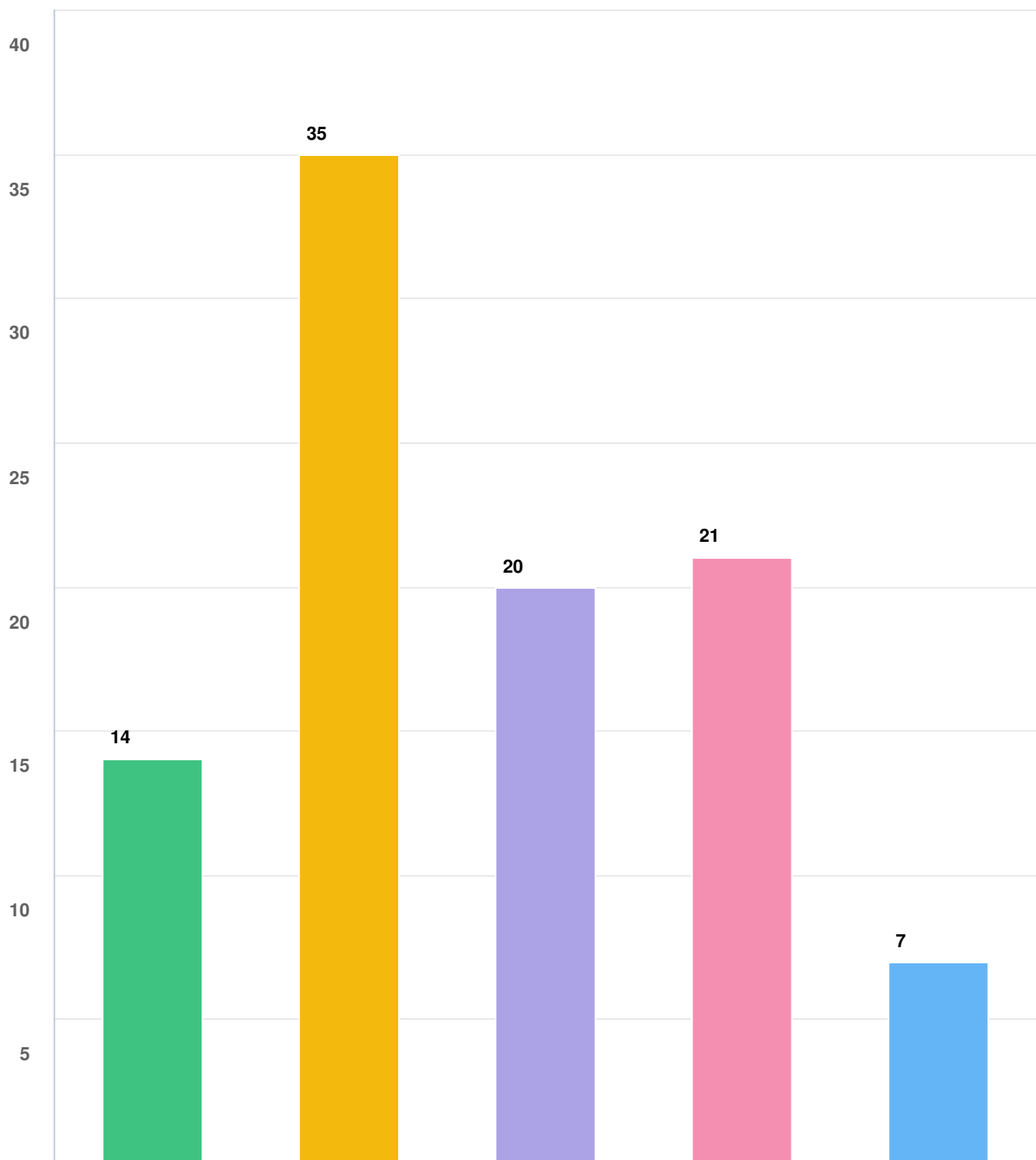
Question options

- Other (please specify)
 ● Concerns about Significant Natural Areas (SNAs)/creation of wetlands
- Communication issues/hard to get answers
 ● Need to tidy up the town
 ● Consent process too expensive
- Disagree with some of the things they are doing/decisions
 ● Lack of consultation/informing public
- Plan not comprehensive/cohesive/inappropriate land use/outdated
 ● Takes too long
- Too much bureaucracy/red tape/rules & regulations

Optional question (103 response(s), 99 skipped)

Question type: Checkbox Question

If you are satisfied with Council's regulation of land use throughout the district, what is the main reason, or reasons, for feeling satisfied?



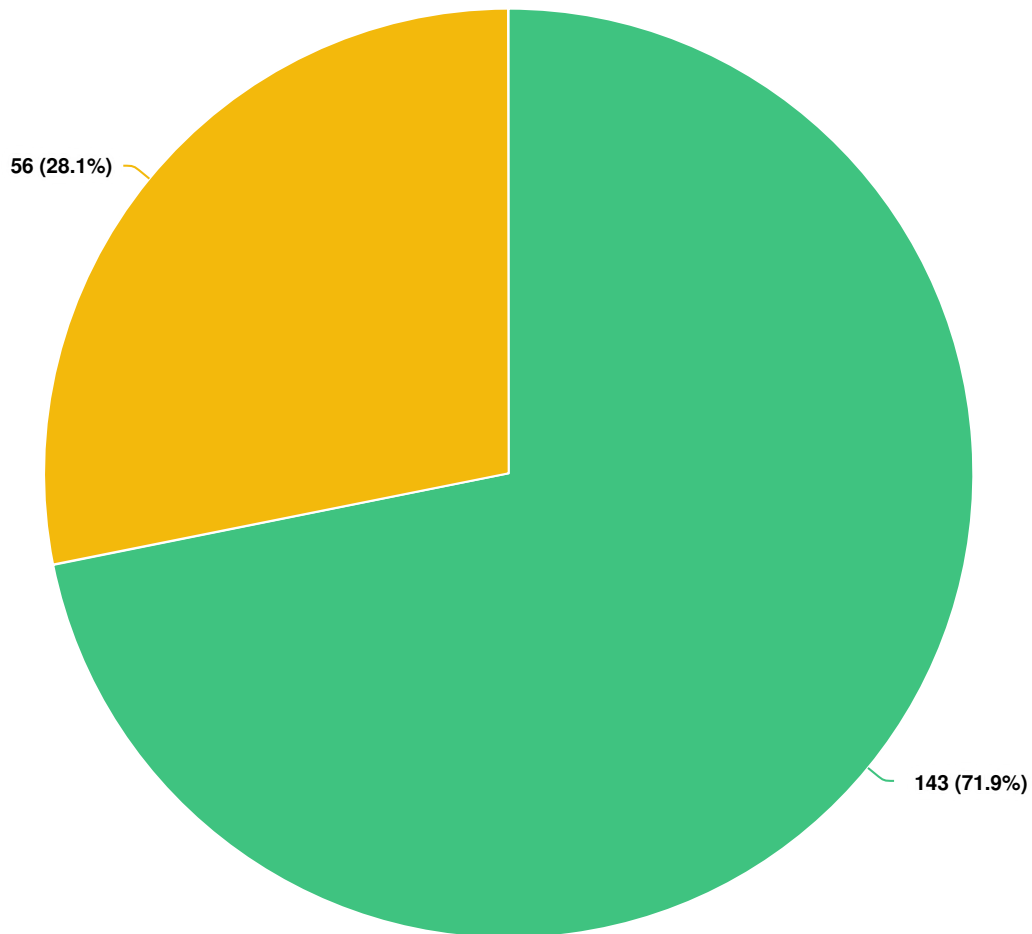
Question options

- ☐ Other (please specify)
 ☐ No problems with it/no complaints
 ☐ Haven't heard any complaints about it
☐ Council are good to deal with/do their best
 ☐ Appropriate use of land/zoning/good subdivisions

Optional question (80 response(s), 122 skipped)

Question type: Checkbox Question

Do you live in a town or a more rural area?



Question options

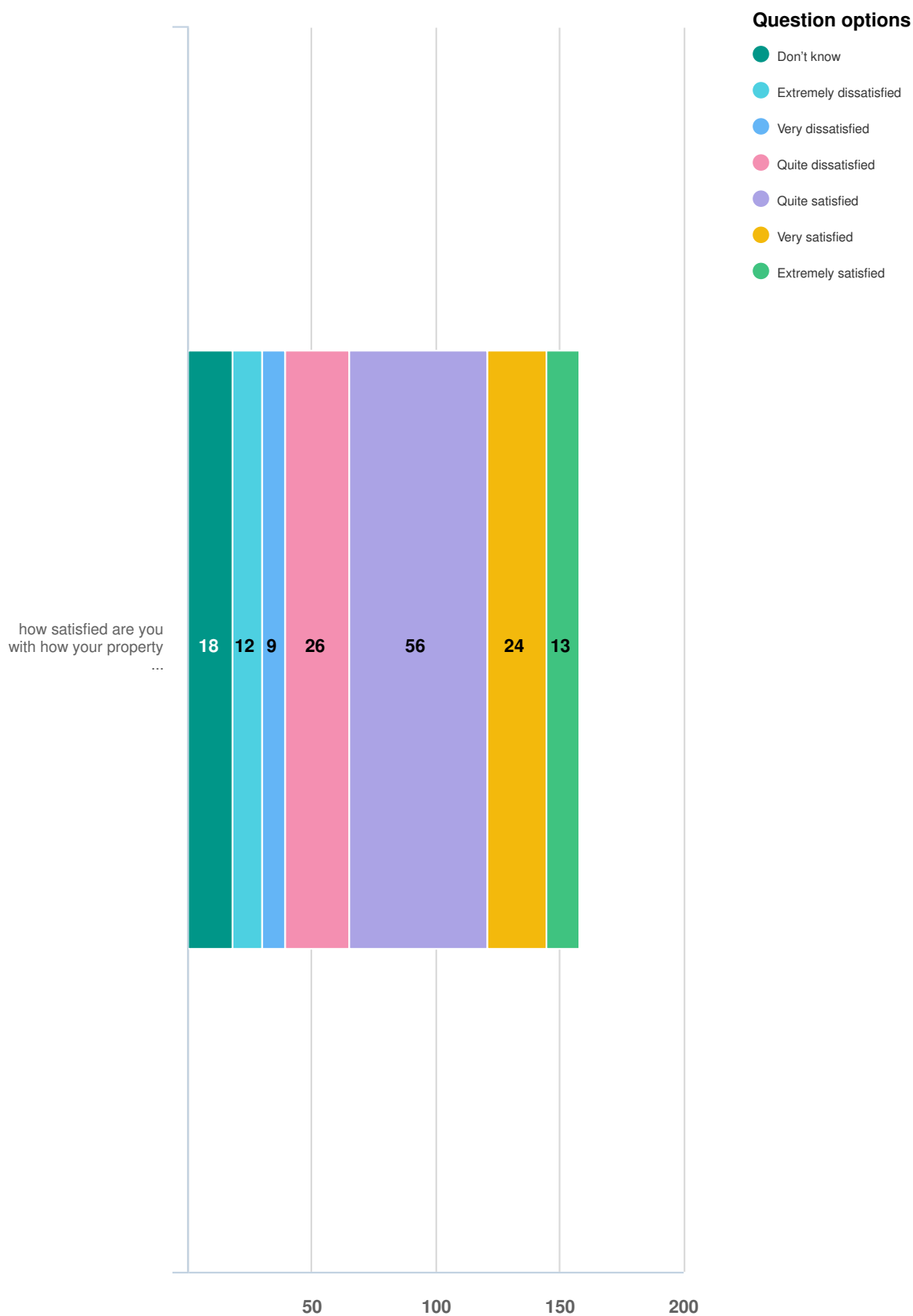
● Rural ● Town

Optional question (199 response(s), 3 skipped)

Question type: Radio Button Question

How satisfied are you with how your property drains stormwater?

If you live in a town:

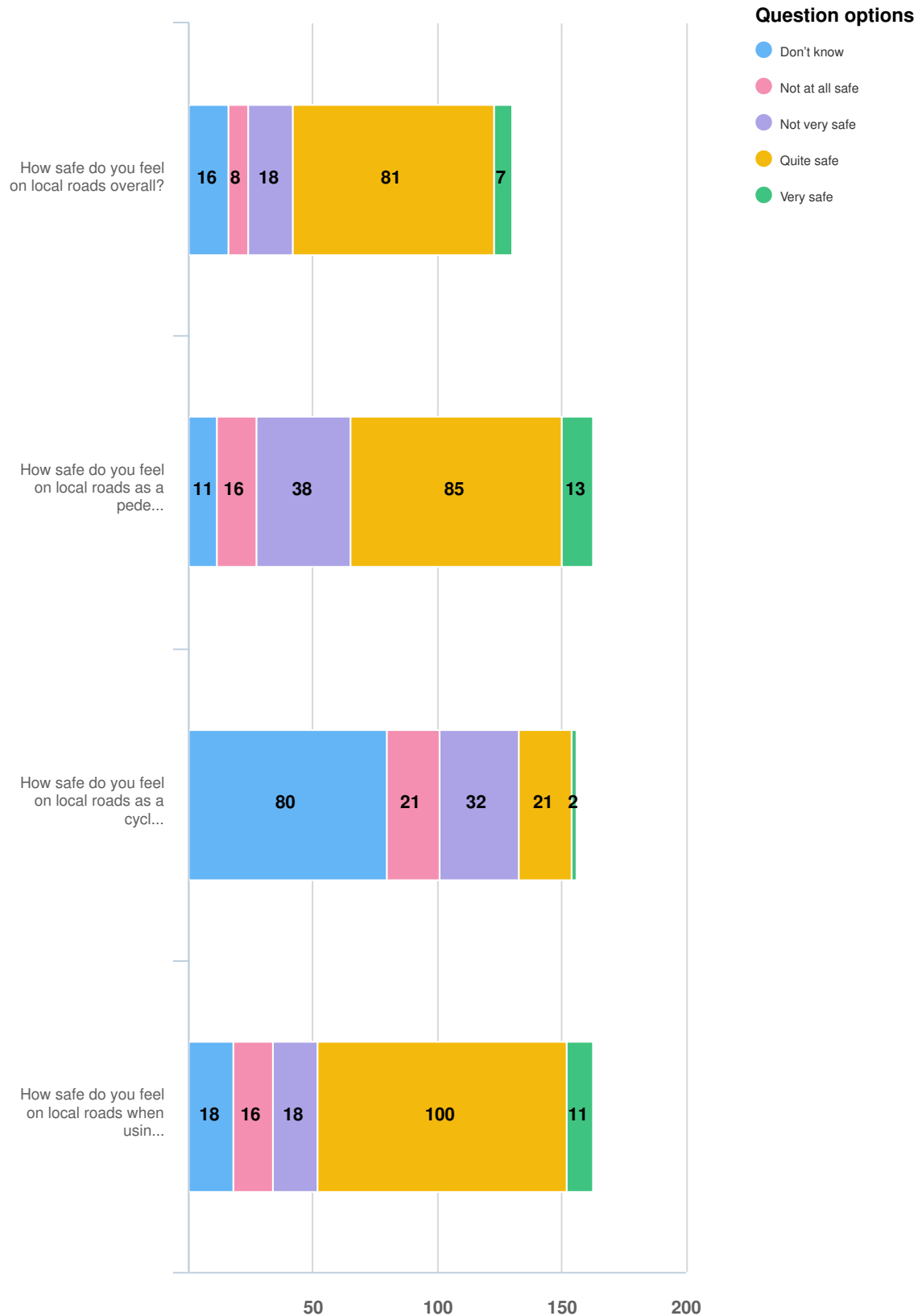


Optional question (158 response(s), 44 skipped)

Question type: Likert Question

How satisfied are you with how your property drains stormwater?

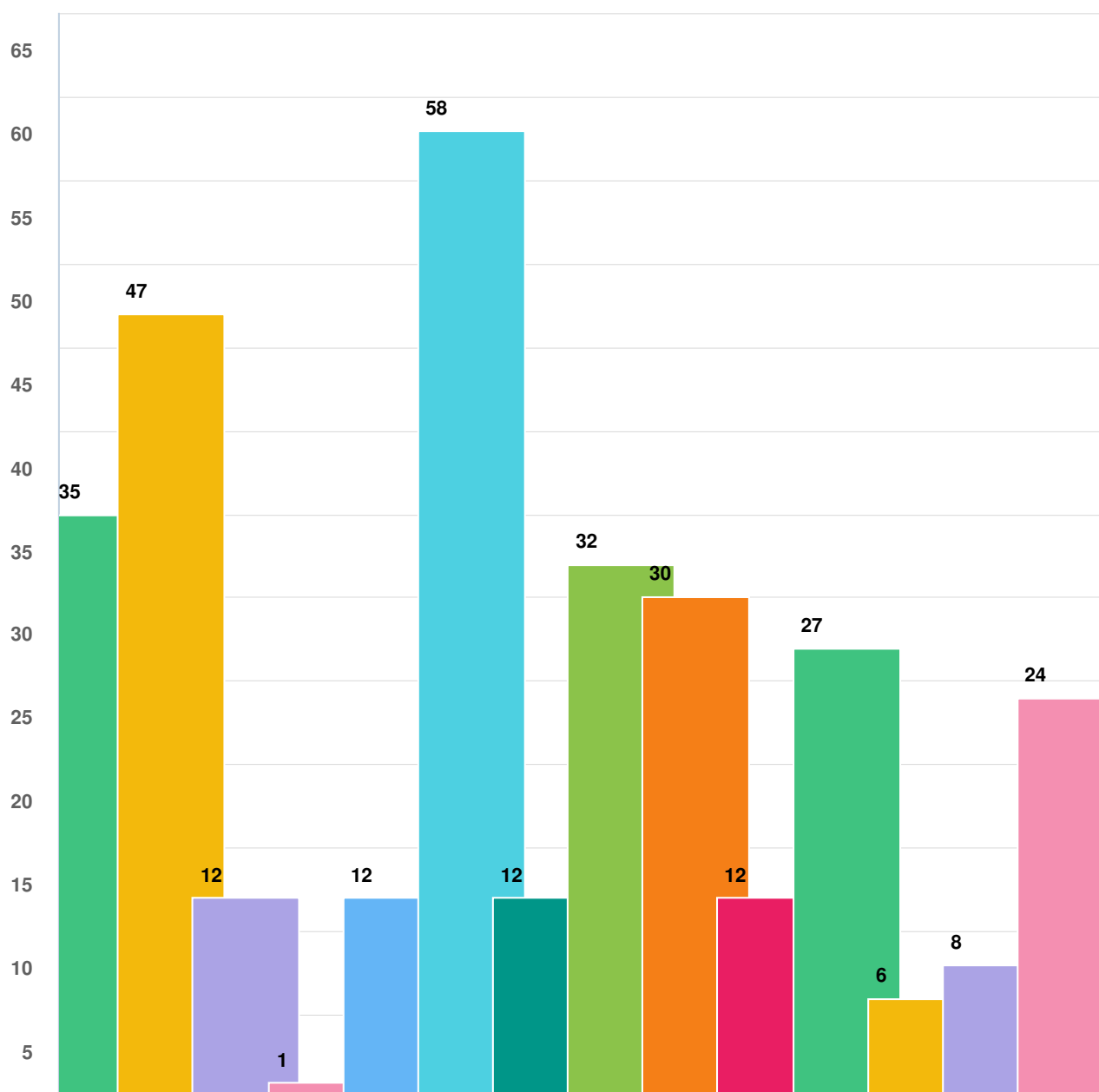
If you live in a more rural area:



Optional question (169 response(s), 33 skipped)

Question type: Likert Question

What was your reason for contacting Council offices?



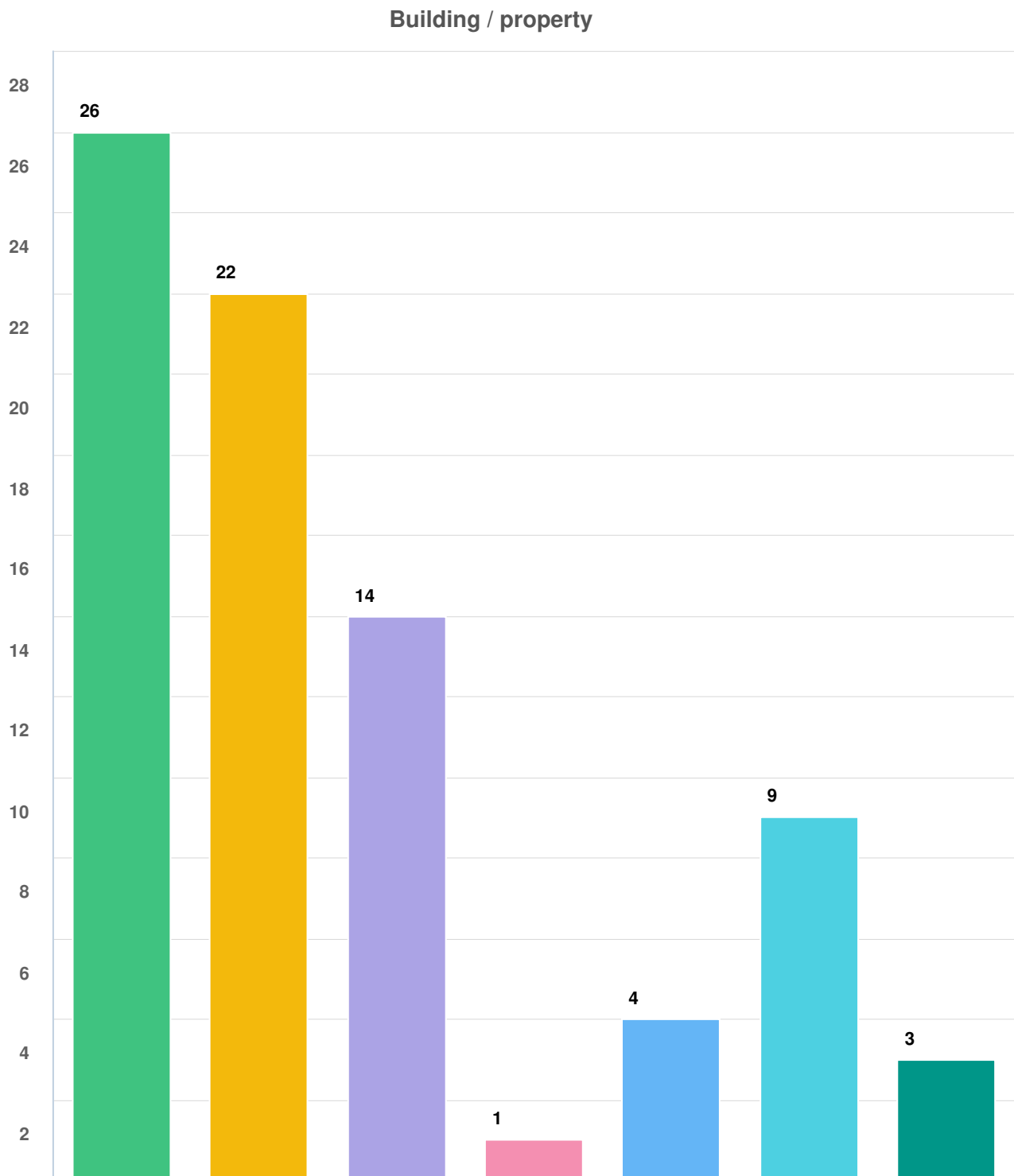
Question options

- Other (please specify) Water supply Public toilets and restrooms Stormwater or flooding Sewerage
- Rubbish disposal/recycling Roothing or footpaths
- Recreational facilities, including swimming pools, sports stadiums, fitness centres or gyms Rates
- Park, reserve, playground, skatepark or walking track General licensing, including liquor Events related
- Dog, animal control, animal related, including dog registrations
- Building or property, including building, planning, resource consent or permit/ Council housing, house or land sale or purchase, LIM, dangerous buildings

Optional question (166 response(s), 36 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?



Question options

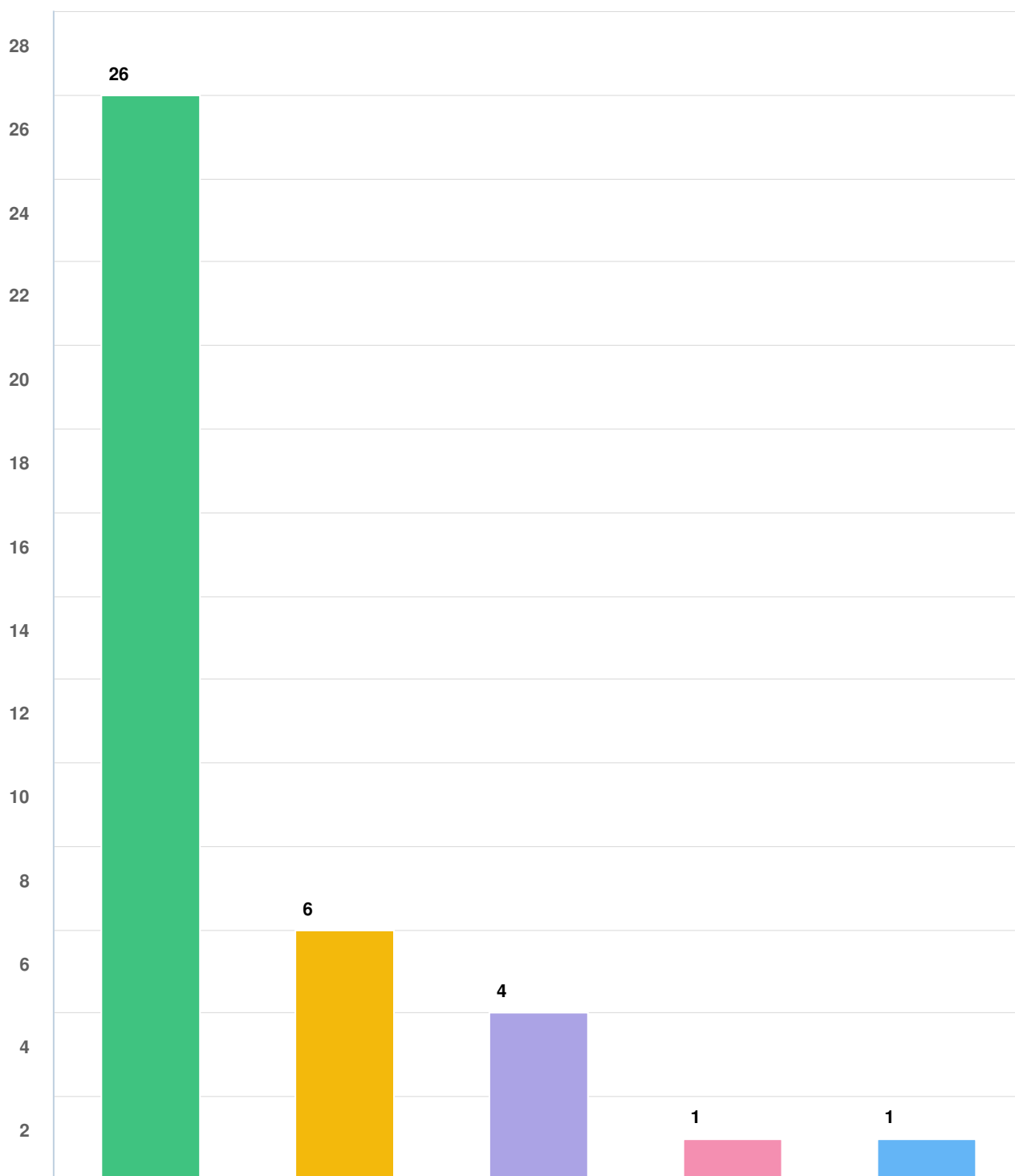
- Other (please specify)
- Snap Send Solve
- Social media
- Letter
- Email
- Phone
- Walk in / counter

Optional question (47 response(s), 155 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Dog / animal control / registration



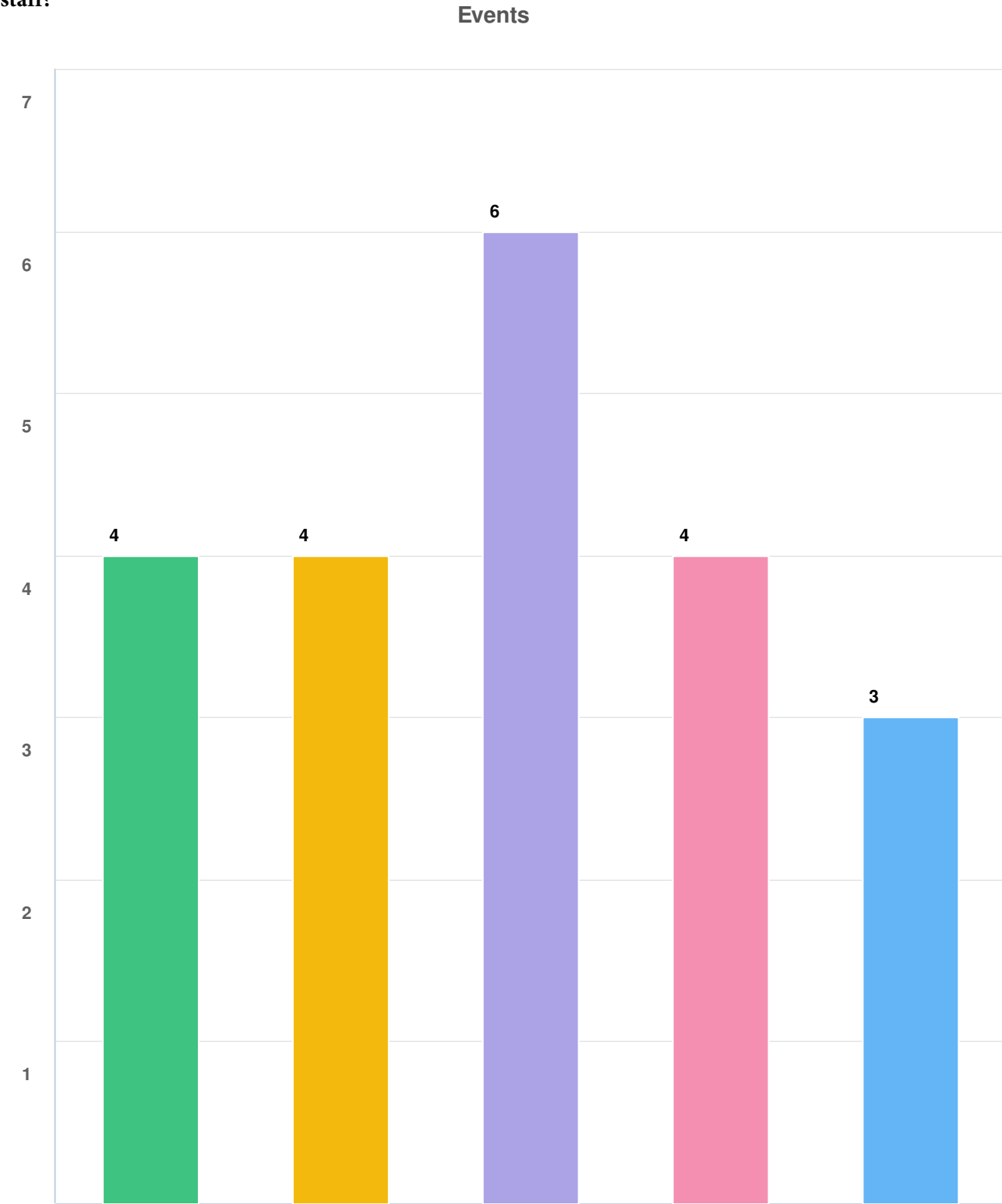
Question options

● Snap Send Solve
 ● Letter
 ● Email
 ● Phone
 ● Walk in / counter

Optional question (34 response(s), 168 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?



Question options

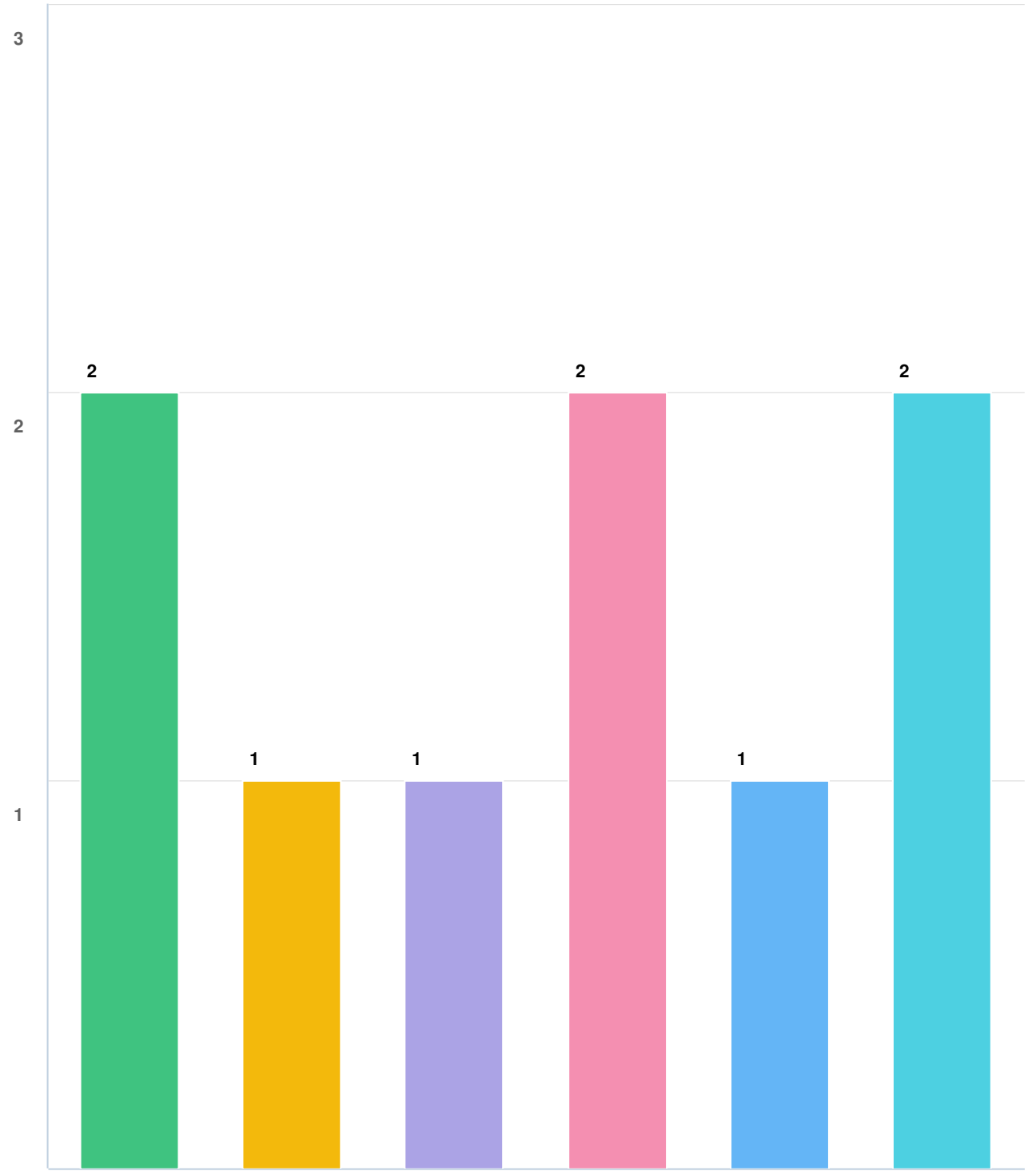
- Snap Send Solve
- Social media
- Email
- Phone
- Walk in / counter

Optional question (15 response(s), 187 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

General licensing



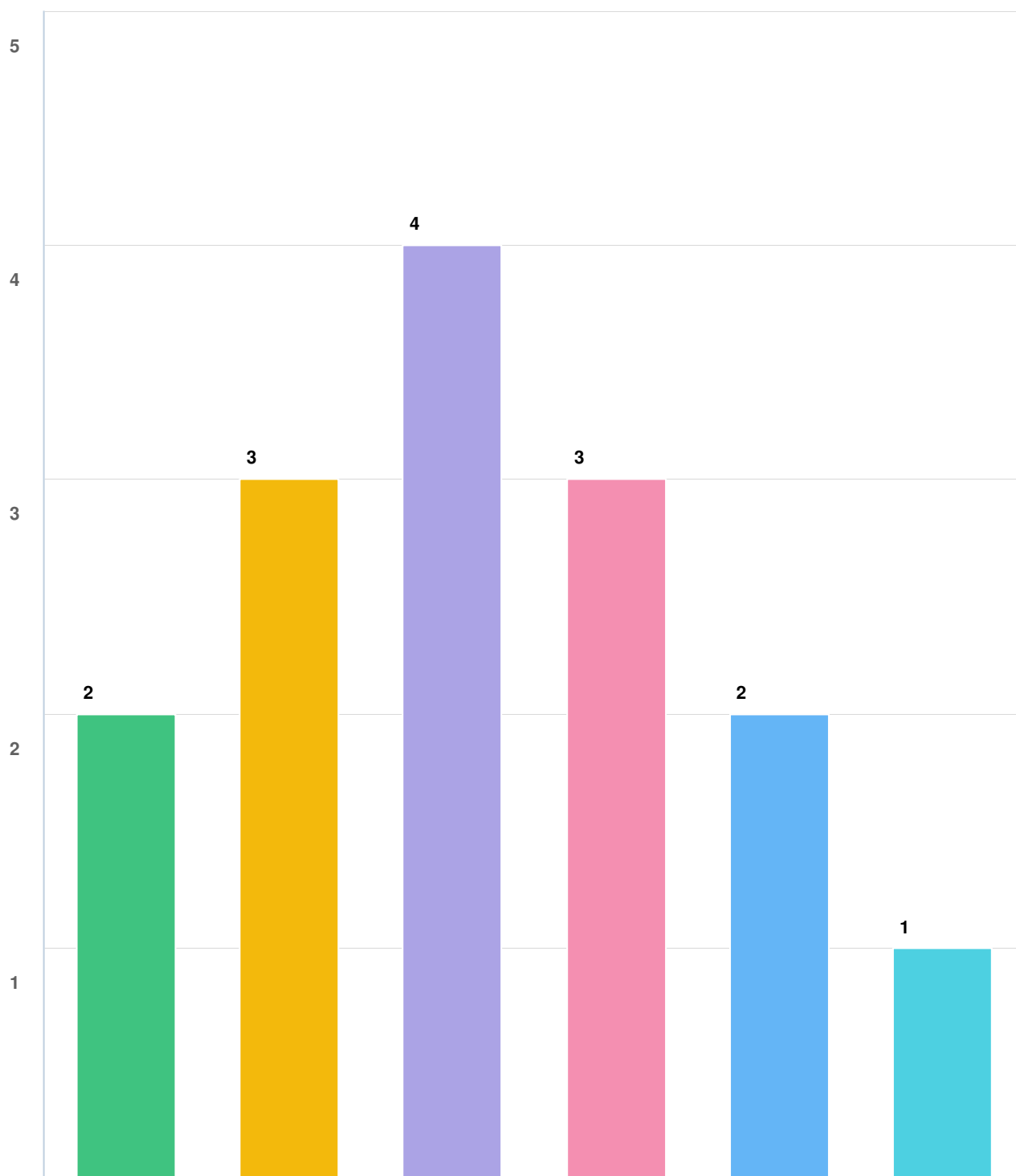
Question options

- Snap Send Solve
- Social media
- Letter
- Email
- Phone
- Walk in / counter

Optional question (7 response(s), 195 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?
Parks / reserves / playground / skatepark / walking track



Question options

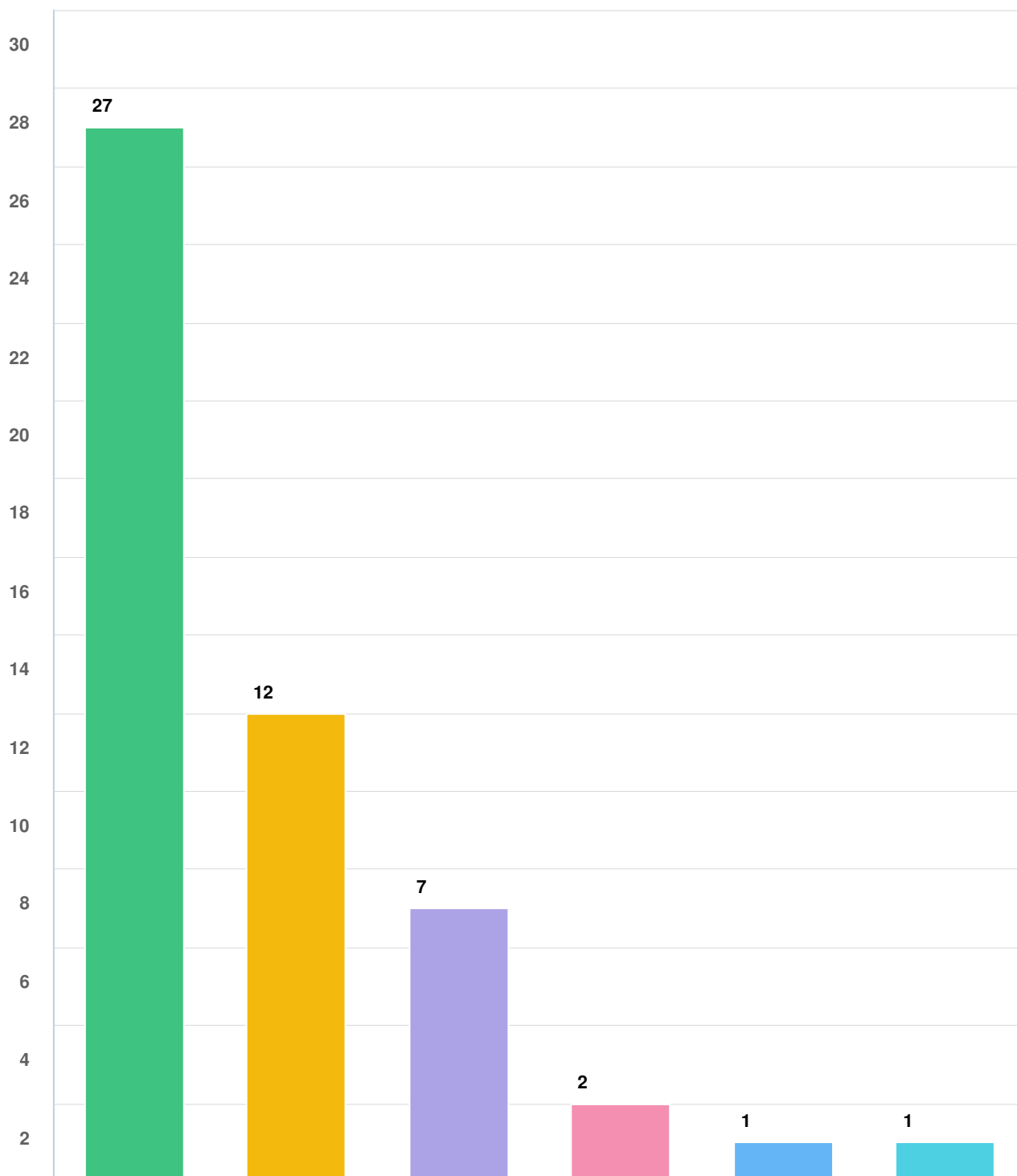
☐ Other (please specify)
 ☐ Snap Send Solve
 ☐ Social media
 ☐ Email
 ☐ Phone
 ☐ Walk in / counter

Optional question (12 response(s), 190 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Rates



Question options

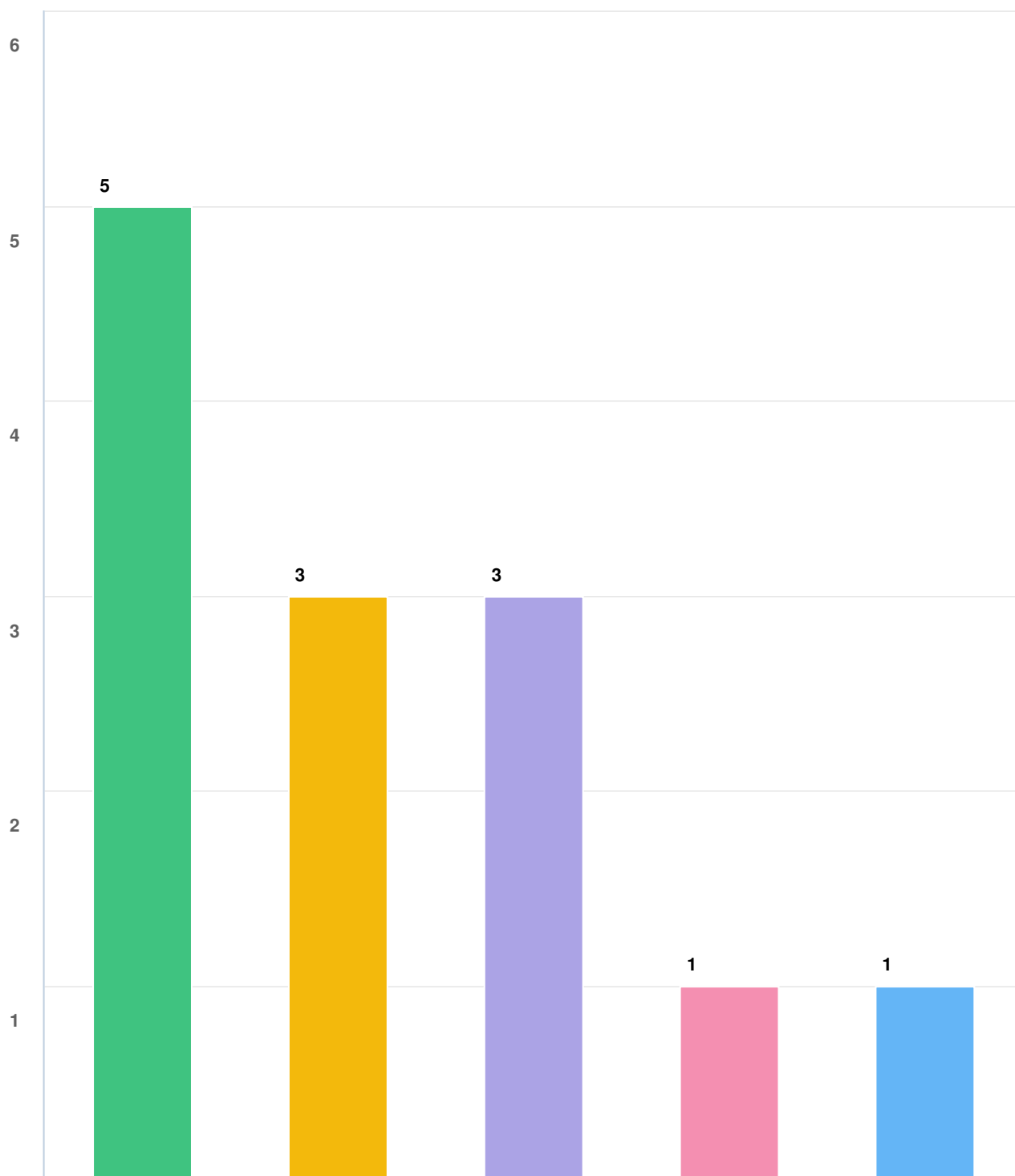
☐ Snap Send Solve
 ☐ Social media
 ☐ Letter
 ☐ Email
 ☐ Phone
 ☐ Walk in / counter

Optional question (41 response(s), 161 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Recreational facilities



Question options

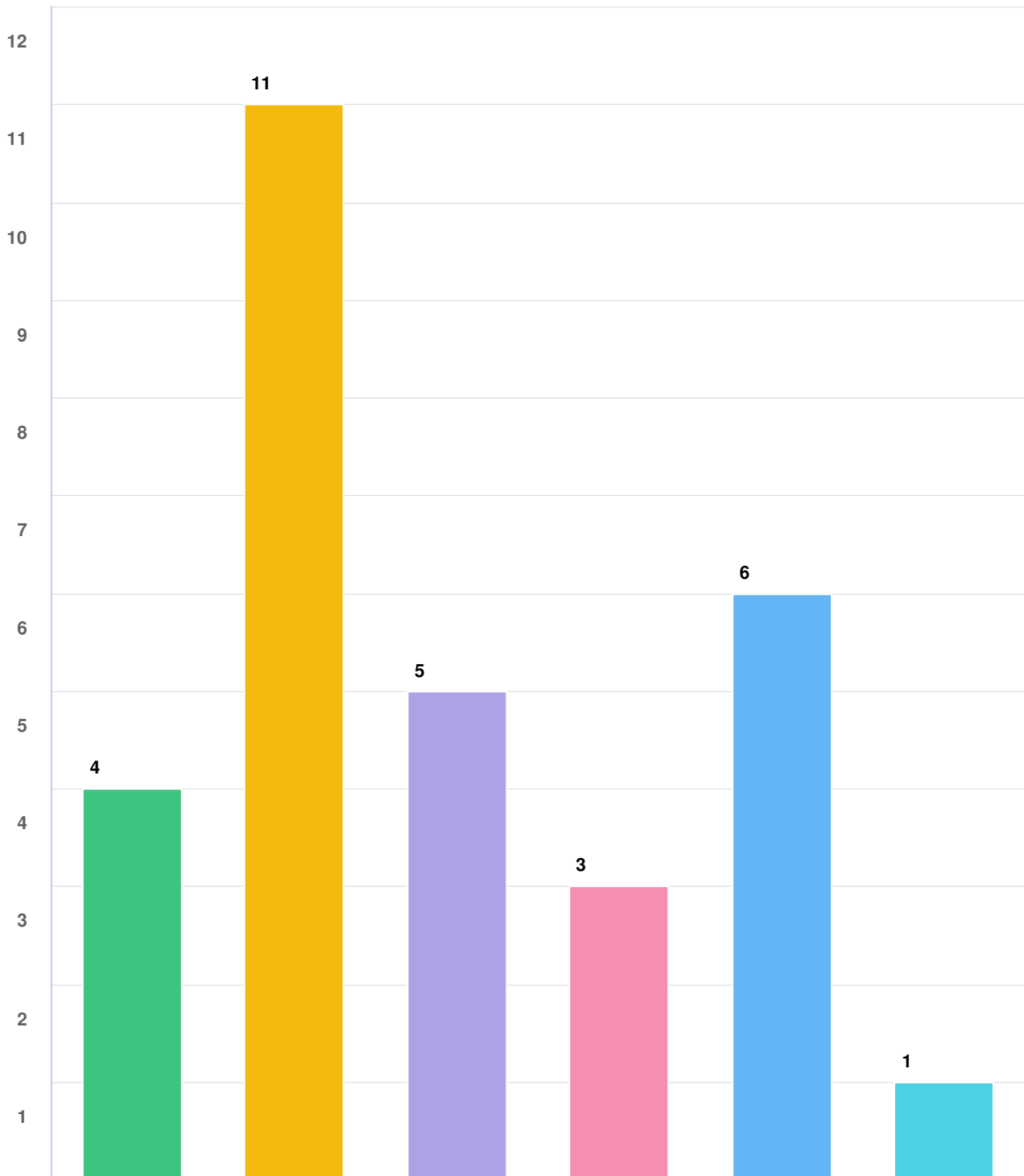
☐ Snap Send Solve
 ☐ Social media
 ☐ Email
 ☐ Phone
 ☐ Walk in / counter

Optional question (9 response(s), 193 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Roading / footpaths



Question options

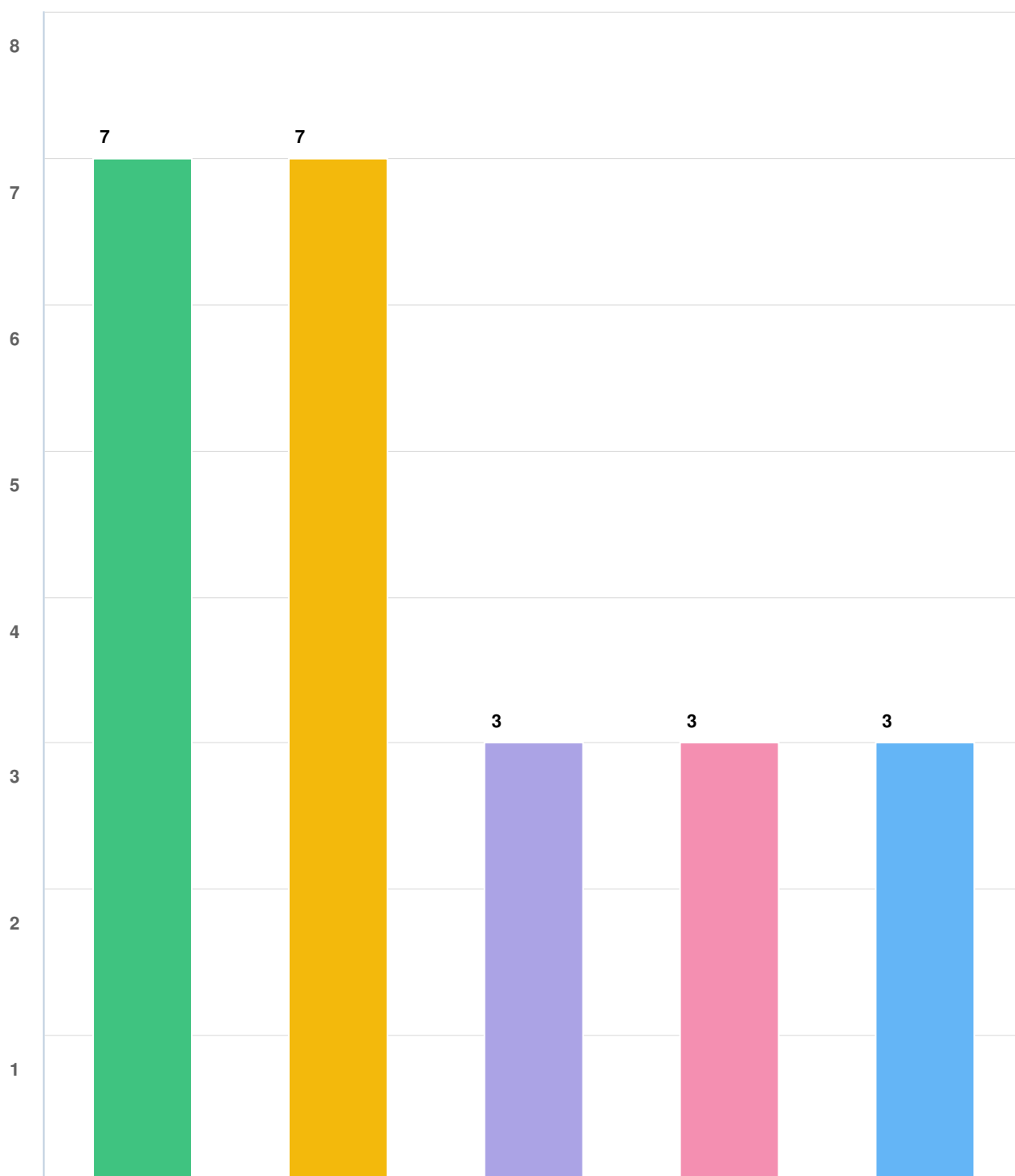
● Other (please specify)
 ● Snap Send Solve
 ● Social media
 ● Email
 ● Phone
 ● Walk in / counter

Optional question (21 response(s), 181 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Rubbish disposal / recycling



Question options

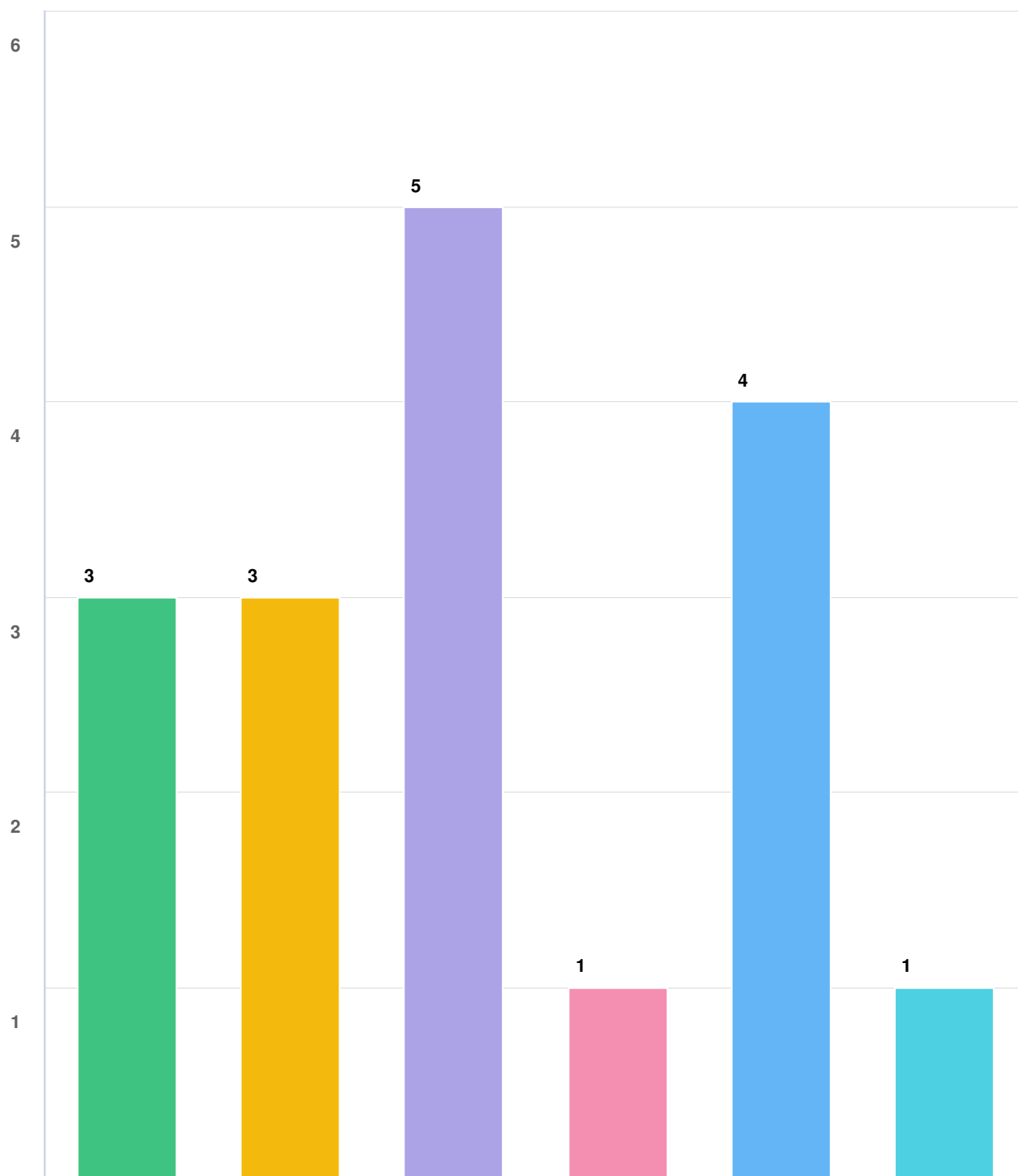
☐ Snap Send Solve ☐ Social media ☐ Email ☐ Phone ☐ Walk in / counter

Optional question (20 response(s), 182 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Sewerage



Question options

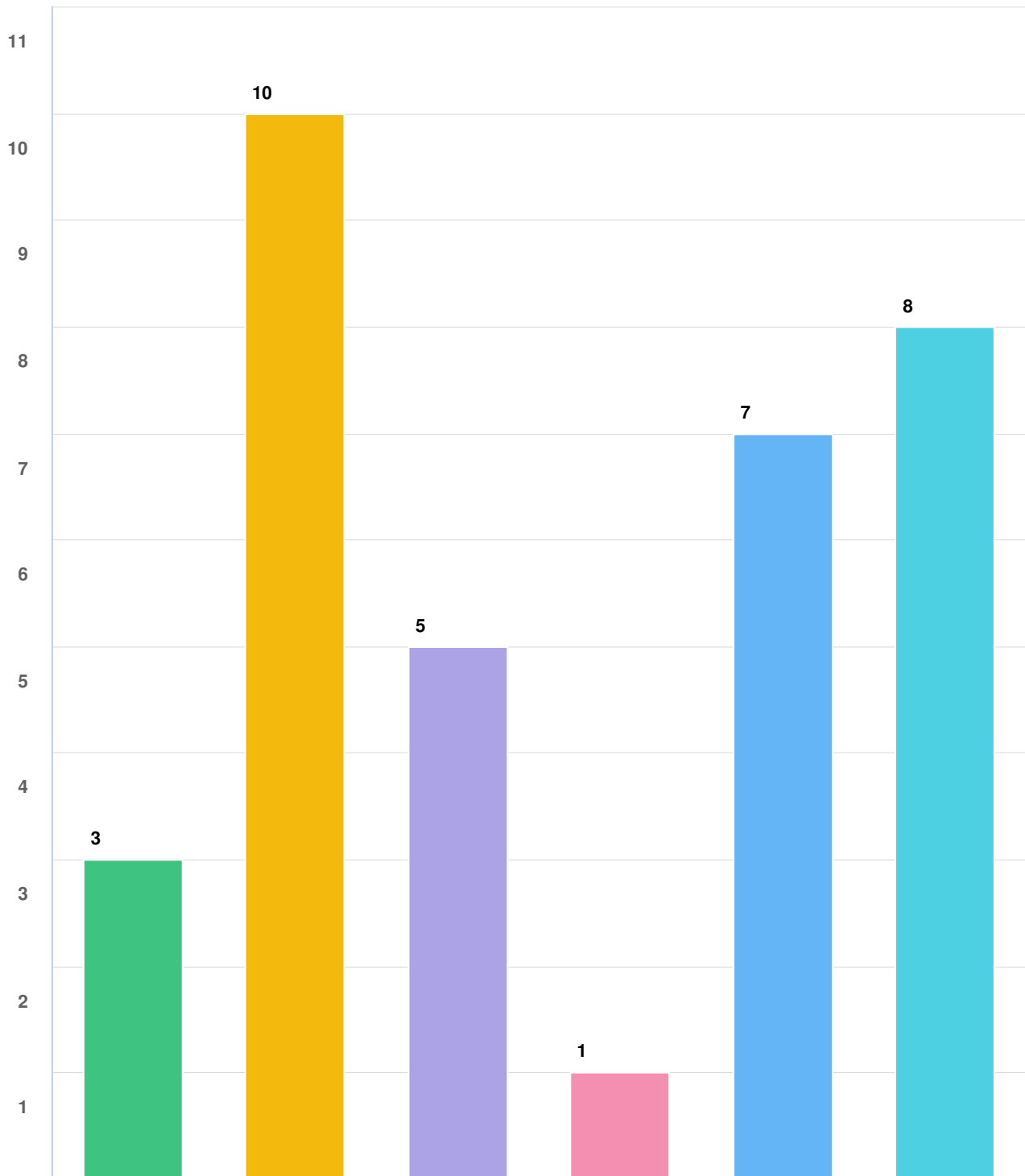
● Snap Send Solve
 ● Social media
 ● Letter
 ● Email
 ● Phone
 ● Walk in / counter

Optional question (12 response(s), 190 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Stormwater / flooding



Question options

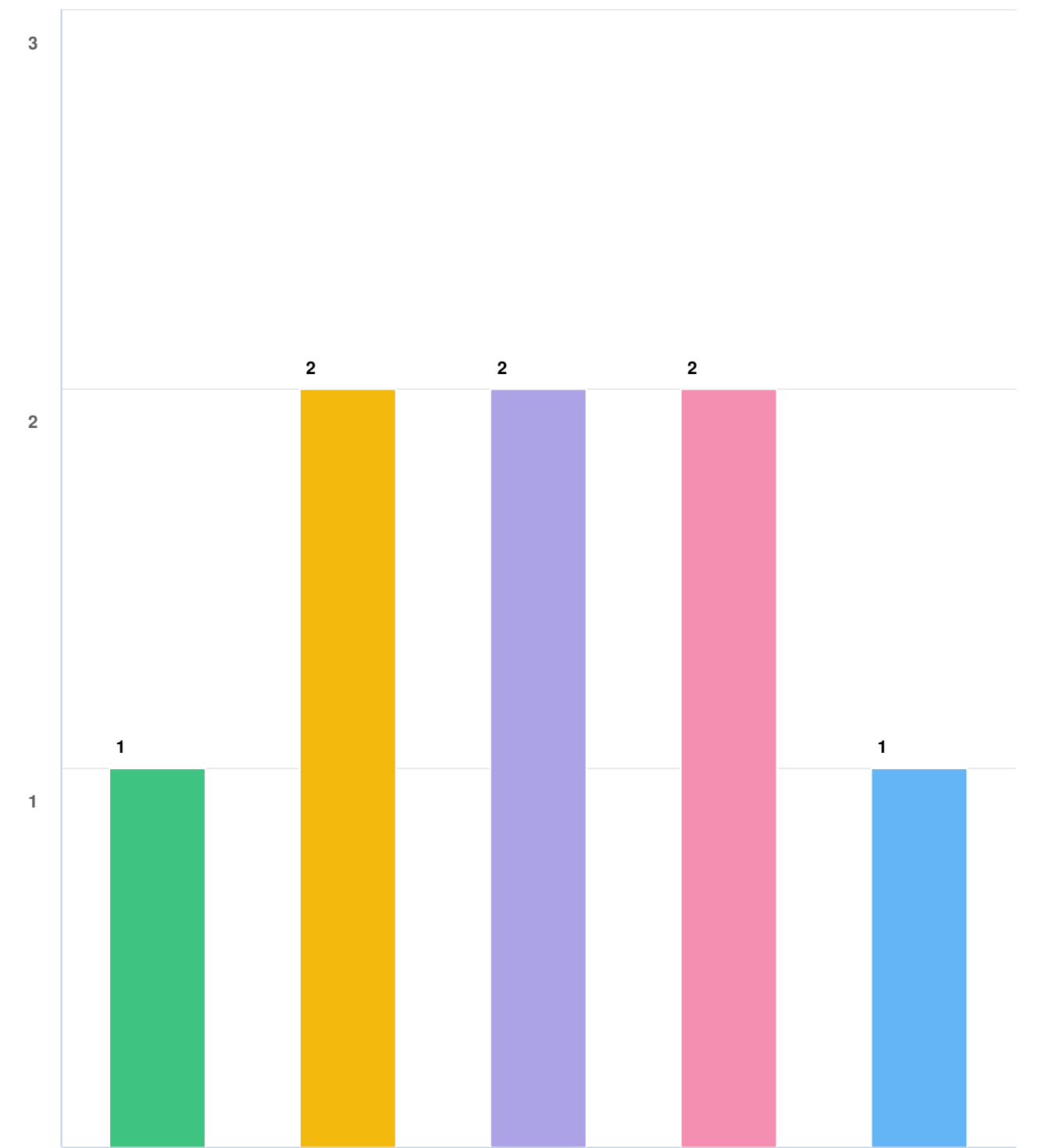
● Snap Send Solve
 ● Social media
 ● Letter
 ● Email
 ● Phone
 ● Walk in / counter

Optional question (23 response(s), 179 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Public toilets / restrooms



Question options

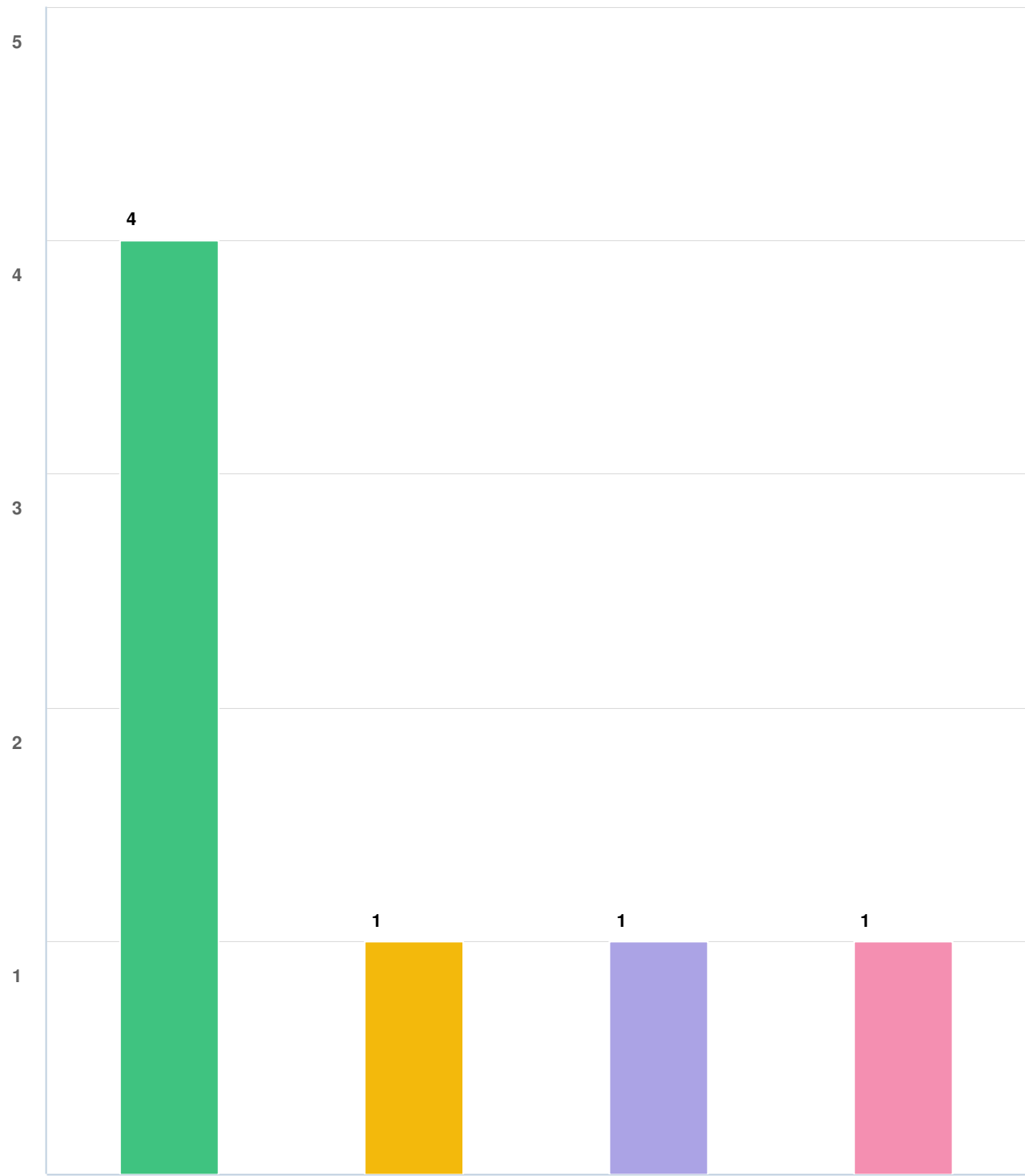
- Snap Send Solve
- Social media
- Email
- Phone
- Walk in / counter

Optional question (7 response(s), 195 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Water supply



Question options

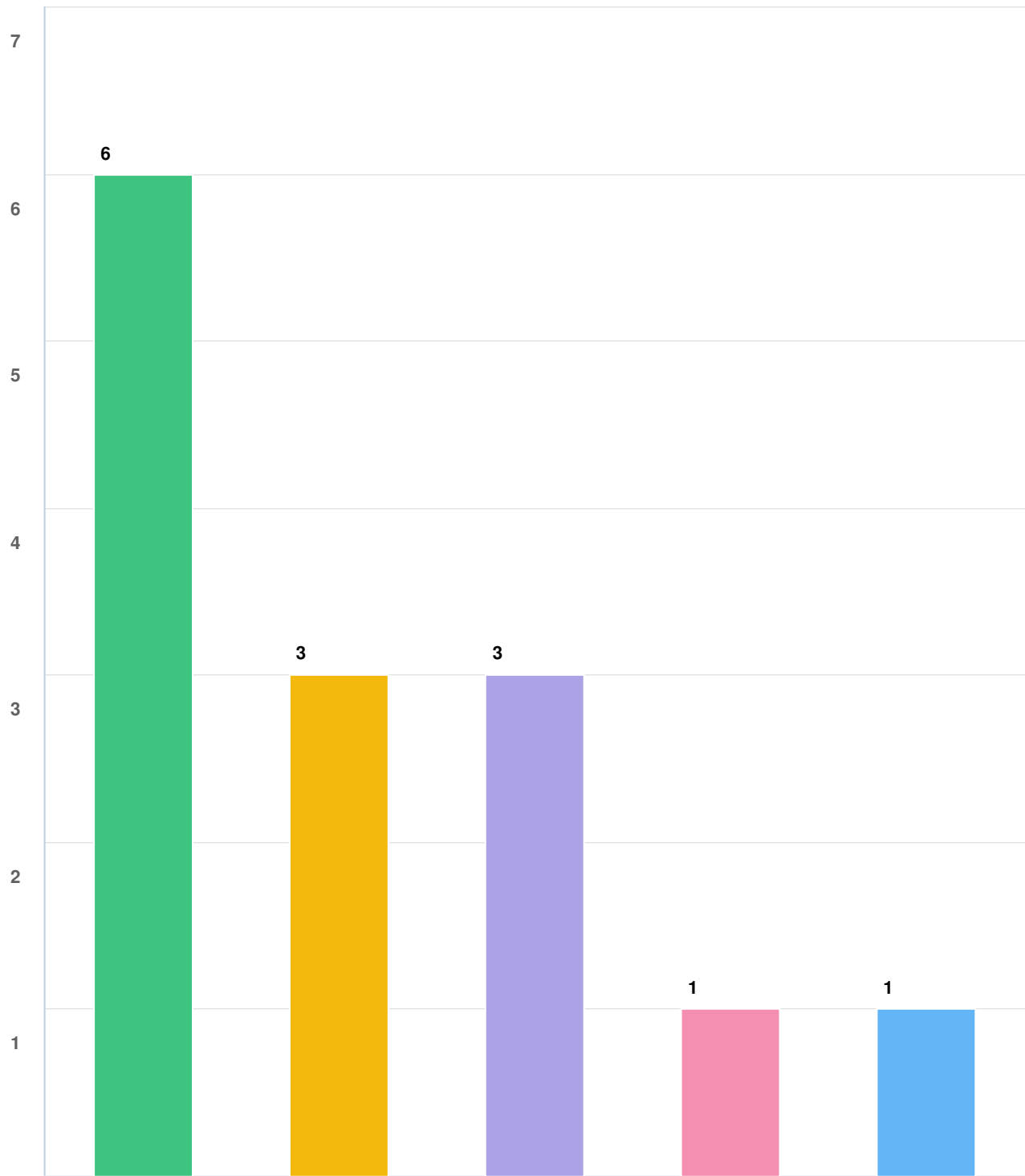
- Snap Send Solve
- Social media
- Email
- Phone

Optional question (7 response(s), 195 skipped)

Question type: Checkbox Question

For each reason you mentioned you contacted the Council above, how did you make contact with Council staff?

Other reason



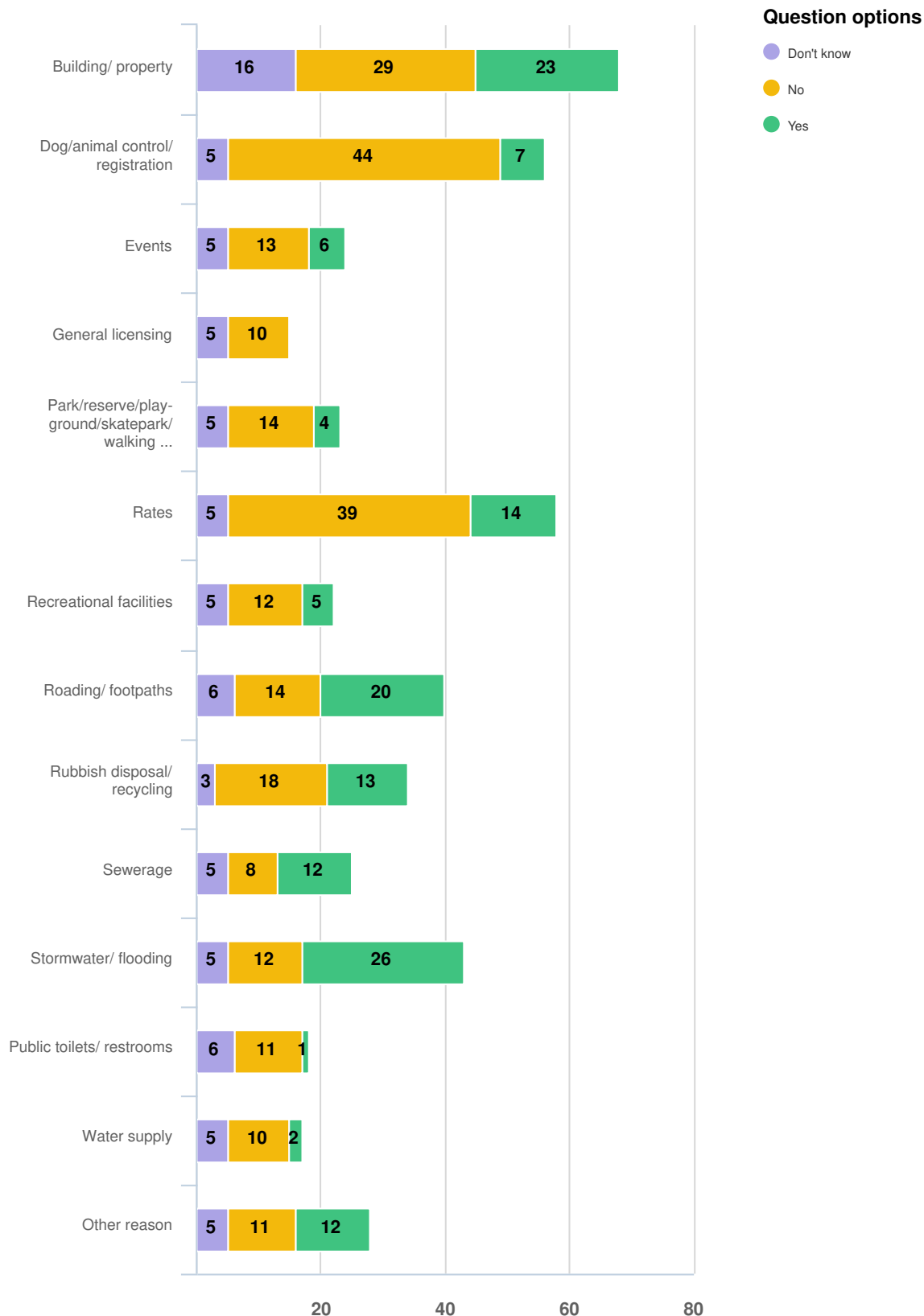
Question options

- Snap Send Solve ● Letter ● Email ● Phone ● Walk in / counter

Optional question (11 response(s), 191 skipped)

Question type: Checkbox Question

For each of the reasons you contacted the Council was there a need for further communication or follow up by the Council after the initial contact?



Optional question (155 response(s), 47 skipped)

Question type: Likert Question

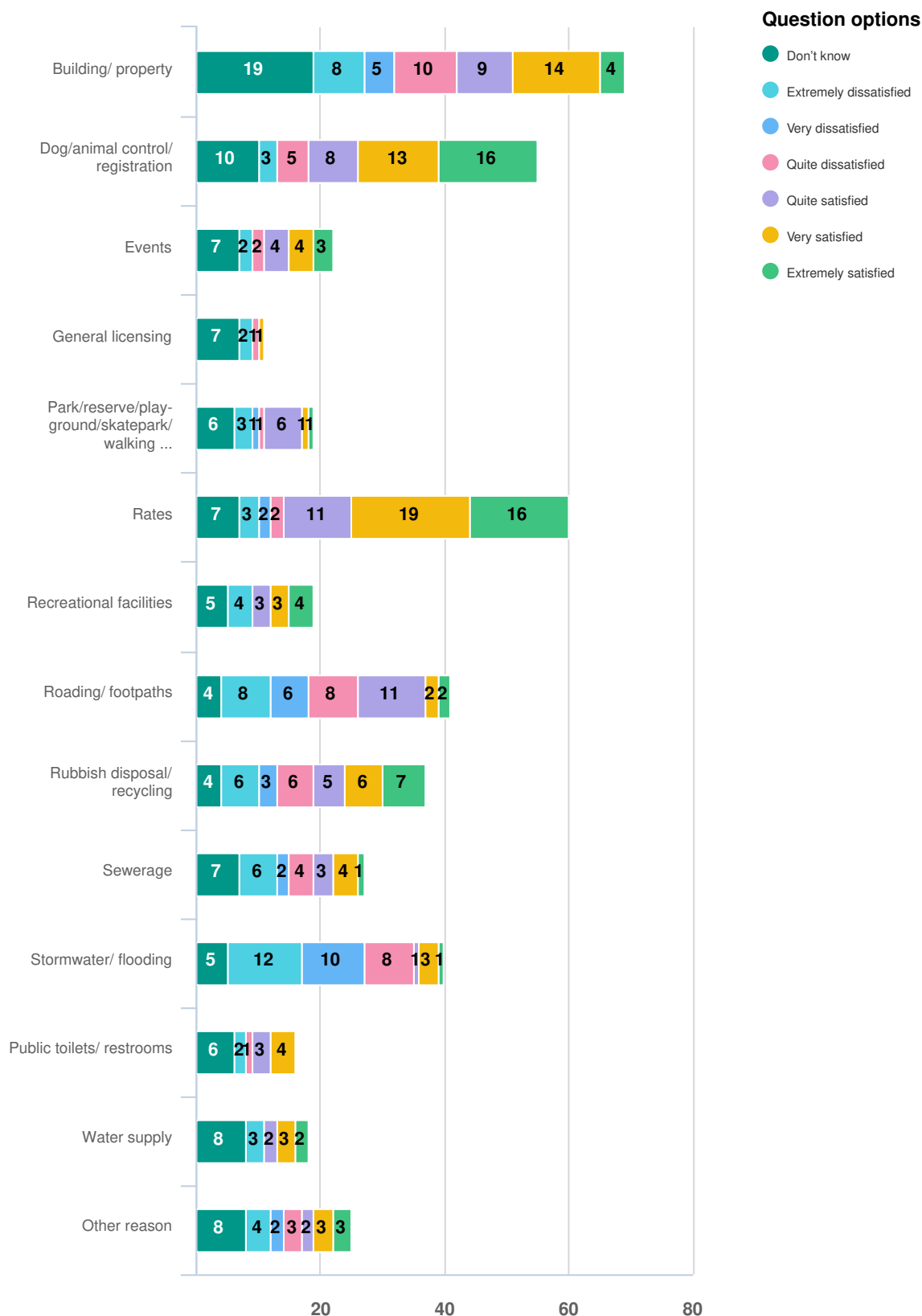
For each reason you contacted the Council and there was a need for further communication or follow up by the Council, did this happen?



Optional question (99 response(s), 103 skipped)

Question type: Likert Question

How satisfied were you with the overall service you received when you contacted the Council offices about: NOTE Please move the slider beneath the response to access the Don't know / Not applicable option

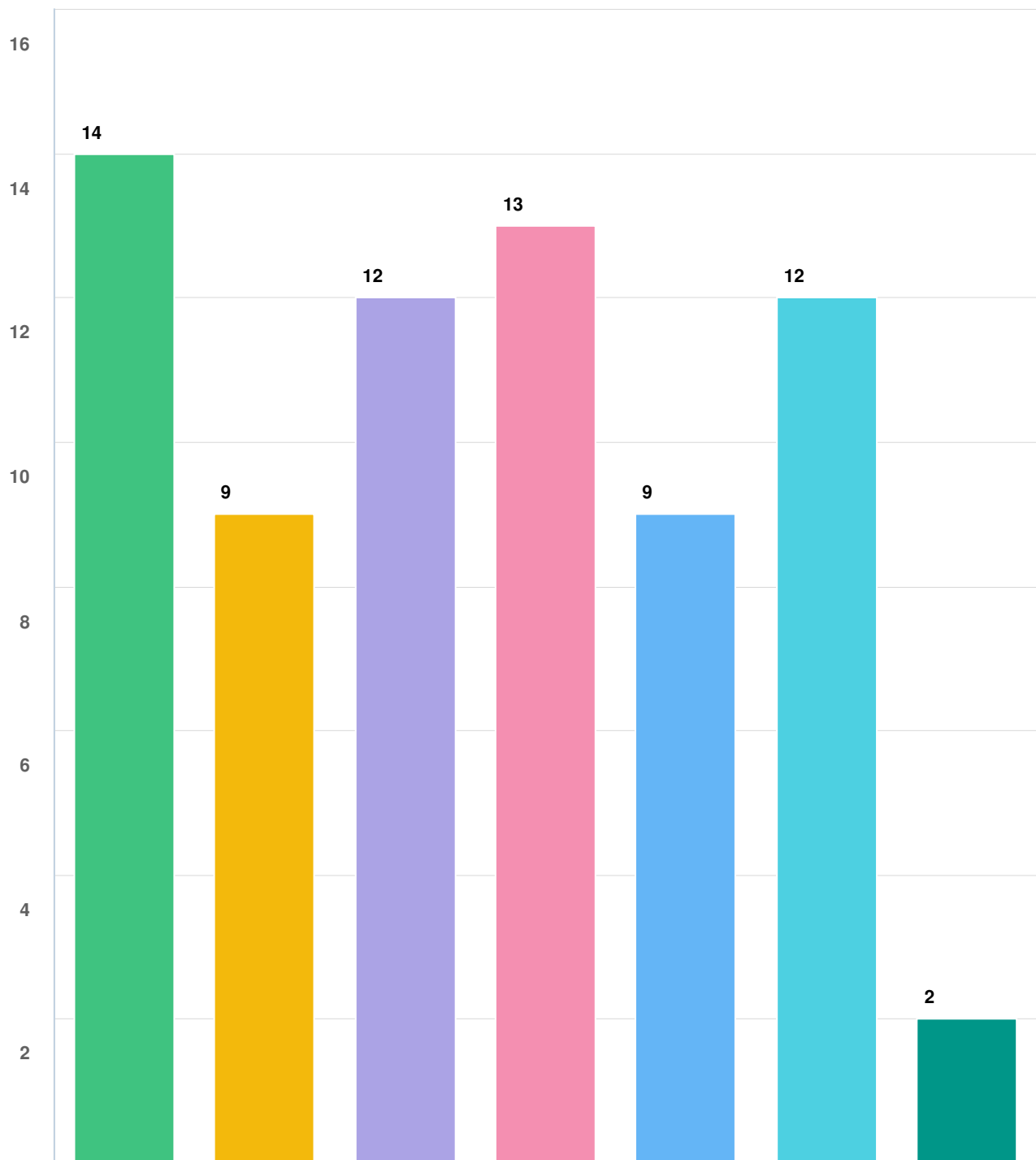


Optional question (159 response(s), 43 skipped)

Question type: Likert Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Building/property



Question options

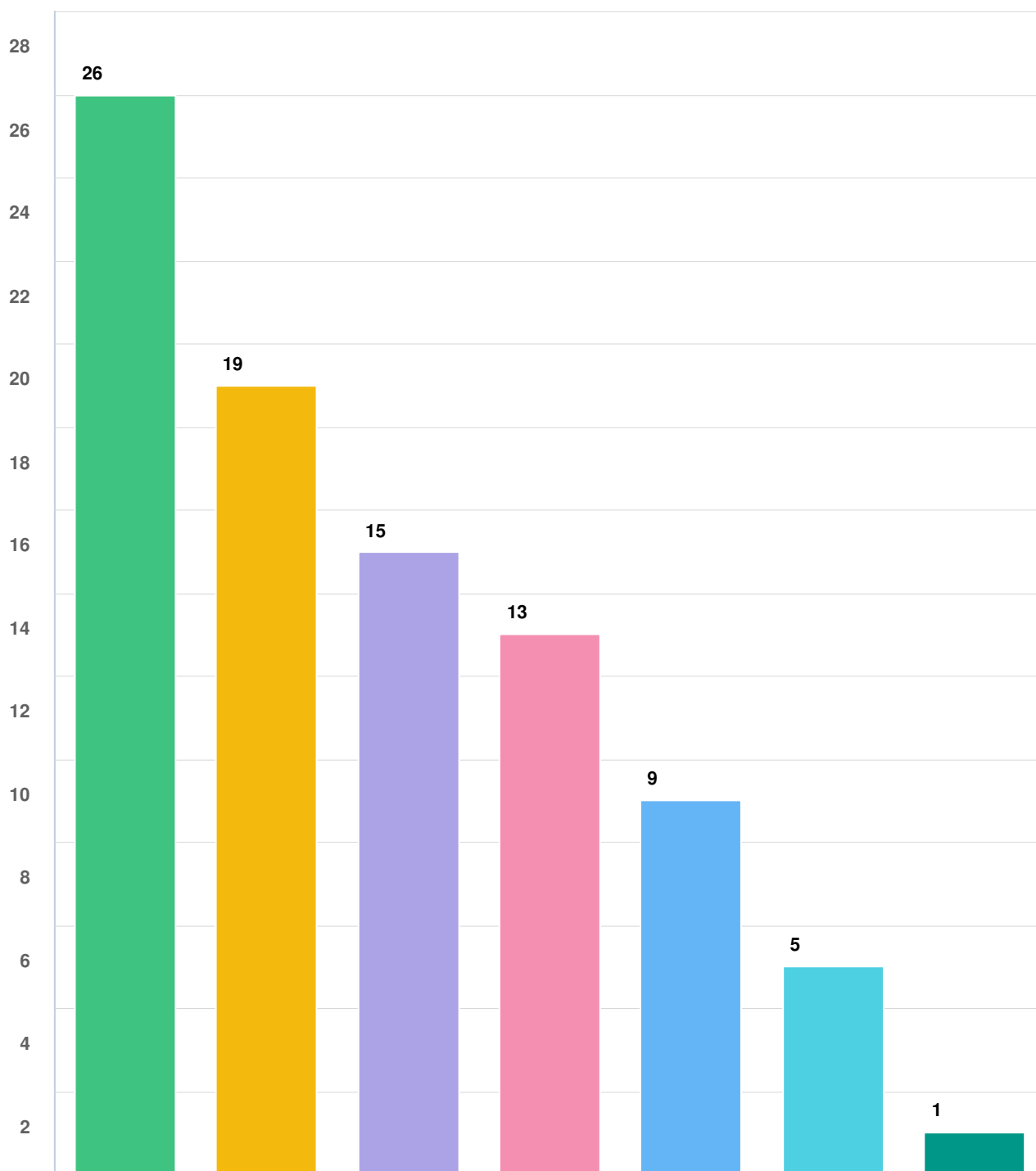
- Other (please specify)
 ● Issue was resolved/action taken
 ● Good communication/provision of information
 ● Helpful
- Good/great service/staff/system
 ● Fast/efficient/easy/no queue
 ● Friendly/pleasant/polite

Optional question (27 response(s), 175 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Dog/animal control/ registration



Question options

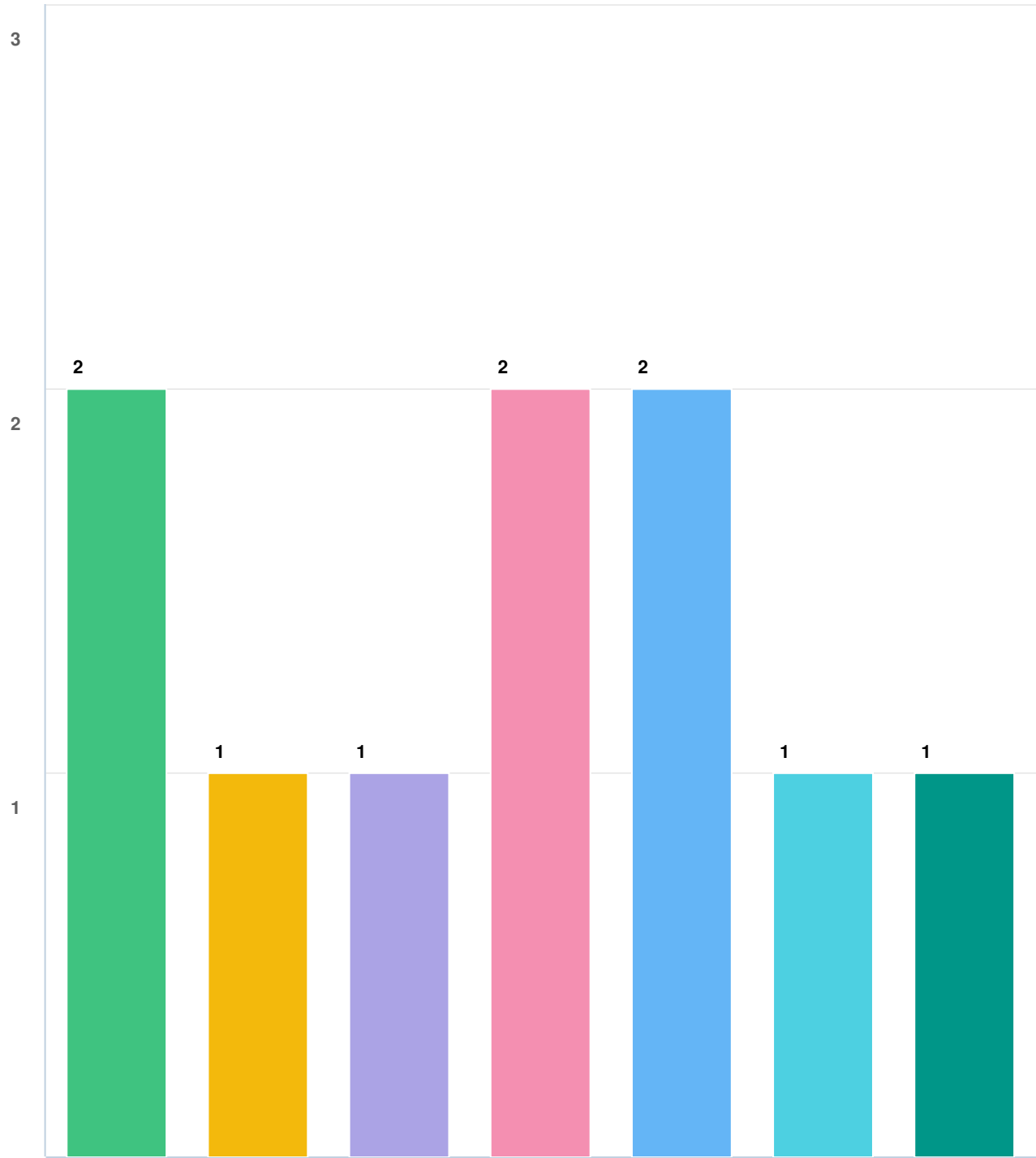
- Other (please specify)
 ● Issue was resolved/action taken
 ● Good communication/provision of information
 ● Helpful
- Good/great service/staff/system
 ● Fast/efficient/easy/no queue
 ● Friendly/pleasant/polite

Optional question (35 response(s), 167 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Events



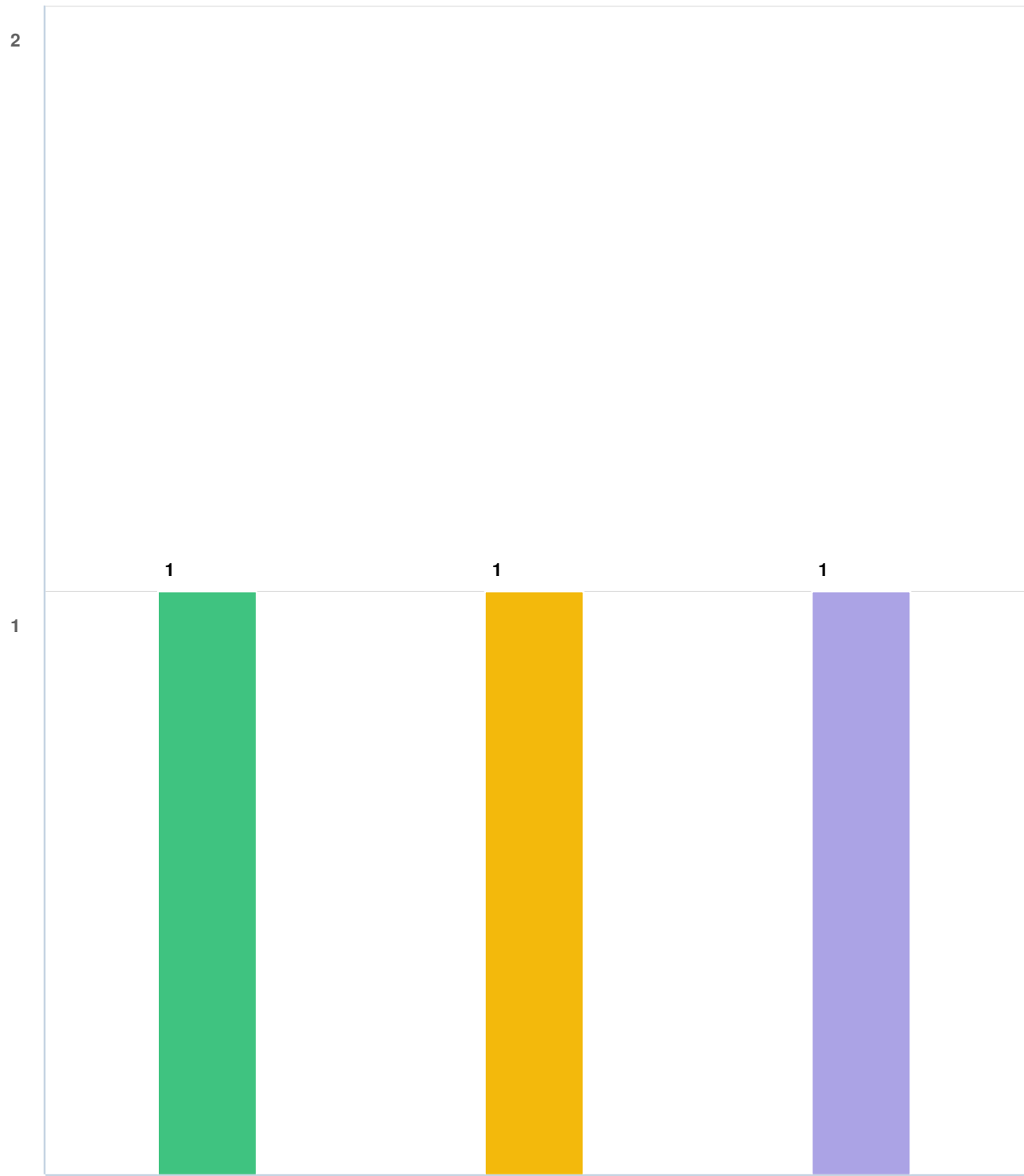
- Question options**
- Other (please specify)
 - Issue was resolved/action taken
 - Good communication/provision of information
 - Helpful
 - Good/great service/staff/system
 - Fast/efficient/easy/no queue
 - Friendly/pleasant/polite

Optional question (6 response(s), 196 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

General licensing



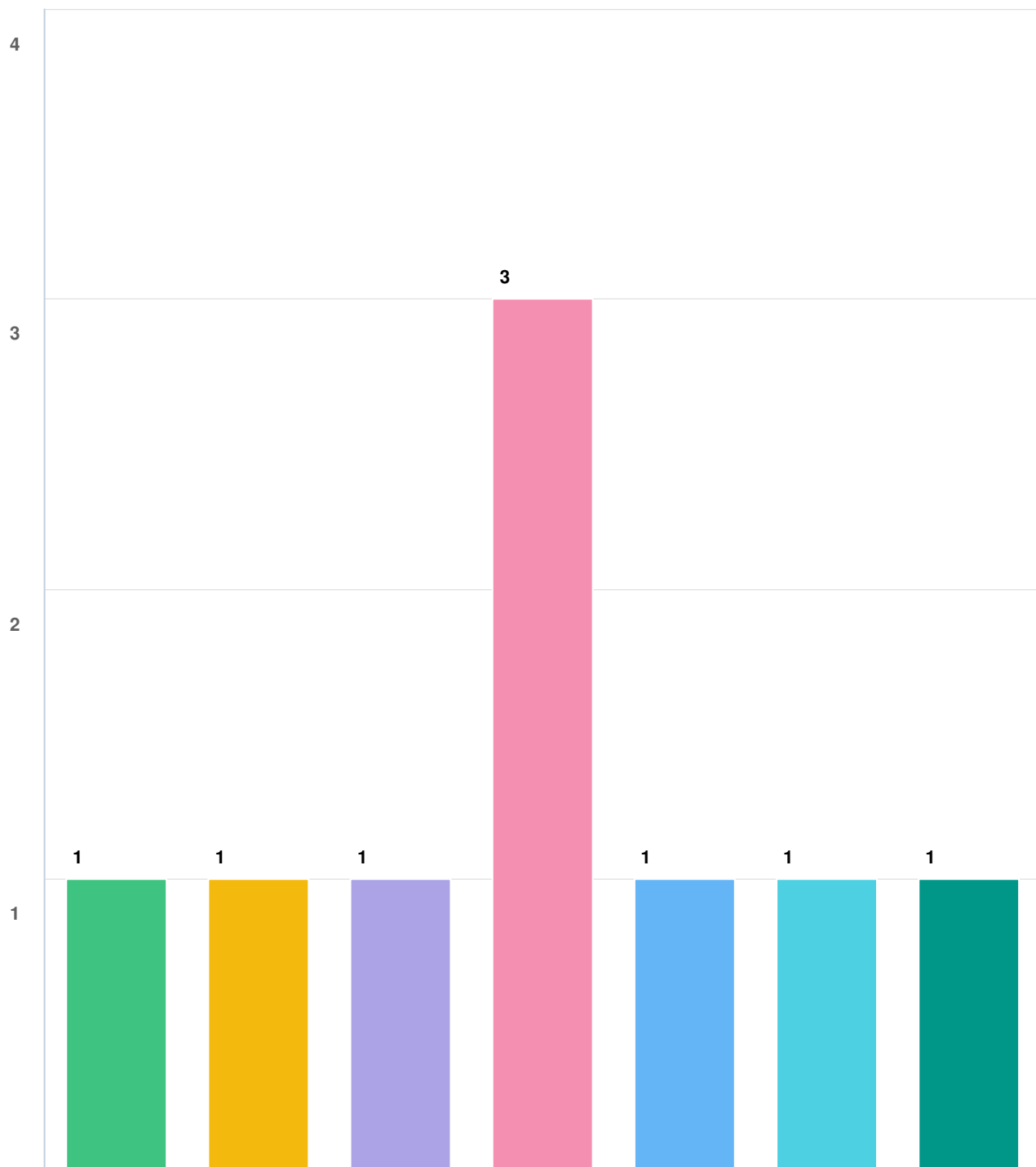
Question options

- Other (please specify)
- Issue was resolved/action taken
- Helpful

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

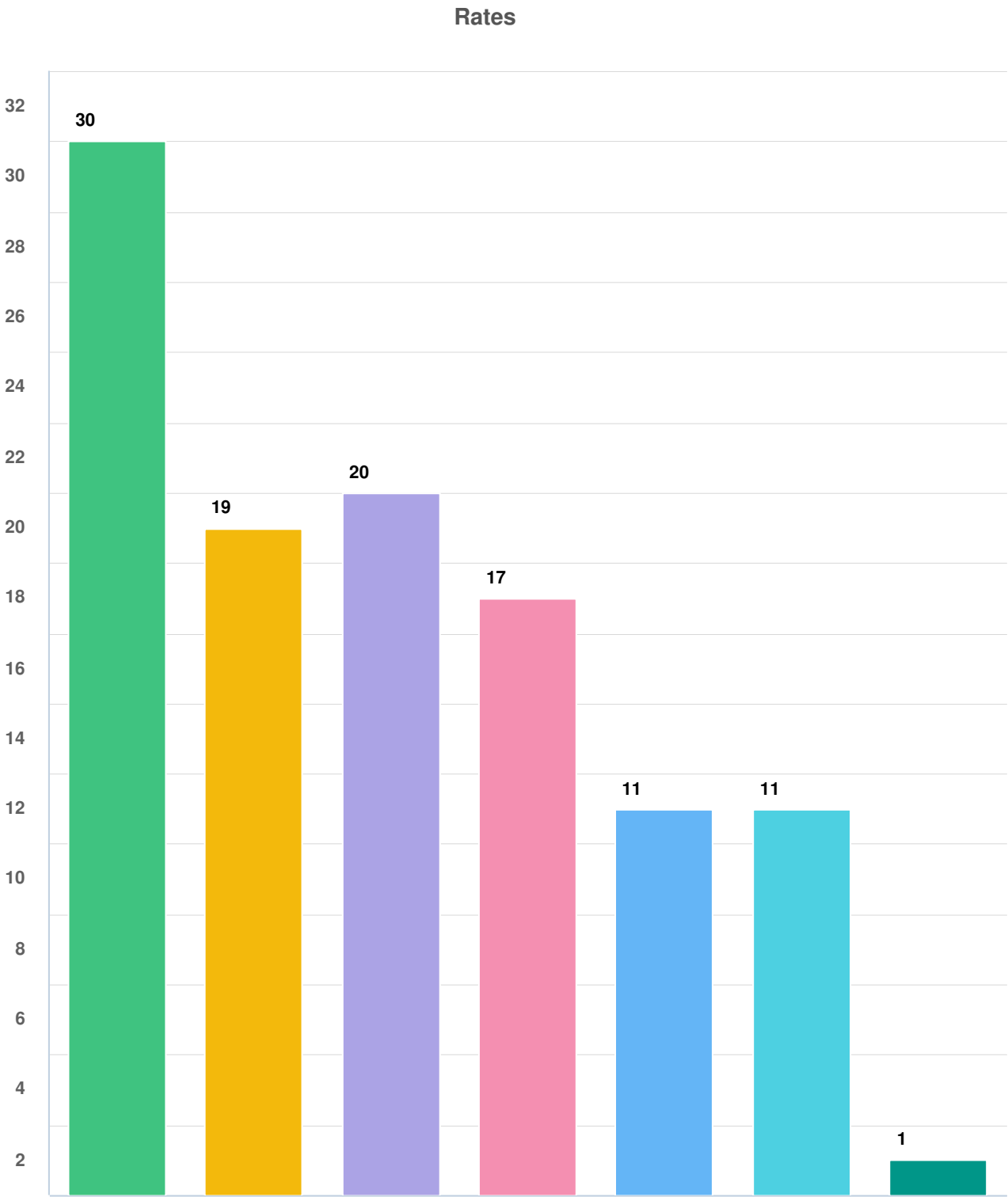
If you were extremely satisfied or very satisfied with the overall service you received, what made it great?
Park/reserve/playground/skatepark/walking track



- Question options**
- Other (please specify)
 - Issue was resolved/action taken
 - Good communication/provision of information
 - Helpful
 - Good/great service/staff/system
 - Fast/efficient/easy/no queue
 - Friendly/pleasant/polite

Optional question (6 response(s), 196 skipped)
Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

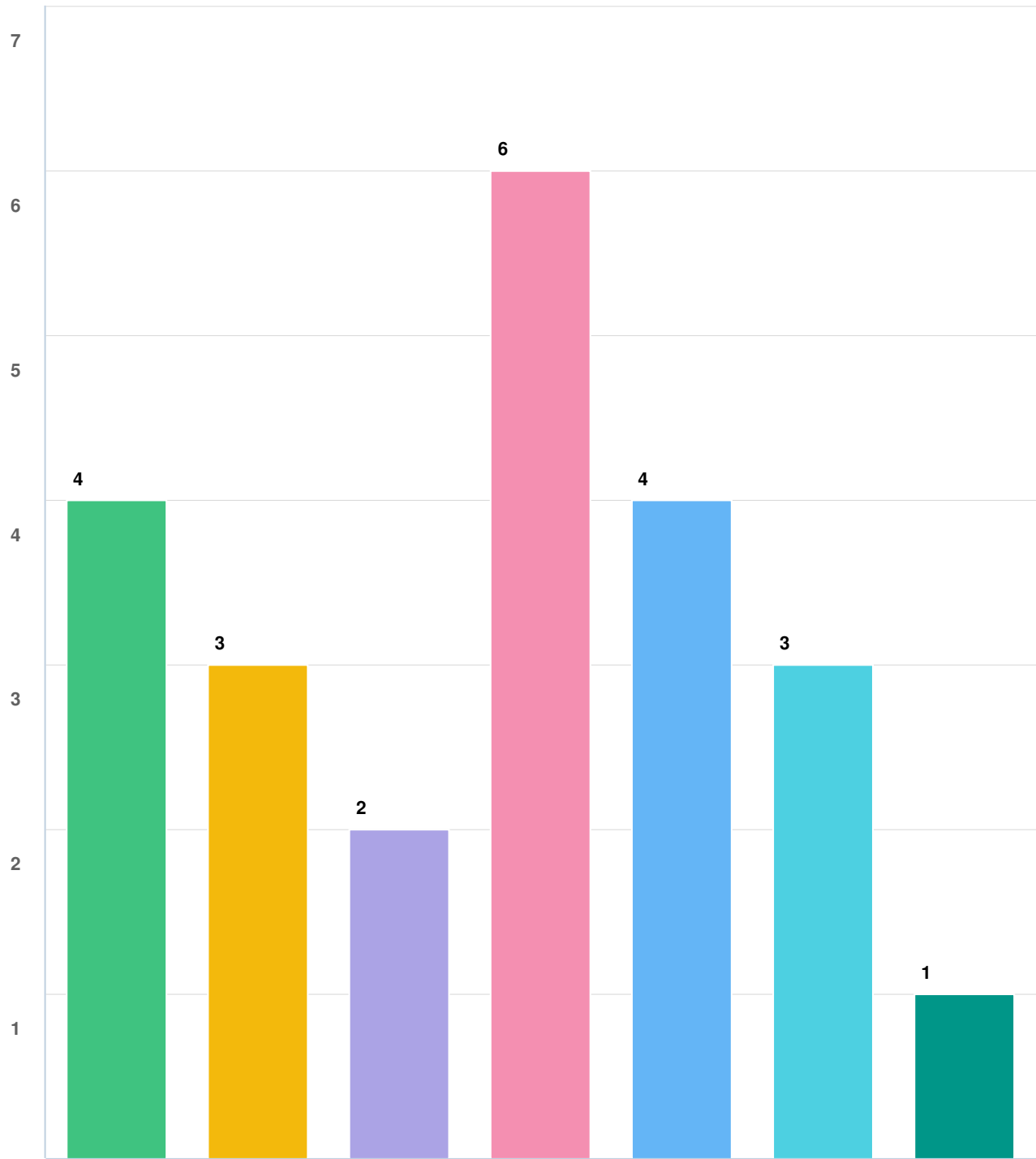


- Question options**
- Other (please specify)
 - Issue was resolved/action taken
 - Good communication/provision of information
 - Helpful
 - Good/great service/staff/system
 - Fast/efficient/easy/no queue
 - Friendly/pleasant/polite

Optional question (43 response(s), 159 skipped)
Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Recreational facilities



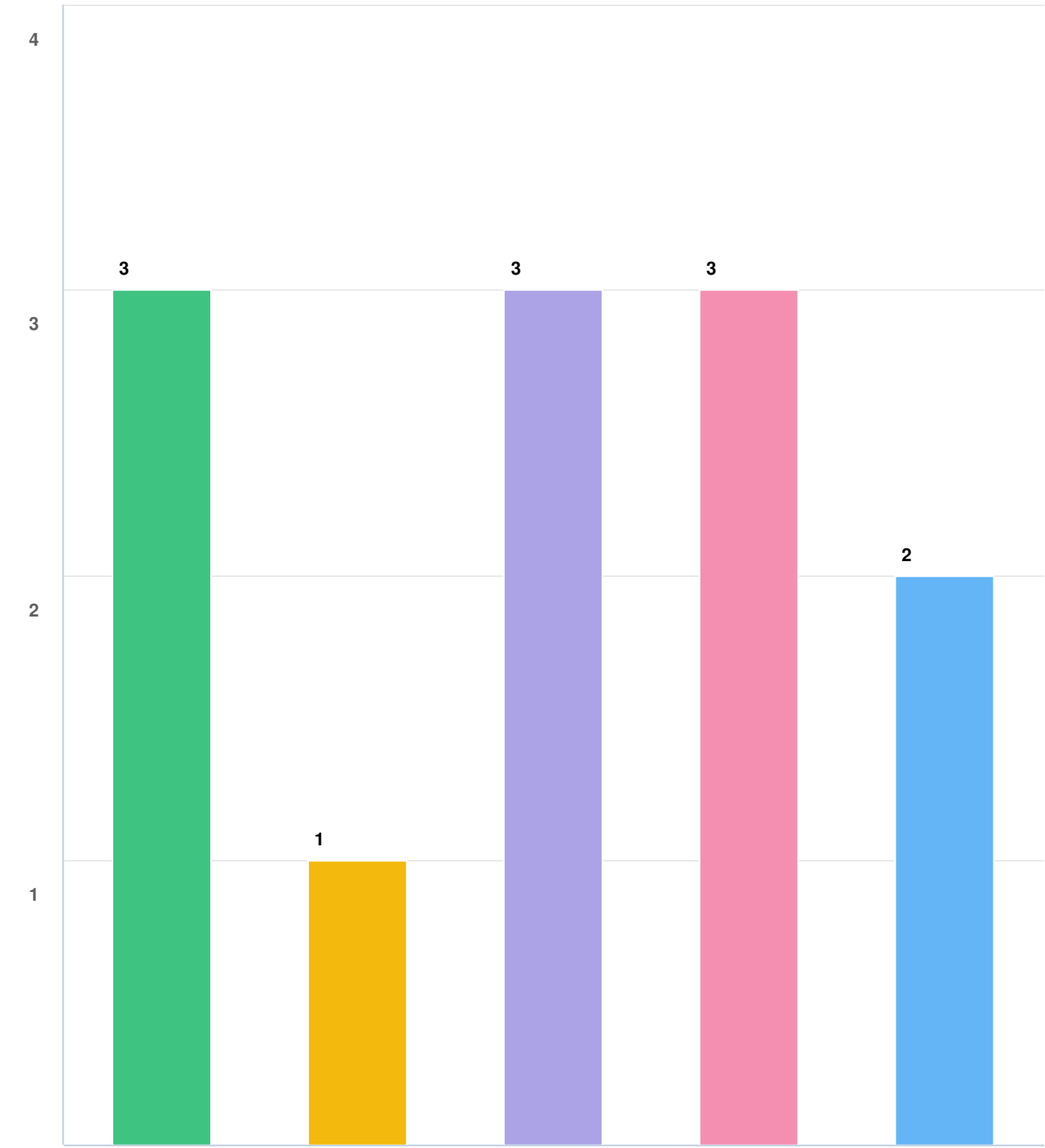
Question options

- Other (please specify)
- Issue was resolved/action taken
- Good communication/provision of information
- Helpful
- Good/great service/staff/system
- Fast/efficient/easy/no queue
- Friendly/pleasant/polite

Optional question (8 response(s), 194 skipped)
Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Roothing/ footpaths



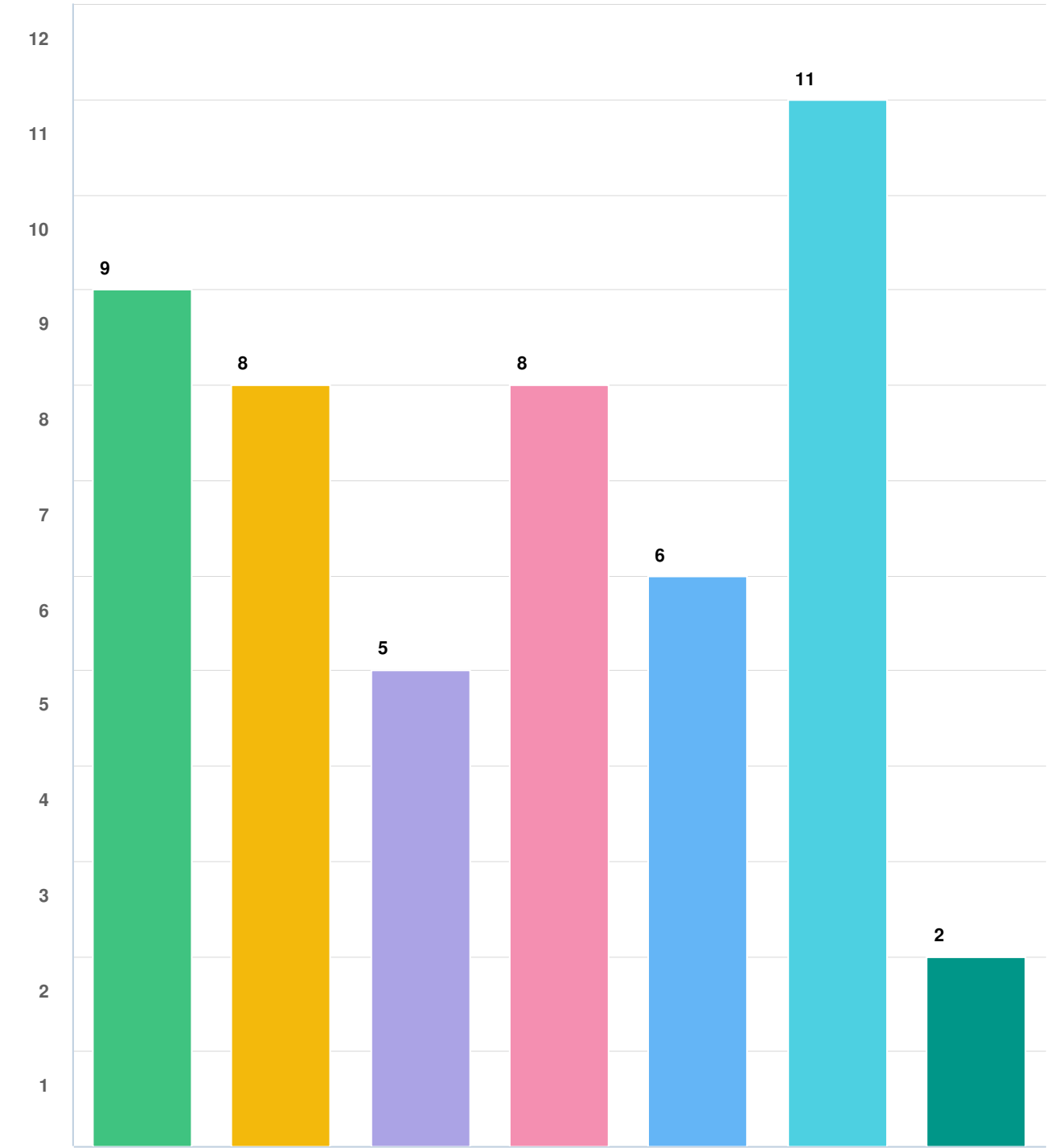
Question options

- Other (please specify)
- Issue was resolved/action taken
- Helpful
- Fast/efficient/easy/no queue
- Friendly/pleasant/polite

Optional question (10 response(s), 192 skipped)
Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Rubbish disposal / recycling



Question options

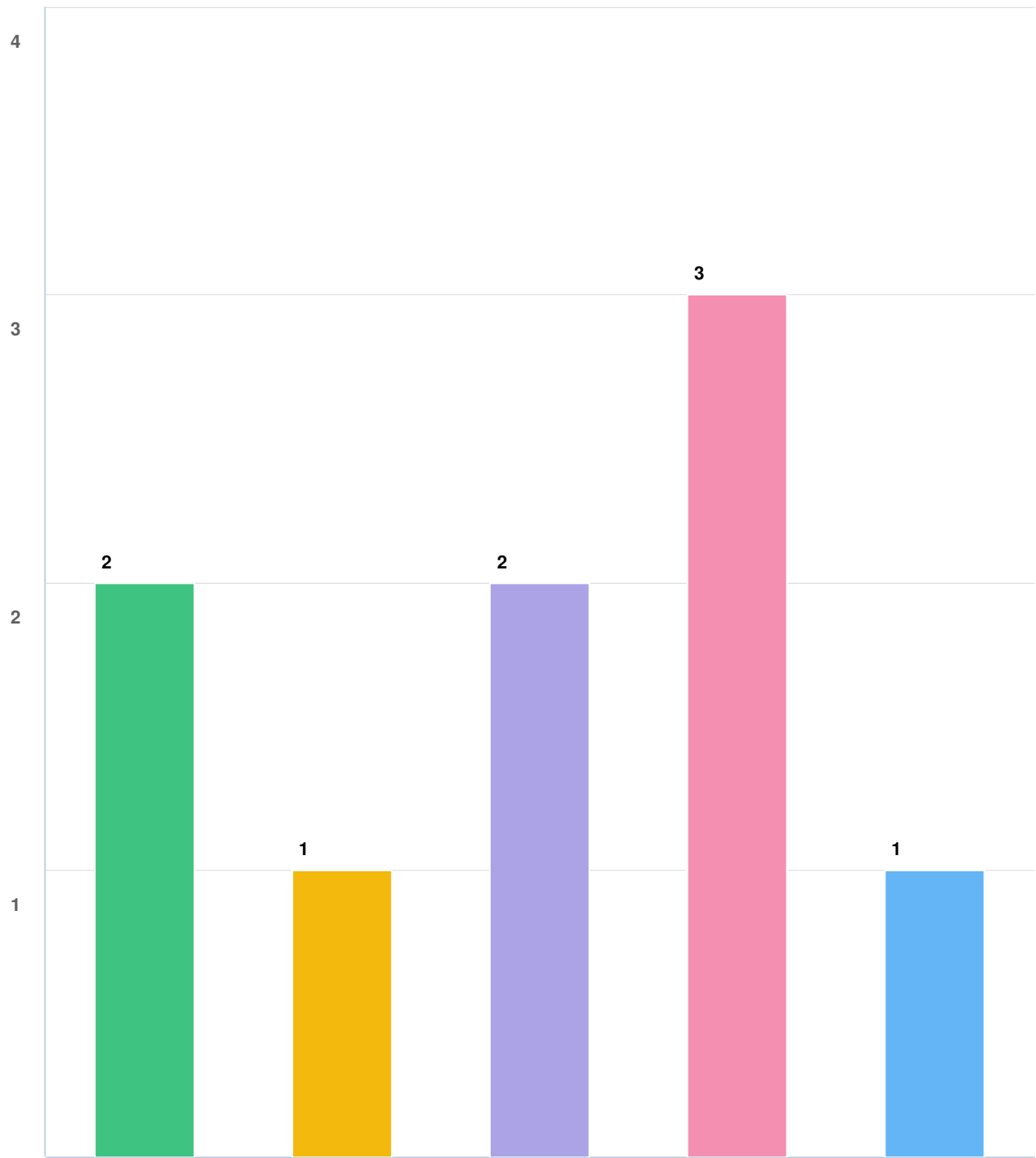
- Other (please specify)
- Issue was resolved/action taken
- Good communication/provision of information
- Helpful
- Good/great service/staff/system
- Fast/efficient/easy/no queue
- Friendly/pleasant/polite

Optional question (19 response(s), 183 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Sewerage



Question options

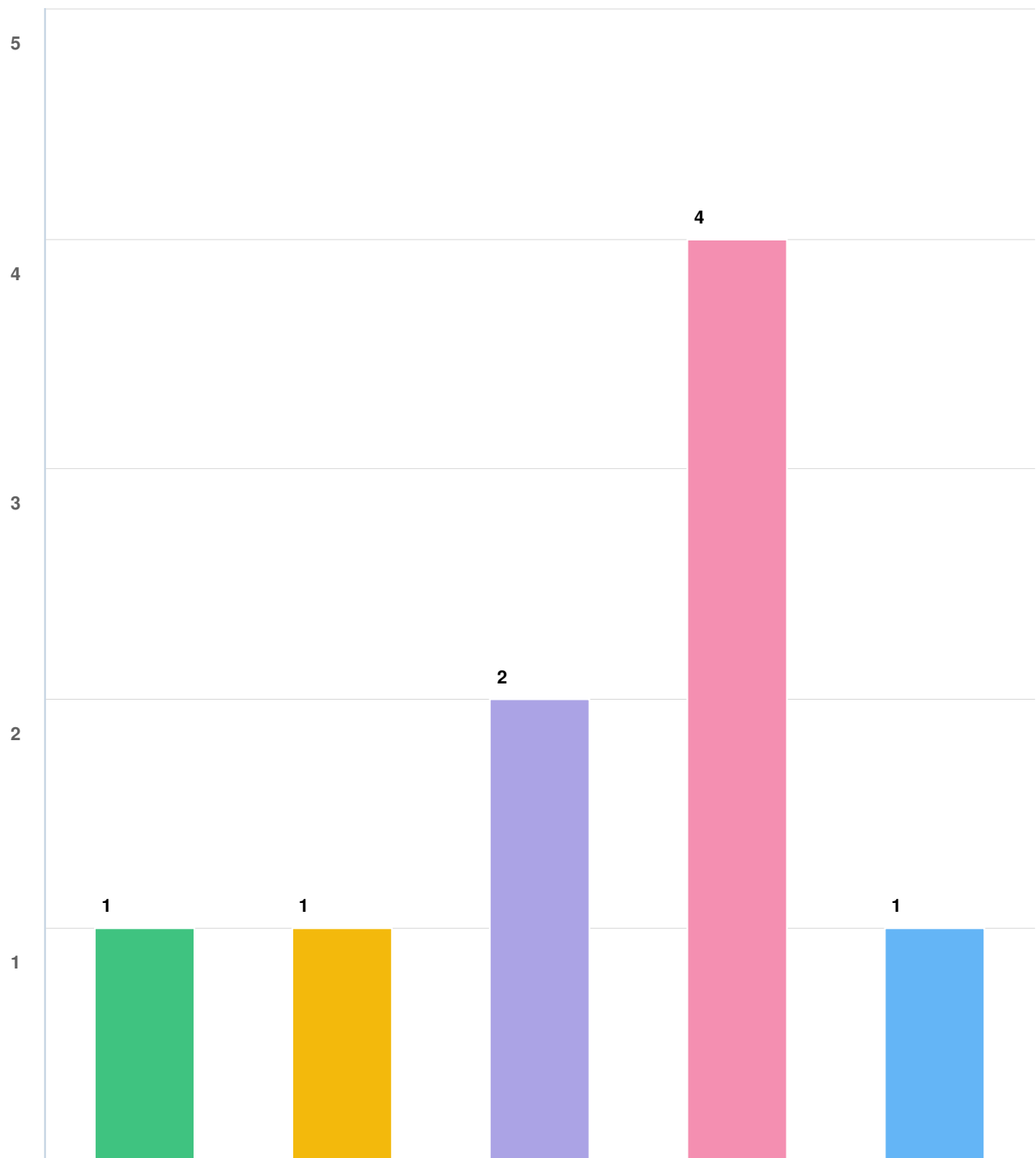
- Other (please specify)
- Issue was resolved/action taken
- Helpful
- Good/great service/staff/system
- Friendly/pleasant/polite

Optional question (8 response(s), 194 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Stormwater / flooding



Question options

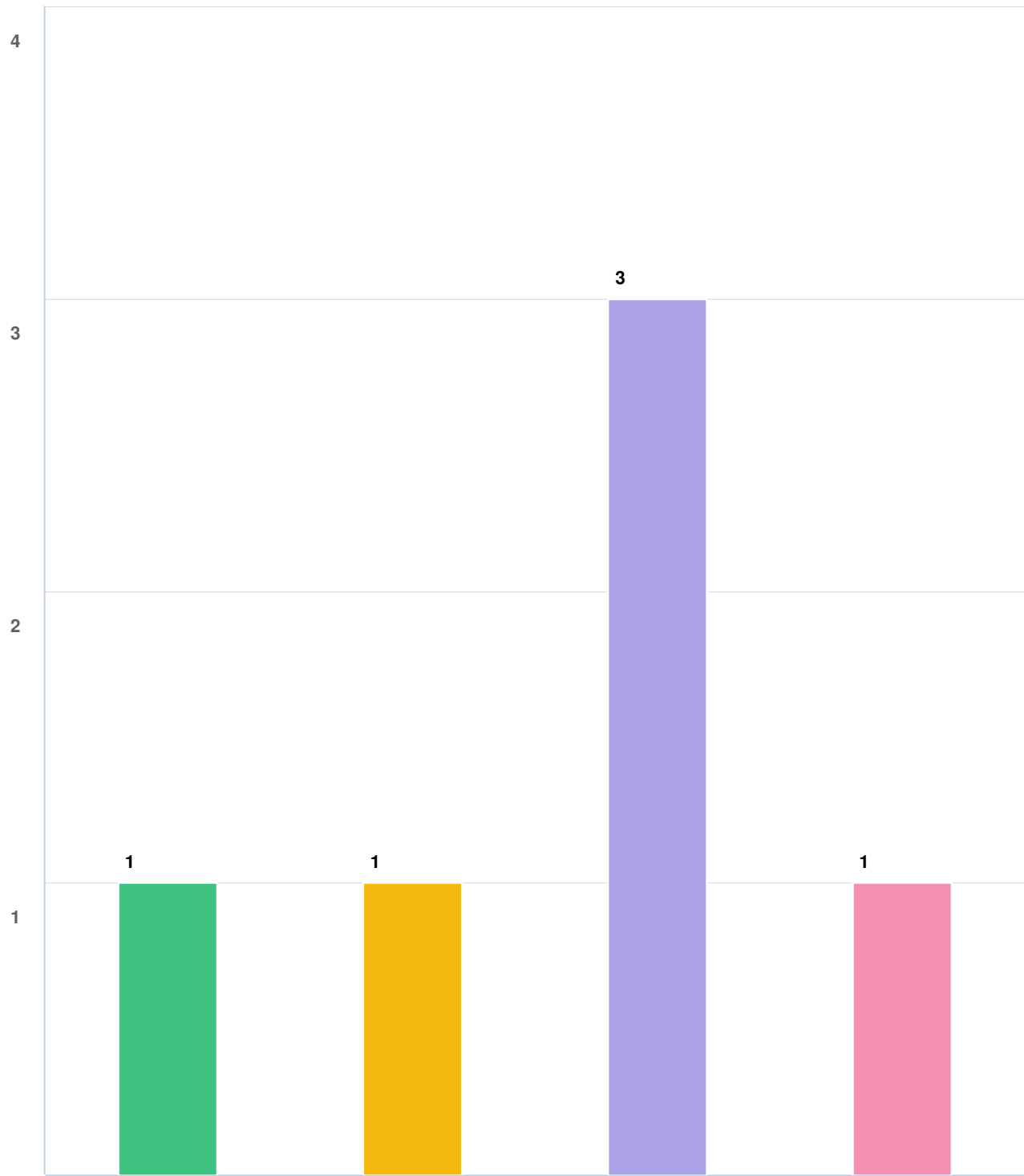
- Other (please specify)
- Issue was resolved/action taken
- Helpful
- Good/great service/staff/system
- Friendly/pleasant/polite

Optional question (8 response(s), 194 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Public toilets / restrooms



Question options

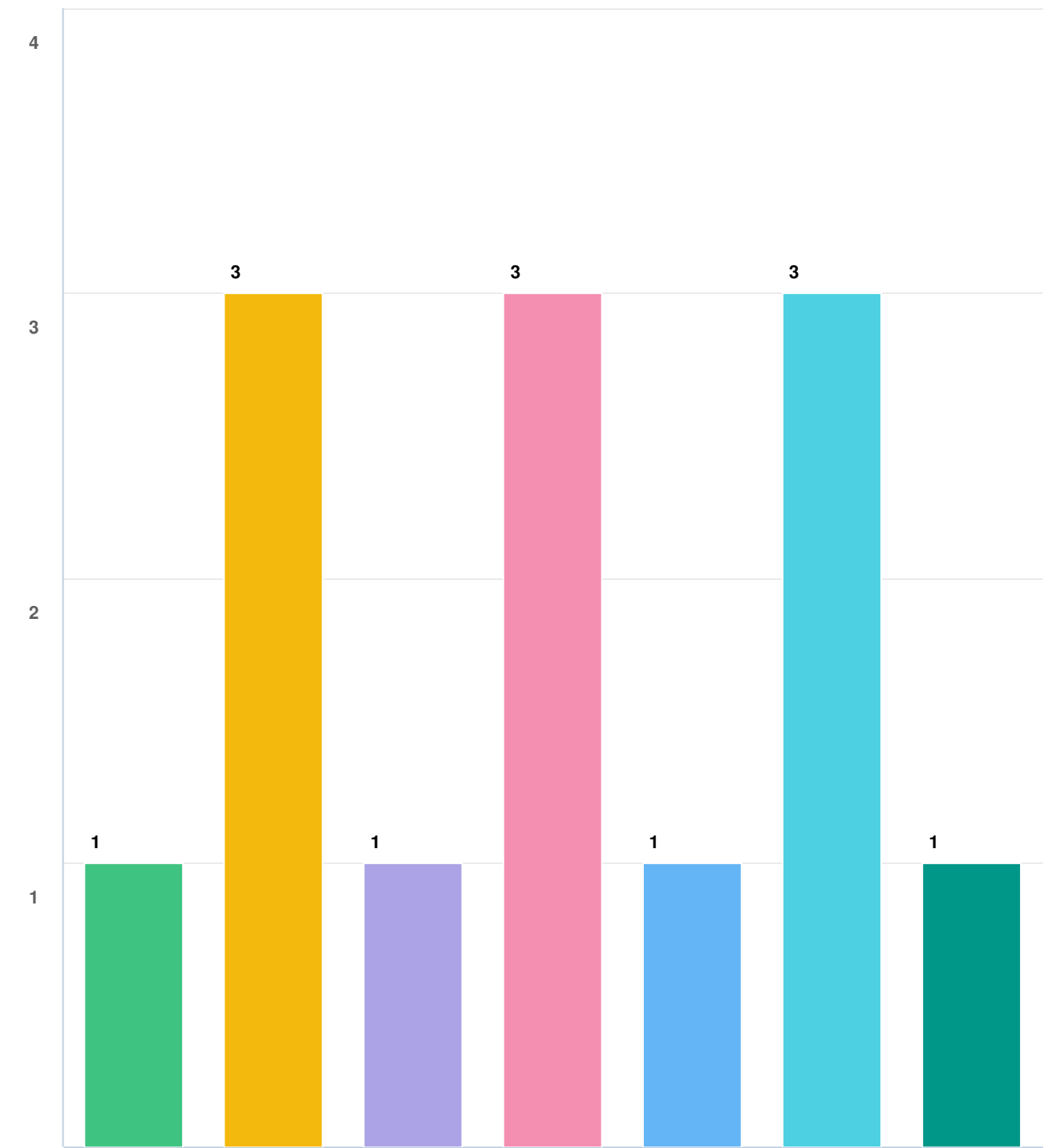
- Other (please specify)
- Issue was resolved/action taken
- Helpful
- Friendly/pleasant/polite

Optional question (6 response(s), 196 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Water supply



Question options

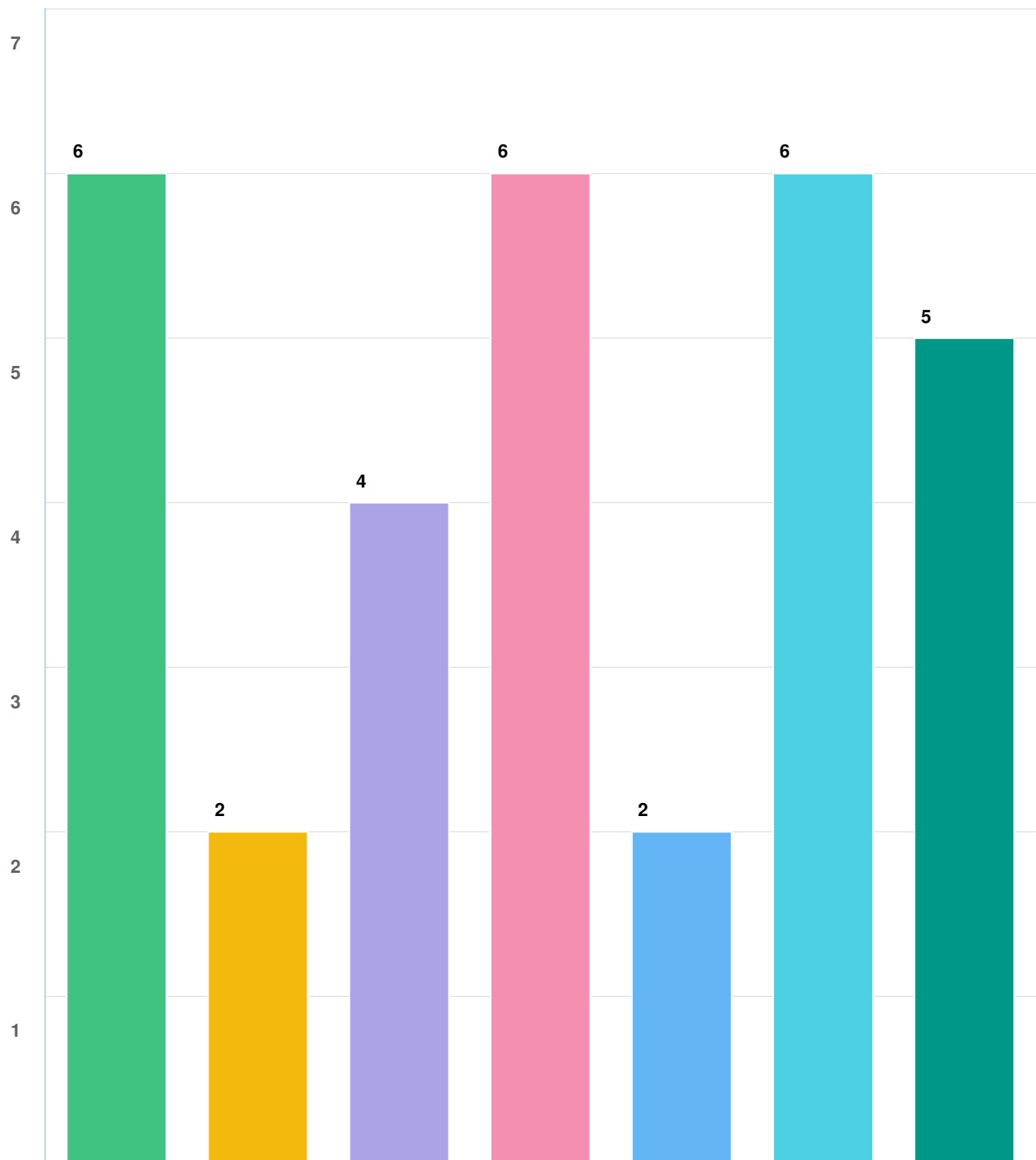
- Other (please specify)
- Issue was resolved/action taken
- Good communication/provision of information
- Helpful
- Good/great service/staff/system
- Fast/efficient/easy/no queue
- Friendly/pleasant/polite

Optional question (8 response(s), 194 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Other reason



Question options

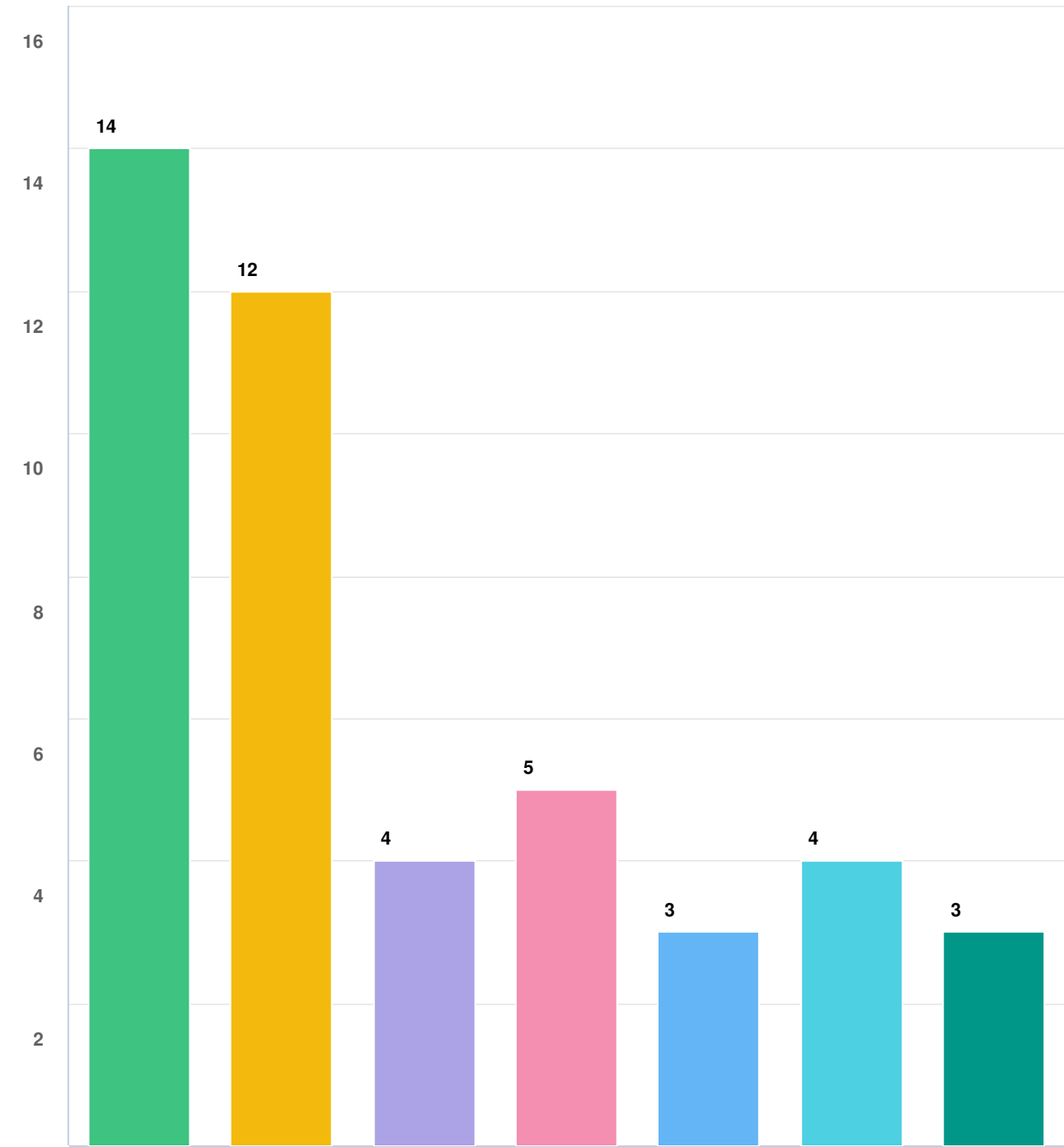
- ☒ Other (please specify)
- ☒ Issue was resolved/action taken
- ☒ Good communication/provision of information
- ☒ Helpful
- ☒ Good/great service/staff/system
- ☒ Fast/efficient/easy/no queue
- ☒ Friendly/pleasant/polite

Optional question (13 response(s), 189 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Building/property



Question options

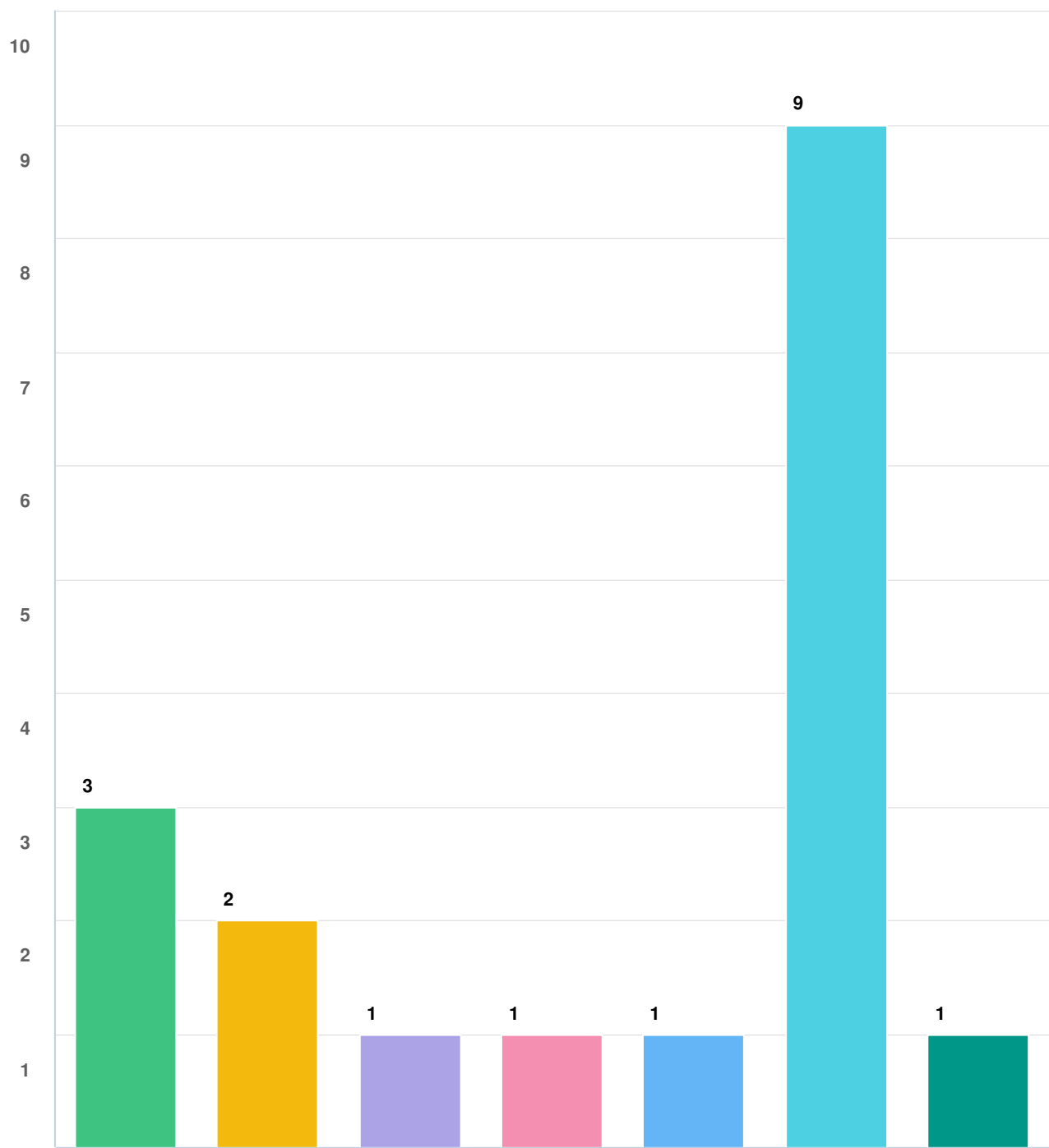
- Other (please specify)
- Nothing to improve/ all good
- More straightforward
- Staff more polite/friendly/provide better service
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (26 response(s), 176 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Dog/animal control/ registration



Question options

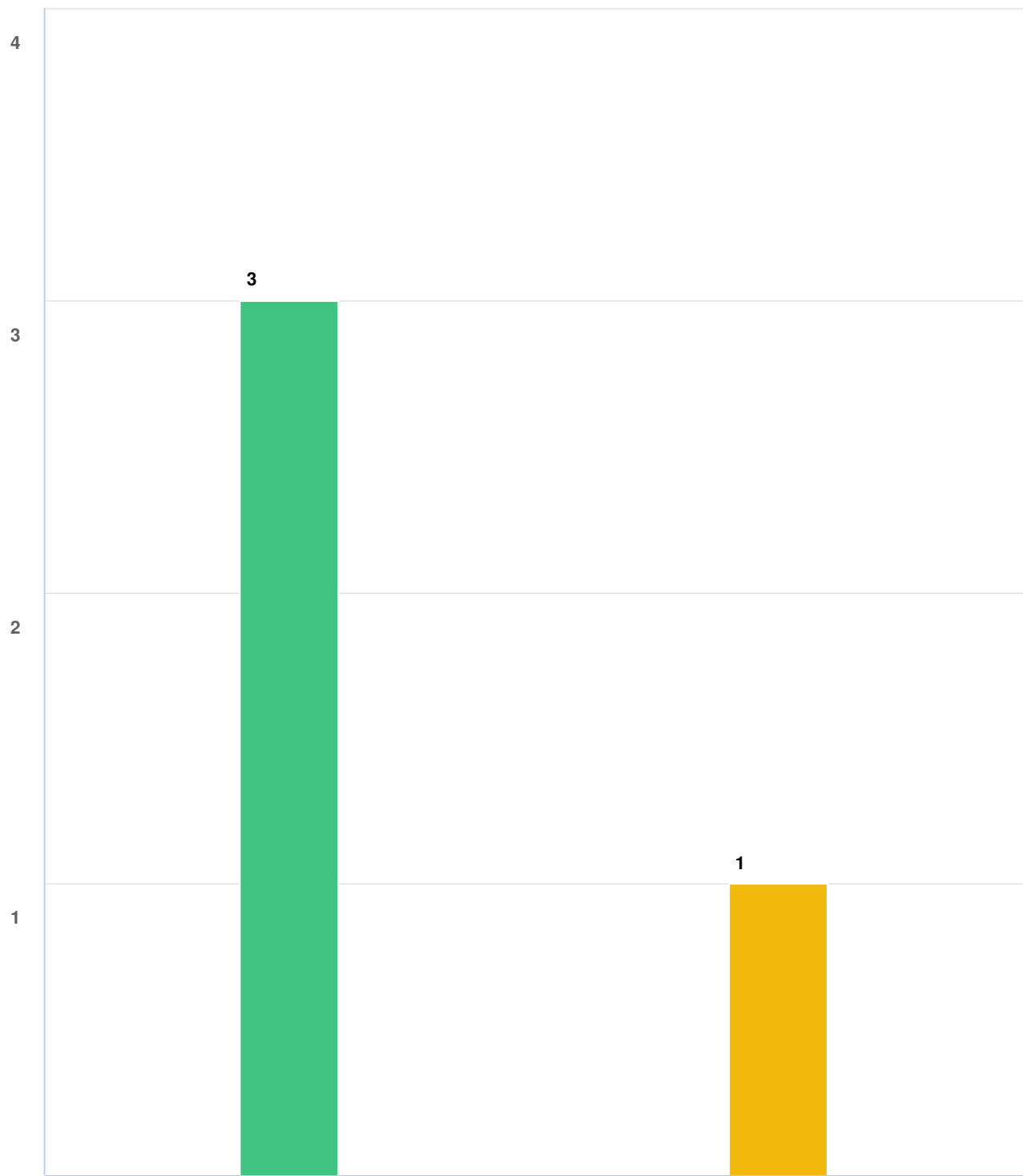
- Other (please specify)
- Nothing to improve/ all good
- More straightforward
- Staff more polite/friendly/provide better service
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (15 response(s), 187 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Events



Question options

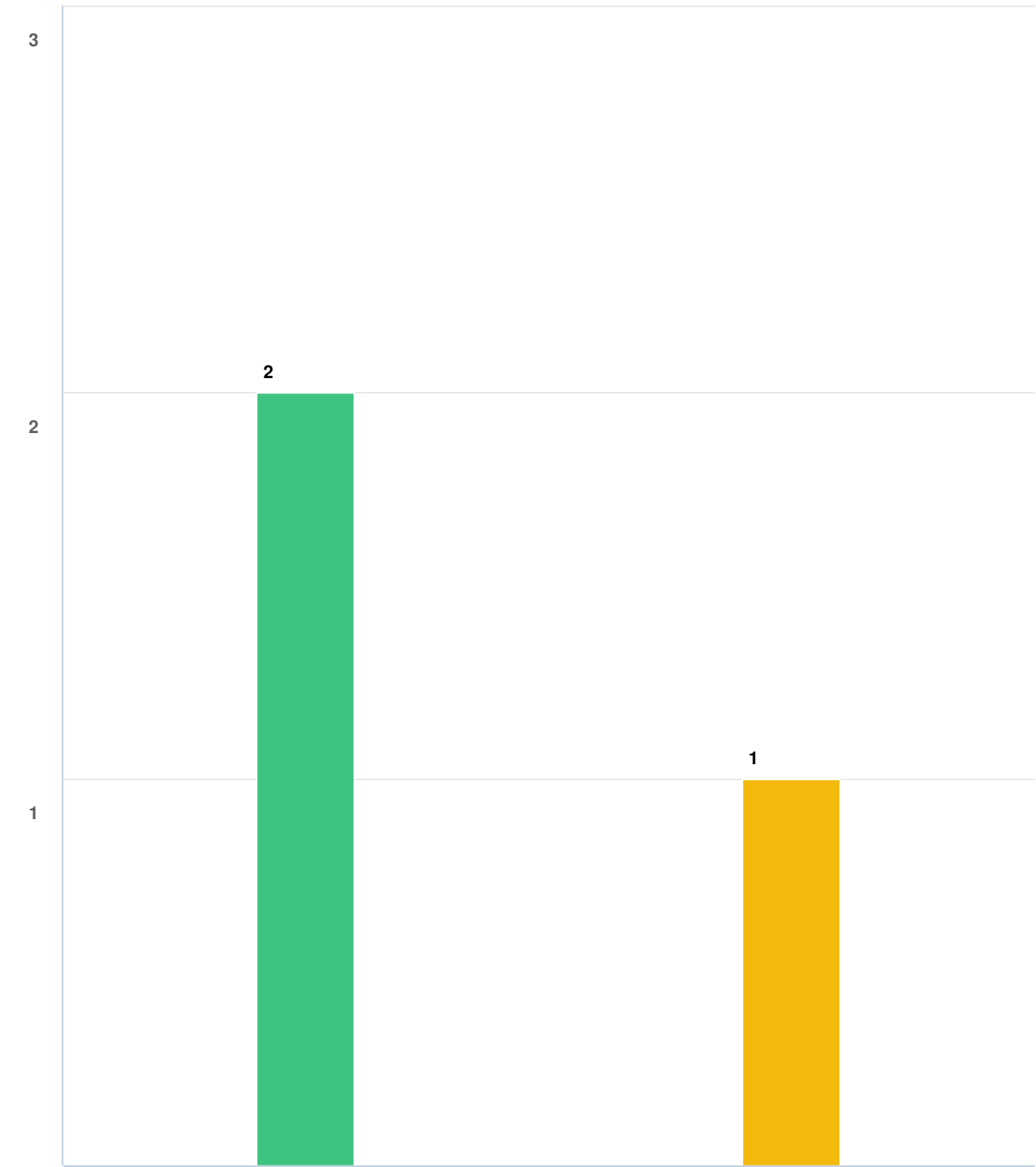
- Other (please specify)
- Nothing to improve/ all good

Optional question (4 response(s), 198 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

General licensing



Question options

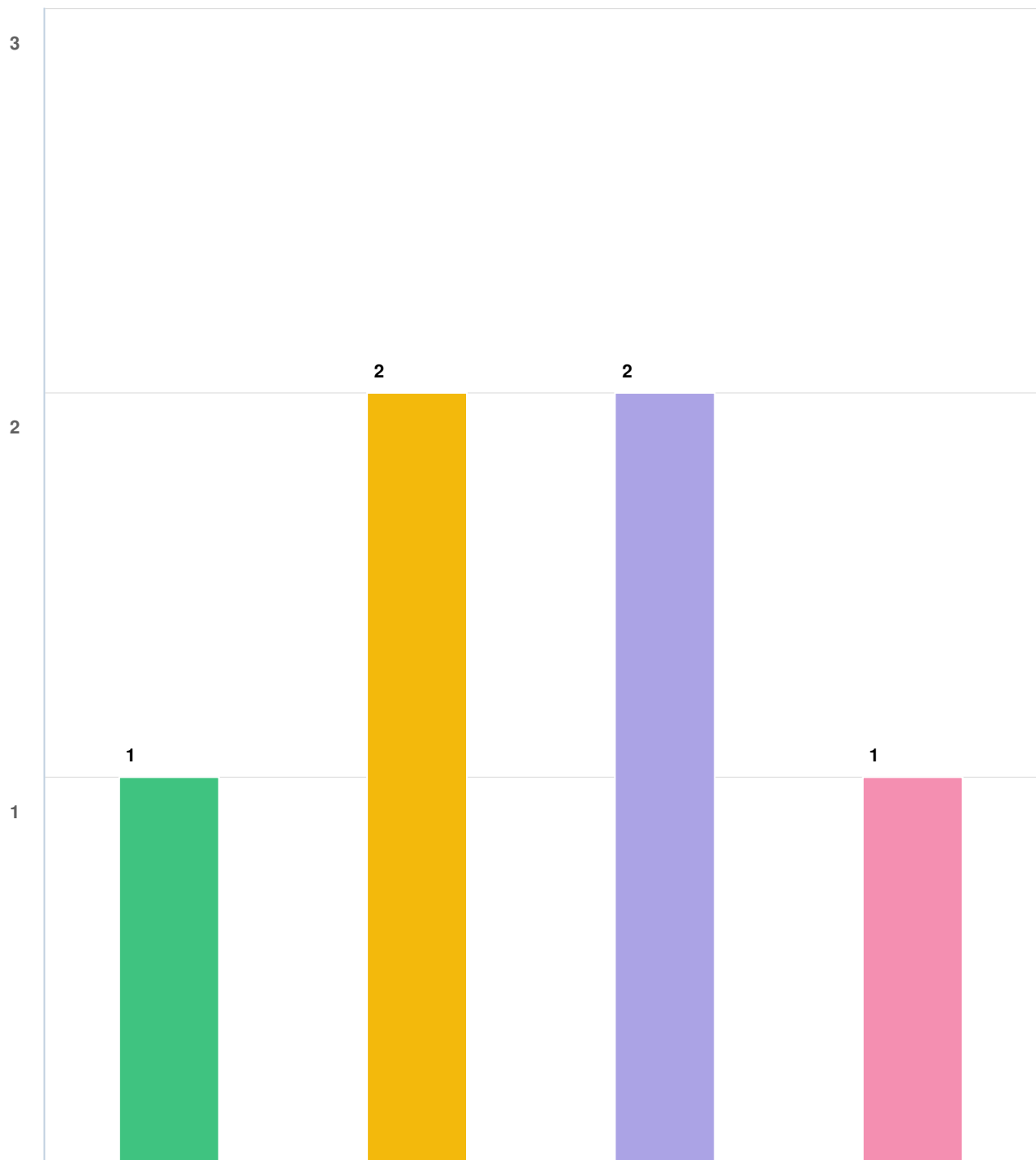
- Other (please specify)
- Nothing to improve/ all good

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Park / reserve / playground / skatepark / walking track



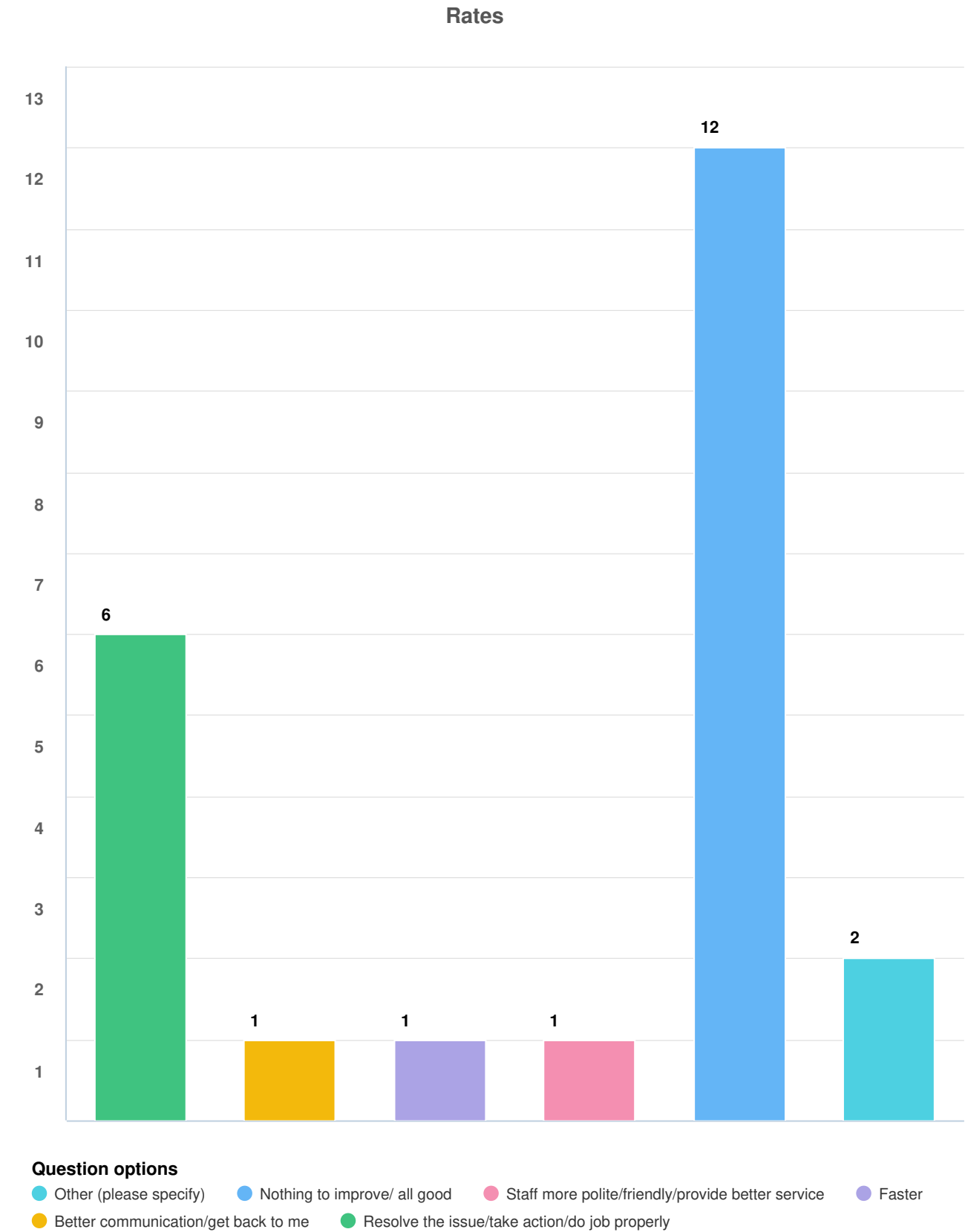
Question options

- Other (please specify)
- Nothing to improve/ all good
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (5 response(s), 197 skipped)

Question type: Checkbox Question

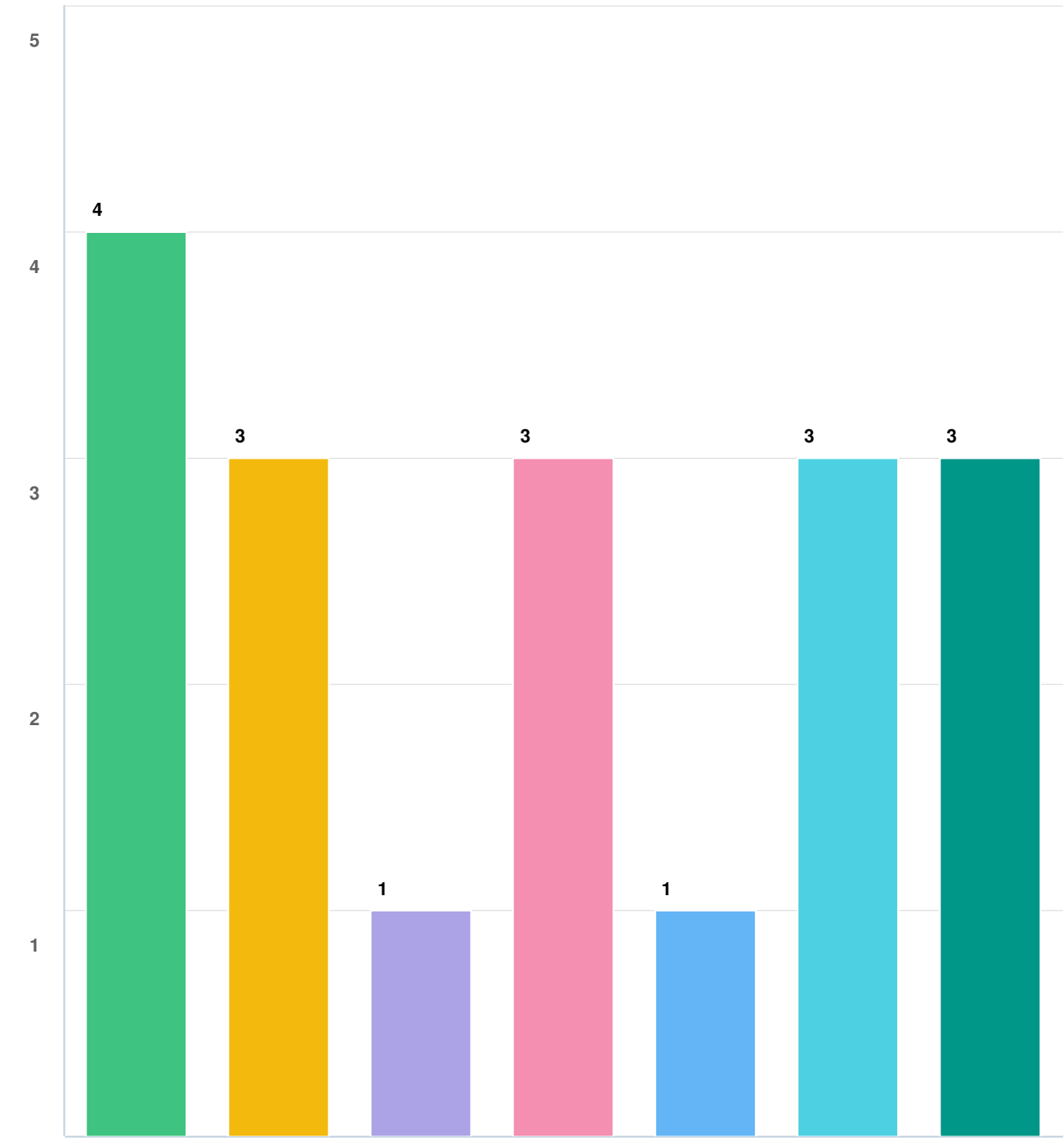
If you were extremely satisfied or very satisfied with the overall service you received, what made it great?



Optional question (22 response(s), 180 skipped)
Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Recreational facilities



Question options

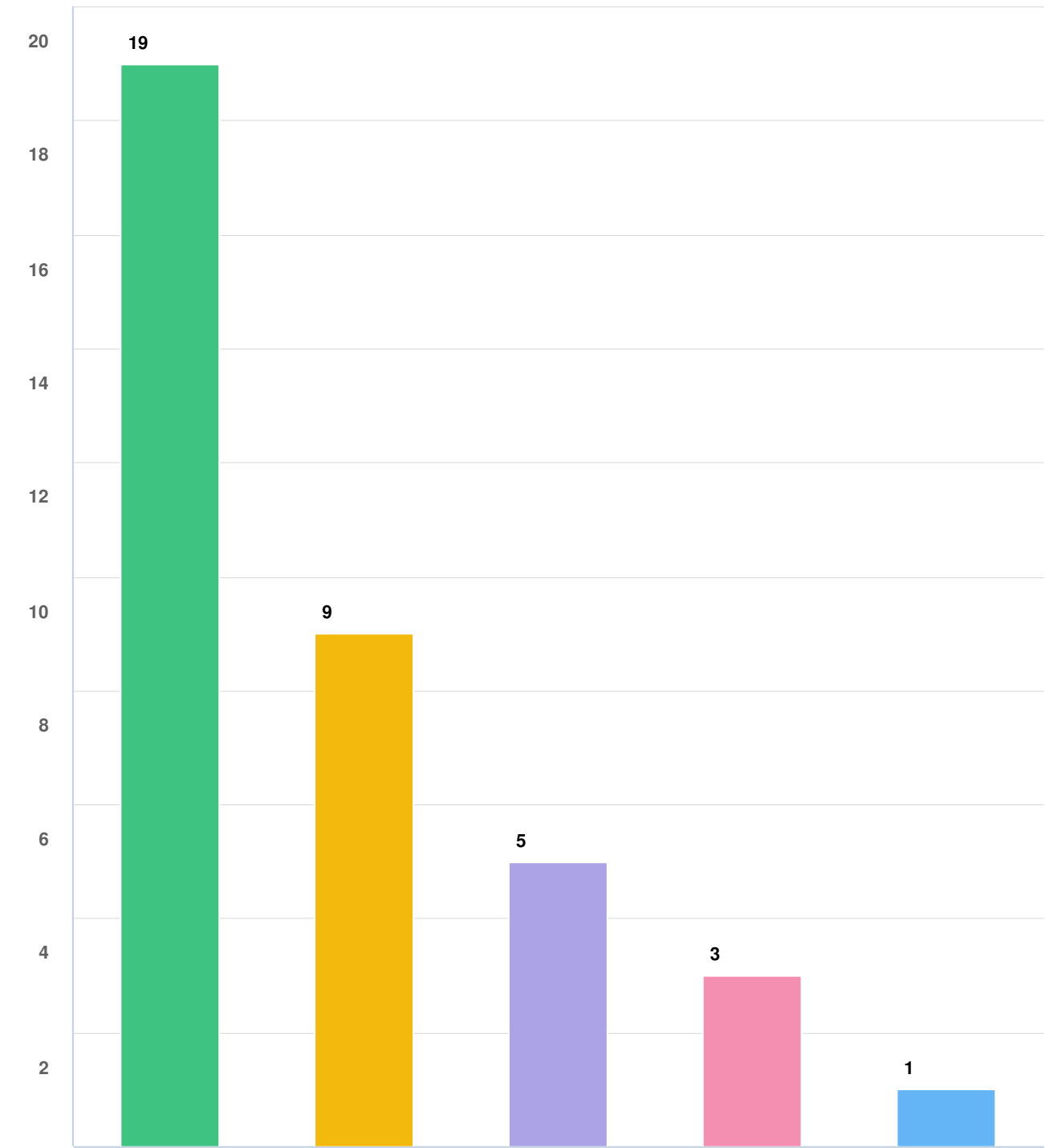
- Other (please specify)
- Nothing to improve/ all good
- More straightforward
- Staff more polite/friendly/provide better service
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (9 response(s), 193 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Roading / footpaths



Question options

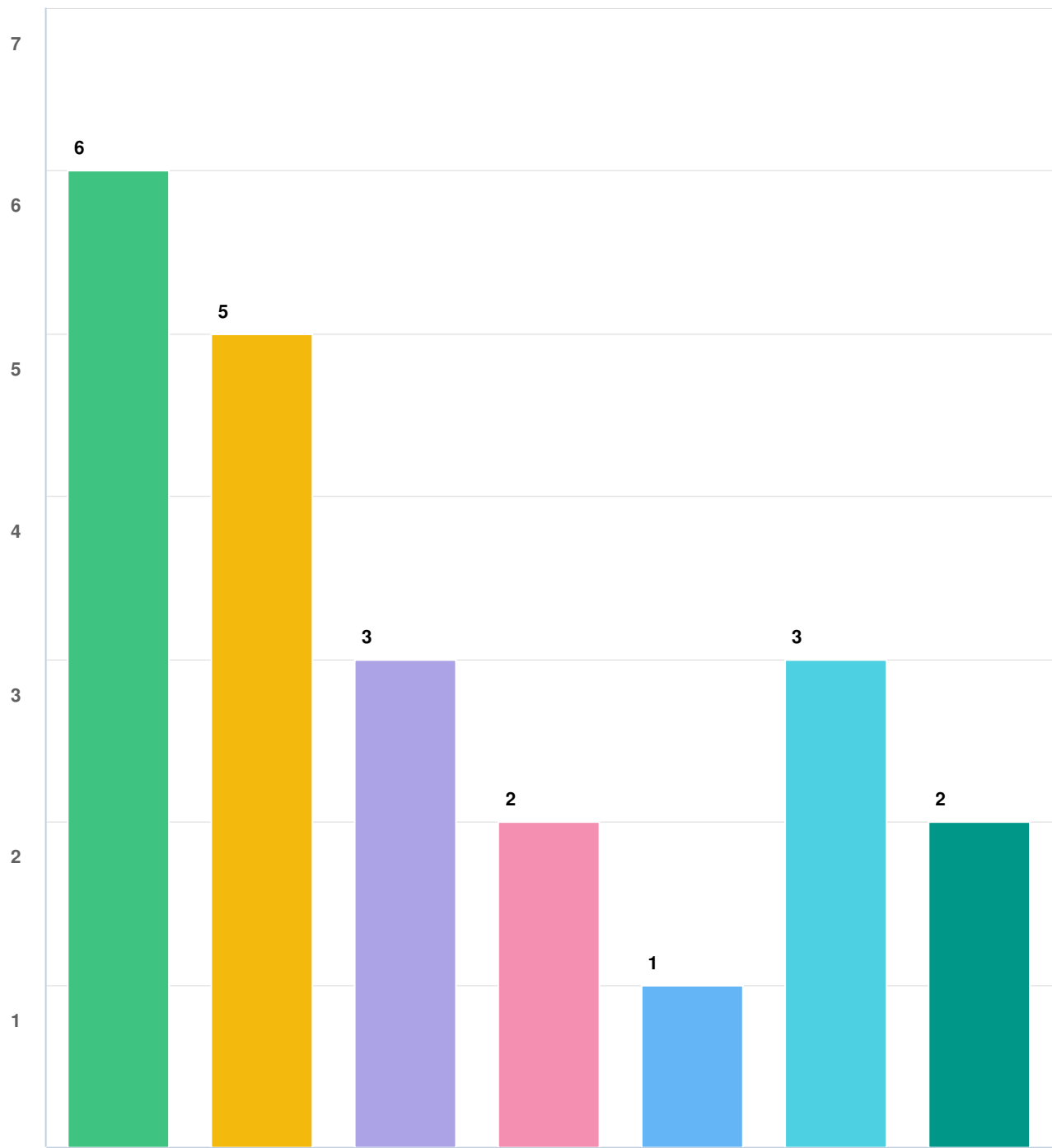
- Other (please specify)
- Nothing to improve/ all good
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (23 response(s), 179 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Rubbish disposal / recycling



Question options

- Other (please specify)

Nothing to improve/ all good

More straightforward
- Staff more polite/friendly/provide better service

Faster

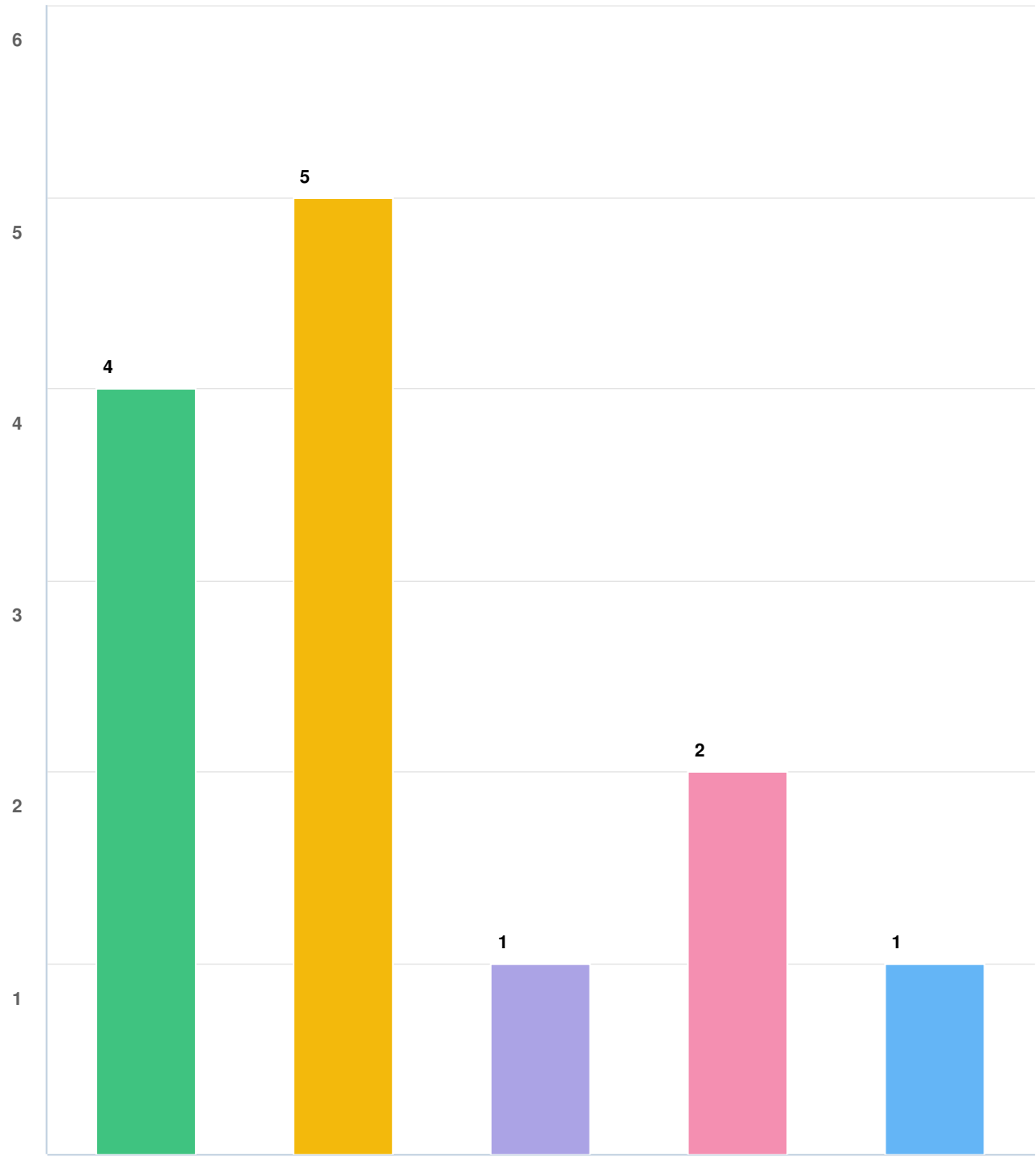
Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (14 response(s), 188 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Sewerage



Question options

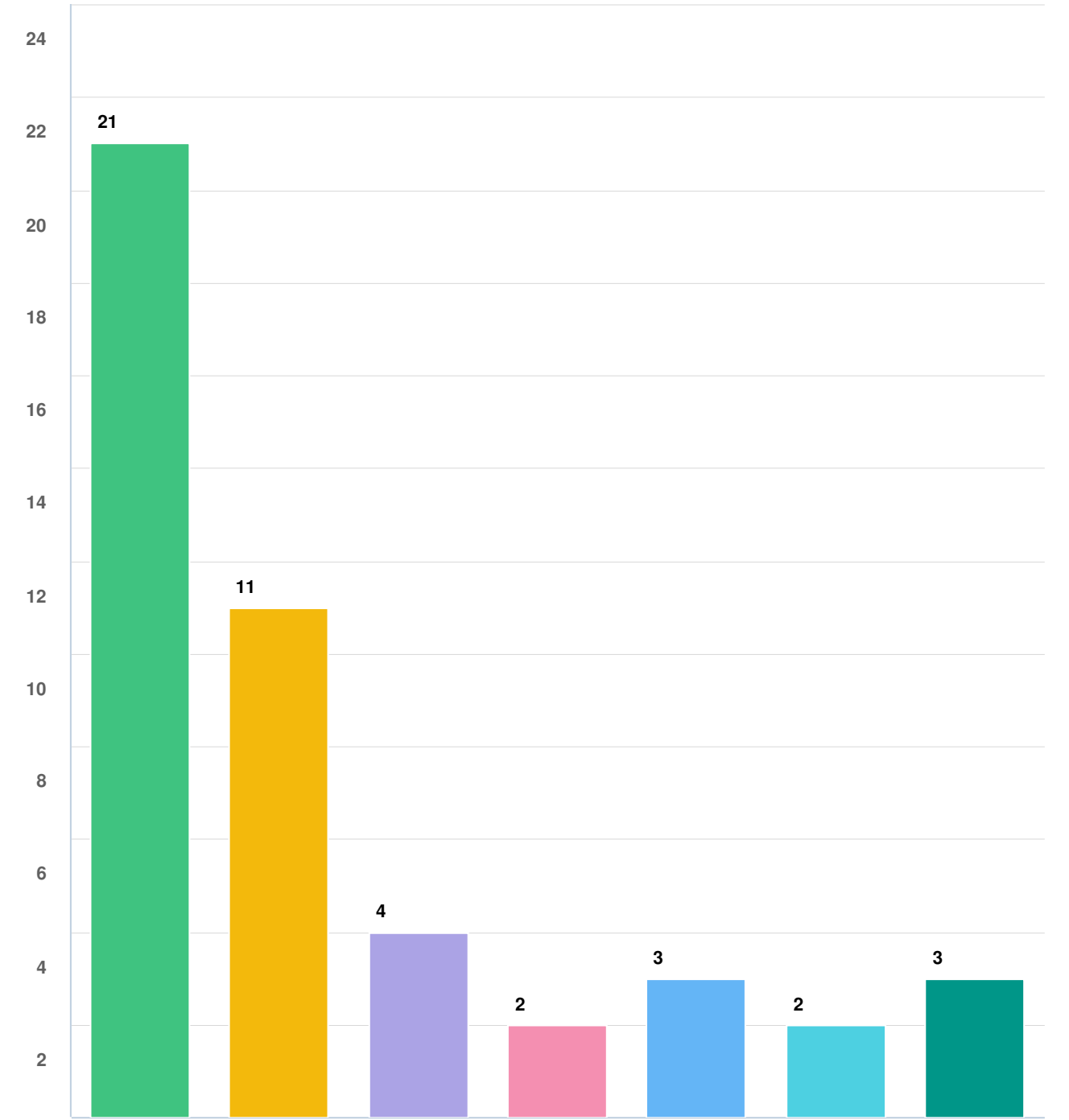
- Other (please specify)
- Nothing to improve/ all good
- Staff more polite/friendly/provide better service
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (10 response(s), 192 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Stormwater / flooding



Question options

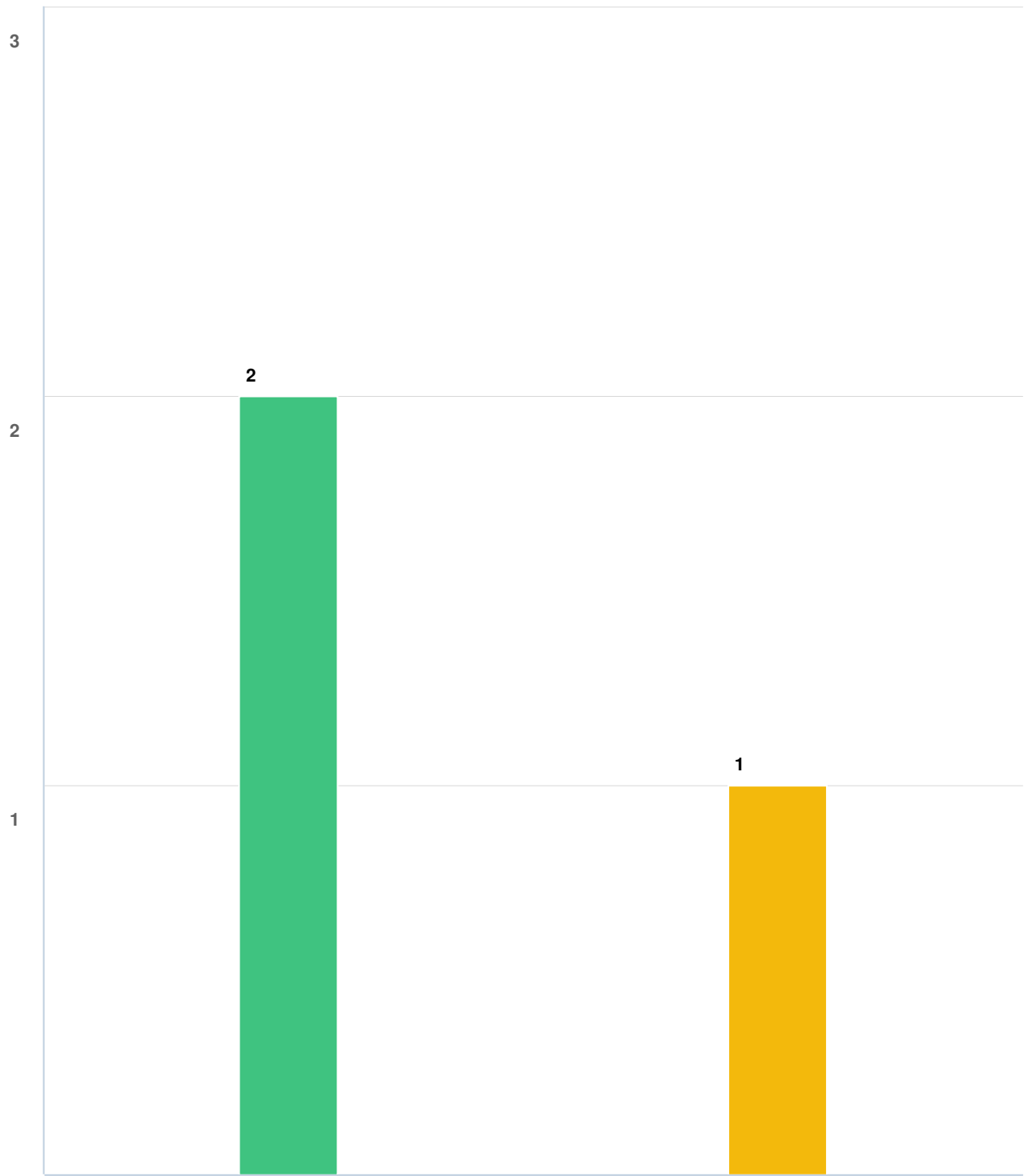
- Other (please specify)
- Nothing to improve/ all good
- More straightforward
- Staff more polite/friendly/provide better service
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (30 response(s), 172 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Public toilets / restrooms



Question options

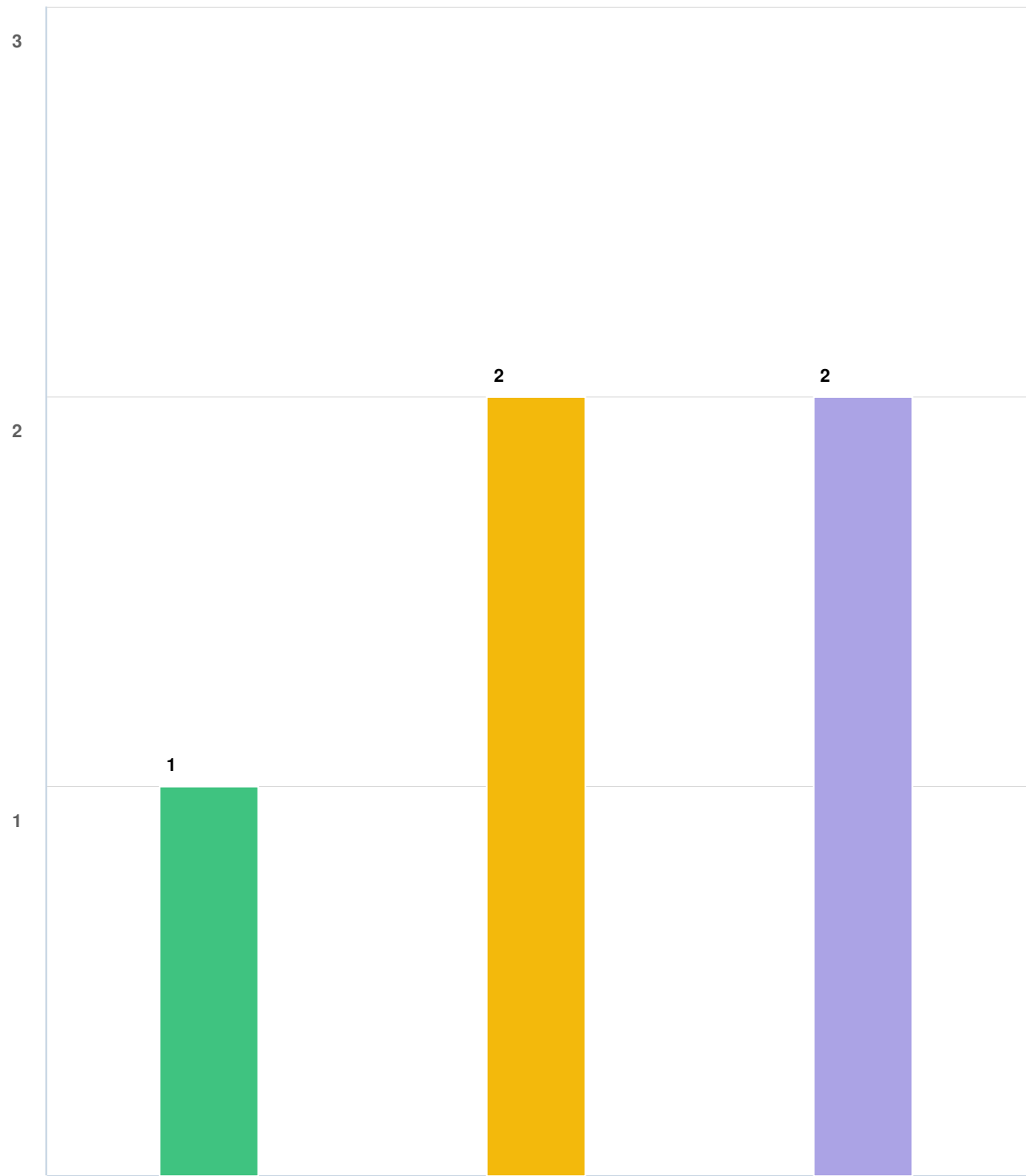
- Other (please specify)
- Nothing to improve/ all good

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Water supply



Question options

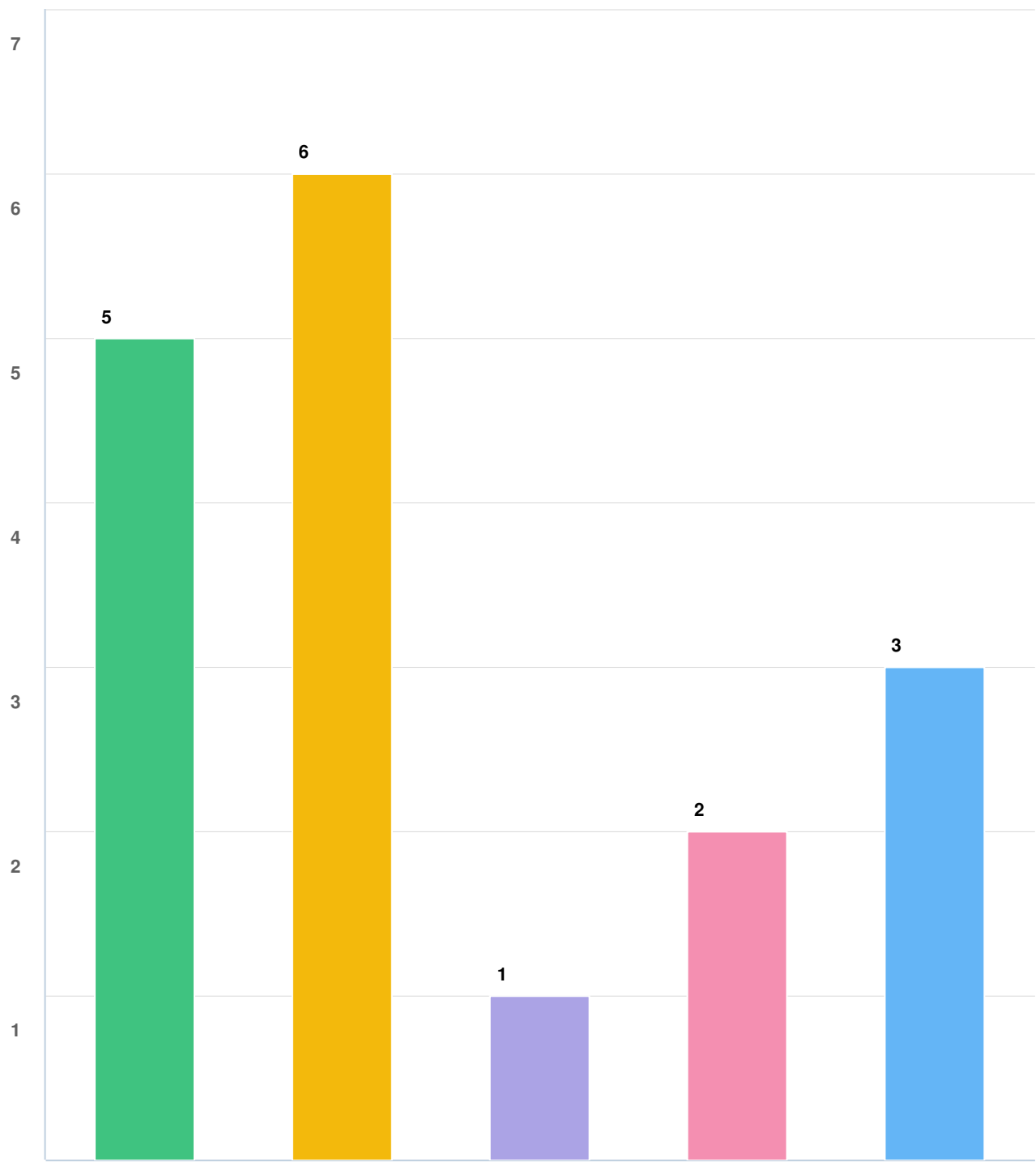
- Other (please specify)
- Nothing to improve/ all good
- Better communication/get back to me

Optional question (5 response(s), 197 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Other reason



Question options

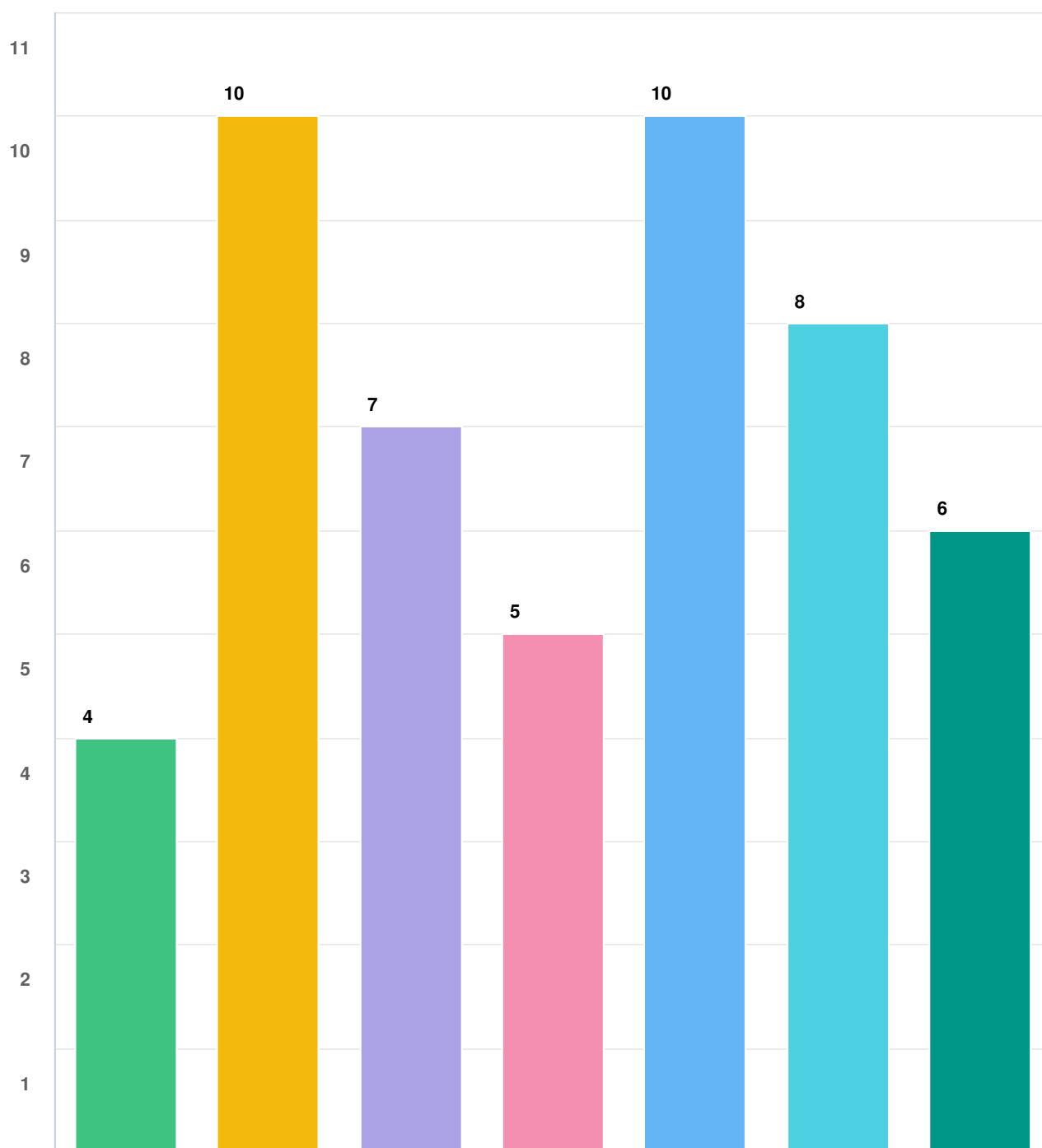
- Other (please specify)
- Nothing to improve/ all good
- Faster
- Better communication/get back to me
- Resolve the issue/take action/do job properly

Optional question (13 response(s), 189 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Buiding / property



Question options

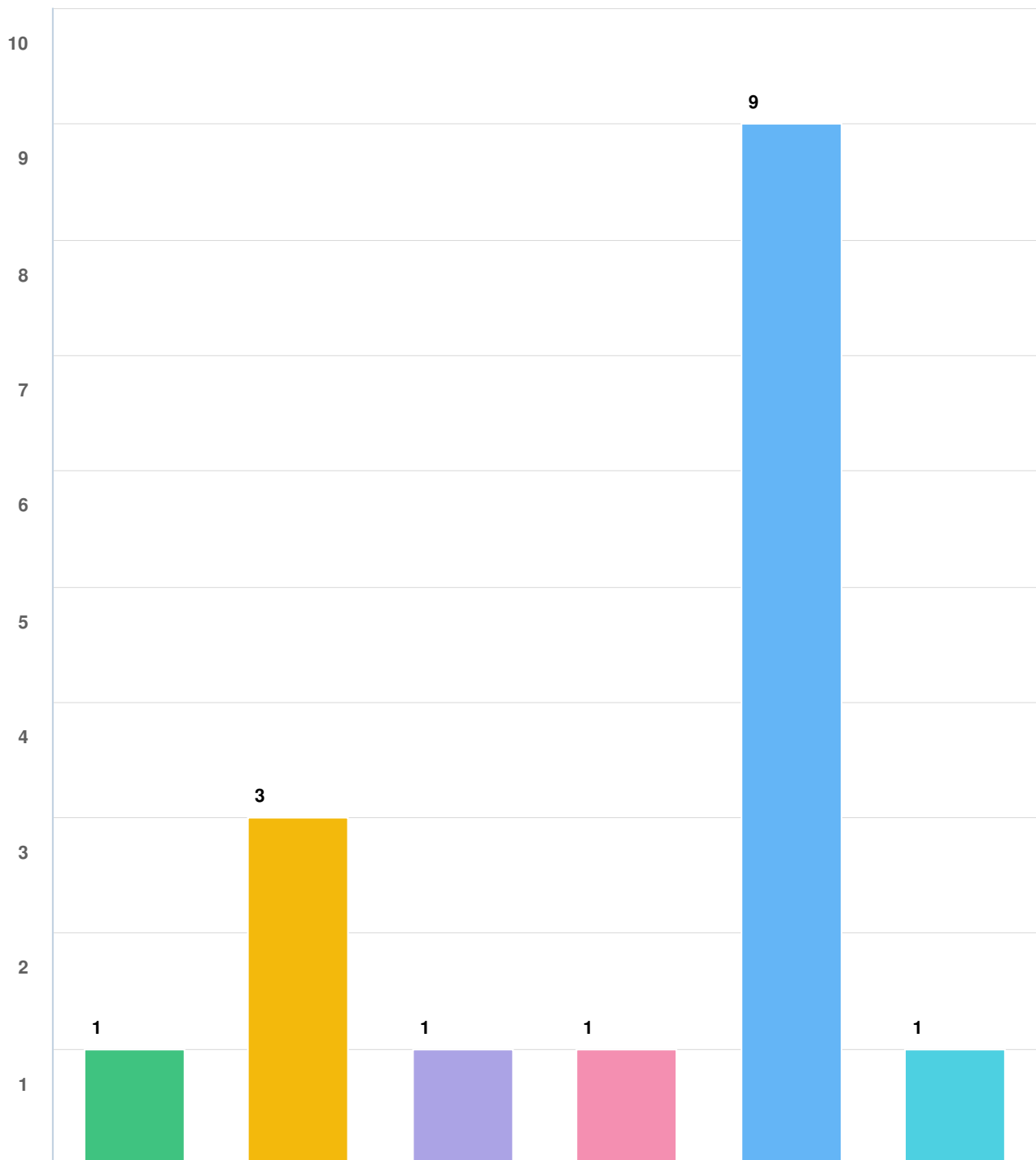
- No suggestions / all good
 ● Better communication / explanations
 ● Listen to our concerns / be more understanding
- More training / improved staff knowledge
 ● More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
 ● Reply / get back to me

Optional question (21 response(s), 181 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Dog / animal control / registration



Question options

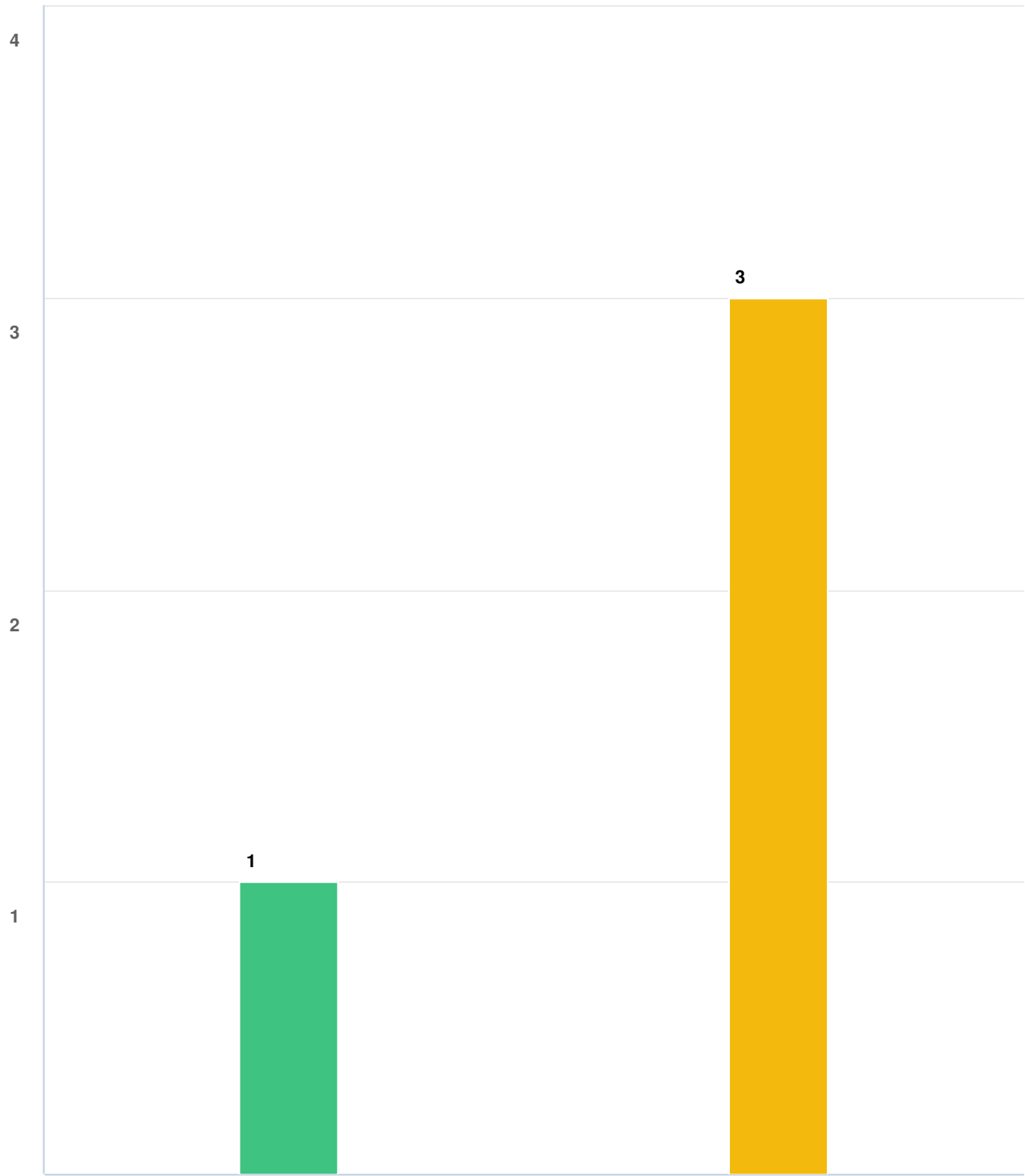
- Other (please specify)
- No suggestions / all good
- Better communication / explanations
- More training / improved staff knowledge
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (14 response(s), 188 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Events



Question options

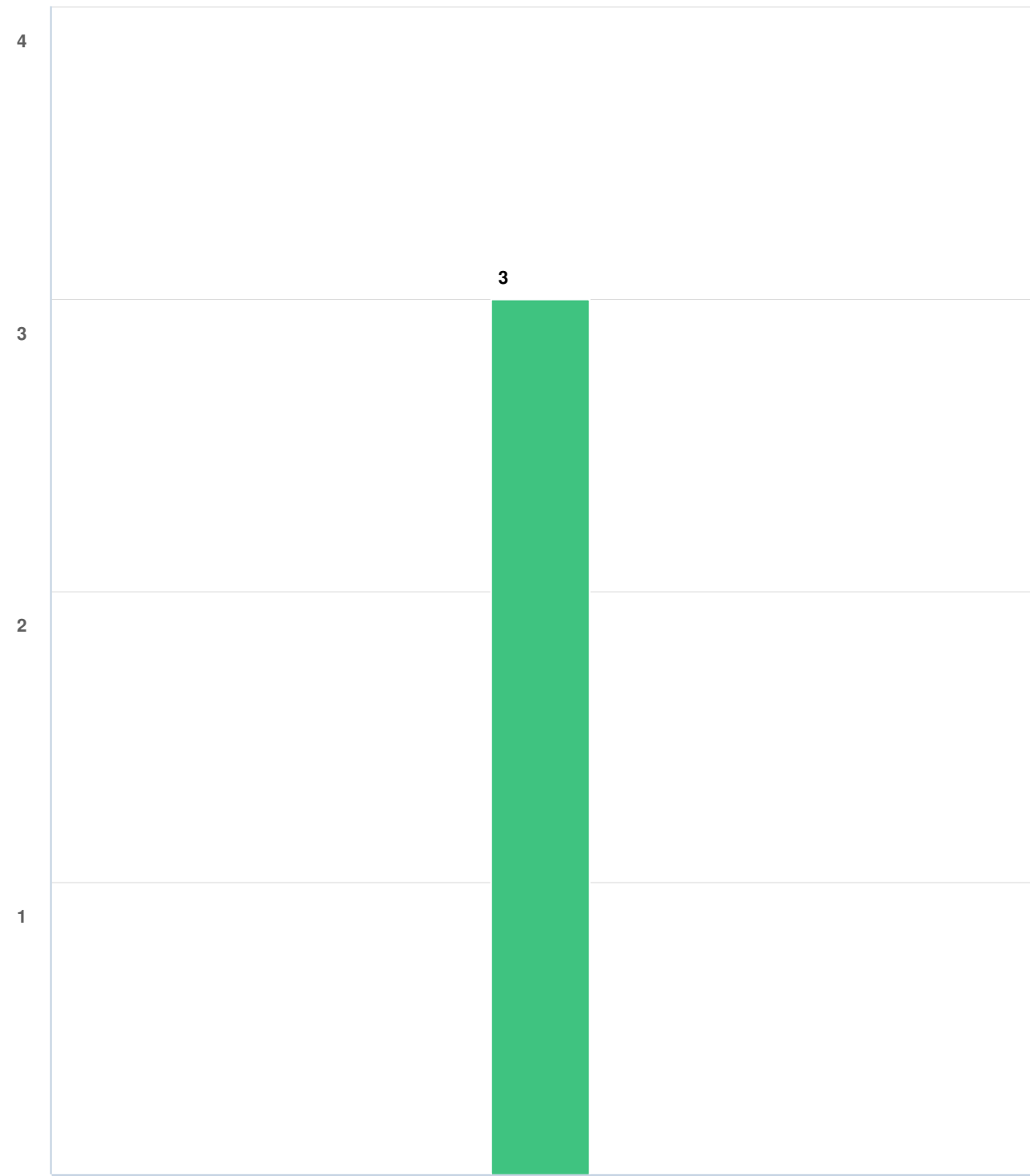
- No suggestions / all good
- Listen to our concerns / be more understanding

Optional question (4 response(s), 198 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

General licensing



Question options

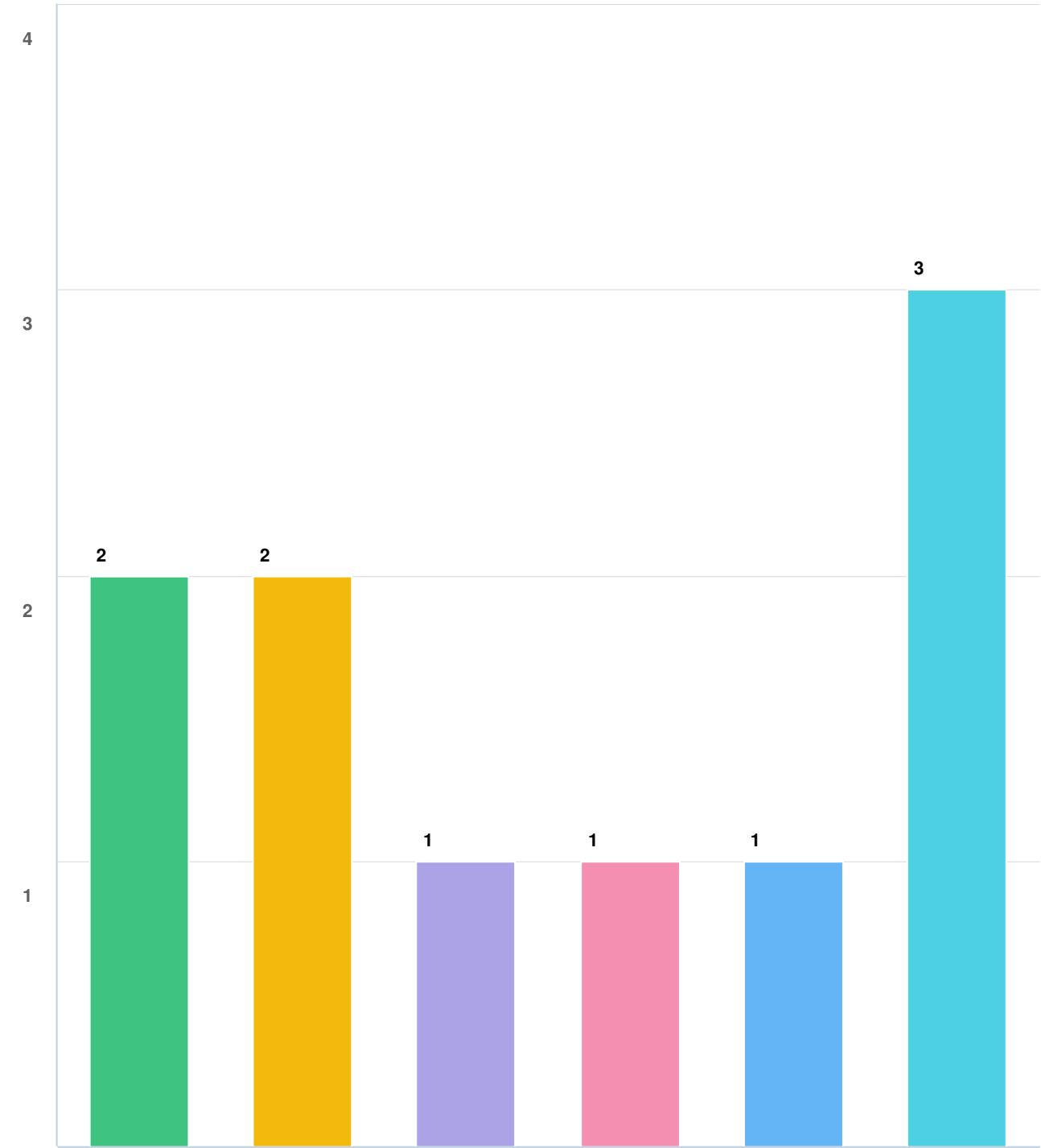
- No suggestions / all good

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Parks / reserves / playground / skatepark / walking track



Question options

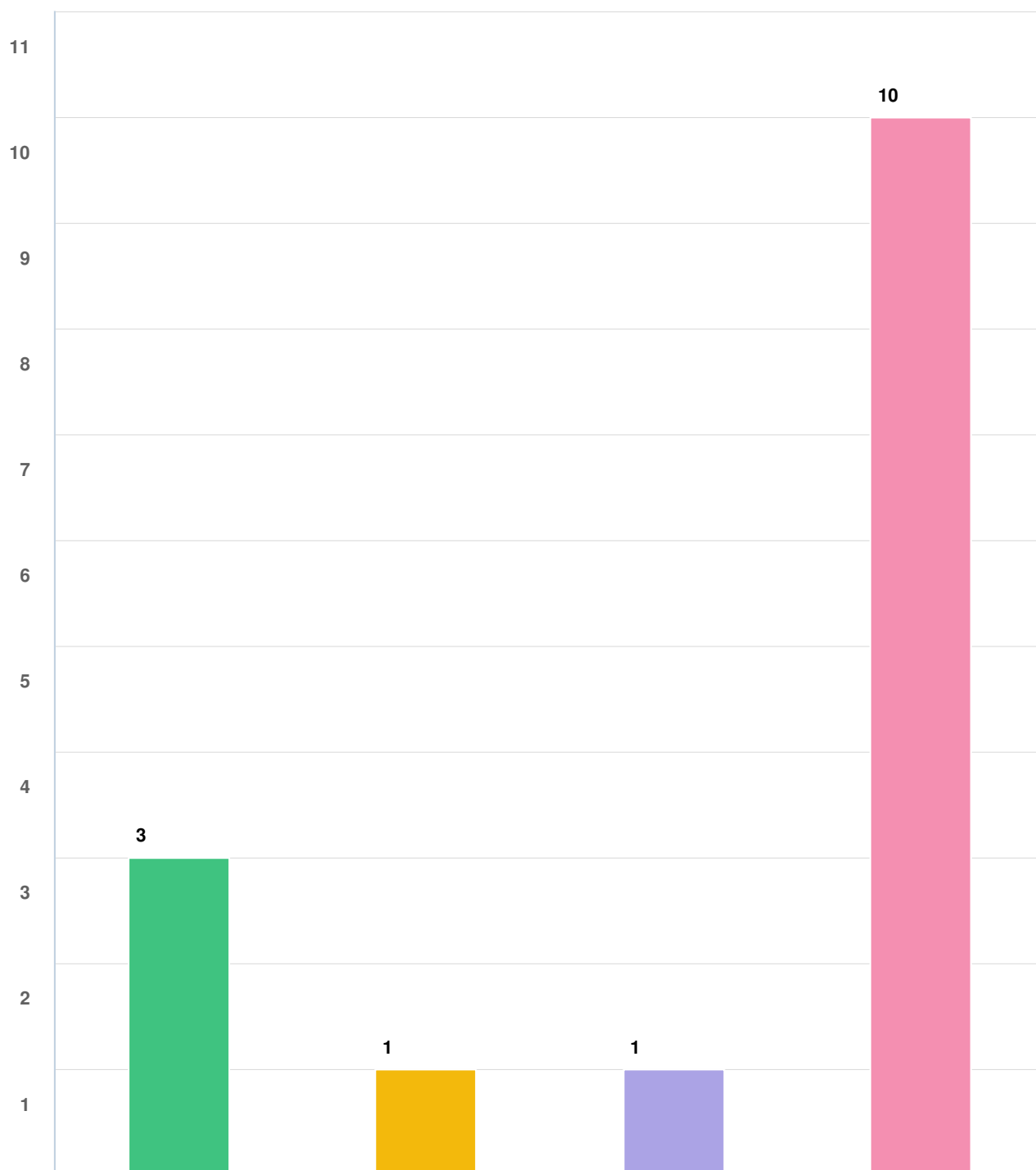
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- More training / improved staff knowledge
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (6 response(s), 196 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Rates



Question options

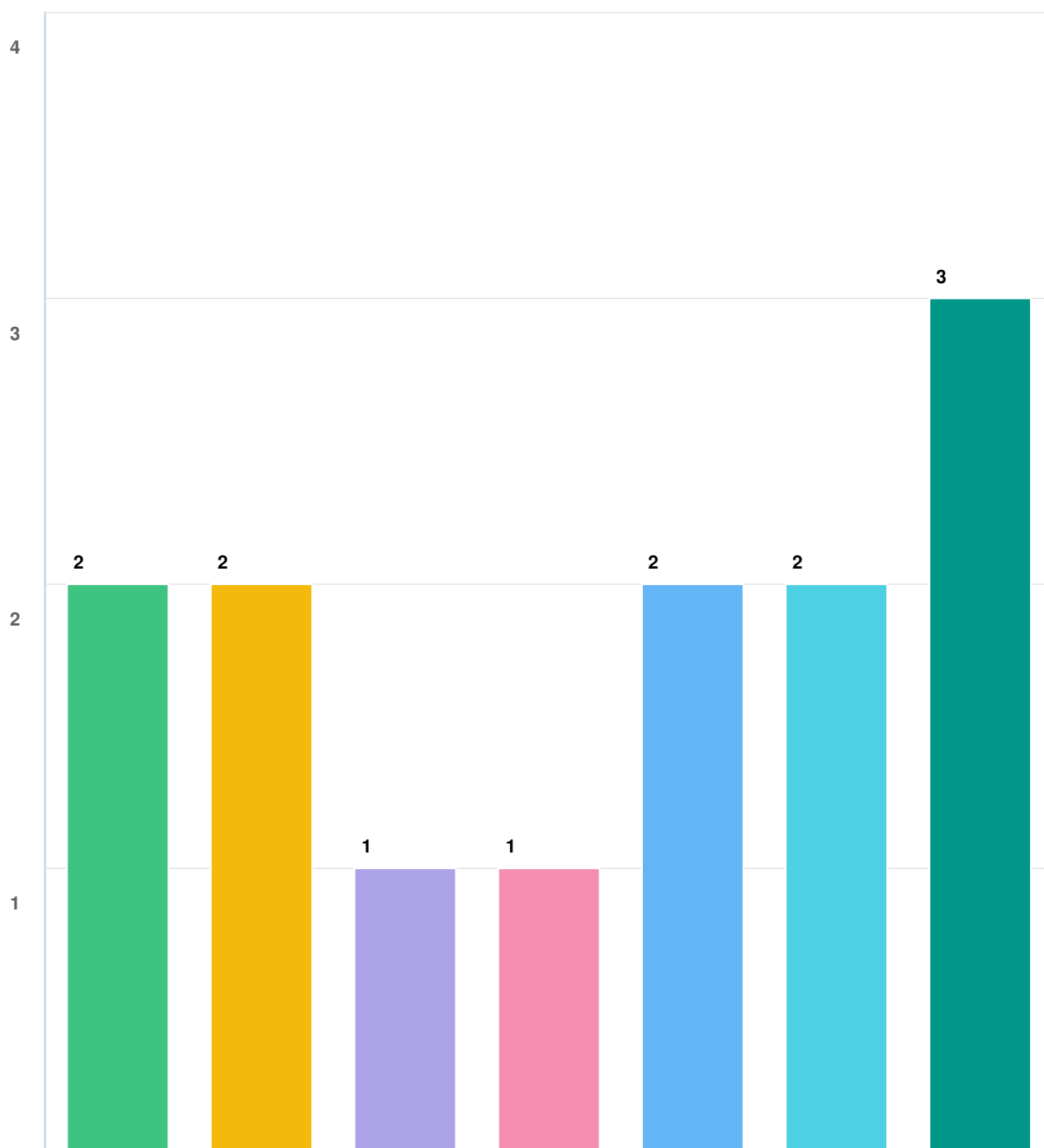
- No suggestions / all good
- Better communication / explanations
- More training / improved staff knowledge
- Take action / fix the problem / site visit / follow up

Optional question (14 response(s), 188 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Recreational facilities



Question options

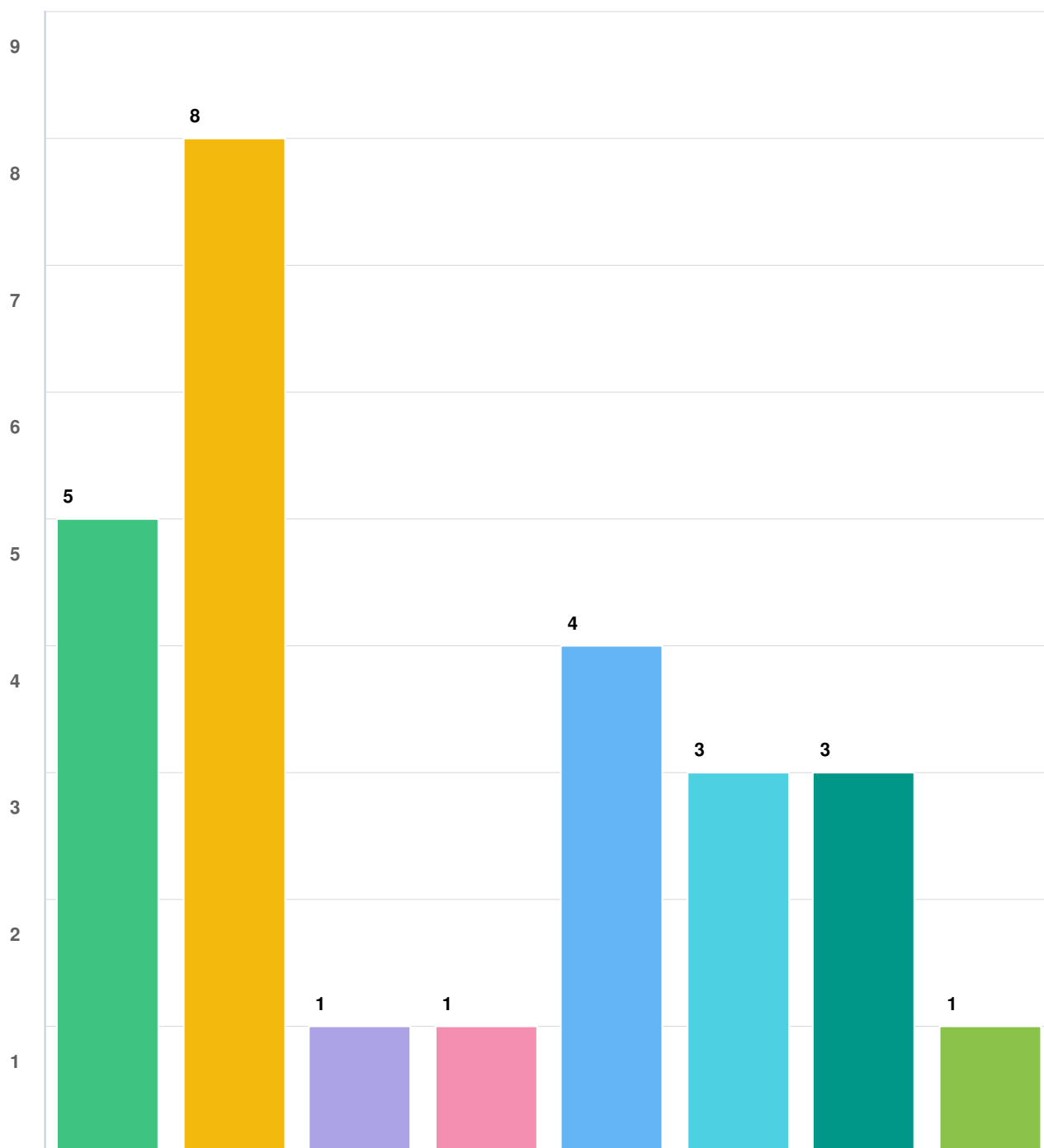
- No suggestions / all good
 ● Better communication / explanations
 ● Listen to our concerns / be more understanding
- More training / improved staff knowledge
 ● More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
 ● Reply / get back to me

Optional question (5 response(s), 197 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Roading / footpaths



Question options

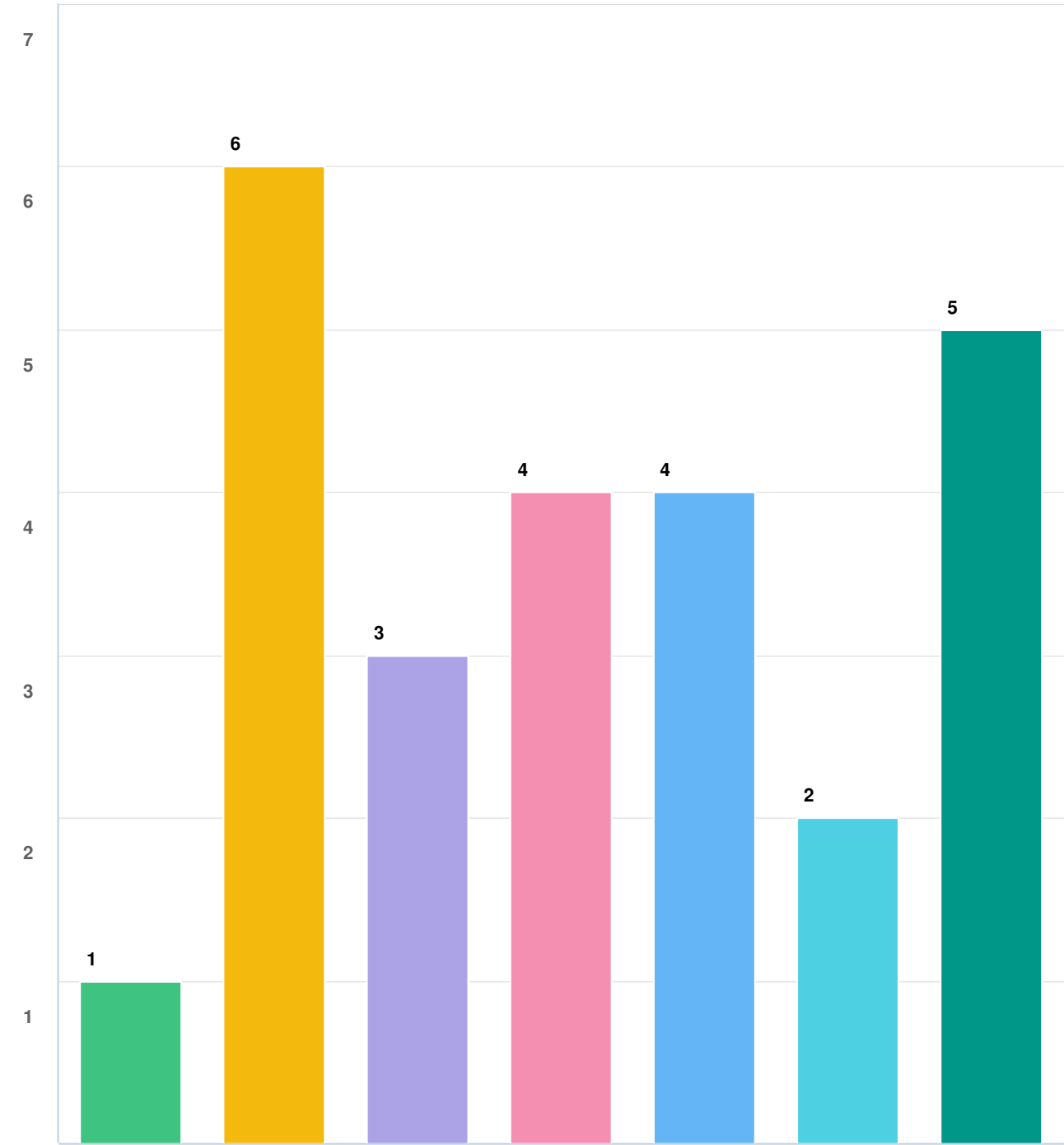
- Other (please specify)
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- More training / improved staff knowledge
- More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (11 response(s), 191 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Rubbish disposal / recycling



Question options

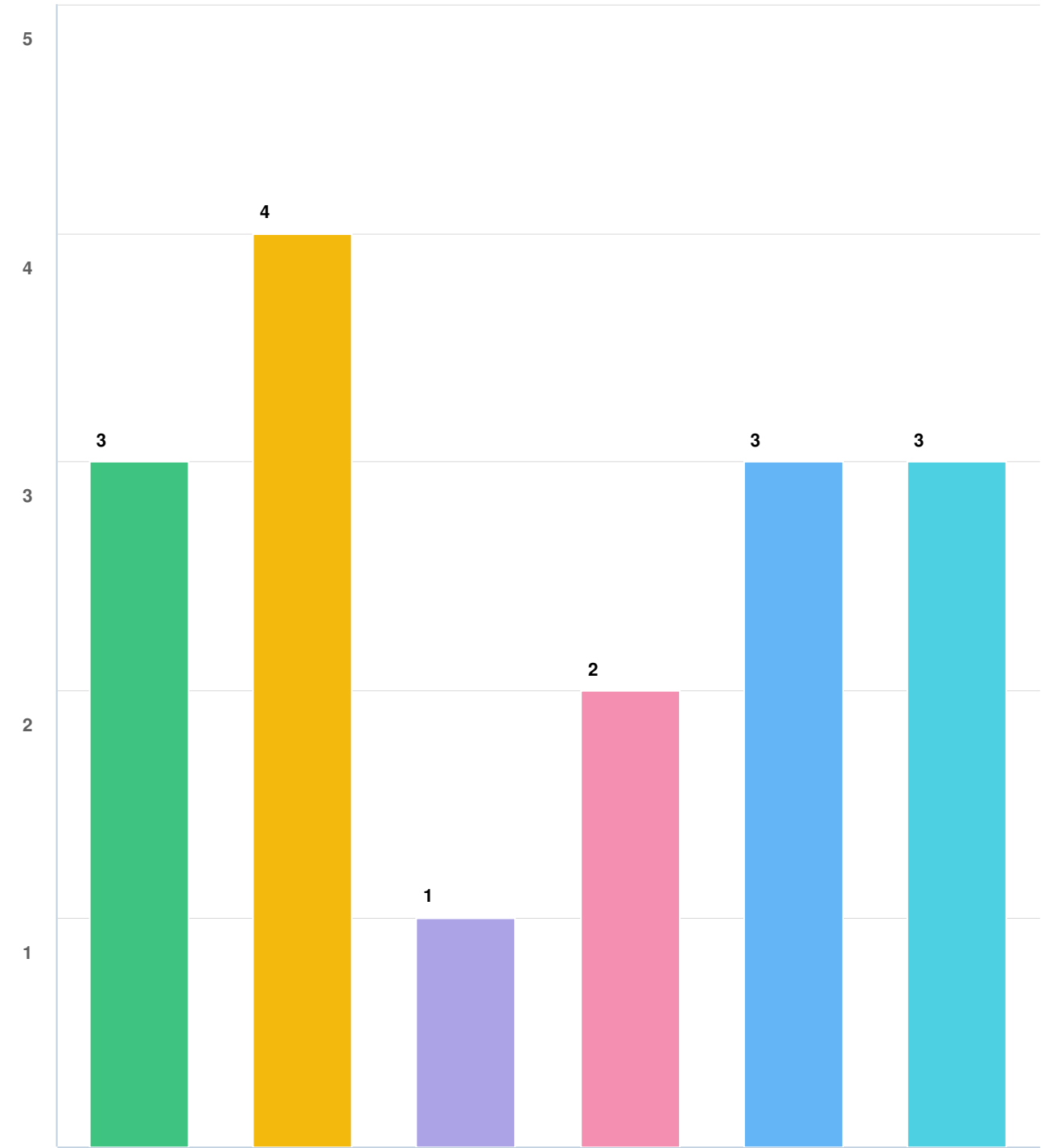
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- More training / improved staff knowledge
- More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (11 response(s), 191 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Sewerage



Question options

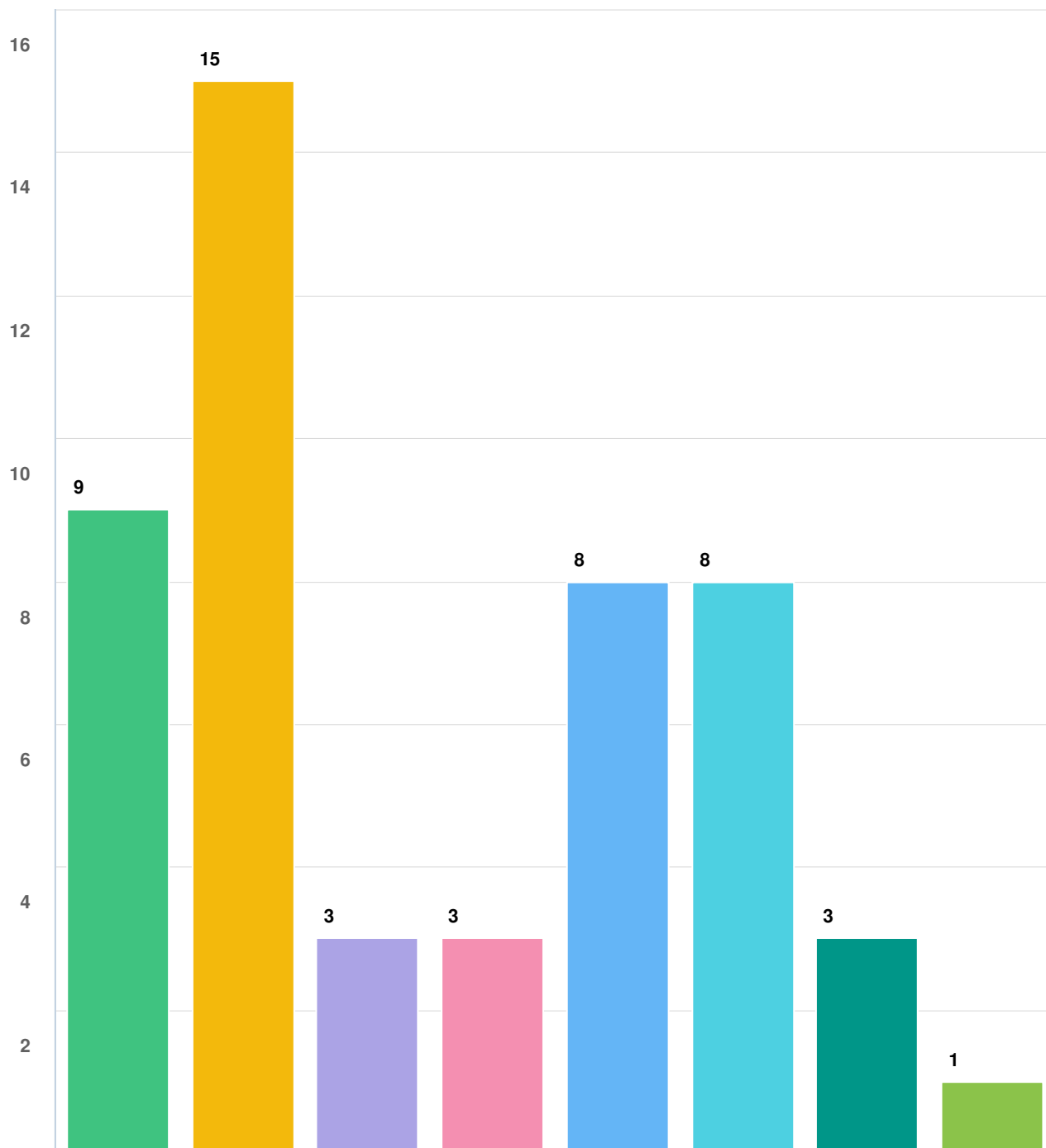
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (10 response(s), 192 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Stormwater / flooding



Question options

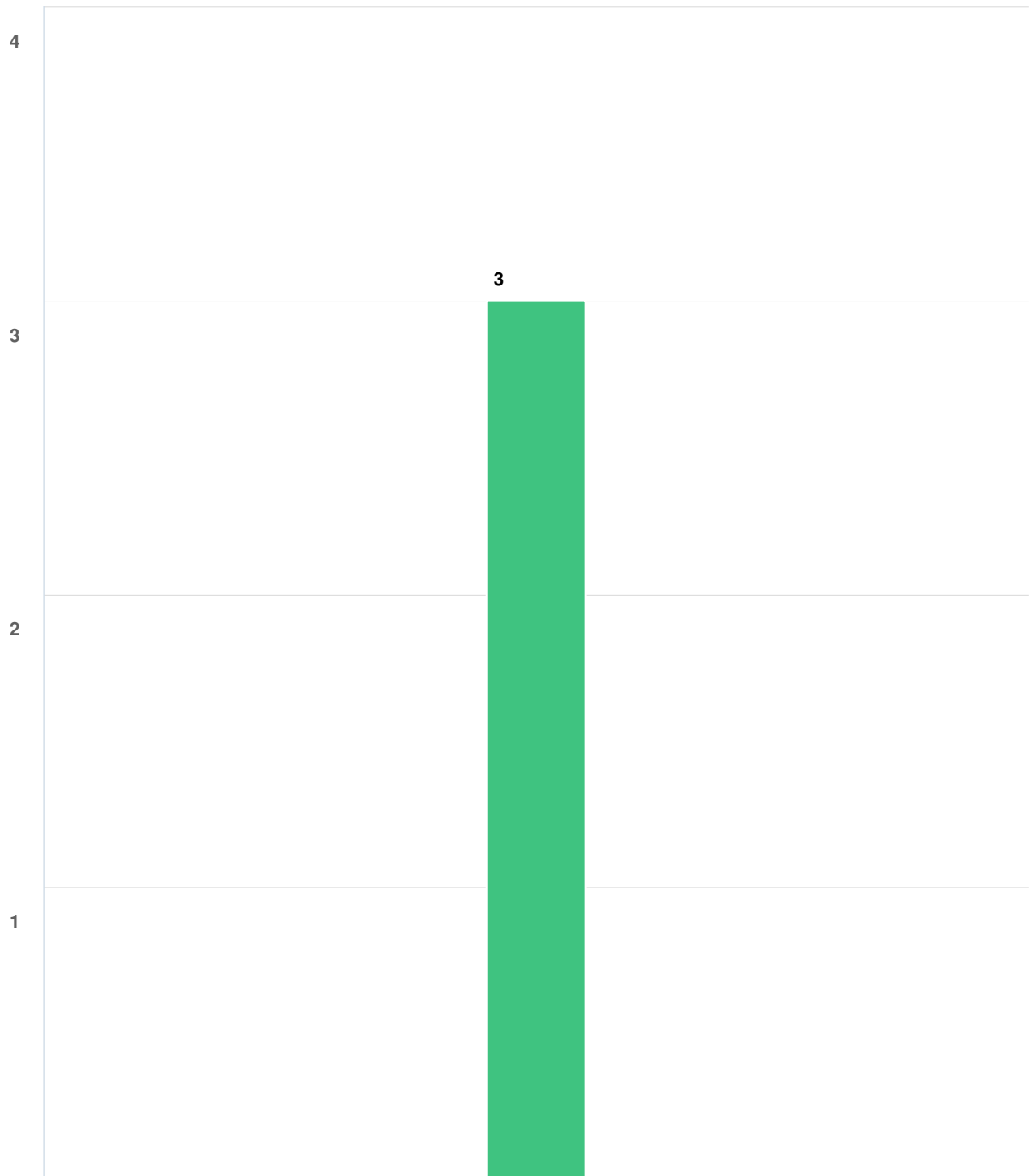
- Other (please specify)
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- More training / improved staff knowledge
- More friendly / polite / helpful / better attitude
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (20 response(s), 182 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Public toilets / restrooms



Question options

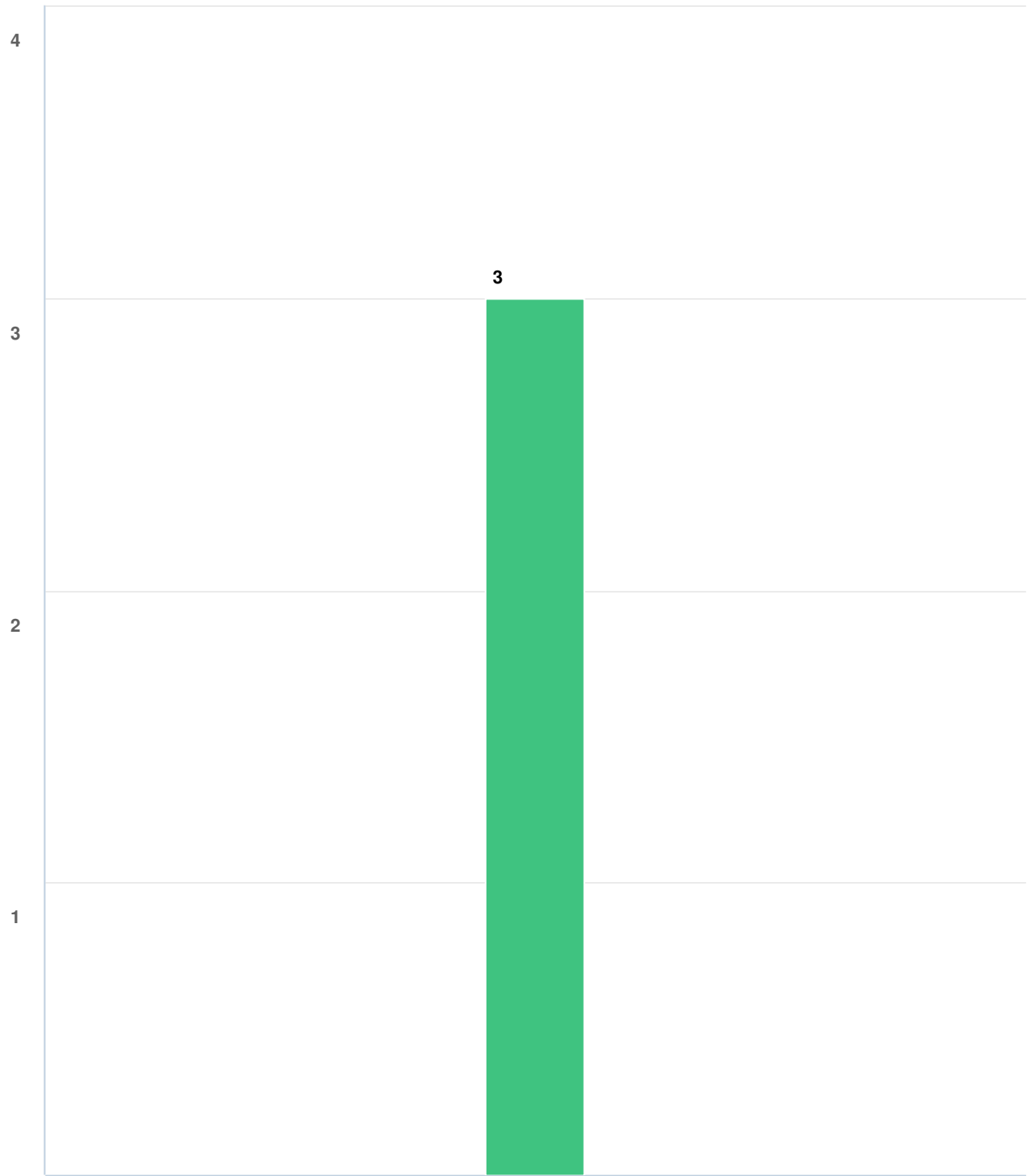
- ☒ No suggestions / all good

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Water supply



Question options

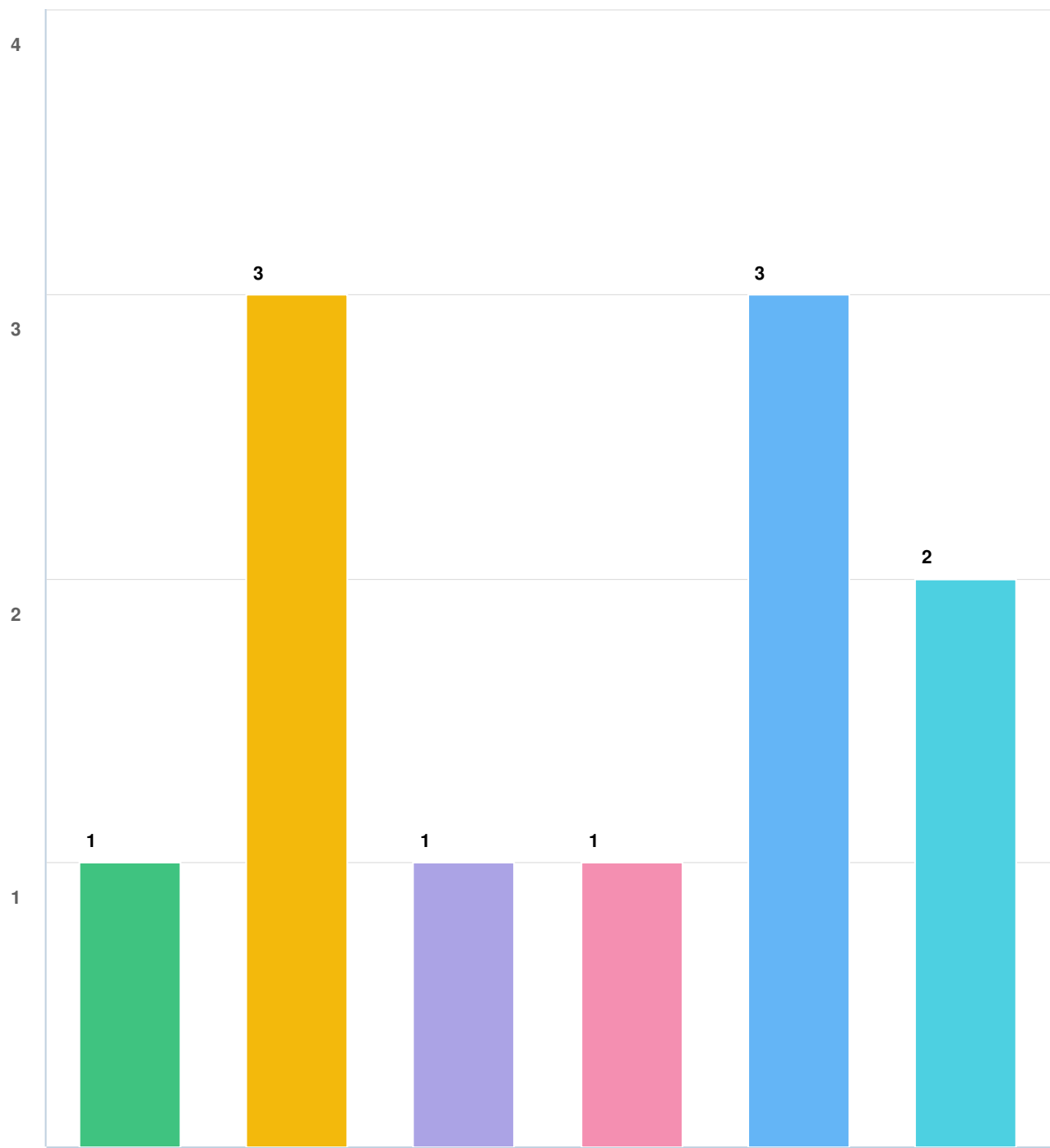
- No suggestions / all good

Optional question (3 response(s), 199 skipped)

Question type: Checkbox Question

If you were extremely satisfied or very satisfied with the overall service you received, what made it great?

Other reason



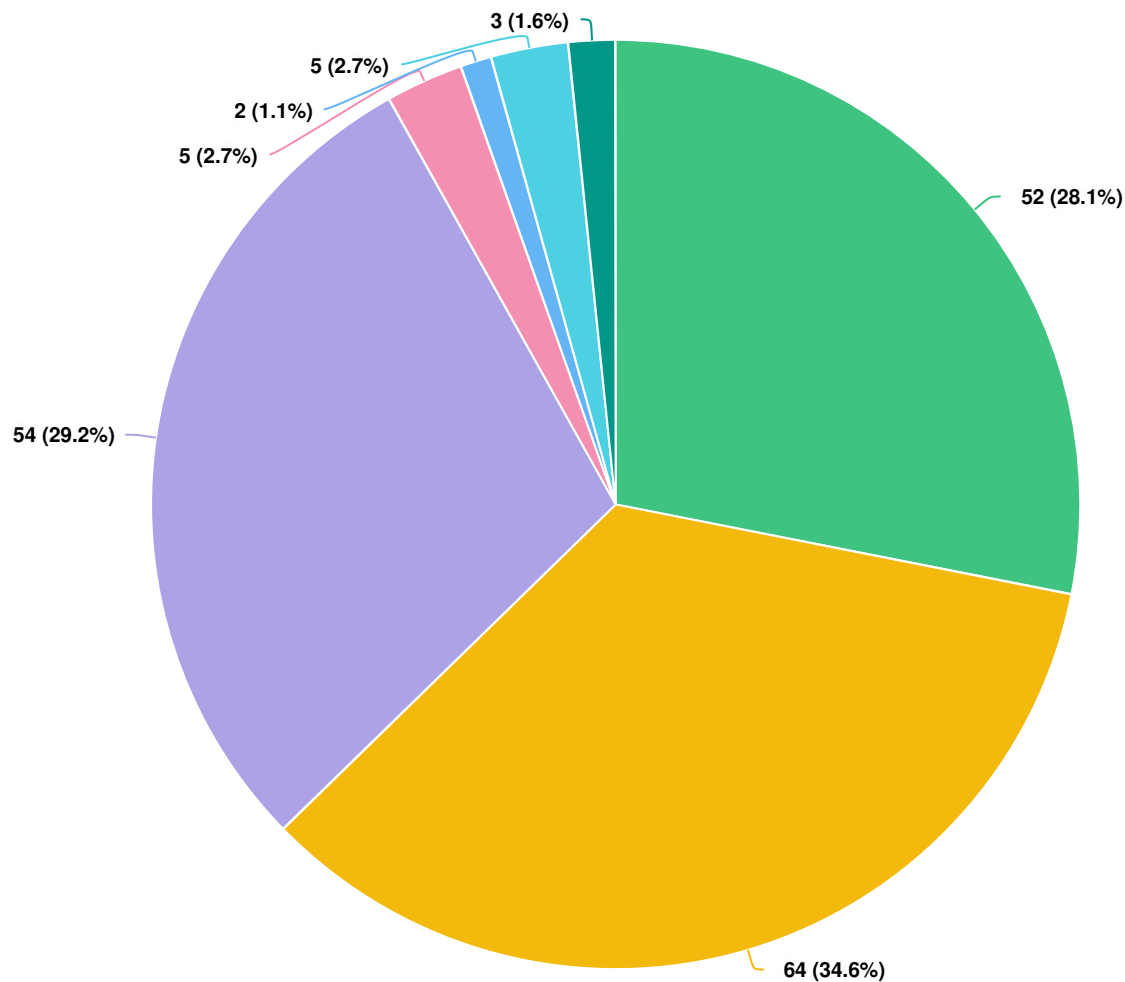
Question options

- Other (please specify)
- No suggestions / all good
- Better communication / explanations
- Listen to our concerns / be more understanding
- Take action / fix the problem / site visit / follow up
- Reply / get back to me

Optional question (10 response(s), 192 skipped)

Question type: Checkbox Question

How satisfied are you that your household rubbish and/or recycling is collected on time?



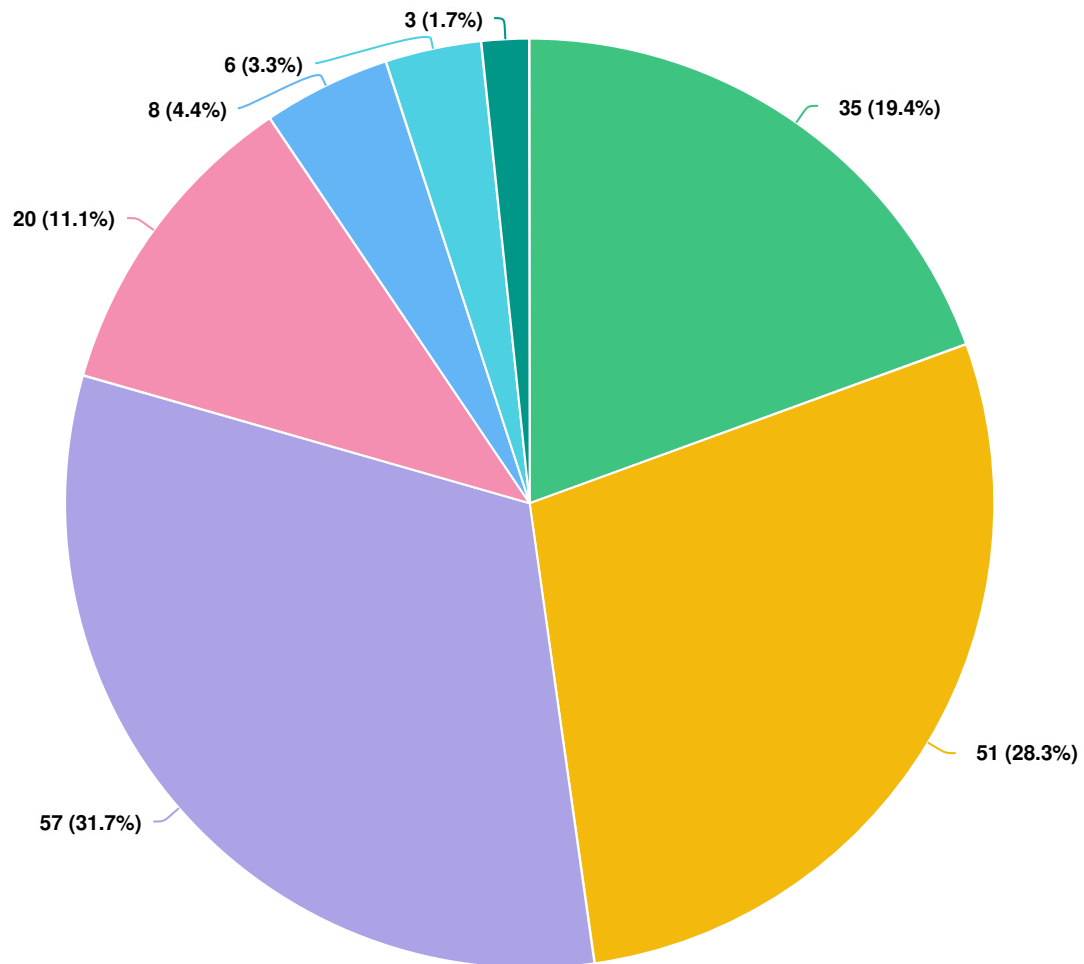
Question options

- Don't know
- Extremely dissatisfied
- Very dissatisfied
- Quite dissatisfied
- Quite satisfied
- Very satisfied
- Extremely satisfied

Optional question (185 response(s), 17 skipped)

Question type: Radio Button Question

How satisfied are you in general with the household rubbish and/or recycling collection service provided by the Council?



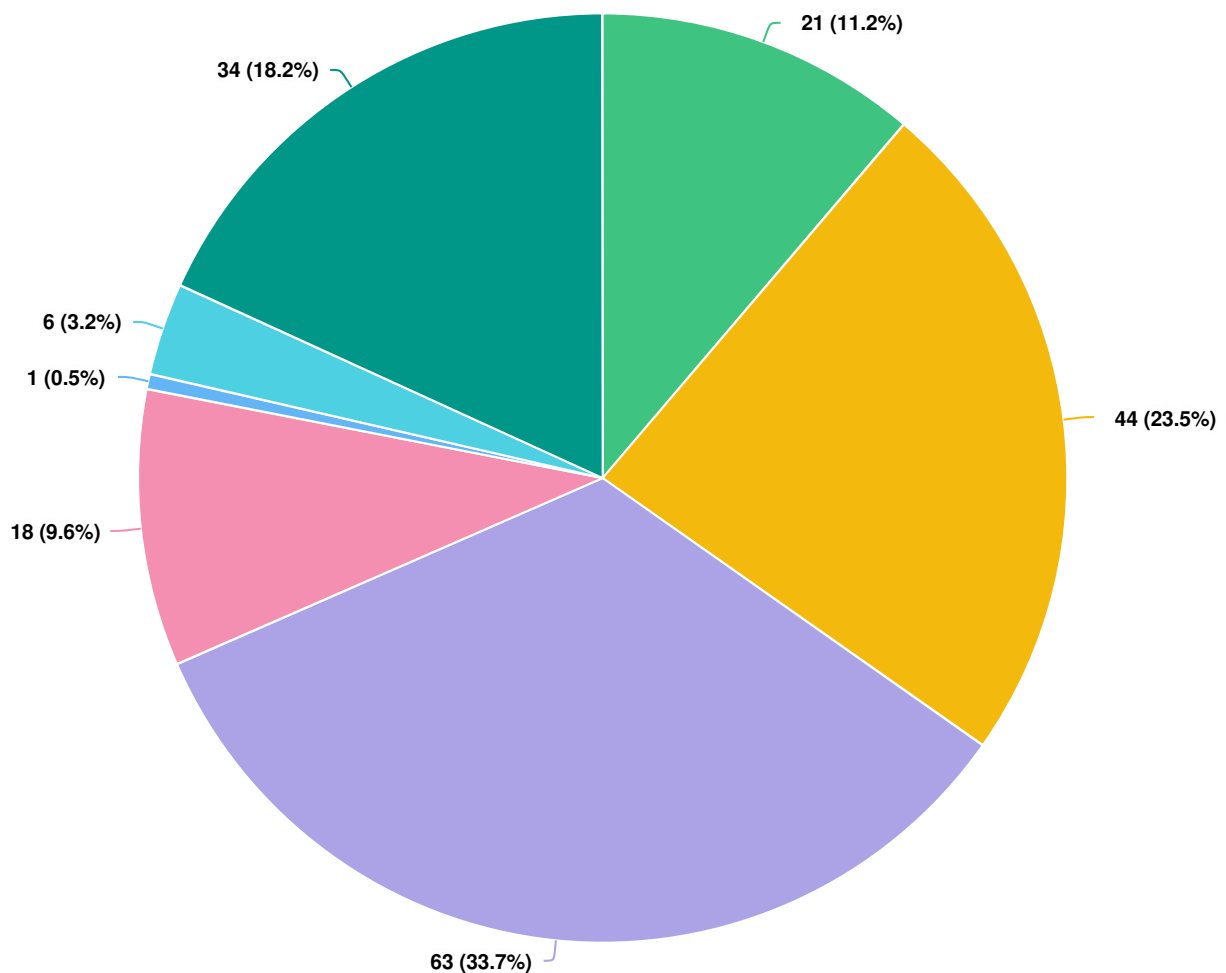
Question options

- Don't know
 Extremely dissatisfied
 Very dissatisfied
 Quite dissatisfied
 Quite satisfied
- Very satisfied
 Extremely satisfied

Optional question (180 response(s), 22 skipped)

Question type: Radio Button Question

How satisfied are you that Council litter bins, recycling centre and recycling stations are kept clean and tidy?



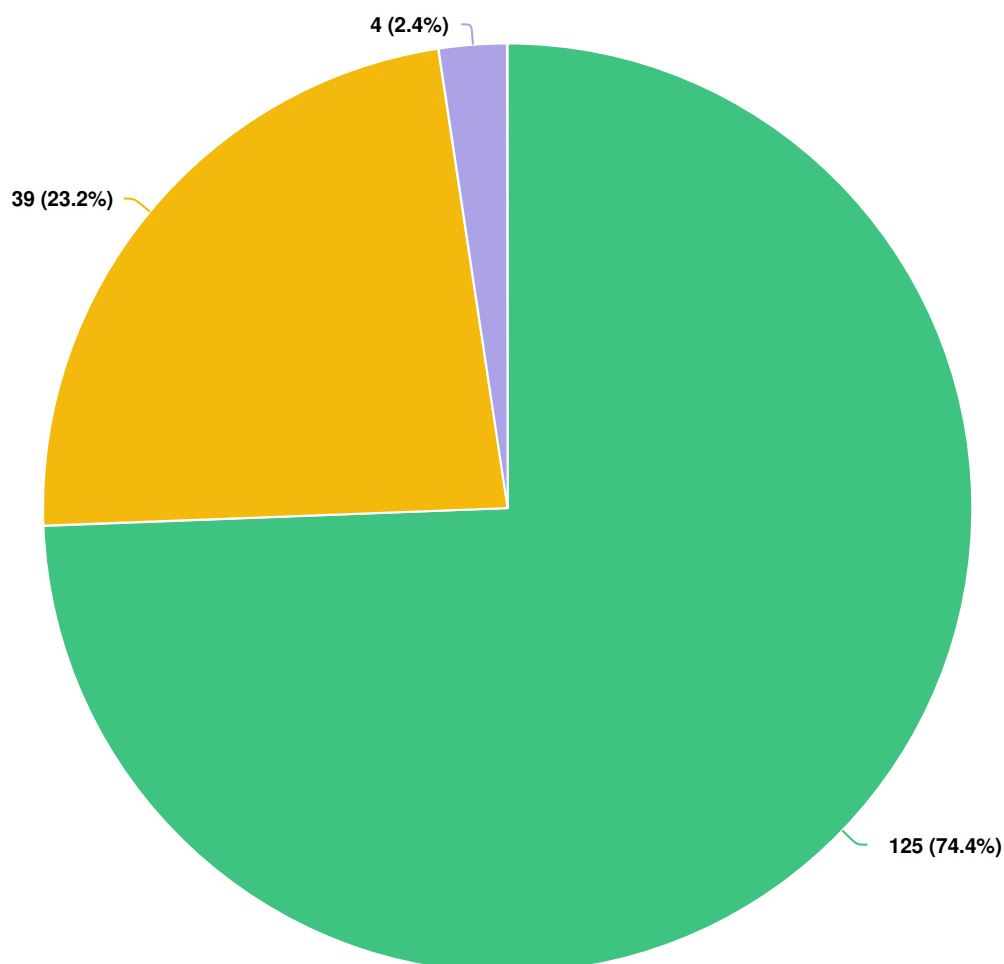
Question options

Don't know
Extremely dissatisfied
Very dissatisfied
Quite dissatisfied
Quite satisfied
Very satisfied
Extremely satisfied

Optional question (187 response(s), 15 skipped)

Question type: Radio Button Question

Is your home on a Council water supply or a private supply such as a tank water?



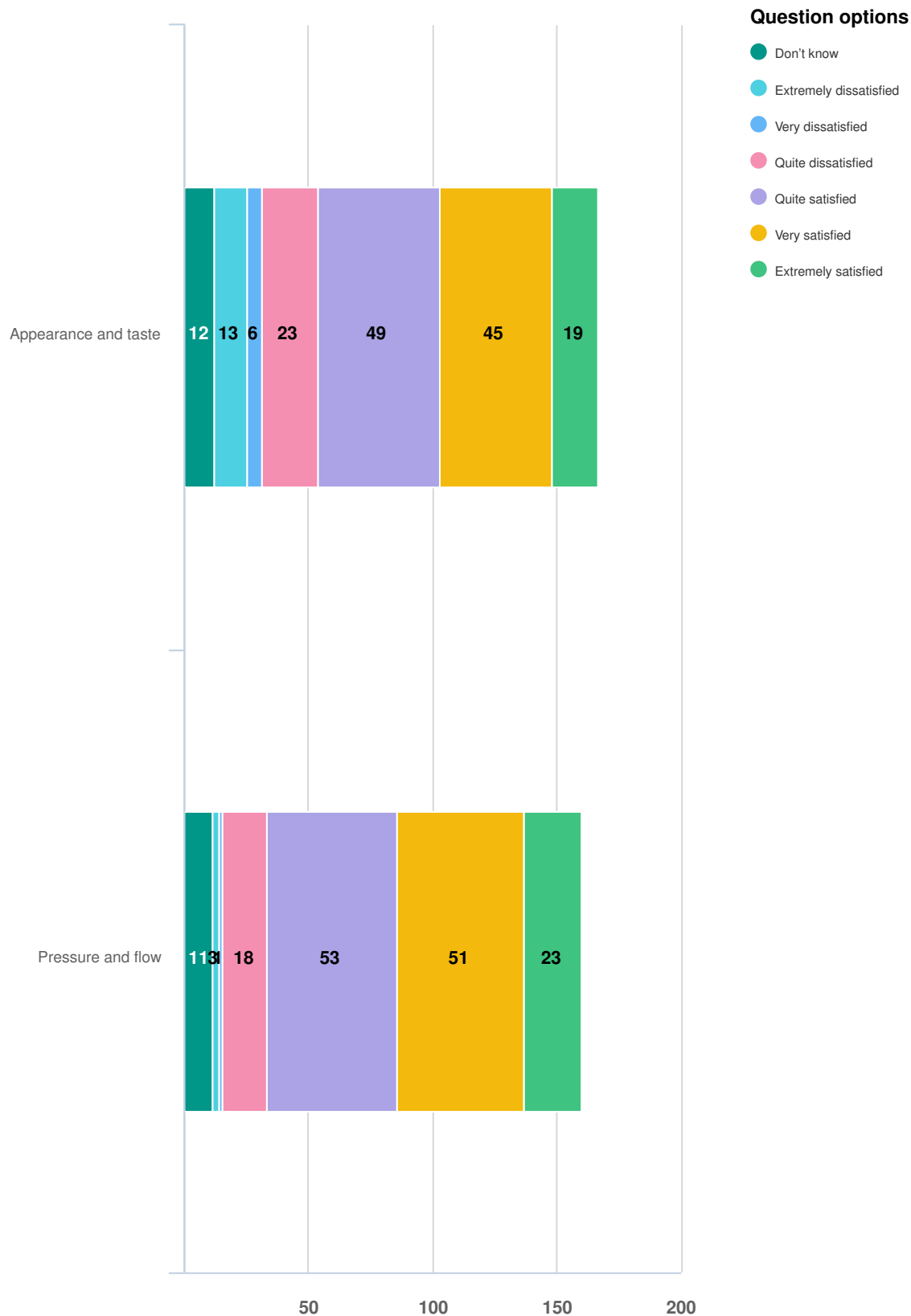
Question options

- ☐ Both Council and private water supply ☐ Private water supply ☐ Council water supply

Optional question (168 response(s), 34 skipped)

Question type: Radio Button Question

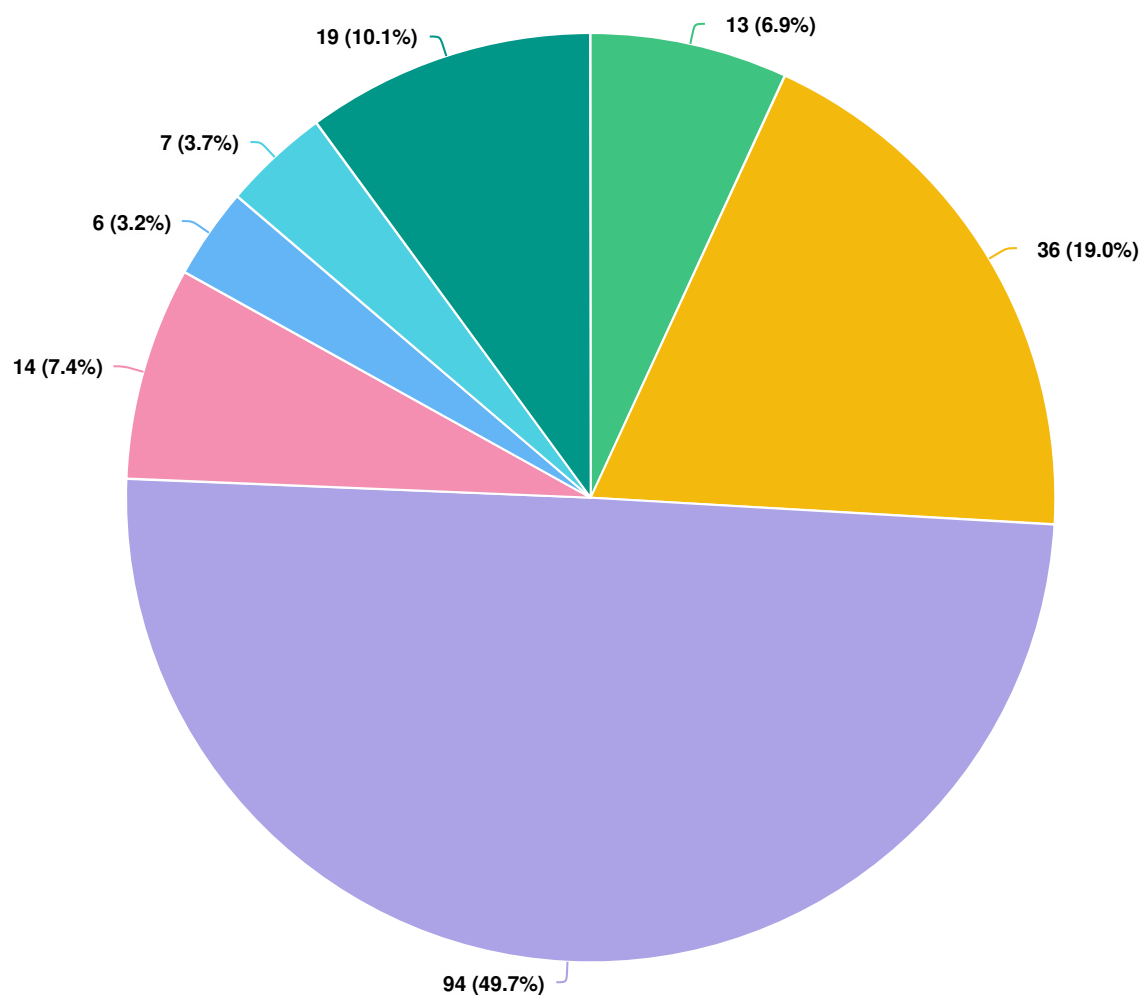
Thinking about the water supply supplied to you by the Council. How satisfied are you with the following aspects of the water: NOTE Please move the slider beneath the response to access the Don't know / Not applicable option



Optional question (168 response(s), 34 skipped)

Question type: Likert Question

Thinking now about the information you receive from the Council, how satisfied are you with it?



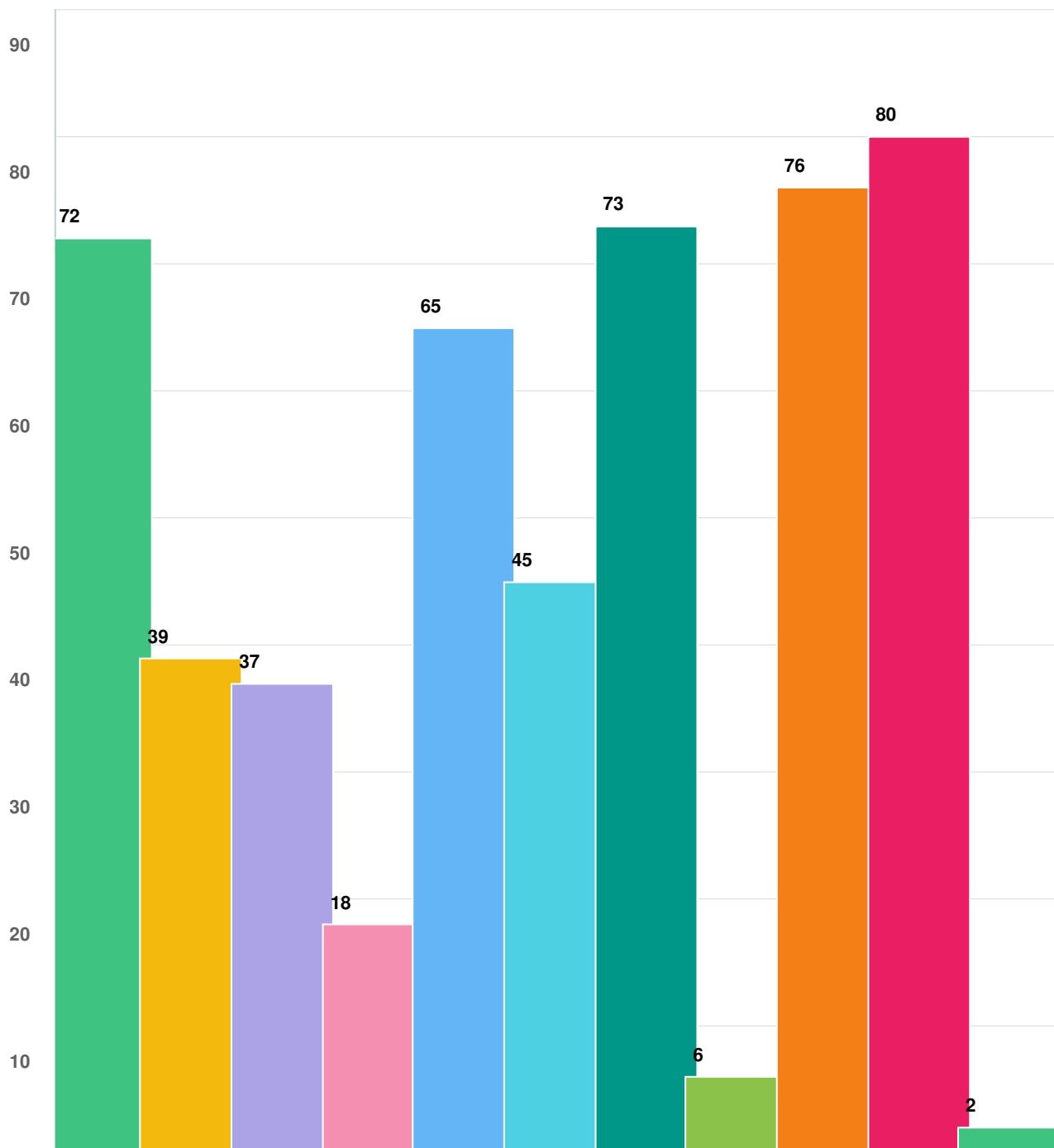
Question options

- ☐ Don't know ☐ Extremely dissatisfied ☐ Very dissatisfied ☐ Quite dissatisfied ☐ Quite satisfied
- ☐ Very satisfied ☐ Extremely satisfied

Optional question (189 response(s), 13 skipped)

Question type: Radio Button Question

How would you prefer to receive information from the Council?



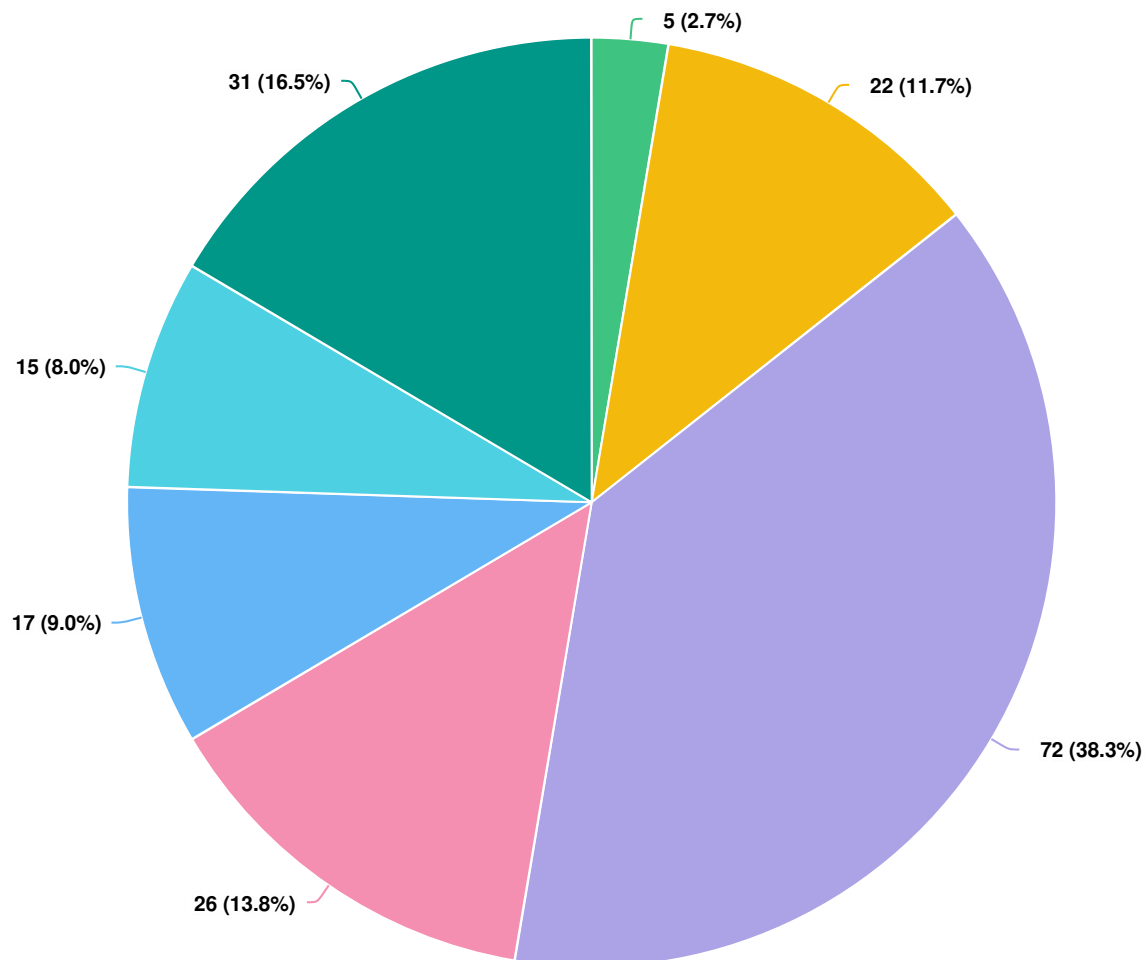
Question options

- Other (please specify) Text message alert for urgent information Council email Council Instagram
- Council Facebook Council website Council quarterly newsletter (sent to ratepayers) Radio Online news
- Newspaper Letter/bulk mail out/flyers/leaflets

Optional question (194 response(s), 8 skipped)

Question type: Checkbox Question

Thinking now about consultation, how satisfied are you with the level of consultation the Council provides when consulting with residents?



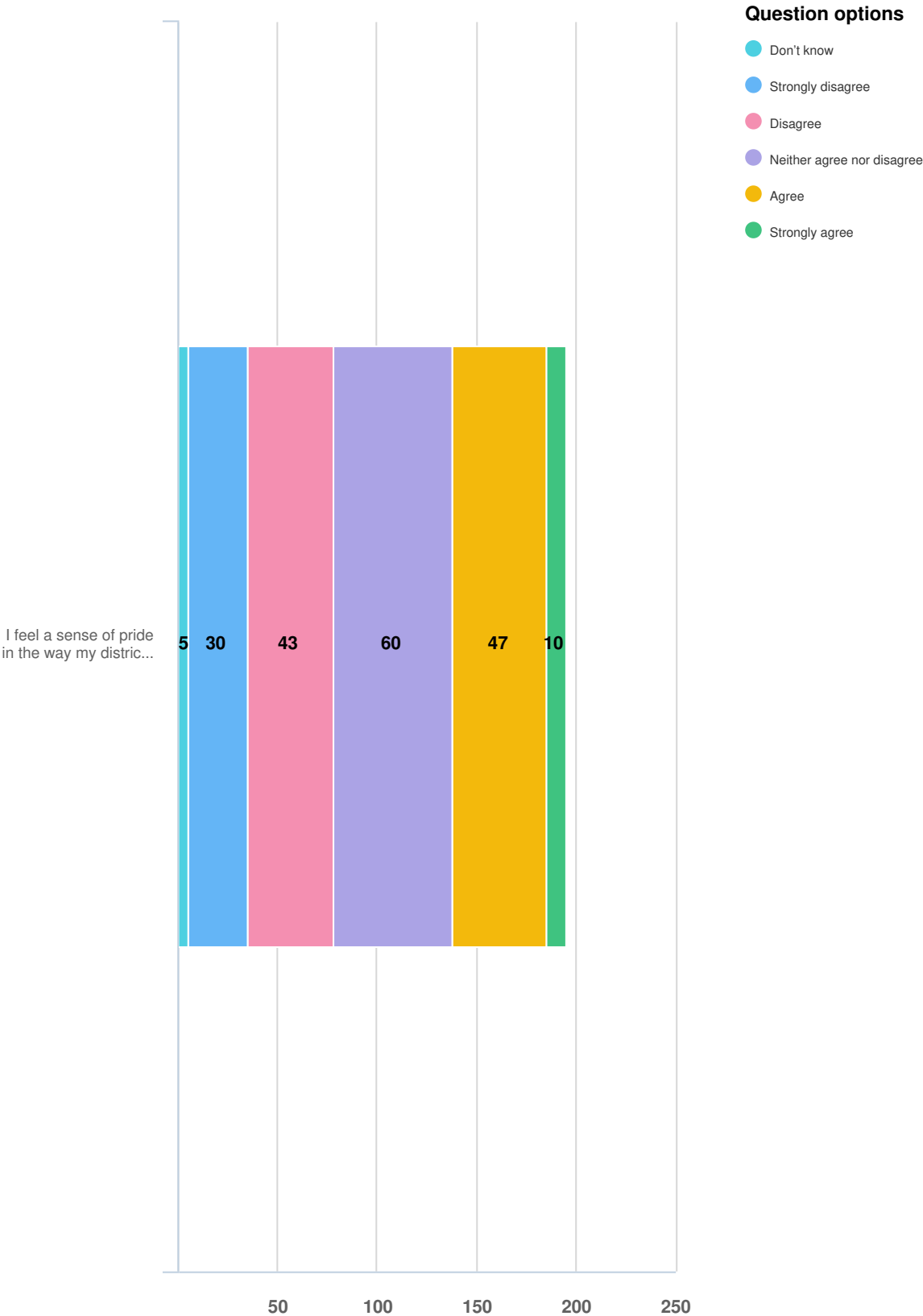
Question options

- ☐ Don't know ☐ Extremely dissatisfied ☐ Very dissatisfied ☐ Quite dissatisfied ☐ Quite satisfied ☐ Very satisfied ☐ Extremely satisfied

Optional question (188 response(s), 14 skipped)

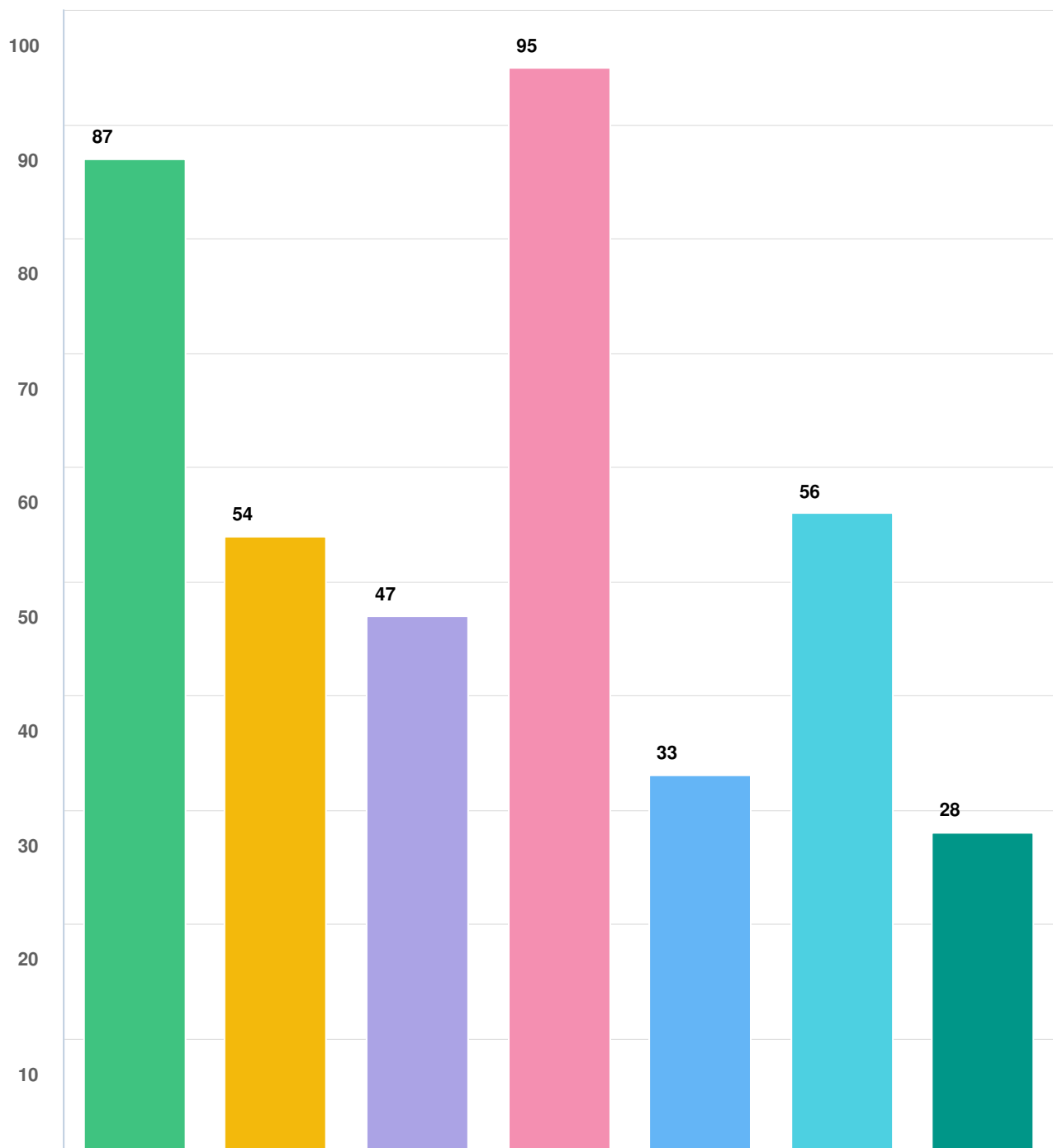
Question type: Radio Button Question

How much do you agree or disagree with the following statement:



Optional question (195 response(s), 7 skipped)
Question type: Likert Question

If you don't feel a sense of pride in the way your district looks and feels, what is the main reason, or reasons?



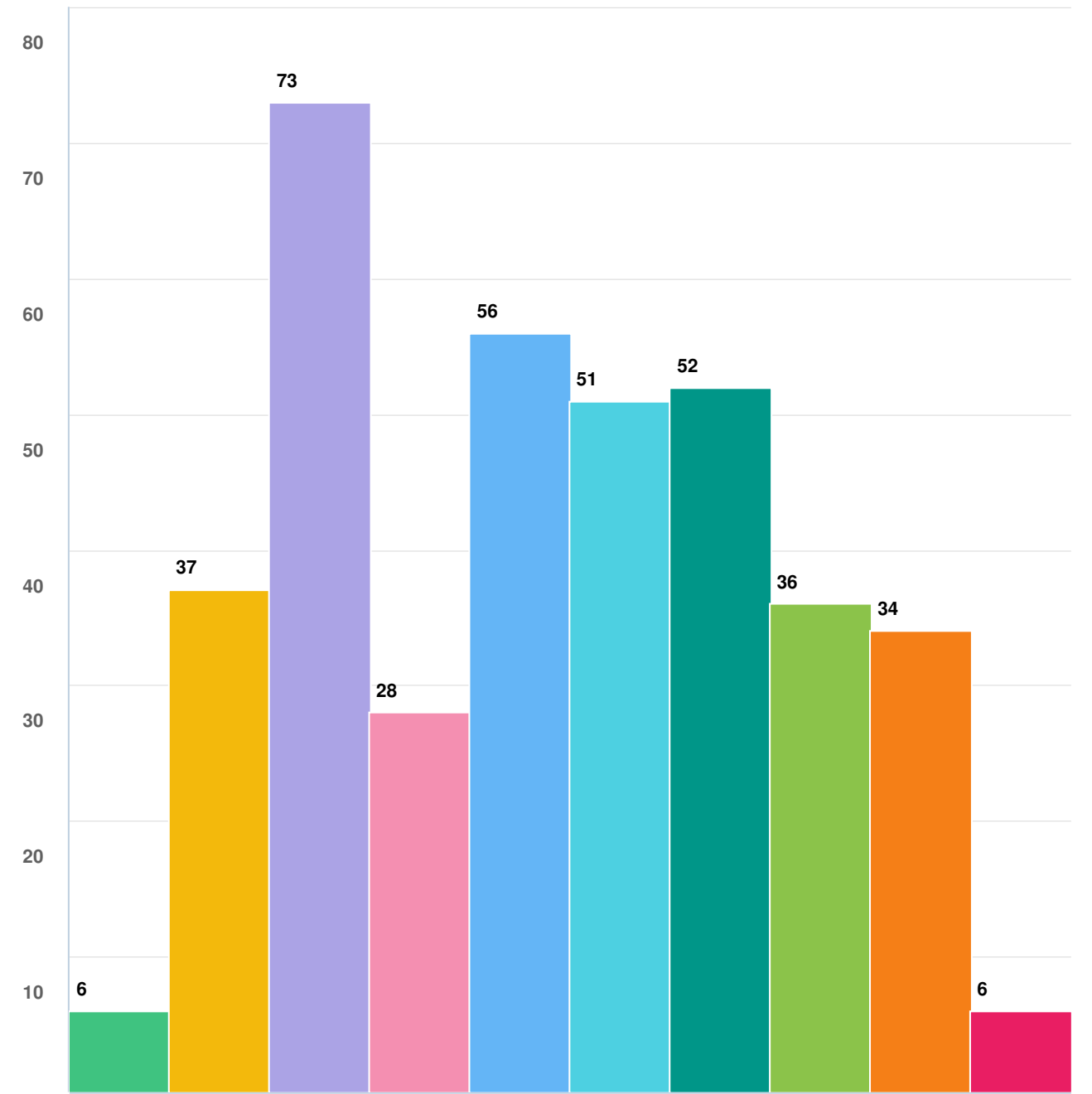
Question options

- Other (please specify)
 ● Lack of facilities, services, things to do
 ● Untidy and dirty/rubbish lying around
- CBD is dying/lots of empty shops/buildings
 ● Issues with transport system/no. of cars/roading/footpaths
- Doesn't look good/not something to be proud of
 ● Run down or needs better maintenance

Optional question (138 response(s), 64 skipped)

Question type: Checkbox Question

If you do feel a sense of pride in the way your district looks and feels, What is the main reason, or reasons?



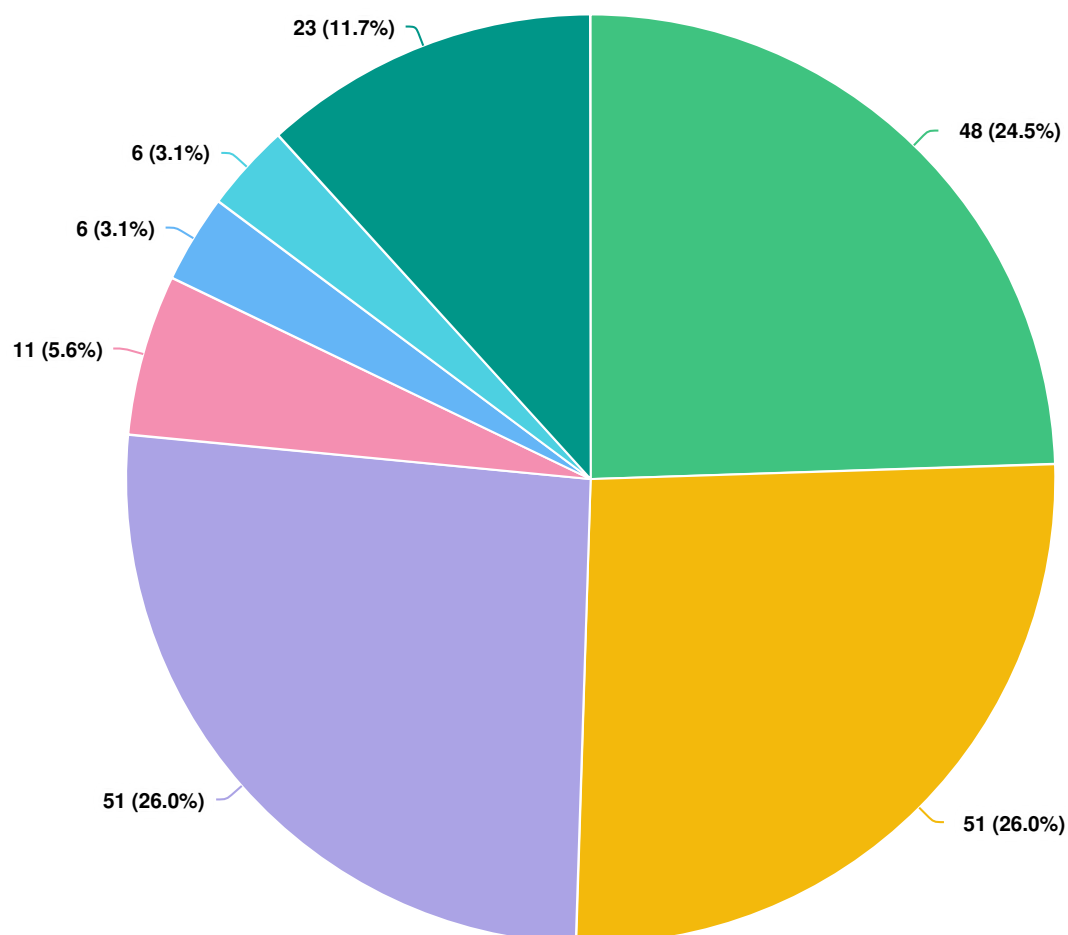
Question options

- Other (please specify)
- Plenty of facilities, services, things to do, cycle trail
- There are plenty of parks, green/open spaces or gardens
- West Coast pride - doing the best with what we've got
- There is a sense of community in the district/friendly
- Happy here/been here for a long time/it's home
- It is clean/no rubbish lying around
- The natural environment is beautiful
- Moving forward/getting things done
- Good urban design/attractive buildings and spaces/well maintained/looks good

Optional question (101 response(s), 101 skipped)

Question type: Checkbox Question

Thinking now about the Grey District Council's Mayor. How satisfied are you with the overall performance of Grey District Council's Mayor?



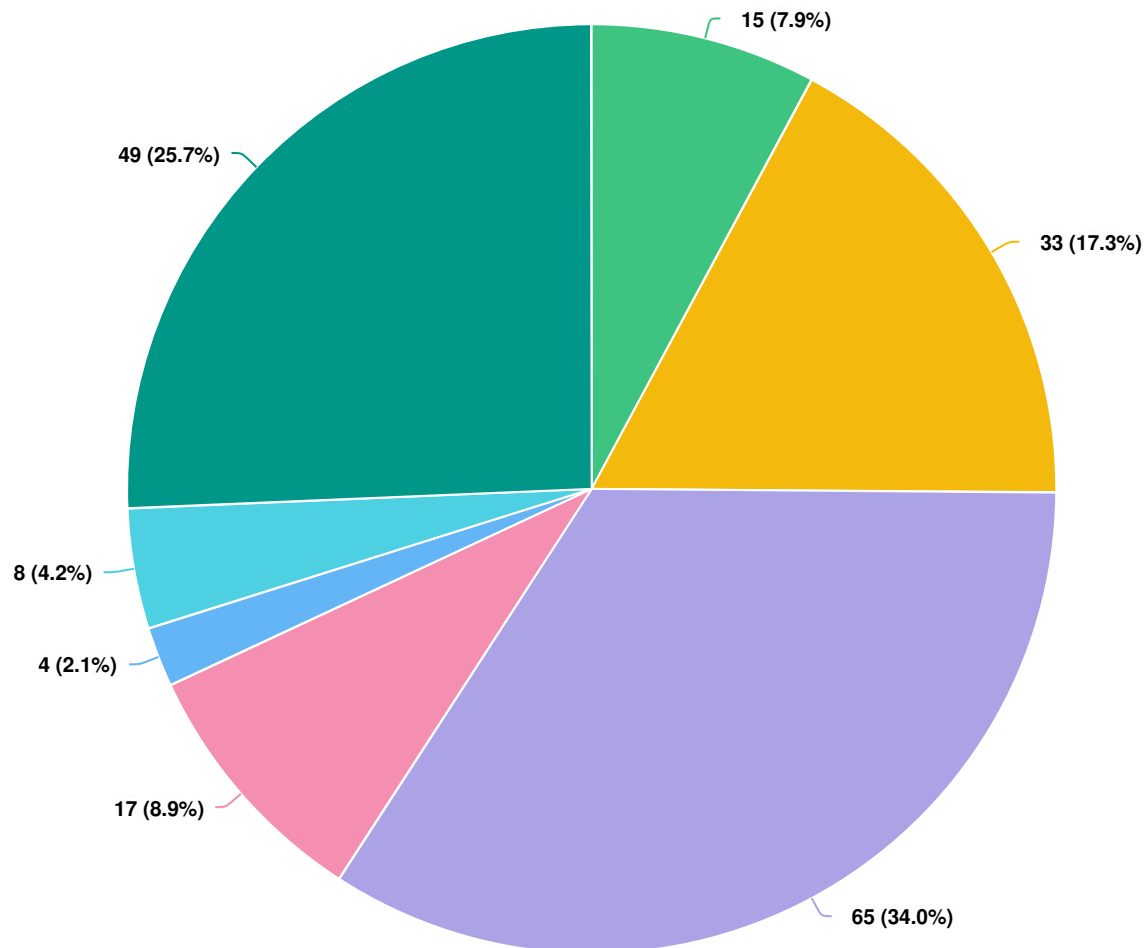
Question options

Don't know Extremely dissatisfied Very dissatisfied Quite dissatisfied Quite satisfied
Very satisfied Extremely satisfied

Optional question (196 response(s), 6 skipped)

Question type: Radio Button Question

Thinking now about the Grey District Council's Councillors. How satisfied are you with the overall performance of Grey District Council's Councillors?



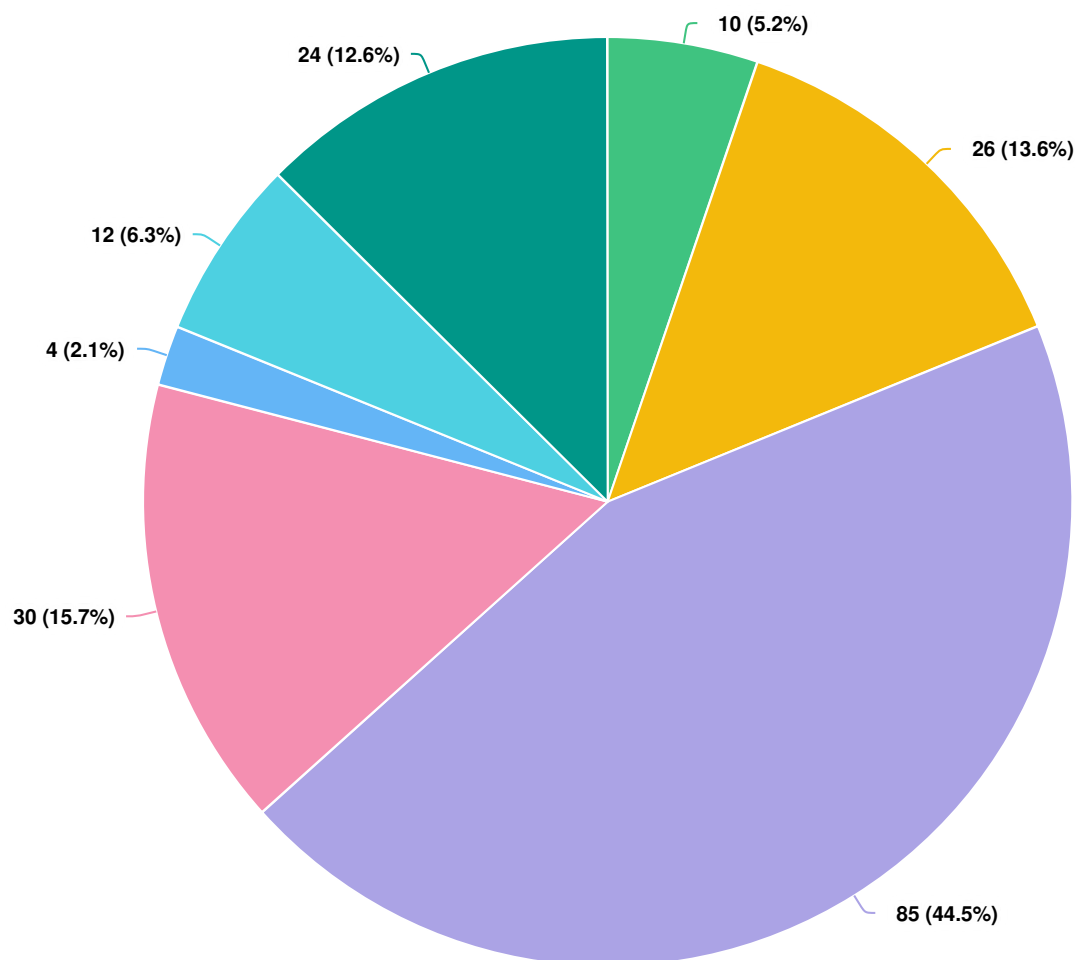
Question options

- ☐ Don't know ☐ Extremely dissatisfied ☐ Very dissatisfied ☐ Quite dissatisfied ☐ Quite satisfied ☐ Very satisfied ☐ Extremely satisfied

Optional question (191 response(s), 11 skipped)

Question type: Radio Button Question

And, overall, how satisfied or dissatisfied would you say you are with the overall performance of Grey District Council over the last 12 months?



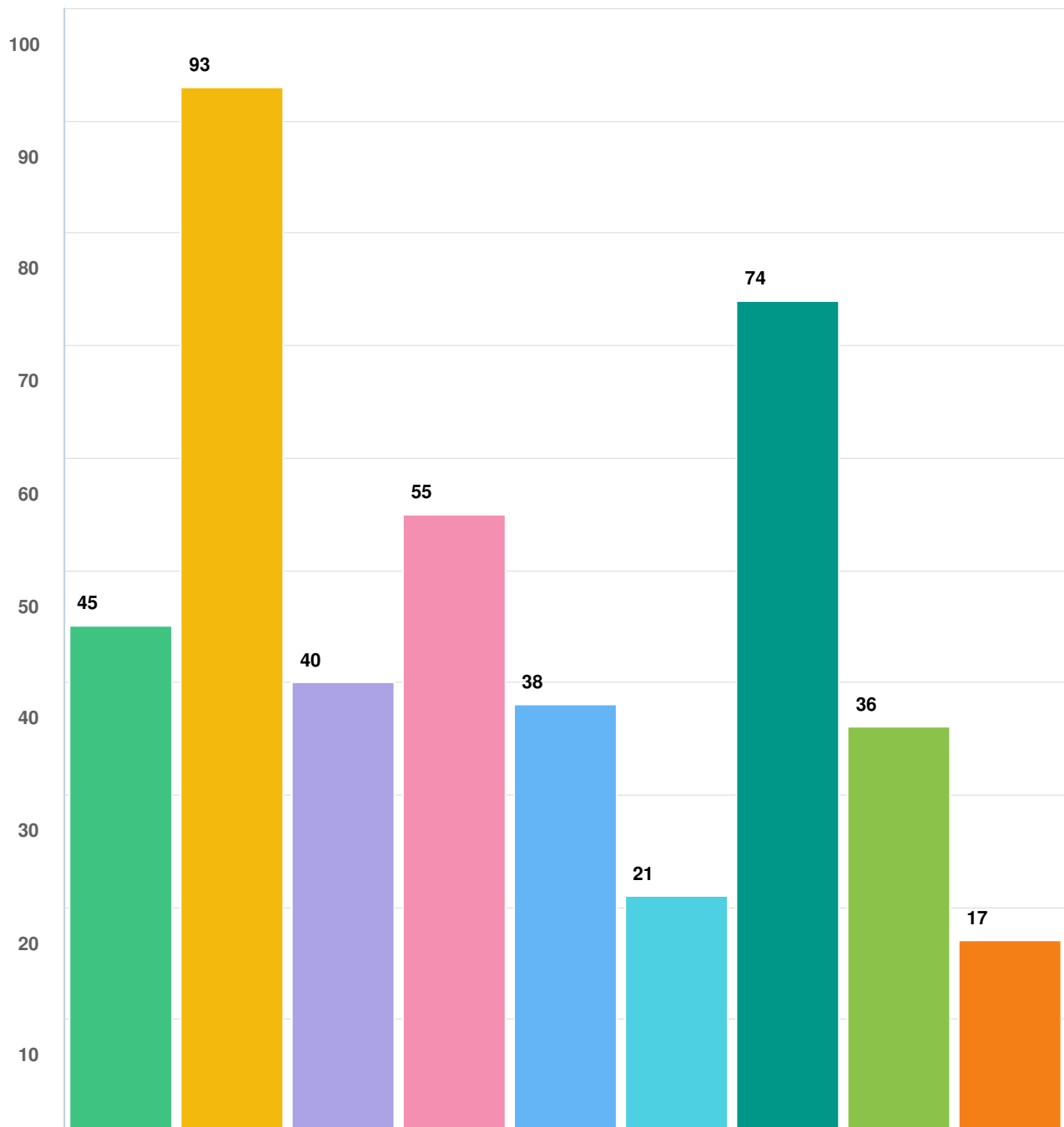
Question options

Don't know Extremely dissatisfied Very dissatisfied Quite dissatisfied Quite satisfied
Very satisfied Extremely satisfied

Optional question (191 response(s), 11 skipped)

Question type: Radio Button Question

Why do you say that?



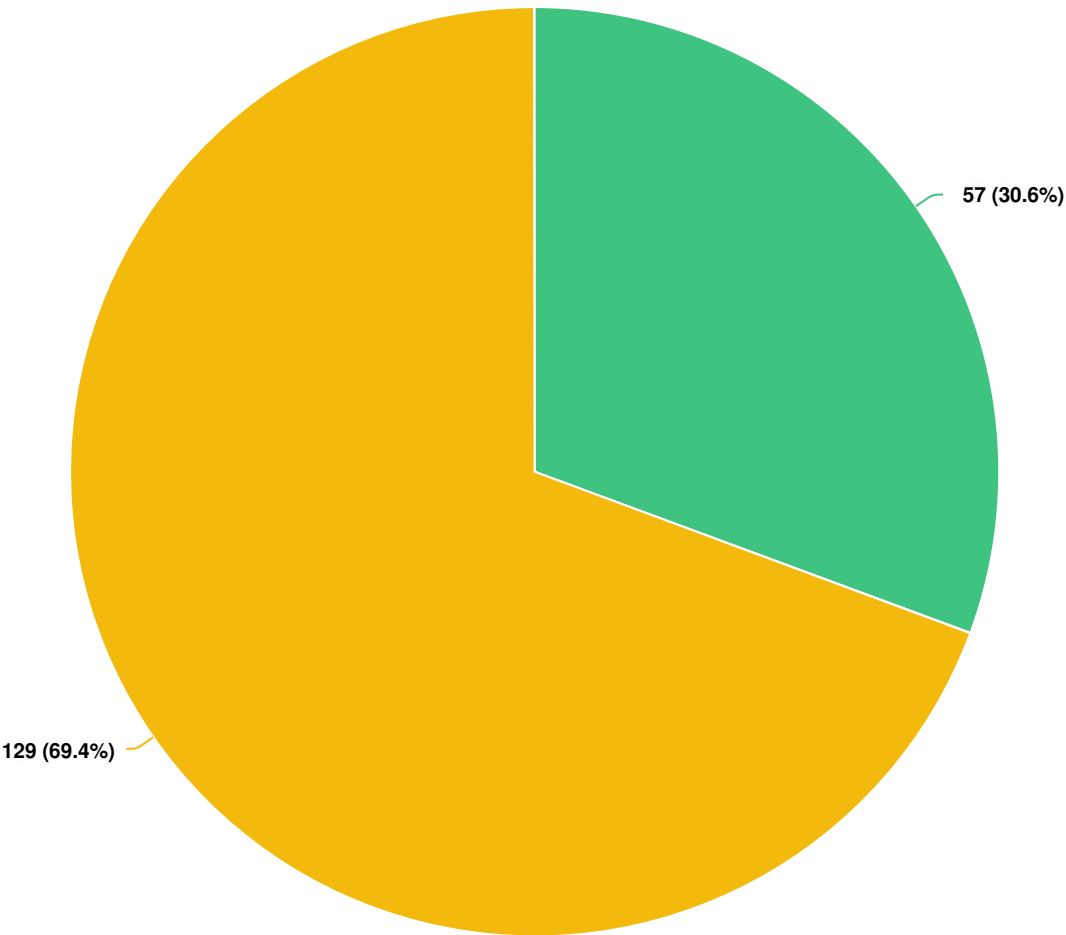
Question options

- Other (please specify)
 ● Not moving forward/things not getting fixed
 ● Rates dear/money could be better spent
- Lack of support/communication/consultation/don't listen
 ● Support / standing up to Government
- Moving forward, getting things done/new developments
 ● Offer good support/communication/consultation/approachable
- Mayor is doing a good job
 ● Good performance overall/doing their best/no problems

Optional question (181 response(s), 21 skipped)

Question type: Checkbox Question

Do you have dependent children in your household?



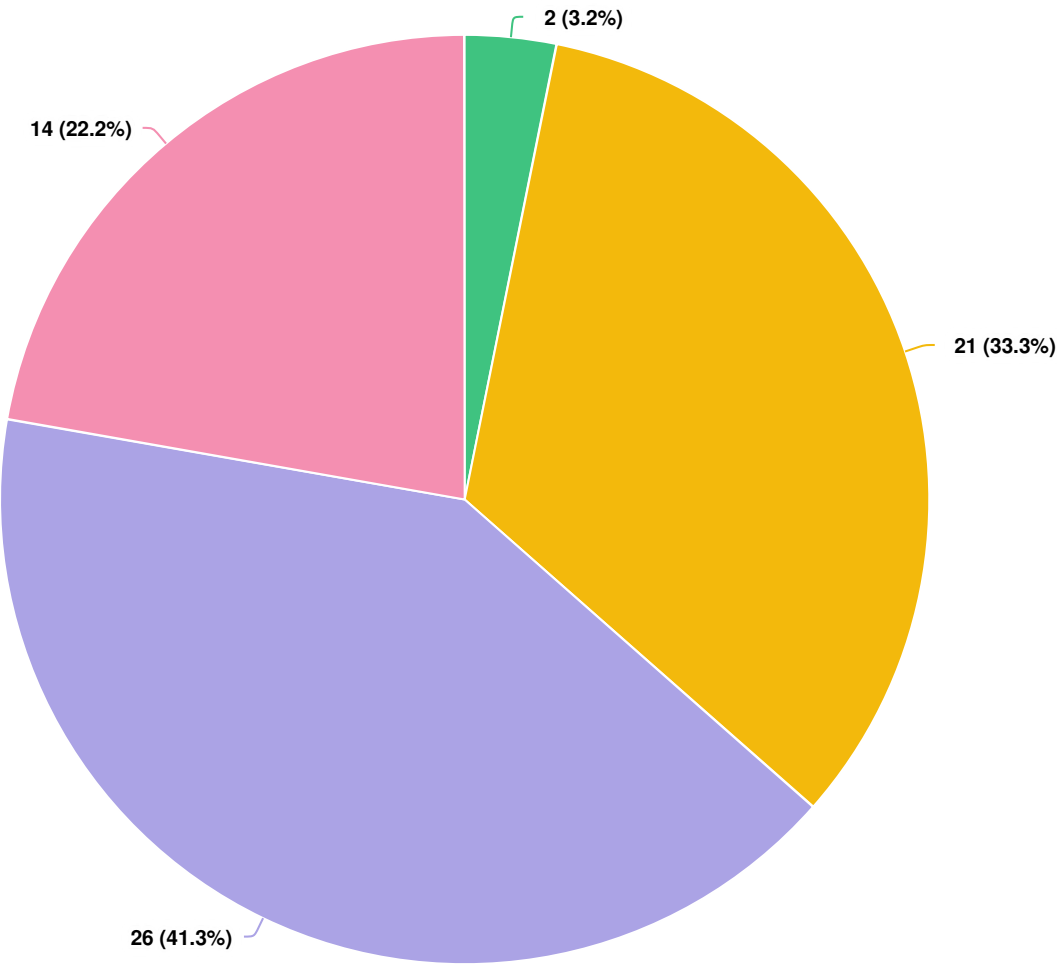
Question options

- Do not have dependent children
- Have dependent children

Optional question (186 response(s), 16 skipped)

Question type: Radio Button Question

If you do have dependent children, how old is the youngest child?



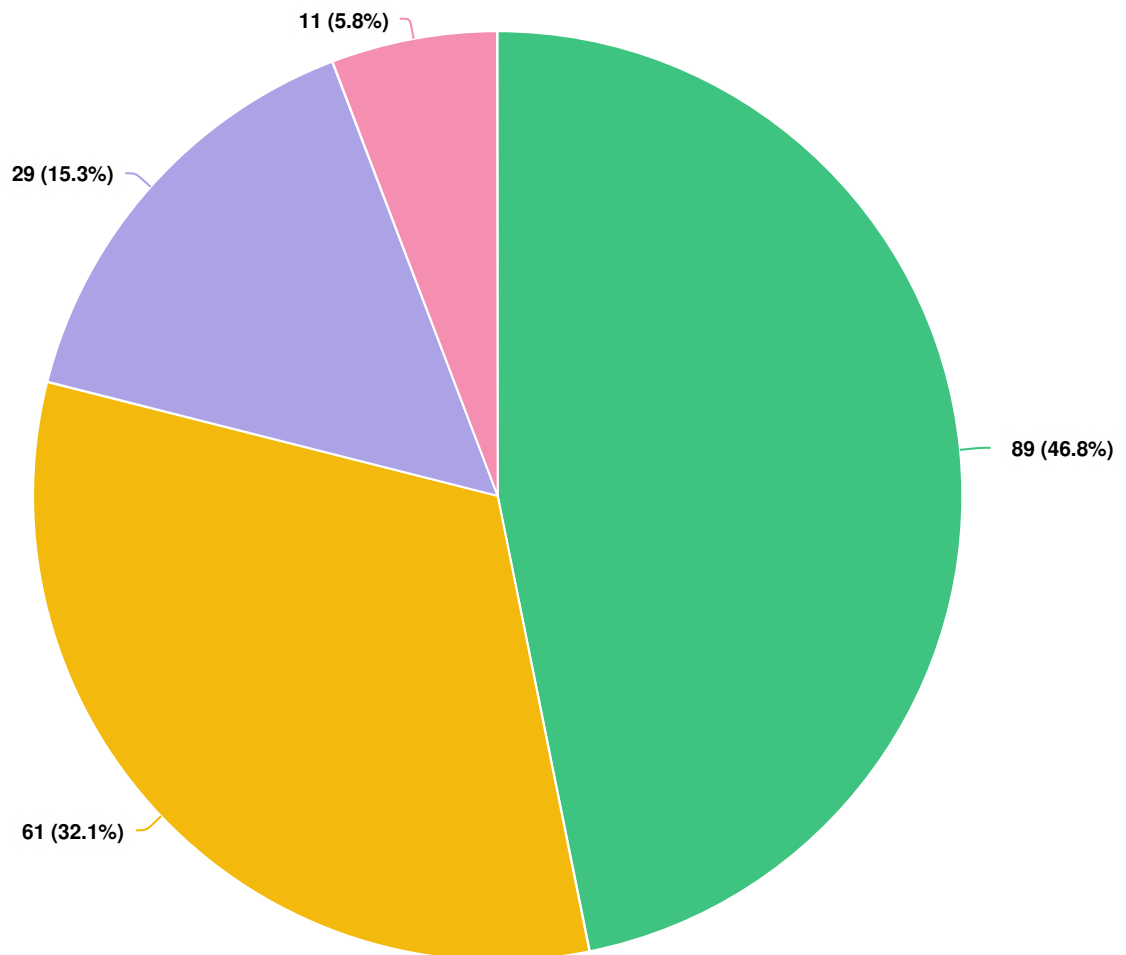
Question options

- Youngest aged over 15
- Youngest aged 5- 15
- Youngest aged under 5
- I am a dependent child

Optional question (63 response(s), 139 skipped)

Question type: Radio Button Question

Which of the following best describes you:



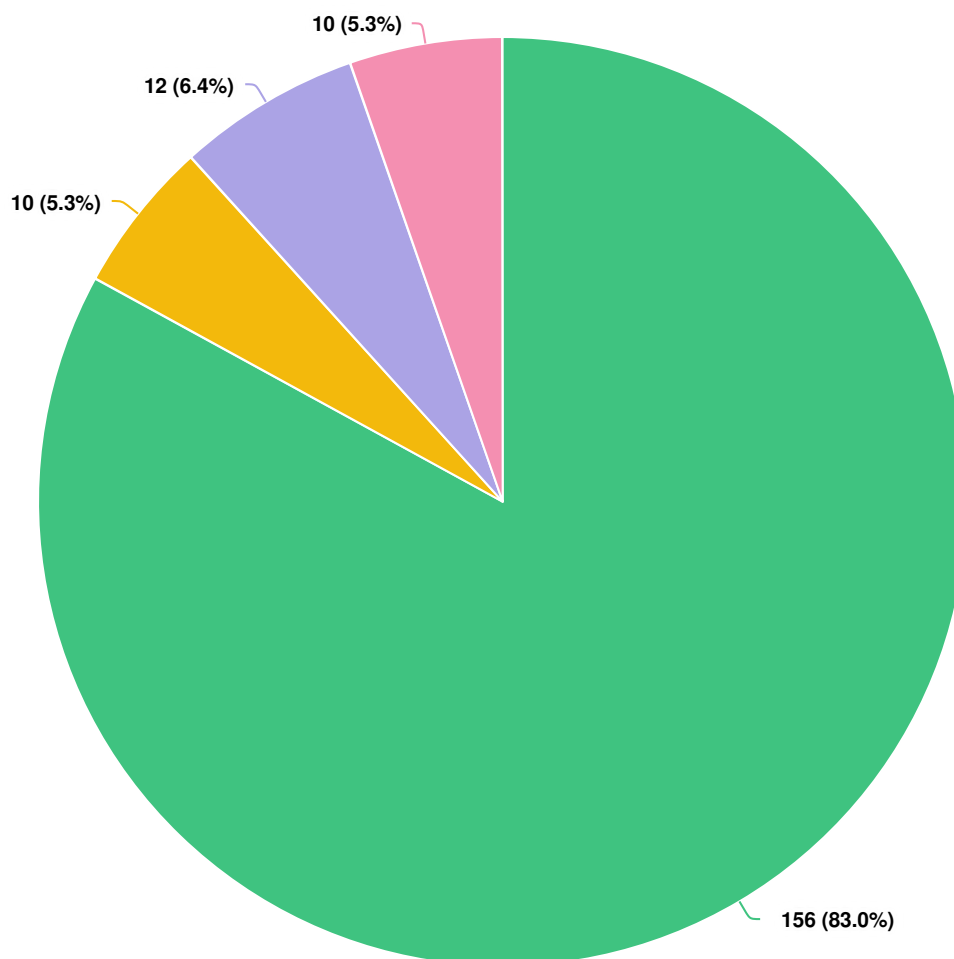
Question options

- ☐ I have returned to the Grey District having been away for some years
- ☐ I have lived in Grey District for less than five years
- ☐ I have lived in Grey District for five years or more
- ☐ I have lived in Grey District all or most of my life

Optional question (190 response(s), 12 skipped)

Question type: Radio Button Question

Which of the following best describes you?



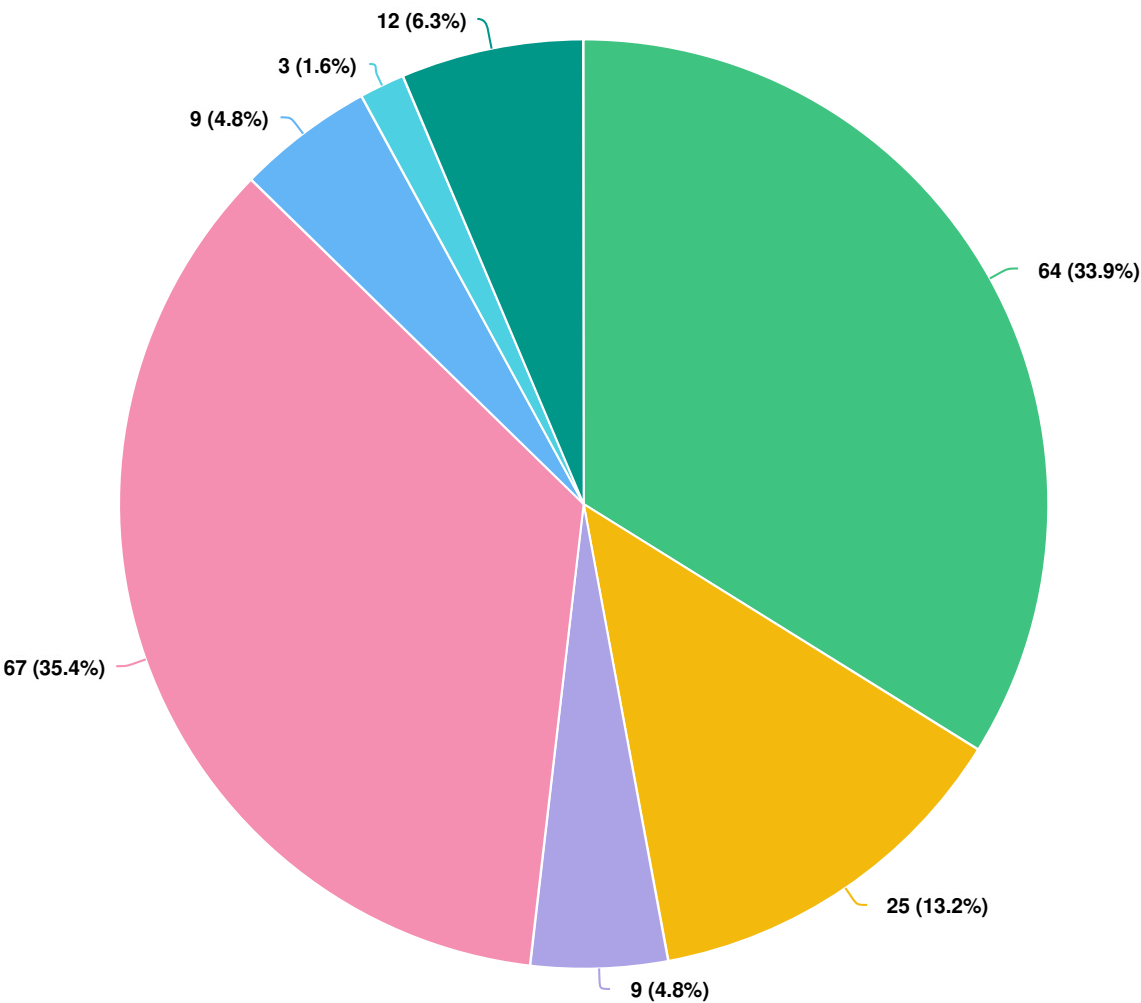
Question options

- Not a ratepayer in the Grey District
- Live with family who are ratepayers in the Grey District
- Ratepayer, live mostly outside of Grey District
- Ratepayer, live in Grey District

Optional question (188 response(s), 14 skipped)

Question type: Radio Button Question

Which of these best describes your occupation?



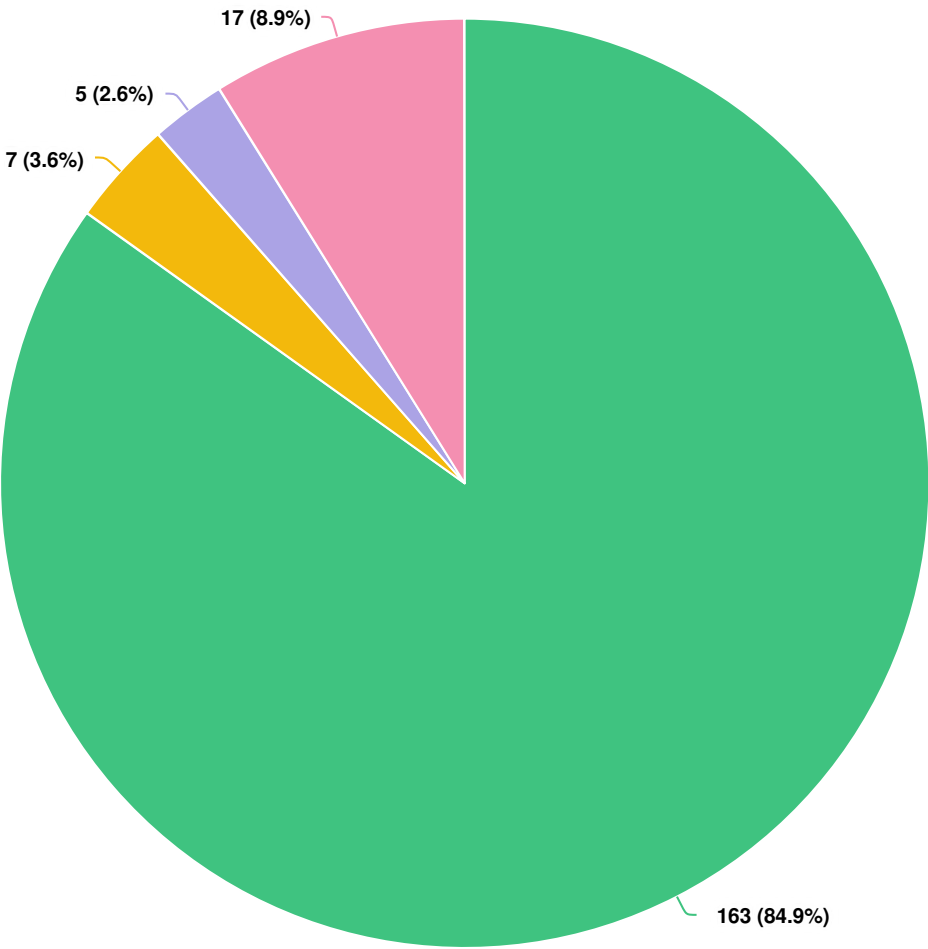
Question options

- Other (please specify)
- School student
- Home executive
- Retired
- Not in paid employment/seeking/beneficiary
- In part time paid employment
- In full time paid employment

Optional question (189 response(s), 13 skipped)

Question type: Radio Button Question

Which of the following ethnic groups do you identify with?



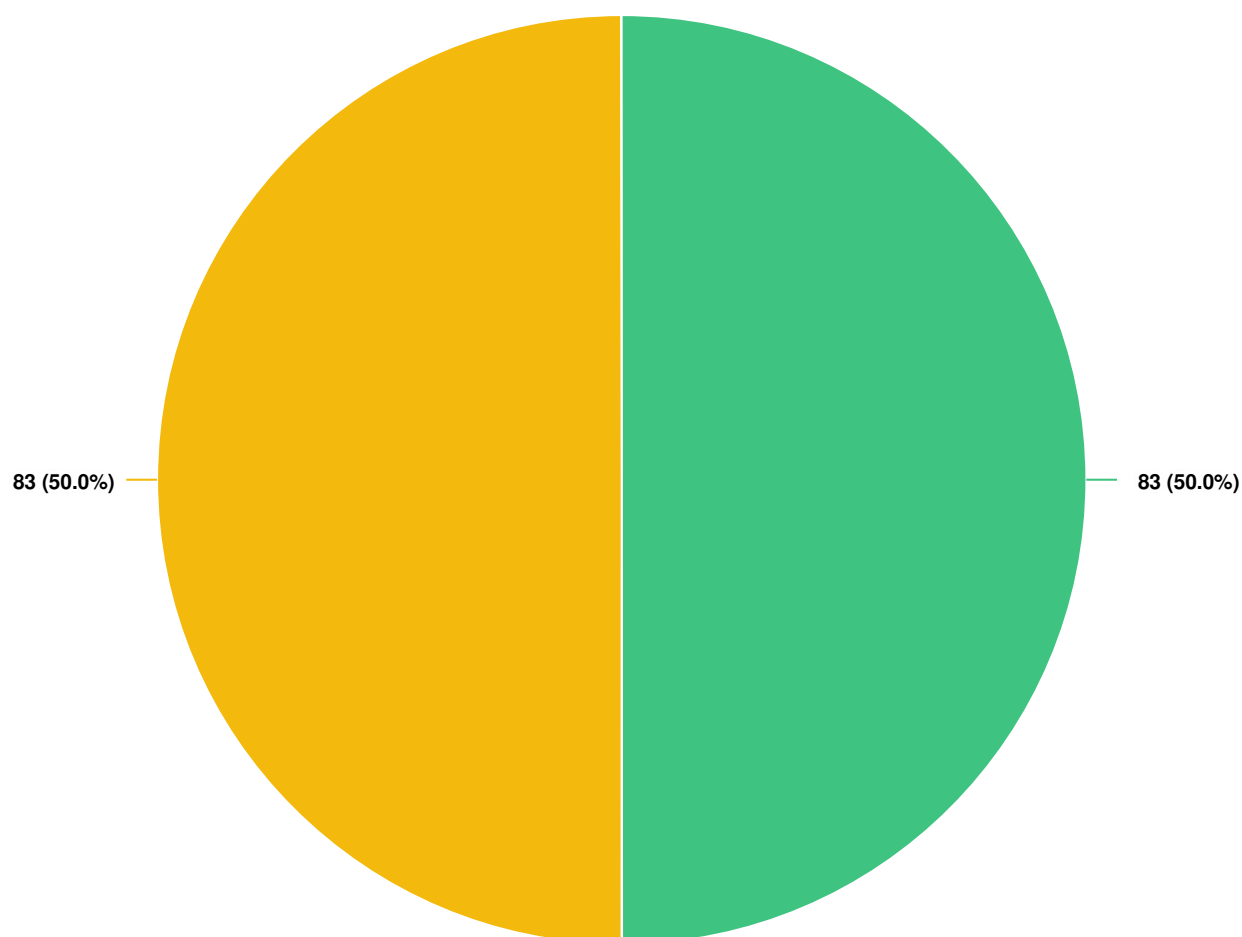
Question options

- Other (please specify)
- Asian
- Māori
- NZ European / Pakeha

Optional question (192 response(s), 10 skipped)

Question type: Radio Button Question

There is a chance that we may be interested in talking to you in further detail as a result of responses to questions. Can we contact you again if this need arises?



Question options

● No ● Yes

Optional question (166 response(s), 36 skipped)

Question type: Radio Button Question