

Clutha District Council

Resident Satisfaction Survey 2026

Research report
July 2026



Photo by Jamie Kettle on Unsplash



Contents

Key Messages	3
Research Design	7
Use of, and Visits to, Council Facilities	11
Wastewater & Stormwater	13
Water Supply	16
Roading	21
Solid Waste Services	25
Community Services	28
Elected Members and Council	35
Areas for Council Improvement	42
Appendix One: Demographic Profile	45
Appendix Two: Online Survey Respondents	49

Disclaimer:

The Curiosity Company Ltd notes that the views presented in the report do not necessarily represent the views of Clutha District Council. In addition, the information in this report is accurate to the best of the knowledge and belief of The Curiosity Company. While The Curiosity Company has exercised all reasonable skill and care in the preparation of information in this report, The Curiosity Company accepts no liability in contract, tort, or otherwise for any loss, damage, injury or expense, whether direct or indirect, or consequential, arising out of the provision of information in this report. Please note that due to rounding, some totals may not correspond with the sum of the separate figures.

Our use of AI:

At The Curiosity Company, we use smart AI tools like Contented AI, Copilot, Ascribe and Grammarly to boost efficiency, improve readability, and uncover patterns in raw data. These tools support our process—but the insights in this report are all crafted by humans.

Section 1

Key Messages



Council Services



85% satisfied with district **wastewater systems**



77% satisfied with **stormwater services**



53% satisfied with the **maintenance of unsealed roads**



68% satisfied with the **maintenance of sealed roads**



53% satisfied with **footpaths**



92% satisfied with the **wheelie bin service**



90% satisfied with **Mt Cooee landfill**

Council Facilities



97%

satisfied with **Clutha iSite Visitor Information Centre**



94%

satisfied with **community centres or community halls**



81%

satisfied with **public toilets**



93%

satisfied with **community libraries**



94%

satisfied with **cemeteries**



87%

satisfied with **district parks and reserves**



83%

satisfied with **playgrounds**



93%

satisfied with **Balclutha Sportsground**



89%

satisfied with **Balclutha Pool**



86%

satisfied with **Milton Sportsground**



81%

satisfied with **Milton Pool**

Elected Members and Council



67%

satisfied with **the helpfulness and advice from Council staff**



66%

satisfied with Council's goal to **promote growth, living, and working in the Clutha District**



57%

satisfied with the **overall performance of the Clutha District Council**



50%

satisfied with being able to **have a say in Council decision-making and planning**



60%

satisfied with **decision making, planning and leadership of elected members**



37%

satisfied with **value for money from rates**

Research Design



Context

Clutha District Council commissions an annual residents' survey to gather feedback about the services the Council offers and how well residents think those services are being provided (either directly by Council or via its contractors).

This survey is one tool that Council uses to gauge whether the projects, programmes, or changes it makes alter residents' perceptions about the services. The survey also offers an opportunity to assess how residents feel about the District and the opportunities it provides.

The key service areas tested in the 2026 residents' survey were:

- Council services and facilities.
- Elected members and Council.

This year's survey was conducted amidst concerns around rising rates and infrastructure costs, long-term service sustainability and local government reform. The fieldwork was completed prior to the Clutha District Council formally adopting the 2026/27 Annual Plan on the 25th June.

Method

The 2026 survey had a dual method approach:

1. The core research was conducted via telephone interviews to mobile phone and landline numbers, with the option to complete online.
2. An additional online survey was offered to allow wider engagement with residents across the District.

PHONE SURVEY WITH ONLINE COMPLETION OPTION

The data produced from the phone survey element is the result of random sampling and is therefore free from self-selection bias; it can be considered statistically robust, and levels of statistical confidence can be applied to the data.

An online channel for the phone survey was introduced in 2016. The online completion option is important as it helps to minimise non-response error by increasing the response rate. From 2016, those respondents who were unwilling or unable to complete the survey by phone have been directed to the online survey.

STAND-ALONE ONLINE SURVEY

An additional online version of the survey was added in 2018 to enable more inclusive engagement. This provides an option for those with a preference for online completion or not invited to take part as part of the random telephone sample, to participate.

However, the online sample is self-selecting and is essentially different from that provided through the telephone approach (based on random sampling) where respondents are invited to take part. Self-selecting respondents are likely to have characteristics and opinions that are not consistent with the general population. The sample from the online survey should not be viewed as representative of the District’s population. A comparison of results provided from the two different samples is provided in Appendix Two.

Communications to promote the online survey across the district were handled by Clutha District Council. Responses to the online residents’ survey this year were lower than in recent years.

Given the low number of responses to the online version of this survey in 2026, the results from this should be treated with extreme caution.

NOTES ON THE ANALYSIS

The telephone survey provides a sample of 300 respondents that is representative of the District’s population. An additional 28 residents chose to give their feedback through the online survey (down notably from 142 in 2025).

In line with previous reports, responses for 6-point scale satisfaction questions have been grouped as follows:

On a scale of 1 to 6, where 6 is very satisfied and 1 is very dissatisfied, how would you rate your stormwater services during the last 12 months?

Very dissatisfied		Dissatisfied	Satisfied	Very satisfied		Don't know N/A
1	2	3	4	5	6	98

Trend analysis and performance against Key Performance Indicators have also been included. Targets are either internal Council measures or formal Long Term Plan 2024/34 (LTP) targets. LTP measures have been identified in the text. For these measures, the proportion of respondents that stated that they were satisfied (4–6), are shown.

It should be noted that all “don’t know” responses have been excluded from the results. It should also be noted that, in this report, figures have been rounded to whole numbers. Due to this rounding, some charts, tables, and summary measures may not add up precisely to the totals provided or to 100 per cent.

Sampling

Following a pilot testing phase, telephone data collection took place between the 9th and 24th June using a randomised database of telephone numbers covering the Clutha District.

Data collection was randomised within each household to ensure the sample included a range of respondents based on age, location, and gender, with a quota system being used to ensure the sample was representative of the population as per Census 2023 statistics.

In 2026 it was more difficult to secure engagement from younger residents. The number of residents aged 16 – 29 who took part in the survey was below the targets set for representation. A weighting has therefore been applied to the data by the age break down.

A full demographic breakdown of the sample is shown in Appendix One.

Overall data is accurate to a maximum error margin of +/- 5.6% at the 95% confidence level (if 50% of respondents stated they were satisfied with a Council facility, then we could be 95% sure that between 44.4% and 55.6% of the entire population also feel this way).

The online survey was also available from the 9th through to the 24th of June.

Section 3

Use of, and Visits to, Council Facilities



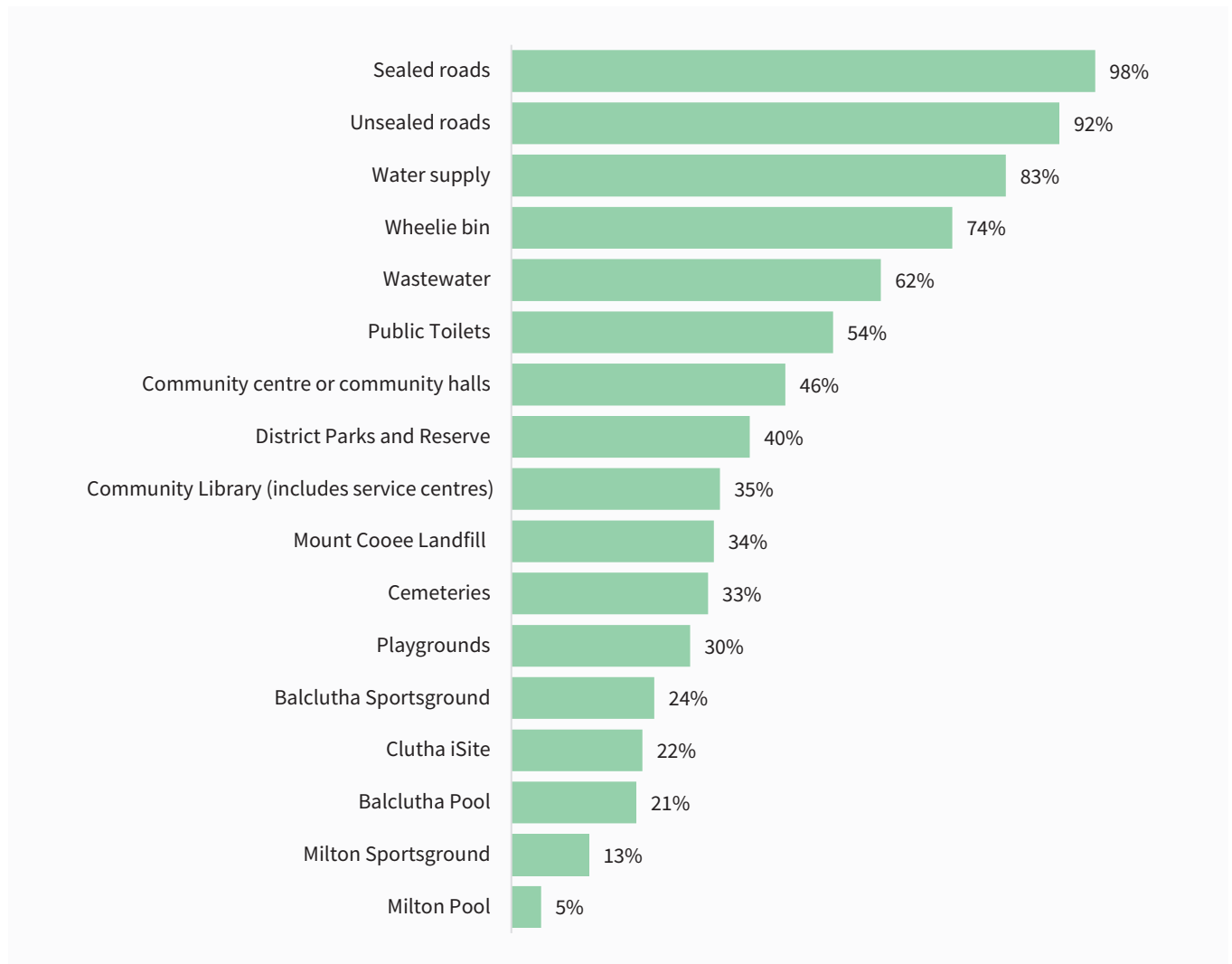
Clutha residents were asked to confirm whether they had visited or used specified Council facilities in the past 12 months.

The most widely used Council facilities remain consistent in usage in comparison with last year. Over 60 per cent of Clutha residents continue to use sealed / unsealed roads, water supply, wheelie bin and wastewater services.

There has been a reported decline in usage across other Council facilities. The most notable declines were seen for district parks and reserves (13 per cent decrease), playgrounds (12 per cent decrease) and libraries (11 per cent decrease).

On average residents had used 7.6 facilities in 2026 compared to 8.3 in 2025.

Figure 3.1 Visits and usage of Council facilities



Section 4

Wastewater & Stormwater



Wastewater

Eighty-five per cent of residents with properties connected to one of the district's wastewater systems stated that they were satisfied with the service:

✓ **Performance target met (2025/26 aim: ≥85%)**

Performance in this area is consistent with the 2025 results. However, the 2026 results continue a very gradual downward trend since 2022. Analysis of residents' feedback did not highlight any specific issues to flag.

Figure 4.1 Satisfaction with District wastewater systems

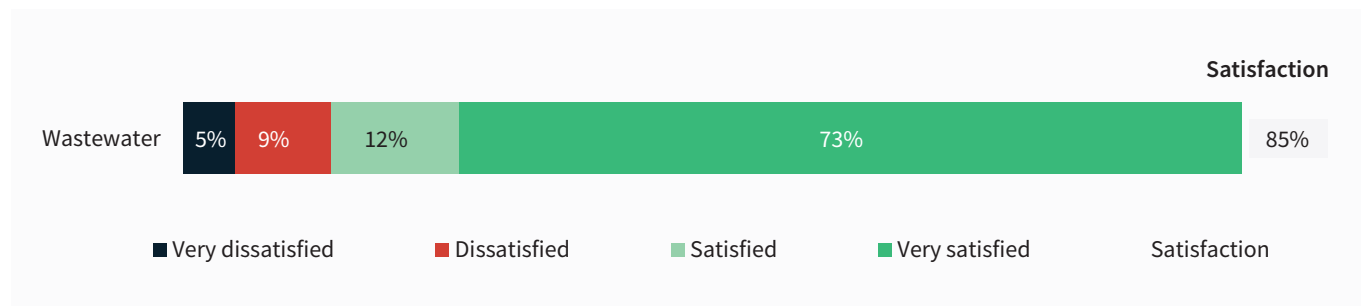
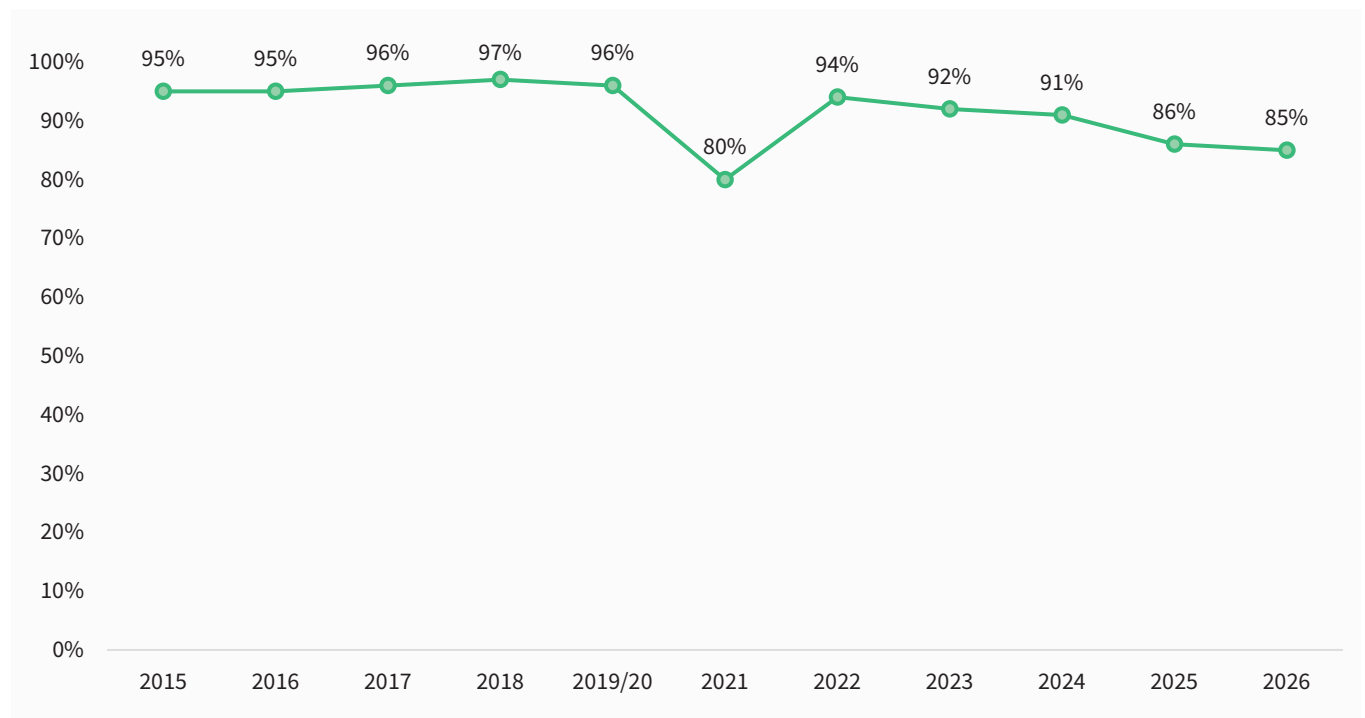


Figure 4.2 Satisfaction with wastewater systems, over time



Stormwater

Residents connected to the district's wastewater systems were also asked to rate satisfaction with stormwater services.

- 77% of these residents stated that they were satisfied with the service.

✓ **Performance target met (2025/26 aim: $\geq 75\%$)**

Satisfaction with stormwater services shows a trend that is volatile, with satisfaction in 2026 recovering to similar levels in 2024 after a notable decline in 2025. This volatility is likely to relate to weather patterns where severe weather events have tested the stormwater systems. Prior to July 2026, by which time interviewing for this survey was complete, the district had not experienced the same degree of significant weather events seen in 2025.

Figure 4.3 Satisfaction with stormwater services

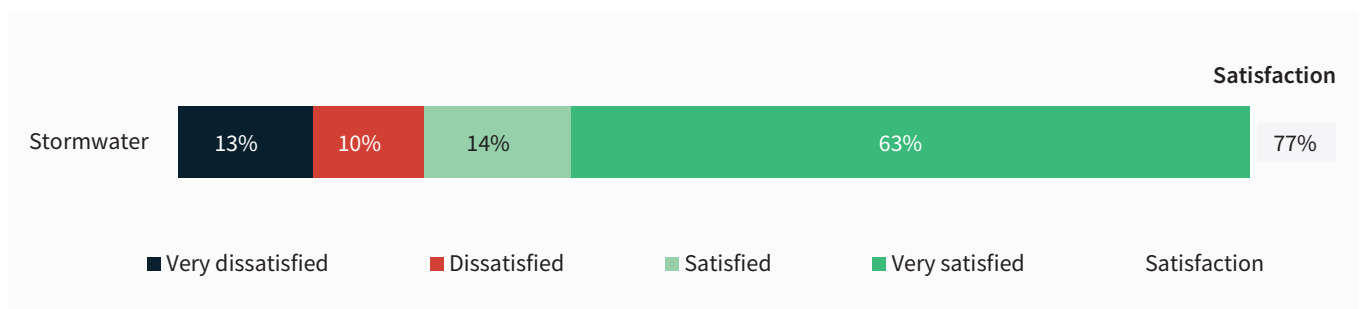
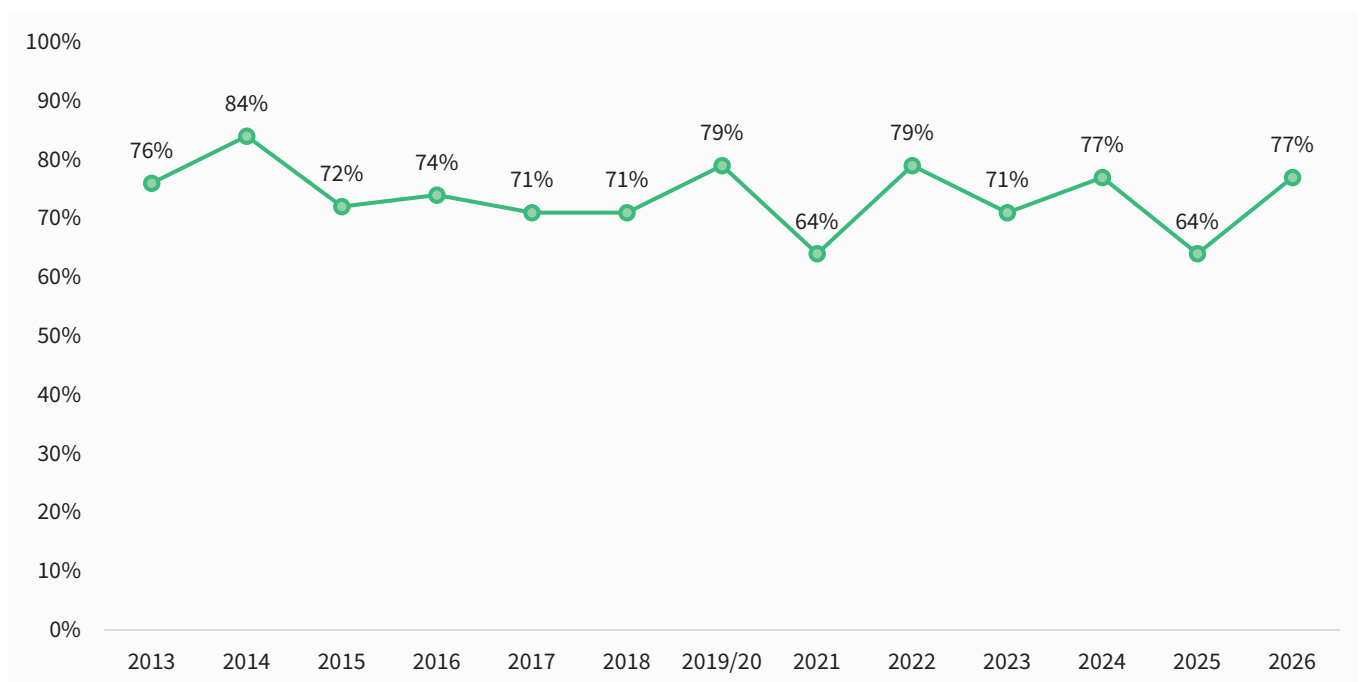


Figure 4.4 Satisfaction with stormwater services, over time



Section 5

Water Supply



Eighty-three per cent of respondents were connected to the town water supply or a rural water scheme.

Figure 5.1 Water supply

	%	Number of respondents
Town water supply	56%	170
Rural water scheme	25%	74
Both, Council (town) or rural scheme, and own supply of water	2%	6
Own supply of water (e.g., roof water or bore source)	16%	47
Don't know	2%	3
Total	100%	300

Respondents with access to the town water supply or a rural water scheme were asked to rate the reliability, taste, and clarity of the supplies.

RELIABILITY

Overall, 70 per cent stated that they were satisfied with the reliability of the water supply in the last 12 months. This is a slight improvement on 67 per cent in 2025.

Improvements in satisfaction with the reliability of the water supply have been seen for both residents on the town water supply and the rural water scheme. Although those on the town water supply continue to have higher levels of satisfaction, the gap in satisfaction levels has decreased.

Figure 5.2 Satisfaction with the reliability of water supply

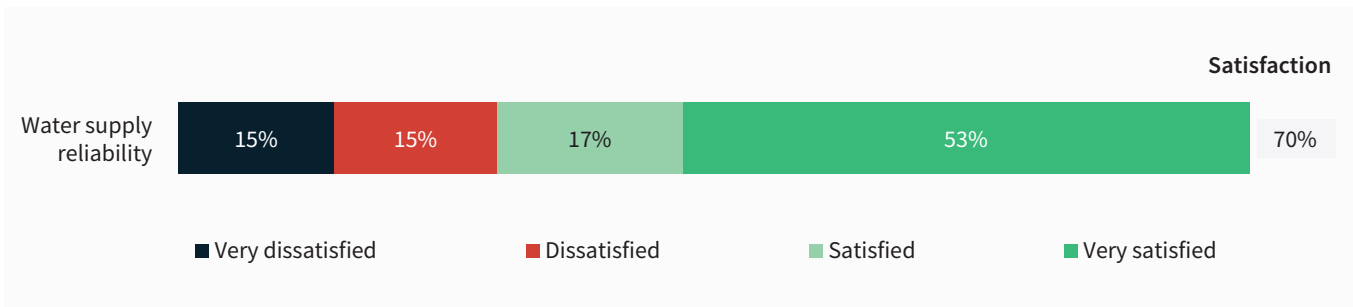
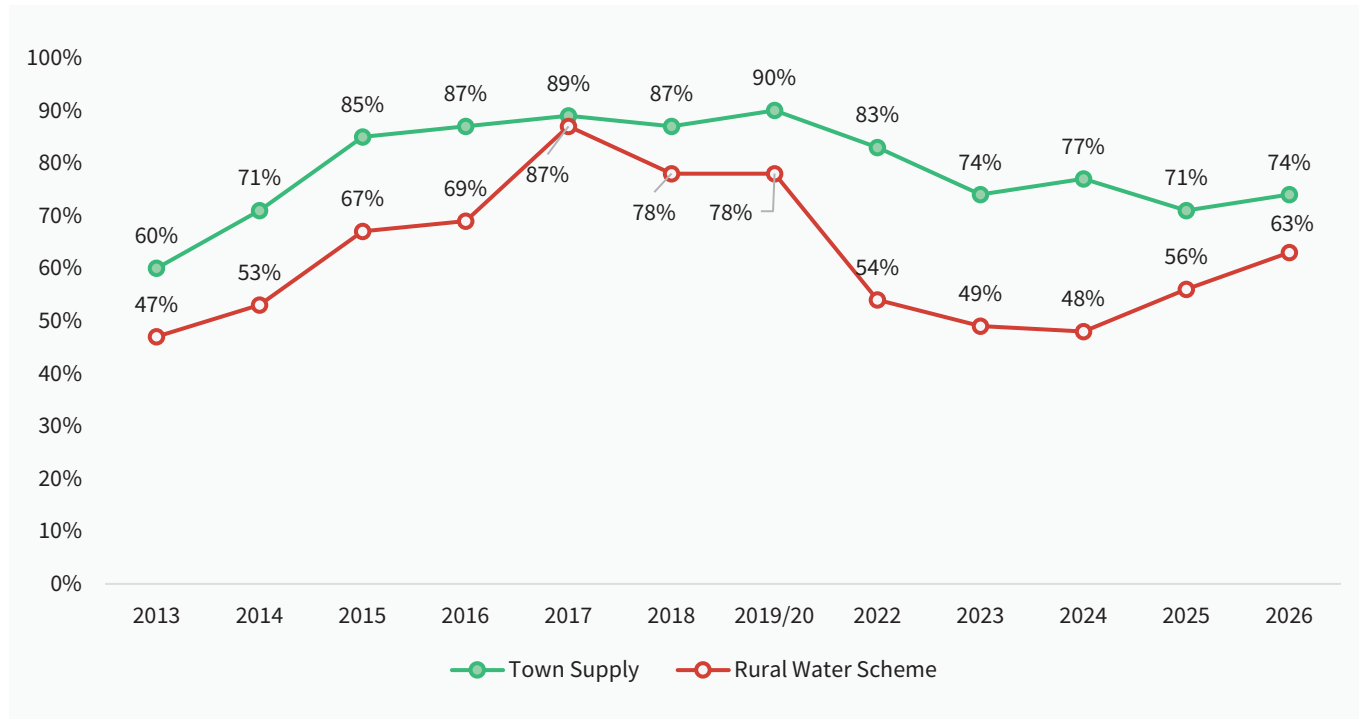


Figure 5.3 Satisfaction with the reliability of water supply, over time¹



2026 Town supply n=170, Rural water scheme n=74

TASTE AND CLARITY

Just over half (58 per cent) indicated that they were satisfied with the taste and clarity of their water supply. This represents an improvement of 7 per cent on 2025 results but does not meet the performance target.

× Performance target not met $\geq 70\%$.

While satisfaction with the taste and clarity of the water supply has improved among both town-supply and rural water scheme users, the most significant gains have been recorded among rural scheme users. As a result, the gap in satisfaction between the two groups has narrowed to its smallest level since 2018.

¹ Satisfaction with reliability of water supply was not asked in the 2020/2021 survey.

Figure 5.4 Satisfaction with the taste and clarity of water supply

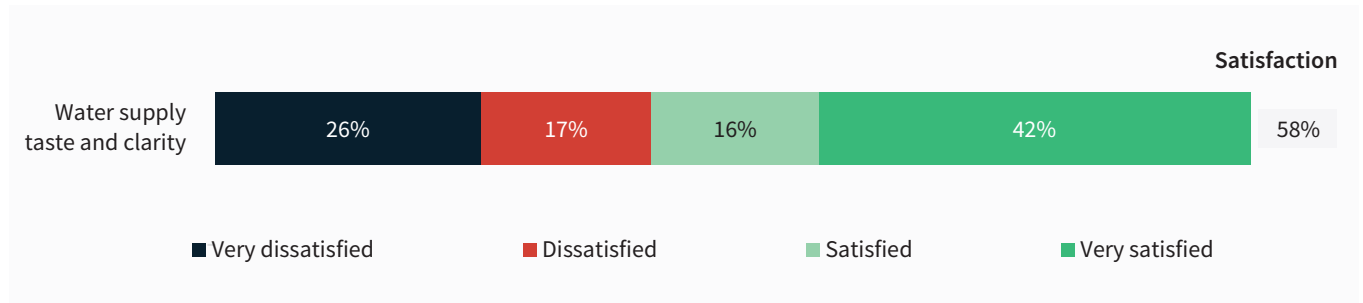
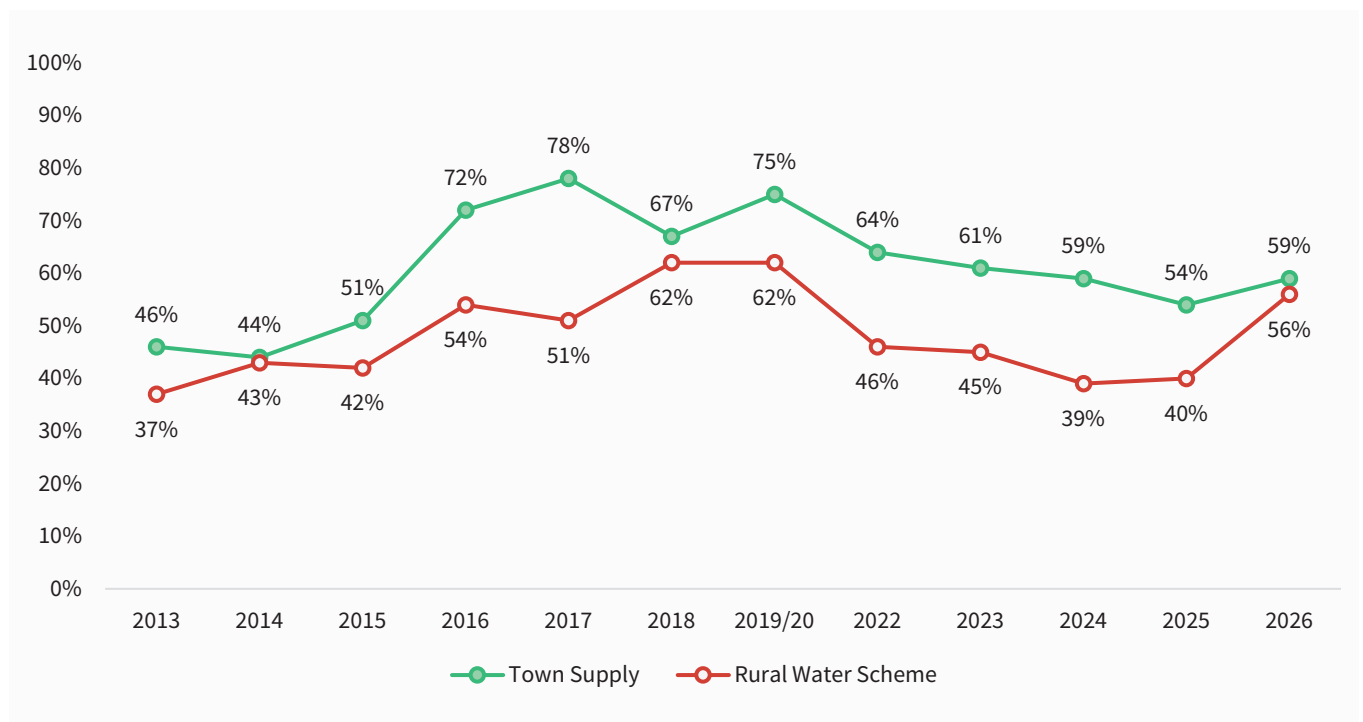


Figure 5.5 Satisfaction with the taste and clarity of water supply, over time²



2026 Town supply n=166, Rural water scheme n=72

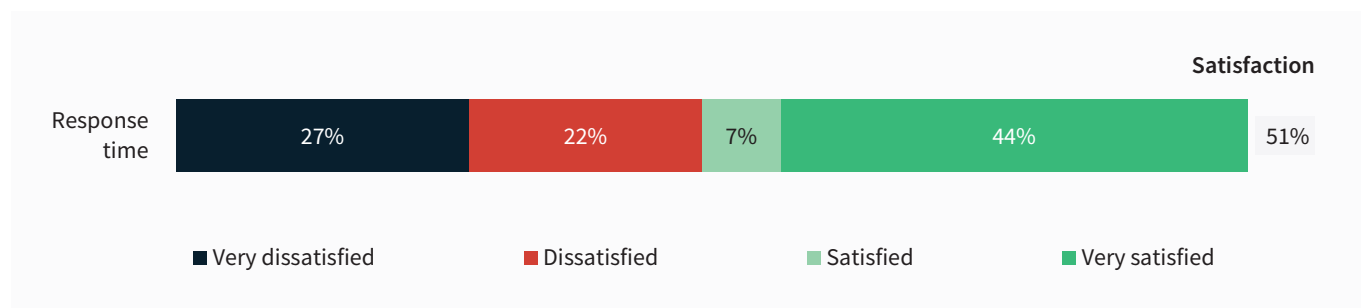
² Satisfaction with taste and clarity of water supply was not asked in the 2020/2021 survey.

REPAIR OF WATER LEAK OR SEWER BLOCKAGE

In 2026, additional questions were added to gather residents' feedback on their experience when reporting a water leak or sewer blockage.

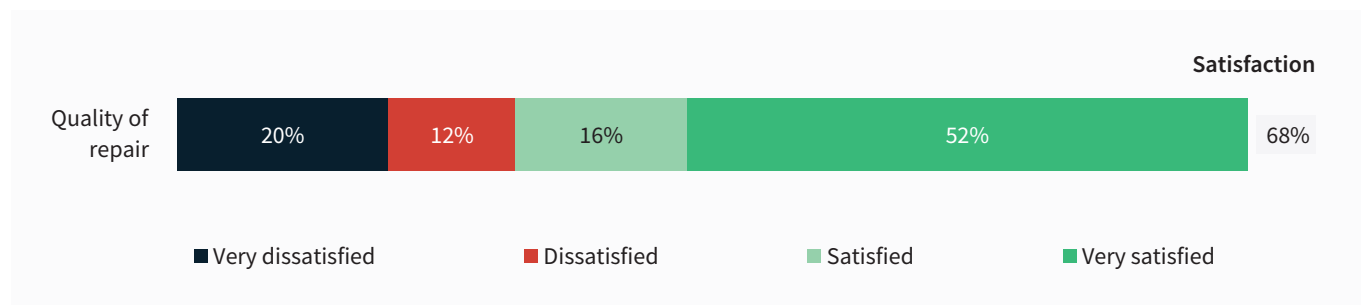
21 per cent of residents had reported a water leak or sewer blockage that required repair in the last 12 months. Residents were more satisfied with the quality of the repair (68 per cent) than the response time for the repair (51 per cent).

Figure 5.6 Satisfaction with response time



2026 n=62

Figure 5.7 Satisfaction with quality of repair



2026 n=59

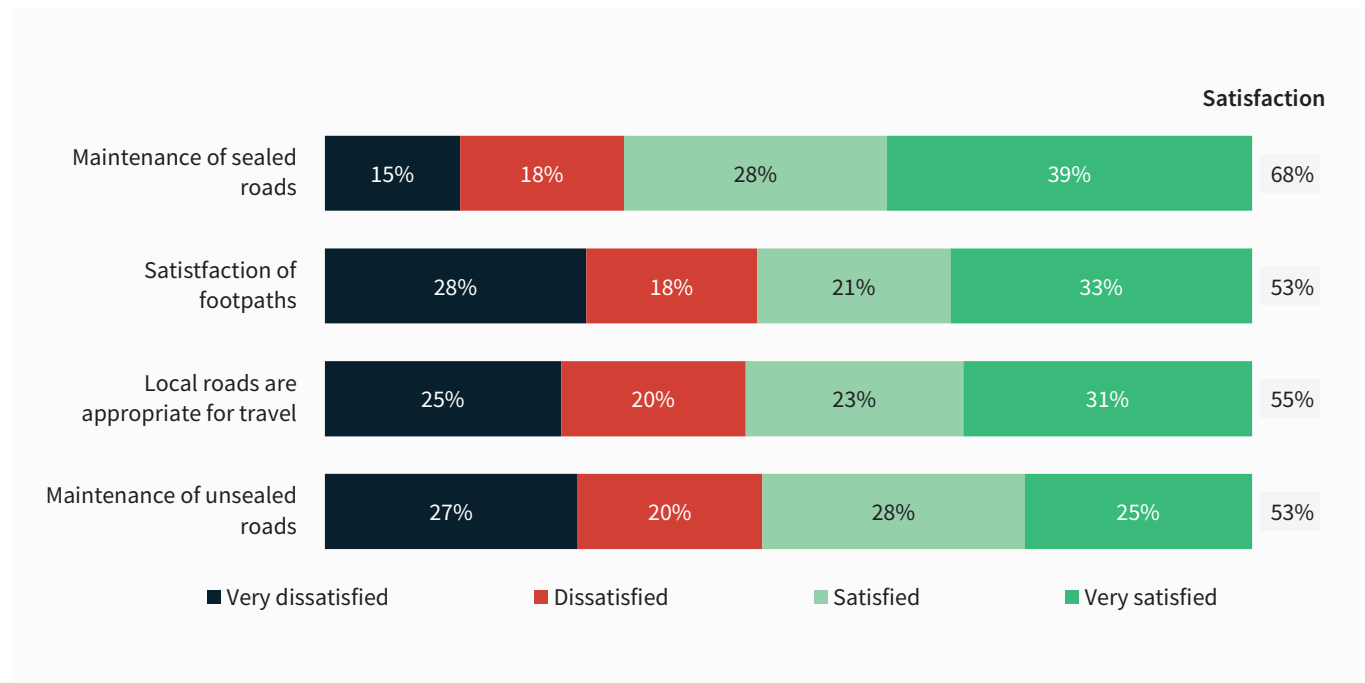
Section 6

Roading



More than half of the respondents (55 per cent) were satisfied that local roads are appropriate for their travel needs. This is consistent with the 2025 result. Urban residents had notably higher levels of satisfaction than rural residents (59 per cent compared with 49 per cent)

Figure 6.1 Satisfaction with roading and footpaths



Sealed roads

- 68 per cent of respondents were satisfied with the maintenance of sealed roads.

✗ **Performance target not met (2025/26 aim $\geq 70\%$)**

- Rural residents had higher levels of satisfaction with the maintenance of sealed roads (71 per cent) compared to urban residents (64 per cent).
- The average speed respondents felt safe travelling at on unsealed roads was 92 km/hr.

✓ **Performance target met (2025/26 aim 80–90 km/hr)**

Unsealed roads

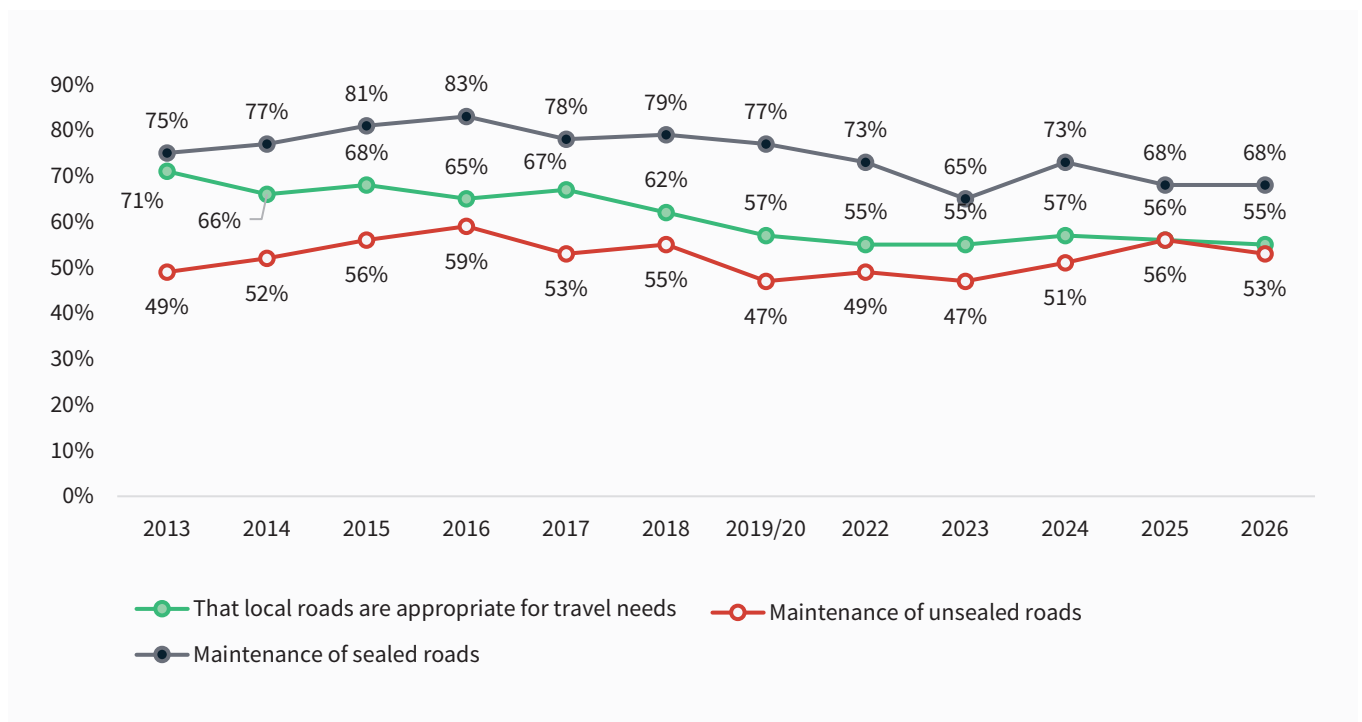
- Over half of respondents (53 per cent) were satisfied with maintenance of unsealed roads.

✓ **Performance target met (2025/26 aim $\geq 52\%$)**

- The average speed respondents felt safe travelling at on unsealed roads was 68 km/hr.

✓ **Performance target met (2025/26 aim 60–70 km/hr)**

Figure 6.2 Satisfaction with roads over time³



³ Satisfaction with roads was not measured in the 2020/2021 survey.

Footpaths

- 53 per cent of residents were satisfied with footpaths in the district. This is an improvement on 2025's results but still lower than in recent years.
- Improvements suggested by residents in this area relate to both maintenance and surfacing.

✖ **Performance target not met (2025/26 aim $\geq 80\%$).**

Figure 6.3 Satisfaction with footpaths over time

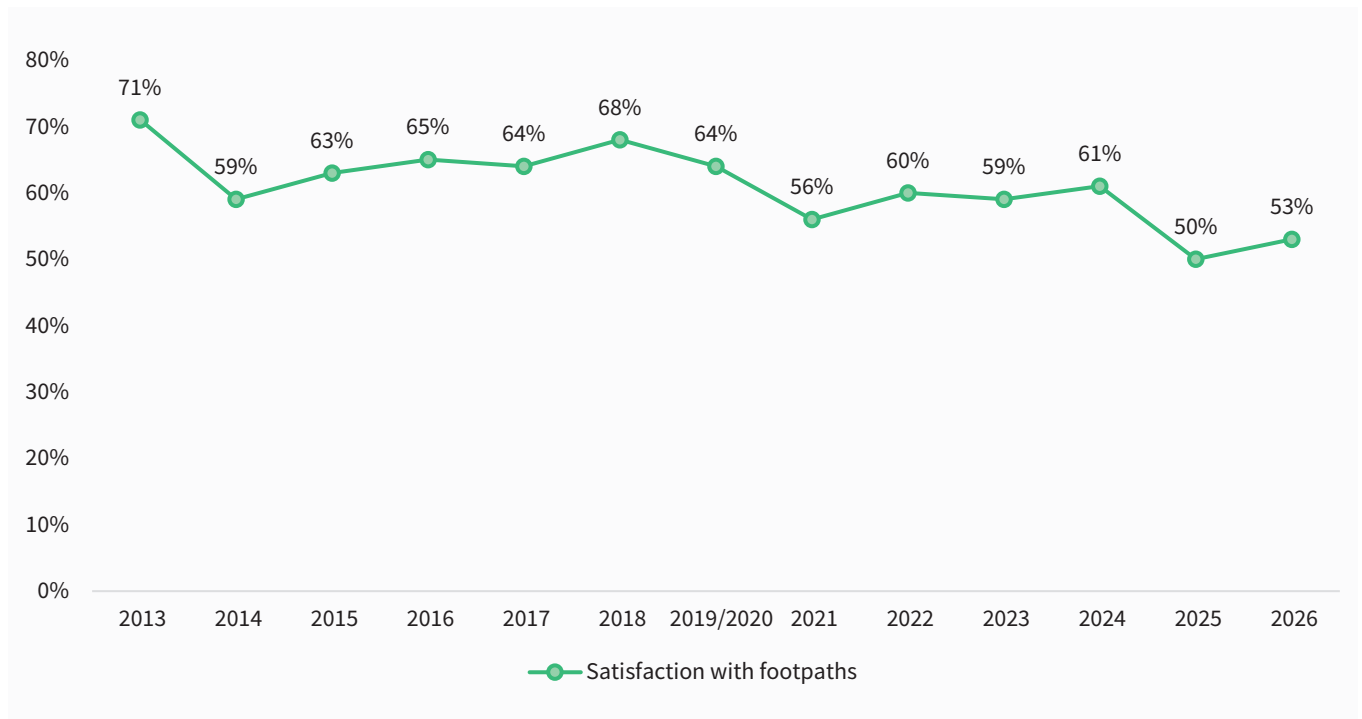


Figure 6.4 Satisfaction with roading and footpaths, by location

	Rural	Urban
Local roads are appropriate for travel needs	49%	59%
Maintenance of unsealed roads	49%	56%
Maintenance of sealed roads	71%	64%
Satisfaction with footpaths	53%	54%

Section 7

Solid Waste Services



Mt Cooee landfill

Thirty-four per cent of respondents had used the Mt Cooee landfill over the last 12 months.

- Of those that had used the service, 90 per cent were satisfied.

✓ **This meets the 2025/26 performance target for this area of $\geq 75\%$.**

Use levels and satisfaction with Mt Cooee landfill have remained stable compared with 2025.

WHEELIE BINS

Seventy-four per cent of respondents stated that they had used the wheelie bin service in the district in the last 12 months.

- Of those that had used the service, 92 per cent were satisfied.

✓ **This meets the LTP 2024-34 performance target for this area of $\geq 80\%$.**

Use levels and satisfaction with the wheelie bin service have also remained consistent with 2025 levels.

Figure 7.1 Satisfaction with solid waste services

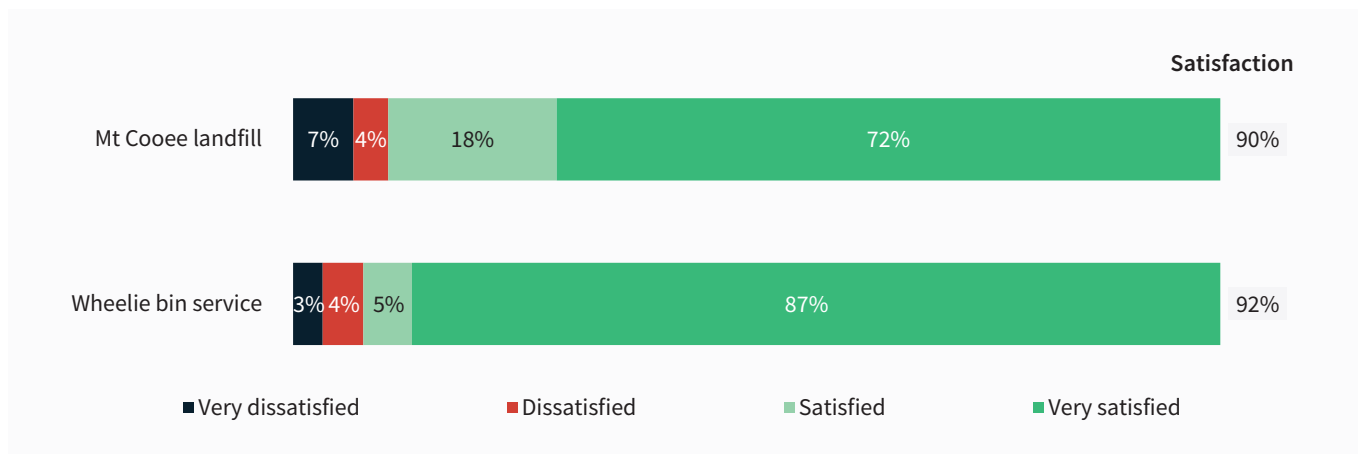
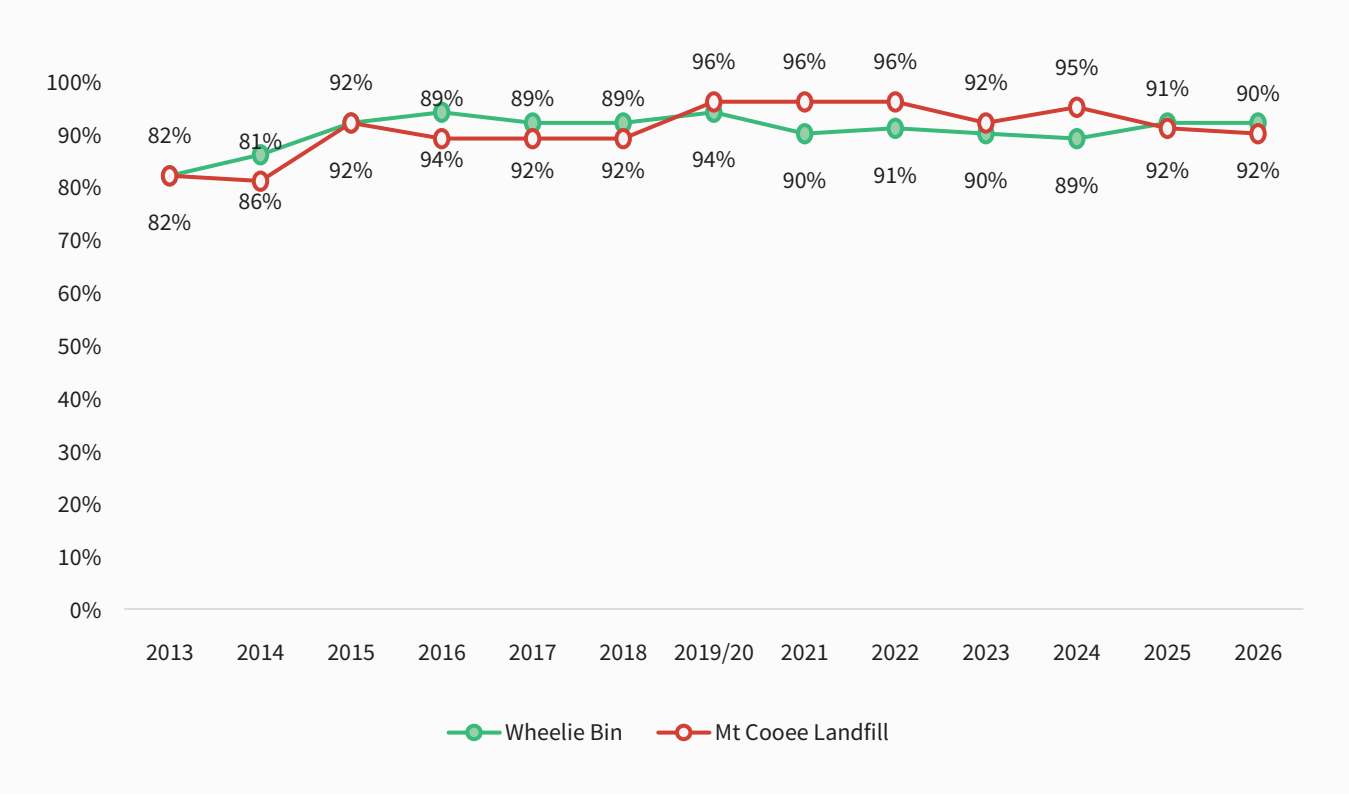


Figure 7.2 Satisfaction with solid waste services, over time



Community Services



All community services that were part of the survey met their performance target in 2026.

Most respondents (86 per cent) had visited at least one facility in the last 12 months.

Satisfaction with most Council-provided facilities was high:

- Satisfaction with Cemeteries, Balclutha Sportsground, Community libraries, Community Centres or halls, and the service at Clutha iSite Visitor Information Centre were all above 90 per cent.
- Satisfaction has increased for Cemeteries, Milton Pool and the service at Clutha iSite Visitor Centre since 2025.
- Although all community services met their performance target in 2026, there were some declines in satisfaction level when compared with last year. Most notably Milton Sportsground, District Parks and Reserves, Balclutha Pool and Playgrounds all dropped below 90%. Open feedback from residents on these services relate to maintenance needs and desires for upgrades and expanded facilities.

✗ **The weighted average of satisfaction with community facilities does not meet the LTP 2024-34 performance target of ≥90%.**

Figure 8.1 Overall satisfaction with community services

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	% Satisfied	Performance target	Number of respondents
Milton Sportsground*	7%	7%	36%	49%	86%	≥80%	40
Cemeteries	3%	4%	15%	78%	94%	≥80%	94
Balclutha Sportsground	4%	3%	16%	77%	93%	≥80%	74
Community Libraries	4%	3%	14%	79%	93%	≥80%	112
District Parks and Reserves	4%	9%	18%	68%	87%	≥80%	119
Community centre or community halls	1%	5%	15%	79%	94%	≥80%	136
Balclutha Pool	2%	10%	12%	77%	89%	≥80%	61
Playgrounds	5%	12%	17%	66%	83%	≥80%	89
Public Toilets	5%	14%	20%	62%	81%	≥80%	168
Milton Pool*	6%	12%	36%	46%	81%	≥80%	15
Clutha iSite Visitor Information Centre	3%	0%	8%	89%	97%	≥80%	71

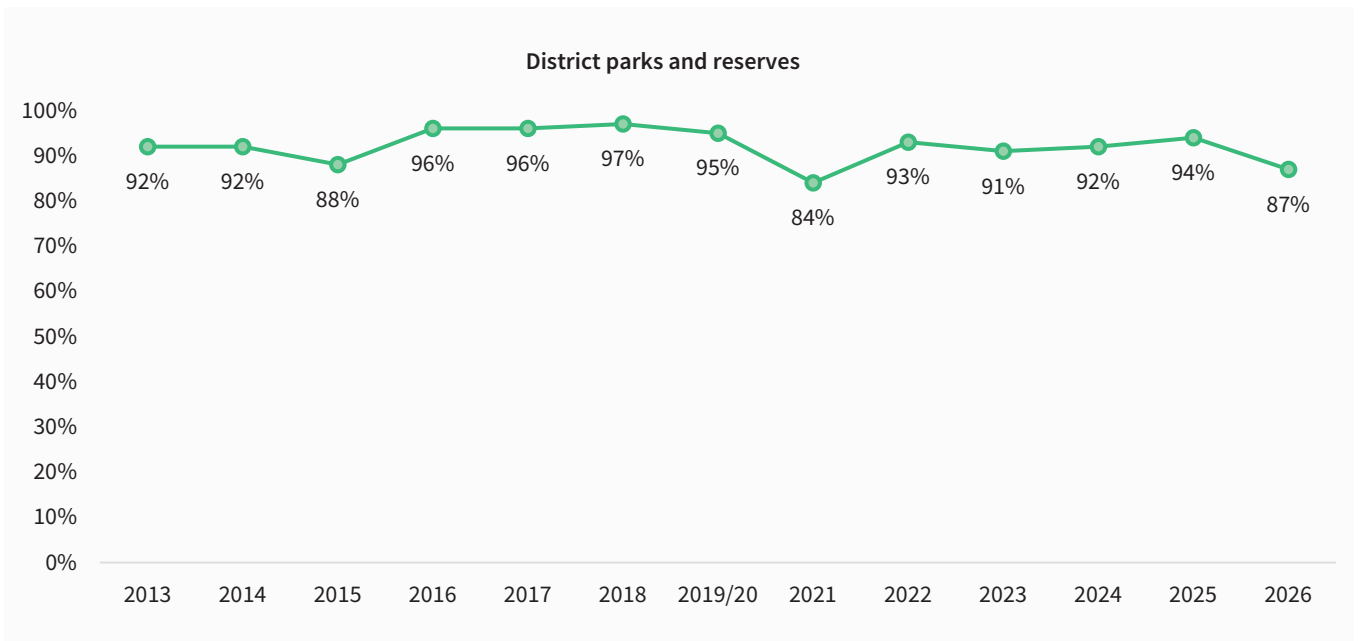
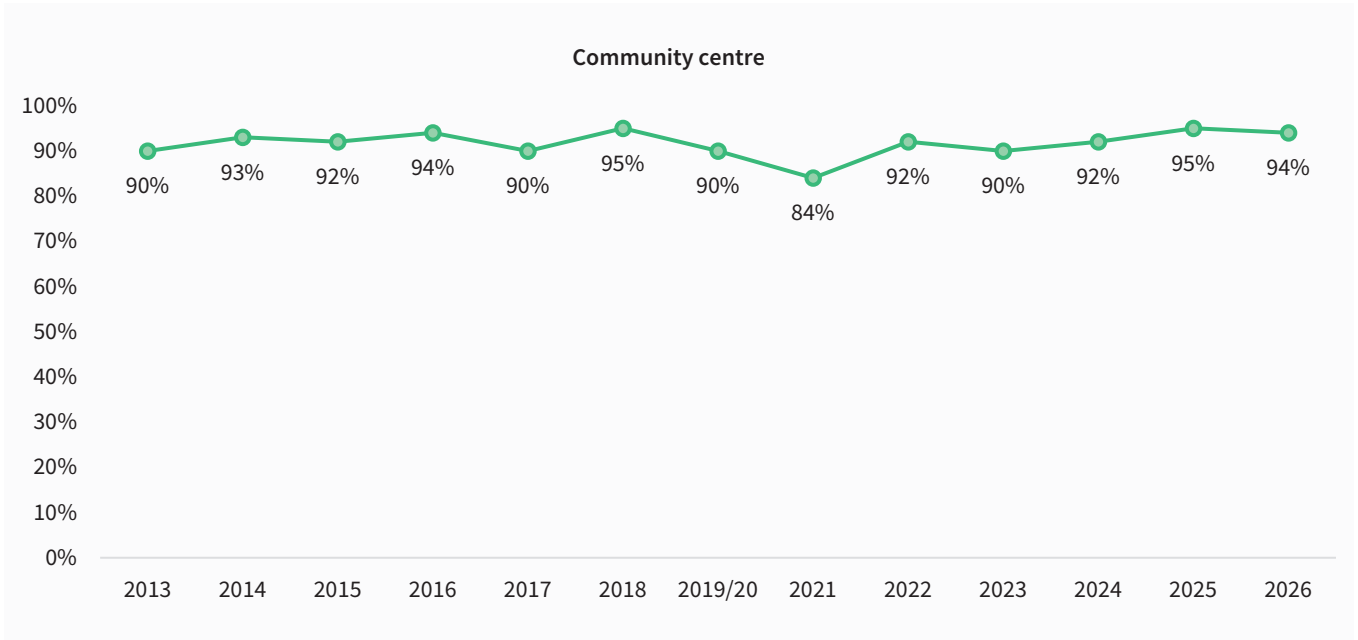
*Caution: small sample size

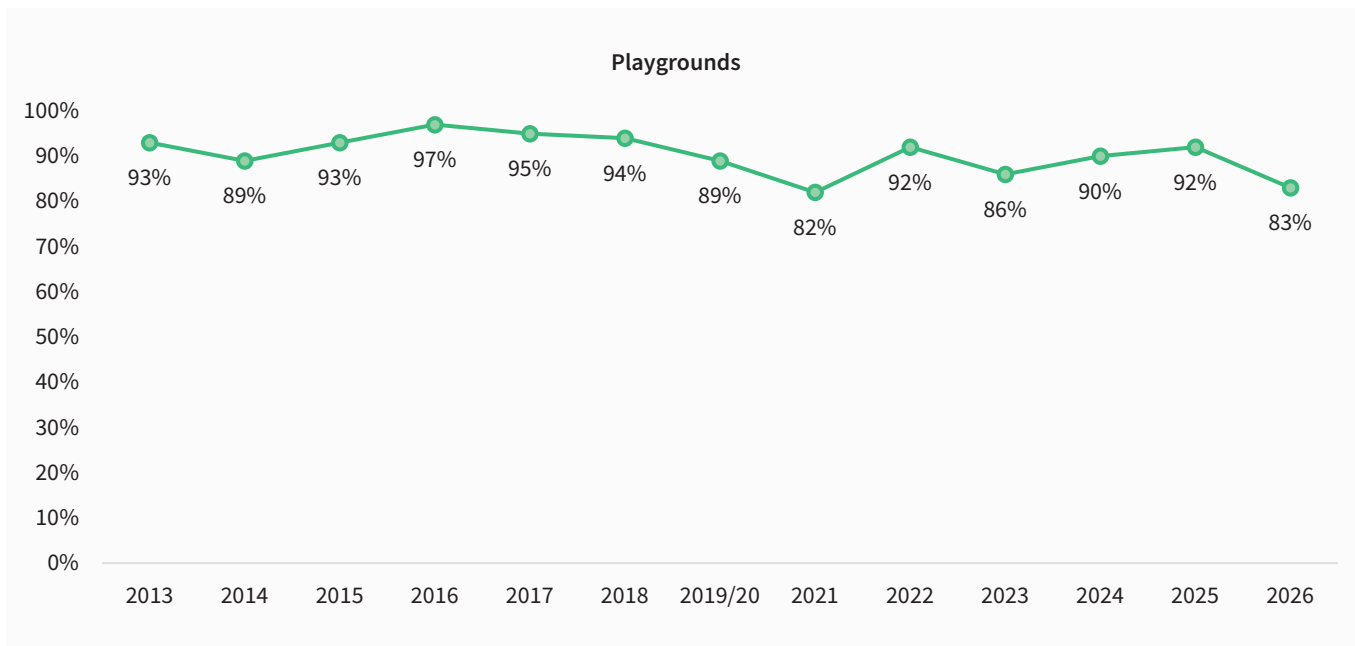
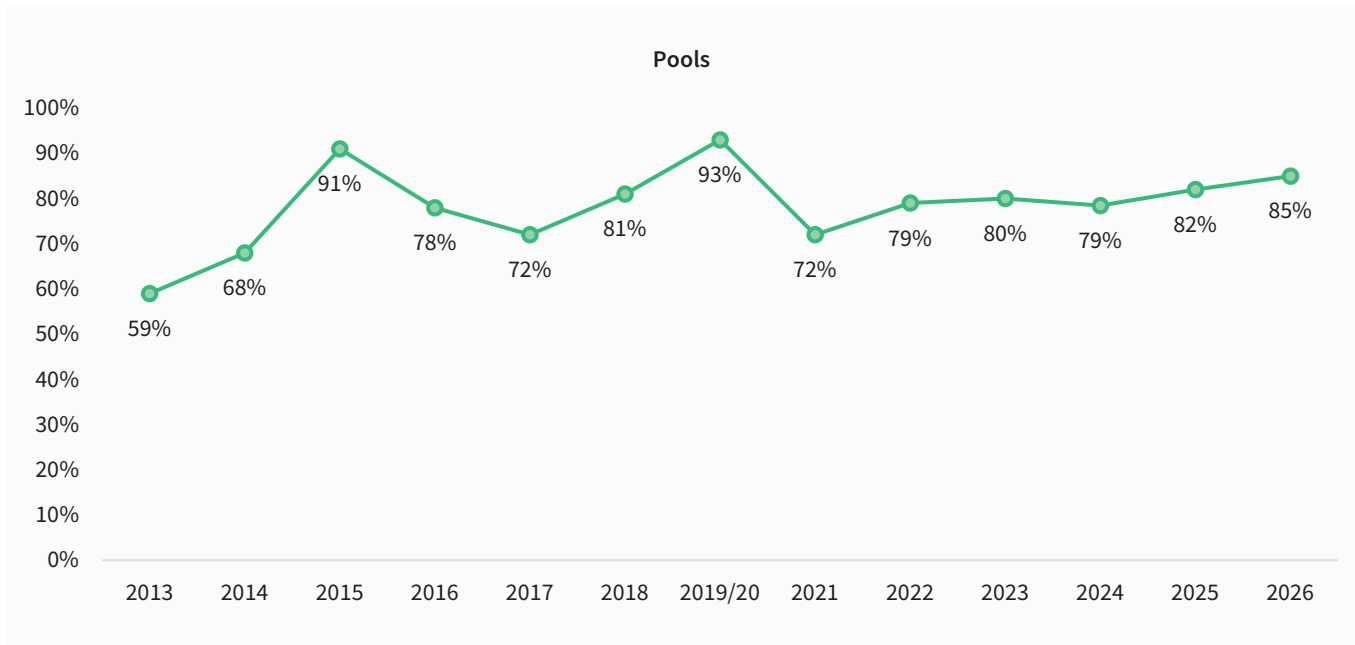
Figure 8.2 Satisfaction with community services by sub-group

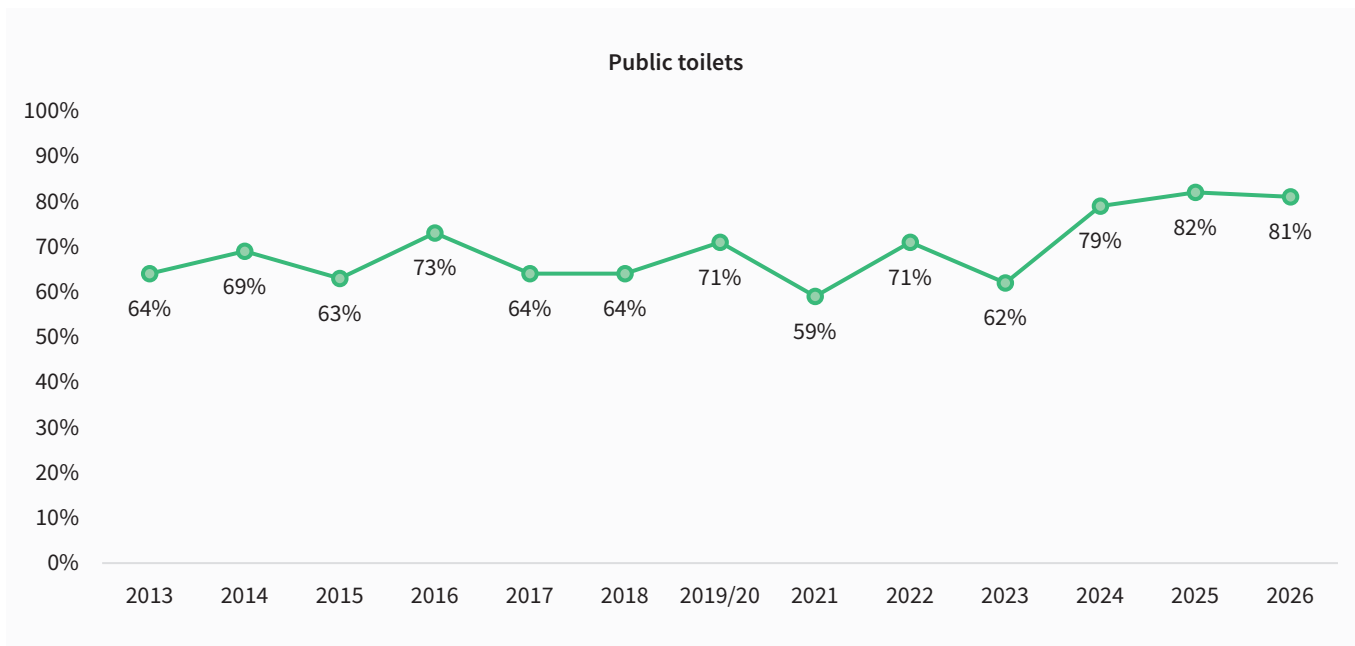
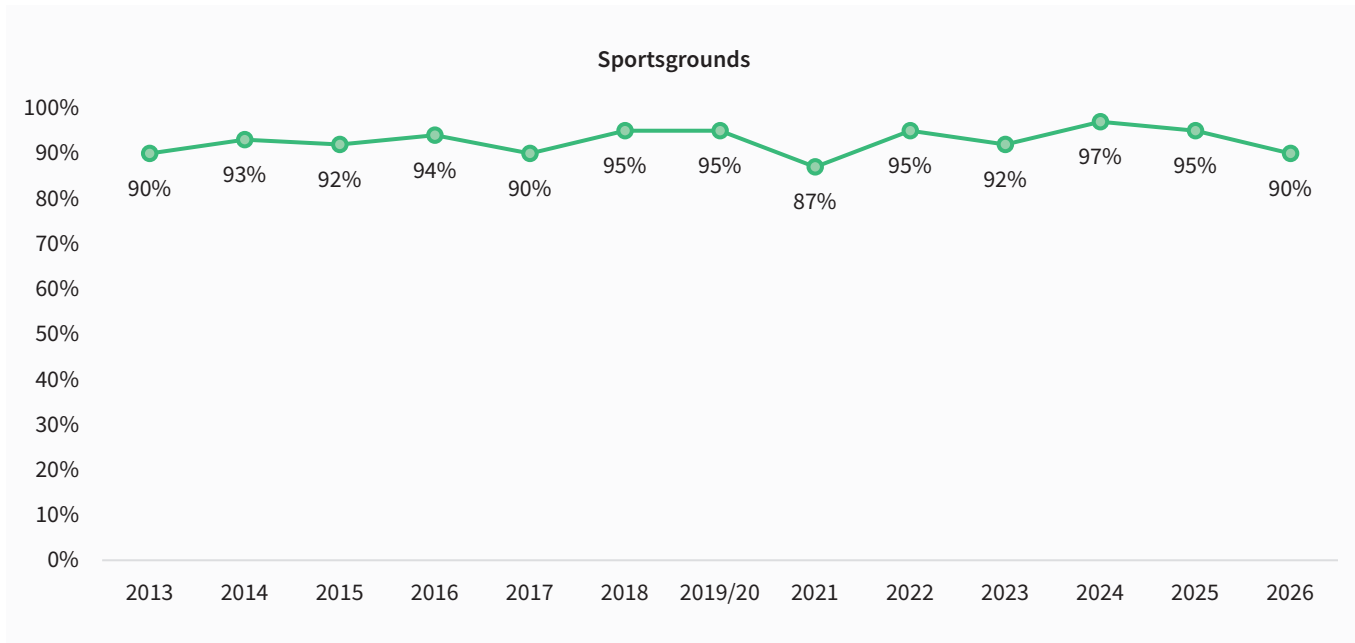
	All Respondents	Rural	Town (Urban)	16 –29 years	30 –49 years	50 –64 years	65+ years	Male	Female
Milton Sportsground	40	85%	86%	100%	86%	75%	89%	90%	81%
Cemeteries	94	94%	93%	100%	81%	100%	94%	99%	88%
Balclutha Sportsground	74	88%	97%	100%	88%	100%	88%	93%	92%
Community Libraries	112	95%	91%	100%	91%	91%	93%	91%	94%
District Parks and Reserves	119	86%	87%	88%	87%	85%	88%	86%	87%
Community centre or community halls	136	92%	97%	100%	92%	97%	91%	94%	95%
Balclutha Pool	61	92%	86%	100%	90%	81%	80%	87%	91%
Playgrounds	89	73%	91%	83%	79%	88%	85%	85%	81%
Public Toilets	168	73%	90%	88%	66%	83%	94%	83%	80%
Milton Pool*	15	21%	100%	100%	60%	80%	100%	79%	85%
Clutha iSite Visitor Information Centre	71	97%	97%	100%	91%	100%	100%	97%	97%
n	300	149	179	22	102	99	104	165	162

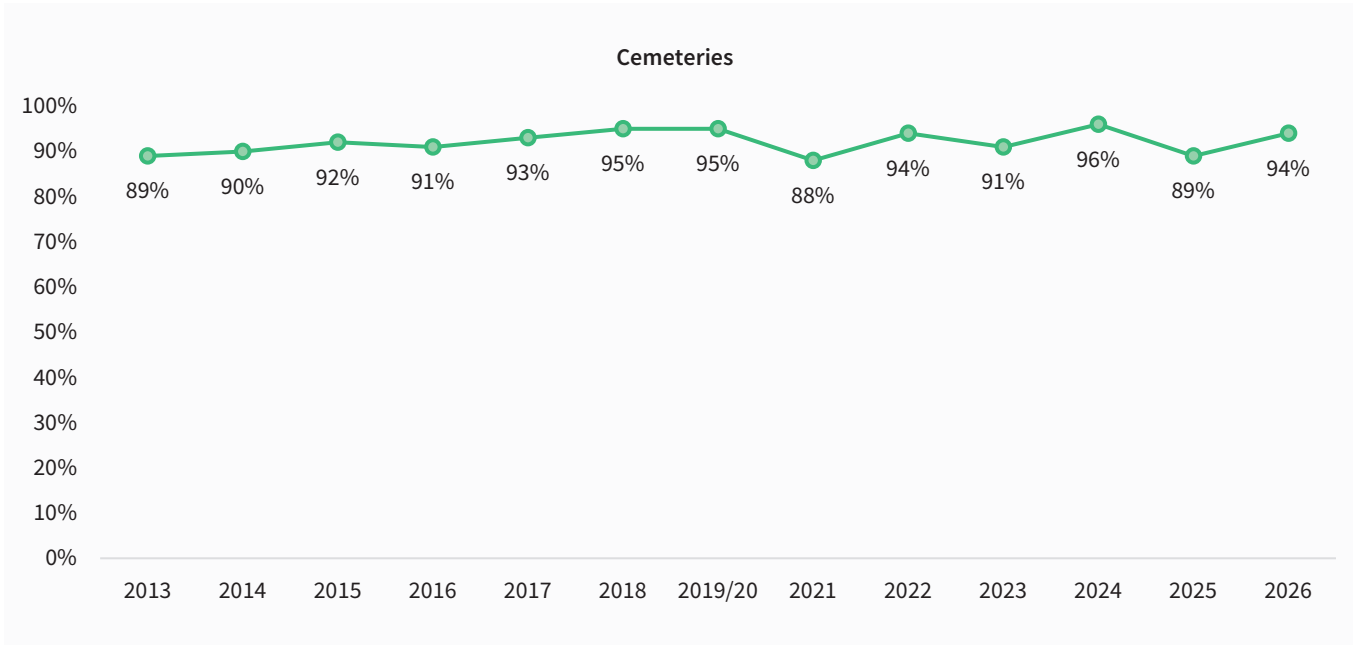
Note: All respondents n = 300. The samples sizes for each service or facility by each location, age or gender category will vary depending on utilisation. This data should be treated with caution due to low samples sizes at individual sub-group level.

Figure 8.3 Satisfaction with facilities – trend analysis









Section 9

Elected Members and Council



Satisfaction with elected members

To understand residents' satisfaction with their elected members and the Council overall, we asked residents about:

- two areas that focus on elected members and Council staff and
- three areas that reflect on the performance of the Council as a whole.

Additionally, residents were asked about their satisfaction with the value for money they feel they get from their rates paid to Clutha District Council.

In 2026 all measures were rated by residents above average (>50%) with the exception of value for money. The Council is viewed as doing well (all above 60 per cent) when it comes to:

- The helpfulness and advice from Council staff.
- Achieving its goal of promoting growth, living, and working in the Clutha District.
- Decision-making, planning and leadership of elected members

Improvements were seen in comparison to 2025 in the following three areas:

- Achieving its goal of promoting growth, living, and working in the Clutha District.
- Decision-making, planning and leadership of elected members
- Being able to have a say in Council decision-making and planning

Satisfaction with value for money from rates paid to Clutha District Council has remained stable in comparison with the last two years but satisfaction continues to be notably lower than the levels seen for the other performance measurements.

However, satisfaction with overall performance was slightly lower than seen in 2025 (3 per cent decrease). When residents were given the opportunity to provide any additional feedback, many of these comments related to concerns about rates rises. This issue is likely driving perceptions of overall performance.

The target for perceptions of the decision-making, planning and leadership of elected members was not met:

✗ **LTP 2024-34 performance target not met (2025/26 aim ≥80%).**

Figure 9.1 Satisfaction with elected members and Council

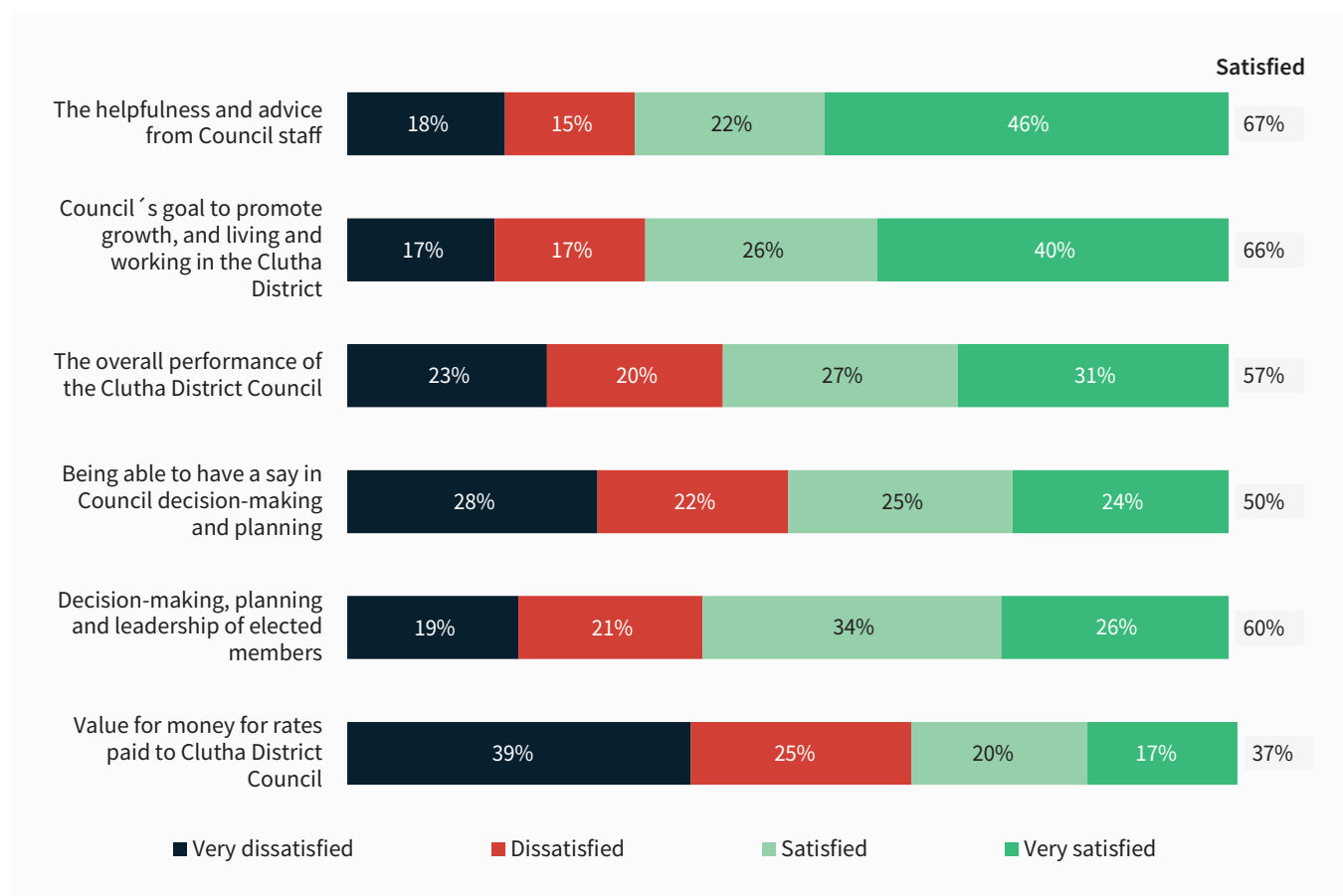


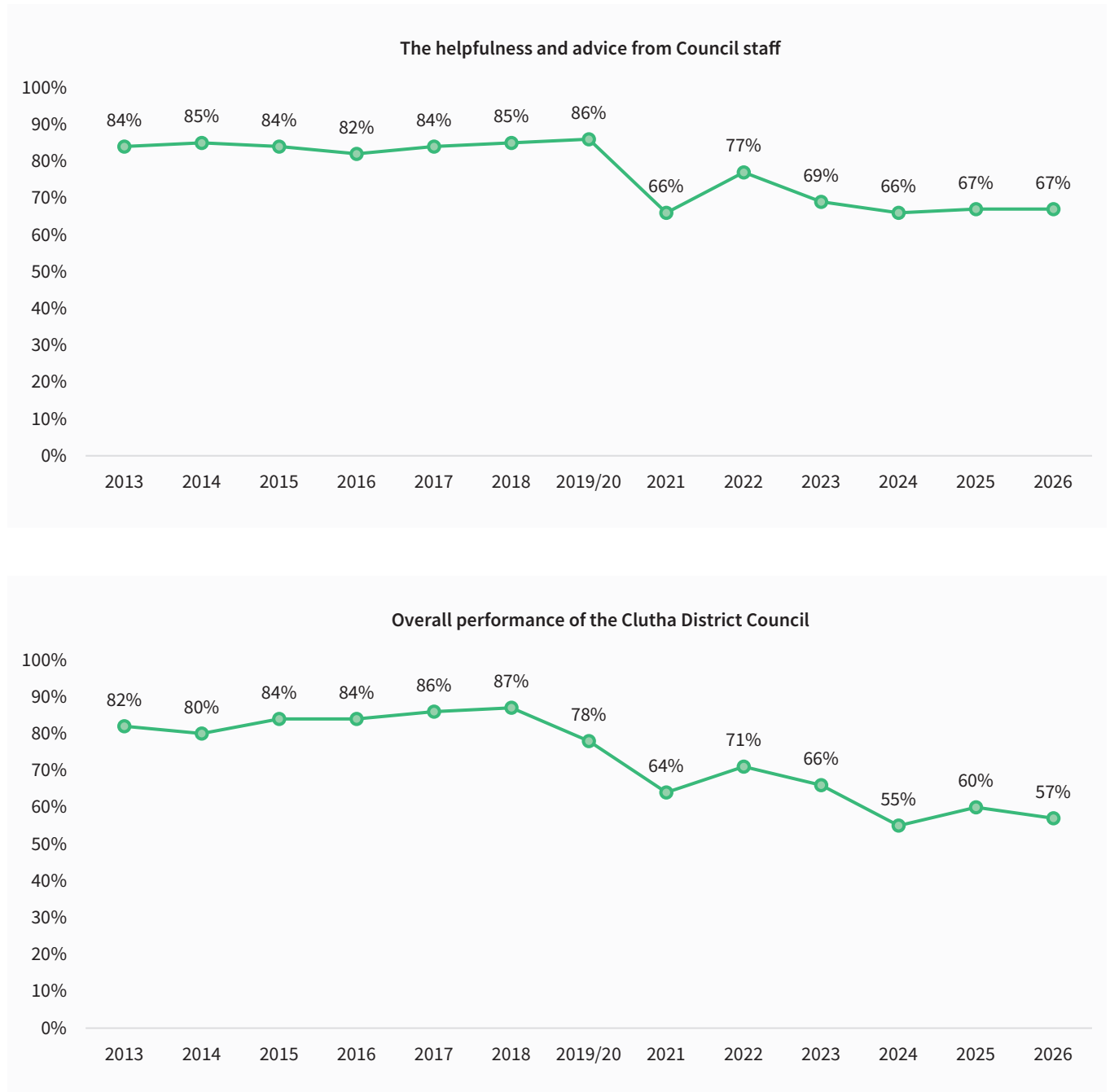
Figure 9.2 Satisfaction with elected members and Council – sub-group analysis

	All respondents	Rural	Urban	16 – 29 years	30 – 49 years	50 – 64 years	65+ years
Decision-making, planning and leadership of elected members	60%	62%	58%	55%	55%	58%	71%
Council's goal to promote growth, living, and working in the Clutha District	66%	64%	68%	75%	60%	58%	75%
Being able to have a say in Council decision-making and planning	50%	48%	52%	57%	42%	44%	60%
The helpfulness and advice from Council staff	67%	62%	72%	80%	53%	64%	78%
The overall performance of the Clutha District Council	57%	52%	62%	60%	49%	54%	69%
Value for money for rates paid to Clutha District Council	37%	32%	42%	54%	22%	33%	47%

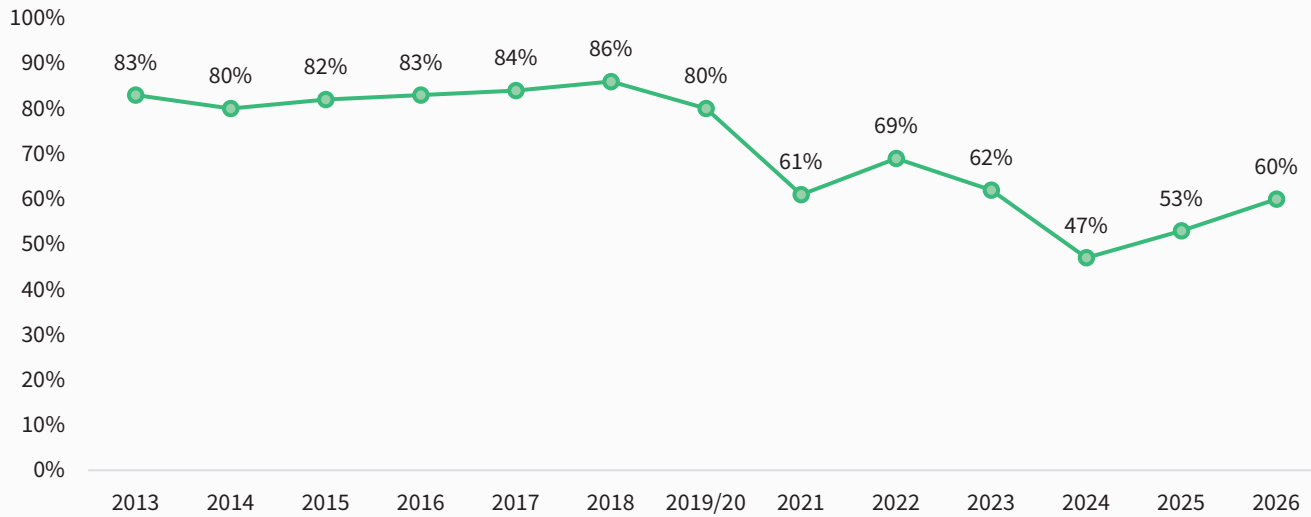
Figure 9.3 Satisfaction with elected members and Council – trend analysis

		2015	2016	2017	2018	2020	2021	2022	2023	2024	2025	2026
Decision-making, planning and leadership of elected members	Satisfied	82%	83%	84%	86%	80%	61%	69%	62%	47%	53%	60%
	Very satisfied	50%	48%	55%	56%	46%	27%	37%	32%	26%	25%	26%
Council's goal to promote growth, living, and working in the Clutha District	Satisfied	89%	82%	84%	86%	82%	67%	75%	70%	56%	60%	66%
	Very satisfied	61%	62%	63%	64%	51%	36%	50%	42%	31%	34%	40%
Being able to have a say in Council decision-making and planning	Satisfied	71%	73%	73%	77%	72%	56%	59%	52%	51%	46%	50%
	Very satisfied	40%	45%	46%	47%	43%	24%	35%	33%	23%	25%	24%
The helpfulness and advice from Council staff	Satisfied	84%	82%	84%	85%	86%	66%	77%	69%	66%	67%	67%
	Very satisfied	58%	59%	60%	65%	62%	37%	56%	48%	49%	48%	46%
The overall performance of the Clutha District Council	Satisfied	84%	84%	86%	87%	78%	64%	71%	66%	55%	60%	57%
	Very satisfied	56%	56%	56%	61%	50%	36%	44%	38%	31%	29%	31%
Value for money for rates paid to Clutha District Council	Satisfied							54%	46%	39%	38%	37%
	Very satisfied							23%	24%	19%	14%	17%

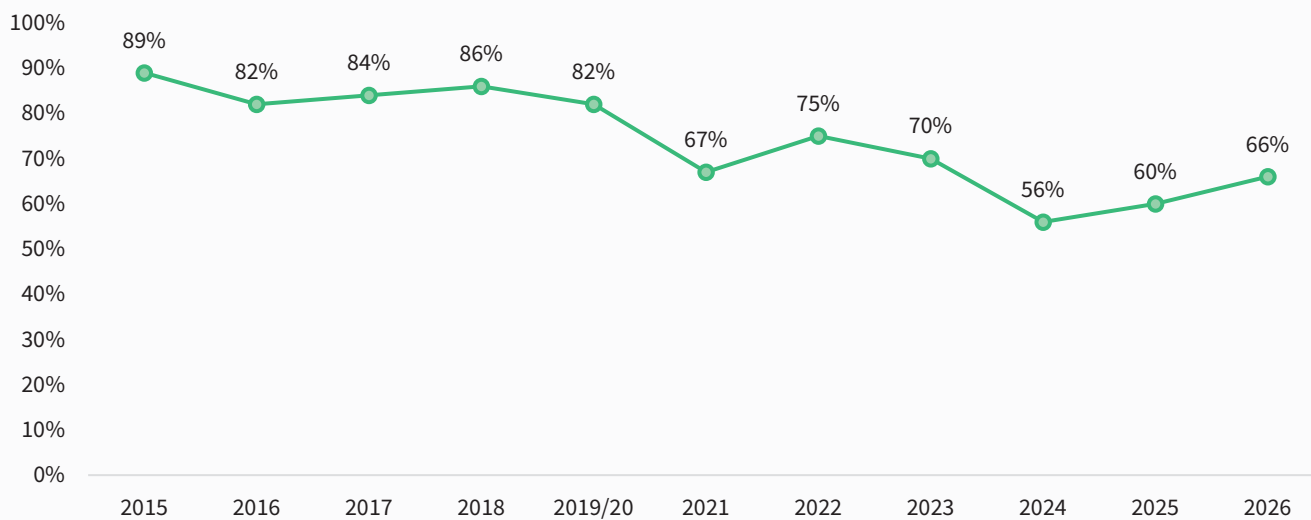
Figure 9.4 Satisfaction with elected members and Council, over time



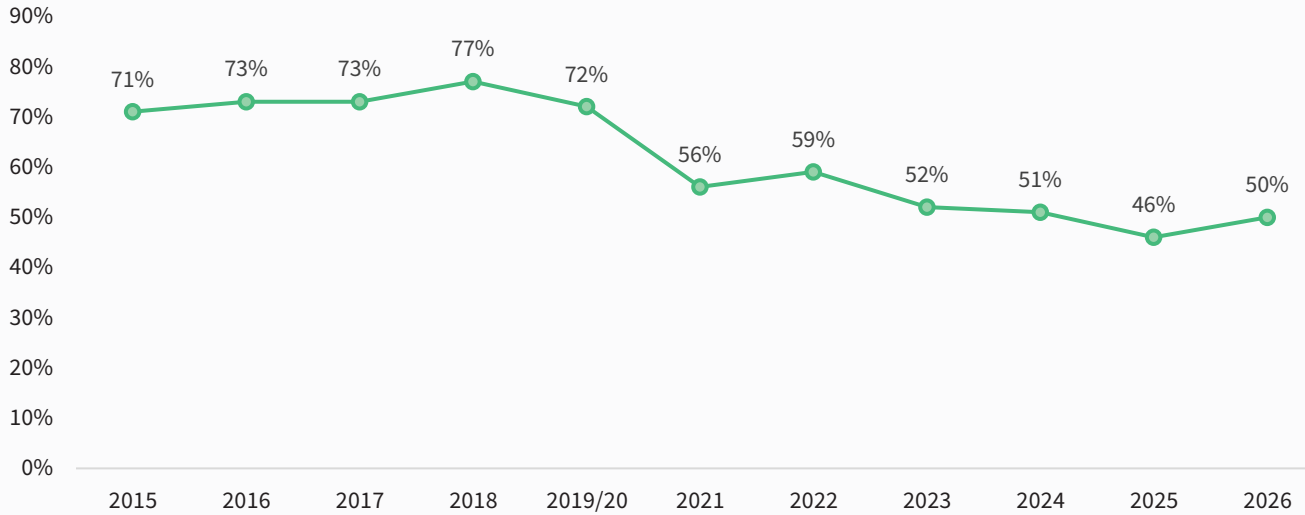
Decision-making, planning and leadership of elected members



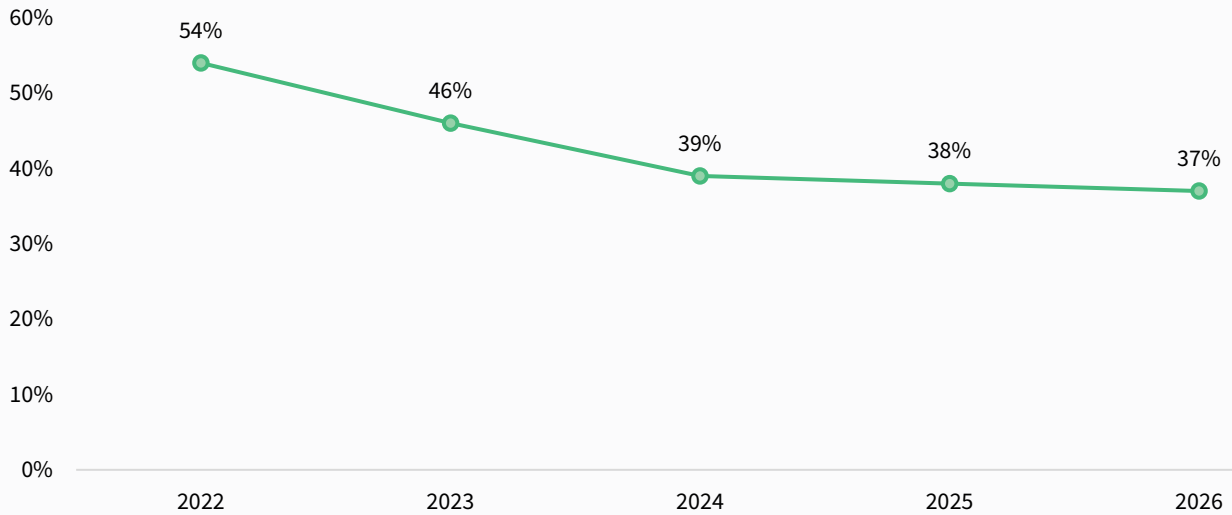
Council's goal to promote growth, living, and working in the Clutha District



Being able to have a say in Council decision-making and planning



Value for money for rates paid to Clutha District Council



Areas for Council Improvement



When asked what services or facilities the Council needed to make improvements on, bearing in mind the potential impact on rates and/or user charges, residents have consistently recognised roading as the key priority. The figures below show a comparison of improvements listed between 2023 and 2026.

The highest proportions of residents in 2026 advocated for improvements to:

- Roading – particularly grading and addressing potholes
- Footpath maintenance and surfacing
- Financial management – advocating for cautious spending with a focus on essential projects and efficiency
- Rates / rates affordability

Water quality, which was at a high of 13 per cent last year, has declined to just 2 per cent of mentions. This aligns with improvements seen in satisfaction levels with both reliability and taste and clarity of water supply.

The proportion of residents stating that Council does not need to make any improvements has risen to 20 per cent in 2026. This the highest level recorded since the beginning of measurement in 2023.

Figure 10.1 Other Council improvements

	2023	2024	2025	2026
Roads	23%	20%	16%	22%
Council does not need to make any improvements to services or facilities	9%	11%	13%	20%
Footpath maintenance	12%	8%	14%	15%
Financial management	3%	11%	13%	9%
Rates / rates affordability	3%	6%	5%	7%
Water – general	15%	3%	8%	5%
Listening to/communicating with public	4%	6%	9%	4%
Waste management/ recycling	7%	6%	8%	4%
Water supply	4%	2%	2%	4%
Public toilets	4%	5%	2%	3%
Water management	1%	7%	8%	2%
Swimming pools	2%	4%	3%	2%
Water quality	3%	7%	13%	2%
Halls and community centres	1%	1%	1%	2%
Policies/ processes	2%	2%	3%	1%
Stormwater	4%	2%	2%	1%

	2023	2024	2025	2026
Libraries		2%	2%	1%
Elected members and council	2%	1%	1%	1%
Playgrounds		1%	1%	1%
Parks and reserves	3%	2%	1%	1%
Traffic management (e.g. pedestrian crossings, signage)			1%	1%
Main street			1%	1%
Eliminate urban-rural divide/ less focus on Balclutha		1%	1%	1%
Other	4%	3%	1%	6%
Cost of Mt Cooee landfill		1%	2%	0%
Planning/Direction		2%	1%	0%
Parking		1%	1%	0%
Wastewater / sewerage	3%	2%	1%	0%
Community Facilities - General		2%	1%	0%

Appendix One: Demographic Profile



Figure 11.1 – Place of residence

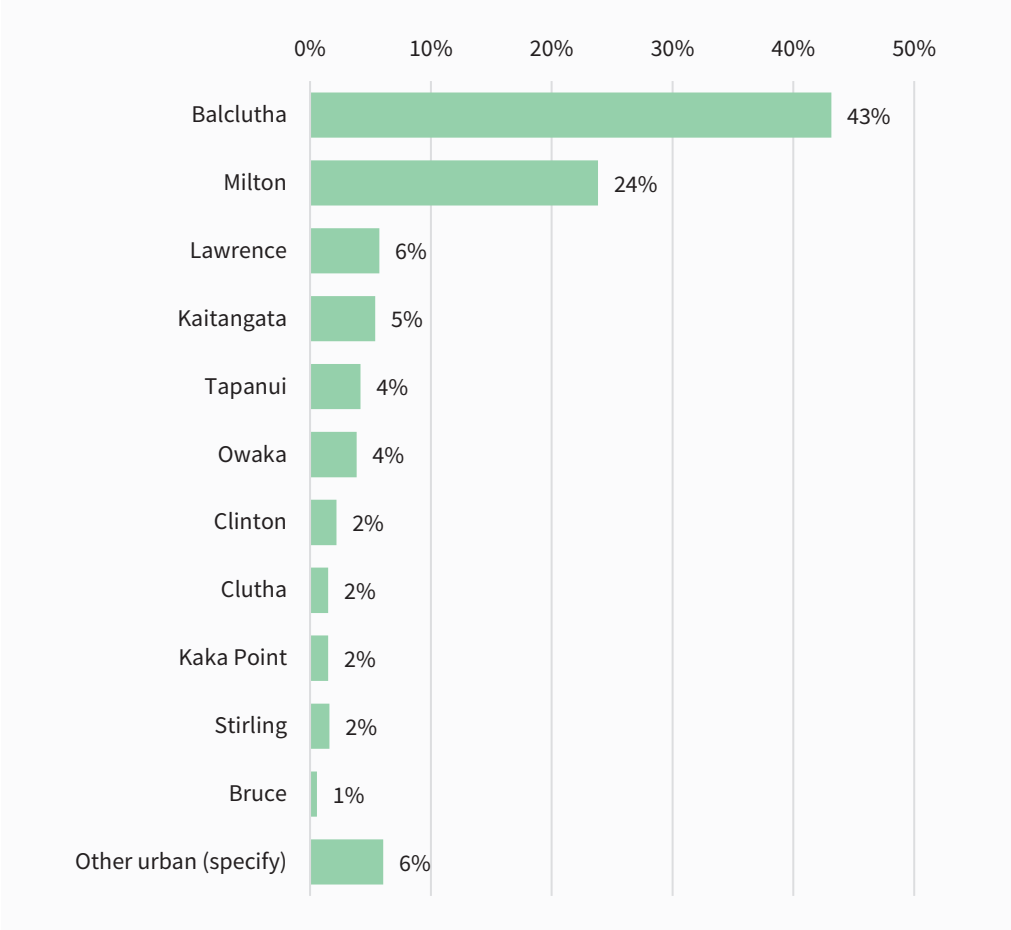


Figure 11.2 – Ratepayer status

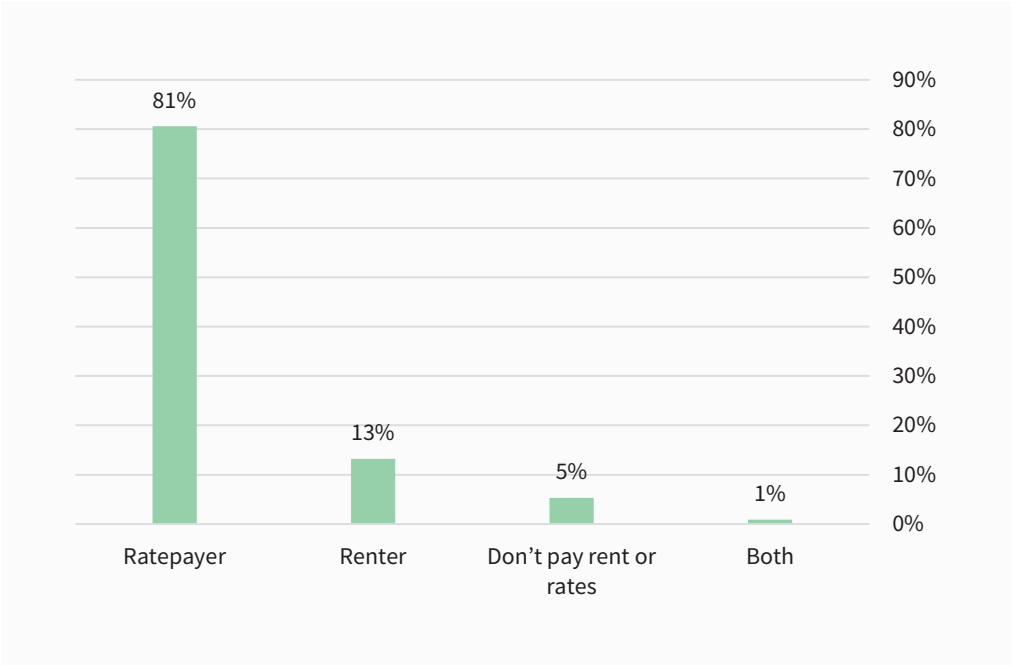


Figure 11.3 – Ethnicity

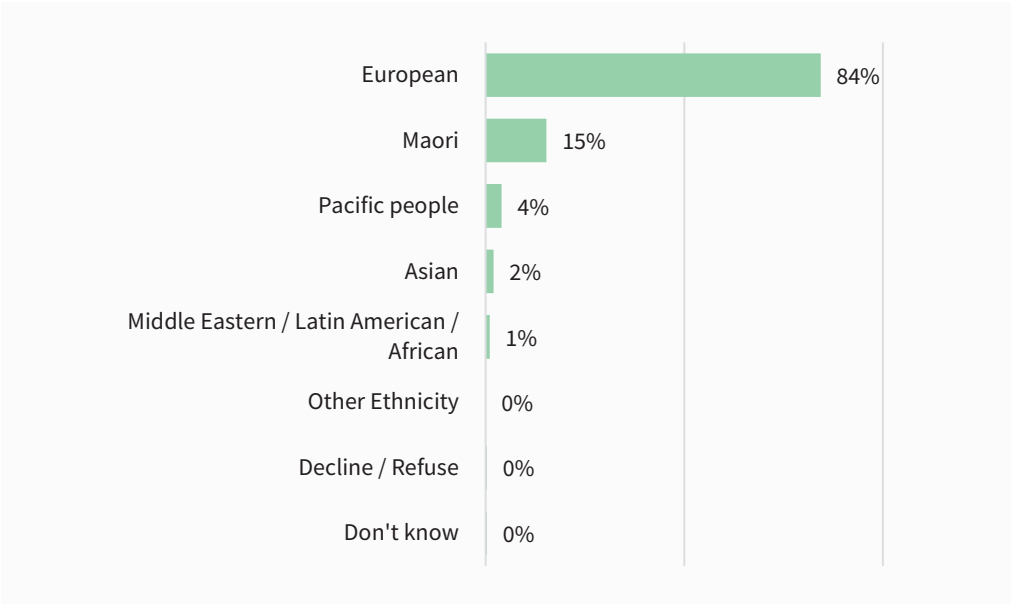
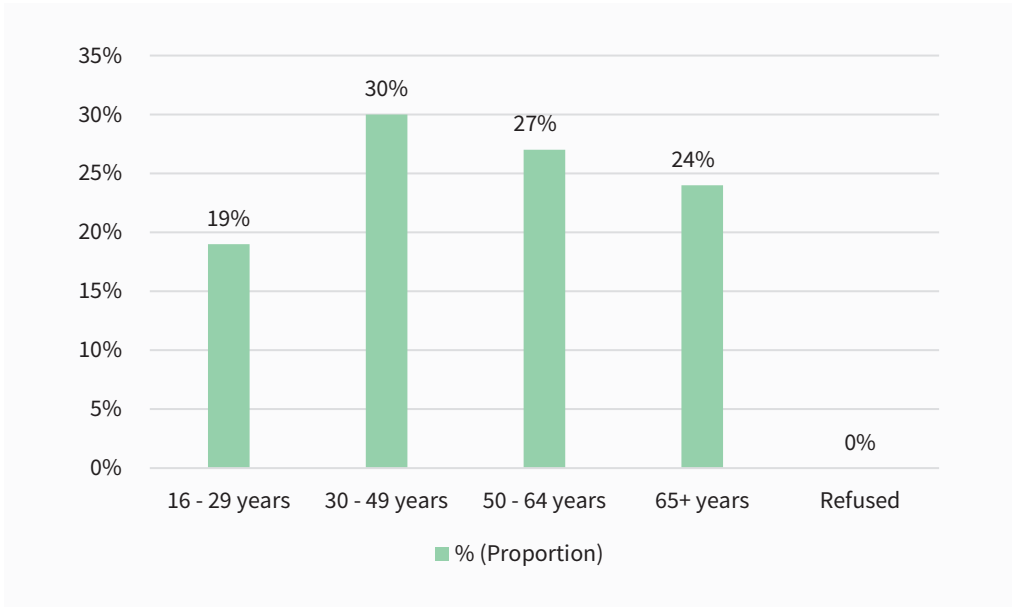


Figure 11.4 – Age ⁽¹⁾ spread (weighted)



⁽¹⁾ Age spread (unweighted): 16-29 yrs 7%, 30-49 32%, 50-64 29%, 65+ 32%

Figure 11.5 – Rural/urban split

	Responses	Frequency
Rural	140	47%
Town (Urban)	160	53%
Total	300	100%

Figure 11.6 – Gender split

	Responses	Frequency
Male	156	53%
Female	144	47%
Gender diverse	0	0%
Prefer not to specify	0	0%
Total	300	100%

Appendix Two: Online Survey Respondents



The online survey was open for completion to all residents between the 9th and 24th June. The survey link was promoted by Clutha District Council. At the time the survey was live, Council was also asking residents to participate in its Local Government Amalgamation Survey and had recently sought feedback from some residents in relation to housing. The consultation period for the Draft Annual Plan closed on the 28th April, prior, but still close to this survey period.

28 residents chose to complete the survey online this year. Given the small base size for this group of residents, all data from this survey source should be treated with caution and as indicative of differences only.

NOTE ON ONLINE SURVEY RESULTS.

The 28 residents that chose to complete the online survey self-selected to participate and, therefore, should not be viewed as a representative sample of the Clutha District population.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted by red and green font in the tables.

Note: Due to small base sizes in 2026, there are relatively fewer differences observed between the survey types than seen in previous years.

Satisfaction with wastewater service

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	15%	27%
	31	4
Very satisfied or satisfied	85%	73%
	154	11

Satisfaction with the stormwater system

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	23%	35%
	41	6
Very satisfied or satisfied	77%	65%
	141	11

Reliability of water supply

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	30%	54%
	70	14
Very satisfied or satisfied	70%	46%
	180	12

Taste and clarity of water supply

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	42%	69%
	101	18
Very satisfied or satisfied	58%	31%
	142	8

Local roads appropriate for travel

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	45%	54%
	135	15
Very satisfied or satisfied	55%	46%
	163	13

Maintenance – local gravel roads

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	47%	56%
	136	15
Very satisfied or satisfied	53%	44%
	149	12

Maintenance – local sealed roads

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	32%	57%
	94	16
Very satisfied or satisfied	68%	43%
	203	12

Footpaths

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	47%	83%
	127	19
Very satisfied or satisfied	53%	17%
	136	4

Wheelie bin service

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	8%	24%
	19	6
Very satisfied or satisfied	92%	76%
	205	19

Mount Cooe landfill

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	10%	27%
	11	3
Very satisfied or satisfied	90%	73%
	87	8

Satisfaction with Council facilities

	Random sample – phone survey	Self-selecting sample –online survey
District parks and reserves	87%	73%
	103	8
Balclutha Sportsground	93%	50%
	68	2
Milton Sportsground	86%	n/a
	34	n/a
Playgrounds	83%	43%
	74	3
Cemeteries	94%	78%
	87	7
Community Libraries	93%	100%
	103	10
Clutha iSite Visitor Information Centre	97%	100%
	69	5
Public toilets	81%	53%
	137	8
Balclutha Pool	89%	100%
	53	3
Milton Pool	81%	50%
	12	1
Community centre or community halls	94%	100%
	127	10

Satisfaction with Council

	Random sample –phone survey	Self-selecting sample –online survey
Decision-making, planning and leadership of elected members	60%	28%
	160	7
Council's goal to promote growth, living, and working in the Clutha District	66%	42%
	178	10
Being able to have a say in Council decision-making and planning	50%	21%
	129	5
The helpfulness and advice from Council staff	67%	43%
	174	10
The overall performance of the Clutha District Council	57%	31%
	164	8

Value for money

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	63%	84%
	153	21
Very satisfied or satisfied	37%	16%
	84	4

Sample profile

Age	Random sample – phone survey	Self-selecting sample –online survey
16–29	19%	4%
	21	1
30–49	30%	21%
	96	6
50–64	27%	39%
	88	11
65+	24%	32%
	95	9
Refused	0%	4%
	0	1
Total sample	300	28

Gender	Random sample –phone survey	Self-selecting sample –online survey
Male	53%	32%
	156	9
Female	47%	64%
	144	18
Gender diverse	0%	0%
	0	0
Prefer not to say	0%	4%
	0	1
Total sample	300	28

Ratepayer status	Random sample –phone survey	Self-selecting sample –online survey
Ratepayer	81%	86%
	249	24
Renter	13%	7%
	36	2
Both	1%	4%
	3	1
Do not pay rent or rates	5%	4%
	12	1
Other	0%	0%
	0	0
Refused	0%	0%
	0	0
Total sample	300	28

Location	Random sample –phone survey	Self-selecting sample –online survey
Rural	47%	46%
	140	13
Urban	53%	54%
	160	15
Total sample	300	28

Area	Random sample –phone survey	Self-selecting sample –online survey
Balclutha	43%	20%
	72	3
Milton	24%	20%
	36	3
Kaitangata	5%	7%
	10	1
Tapanui	4%	47%
	8	7
Lawrence	6%	7%
	9	1
Kaka Point	2%	0%
	3	0
Stirling	2%	0%
	3	0
Clinton	2%	0%
	4	0
Owaka	4%	0%
	5	0
Clutha	2%	0%
	3	0
Benhar	0%	0%
	1	0
Bruce	1%	0%
	1	0
Other urban (specify)	6%	0%
	9	0
Total respondents	164	15



The Curiosity Company
www.curiositycompany.co.nz