truwind
RESEARCH FIRST

Clutha District Council

Resident Satisfaction Survey 2025

Research report

Contents

Key Messages	3
Research Design	7
Use of, and Visits to, Council Facilities	10
Wastewater & Stormwater	12
Water Supply	15
Roading	19
Solid Waste Services	25
Community Services	28
Elected Members and Council	35
Areas for Council Improvement	41
Appendix One: Demographic Profile	44
Appendix Two: Online Survey Respondents	48

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Section 1

Key Messages

Council Services

86% satisfied with district **wastewater systems**

64% satisfied with **stormwater services**

56% satisfied with the **maintenance of unsealed roads**

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

50% satisfied with **footpaths**

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

91% satisfied with **Mt Cooee landfill**

Council Facilities

97% satisfied with **community libraries**

95% satisfied with **community centres or community halls**

82% satisfied with **public toilets**

93% satisfied with **Clutha iSite Visitor Information Centre**

89% satisfied with **cemeteries**

94% satisfied with **district parks and reserves**

92% satisfied with **playgrounds**

95% satisfied with **Balclutha Sportsground**

95% satisfied with **Balclutha Pool**

95% satisfied with **Milton Sportsground**

69% satisfied with **Milton Pool**

Elected Members and Council

67% satisfied with **the helpfulness and advice from Council staff**

60% satisfied with Council's goal to **promote growth, living, and working in the Clutha District**

60% satisfied with the **overall performance of the Clutha District Council**

46% satisfied with being able to **have a say in Council decision-making and planning**

53% satisfied with **decision making, planning and leadership of elected members**

38% satisfied with **value for money from rates**

Section 2

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 2025 residents' survey were:

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

Method

The 2025 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 were offered an email containing a link 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.

Communications to promote the online survey across the district were handled by Clutha District Council. The survey was visible and created an inclusive approach that enabled greater community engagement – more than with the telephone survey alone.

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.

The telephone survey provides a sample of 303 respondents that is representative of the District's population. An additional 142 residents chose to give their feedback through the online survey (down slightly from 164 in 2024).

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 targets set in Council's Long Term Plan 2024/34. 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 percent.

Sampling

Following a pilot testing phase, telephone data collection took place between the 24th February and 4th March 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 Statistics New Zealand's 2024 estimated resident population.

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

Overall data is accurate to +/- 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 available from the 24th of February through to the 14th March.

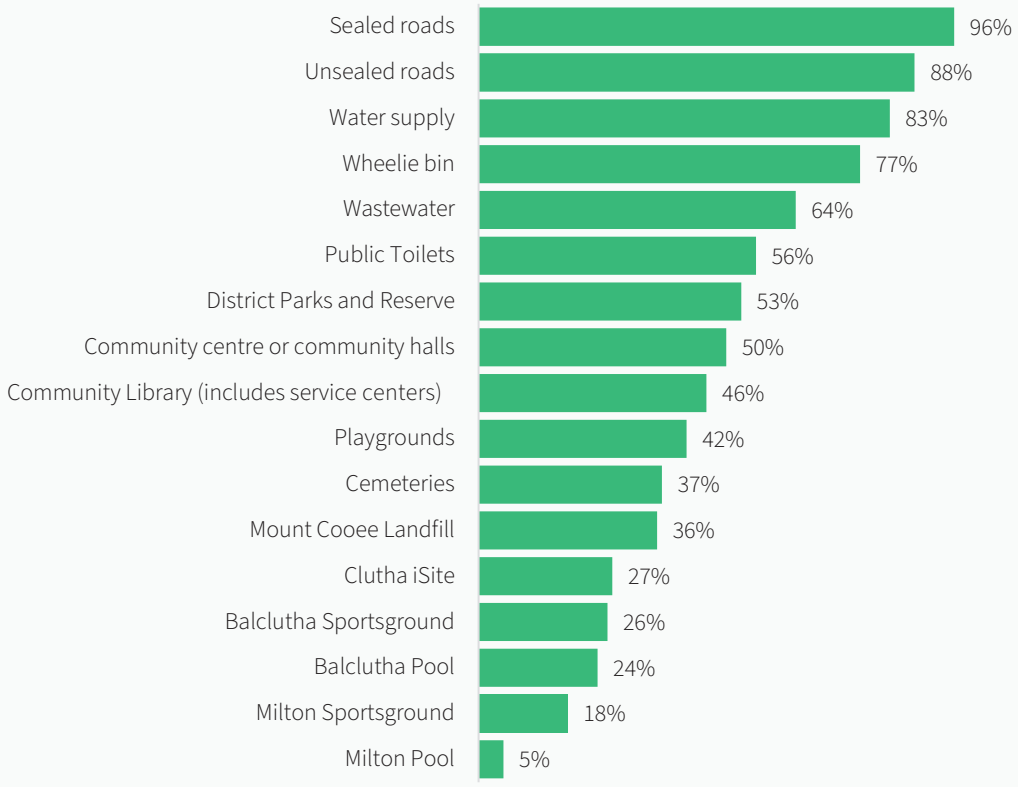
Section 3

Use of, and Visits to, Council Facilities

Clutha residents were asked to confirm whether they had visited or used a coded list of Council facilities in the past 12 months. Compared to the previous year, numbers did not change much in respect of any of the council facilities with the minor exception of the Milton Sportsground which saw a drop in usage from 27 percent in 2024 to 18 percent now. Over 60 percent of Clutha residents had used/visited the following facilities:

- Sealed and unsealed roads.
- Water supply.
- Wheelie bins.
- Wastewater.

Figure 3.1 Visits and usage of Council facilities



Section 4

Wastewater & Stormwater

Wastewater

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

✓ **Performance target met (2024/25 aim: ≥85%)**

Performance in this area dipped in 2021 to 80 percent satisfaction, which appears to have been an aberration as it recovered strongly after that. However, it has fallen off slightly this year from 91 to 86 percent satisfaction, which represents a continuation of a very gradual downward trend since 2022. It is possible that a news story reported in October 2024 about wastewater treatment plans overflowing may have been picked up on by respondents.

Figure 4.1 Satisfaction with District wastewater systems

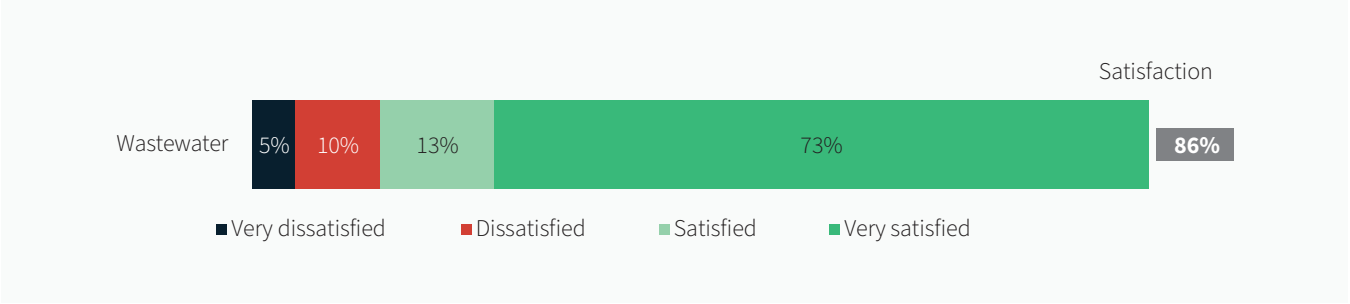
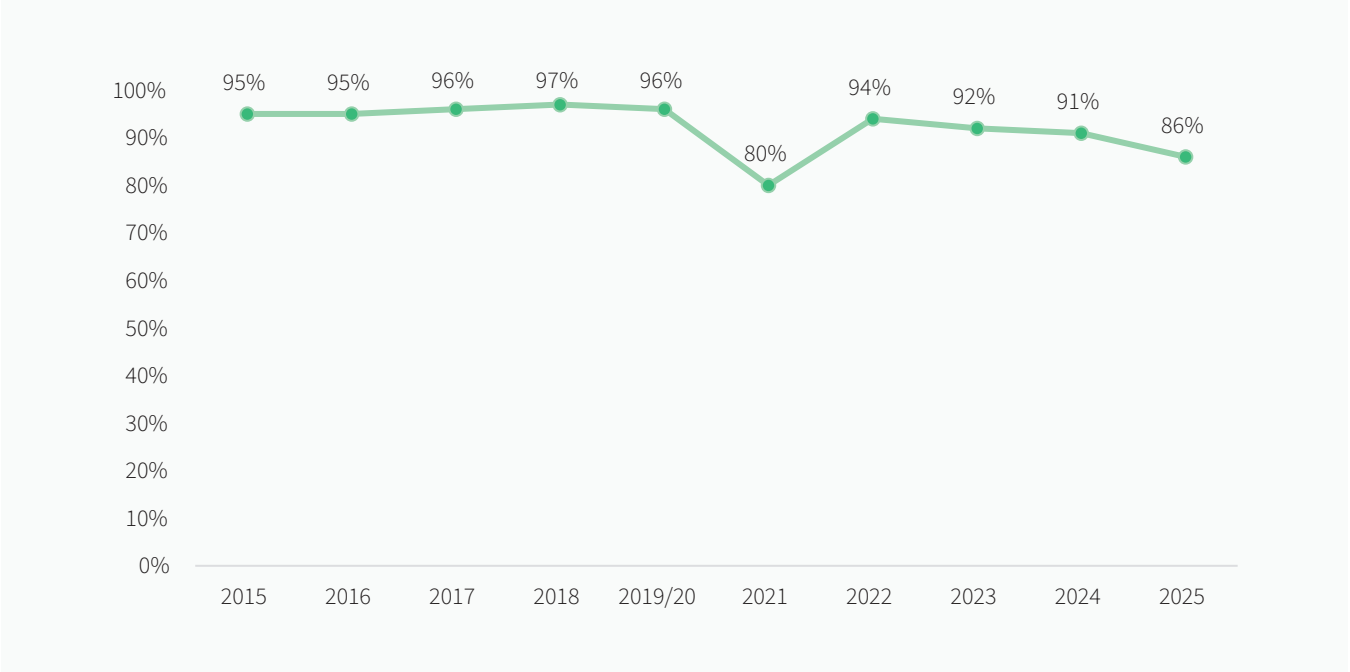


Figure 4.2 Satisfaction with wastewater systems, over time



Stormwater

Residents were also asked to rate satisfaction with stormwater services.

- 64% of these residents stated that they were satisfied with the service.

× **Performance target not met (2024/25 aim: ≥75%)**

Satisfaction with stormwater services have fallen since 2024 by 13 points, from 77 percent to 64 percent. Stormwater ratings have been rather inconsistent over the five years, which may point to respondents reacting to whether notable weather events occurred in the past year. A severe storm will test the stormwater system in ways that more temperate weather doesn't. Stories published in the Otago Daily Times in the last year indicate that there have been episodes of extreme weather.

Figure 4.3 Satisfaction with stormwater services

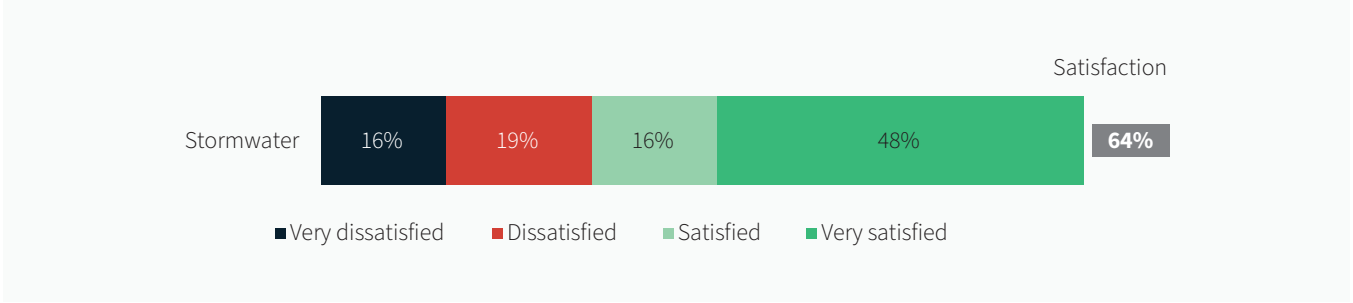
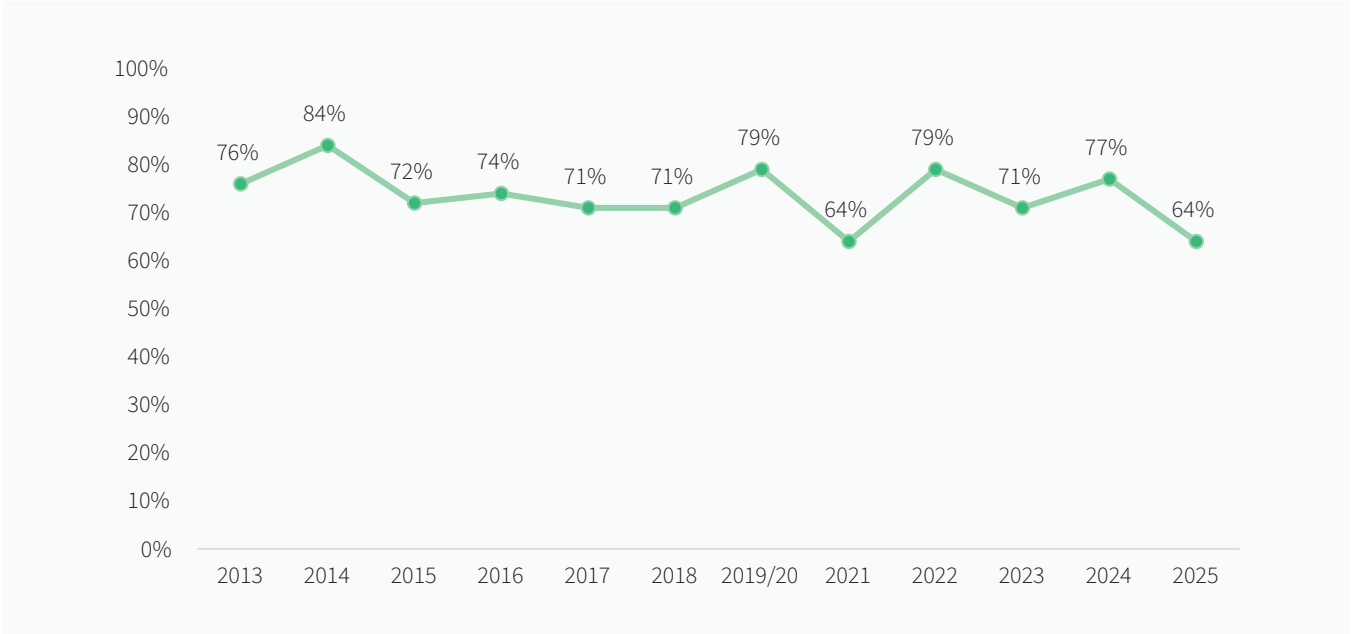


Figure 4.4 Satisfaction with stormwater services, over time



Section 5

Water Supply

Eighty-three percent of residents in the Clutha District were connected to the town water supply or a rural water scheme.

Figure 5.1 Water supply

	%	Number of respondents
Town water supply	62%	187
Rural water scheme	21%	63
Both, Council (town) or rural scheme, and own supply of water	4%	13
Own supply of water (e.g., roof water or bore source)	12%	35
Other	0%	1
Don't know	1%	4
Total	100%	303

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, 67 percent stated that they were satisfied with the reliability of the water supply in the last 12 months.

- Residents on the town water supply are more likely to be satisfied with the reliability of their water supply (71 percent) compared to residents on the rural water scheme (56 percent). This represents a small improvement in ratings of the rural water scheme from 48 percent in 2024.

Figure 5.2 Satisfaction with the reliability of water supply

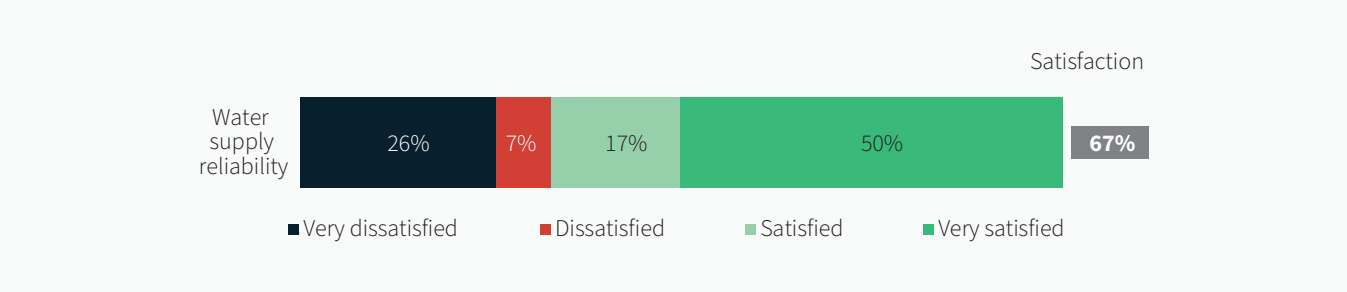
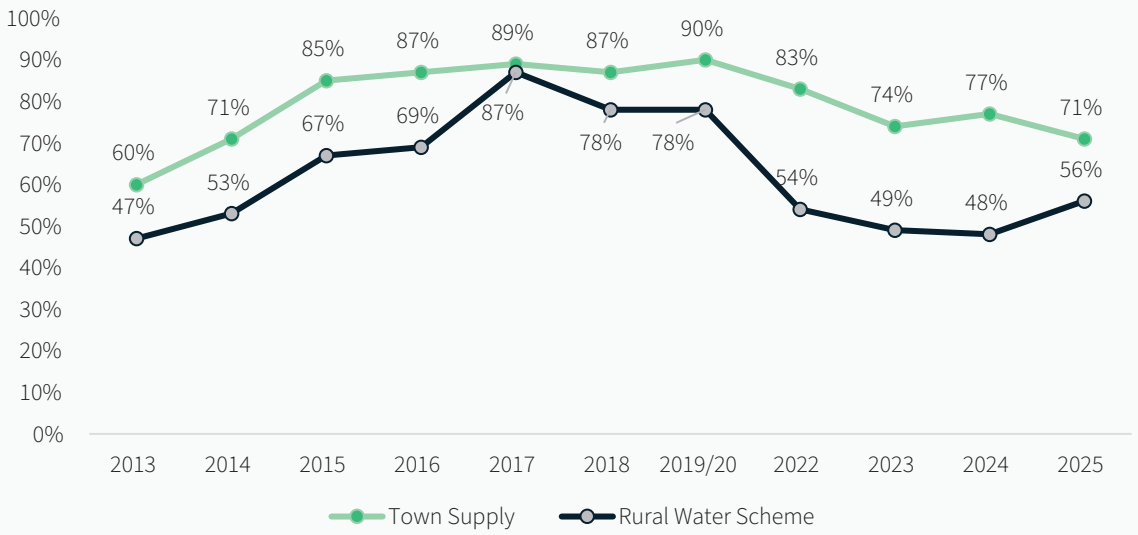


Figure 5.3 Satisfaction with the reliability of water supply, over time



2025 Town supply n=185, Rural water scheme n=63

TASTE AND CLARITY

Overall, 51 percent indicated that they were satisfied with the taste and clarity of their water supply.

× **Performance target not met ≥70%.**

- Residents using the town supply are more likely to be satisfied with taste and clarity (54 percent), compared to residents on the rural water scheme (40 percent).

Figure 5.4 Satisfaction with the taste and clarity of water supply

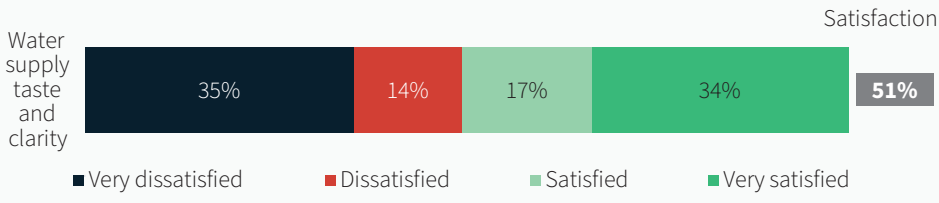
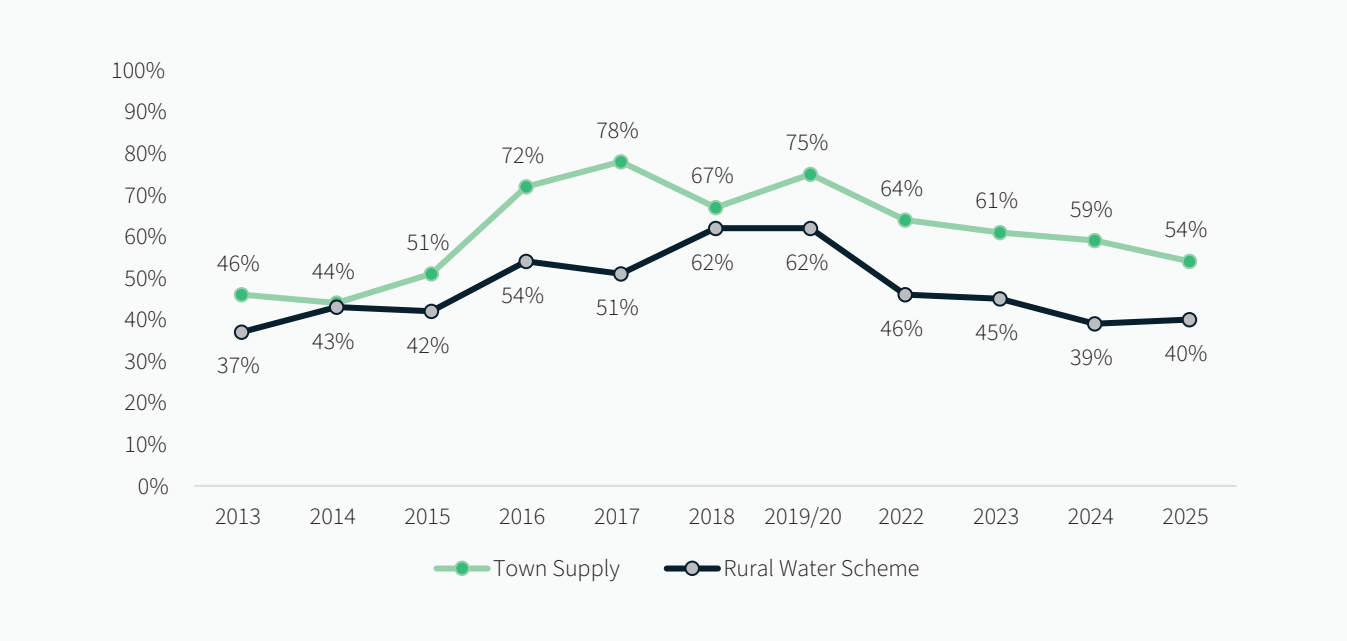


Figure 5.5 Satisfaction with the taste and clarity of water supply, over time



2025 Town supply n=179, Rural water scheme n=62

Section 6

Roading

More than half of the respondents (56 percent) were satisfied that local roads are appropriate for their travel needs.

In 2025 urban residents (58 percent) had similar satisfaction with local roads being appropriate for their travel needs to rural residents (54 percent). Rural residents had higher satisfaction with footpaths (56 percent) compared to urban residents (46 percent)

Figure 6.1 Satisfaction with roading and footpaths

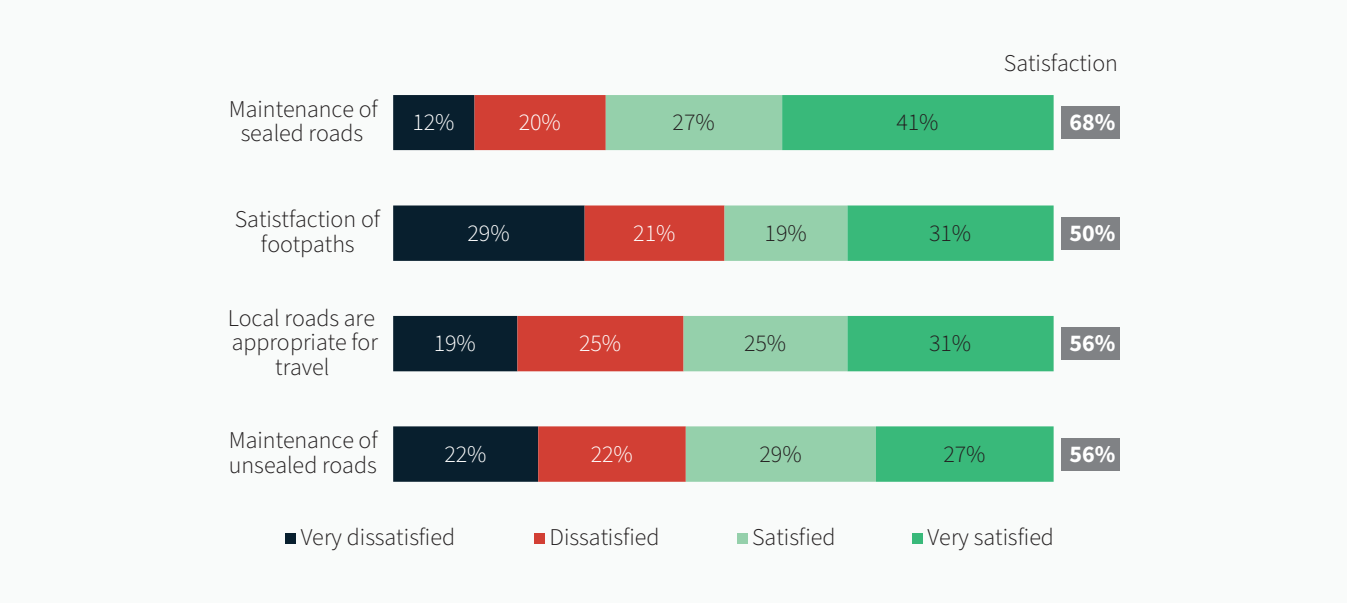


Figure 6.2 Ways the Council could improve the district's roads.

	%	Number of responses
More maintenance	23%	71
Repair potholes	10%	31
Grade gravel roads	9%	27
Respond promptly to problems/ issues	6%	19
Proper/ long term repairs	4%	13
More/ better sealing of roads	3%	10
Improve condition of roads	3%	10
Clean gutters/ culverts/ debris/ litter	3%	9
Manage heavy traffic/ livestock use to stop road damage	3%	9
More tar sealed roads	2%	6
Better traffic management (signage, speed limits etc)	1%	4
Wider roads	1%	3
Total roading comments	52%	157

SEALED ROADS

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

× **Performance target not met (2024/25 aim ≥70%)**

- The average speed respondents felt safe travelling at on sealed roads was 94 km/hr.
- 95% of respondents felt safe travelling on sealed roads at >80 km/hr

✓ **Performance target met (2024/25 aim >80 km/hr)**

UNSEALED ROADS

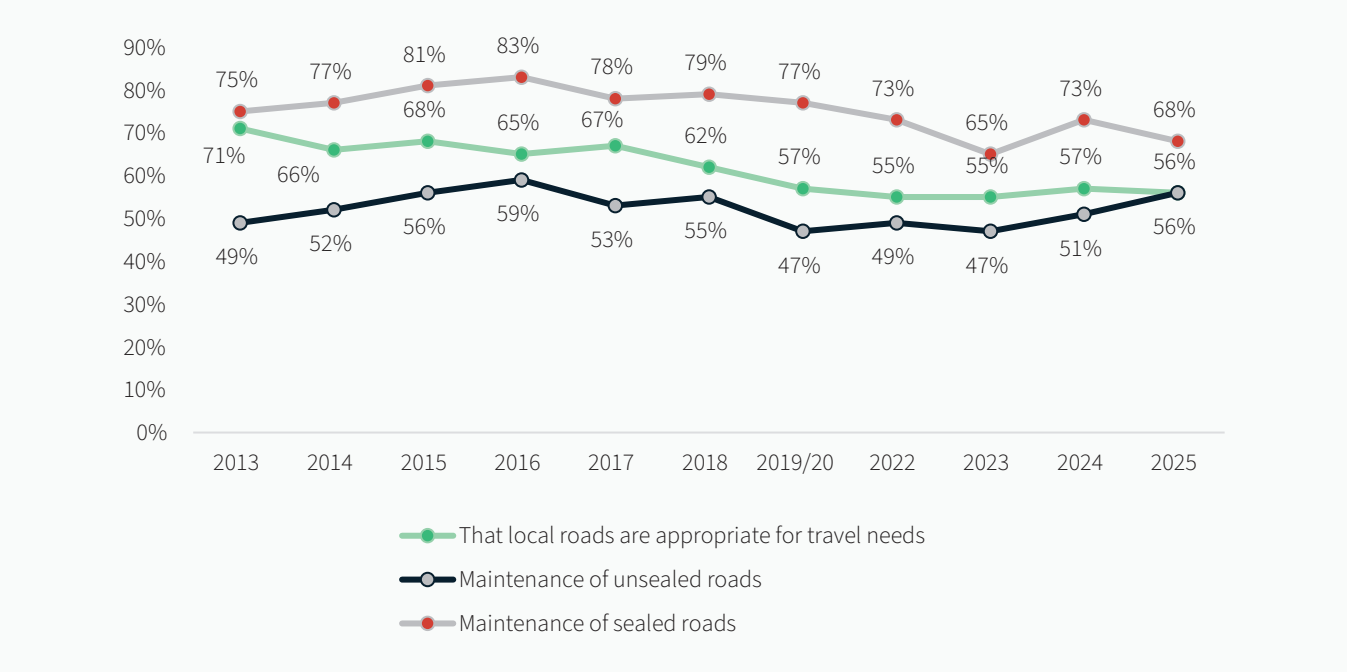
- Over half of respondents (56 percent) were satisfied with maintenance of unsealed roads.

✓ **Performance target met (2024/25 aim ≥52%)**

- The average speed respondents felt safe travelling at on unsealed roads was 70 km/hr.
- 67% of respondents felt safe travelling on sealed roads at >60 km/hr

✓ **Performance target met (2024/25 aim >60 km/hr)**

Figure 6.3 Satisfaction with roads over time



Footpaths

- 50 percent of respondents were satisfied with footpaths in the District. This is an appreciable drop compared to 2024, and may reflect maintenance shortcomings

× **Performance target not met (2024/25 aim ≥80%).**

Figure 6.4 Ways the Council could improve the District's footpaths

	%	Number of responses
More maintenance	14%	43
Seal footpaths	7%	21
More/ new footpaths	5%	16
Wider footpaths	4%	12
Prioritise hazardous/uneven paths	3%	8
More tar sealed roads	1%	2
Proper/ long term repairs	0%	1
Total footpath comments	25%	75

Figure 6.5 Satisfaction with footpaths over time

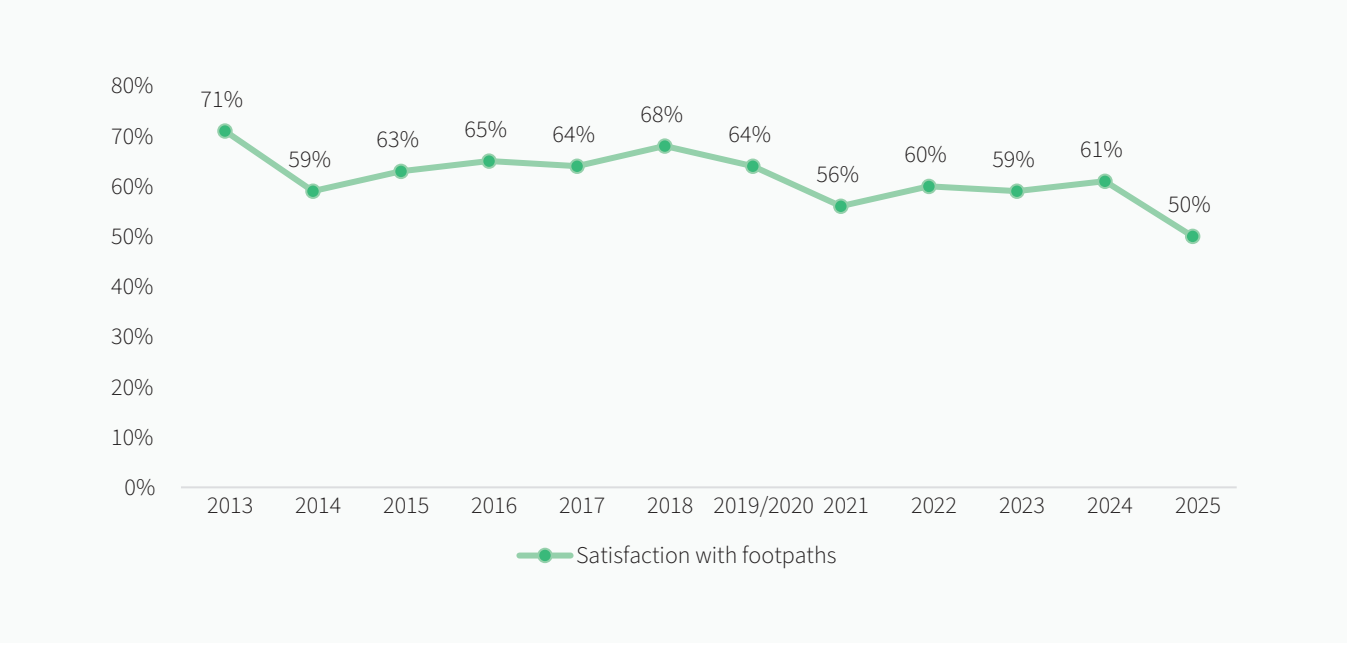


Figure 6.6 Satisfaction with roading and footpaths, by location

	Rural	Urban
Local roads are appropriate for travel needs	54%	58%
Maintenance of unsealed roads	52%	58%
Maintenance of sealed roads	73%	65%
Satisfaction with footpaths	56%	46%

Section 7

Solid Waste Services

Mt Cooee landfill

Thirty-six percent of respondents had used the Mt Cooee landfill over the last 12 months.

- Of those that had used the service, 91 percent were satisfied.

✓ **This meets the 2024/25 performance target for this area of ≥75%.**

WHEELIE BINS

Seventy-seven percent 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 percent were satisfied.

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

- Satisfaction with the wheelie bin service has remained stable since 2015

Figure 7.1 Satisfaction with solid waste services

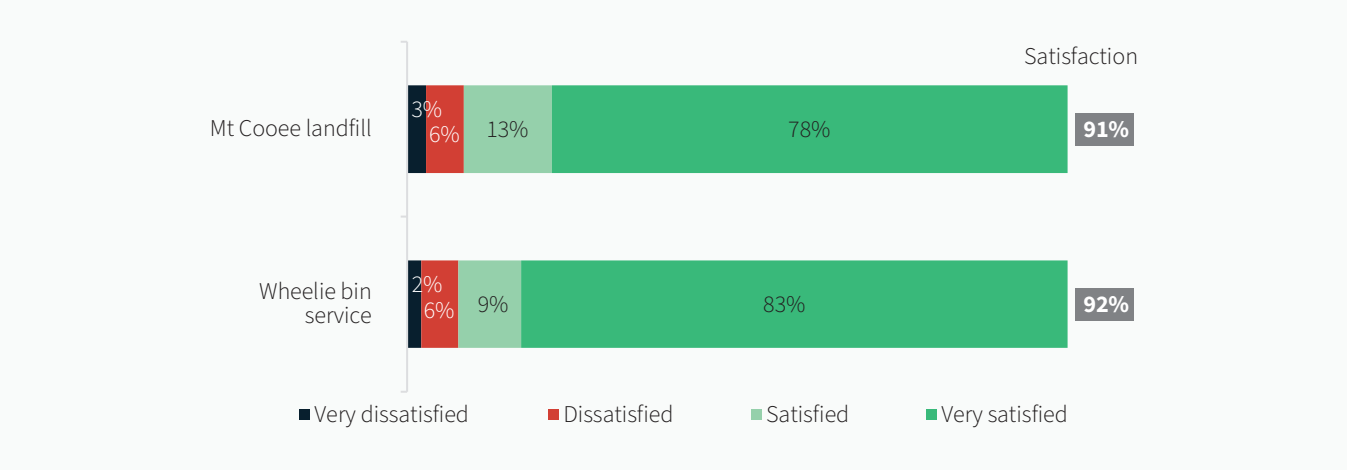
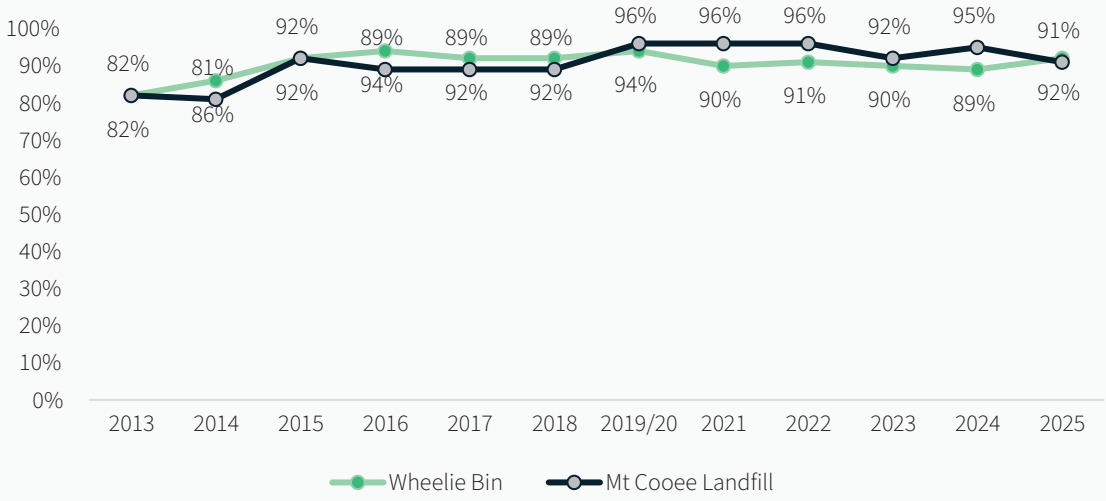


Figure 7.2 Satisfaction with solid waste services, over time



Section 8

Community Services

Nine out of the ten community services questioned on met their performance target in 2025.

The majority of respondents (93 percent) had visited at least one facility in the last 12 months.

Satisfaction with most Council-provided facilities was high:

- Excluding public toilets, the Milton Pool and cemeteries, residents' satisfaction levels with council services were above 90 percent.
- Milton Pool did not meet performance targets, however the small sample size for the service means the results should be viewed as indicative only.
- Although public toilet satisfaction performance fell beneath 90 percent, it exceeded the KPI target of 80 percent for the first time on record, consolidating already notable gains reported in 2024.

✓ **The weighted average of satisfaction with community facilities meets 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	2%	4%	15%	80%	95%	≥80%	52
Cemeteries	5%	5%	14%	75%	89%	≥80%	100
Balclutha Sportsground	1%	4%	15%	79%	95%	≥80%	74
Community Libraries	1%	2%	11%	86%	97%	≥80%	136
District Parks and Reserves	2%	4%	22%	72%	94%	≥80%	152
Community centre or community halls	1%	3%	8%	88%	95%	≥80%	146
Balclutha Pool	1%	4%	14%	81%	95%	≥80%	69
Playgrounds	5%	3%	19%	73%	92%	≥80%	116
Public Toilets	6%	12%	24%	58%	82%	≥80%	141
Milton Pool*	19%	13%	25%	44%	69%	≥80%	11
Clutha iSite Visitor Information Centre	1%	6%	7%	85%	93%	≥80%	75

**Caution: small sample size*

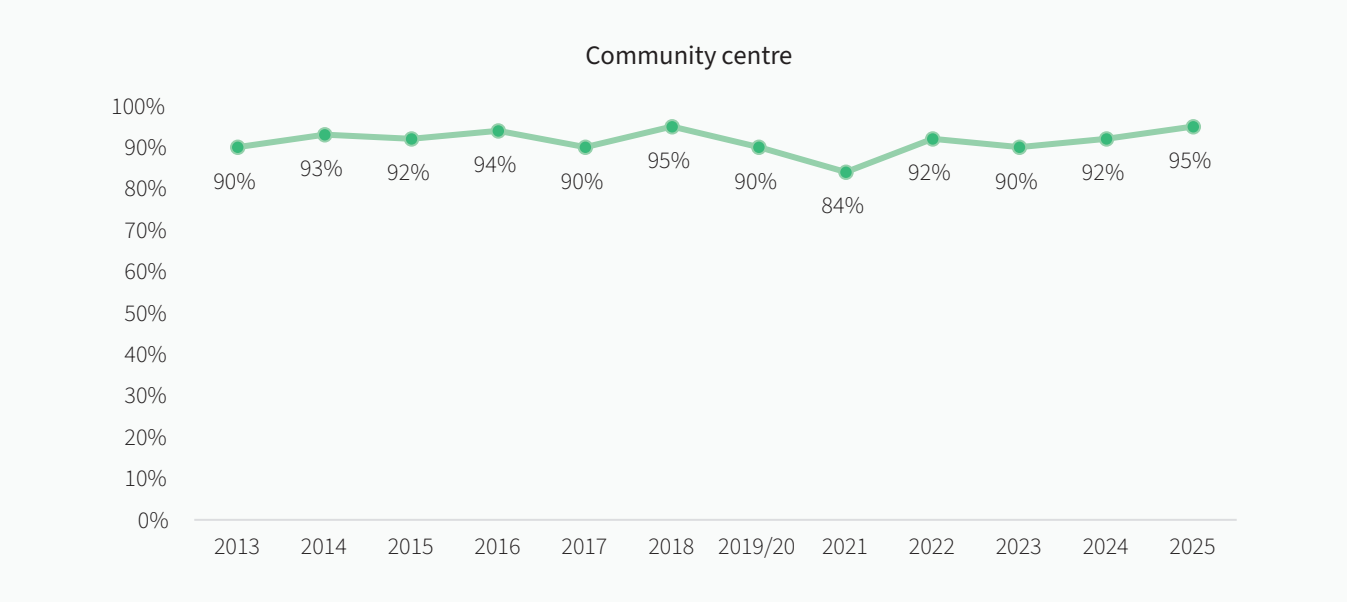
Figure 8.2 Satisfaction with community services by sub-group

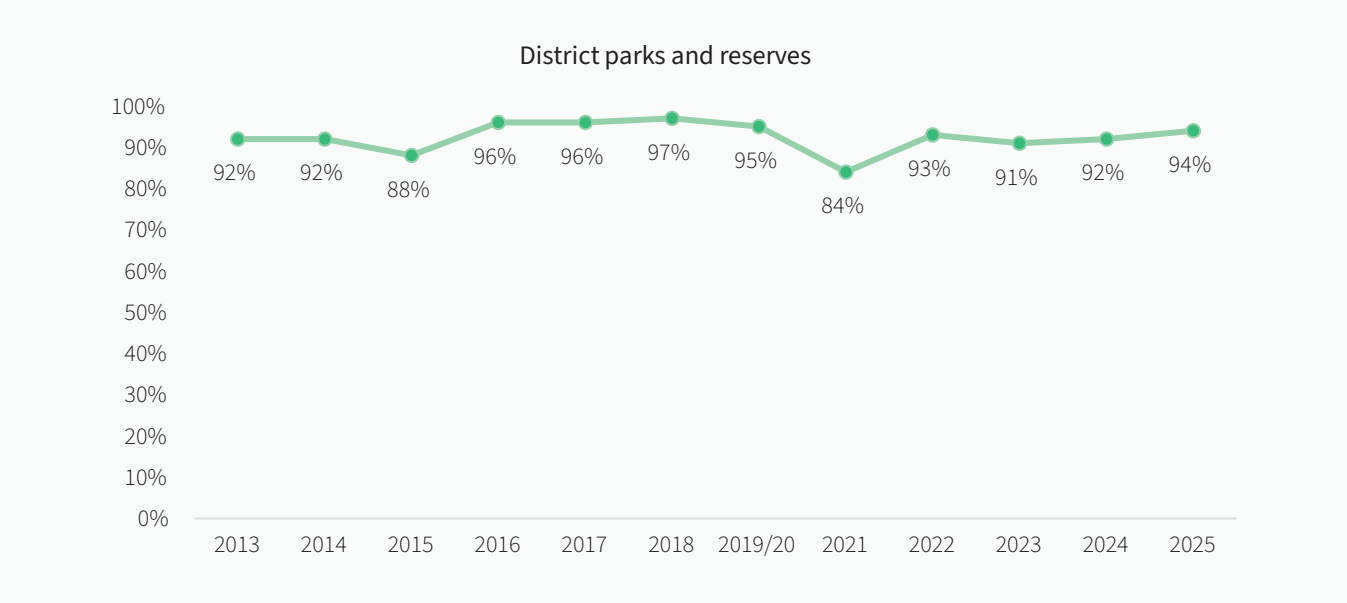
	All Respondents	Rural	Town (Urban)	16 –29 years	30 –49 years	50 –64 years	65+ years	Male	Female
Milton Sportsground	52	92%	97%	100%	90%	94%	100%	94%	96%
Cemeteries	100	92%	88%	86%	96%	92%	83%	90%	89%
Balclutha Sportsground	74	94%	96%	100%	95%	94%	91%	94%	96%
Community Libraries	136	98%	97%	100%	96%	97%	97%	94%	99%
District Parks and Reserves	152	96%	93%	91%	96%	98%	87%	94%	94%
Community centre or community halls	146	96%	95%	93%	96%	95%	98%	93%	98%
Balclutha Pool	69	100%	93%	86%	94%	100%	100%	88%	98%
Playgrounds	116	95%	91%	92%	89%	96%	95%	89%	94%
Public Toilets	141	86%	80%	84%	79%	86%	83%	86%	78%
Milton Pool*	11	50%	75%	50%	70%	50%	100%	50%	80%
Clutha iSite Visitor Information Centre	75	100%	89%	89%	94%	92%	95%	89%	95%
N	303	123	180	59	90	81	72	156	147

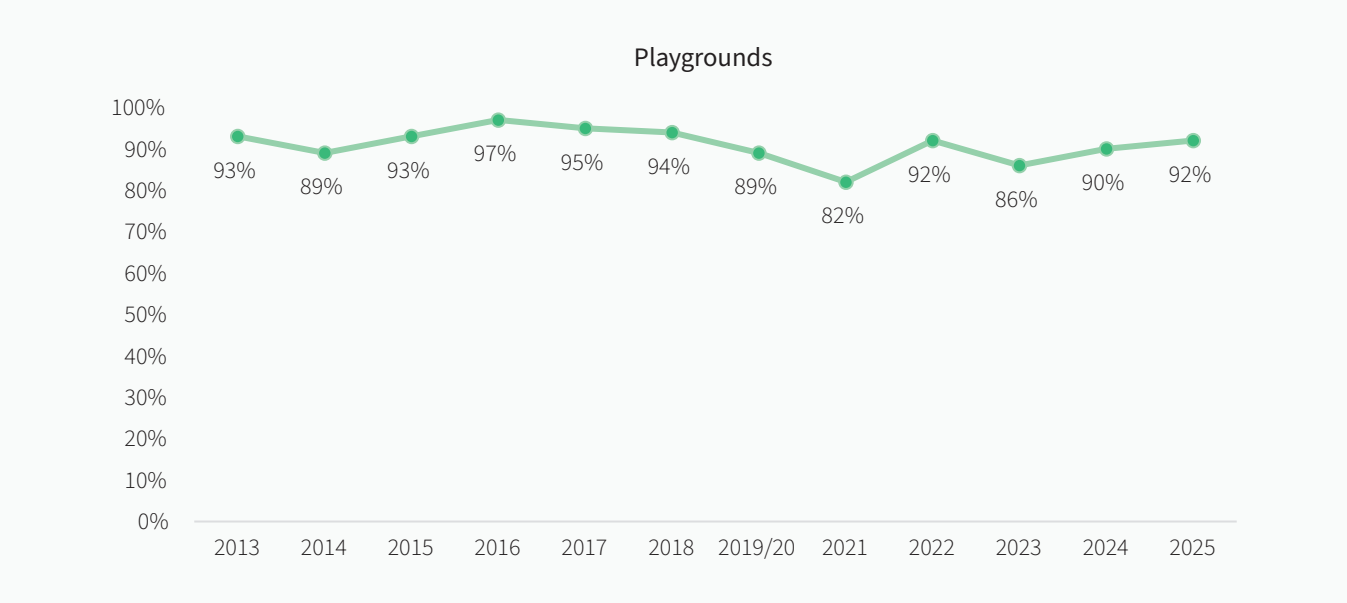
**Caution: small sample size*

Note: All respondents n = 303. 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






Playgrounds
100%
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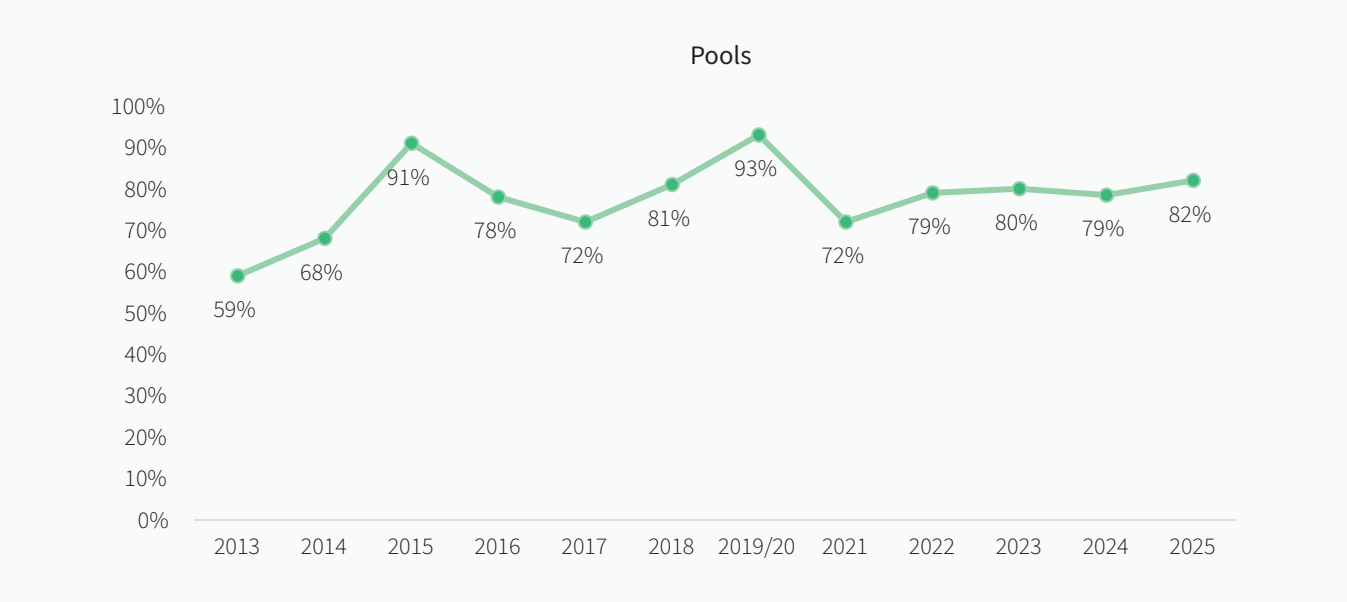
Pools
100%
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80%
70%
60%
50%
40%
30%
20%
10%
0%
59%
68%
91%
78%
72%
81%
93%
72%
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2018
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2021
2022
2023
2024
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Sportsgrounds
100%
90%
80%
70%
60%
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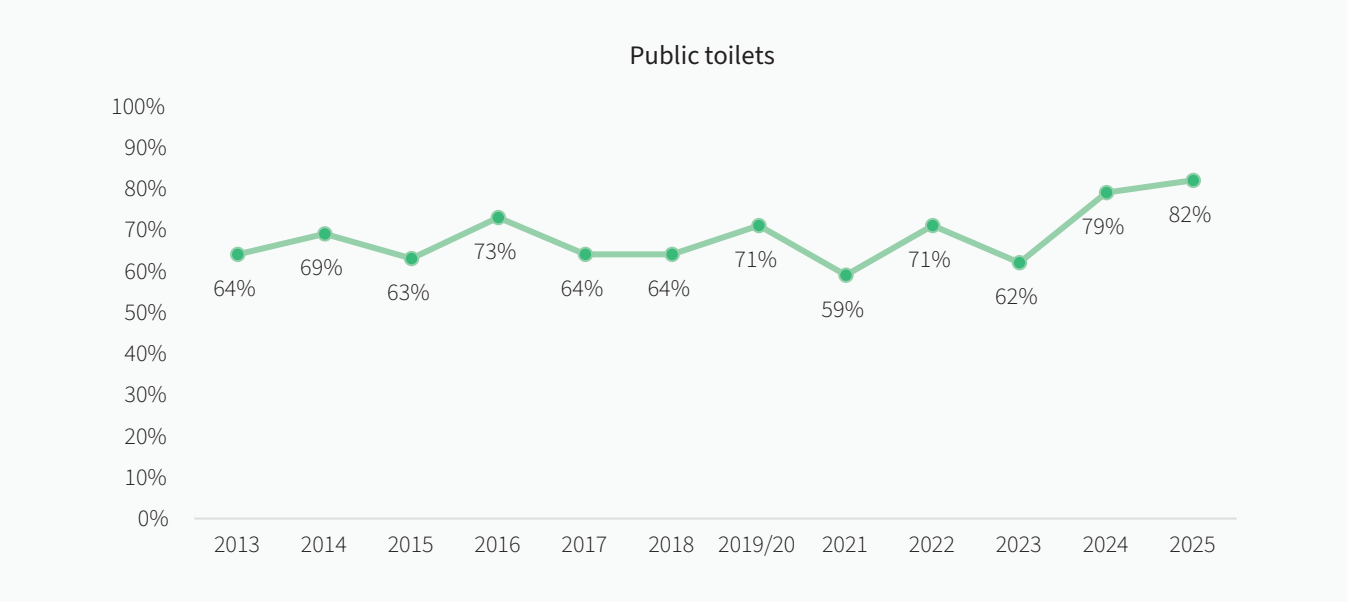
Public toilets
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
64%
69%
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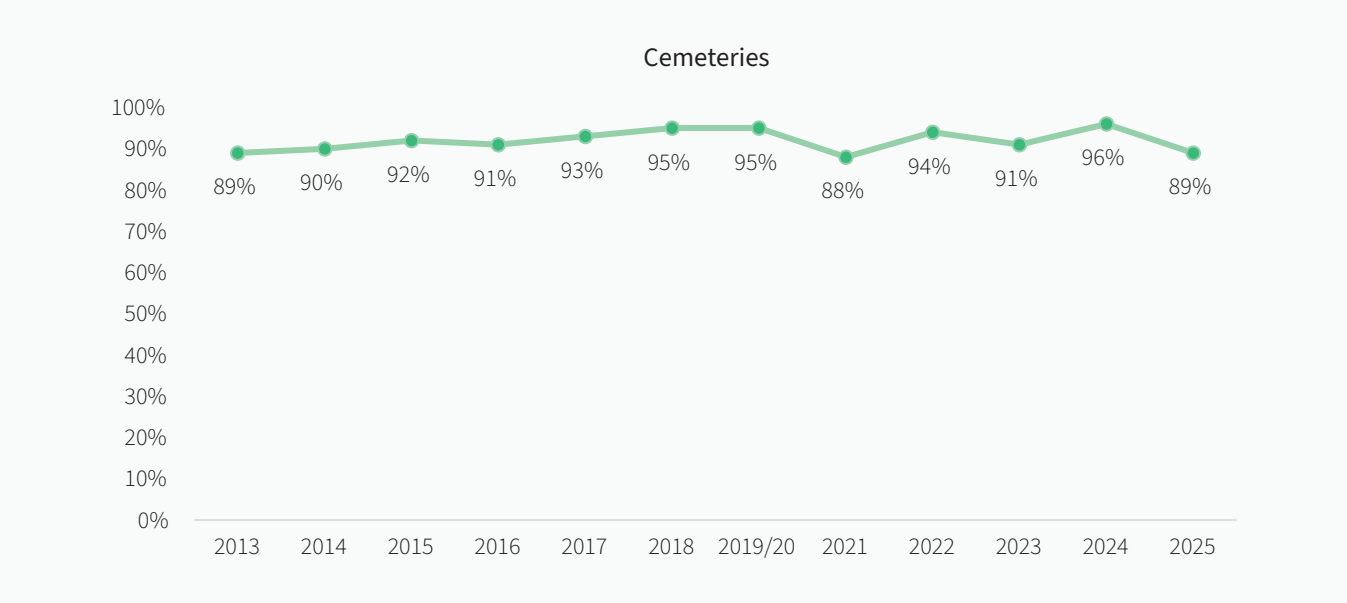
Cemeteries
100%
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10%
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89%
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91%
93%
95%
95%
88%
94%
91%
96%
89%
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2021
2022
2023
2024
2025

Section 9

Elected Members and Council

Satisfaction with elected members

To test residents' satisfaction with their elected members and the Council overall, we categorised the enquiry into (i) two areas focusing on elected members and Council staff and (ii) three areas on the performance of the Council as a whole.

The overarching finding from the results in 2025 is that residents rate their satisfaction with elected members and the Council above average (>50%), with the exception of being able to have a say in Council decision-making and planning. This measure was found to decrease from 51 percent in 2023/24 to 46 percent in 2024/25.

The Council is viewed as doing well 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
- The overall performance of the Clutha District Council.

Areas for improvement are identified as:

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

A target was set in the LTP for decision-making, planning and leadership of elected members:

× **LTP 2024-34 performance target not met (2024/25 aim ≥80%).**

Figure 9.1 Satisfaction with elected members and Council

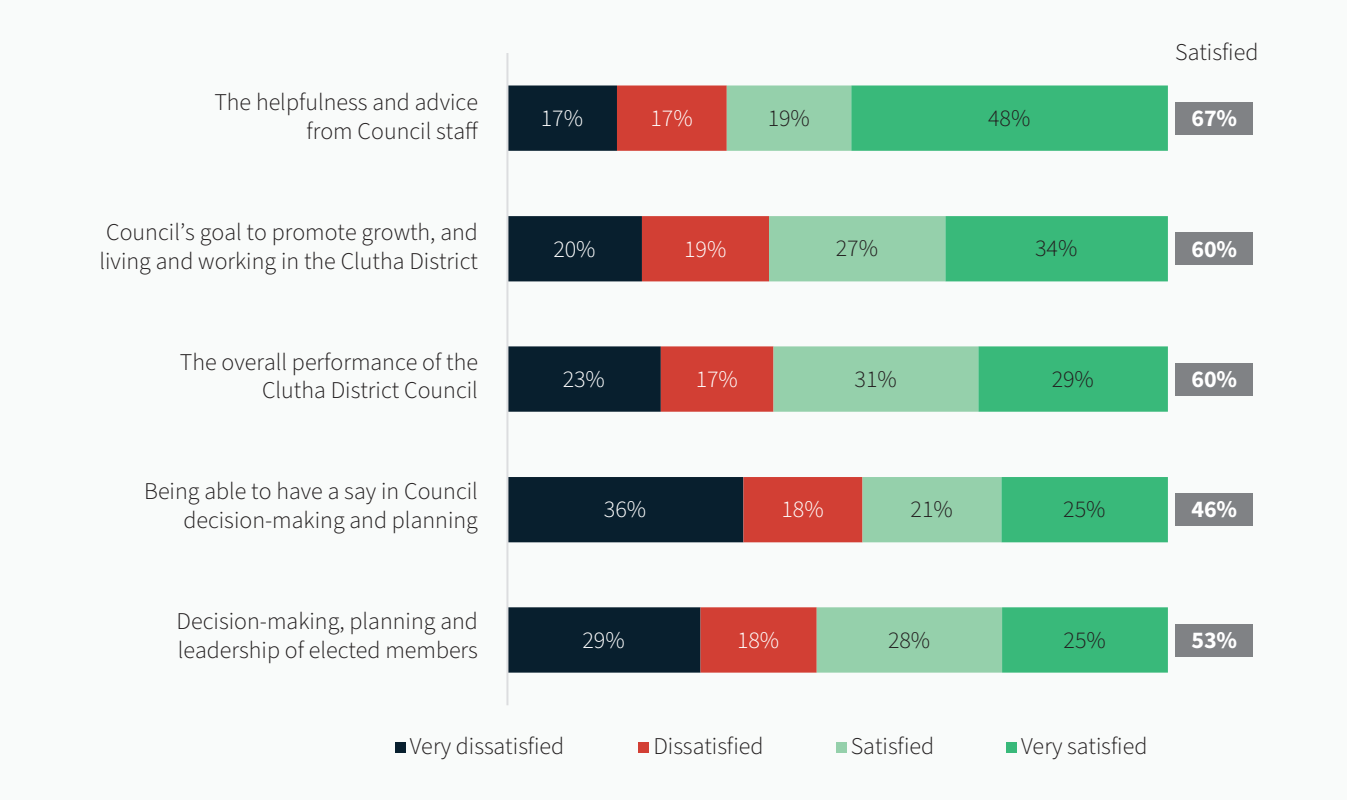


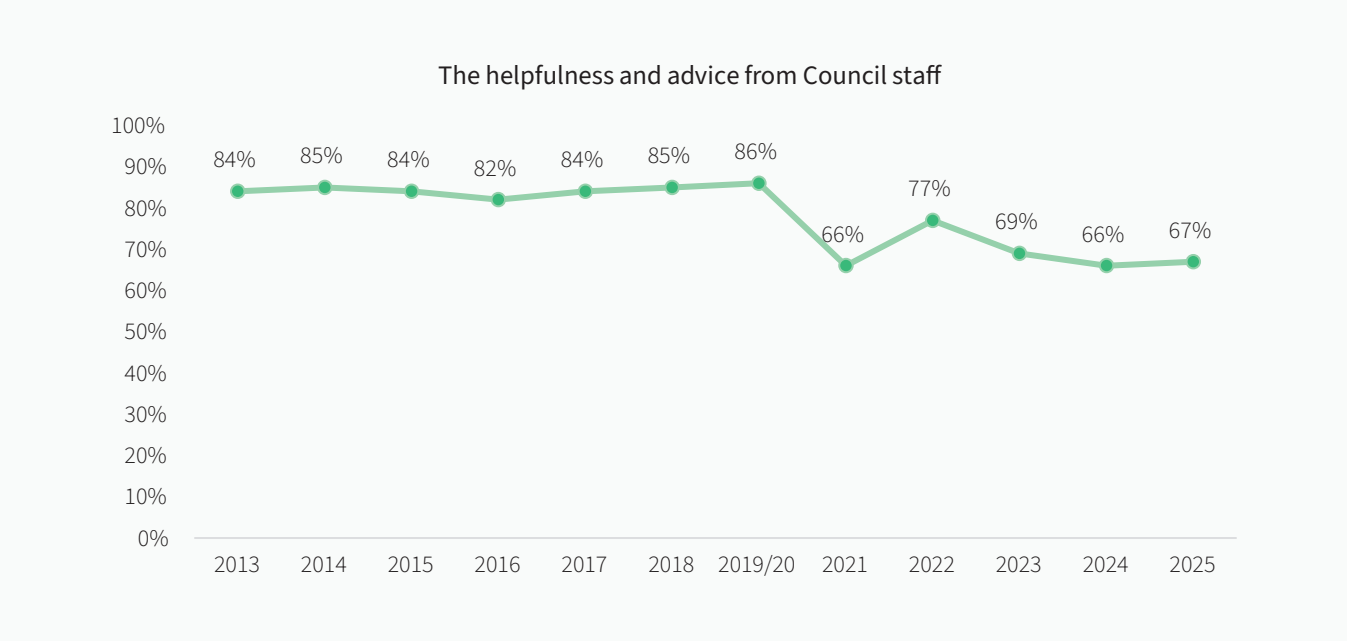
Figure 9.2 Satisfaction with elected members and Council – sub-group analysis

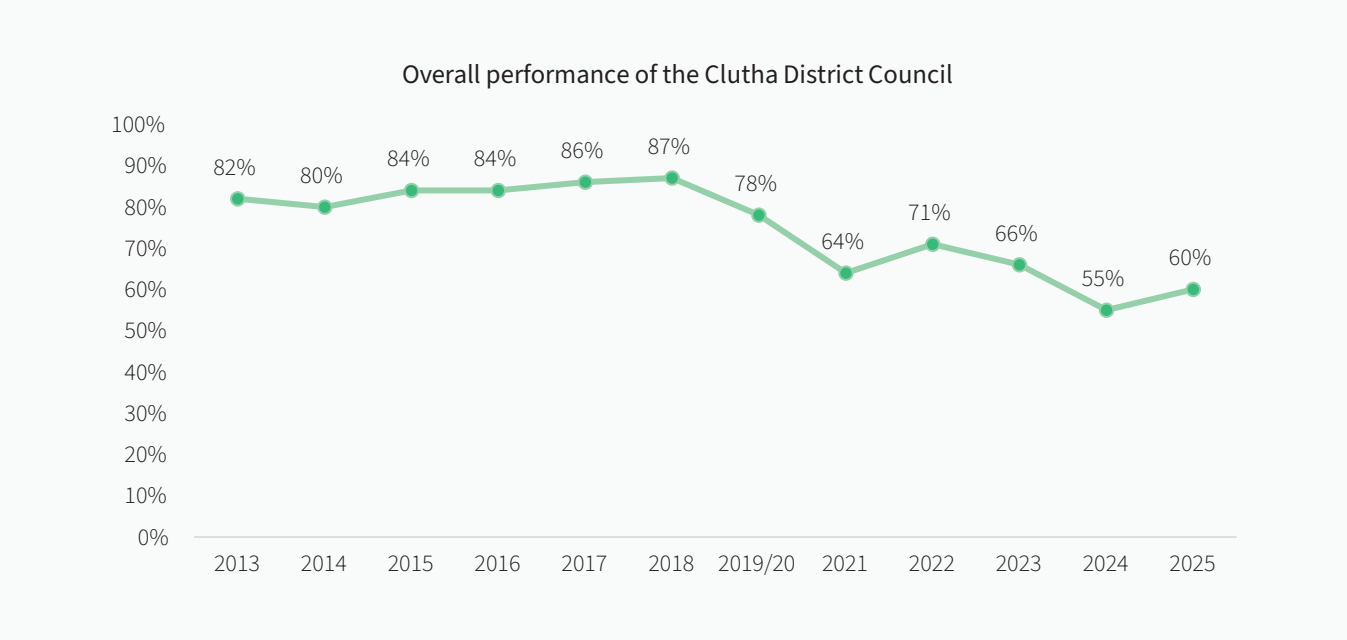
	All respondents	Rural	Urban	16 – 29 years	30 – 49 years	50 – 64 years	65+ years
Decision-making, planning and leadership of elected members	53%	48%	57%	61%	42%	53%	63%
Council's goal to promote growth, living, and working in the Clutha District	60%	60%	61%	58%	55%	60%	70%
Being able to have a say in Council decision-making and planning	46%	50%	44%	58%	39%	47%	47%
The helpfulness and advice from Council staff	67%	69%	66%	69%	60%	69%	73%
The overall performance of the Clutha District Council	60%	60%	60%	68%	57%	53%	65%

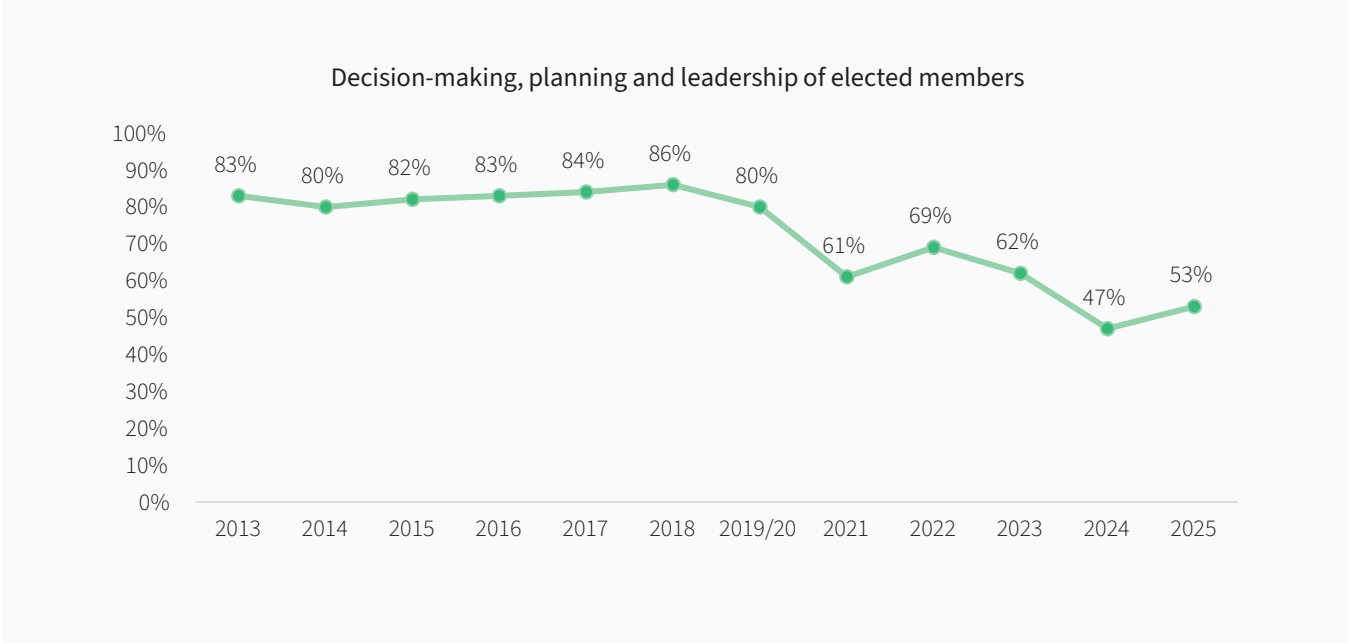
Figure 9.3 Satisfaction with elected members and Council – trend analysis

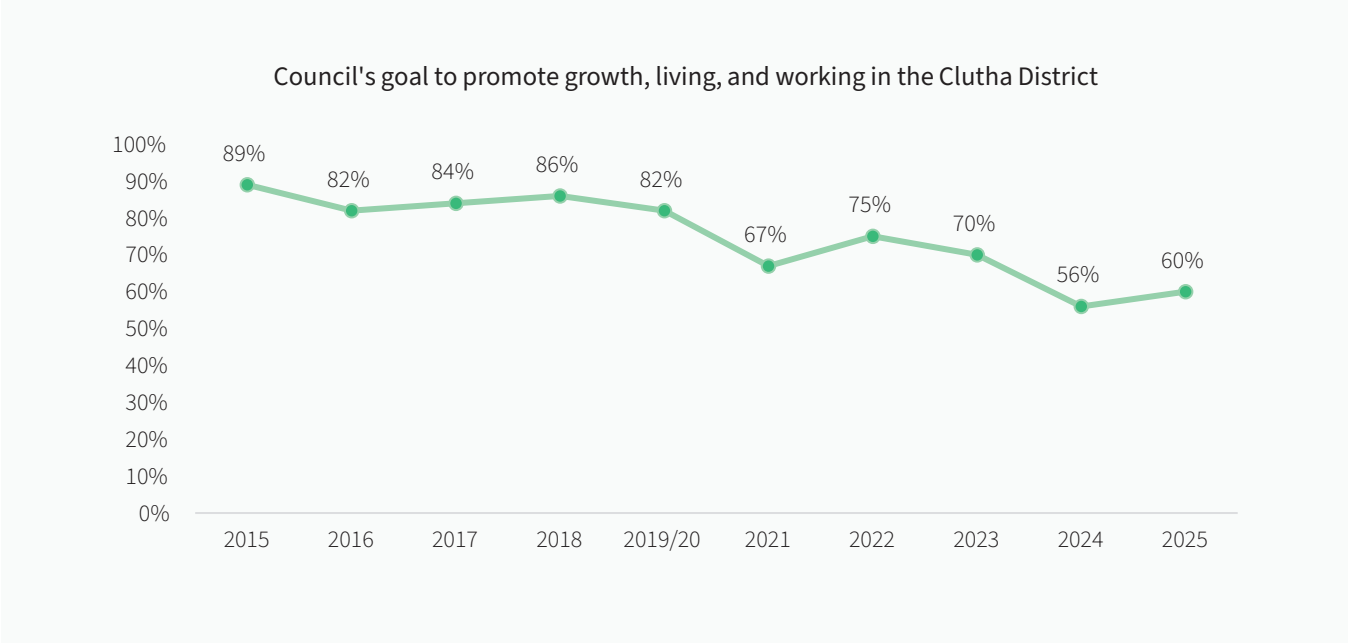
	Satisfied										Very Satisfied									
	2025	2024	2023	2022	2021	2020	2018	2017	2016	2015	2025	2024	2023	2022	2021	2020	2018	2017	2016	2015
Decision-making, planning and leadership of elected members	53%	47%	62%	69%	61%	80%	86%	84%	83%	82%	25%	26%	32%	37%	27%	46%	56%	55%	48%	50%
Council's goal to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

Figure 9.4 Satisfaction with elected members and Council, over time






Decision-making, planning and leadership of elected members
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
83%
80%
82%
83%
84%
86%
80%
61%
69%
62%
47%
53%
2013
2014
2015
2016
2017
2018
2019/20
2021
2022
2023
2024
2025


Council's goal to promote growth, living, and working in the Clutha District
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
89%
82%
84%
86%
82%
67%
75%
70%
56%
60%
2015
2016
2017
2018
2019/20
2021
2022
2023
2024
2025

Section 10

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 a priority. The figures below show a comparison of improvements listed between 2025, 2024, and 2023. Residents in 2025 advocated for improvements to:

- Roading – although the percentage of respondents who identified roading as an area for an improvement has decreased from 20 percent in 2024 to 16 percent in 2025.
- Footpath maintenance rising from 8 percent in 2024 to 14 percent in 2025.
- Water quality with a rise from 7 percent to 13 percent in 2025.

Residents stating that Council does not need to make any improvements has risen from 11 percent in 2024 to 13 percent in 2025.

- **Figure 10.1 Other Council improvements**

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

	2023	2024	2025
Playgrounds		1%	1%
Planning/Direction		2%	1%
Parking		1%	1%
Sewerage	3%	2%	1%
Parks and reserves	3%	2%	1%
Other	4%	3%	1%
Traffic management (eg pedestrian crossings, signage)			1%
Main street			1%
Eliminate urban-rural divide/ less focus on Balclutha		1%	1%
Community Facilities - General		2%	1%
Misuse of council vehicles			1%
Bicycle infrastructure			1%

Section 11

Appendix One: Demographic Profile

Figure 11.1 – Place of residence

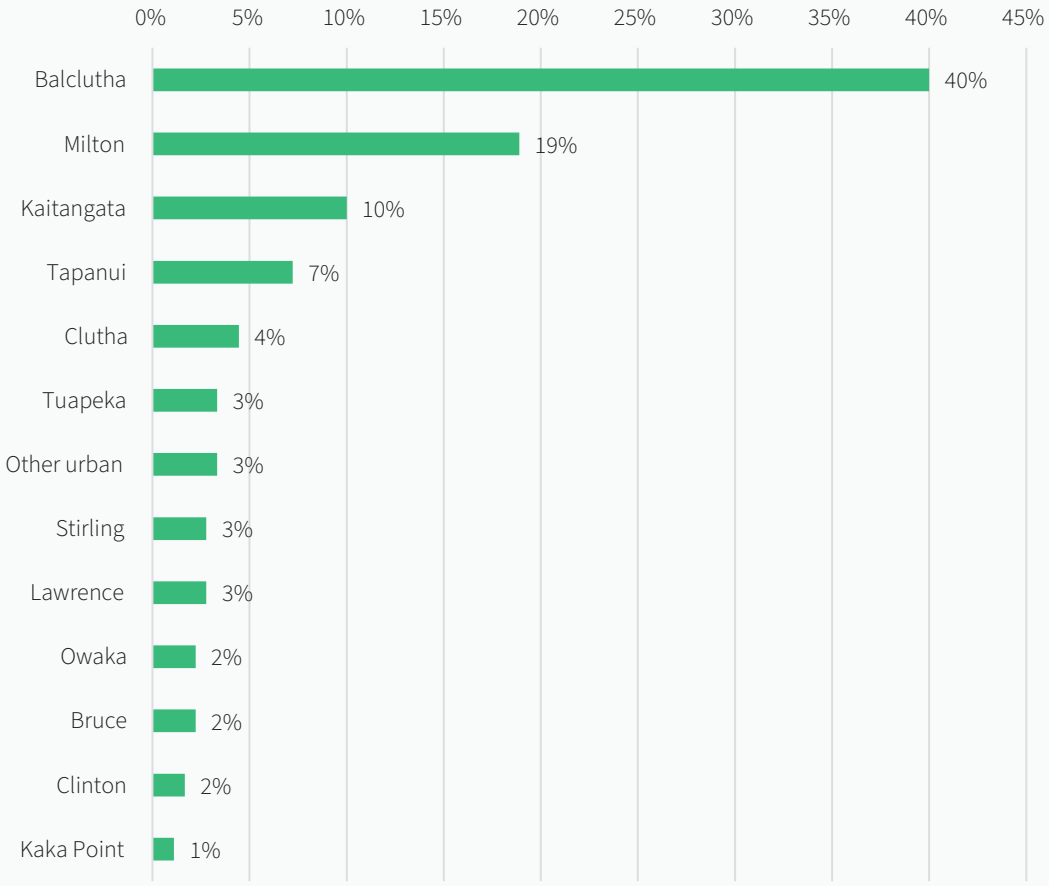


Figure 11.2 – Ratepayer status

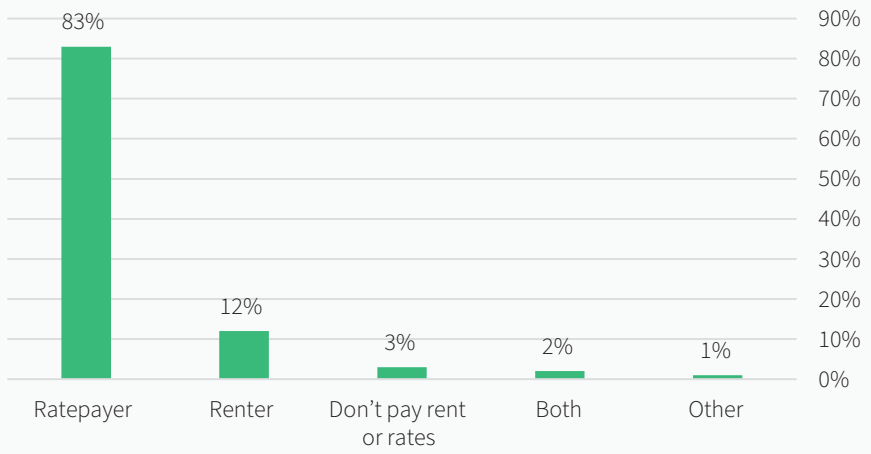


Figure 11.3 – Ethnicity

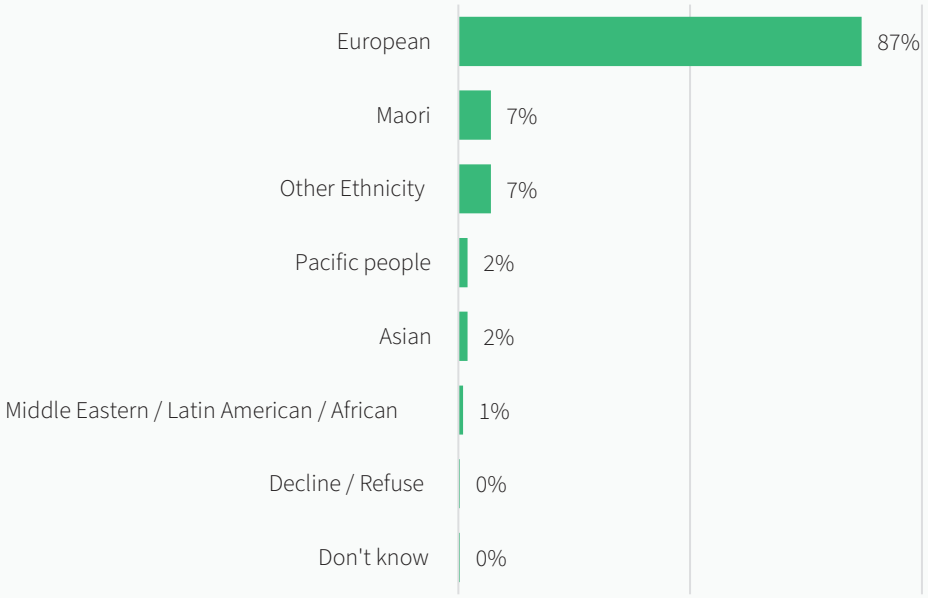


Figure 11.4 – Age spread

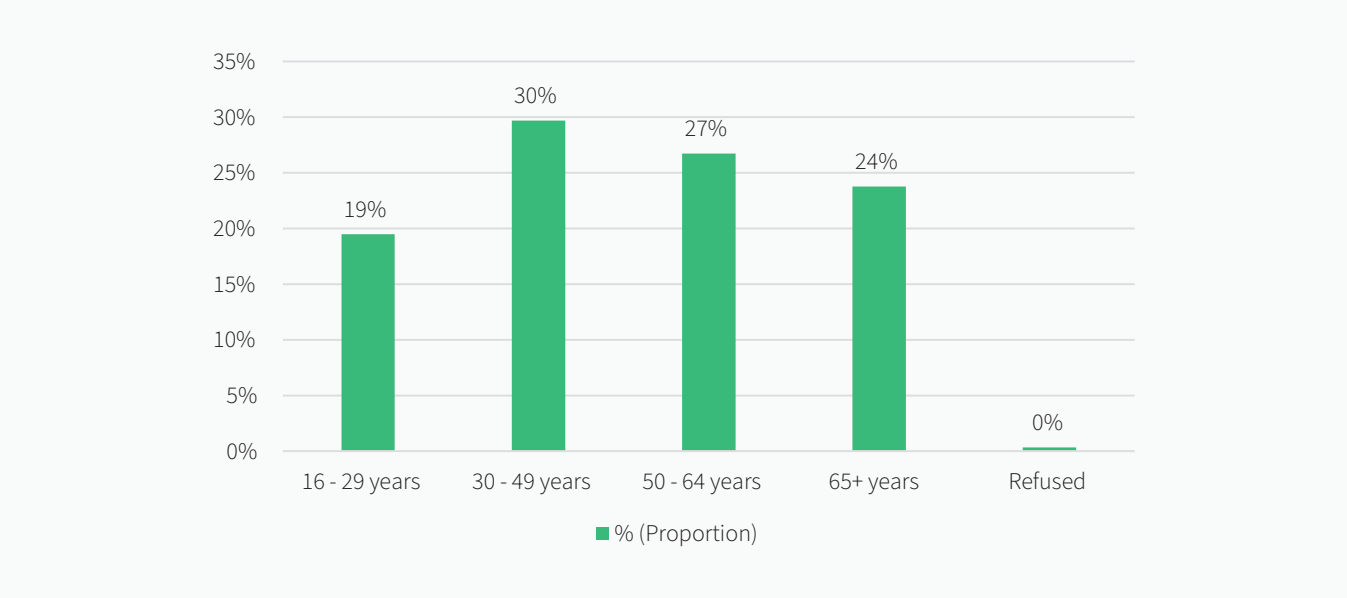


Figure 11.5 – Rural/urban split

	Responses	Frequency
Rural	123	41%
Town (Urban)	180	59%
Total	303	100%

Figure 11.6 – Gender split

	Responses	Frequency
Male	156	51%
Female	147	49%
Gender diverse	0	0%
Prefer not to specify	0	0%
Total	303	100%

Section 12

Appendix Two: Online Survey Respondents

The online survey was open for completion to the general public. The survey link was promoted by Clutha District Council.

142 participants completed the survey online. Of these participants, only 1 person responded that they had not lived in Clutha District for 12 months or more.

As the online survey respondents were self-selected participants, these responses should not be viewed as a representative sample of the Clutha District population.

The results show the self-selecting participants have a different profile from the random sample:

1. They hold more negative views on the performance of elected members and Council.
2. Compared to the random sample group, the social media respondents were significantly less satisfied regarding:

- wastewater service;
- reliability of water supply;
- taste and clarify of water supply;
- local roads being appropriate for travel;
- maintenance of roads, both gravel and sealed;
- footpaths;
- wheelie bin service;
- most Council facilities except for cemeteries, the Clutha iSite Visitor Information Centre and the Milton Pool; and
- value for money.

3. In terms of demographics, the random sample accurately reflects the profile of the Clutha District as defined by census statistics. The self-selecting sample had a skewed profile in terms of gender, with female residents overrepresented, and 16–29-year-old being underrepresented.

The results from the two survey samples are shown in the following tables. Statistically significant differences between the two groups are highlighted in the tables.

Satisfaction with wastewater service

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	14%	34%
	27	34
Very satisfied or satisfied	86%	66%
	162	66

Satisfaction with the stormwater system

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	36%	44%
	65	44
Very satisfied or satisfied	64%	56%
	118	57

Reliability of water supply

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	33%	64%
	86	82
Very satisfied or satisfied	67%	36%
	175	46

Taste and clarity of water supply

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	49%	76%
	125	96
Very satisfied or satisfied	51%	24%
	128	31

Local roads appropriate for travel

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	44%	63%
	131	90
Very satisfied or satisfied	56%	37%
	167	52

Maintenance – local gravel roads

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	44%	68%
	117	91
Very satisfied or satisfied	56%	32%
	147	42

Maintenance – local sealed roads

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	32%	54%
	94	77
Very satisfied or satisfied	68%	46%
	198	65

Footpaths

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	50%	74%
	135	101
Very satisfied or satisfied	50%	26%
	134	35

Wheelie bin service

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	8%	24%
	18	29
Very satisfied or satisfied	92%	76%
	214	93

Mount Cooee landfill

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	9%	16%
	9	11
Very satisfied or satisfied	91%	84%
	96	56

Satisfaction with Council facilities

	Random sample – phone survey	Self-selecting sample – online survey
District parks and reserves	94%	64%
	152	57
Balclutha Sportsground	95%	74%
	74	23
Milton Sportsground	95%	57%
	52	8
Playgrounds	92%	67%
	116	42
Cemeteries	89%	73%
	100	30
Community Libraries	97%	85%
	136	52
Clutha iSite Visitor Information Centre	93%	79%
	75	22
Public toilets	82%	57%
	141	53
Balclutha Pool	95%	76%
	69	25
Milton Pool	69%	50%
	11	7
Community centre or community halls	95%	82%
	146	27

Satisfaction with Council

	Random sample –phone survey	Self-selecting sample – online survey
Decision-making, planning and leadership of elected members	53%	24%
	142	31
Council's goal to promote growth, living, and working in the Clutha District	60%	34%
	163	45
Being able to have a say in Council decision-making and planning	46%	21%
	123	28
The helpfulness and advice from Council staff	67%	42%
	177	52
The overall performance of the Clutha District Council	60%	25%
	175	35

Value for money

	Random sample –phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	62%	81%
	156	104
Very satisfied or satisfied	38%	19%
	94	25

Sample profile

Age	Random sample – phone survey	Self-selecting sample – online survey
16–29	19%	9%
	59	13
30–49	30%	32%
	90	46
50–64	27%	35%
	81	49
65+	24%	21%
	72	30
Refused	0%	3%
	1	4
Total sample	303	142

Gender	Random sample –phone survey	Self-selecting sample – online survey
Male	51%	33%
	156	47
Female	49%	65%
	147	92
Gender diverse	0%	0%
	0	0
Prefer not to say	0%	2%
	0	3
Total sample	303	142

Ratepayer status	Random sample –phone survey	Self-selecting sample – online survey
Ratepayer	83%	89%
	251	127
Renter	12%	6%
	35	8
Both	2%	2%
	5	3
Do not pay rent or rates	3%	2%
	10	3
Other	1%	0%
	2	0
Refused	0%	1%
	0	1
Total sample	303	142

Location	Random sample –phone survey	Self-selecting sample – online survey
Rural	41%	39%
	123	55
Urban	59%	61%
	180	87
Total sample	303	142

Area	Random sample –phone survey	Self-selecting sample – online survey
Balclutha	40%	35%
	72	31
Milton	19%	30%
	34	27
Kaitangata	10%	4%
	18	4
Tapanui	7%	11%
	13	10
Lawrence	3%	1%
	5	1
Kaka Point	1%	3%
	2	3
Stirling	3%	3%
	5	3
Clinton	2%	0%
	3	0
Owaka	2%	1%
	4	1
Clutha	4%	1%
	8	1
Other urban (specify)	3%	8%
	6	7
Total respondents	180	89

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