

Clutha District Council

RESIDENT SATISFACTION SURVEY 2024

Research report | July 2024



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Section 1

Key Messages

1.1 Council Services



91% satisfied with district **sewerage systems**



77% satisfied with **stormwater services**



51% satisfied with the **maintenance of unsealed roads**



73% satisfied with the **maintenance of sealed roads**



61% satisfied with **footpaths**



89% satisfied with the **wheelie bin service**



95% satisfied with **Mt Cooee landfill**

1.2 Council Services



92% satisfied with **service or information centres**



92% satisfied with **community centres or community halls**



79% satisfied with **public toilets**



96% satisfied with **cemeteries**



92% satisfied with **district parks and reserves**



90% satisfied with **playgrounds**



96% satisfied with **Balclutha Sportsground**



90% satisfied with **Balclutha Pool**



98% satisfied with **Milton Sportsground**



67% satisfied with **Milton Pool**

1.3 Council Services



66% satisfied with **the helpfulness and advice from Council staff**



56% satisfied with Council's goal to **promote growth, living, and working in the Clutha District**



55% satisfied with the **overall performance of the Clutha District Council**



51% satisfied with being able to **have a say in Council decision-making and planning**



47% satisfied with **decision making, planning and leadership of elected members**



39% satisfied with **value for money from rates**

Section 2

Research Design

2.1 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 2024 residents' survey were:

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

2.2 Method

The 2024 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 provided an option for those with a preference for online completion, for those without landlines, or not invited to take part (as part of the random telephone sample to participate).

Communications to promote the online survey to a wider audience included:

- Production of graphics and text used jointly by Research First and Clutha District Council. A set of images were produced to appeal to different groups within the population.
- The advert and link to the online survey were placed in the banner section of the Clutha District Council homepage to coincide with the start of the telephone survey, providing both promotion of the online mechanism and verifying the legitimacy of the telephone survey.
- An advert and links were placed and boosted on the Council's Facebook page throughout the survey period.

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 301 respondents that is representative of the District's population. An additional 164 residents chose to give their feedback through the online survey.

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 – as outlined in the Long-Term Plan 2021–31 – have also been included. 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.

2.3 Sampling

Following a pilot testing phase, data collection took place between the 6th and 29th of 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 2018 statistics.

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

Overall data is accurate to +/- 5.7% 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 44.3% and 55.7% of the entire population also feel this way).

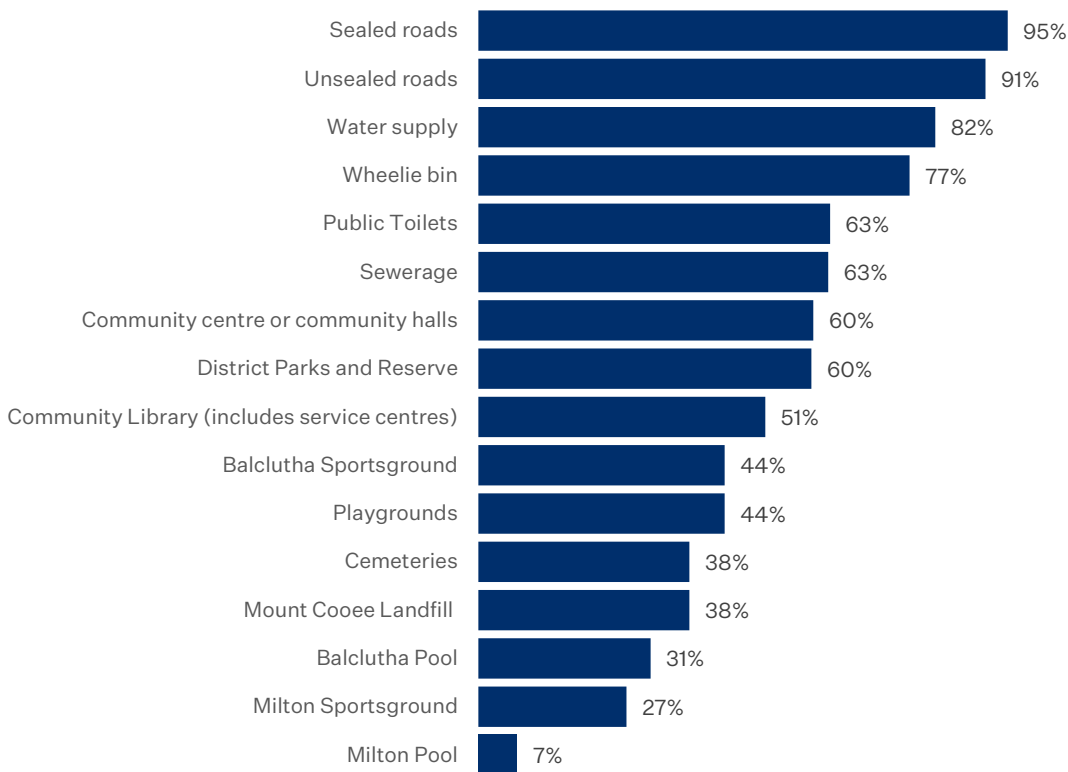
Section 3

Use of, and Visits to, Council Facilities

In the 2024 survey, Clutha residents were asked to confirm whether they had visited or used a coded list of Council facilities in the past 12 months. Consistent with 2023, this list was condensed compared to exclude questions on usage levels for roading services. Furthermore, community libraries and service centres were merged in 2024. Over 60 percent of Clutha residents had used/visited the following facilities:

- Sealed and unsealed roads.
- Water supply.
- Wheelie bin.
- Public toilets.
- Sewerage.
- District parks and reserves.

Figure 3.1 Visits and usage of Council facilities



Section 4

Sewerage & Stormwater

Sewerage

Ninety-one percent of residents with properties connected to one of the district’s sewerage systems stated that they were satisfied with the service:

✓ **Performance target met (2023/24 aim: $\geq 85\%$)**

Performance in this area of Council services has been consistently high since 2015. There was a significant decline in 2021 to 80 percent satisfaction, however since then responses have maintained a high level of satisfaction (above 90 percent).

Figure 4.1 Satisfaction with District sewerage systems

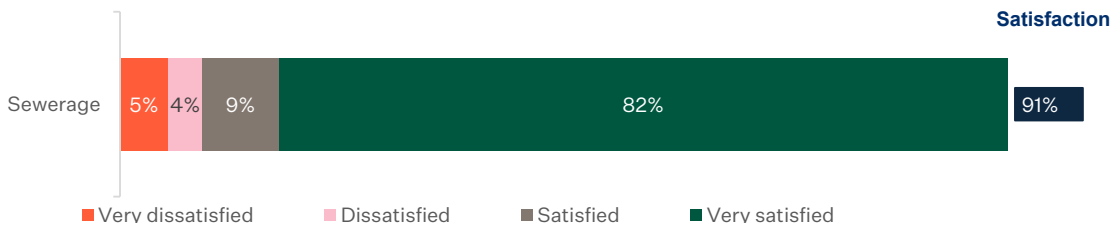
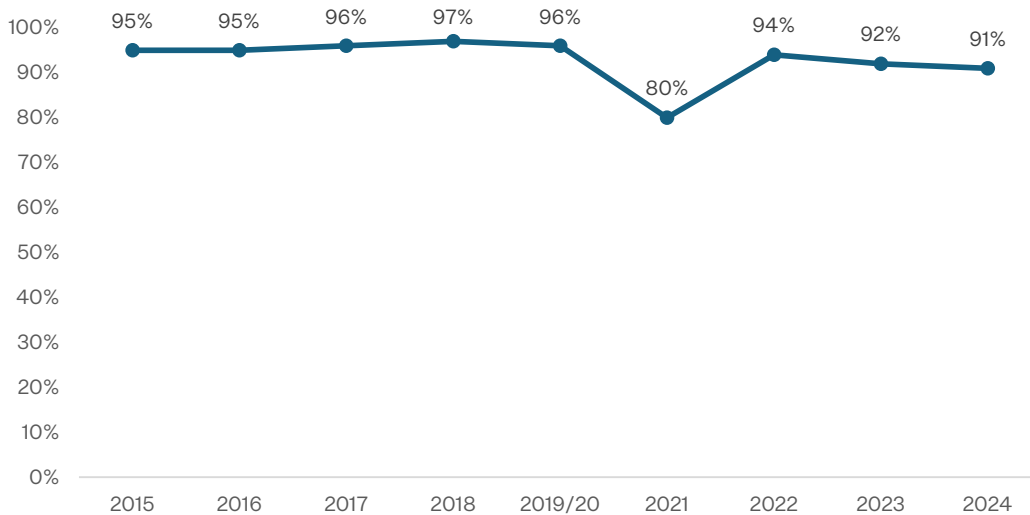


Figure 4.2 Satisfaction with sewerage systems, over time



Stormwater

Residents were also asked to rate satisfaction with stormwater services.

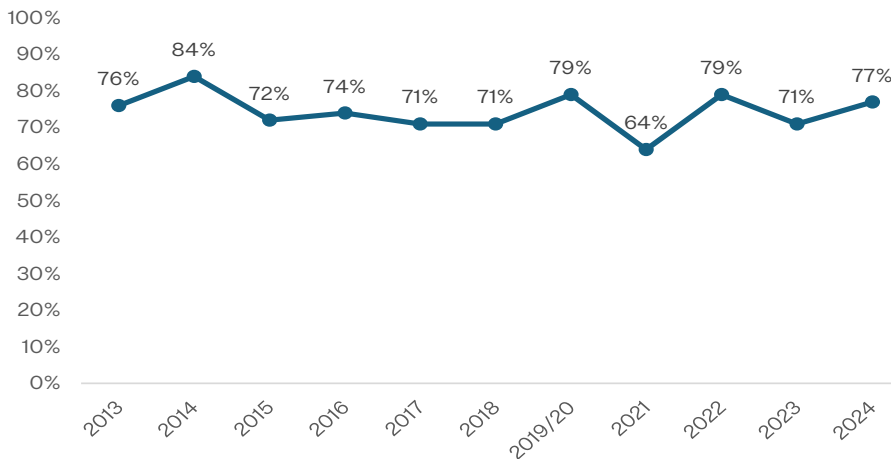
- 77% of these residents stated that they were satisfied with the service.
 - ✓ **Performance target met (2023/24 aim: $\geq 75\%$)**

Satisfaction with stormwater services have been risen since 2023 with a 6 percent increase in satisfaction since last year (71 percent to 77 percent) This suggests that actions taken since the last report have been working to raise resident satisfaction rates.

Figure 4.3 Satisfaction with stormwater services



Figure 4.4 Satisfaction with stormwater services, over time



Section 5

Water Supply

Eighty-two 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	59%	179
Rural water scheme	23%	69
Both, Council (town) or rural scheme, and own supply of water	2%	7
Own supply of water (e.g., roof water or bore source)	13%	40
Other	1%	2
Don't know	1%	4
Total	100%	301

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 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 (77 percent) compared to residents on the rural water scheme (48 percent).

Figure 5.2 Satisfaction with the reliability of water supply

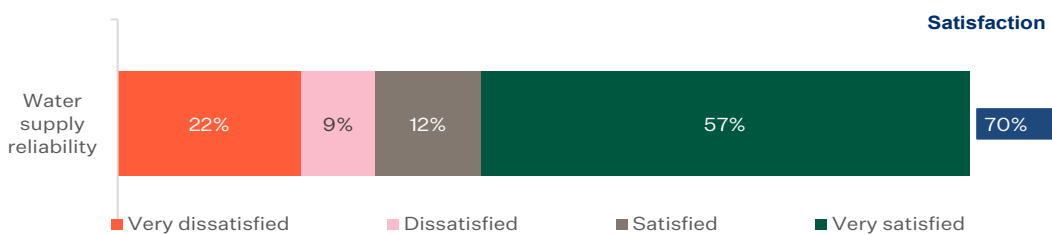
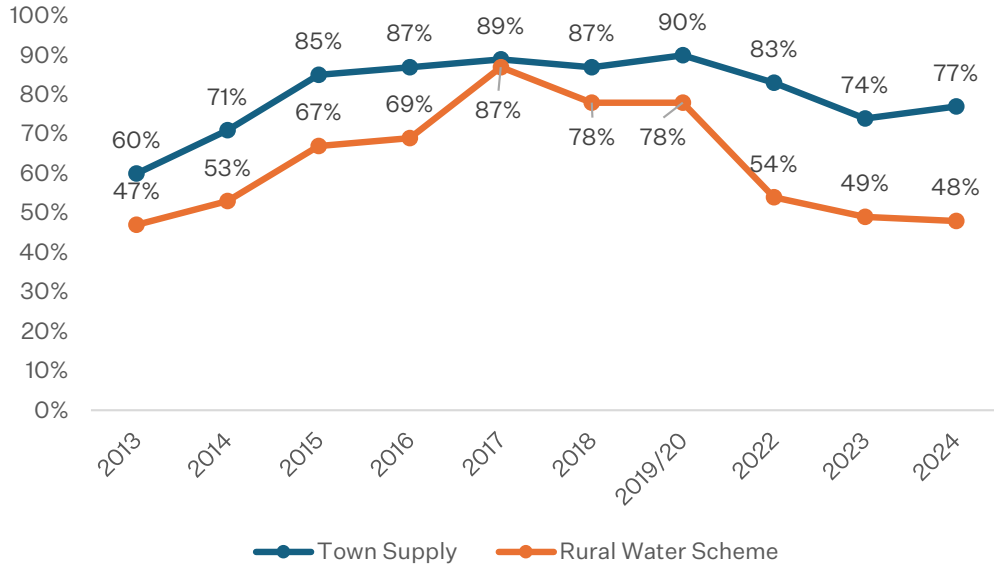


Figure 5.3 Satisfaction with the reliability of water supply, over time¹



2024 Town supply n=178, Rural water scheme n=66

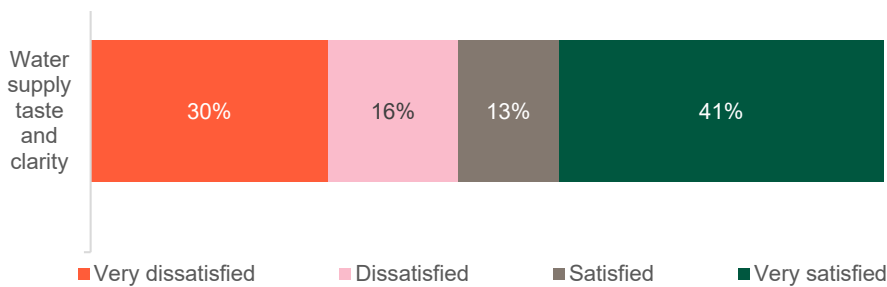
TASTE AND CLARITY

Overall, 54 percent indicated that they were satisfied with the taste and clarity of their water supply.

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

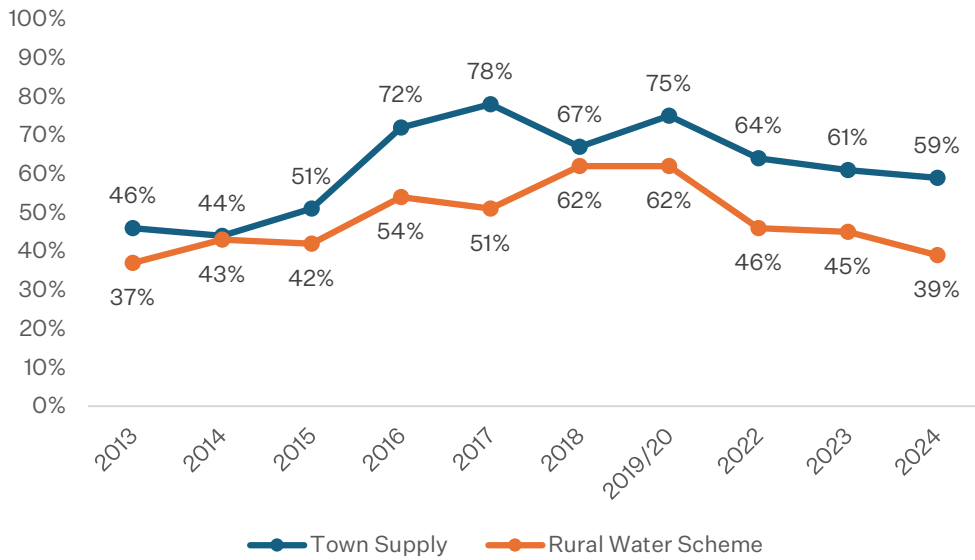
- Residents using the town supply are more likely to be satisfied with taste and clarity (59 percent), compared to residents on the rural water scheme (39 percent).

Figure 5.4 Satisfaction with the taste and clarity of water supply



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

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



2024 Town supply n=169, Rural water scheme n=69

REPORTING WATER LEAK OR SEWER BLOCKAGE

A series of new questions were asked in 2024 to measure residents' satisfaction with the response time and quality of repair of reported water leaks and sewer blockages.

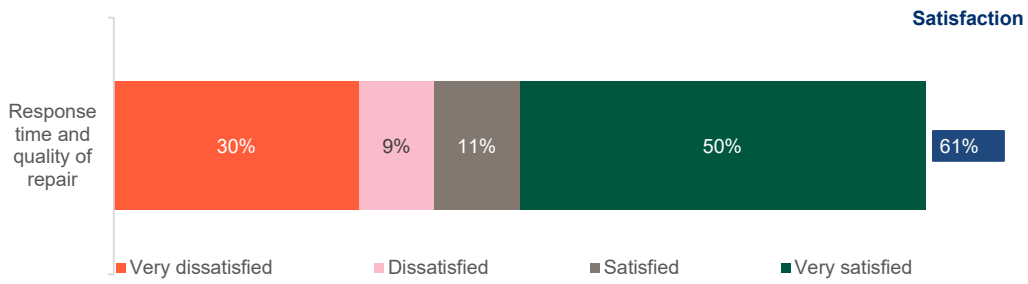
Twenty-six per cent of respondents stated they had reported a water leak or sewer blockage that required repair. Of which, 61 percent expressed satisfaction. Satisfaction was consistent across demographics.

Although satisfaction was positive some residents commented that it took several weeks for the council to fix water leaks.

- “ Council talks about water restrictions and needing to save water however it took 3 months to even come a see a water leak reported by myself.”
- “ The reported water leak took weeks to get repaired, they weren't notified of water getting turned off and repair job wasn't clean”

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

Figure 5.6 Satisfaction with response time and quality of repair of water leaks and sewer blockages



Section 6

Roading

More than half of the respondents (57 percent) were satisfied that local roads are appropriate for their travel needs.

- Comments to improve roads focused on more maintenance and repairing potholes.

“ Roads are continually being patched rather than fixed. Contractors are taking months to fix a stretch of road. Contractors are having to return to fix the same potholes.”

In 2024 urban residents (68 percent) had higher satisfaction with local roads being appropriate for their travel needs compared to rural residents (43 percent). Rural residents had higher satisfaction with footpaths (71 percent) compared to urban residents (55 percent)

Figure 6.1 Satisfaction with roading and footpaths

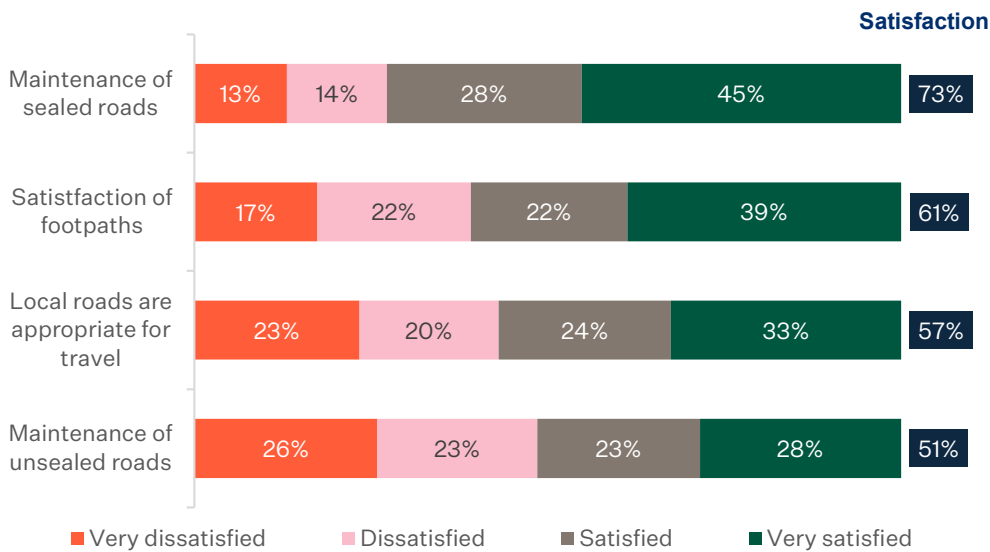


Figure 6.2 Ways the Council could improve the district’s roads.

	%	Number of responses
More maintenance	14%	41
Repair potholes	12%	36
Grade gravel roads	9%	26
Proper/ long term repairs	5%	14
Better traffic management (signage, speed limits etc)	4%	11
More tar sealed roads	2%	5
Clean gutters/ culverts/ debris/ litter	2%	5
Wider roads	2%	5
Manage heavy traffic/ livestock use to stop road damage	1%	4
Improve condition of roads	1%	4
More/ better sealing of roads	1%	3
Respond promptly to problems/ issues	1%	2
Total roading comments	40%	119

SEALED ROADS

Sealed roads 73 percent of respondents were satisfied with the maintenance of sealed roads.

✓ **Performance target met (2023/24 aim \geq 70%)**

- There was more consensus on the safe speed to travel on local sealed roads when compared with gravel roads: 91 percent stated >80 km/hr was the speed they felt they could travel on sealed roads.

✓ **Performance target met (2023/24 aim >80 km/hr)**

UNSEALED ROADS

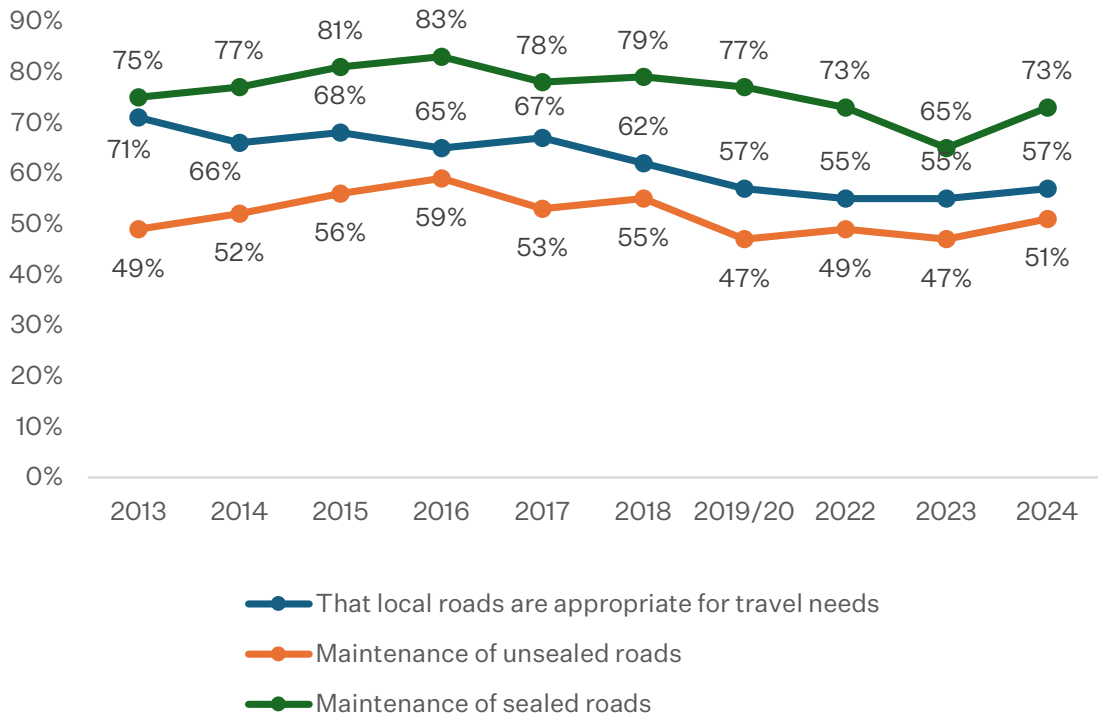
- Just over half of respondents (51 percent) were satisfied with maintenance of unsealed roads.

✗ **Performance target not met (2023/24 aim \geq 52%)**

- While 60% of residents stated that >60 km/hr was the speed they felt they could travel safely on unsealed roads.

✓ **Performance target met (2023/24 aim >60 km/hr)**

Figure 6.3 Satisfaction with roads over time³



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

FOOTPATHS

- 61 percent of respondents were satisfied with footpaths in the District.
- ✖ **Performance target not met (2023/24 aim \geq 80%).**

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

	%	Number of responses
More maintenance	14%	41
Prioritise hazardous/uneven paths	7%	21
More/ new footpaths	4%	11
Seal footpaths	2%	7
Proper/ long term repairs	1%	3
Wider footpaths	0%	1
Prevent vehicles parking on footpaths	0%	1
Total footpath comments	25%	75

Figure 6.5 Satisfaction with footpaths over time

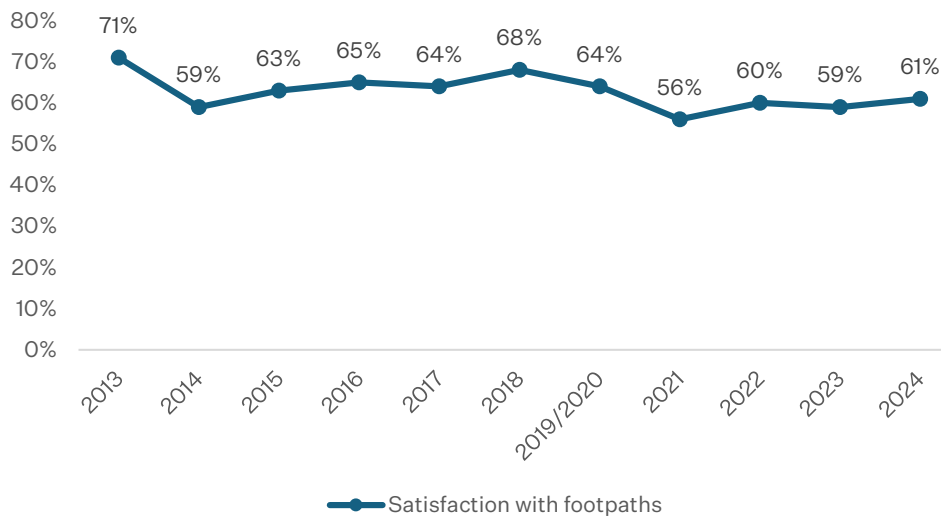


Figure 6.6 Satisfaction with roading and footpaths, by location

	Rural	Urban
Local roads are appropriate for travel needs	43%	68%
Maintenance of unsealed roads	48%	55%
Maintenance of sealed roads	71%	74%
Satisfaction with footpaths	71%	55%

Section 7

Solid Waste Services

MT COOEE LANDFILL

Thirty eight percent of respondents had used the Mt Cooe landfill over the last 12 months.

- Of those that had used the service, 95 percent were satisfied.
 - ✓ **This meets the 2023/24 performance target for this area of $\geq 75\%$.**

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, 89 percent were satisfied.
 - ✓ **This meets the 2023/24 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

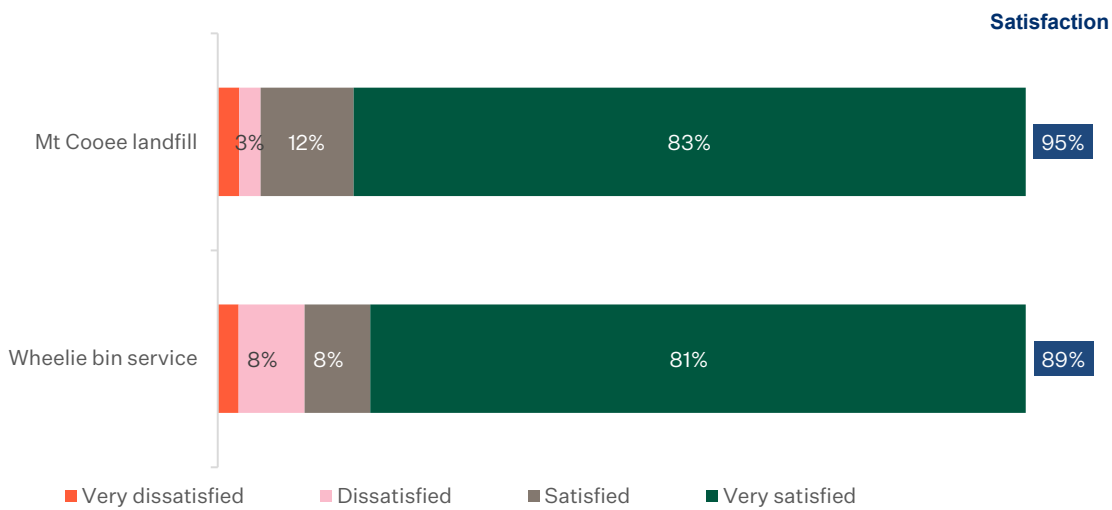
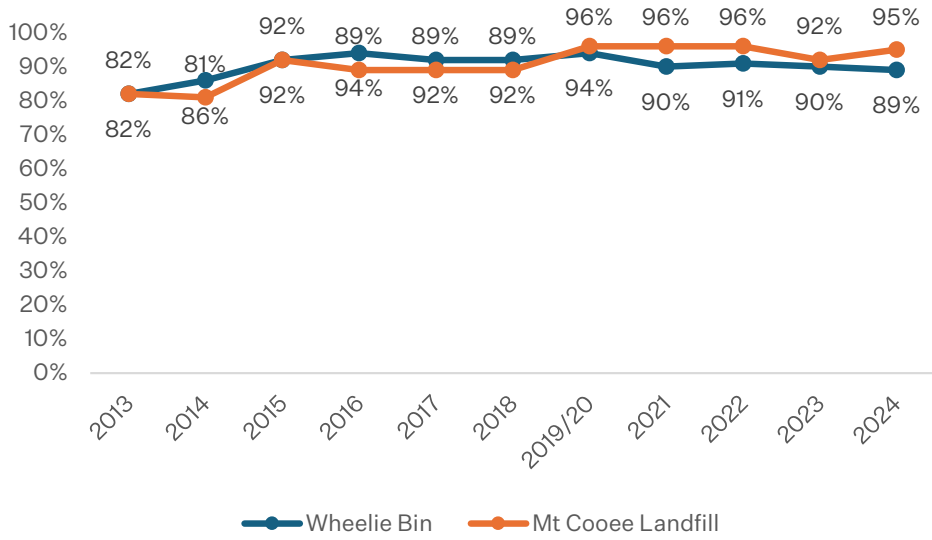


Figure 7.2 Satisfaction with solid waste services, over time



Section 8

Community Services

Eight out of the ten community services questioned on met their performance target in 2024.

The majority of respondents (95 percent) had visited at least one facility in the last 12 months.

Satisfaction with most Council-provided facilities was high:

- Excluding public toilets and the Milton Pool, 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.

Figure 8.1 Overall satisfaction with community services

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	% Satisfied	Performance target	Number of respondents
Milton Sportsground	1%	1%	29%	69%	98%	≥80%	80
Cemeteries	0%	4%	11%	86%	96%	≥80%	114
Balclutha Sportsground	1%	3%	16%	80%	96%	≥80%	133
Community Libraries/ Service Centre	2%	6%	10%	83%	92%	≥80%	155
District Parks and Reserves	2%	6%	20%	72%	92%	≥80%	180
Community centre or community halls	3%	5%	10%	82%	92%	≥80%	181
Balclutha Pool	3%	6%	15%	75%	90%	≥80%	93
Playgrounds	2%	8%	18%	72%	90%	≥80%	133
Public Toilets	10%	11%	20%	59%	79%	≥80%	190
Milton Pool*	14%	19%	38%	29%	67%	≥80%	21

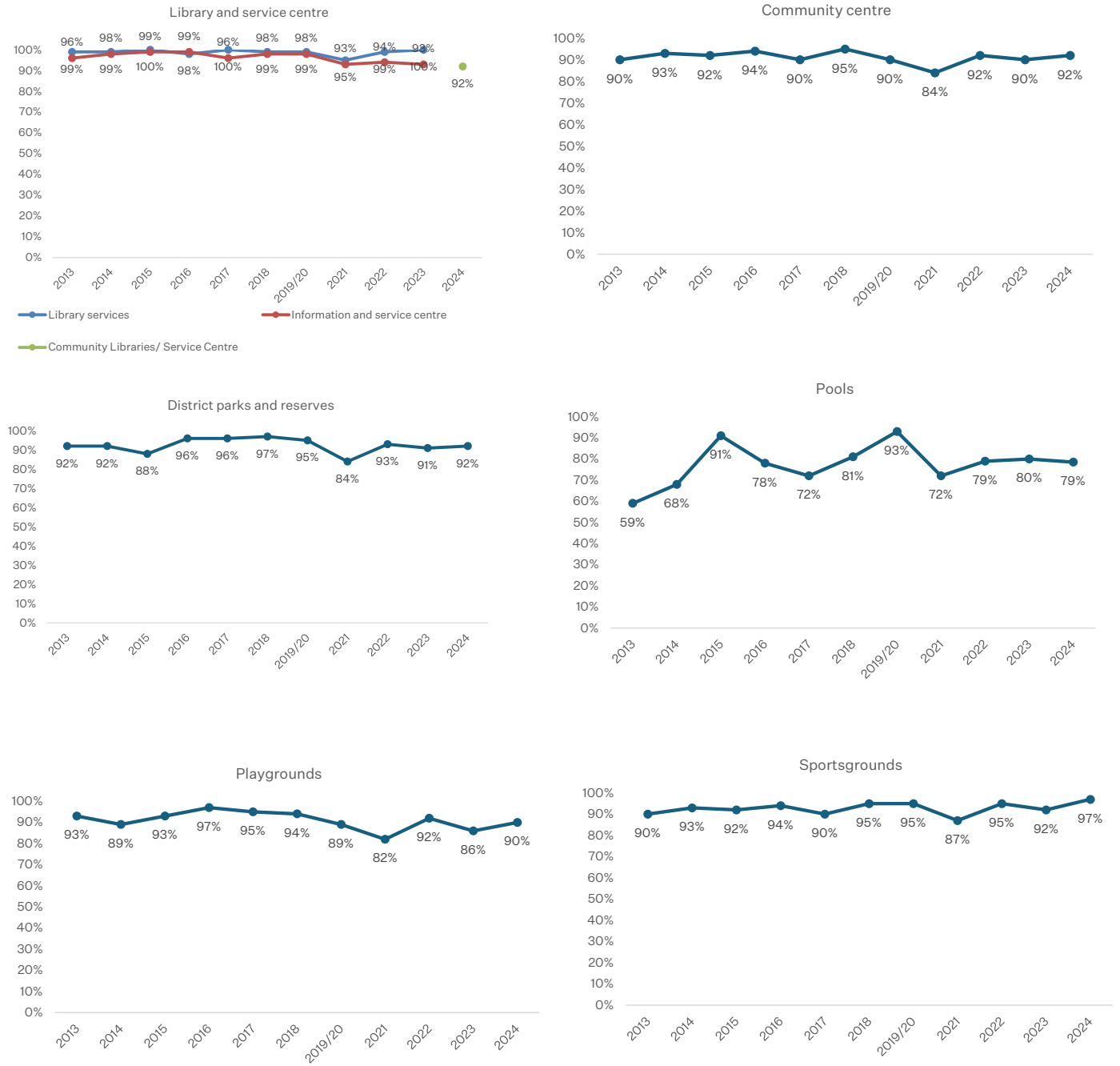
*Caution: small sample size

Figure 8.2 Satisfaction with community services by sub-group

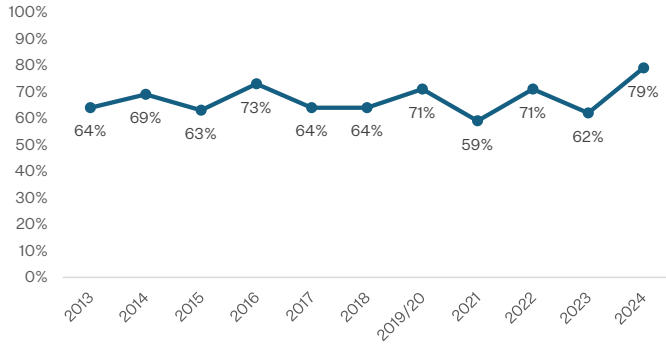
	All Respondents	Rural	Town (Urban)	16 –29 years	30 –49 years	50 –64 years	65+ years	Male	Female
Milton Sportsground	80	98%	97%	88%	97%	100%	100%	95%	100%
Cemeteries	114	98%	96%	100%	97%	93%	97%	93%	100%
Balclutha Sportsground	133	98%	94%	94%	95%	97%	100%	94%	99%
Community Libraries/ Service Centre	155	93%	91%	95%	91%	93%	92%	92%	93%
District Parks and Reserves	180	89%	94%	100%	89%	92%	94%	90%	95%
Community centre or community halls	181	95%	88%	97%	94%	90%	88%	94%	89%
Balclutha Pool	93	88%	92%	90%	89%	100%	78%	89%	91%
Playgrounds	133	91%	90%	88%	89%	93%	94%	88%	92%
Public Toilets	190	73%	87%	76%	77%	80%	86%	86%	74%
Milton Pool	21	56%	97%	75%	64%	75%	50%	58%	78%
n	301	131	170	47	103	86	64	157	143

Note: All respondents n = 301. 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.

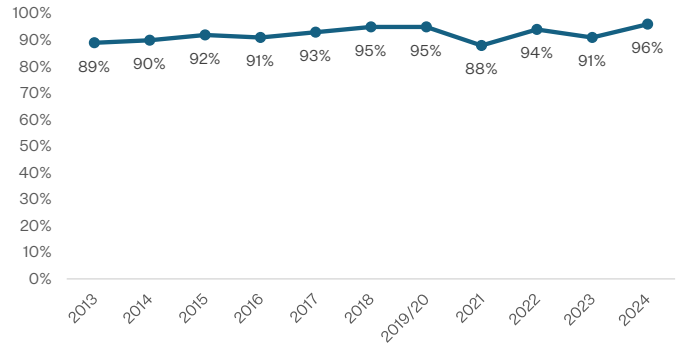
Figure 8.3 Satisfaction with facilities – trend analysis



Public toilets



Cemeteries



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 2024 is that residents rate their satisfaction with elected members and the Council above average (>50%), with the exception of the decision-making, planning, and leadership of elected members. This measure was found to decrease from 52 percent in 2022/23 to 47 percent in 2023/24. 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.
- Being able to have a say in council decision-making and planning.
- The overall performance of the Clutha District Council.
 - However, the trend analysis of satisfaction with overall performance continues to dip and will require monitoring in the future.

Areas for improvement are identified as:

- The decision-making, planning, and leadership of elected members.

Figure 9.1 Satisfaction with elected members and Council

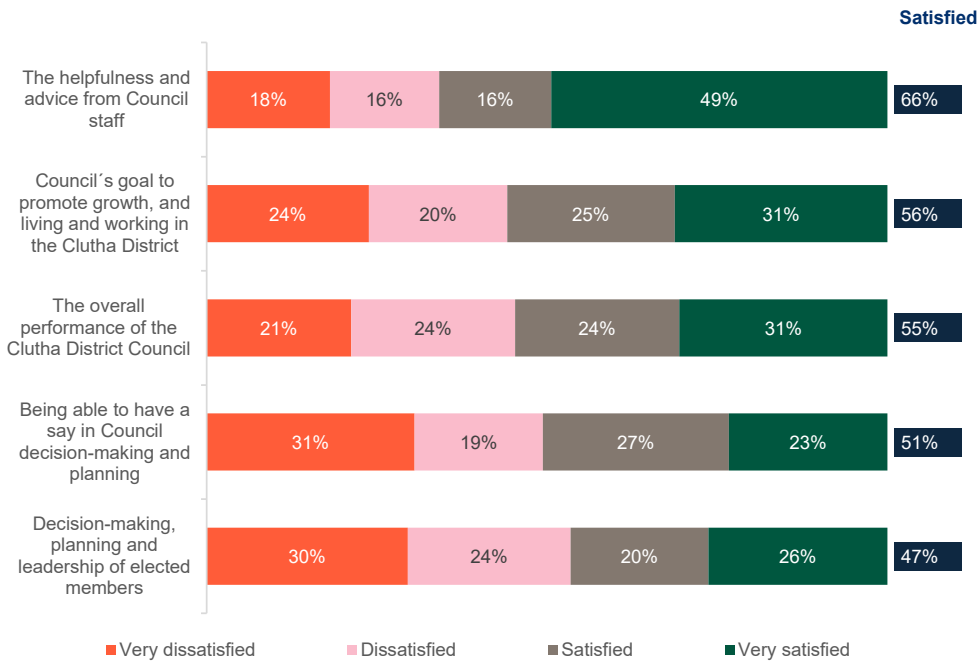


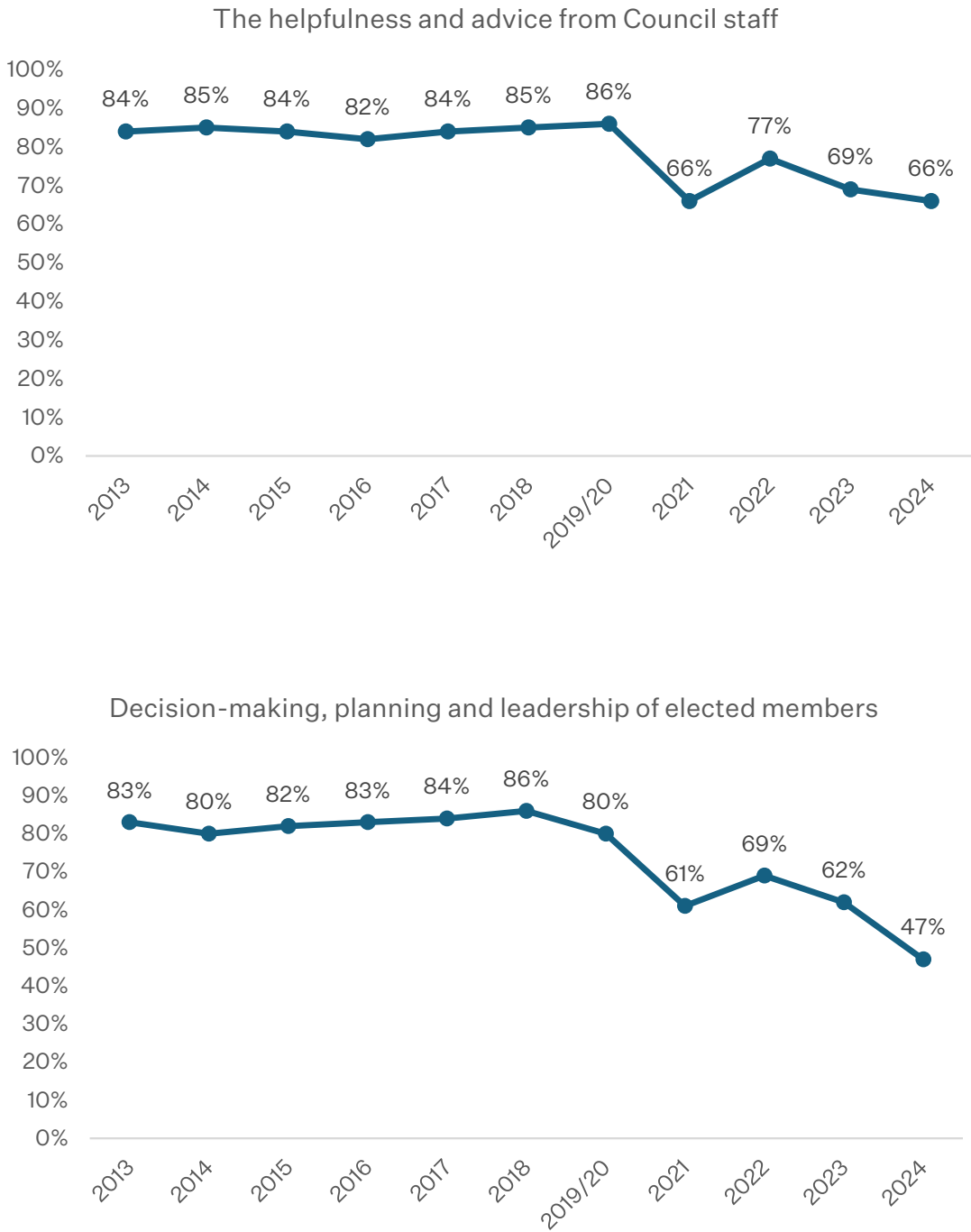
Figure 9.2 Satisfaction with elected members and Council – sub-group analysis

	All respondents	Rural	Urban	16 – 29 years	30 – 49 years	50 – 64 years	65+ years
Decision-making, planning and leadership of elected members	47%	41%	50%	60%	45%	40%	50%
Council's goal to promote growth, living, and working in the Clutha District	56%	56%	56%	67%	53%	48%	64%
Being able to have a say in Council decision-making and planning	51%	52%	50%	61%	45%	48%	56%
The helpfulness and advice from Council staff	66%	62%	69%	58%	60%	68%	78%
The overall performance of the Clutha District Council	55%	51%	58%	71%	43%	49%	71%

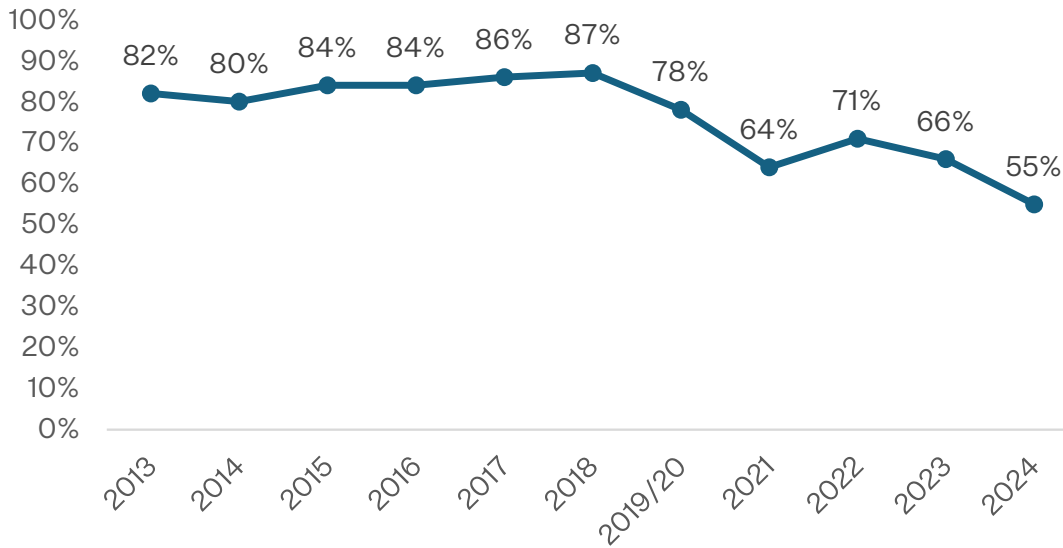
Figure 9.3 Satisfaction with elected members and Council – trend analysis

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

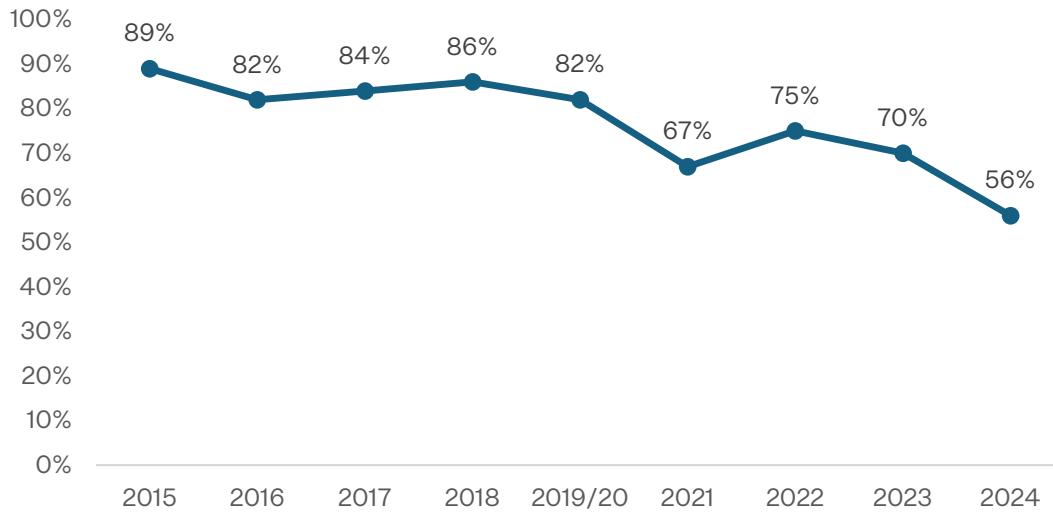
Figure 9.4 Satisfaction with elected members and Council, over time



Overall performance of the Clutha District Council



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



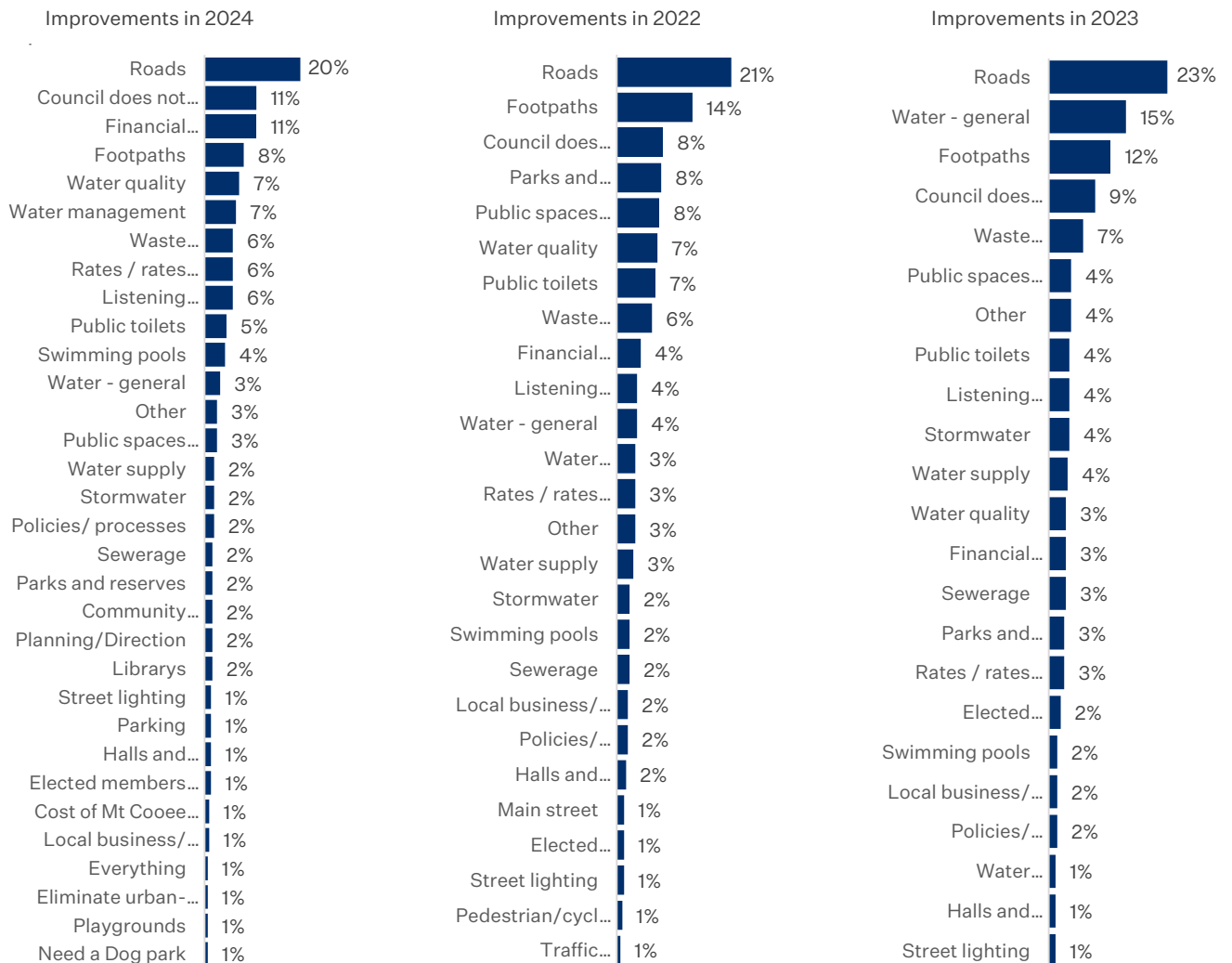
Section 10

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 the main area that needs to be improved. The figures below show a comparison of improvements listed between 2024, 2023, and 2022. Residents in 2024 advocated for improvements to:

- Roading.
- Financial Management.
- Council not needing to make any improvements has risen from 9 percent in 2023 to 11 percent in 2024.
- Percentage of respondents who identified roading as an area for an improvement has decreased from 23 percent in 2023 to 20 percent in 2024.

Figure 10.1 Other Council improvements



Section 11

Appendix One: Demographic Profile

Figure 11.1 – Place of residence

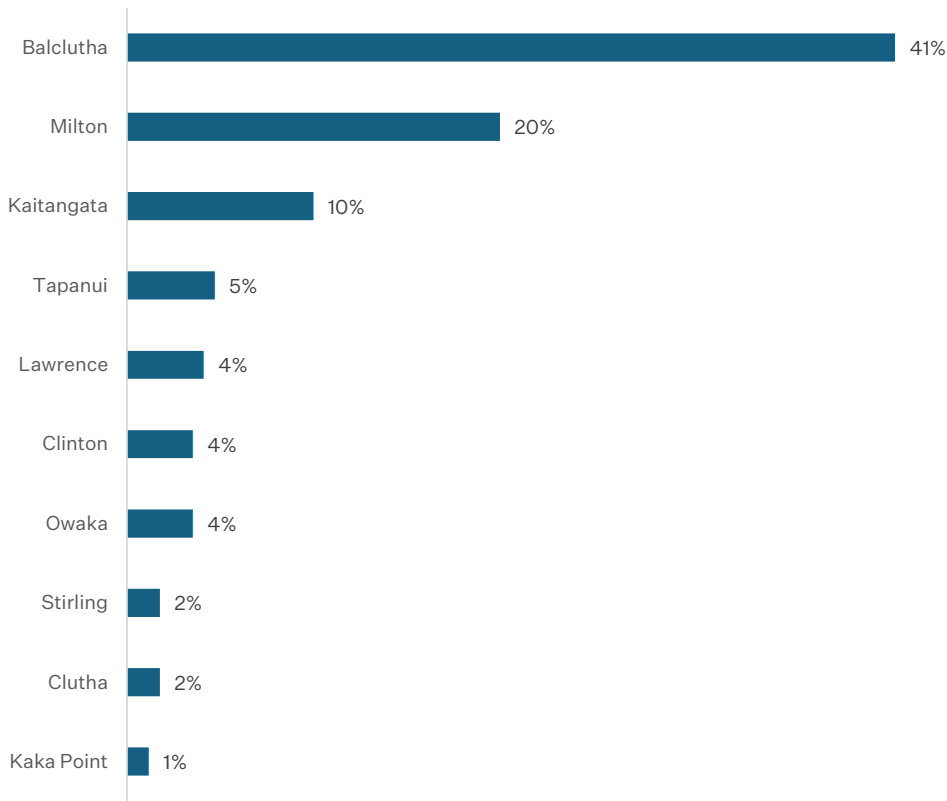


Figure 11.2 – Ratepayer status

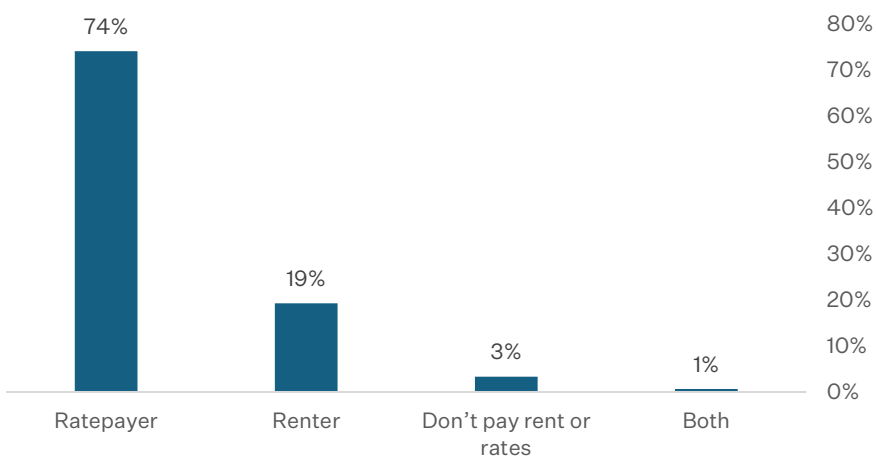


Figure 11.3 – Ethnicity

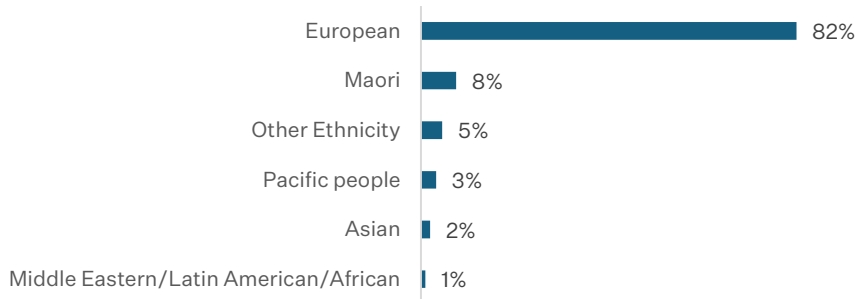


Figure 11.4 – Age spread

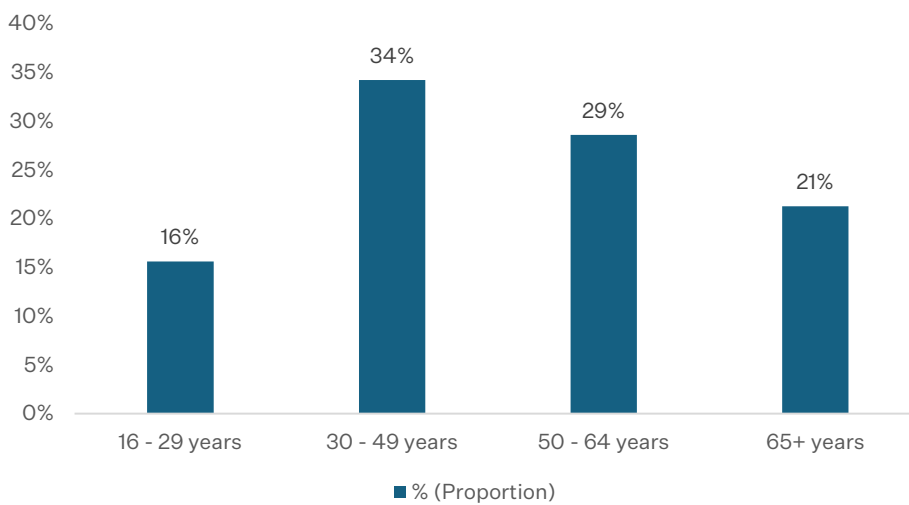


Figure 11.5 Rural/urban split

	Responses	Frequency
Rural	131	44%
Town (Urban)	170	56%
Total	301	100%

Figure 11.6 Gender split

	Responses	Frequency
Male	157	52%
Female	143	48%
Gender diverse	0	0%
Prefer not to specify	1	0%
Total	301	100%

Section 12

Appendix Two: Social Media Respondents

The online survey was open for completion to all residents. The survey link was promoted by Clutha District Council and through Research First Facebook advertising, it was also available as a link through a home page banner on the Clutha District Council’s website.

164 residents chose to complete the survey online.

The 164 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 show the self-selecting residents 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:
 - reliability of water supply;
 - local sealed roads;
 - footpaths; and
 - District parks and reserves.
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.

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	9%	17%
	17	19
Very satisfied or satisfied	91%	83%
	167	91

Satisfaction with the stormwater system

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	23%	39%
	42	44
Very satisfied or satisfied	77%	61%
	139	70

Reliability of water supply

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	30%	62%
	76	89
Very satisfied or satisfied	70%	38%
	175	55

Taste and clarity of water supply

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	46%	64%
	113	92
Very satisfied or satisfied	54%	36%
	131	52

Local roads appropriate for travel

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	43%	63%
	127	102
Very satisfied or satisfied	57%	37%
	168	60

Maintenance – local gravel roads

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	49%	67%
	133	100
Very satisfied or satisfied	51%	33%
	141	50

Maintenance – local sealed roads

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	27%	55%
	79	89
Very satisfied or satisfied	73%	45%
	211	73

Footpaths

	Random sample – phone survey	Self-selecting sample – online survey
Very dissatisfied or dissatisfied	39%	64%
	99	96
Very satisfied or satisfied	61%	36%
	154	54

Wheelie bin service

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	11%	22%
	25	30
Very satisfied or satisfied	89%	78%
	208	108

Mount Cooe landfill

	Random sample -phone survey	Self-selecting sample -online survey
Very dissatisfied or dissatisfied	5%	28%
	6	17
Very satisfied or satisfied	95%	72%
	107	43

Satisfaction with Council facilities

	Random sample - phone survey	Self-selecting sample - online survey
District parks and reserves	92%	72%
	166	63
Balclutha Sportsground	96%	84%
	128	31
Milton Sportsground	98%	68%
	78	13
Playgrounds	90%	73%
	120	43
Cemeteries	96%	84%
	110	66
Library or Information services	92%	90%
	143	53
Public toilets	79%	61%
	151	63
Balclutha Pool	90%	75%
	84	15
Milton Pool	67%	33%
	14	2
Community centre or community halls	92%	85%
	166	55

Satisfaction with Council

	Random sample –phone survey	Self-selecting sample –online survey
Decision-making, planning and leadership of elected members	47%	32%
	115	45
Council’s goal to promote growth, living, and working in the Clutha District	56%	35%
	143	51
Being able to have a say in Council decision-making and planning	51%	32%
	126	48
The helpfulness and advice from Council staff	66%	46%
	160	67
The overall performance of the Clutha District Council	55%	29%
	152	47

Value for money

	Random sample –phone survey	Self-selecting sample –online survey
Very dissatisfied or dissatisfied	61%	81%
	139	125
Very satisfied or satisfied	39%	19%
	89	30

Sample profile

Age	Random sample – phone survey	Self-selecting sample –online survey
16–29	16%	8%
	47	13
30–49	34%	23%
	103	38
50–64	29%	40%
	86	66
65+	21%	26%
	64	43
Total sample	301	164

Gender	Random sample -phone survey	Self-selecting sample -online survey
Male	52%	38%
	157	62
Female	48%	56%
	143	92
Gender diverse	0%	1%
	0	2
Prefer not to say	0%	5%
	1	8
Total sample	301	164

Ratepayer status	Random sample -phone survey	Self-selecting sample -online survey
Ratepayer	74%	93%
	223	152
Renter	19%	4%
	58	6
Both	1%	1%
	2	1
Do not pay rent or rates	3%	1%
	10	1
Other	2%	0%
	6	0
Refused	1%	2%
	2	4
Total sample	301	164

Location	Random sample -phone survey	Self-selecting sample -online survey
Rural	44%	34%
	131	55
Urban	56%	66%
	170	109
Total sample	301	164

Area	Random sample – phone survey	Self-selecting sample –online survey
Balclutha	41%	24%
	70	26
Milton	20%	16%
	34	17
Kaitangata	10%	6%
	17	6
Tapanui	5%	24%
	8	26
Lawrence	4%	10%
	7	11
Kaka Point	1%	1%
	2	1
Stirling	2%	1%
	3	1
Clinton	4%	6%
	6	7
Owaka	4%	3%
	6	3
Clutha	2%	0%
	3	0
Other urban (specify)	6%	7%
	10	8
Total respondents	170	109



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