


Hawke's Bay Regional Council 2015 Regional Resident Survey

May 2015

Prepared by Dr Virgil Troy © SIL Research 2015

Executive Summary

The objectives of this research were to (1) conduct a statistically robust survey to ascertain Hawke's Bay residents' attitudes towards the environment and to measure their awareness and satisfaction with the HBRC in regard to its role, (2) supply a quantitative report that can be drawn from in the annual plan and assist managers in planning for the year/s ahead, and (3) establish a benchmark project for the future.

The revised 2013 questionnaire was updated by SIL Research in consultation with the HBRC. Once finalised, the questionnaire was tested prior to deployment. 500 residents aged 18 years and above across the HBRC territorial area were interviewed via a CATI (Computer Assisted Telephone Interviewing) administered telephone poll over a six week period starting mid April 2015.

Residents were weighted by area across HBRC's four regions. At the request of the HBRC revised sample size of 500 across 73,952 rateable properties allowed for a 95% confidence level +/- 3.5-4.3% in this research *(in 2013 700 residents participated in the survey allowing findings with a 95% confidence level +/- 3-3.6%)*. Survey findings were as follows:

Section One: Awareness of HBRC and the environment

51.6% stated HBRC when asked which main organisation they think of regarding the environment in Hawke's Bay, similar to the figures from the 2013 survey.

Awareness of paying rates to the HBRC was at its highest level of all surveys completed, at 95%. The most frequently cited main roles of HBRC were Water management (39.2%). 94.8% (compared with 95.3% in 2013) of residents stated they care somewhat or a lot about the environment.

Section Two: Importance and satisfaction with HBRC services

All HBRC services were rated as somewhat to very important and residents were somewhat to very satisfied with all services. For every service, the 2015 response level was higher than in 2013 (by between 4% for providing public transport to Hastings and Napier and 15% for controlling smells and odours). This likely indicates a more engaged population in the 2015 survey.

Section Three: Heat Smart initiatives

The percentage of those who used Clean heat for home heating was 48.4% (up from 44.0% in 2013) compared to 51.6% (56%) who use a Wood burner/open fire. Compared to 2013, significantly more of those who use a Wood burner or Open fire to heat their home in 2015 have replaced it in the last 5 years.

The rate of replacement in 2015 was 42.8% (about one and a half times the rate of 28% in 2013). Of those respondents who have replaced their Wood burner or Open fire in the past five years, nearly 94% (87% in 2013) replaced it with another Wood burner.

Section Four: Recreational water usage

Mahia Beach and Wairoa River were the most commonly mentioned open water sources regularly used by Wairoa residents. Westshore Beach, Pandora pond, Waimarama beach and the Tutaekuri River were again among the most commonly mentioned open water sources regularly used by Napier residents. Waimarama and Ocean Beaches were again the most popular for Hastings residents. The Tukituki River at SH2 was the most commonly mentioned open water source regularly used by CHB residents, rising from 4th most popular in 2013.

Section Five: Civil Defence emergency preparedness

94% of respondents stated they have enough food stored including in their freezer for three days; 89.6% of respondents had some way of cooking without electricity; and the percentage who had enough water stored not including water in your hot water cylinder was lower with 67.2% stating they did.

42.2% (43.7% in 2013) had NOT completed a household emergency plan and checklist, while 57.8% (56.3%) had either completed or somewhat completed one.

The threat or disaster most recalled by respondents was Earthquake, with 93% of respondents listing this as one of the three primary risks to Hawke's Bay people. As in 2013 the second most recalled threat was Flooding/heavy rainfall, followed closely by Local Tsunami.

Section Six: Dealing with HBRC

Most residents (76.4%) have had NO Dealings or DK (don't know) with HBRC in the last 12 months.
Of those respondents that did have a direct dealing or contact with HBRC in the past 12 months 71.3% were Somewhat to Very satisfied with the way it was dealt with; 28.7% were Somewhat to Totally dissatisfied.

Section Seven: HBRC Communications

In 2015 49.3% of residents needing council information would go to the Council website, although Phone was still a popular option at 46.1%. There appeared to be a lot more interest in HBRC matters in general in 2015 compared to 2013.

The most effective way for the HBRC to communicate information to residents was, in order of popularity; via Post/ Mail (up to 40.5% from 29.5% in 2013). Second was Email (up from 4th at 26.3% compared with 14% in 2013), then Council Website (25.3%), Regional Council Brochures (21.3%), Newspaper Articles (20.4%). Phone, which had been the 2nd most preferred method in 2013 was 7th (down from 22% to 9.5%), even outranked by Newspaper Advertisements at 14.4%.59% recalled receiving "Our Place" at their home. 52.5% stated the content was of some interest to them. A further 24.4% stated it was of Great interest.

Section Eight: Final thoughts, wish list of spending areas

41.2% (38.1% in 2013) stated they receive acceptable value from their HBRC rates. A further 28.4% (23.7%) said they received Good value and 7.2% (5.6%) Very good value.

Across all respondents, when asked if they could afford to pay more HBRC rates and had a wish list, 25.7% stated No response/don't know. A further 17.4% stated Water issues.

Section Nine: Regional Parks

Across all respondents, *Tutira* (85.7%) was the most known and *River reserves* (62.3%) were the least well known regional parks. There were regional differences with the parks in closest proximity being better known than others, although there were no such differences regarding Tutira which was very well known to all regions.

Twice as many respondents (66%) were in favour of maintaining and developing existing regional parks compared to those who supported the establishment of new ones (34%).

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Section One: Awareness of HBRC and the environment

- When asked, unprompted, which main organisation respondents think of regarding the environment in Hawke's Bay, 51.6% stated *HBRC*. The results for this question *were similar* to the figures from the *2013 survey. Don't* Know and Other accounted for almost 30% with the remaining 20% fairly evenly divided between choosing District or City Council (10%) and DOC (9%).
- Across all respondents awareness of paying rates to the HBRC was at its highest level of all surveys completed, at 95%. The trend is that the rate of awareness has increased on average by about 3% in every new survey taken.
- Across all respondents the most frequently cited main roles of HBRC were Water *management (*39.2%), followed by Environmental *management (*24%). Don't *know and* Other accounted for 25% *of responses.*
- Across all respondents *Water* was again the most commonly mentioned environmental issue in Hawke's Bay. Nearly 58% of those in the survey chose a water-related option (*Water, Water pollution or Waterways*) as their top priority. Less than 10% of respondents, compared with 16.1% in 2013, said they had no environmental issues of concern.
- Across all respondents when asked to rate their personal attitude and practices toward caring for the environment 94.8% (compared with *95.3% in 2013) stated* they care somewhat *or a lot* about the environment.
- Across all respondents, 20.2% (down from 28.1*% in 2013)* stated that they do enough already when asked as to the main barriers preventing them from doing more to protect the *environment. 18%* (19% in 2013) said Time *(too busy).*

Section Two: Importance and satisfaction with HBRC services

- All HBRC services were rated as somewhat to very important and residents were somewhat to very satisfied with all services.
- For ***every*** service, the 2015 response level was ***higher*** than in 2013 (by between 4% for *providing public transport to Hastings and Napier* and 15% for *controlling smells and odours*). This likely indicates a more engaged population in the 2015 survey.

Section Three: Heat Smart initiatives

- Across all respondents the percentage of *those* who used Clean heat for home heating was 48.4% (up *from 44.0% in* 2013) compared to 51.6% (56%) who use a *Wood burner/open fire*.
- The majority of respondents heat their homes using a *Wood burner* (48%) or *Heat pump* (41.8%). They were least likely to use *a Pellet* burner (0.2%), No *heating* (1.0%) or *an Open* fire (4.2%). Electric heating (18.4%*) was* again used slightly more than *Gas heating* (14.6%).
- Compared to 2013, significantly more of *those who* use *a Wood* burner or Open fire to heat their home in 2015 have replaced it in the last 5 years. The rate of replacement in 2015 was 42.8% (about one and a half times the rate of 28% in 2013).
- Of those respondents who have replaced their *Wood burner* or *Open fire* in the past five years, nearly 94% (87% in 2013) *replaced* it with another Wood burner. A further 3.7% *replaced it* with an Other *heating method* (*including New Home*) and 0.9% for each *of a Heat pump*, *Gas Fire* or *Electric* heater. Those who have a wood burner generally replace it with another.
- Of those respondents who stated they used a wood burner or open fire and have not replaced it in the past five years, 30.6% have considered replacing it with a new compliant fire and the remaining 69.4% have not considered replacing it with a new compliant fire. These are similar to the 2013 rates.
- Of the 45 (104 in 2013) respondents who stated they use a wood burner or open fire and have not replaced it in the past five years but have considered replacing it with a new *compliant fire*, 37.8% (similar to the 2013 rate of 39%) are Not sure when *they will* replace it.

Section Four: Recreational water usage

- Mahia Beach and Wairoa River were the most commonly mentioned open water sources regularly used by Wairoa residents.

- Westshore Beach, Pandora pond, Waimarama beach and the Tutaekuri River were again among the most commonly mentioned open water sources regularly used by Napier residents. There has also been a shift to using closer-to-Napier-Central sources with the Marine Parade and Hardinge Road beaches high in the ratings.
- Waimarama and Ocean Beaches were again the most popular for Hastings residents. While the Tukituki river at Blackbridge retained its popularity, sites such as Pandora Pond and the Marine Parade showed the biggest increases in preference, and further relatively big gains were made by Te Awanga Beach, the Clive River, and to a lesser extent, the Ngaruroro River.
- The Tukituki River at SH2 was the most commonly mentioned open water source regularly used by CHB residents, rising from 4th most popular in 2013. Pourerere Beach's popularity fell by about the same amount that the Tukituki River at SH2 rose, and Porangahau Beach were 2nd and 3rd respectively. Porangahau Estuary was 4th after more than doubling its popularity. 5th place in 2013 Kairakau beach more than halved its following.

Section Five: Civil Defence emergency preparedness

- Across all respondents high provision levels were recorded with 94% of respondents having *enough food stored including in your freezer for three days*; 89.6% of respondents had some way *of cooking without electricity; and* the percentage who had *enough water stored not including water in your hot water cylinder* was lower with 67.2% stating they did.
- Across all respondents 42.2% (43.7% in 2013) had not completed a household emergency plan and checklist, while 57.8% (56.3%) had either completed or somewhat completed one.
- The threat or disaster most recalled by respondents was *Earthquake*, with 93% of respondents listing this as one of the three primary risks to Hawke's Bay people. As in 2013 the second *most recalled* threat was Flooding/heavy *rainfall,* followed closely by *Local Tsunami*. The biggest difference from 2013 was where concern about *Human pandemic/ infectious diseases* has increased from a 5% mention rate to 17% in 2015.

Section Six: Dealing with HBRC

- Across all respondents most (76.4%) *have had No Dealings or DK* (don't know) with HBRC in the last 12 months. In general *the more* frequent the dealings with HBRC the lower the percentage.
- Of those respondents who said they had a direct dealing or contact with HBRC in the past 12 months, response rates varied a lot. The most cited *purpose* was Other at 28% (well down *from* 54.2% in 2013). *This was* followed by Rates at 18.6%, *Land care and environment management* at 15.3% (well up from 3 to 5% in previous years) and *Waterway quality and level monitoring* at 11% (again well above the average 6.4% of previous surveys).
- Of those respondents who had a direct dealing or contact with HBRC in the past 12 months, 71.3% were *Somewhat to Very satisfied* with the way it was dealt with; 28.7% were Somewhat *to Totally dissatisfied.*

Section Seven: HBRC Communications

- In 2015 there was a change from 2013 when if respondents were wanting to know more about *a* HBRC related matter, the majority *would* Phone (51.3%) and 27.7% would go to the Council Website. *In* 2015 the most popular *response at* 49.3% was to *go* to the Council website although *Phone was* still a popular option at 46.1%. There appeared to be a lot more interest in HBRC matters in general in 2015 compared to 2013.
- Across all respondents, the most effective way for the HBRC to communicate information to them was, in order of *popularity;* via Post/ Mail (up to 40.5% from 29.5% *in* 2013). Second was Email (up from 4th at 26.3% compared with 14% in 2013), then Council Website (25.3%), *Regional Council Brochures* (21.3%), *Newspaper Articles* (20.4%). *Phone*, which had been the 2nd most preferred method in 2013 was 7th (down from 22% to 9.5%), even outranked by *Newspaper Advertisements* at 14.4%.
- Across all respondents 59% recalled receiving "Our Place" at their home.
- Across all respondents who recalled receiving a copy of "Our Place", 52.5% stated the content was of *some interest* to them. A further 24.4% stated it was of *Great interest*.

Section Eight: Final thoughts, wish list of spending areas

- Across all respondents, 41.2% (38.1% in *2013)* stated they receive Acceptable value from their HBRC rates. A further 28.4% *(23.7*%) said they received *Good value* and 7.2% (5.6%*)* Very *good value.* In the 4 surveys analysed the HBRC appears to be getting better satisfaction ratings over time. Respondents who stated *Poor* value *or Very poor* value totalled 14% of all responses.
- Across all respondents, when asked if they could afford to pay more HBRC rates and had a wish list, 25.7% stated *No response/don't know*. A further 17.4% stated *Water issues*. Other responses *were well* up at 9.4% *(from 0.4%* in 2013), with *Parks/reserves/planting/habitat (*6.0%) the only other response with a rate over 5%.

Section Nine: Regional Parks

- Across all respondents *Tutira* (85.7%) was the most and *River reserves* (62.3%) were the least well known of the options given. As expected there were regional differences with the parks in closest proximity being better known than others, although there were no such differences regarding Tutira which was very well known to all regions.
- Twice as many respondents (66%) were in favour of maintaining and developing existing regional parks compared to those who supported new ones (34%).

Main report

Purpose of research

The objectives of this research were to:

1. Conduct a statistically robust survey to ascertain Hawke's Bay residents' attitudes towards the environment and to measure their awareness and satisfaction with the HBRC in regard to its role
2. Supply a quantitative report that can be drawn from in the annual plan and assist managers in planning for the year/s ahead
3. Establish a benchmark project for the future.

Methodology

The existing questionnaire was significantly revised by SIL Research in consultation with the HBRC then tested prior to deployment.

500 residents aged 18 years and above across the HBRC territorial area were interviewed via a CATI (Computer Assisted Telephone Interviewing) administered telephone survey during a six week period starting mid April 2015. Residents were weighted by area across HBRC's four regions. Residents from Wairoa, Napier, Hastings and Central Hawke's Bay (CHB) wards were randomly selected from the Hawke's Bay white pages.
To introduce a statistically robust sampling methodology, SIL Research ran an analysis on the HBRC ratepayer database and determined an appropriate sampling approach as presented in Table 1 below.

Table 1 HBRC Sampling Methodology

	Urban	**Rural**	**Total**	**Urban**	**Rural**	**Urban**	**Rural**	**Urban**	**Rural**	**Total**
	Count	Count	Count	Area %	Area %	Region %	Region %	Sample	Sample	Sample
Napier	23731	2669	26400	90%	10%	32%	4%	160	18	178
Hastings	15885	16662	32547	49%	51%	21%	23%	107	113	220
CHB	4077	3828	7905	52%	48%	6%	5%	28	26	53
Wairoa	3792	3308	7100	53%	47%	5%	4%	26	22	48
Total	47485	26467	73952	64%	36%	64%	36%	321	179	500

As presented in Table 1 above, the urban/rural "counts" columns show the number of ratepayers in each area as per Valuation Roll Sequence. The urban/rural "area %" columns identify the percentage of urban vs. rural properties by area (i.e. 90% of Napier properties are Urban and 10% are classified as rural). The urban/rural "region %" columns show the percentage of each regions urban vs. rural properties in relation to the entire HBRC region (i.e. Napier's 23731 urban-classified properties represent 32% of the region's total rateable properties). Finally the urban/rural "sample" columns use the percentages from the "region%" columns to determine the number or residents to be interviewed in each of the HBRC's four areas (i.e. 178 Napier residents were surveyed which representatively presents 32% [23731] of the total HBRC area).

63.7% of respondents were female, 36.3% male with 10.1% aged 18-39, 45.8% 40-64 and 36.7% 65+. 89.7% indicated they were ratepayers.

As part of our quality control measures, 10% (n=50) respondents were recalled to verify participation in the survey. No anomalies were found. To reduce non response error, all respondents not contactable i.e. no answer or answerphone, were recalled up to four times.

At the request of the HBRC revised sample size of 500 across 73,952 rateable properties allowed for a 95% confidence level +/- 3.5-4.3% in this research (in 2013 700 residents participated in the survey allowing findings with a 95% confidence level +/- 3-3.6%).

Differences or variations in results area are discussed only when statistically significant at a .05 (95% probability) level and differences are meaningful. **Where possible, practical and applicable, anecdotal comparison against past research conducted in 2008 and 2005 are presented.**

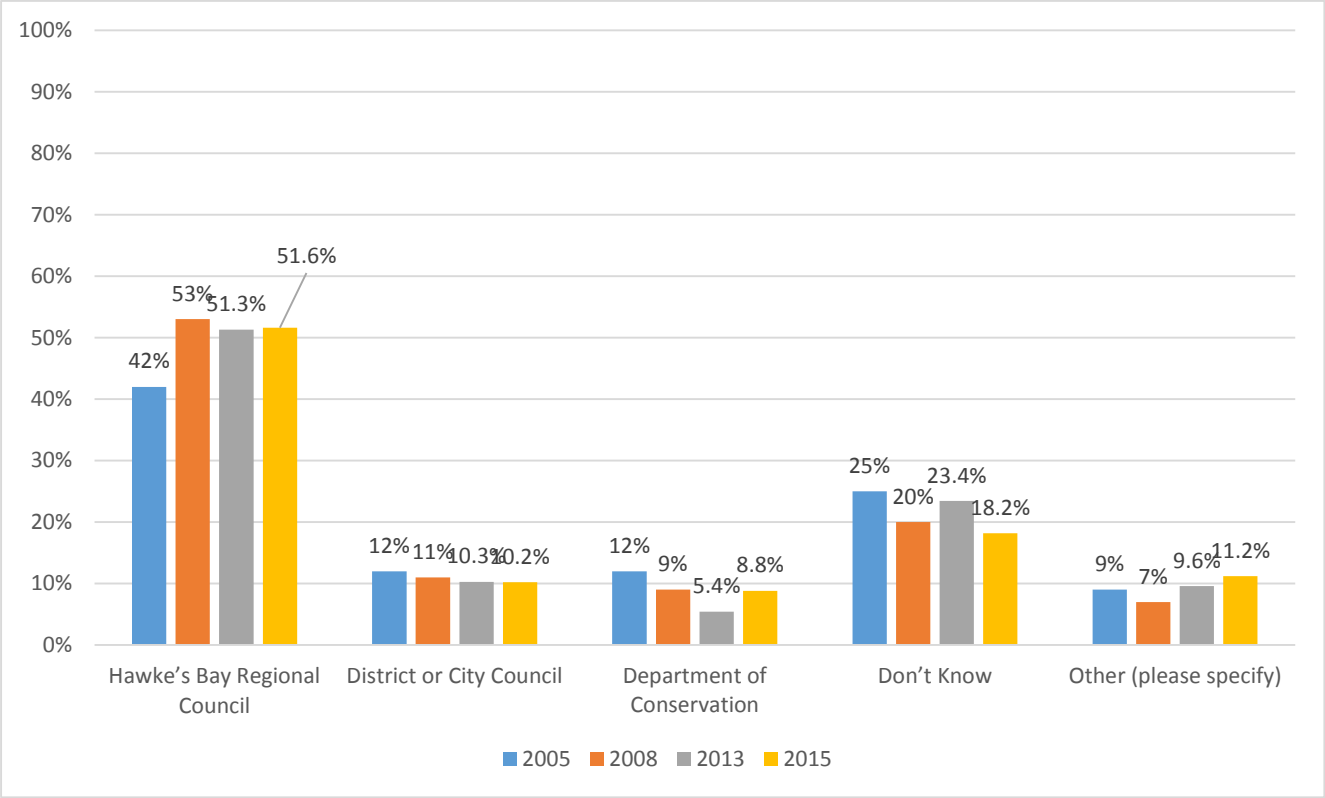
Main Findings

Section One: Awareness of HBRC and the environment

Hawke's Bay perception of main environmental organisation

Respondents were asked *"When you think about the environment in Hawke's Bay which main organisation do you think of?"* No prompt was offered.

Chart 1 Hawke's Bay perception of main environmental organisation



(2015 n=500)

As presented in Chart 1 above: When asked, unprompted, which main organisation respondents think of regarding the environment in Hawke's Bay, 51.6% stated *HBRC*. The results for this question were similar to the figures from the 2013 survey. *Don't Know* and *Other* accounted for almost 30% with the remaining 20% fairly evenly divided between choosing *District or City Council* (10%) and *DOC* (9%). Examples of *Other* included Forest & Bird, Fish & Game, Greenpeace and Green Party.

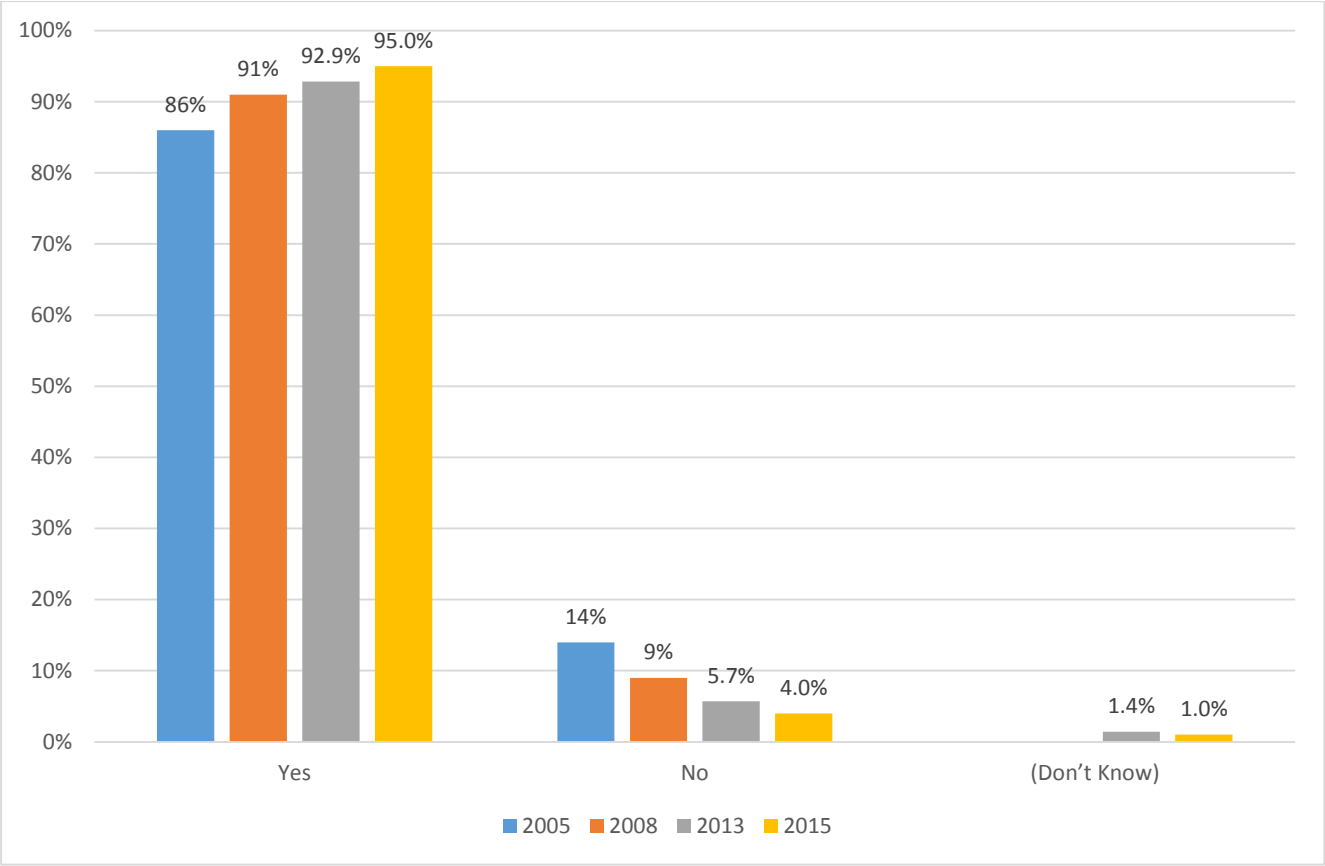
Anecdotal comparisons between 2015, 2013, 2008 and 2005 findings indicate similar awareness levels for the HBRC over the last 3 surveys. This is around 10% above the 2005 survey level. Note: 2008 and 2005 MAF and Catchment/ Pest Destruction/ Rabbit board percentages were added to the *Other* category for those years to allow comparisons.

When looking at response by region (Wairoa, Napier, Hastings and CHB) and categorisation of respondents as either Urban or Rural, some statistically significant variations were found. Awareness of HBRC as the region's Environmental Organisation was highest in Wairoa. Napier and Hastings (Urban) residents often chose their City Council, and CHB residents had the greatest percentage of *Don't Know*s. Rural residents chose the Department of Conservation quite frequently. Females and the 65 and over age group were more likely to respond *Don't Know* than other groups.

Awareness of paying HBRC rates

Respondents were asked *"Are you aware you pay rates to the Regional Council?"* A choice of yes, no or don't know was offered.

Chart 2 Awareness of paying HBRC rates



(2015 n=500)

As presented in Chart 2 above: Across all respondents awareness of paying rates to the HBRC was at its highest level of all surveys completed, at 95%. The trend is that the rate of awareness has increased on average by about 3% in every new survey taken.

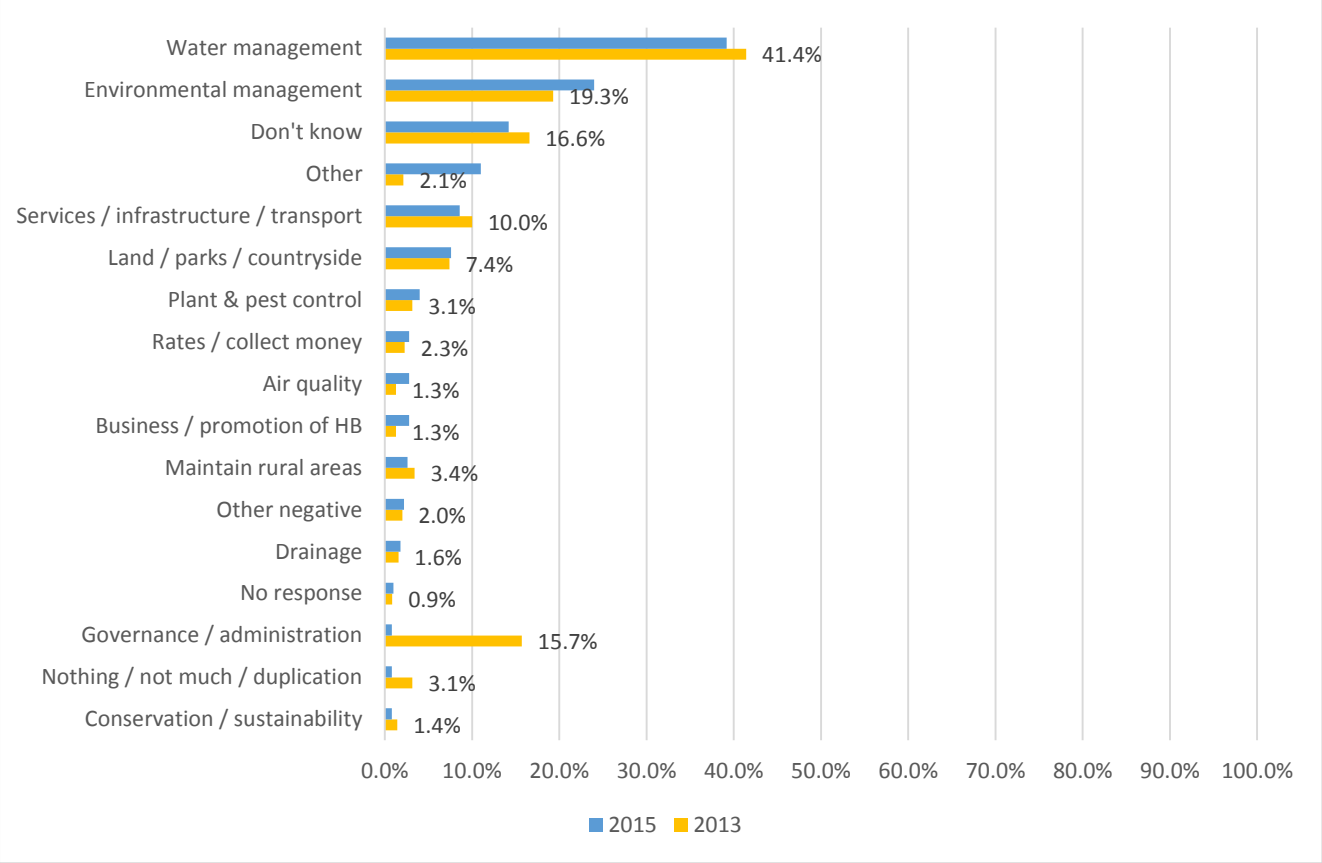
When looking at response by customer segments Non-Ratepayers and those in the 18 – 39 age bracket were statistically significantly less aware of paying rates to the HBRC than their counterparts.

Note: *Don't Know* results were aggregated in 2008 and 2005 years therefore cannot be presented for comparisons.

Perceived main role/s of HBRC

Respondents were asked *"What do you see as the main role/s of Hawke's Bay Regional Council?"* No prompts were offered, open ended responses were collected then categorised.

Chart 3 HBRC main roles

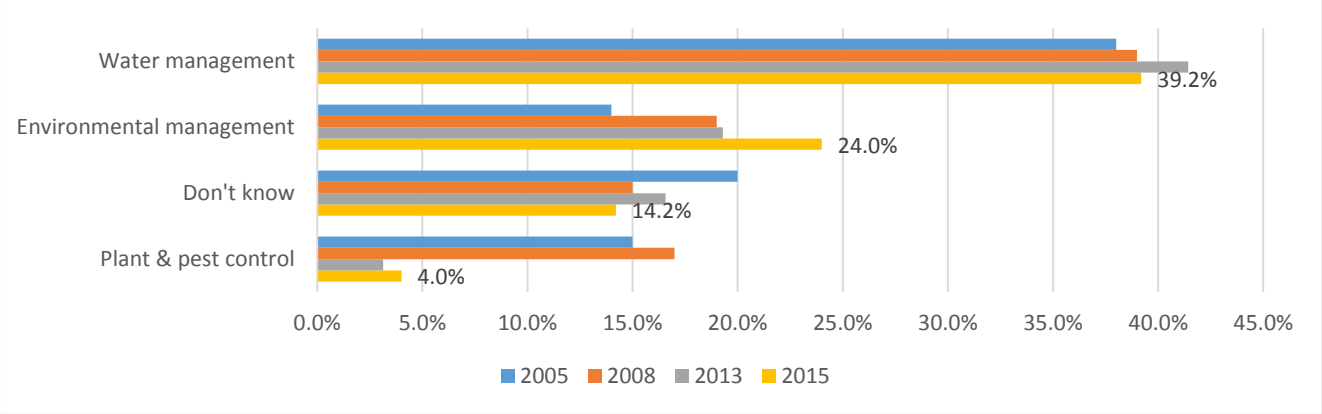


(2015 n=500)

As presented in Chart 3 above: Across all respondents the <u>most</u> frequently cited main roles of HBRC were *Water management* (39.2%), followed by *Environmental management* (24%). *Don't know* and *Other* accounted for 25% of responses. The <u>least</u> frequently cited roles of HBRC were *Conservation / sustainability*, *Nothing/ not much/ duplication*, *Governance/ administration* (all under 0.8%) and *No response* (1.0%). Note that the *Governance/ administration* percentage was down from 15.7% in 2013 – the largest change between the surveys.

As presented in Chart 4 below: Knowledge of the HBRC's role in environmental management has continued to increase, although Wairoa residents are less aware of this than other regions. Knowledge of water management remains the highest, although Females are not as aware of this as Males.

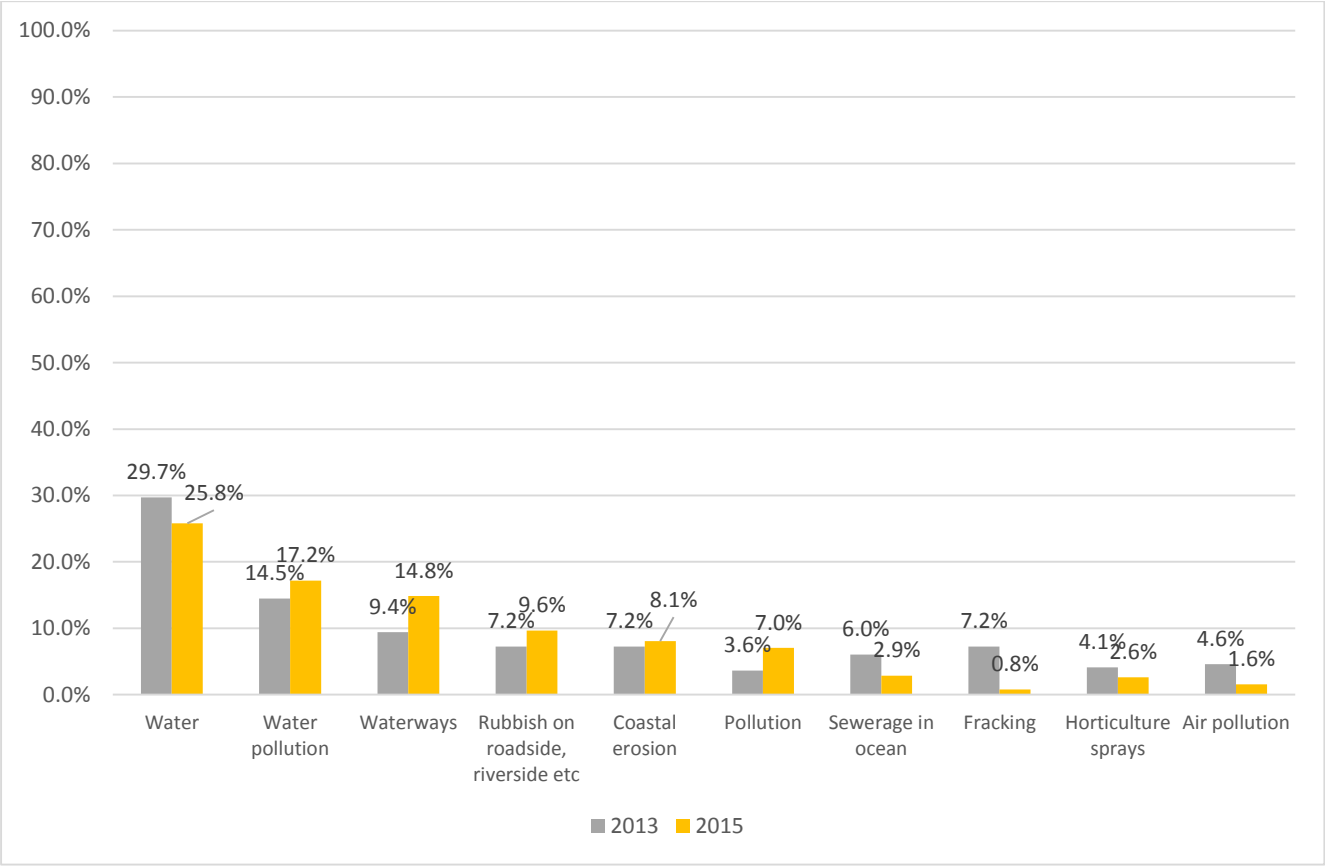
Chart 4 HBRC main roles: anecdotal comparison with 2013, 2008 and 2005



Main environmental issue concerns within Hawke's Bay

Respondents were asked *"Which ONE environmental issue concerns you most within HAWKE'S BAY?"* No prompts were offered.

Chart 5 Top 10 environmental issues in HB



(2015 n=500)

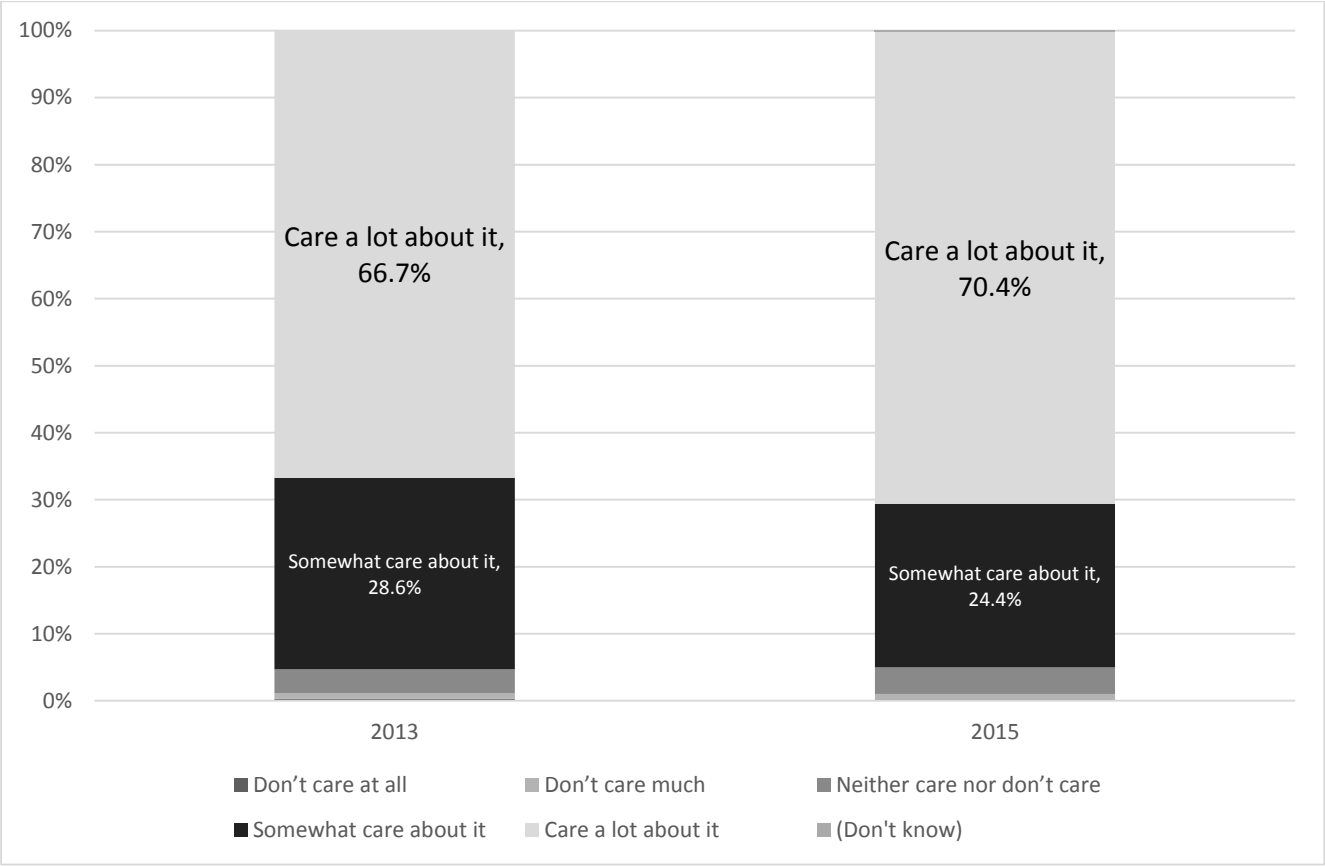
As presented in Chart 5 above: Across all respondents *Water* was again the most commonly mentioned environmental issue in Hawke's Bay. Nearly 58% of those in the survey chose a water-related option (*Water, Water pollution or Waterways*) as their top priority. Less than 10% of respondents, compared with 16.1% in 2013, said they had no environmental issues of concern.

Of the 16.1% that responded *Other*, *Water issues* accounted for 18.8%, followed by *Dam* (10.9%) and *Land use/run-off/erosion* (7.8%). Other responses for this question are presented in Chart 33 in the Appendix on page 41.

Residents attitude and practices toward caring for the environment

Respondents were asked *"How would you rate your personal attitude and practices toward caring for the environment?"* A five point Likert scale of pre-determined responses was offered to capture rankings.

Chart 6 Personal attitude towards environment



(2015 n=500)

As presented in Chart 6 above: Across all respondents when asked to rate their personal attitude and practices toward caring for the environment 94.8% (compared with 95.3% in 2013) stated they *care somewhat* or *a lot* about the environment.

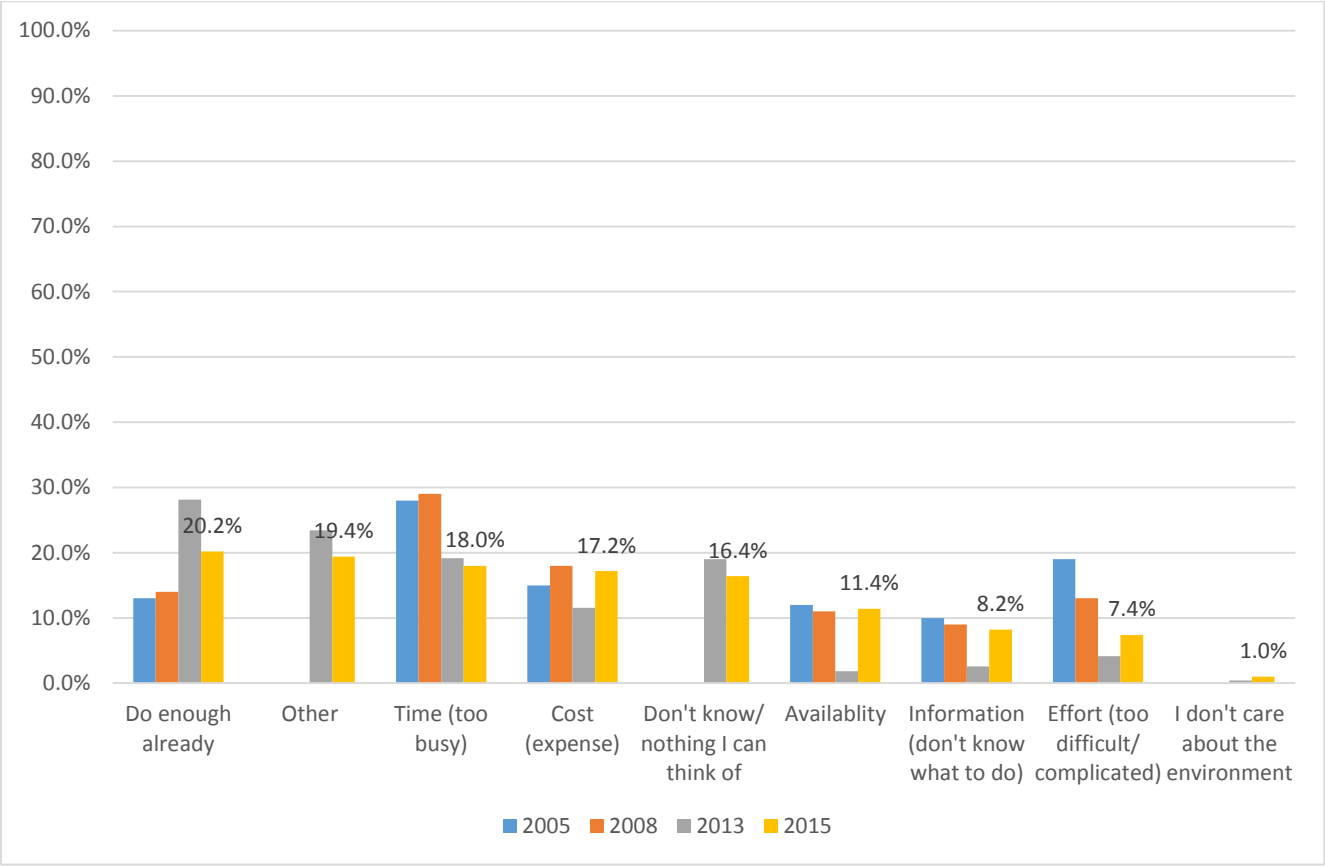
Wairoa residents (they all said they cared) were most caring and CHB least caring of the environment (only 83.4% said they cared).

These results are on par with anecdotal comparisons against 2008 (95%) and 2005 (94%) survey findings.

Resident barriers to doing more to protect the environment

Respondents were asked *"What things prevent you from doing more to protect the environment?"* No prompt was offered.

Chart 7 Barriers to doing more for the environment



(2015 n=500)

As presented in Chart 7 above*:* Across all respondents, 20.2% (down from 28.1% in 2013) stated that they *do enough already* when asked as to the main barriers preventing them from doing more to protect the environment. 18% (19% in 2013) said *Time (too busy)*. More than 1 person in every 3 (35.8%) answered *Don't know/ nothing I can think of* or *Other*. Examples of *Other* included *Age*, *Health/Mobility*, *and Lack of power / apathy.*

There were marked increases from 2013 to 2015 in *Cost (expense)* (up to 17% from 12% in 2013); *Information (don't know what to do)* (8% up from 3% in 2013); *Availability* (11% up from 2%); and *Effort (too difficult/complicated)* (7% up from 4%). This could suggests that helping overcome these difficulties, possibly in an integrated way (as these appear to be related) has the possibility to noticeably increase the rate of people protecting the environment.

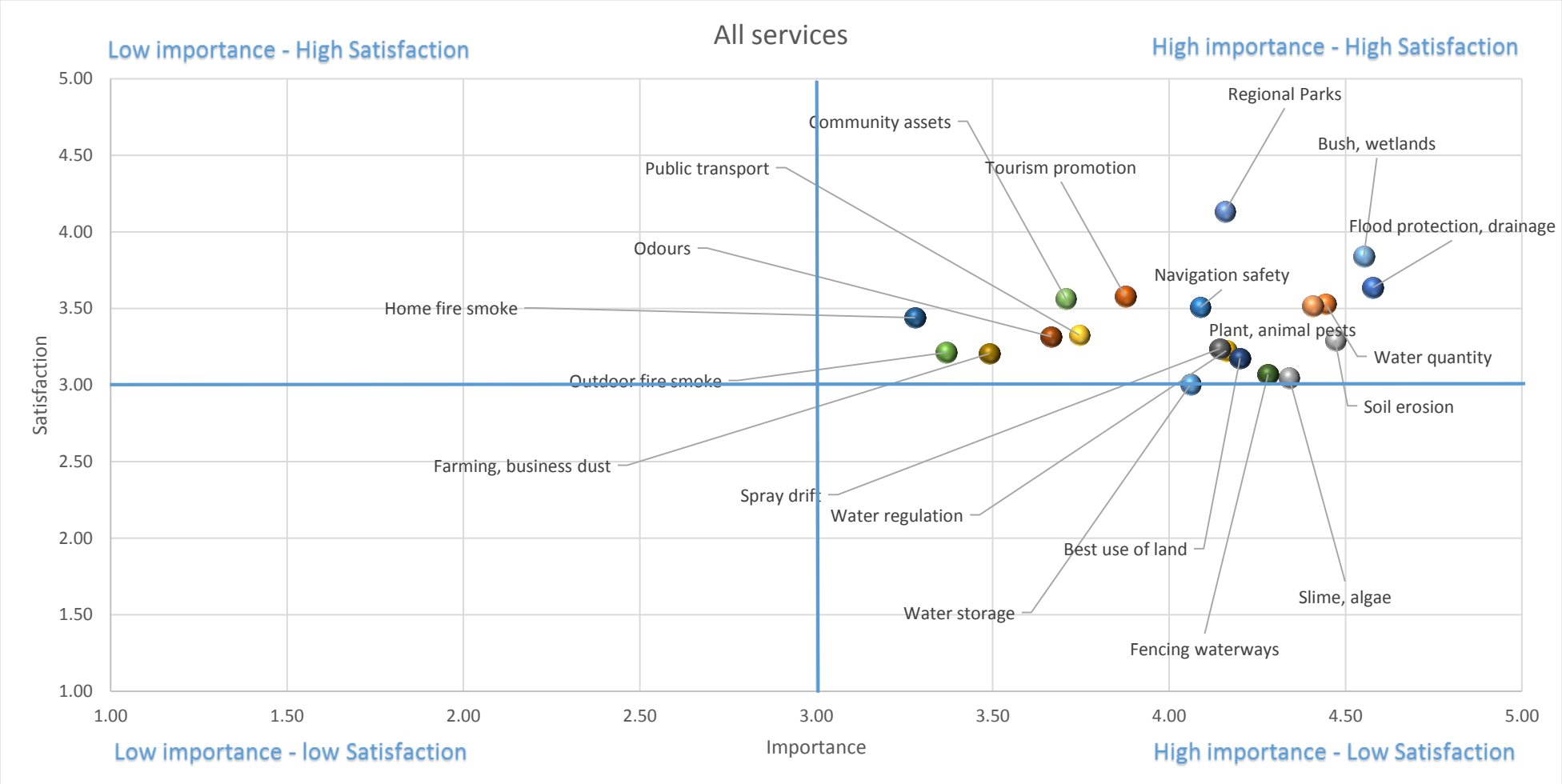
Anecdotal comparisons with the 2008 and 2005 findings for 2013 showed reduced barriers in terms of availability, information, effort required, cost and time required with more mentioning that they do enough already. The 2015 results revert back to levels seen in those earlier years, with the exceptions of *Effort* and *Time* where the reporting of barriers from the earlier surveys has dropped to lower levels in 2013 and 2015.

Across the 19.4% of residents that stated *Other*, the most common response was *Age* (32%), followed by *Health/mobility* (16.5%). Other responses for this question are presented in Chart 34 in the Appendix below on page 41. Looking across customer segments, almost half of Wairoa residents gave *Other* [than the reasons prompted] as their response. 27.3% of older people (65 and over) also replied *Other*, much more often than the younger age groups. *Time* was the main issue for the younger age group (18 – 39) where nearly 40% said that they were *too busy*.

Section Two: Importance and satisfaction with HBRC services

Respondents were asked to rate the importance of, and satisfaction with, 20 HBRC services. Services were split into four areas: Water, Air, Land and Other services. A five point Likert scale was used to collect rating in terms of levels of importance and satisfaction. Service lists were randomised for each resident interviewed.

Chart 8 HBRC services map – all services [full Scale]

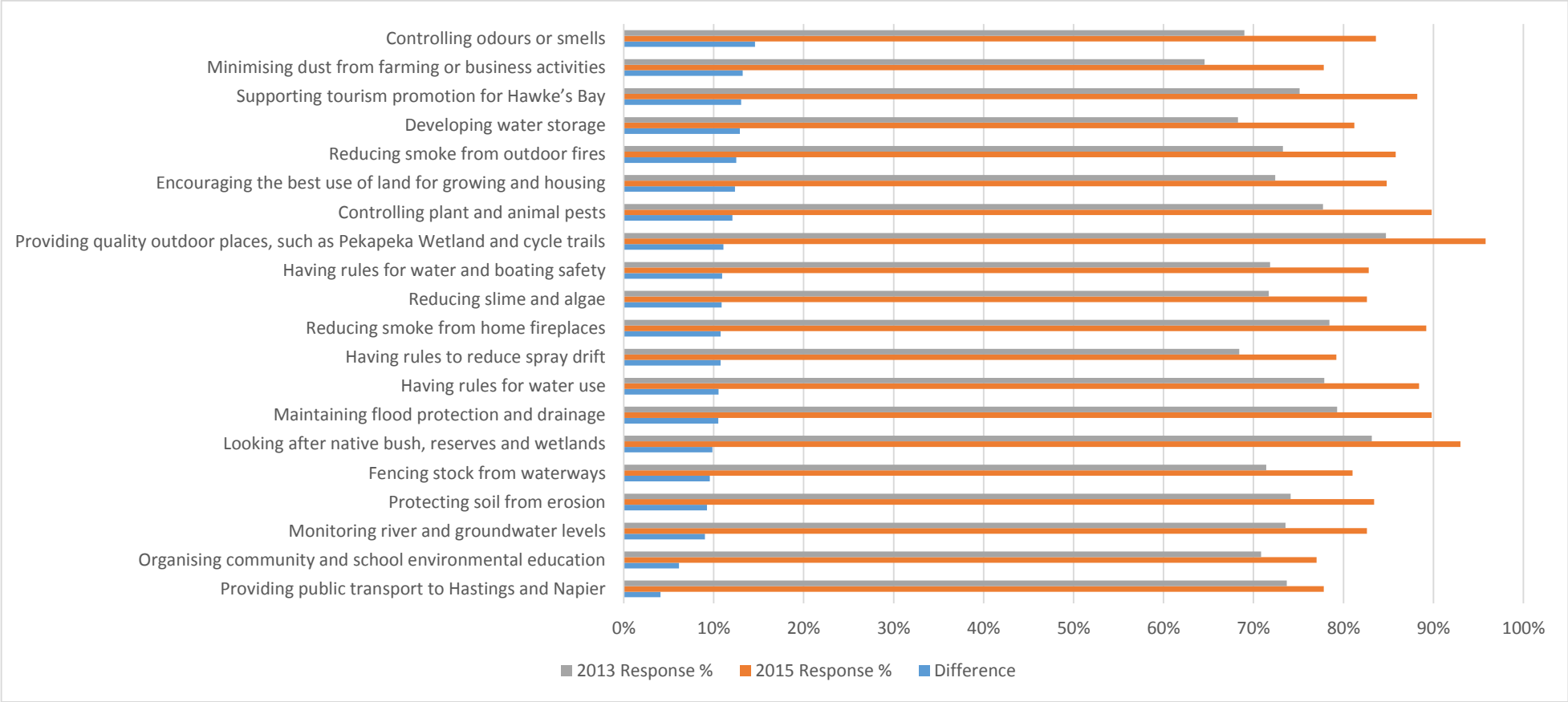


(2015 n=500)

As presented in Chart 8 above: All HBRC services were rated as *somewhat* to *very* important and residents were *somewhat* to *very* satisfied with all services.

"Don't know" response rates regarding rating of HBRC services

Chart 9 "Don't know" response rates regarding satisfaction rating of HBRC services



(2015 n=500)

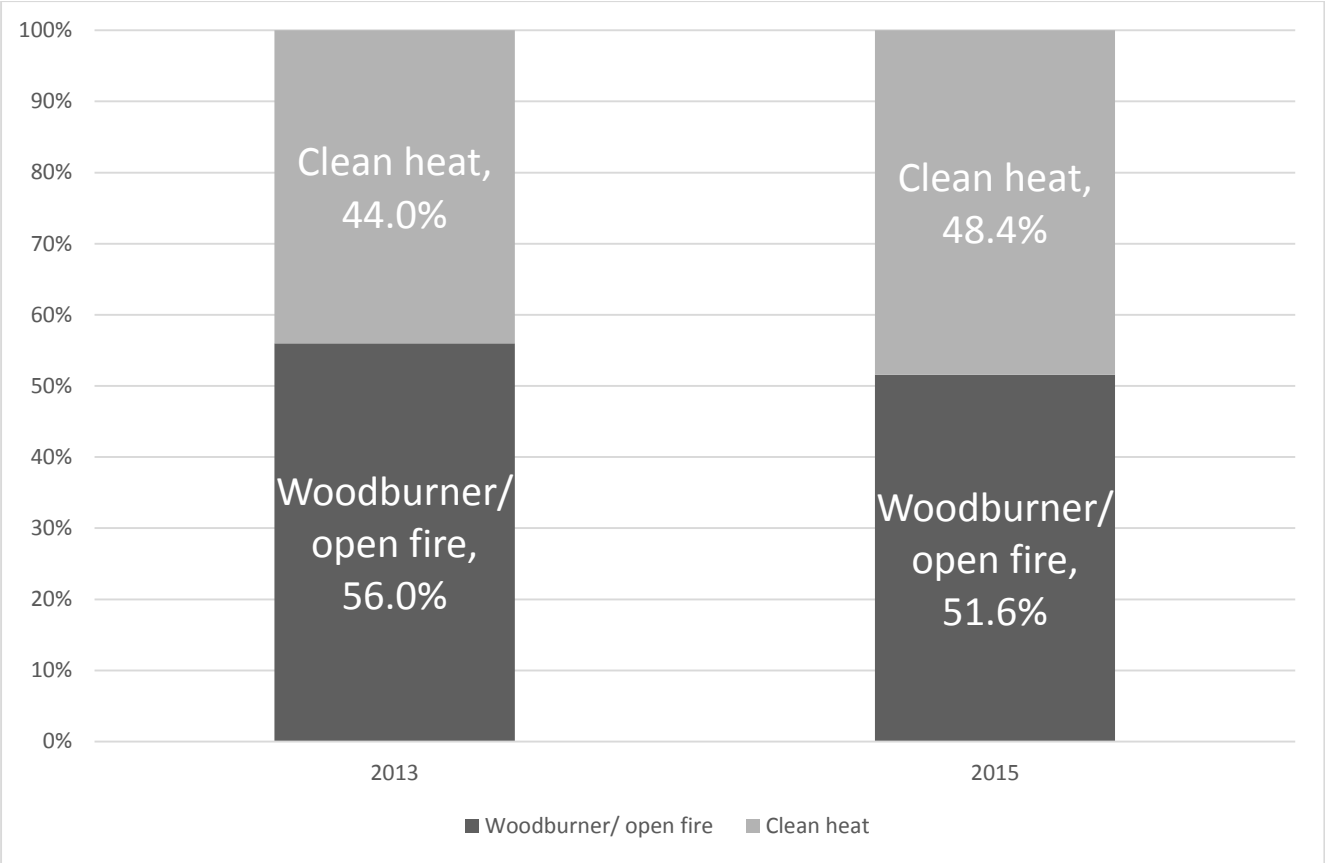
As presented in Chart 9 above: For ***every*** service, the 2015 response level was ***higher*** than in 2013 (by between 4% for *providing public transport to Hastings and Napier* and 15% for *controlling smells and odours*). This likely indicates a more engaged population in the 2015 survey.

Section Three: Heat Smart

Home heating (clean heat vs. fire)

Respondents were asked *"How do you heat your home".* No prompt was offered.

Chart 10 Home heating methods – clean vs. fire



(2015 n=500)

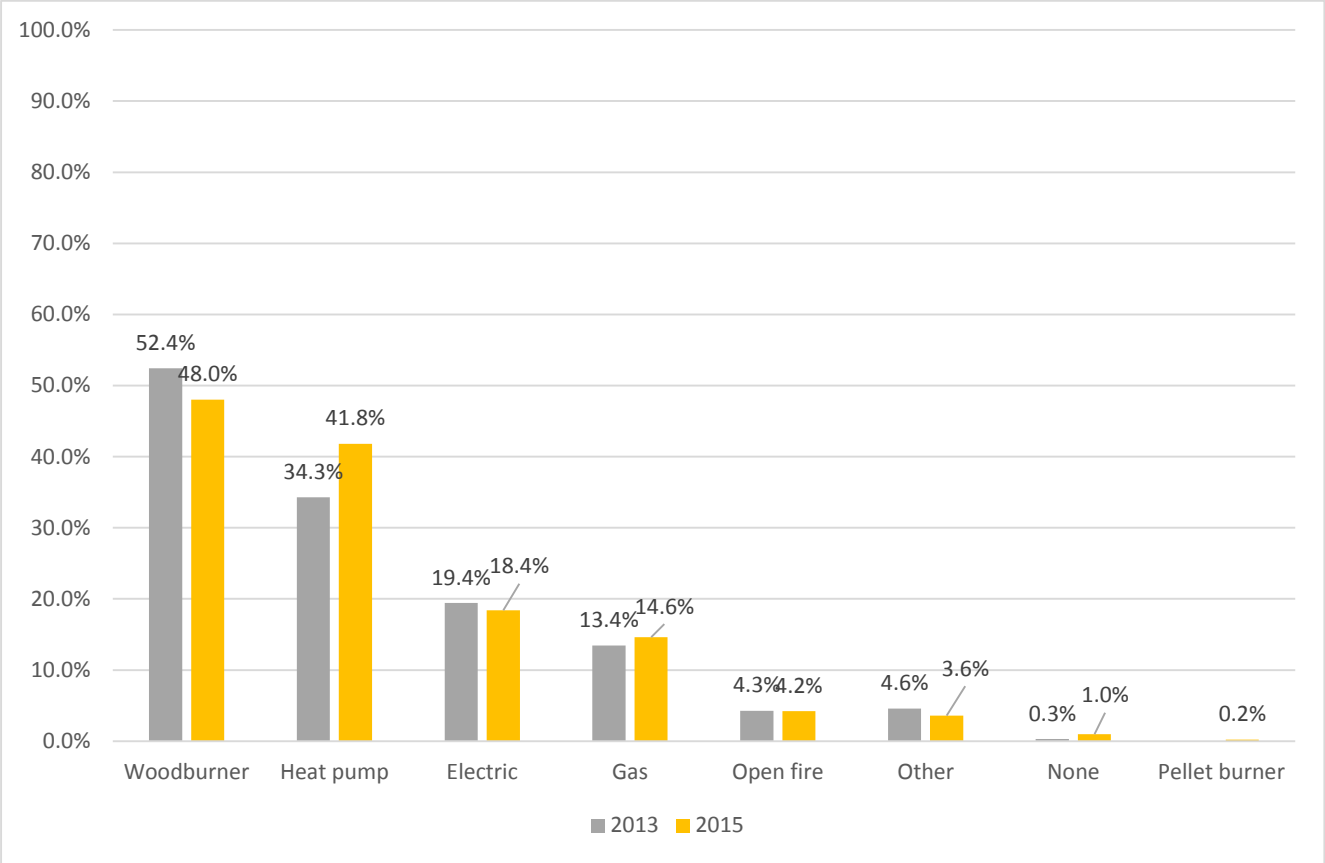
As presented in Chart 10 above: Across all respondents the percentage of those who used *Clean heat* for home heating was 48.4% (up from 44.0% in 2013) compared to 51.6% (56%) who use a *Wood burner/open fire*.

Statistically significant variations were recorded by the respondent's location, with greater percentages of those selecting *wood burner/ open fire* amongst Rural (67.6%) residents, and amongst those from Wairoa (83.3%) and CHB (68.5%). Furthermore, non-ratepayers used clean heat (66.7%) more often than *woodburner/ open fire*s while the reverse was true for young people with 68.3% of 18 – 39 year olds using *woodburner/ open fire*s.

How do you heat your home

Respondents were asked *"How do you heat your home".* No prompt was offered.

Chart 16 Home heating methods



(2015 n=500)

As presented in Chart above: The majority of respondents heat their homes using a *Wood burner* (48%) or *Heat pump* (41.8%). They were least likely to use a *Pellet burner* (0.2%), *No heating* (1.0%) or an *Open fire* (4.2%). *Electric heating* (18.4%) was again used slightly more than *Gas heating* (14.6%). Note that many respondents used more than one form of heating (the percentages quoted add to more than 100%).

Statistically significant variations were recorded by the respondent's location and customer segment. Wairoa residents had the highest percentage (81.3%) of *Wood burner*s, CHB residents the highest percentage of *Open fire*s (13%) and Napier and Hastings residents were more likely to use a *Heat pump* (47.8% in Napier and 43% in Hastings, compared with under 30% in the other regions) and/or *Gas* (around 17% compared to 6% in CHB and Wairoa). Rural residents are more likely to use a *Wood burner* (63% v 40% for Urban dwellers) or an *Open fire* (7% v 3%); and less likely to use a *Heat pump* (30% v 49%) than their Urban counterparts.

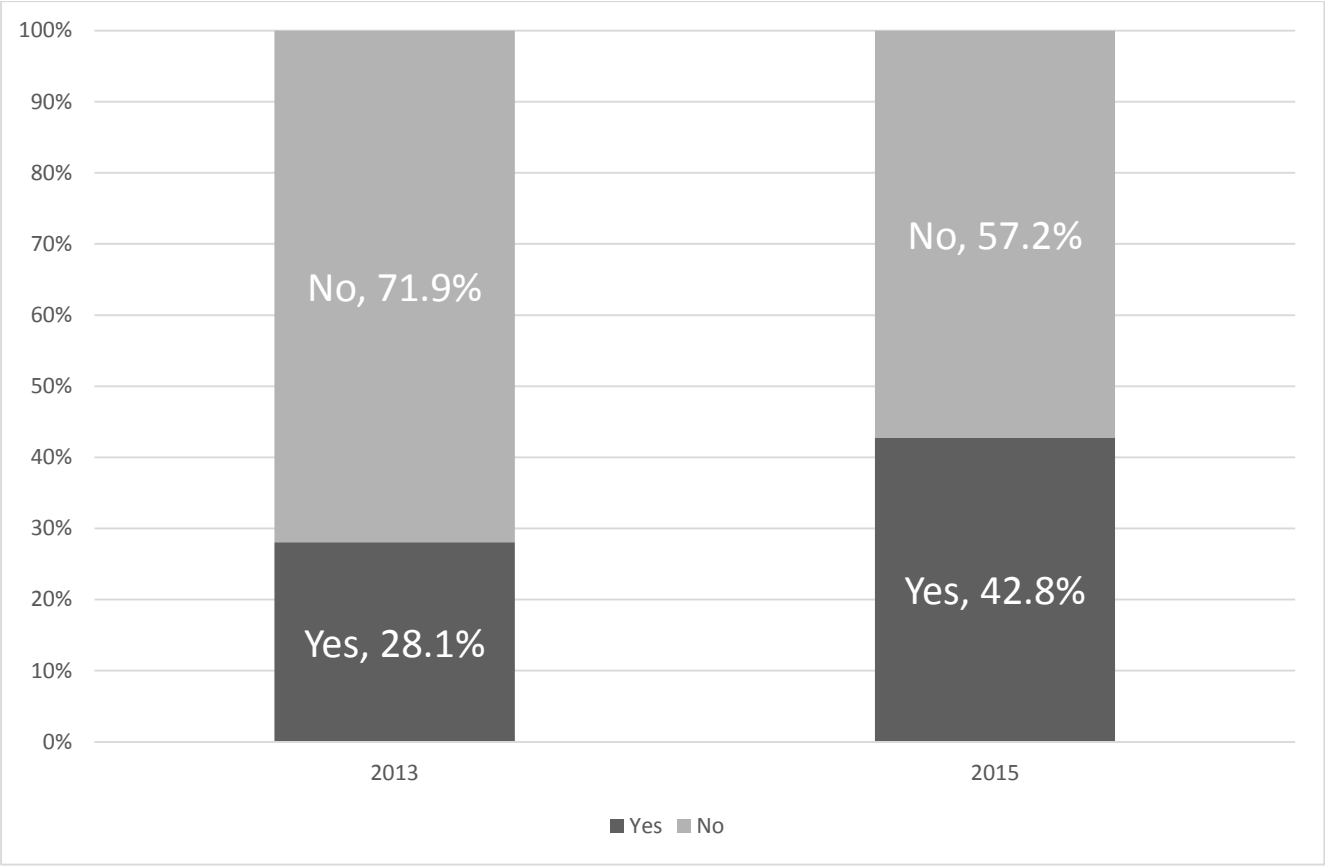
Age is also a statistically significant factor. The 18 – 39 year old group uses *Wood burner*s and *Open fire*s (59% and 10% respectively) more frequently than those aged 65 or more (43% and 2%); and a *Heat pump* less often (22% for the young ones, 47% for the older group).

Of the 3.6% of respondents who stated *Other* most used Solar related options as their method of home heating. *Other* responses for this question are presented in Chart 36 in the Appendix on page 42.

Fire user's installation or replacement rates in the past 5 years

Respondents stating they use a fire to heat their home were asked *"Have you installed/ replaced it in the past 5 years?"* A yes or no option was offered.

Chart 11 Fire user's installation or replacement rates in the past 5 years



(2015 n=257)

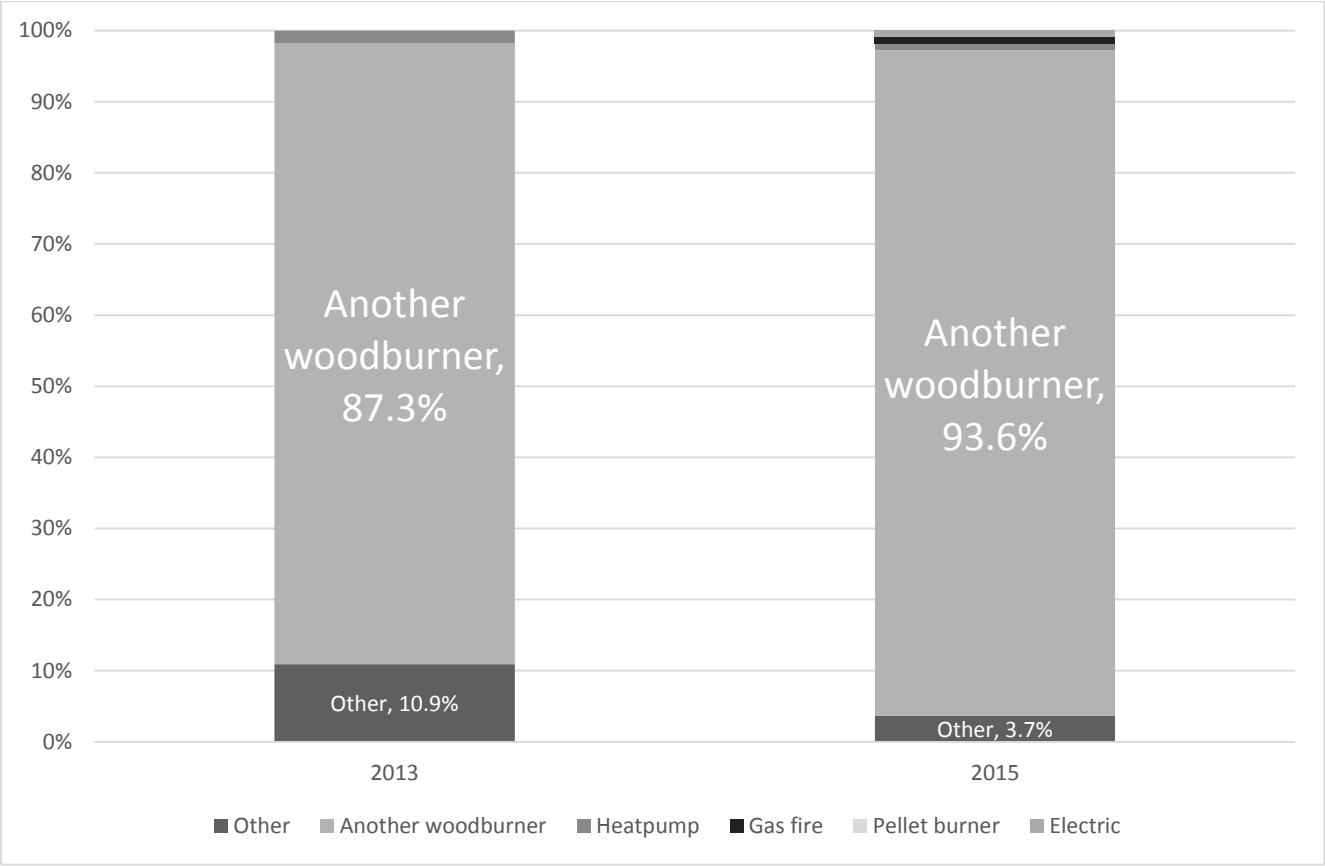
As presented in Chart 11 above: Compared to 2013, significantly more of those who use a *Wood burner* or *Open fire* to heat their home in 2015 have replaced it in the last 5 years. The rate of replacement in 2015 was 42.8% (about one and a half times the rate of 28% in 2013).

There were significant Regional differences, with Napier (59.7%) and Hastings (41.7%) residents the most likely to have made the change and Wairoa (17.5%) the least likely. Urban dwellers (57.4%) were more than twice as likely as Rural residents (26.4%) to have made a replacement.

Wood burner/fire replacement

Respondents indicating they had installed or replaced their wood burner or fire in the past 5 years were asked *"What did you replace it with?"* No prompt was offered.

Chart 12 Wood burner/fire replacement



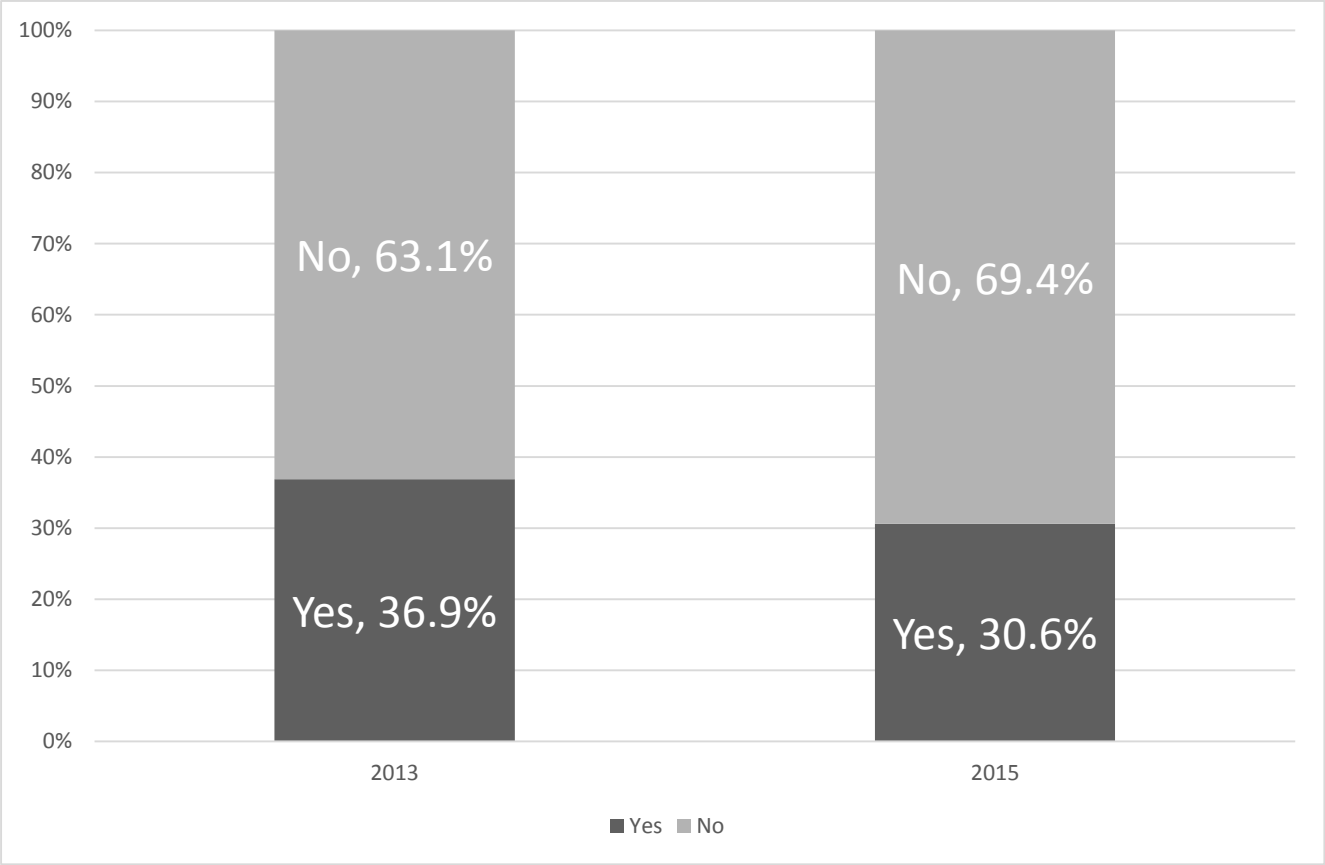
(2015 n=109)

As presented in Chart 12 above: Of those respondents who have replaced their *Wood burner* or *Open fire* in the past five years, nearly 94% (87% in 2013) replaced it with another *Wood burner*. A further 3.7% replaced it with an *Other* heating method (including *New Home*) and 0.9% for each of a *Heat pump*, *Gas Fire* or *Electric* heater. Those who have a wood burner generally replace it with another.

Residents considering replacing wood burners with a new compliant fire

Respondents indicating they had not installed or replaced their word burner or open fire in the past five years were asked *"Have you considered replacing your wood burner with a new compliant fire?"* A yes or no response was recorded.

Chart 13 Residents considering replacing wood burners with a new compliant fire



(2015 n=147)

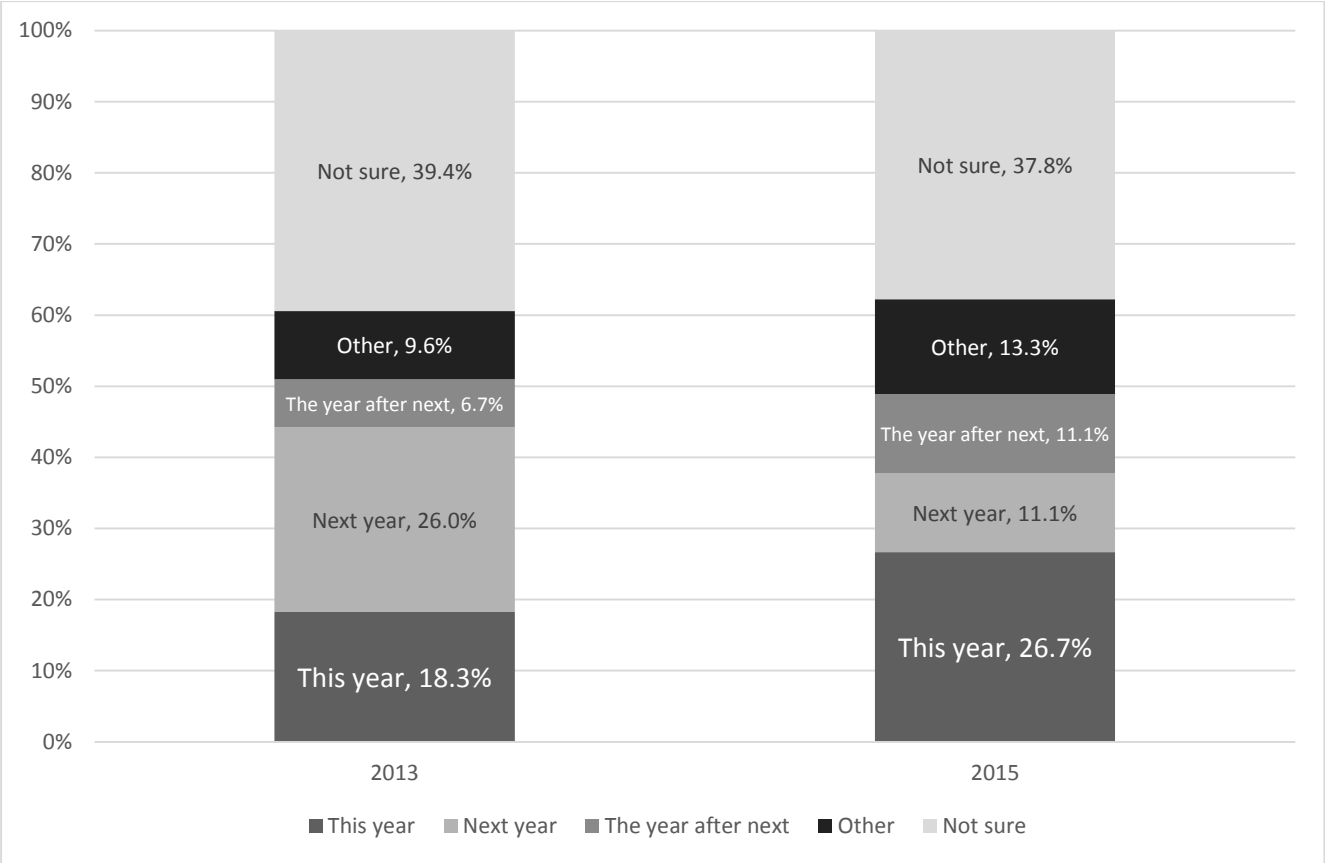
As presented in Chart 13 above: Of those respondents who stated they used a wood burner or open fire and have not replaced it in the past five years, 30.6% have considered replacing it with a new compliant fire and the remaining 69.4% have not considered replacing it with a new compliant fire. These are similar to the 2013 rates.

Statistically significant variations were recorded in response by area, with residents from CHB and Wairoa indicating much lower levels of considering replacing a wood burner with a new compliant fire than those from Napier and Hastings, and Rural residents lower levels than Urban residents.

Anticipated timing for wood burner/ fire replacement

Respondents indicating they had not installed or replaced their wood burner or open fire in the past five years were then asked when they thought they would replace their wood burner or fire.

Chart 14 Estimated time frame for replacing wood burner



(2015 n=45)

As presented in Chart 14 above: Of the 45 (104 in 2013) respondents who stated they use a wood burner or open fire and have not replaced it in the past five years but have considered replacing it with a new compliant fire, 37.8% (similar to the 2013 rate of 39%) are *Not sure* when they will replace it.

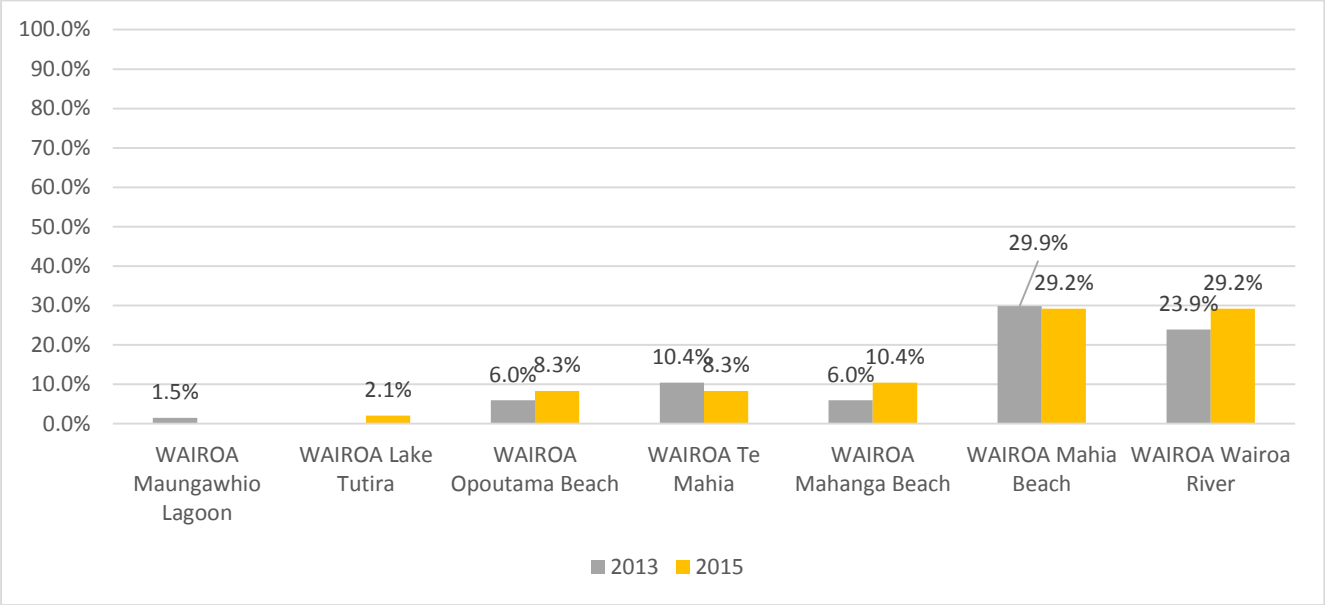
Comparing the results of the 2015 and 2013 surveys, it appears as though many of the respondents who in 2013 said they were going to get a compliant replacement in 2013 or 2014 have done so. The percentage of those planning a compliant replacement within the next 3 years at 48.9% remains similar to the corresponding 51% in 2013. These results show steady progress towards compliance. *Other* responses (13.3%) included "when a grant is offered for rural properties".

Section Four: Recreational water

Respondents were asked *"Thinking about times when you come into contact with open water sources, which river or beach swimming spot, if any, do you regularly use?"* No prompt was offered.

Top 10 regularly used open water sources – Wairoa Residents

Chart 15 Wairoa: Top 10 regularly used open water sources

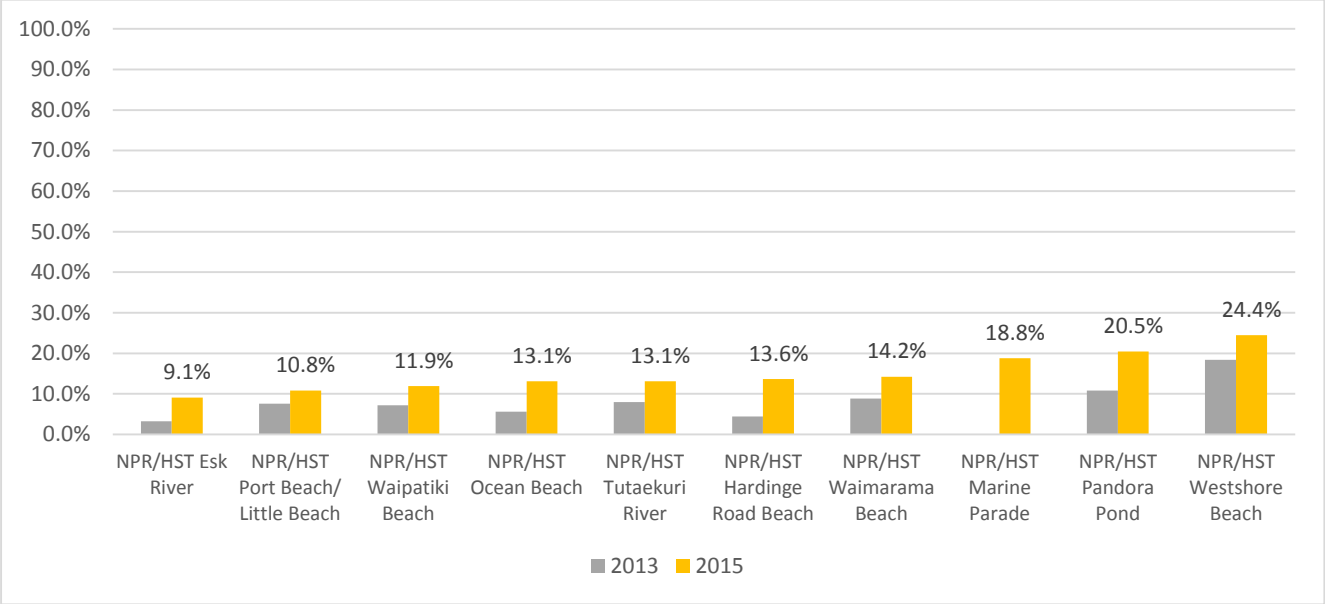


(n=48 Note: responses may exceed 100% owing to multiple responses to this question)

As presented in Chart 15 above: Mahia Beach and Wairoa River were the most commonly mentioned open water sources regularly used by Wairoa residents.

Top 10 regularly used open water sources – Napier Residents

Chart 16 Napier: Top 10 regularly used open water sources

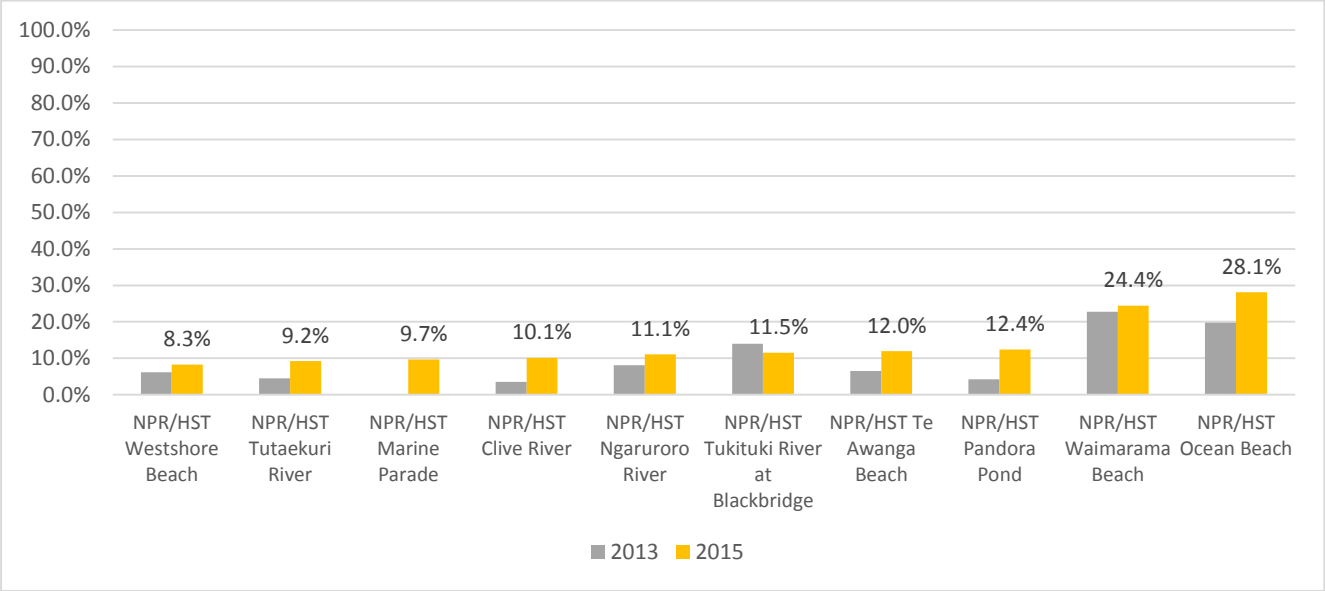


(n=176 Note: responses may exceed 100% owing to multiple responses to this question)

As presented in Chart 16 above: Westshore Beach, Pandora pond, Waimarama beach and the Tutaekuri River were again among the most commonly mentioned open water sources regularly used by Napier residents. There has also been a shift to using closer-to-Napier-Central sources with the Marine Parade and Hardinge Road beaches high in the ratings.

Top 10 regularly used open water sources – Hastings Residents

Chart 17 Hastings: Top 10 regularly used open water sources

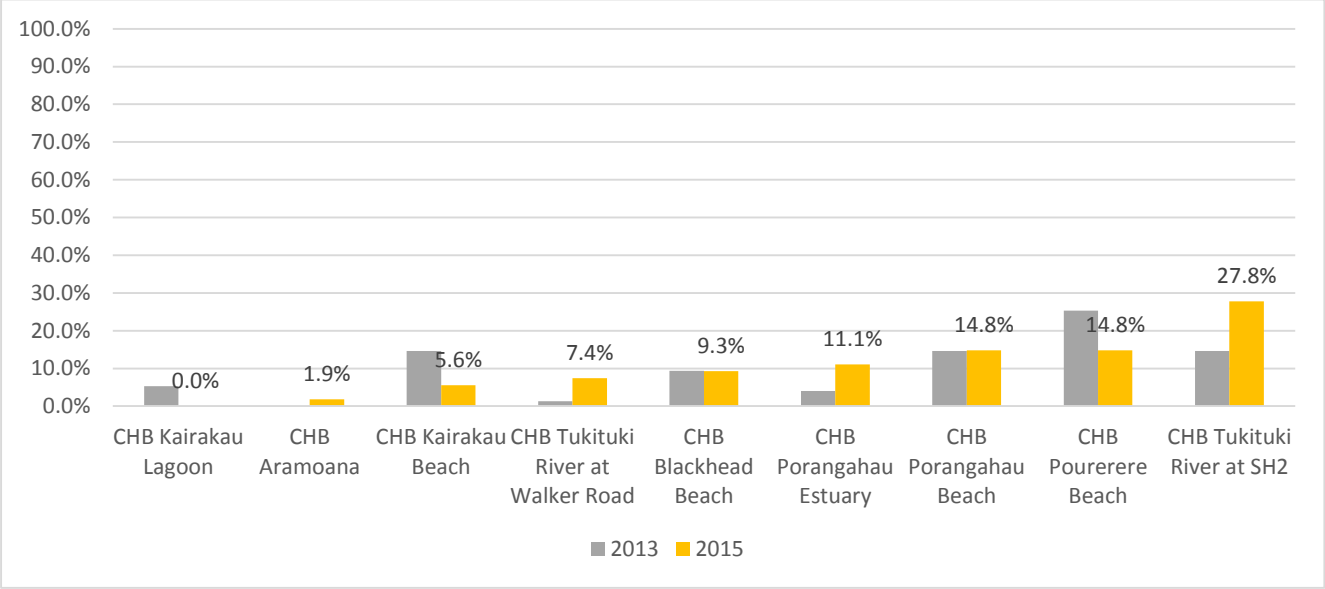


(n=217 Note: responses may exceed 100% owing to multiple responses to this question)

As presented in Chart 17 above: Waimarama and Ocean Beaches were again the most popular for Hastings residents. While the Tukituki river at Blackbridge retained its popularity, sites such as Pandora Pond and the Marine Parade showed the biggest increases in preference, and further relatively big gains were made by Te Awanga Beach, the Clive River, and to a lesser extent, the Ngaruroro River. These changes suggest that compared to 2013, Hastings residents in 2015 were more prepared to use recreational water sources a little closer to home.

Top 10 regularly used open water sources – CHB Residents

Chart 18 CHB: Top 10 regularly used open water sources



(n=54 Note: responses may exceed 100% owing to multiple responses to this question)

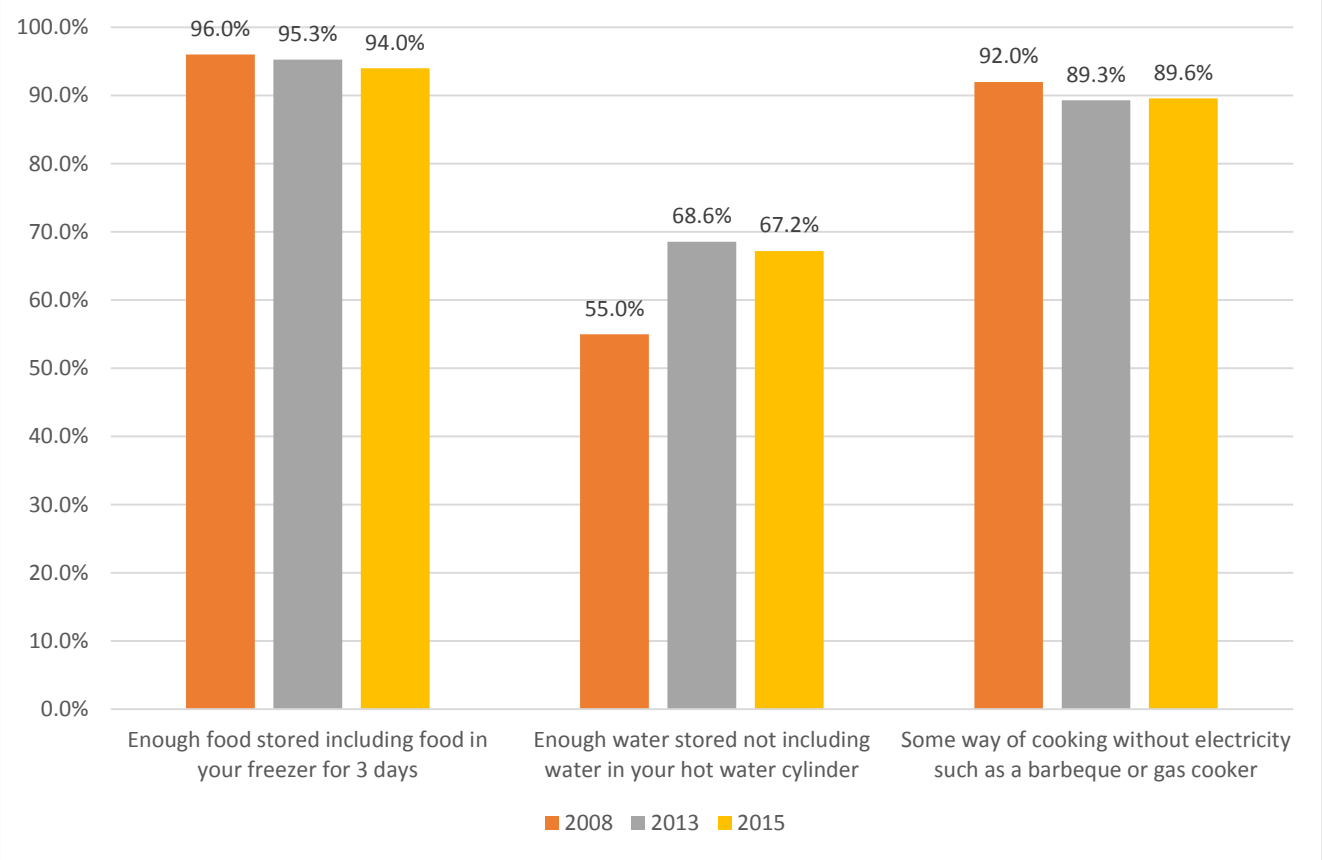
As presented in Chart 18 above: The Tukituki River at SH2 was the most commonly mentioned open water source regularly used by CHB residents, rising from 4th most popular in 2013. Pourerere Beach's popularity fell by about the same amount that the Tukituki River at SH2 rose, and Porangahau Beach were 2nd and 3rd respectively. Porangahau Estuary was 4th after more than doubling its popularity. 5th place in 2013 Kairakau beach more than halved its following. Note that the sample size is small for making this sort of comparison.

Section Five: Civil Defence emergency preparedness

Natural hazards: Food, water and cooking preparedness

Respondents were asked *"Thinking about possible natural hazards, such as earthquakes & floods that could occur in Hawke's Bay please indicate with a Yes or No, if you and your family have enough of the following to cope for at least 3 days on your own.* Food, water and cooking preparedness were measured.

Chart 19 Natural hazards: Food, water and cooking preparedness



(2015 n=500)

As presented in Chart 19 above: Across all respondents high provision levels were recorded with 94% of respondents having *enough food stored including in your freezer for three days*; 89.6% of respondents had *some way of cooking without electricity*; and the percentage who had *enough water stored not including water in your hot water cylinder* was lower with 67.2% stating they did. These results are similar to the 2013 findings.

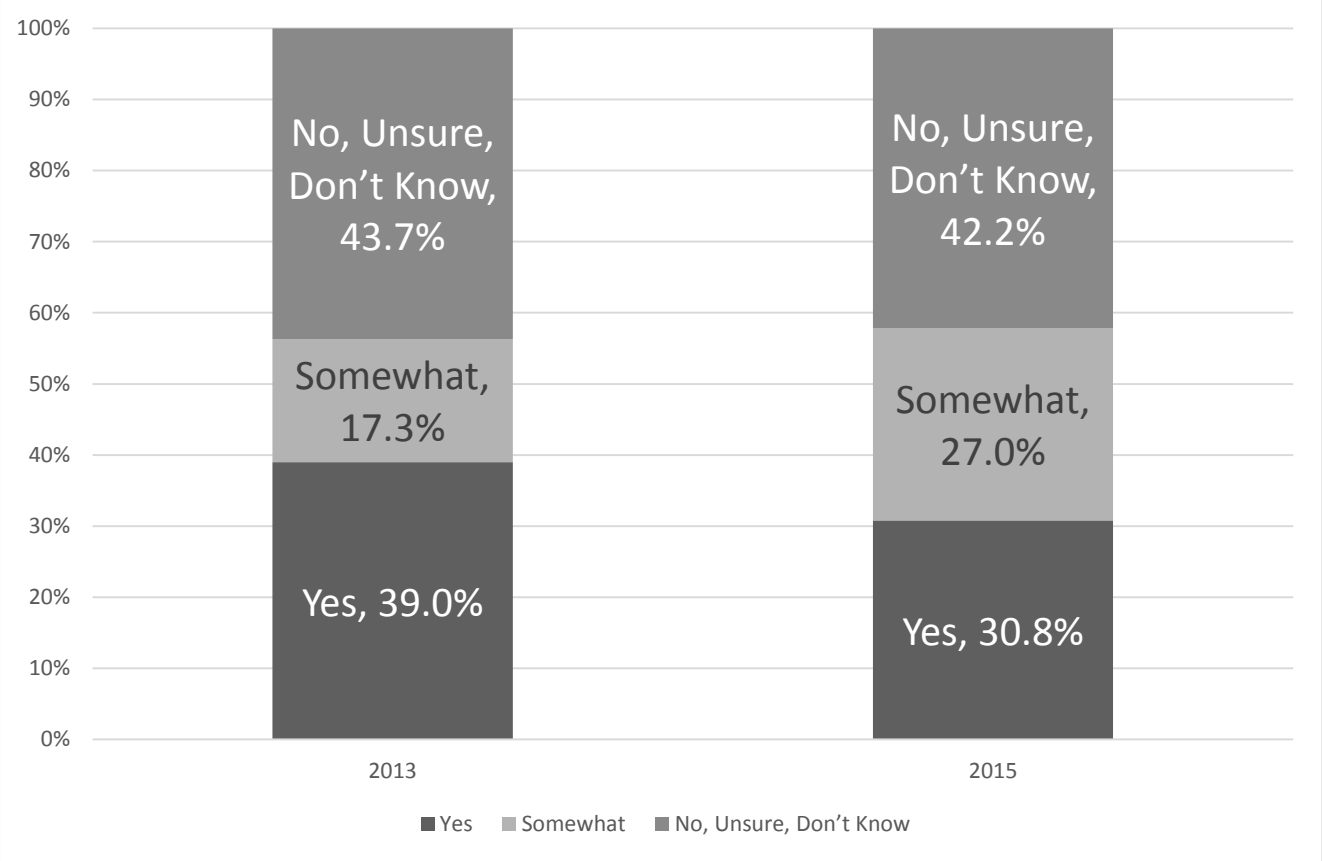
CHB residents were far less likely to have an alternative means of cooking than other regions, as were Non-ratepayers, Females and both younger and older residents.

Anecdotal comparisons with 2008 findings indicate similar levels of preparedness in terms of food and cooking and an increase in drinking water preparedness in 2013 which remains the case in 2015.

Household emergency plan and check list preparedness

Respondents were asked *"Thinking about PREPARING for natural hazards, has your household completed a household emergency plan and check list?"* Yes, no (including unsure, don't know) or somewhat responses were recorded.

Chart 20 Household emergency plan and check list preparedness



(2015 n=500)

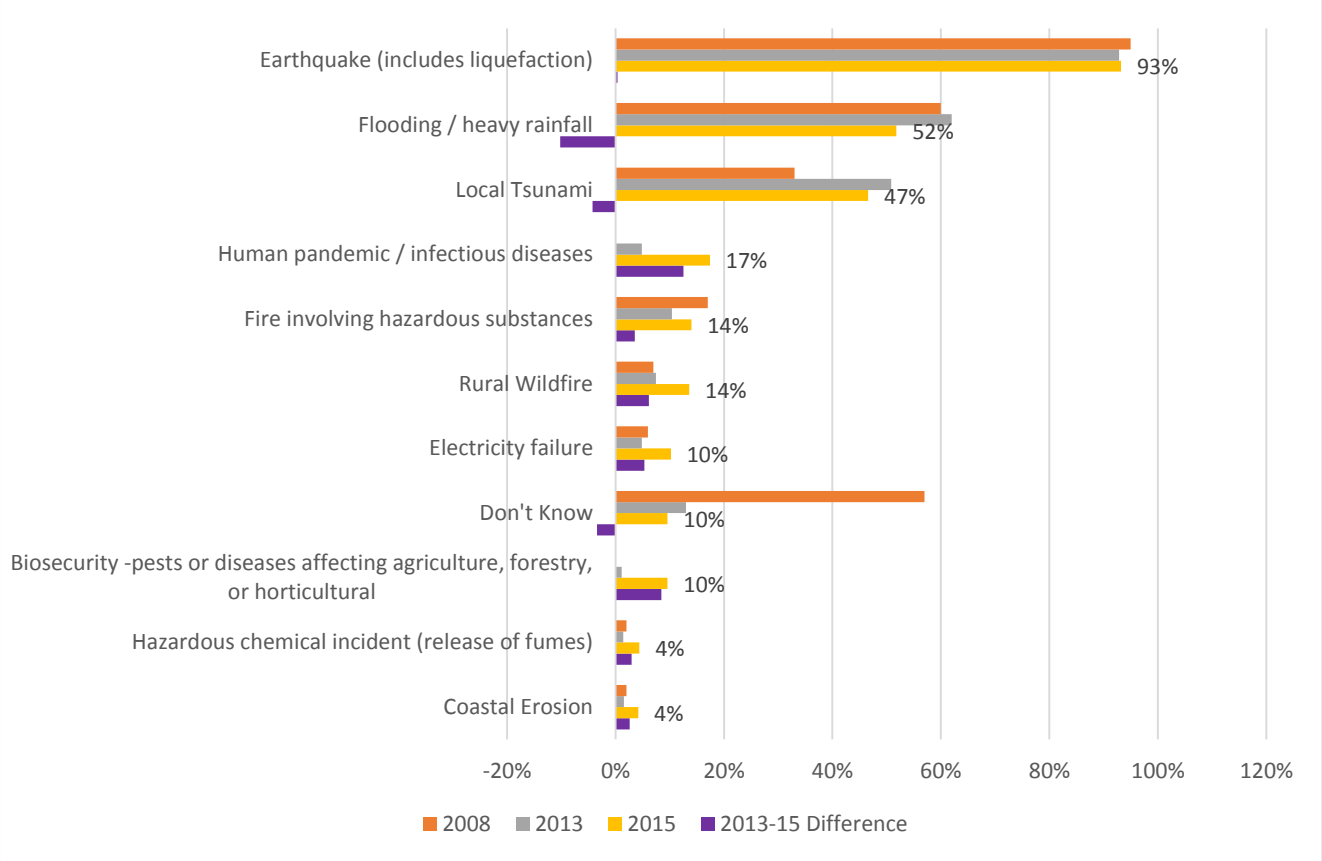
As presented in Chart 20 above: Across all respondents 42.2% (43.7% in 2013) had not completed a household emergency plan and checklist, while 57.8% (56.3%) had either completed or somewhat completed one. While these results are similar to the 2013 survey, the rate of **partial** completions was significantly higher, and hence the rate of **complete** emergency plans lower in 2015.

Wairoa residents with 52% saying they had a household emergency plan were significantly better organised in this respect than the other regions (that all had just under 30% with plans).

Top three possible disasters/threats in Hawke's Bay

Respondents were asked *"If you were to list THREE possible disasters or threats specific to Hawke's Bay that would cause concern to your safety or create a risk to your livelihood what would they be?"* No prompt was offered.

Chart 21 Top three possible disasters/threats in Hawke's Bay



(2015 n=500 Note: responses may exceed 100% owing to multiple responses to this question)

As presented in Chart 21 above: The threat or disaster most recalled by respondents was *Earthquake*, with 93% of respondents listing this as one of the three primary risks to Hawke's Bay people. As in 2013 the second most recalled threat was *Flooding/heavy rainfall*, followed closely by *Local Tsunami*. The biggest difference from 2013 was where concern about *Human pandemic/ infectious diseases* has increased from a 5% mention rate to 17% in 2015.

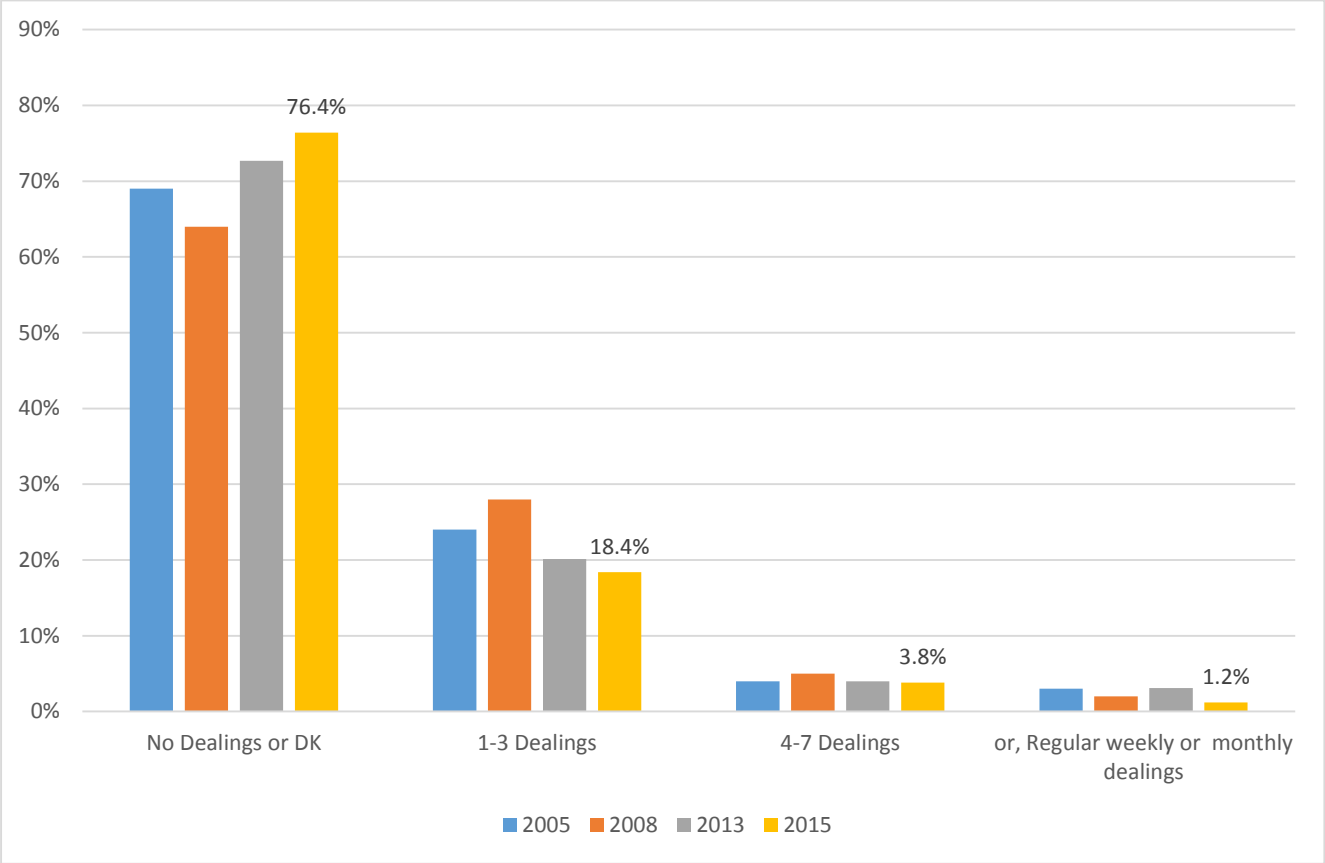
Anecdotal comparison with 2008 findings show similar results in terms of top 3 natural hazards but with an increase in concerns regarding local tsunami which has stabilised in 2015. Comparison against 2008 findings were made by aggregating 1st, 2nd and 3rd response charts.

Section Six: Dealing with HBRC

Contact with HBRC staff in past 12 months

Respondents were asked *"In the last 12 months, how often would you have had direct dealings or contact with Regional Council staff?* No prompt was offered, responses were recorded using pre-determined response sets.

Chart 22 Contact with HBRC staff in past 12 months



(2015 n=500)

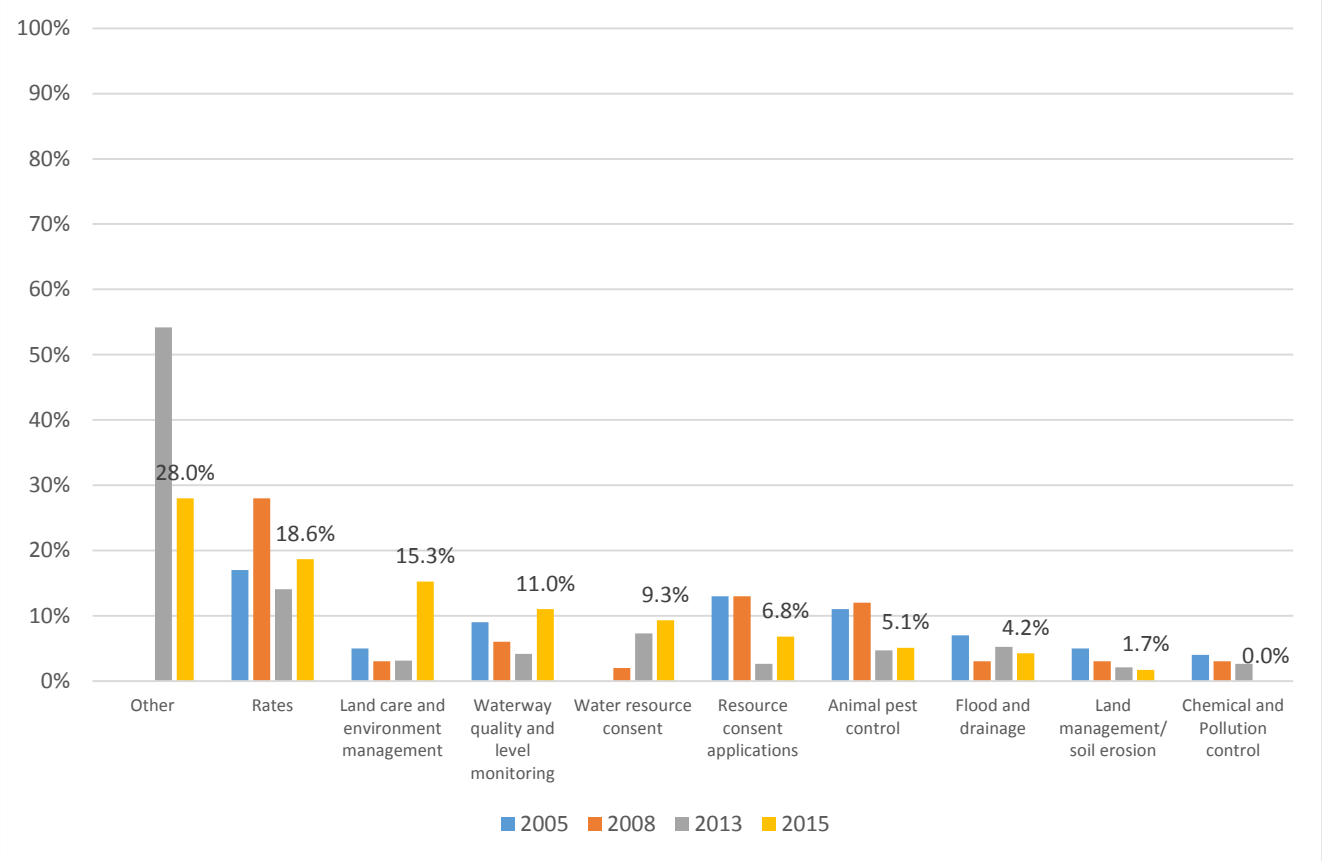
As presented in Chart 22 above: Across all respondents most (76.4%) have had *No Dealings or DK (don't know)* with HBRC in the last 12 months. In general the more frequent the dealings with HBRC the lower the percentage.

Anecdotal comparisons with 2008 and 2005 findings indicate the level to which residents have dealt with HBRC is decreasing over time.

Most recent dealing with the HBRC

Respondents indicating they had a direct dealing with the HBRC in the past 12 months were then asked *"What was your MOST RECENT dealing with the Regional Council about?"* No prompt was offered, responses were recorded using pre-determined response sets.

Chart 23 Most recent dealing with the HBRC



(2015 n=118)

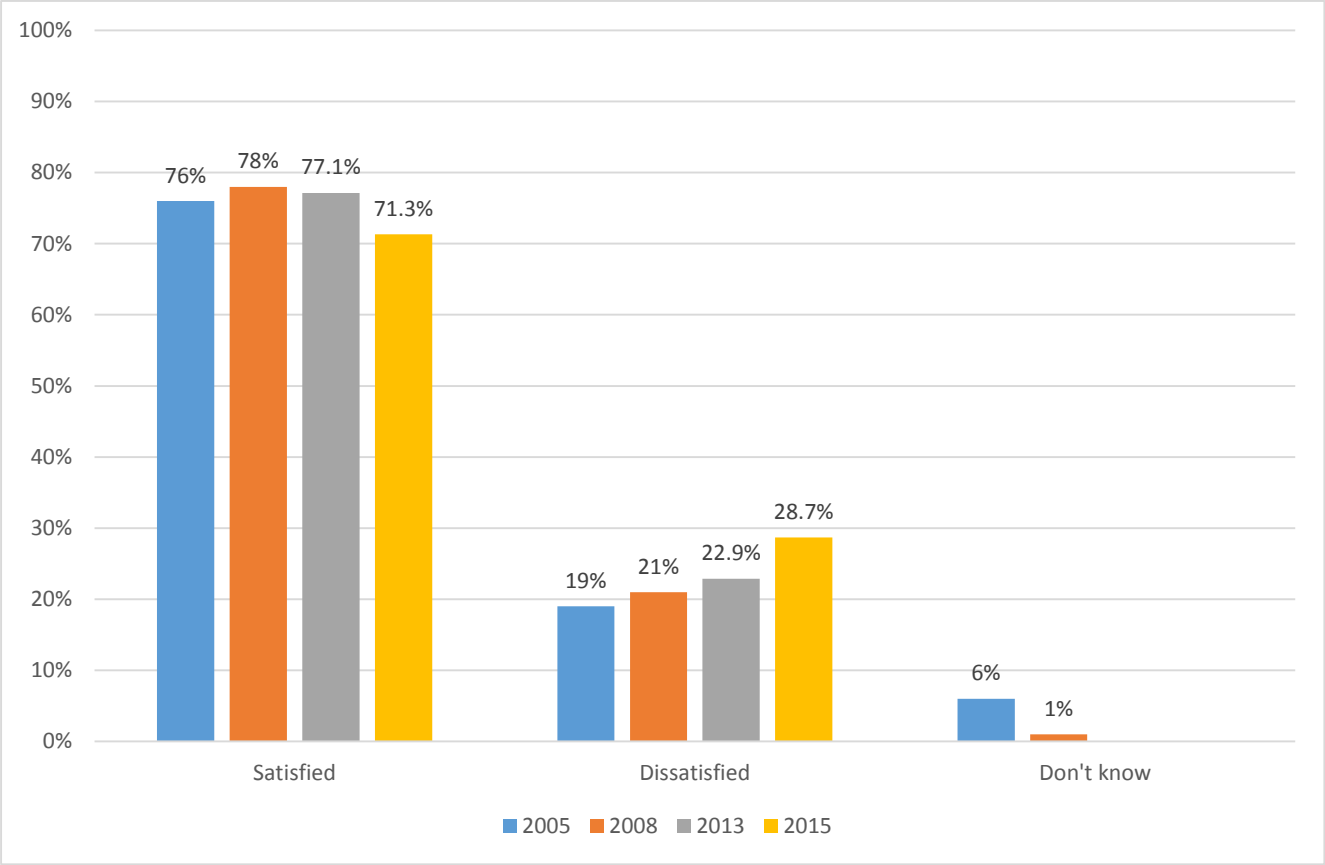
As presented in Chart 23 above: Of those respondents who said they had a direct dealing or contact with HBRC in the past 12 months, response rates varied a lot. The most cited purpose was *Other* at 28% (well down from 54.2% in 2013). This was followed by *Rates* at 18.6%, *Land care and environment management* at 15.3% (well up from 3 to 5% in previous years) and *Waterway quality and level monitoring* at 11% (again well above the average 6.4% of previous surveys).

Other responses for this question are presented in Chart 45 in the Appendix on page 50.

Satisfaction with the way the HBRC dealt with the matter or inquiry

Respondents indicating they had a direct dealing with the HBRC in the past 12 months were then asked *"How satisfied or dissatisfied were you with the way the Regional Council dealt with this matter or inquiry?"* A five point Likert scale was used to collect satisfaction levels.

Chart 24 Satisfaction with HBRC handling of issue



(2015 n=115)

As presented in Chart 24 above: Of those respondents who had a direct dealing or contact with HBRC in the past 12 months, 71.3% were *Somewhat to Very satisfied* with the way it was dealt with; 28.7% were *Somewhat* to *Totally dissatisfied*. These differences are not statistically significant even though the results appear on the surface to be worse than in 2013.

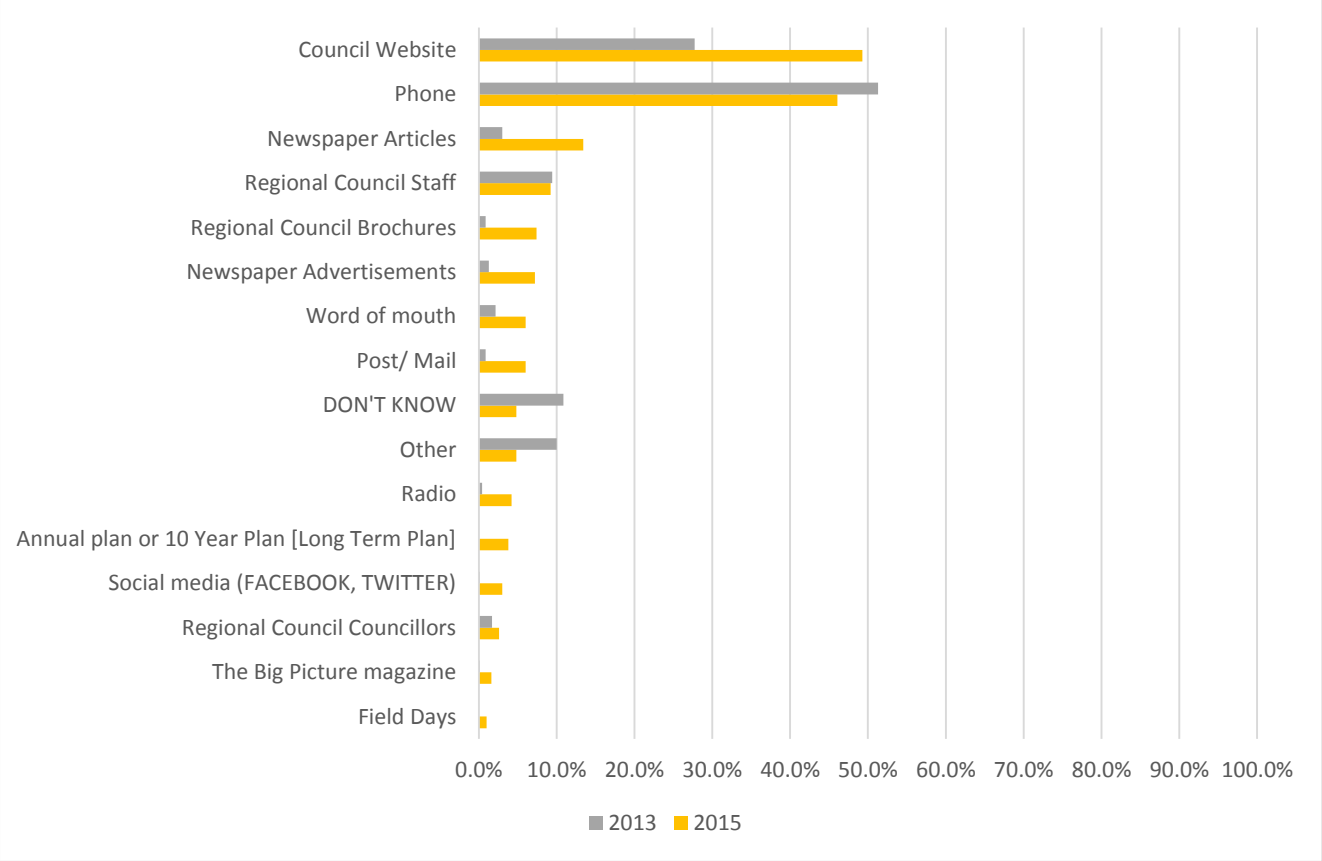
Anecdotal comparisons with 2008 and 2005 data indicates similar satisfaction results. Note: 2013 used a five point Likert scale to account for "middle" responses and no "don't know" responses were collected in 2013.

Section Seven: HBRC Communications

HBRC related issue information sources

Respondents were asked *"If you needed to know about a Regional Council related issue, how would you find out about it?"* No prompt was offered.

Chart 25 Finding out about a HBRC related issue



(2015 n=500)

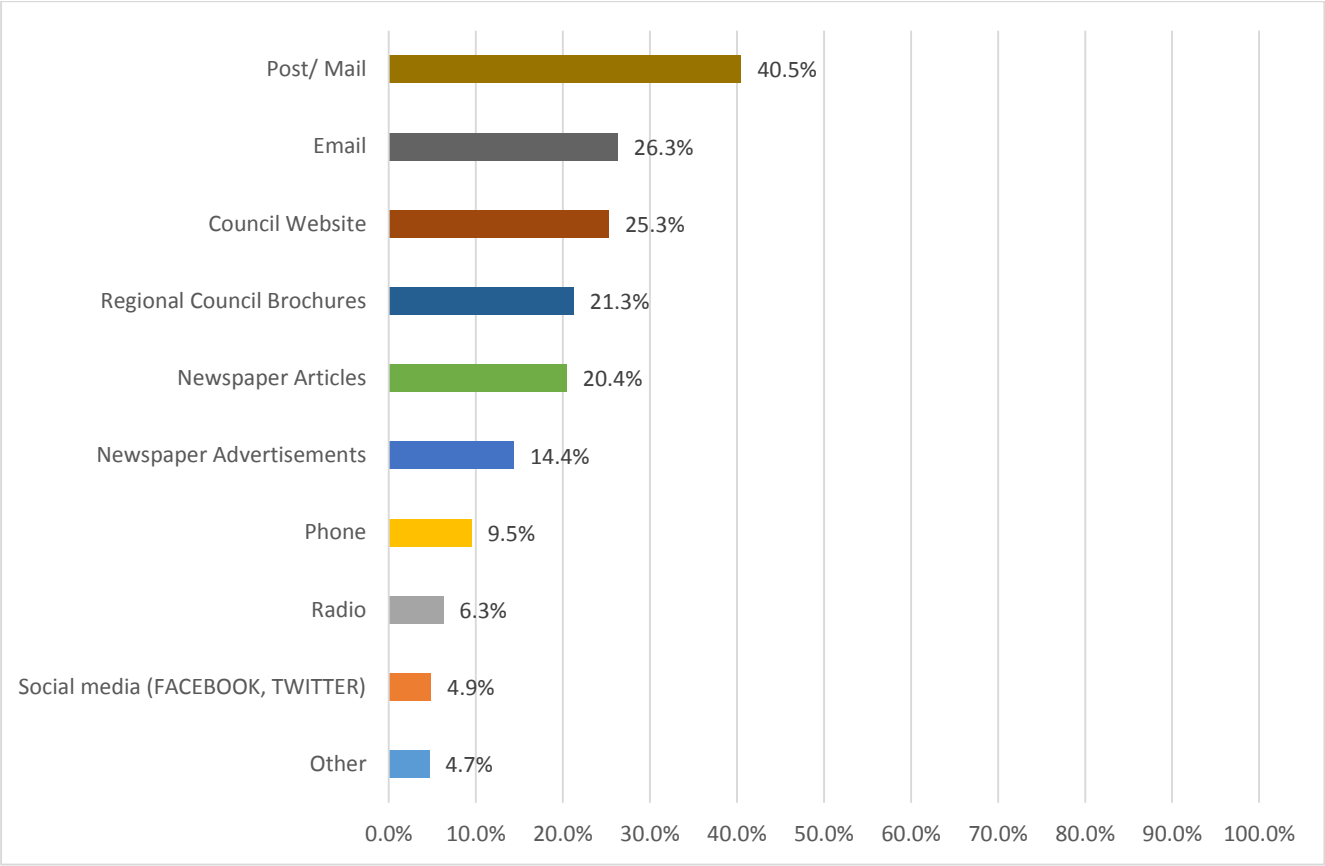
As presented in Chart 25 above: In 2015 there was a change from 2013 when if respondents were wanting to know more about a HBRC related matter, the majority would *Phone* (51.3%) and 27.7% would go to the *Council Website*. In 2015 the most popular response at 49.3% was to go to the *Council website* although *Phone* was still a popular option at 46.1%. There appeared to be a lot more interest in HBRC matters in general in 2015 compared to 2013. The graph shows relatively big increases in *Newspaper articles, Regional Council brochures, Newspaper advertisements, Word of mouth, Post/ mail,* and even *Radio* for finding out about HBRC related issues.

Across respondents who stated *Other* these methods included: *go in to Council*, *ask family/friend* and *Google/internet*. *Other* responses for this question are presented in Chart 43 in the Appendix below on page 49.

Top 10 best ways for HBRC to communicate

Respondents were asked *"What's the most effective way for the HBRC to communicate information to you?"* No prompt was offered.

Chart 26 Top 10 best ways for HBRC to communicate



(2015 n=500)

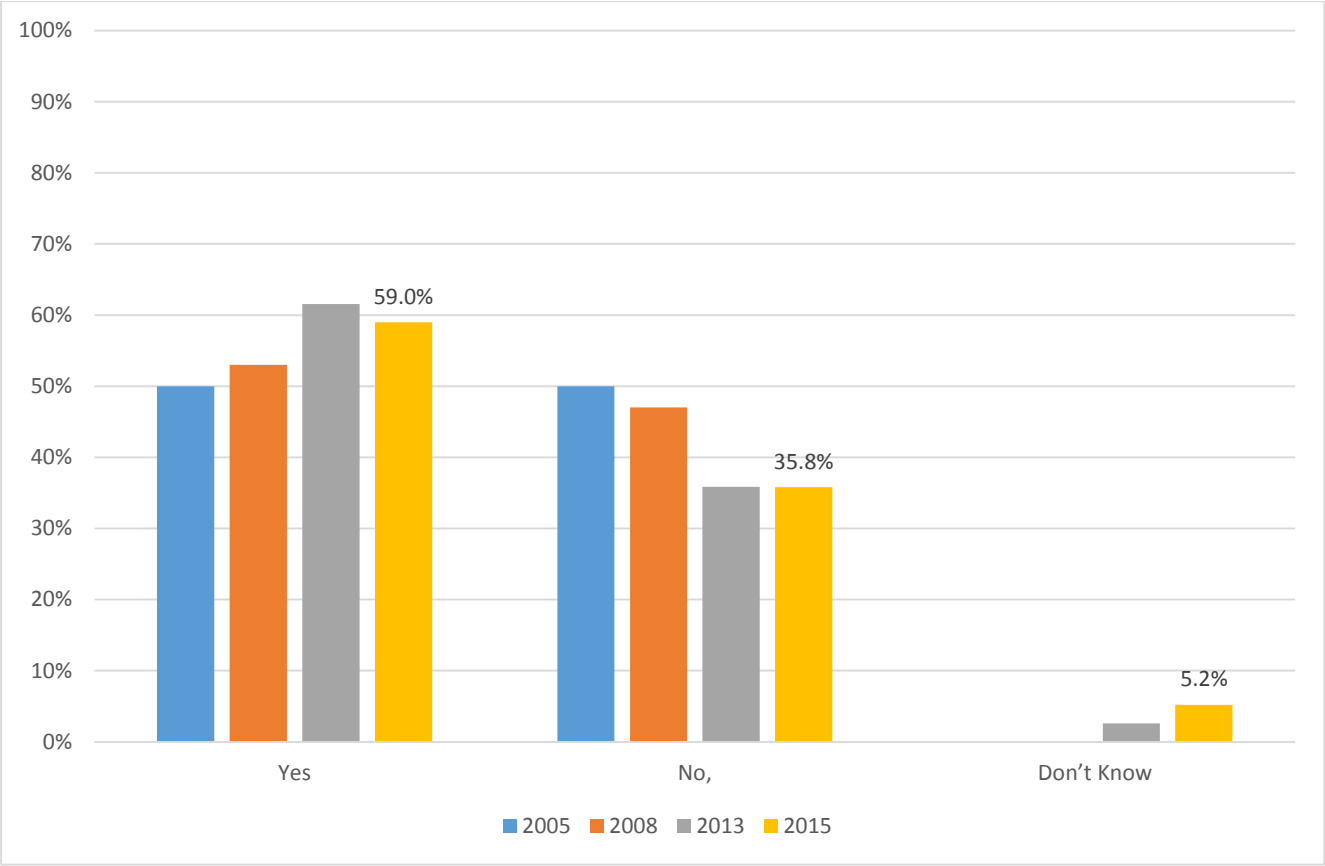
As presented in Chart 26 above: Across all respondents, the most effective way for the HBRC to communicate information to them was, in order of popularity; via *Post/ Mail* (up to 40.5% from 29.5% in 2013). Second was *Email* (up from 4th at 26.3% compared with 14% in 2013), then *Council Website* (25.3%), *Regional Council Brochures* (21.3%), *Newspaper Articles* (20.4%). *Phone*, which had been the 2nd most preferred method in 2013 was 7th (down from 22% to 9.5%), even outranked by *Newspaper Advertisements* at 14.4%.

Napier and Hastings residents had a greater preference for email than the other regions, while the youngest age group (18 – 39) were less likely to favour the Annual Council Brochure. The young ones are much more likely to use Facebook than other age groups, while the 40 – 64 year-olds prefer *Post/ Mail* and the older reseidents are the biggest *Phone* users.

"Our Place" magazine recollection

Respondents were asked *"Do you recall receiving a copy of Hawke's Bay Regional Council's magazine, called "Our Place", delivered to your home several times a year?.* Yes, no or don't know responses were recorded.

Chart 27 Recollection of "Our Place"



(2015 n=500)

As presented in Chart 27 above: Across all respondents 59% recalled receiving "*Our Place*" at their home.

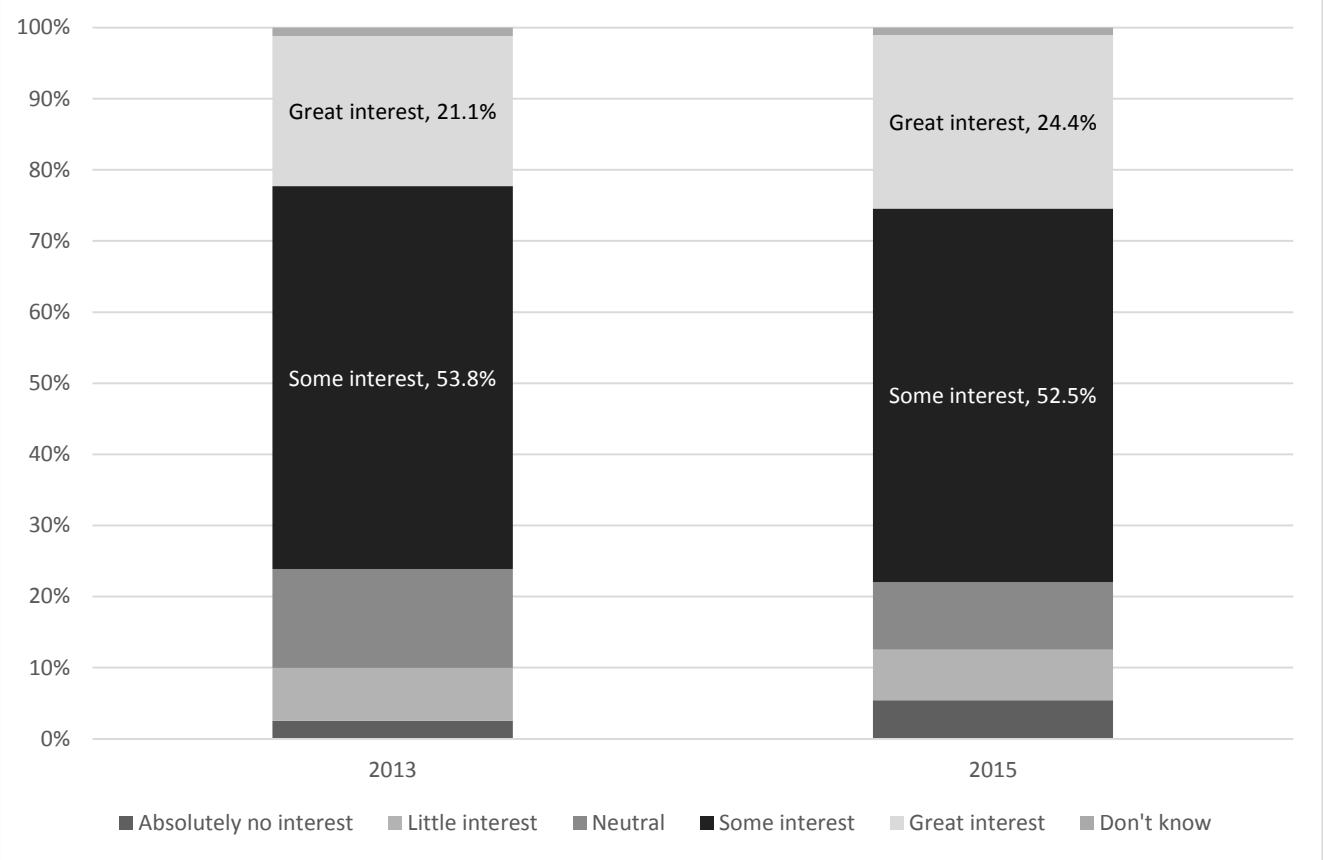
Anecdotal comparison with 2008 and 2005 findings indicated an increase in recollection by residents of the HBRC "Our Place" magazine. Note: *Don't know* results were aggregated in 2008 and 2005 years therefore cannot be presented for comparisons.

Statistically significant variations in responses according to *Region*, *Ratepayer* status, and *Age*. Recall of receiving *Our Place* was less in Wairoa (40%) than in the other locations (all around 60%); *Ratepayer*s (60%) recall was around one and a half times the rate for *Non-ratepayers*; and *Young*er respondents at 40% recalled "Our Place" less frequently than the older age groups (60% plus).

Content rating for HBRC "Our Place"

Respondents were asked *"How would you rate the content of the HBRC "Our Place".* A five point Likert scale was used to collect interest levels.

Chart 28 Content rating of "Our Place"



(2015 n=295)

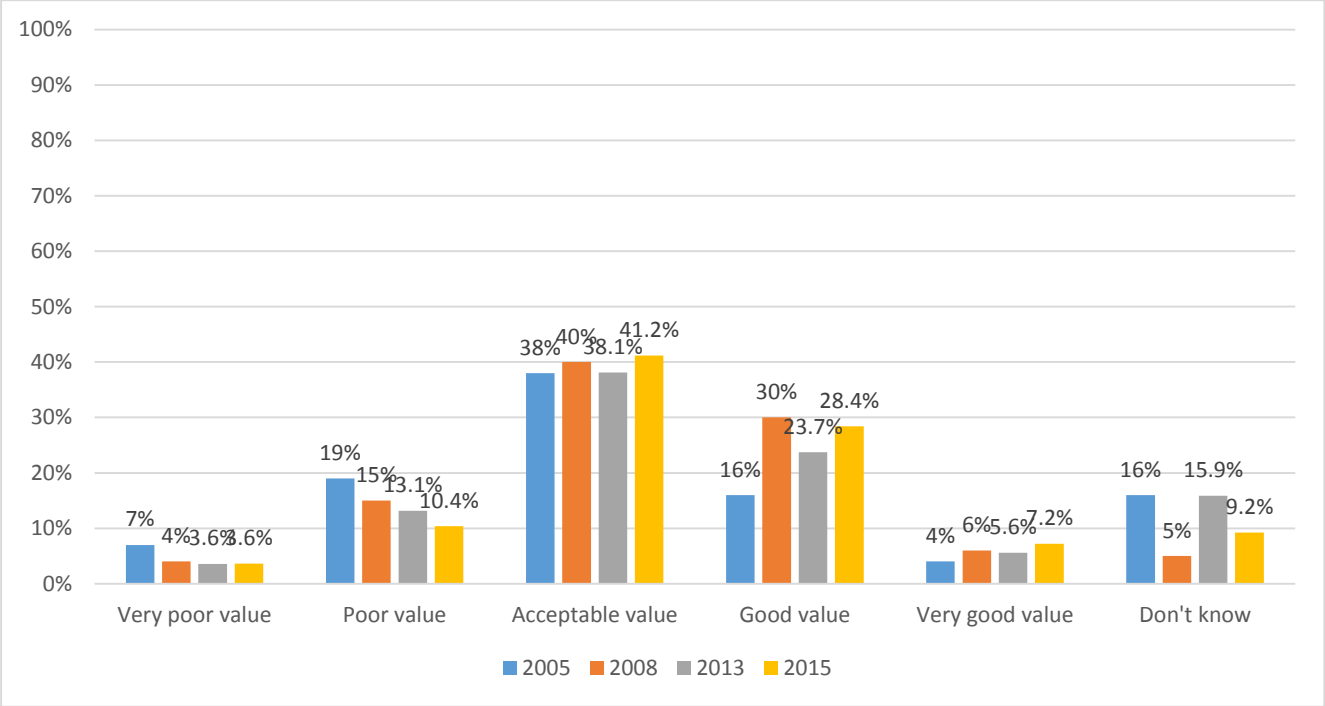
As presented in Chart 28 above: Across all respondents who recalled receiving a copy of "Our Place", 52.5% stated the content was of *some interest* to them. A further 24.4% stated it was of *Great interest*. Those that stated *absolutely no* or *little interest* totalled 12.5% of all responses. These results were little different from those in the 2013 survey.

Section Eight: Final thoughts

Perceived value of services from HBRC rates

Respondents were asked *"Overall how would you rate the value of the services you receive from your HBRC rates".* A five point Likert scale was used to collect value levels.

Chart 29 Value of services from HBRC rates



(2015 n=500)

As presented in Chart 29 above: Across all respondents, 41.2% (38.1% in 2013) stated they receive *Acceptable value* from their HBRC rates. A further 28.4% (23.7%) said they received *Good value* and 7.2% (5.6%) *Very good value*. In the 4 surveys analysed the HBRC appears to be getting better satisfaction ratings over time. Respondents who stated *Poor value* or *Very poor value* totalled 14% of all responses.

There were statistically significant differences between the survey segments. Wairoa residents gave the lowest satisfaction ratings with 8.3% (1 in 12) saying *Very poor value* and a further 25% saying *Poor value*. Napier residents were the most satisfied with only 6.7% giving ratings below *Acceptable* and over 40% saying *Good* or *Very good*. CHB residents were the most polarised with nearly one quarter giving ratings below *Acceptable* and 40% above *Acceptable*. 27.5% of *Non-ratepayers* did not offer an opinion regarding satisfaction.

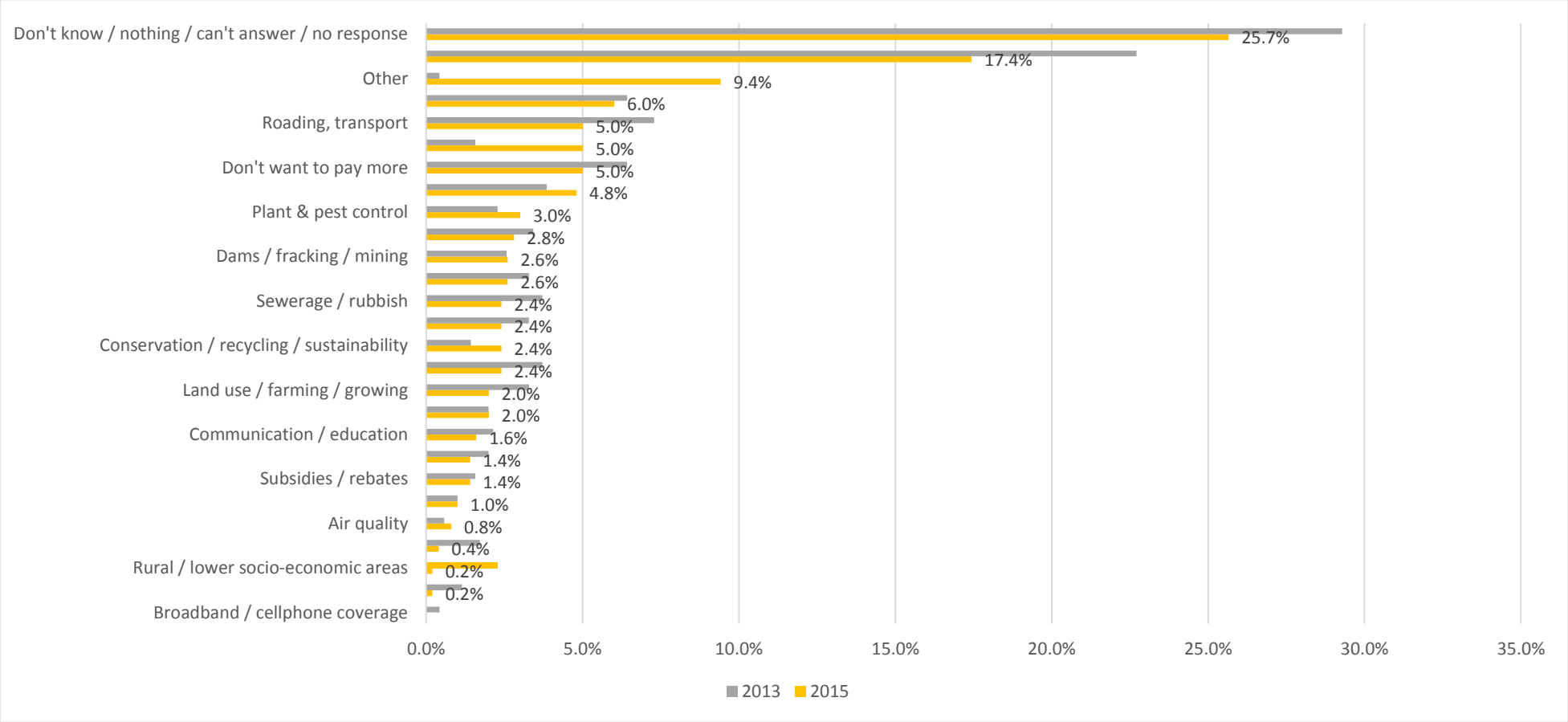
Reasons for rating were as follows:

1. Of the 18 respondents stating they receive **very poor value** from their HBRC rates, reasons given include *Unhappy/Dissatisfied/Can improve* (6 respondents), *Don't know or see what they do* (4 respondents), *Lack of services* (3) and *Concern about expenditure* (3).
2. Respondents stating they receive **poor value** (52 in total) from their HBRC rates gave reasons including *Unhappy/Dissatisfied/Can improve* (15 respondents), *Don't know or see what they do* (13 respondents) and *Concern about expenditure* (12)
3. For respondents stating they receive **acceptable value** (206 residents) from their HBRC rates, reasons given include *No problems/OK/satisfied* (62 respondents), *Other* (27 respondents), *Don't know or see what they do* (25 respondents) and *Good/happy/they try* (17 respondents).
4. Of the 142 respondents stating they receive **good value** from their HBRC rates, reasons given include Good/happy/they try (56 respondents), No problems/OK/satisfied (29 respondents), Affordable for services provided (21 respondents).
5. There were 36 respondents who stated they received **very good value** from their HBRC rates. Reasons given include Good/happy/they try (16 respondents), Affordable for services provided (8 respondents) and No problems/OK/satisfied (7 respondents). *Refer to Chart 44 in the Appendix on page 49 for all reasons.*

HBRC service wish list

Respondents were asked *"if you could afford to pay more HBRC rates and you had a wish list, what would you like to see the extra money spent on?"* Open ended responses were recorded then categorised.

Chart 30 HBRC service wish list



(2015 n=500)

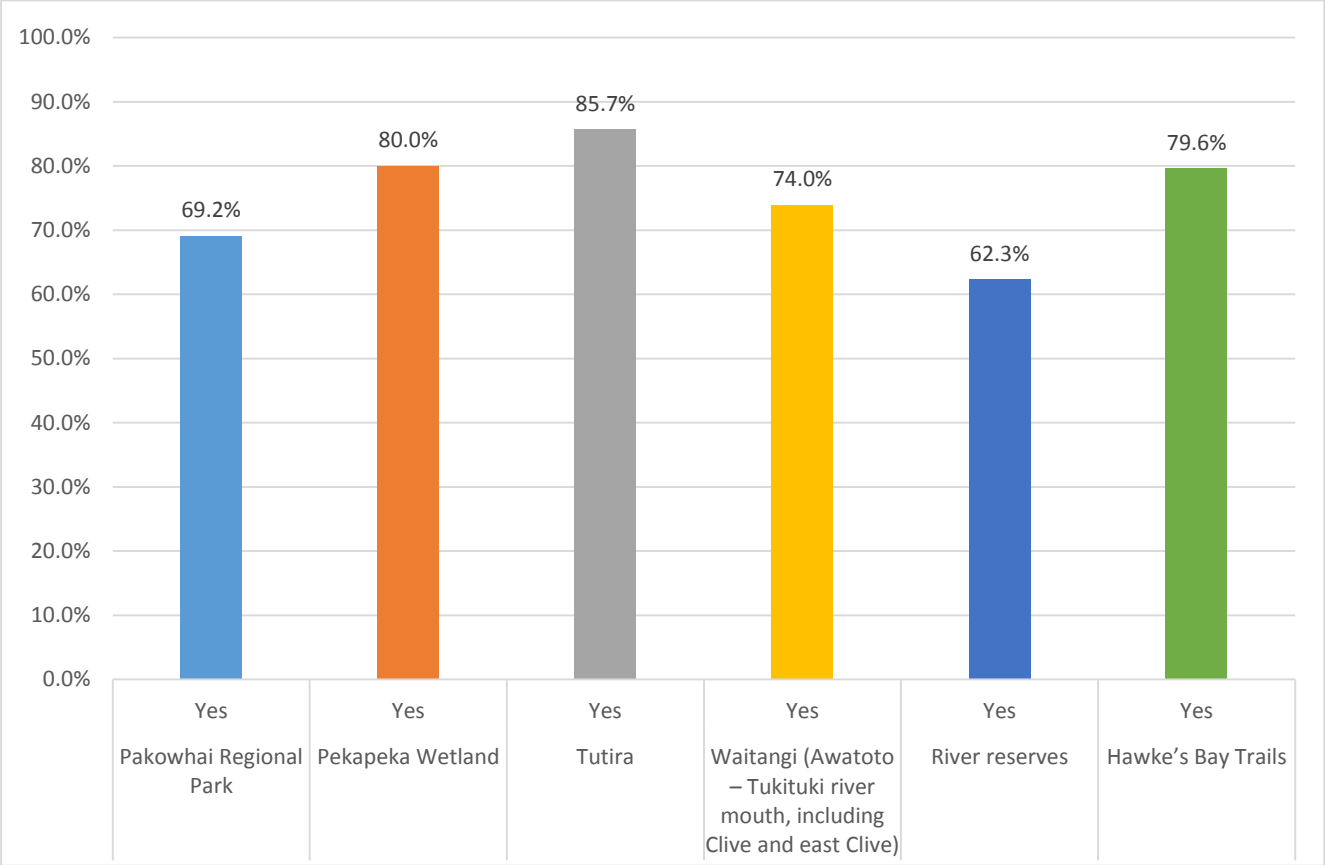
As presented in Chart 30 above: Across all respondents, when asked if they could afford to pay more HBRC rates and had a wish list, 25.7% stated *No response/don't know*. A further 17.4% stated *Water issues*. *Other* responses were well up at 9.4% (from 0.4% in 2013), with *Parks/reserves/planting/habitat* (6.0%) the only other response with a rate over 5%.

Section Nine: Regional Parks

Regional Parks

Respondents were asked *"Which of the following HBRC managed regional parks, community parks or open spaces are you aware of?"* A choice of yes or no was available for each regional park.

Chart 31 Regional Park Awareness



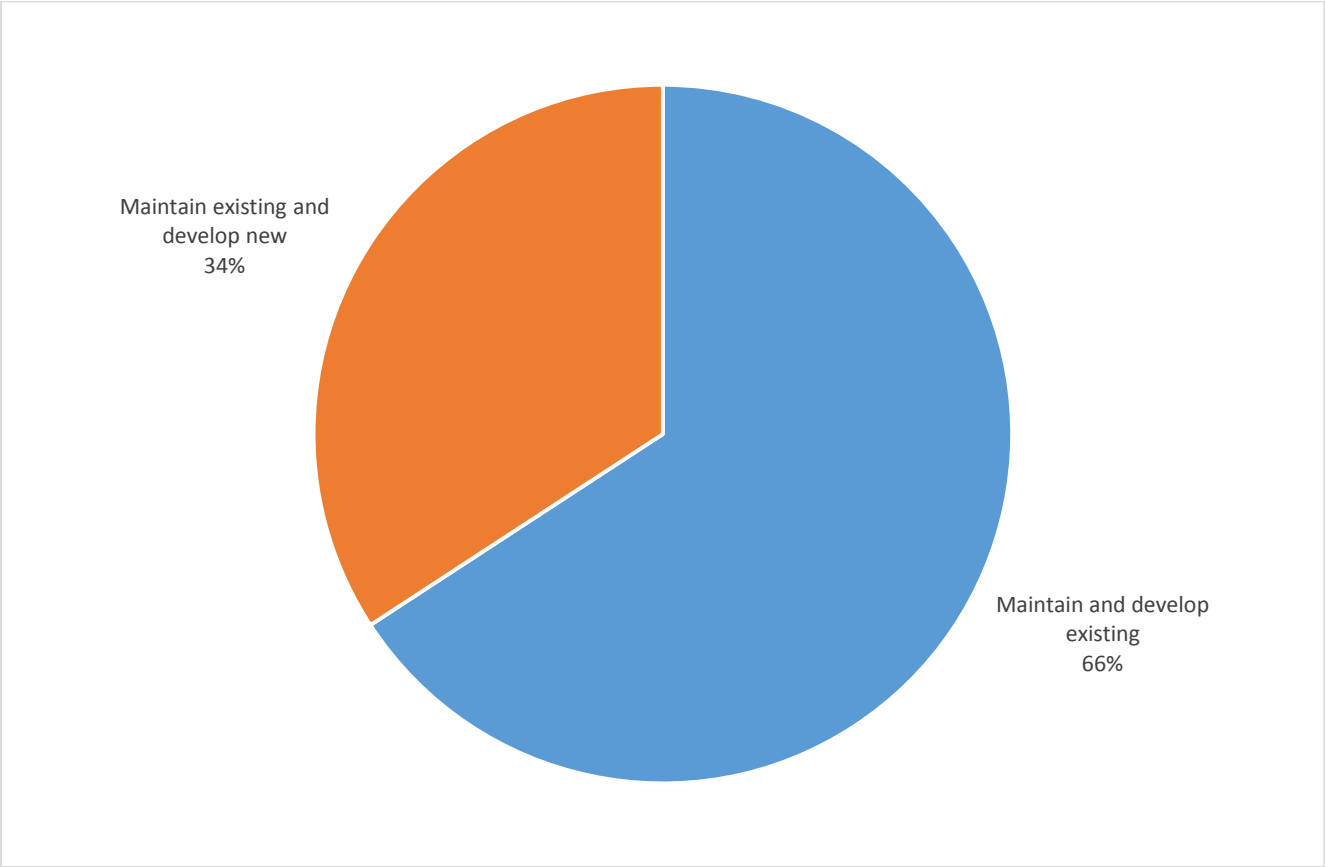
(2015 n=500)

As presented in 36 above: Across all respondents *Tutira* (85.7%) was the most and *River reserves* (62.3%) were the least well known of the options given. As expected there were regional differences with the parks in closest proximity being better known than others, although there were no such differences regarding Tutira which was very well known to all regions.

Regional Park options

Respondents were asked *"Thinking about regional parks, would you prefer further development of existing parks or the council acquiring new parks in your area?"* One of two choices was offered.

Chart 32 Regional Park options



(2015 n=500)

As presented in Chart 32 above: Twice as many respondents (66%) were in favour of maintaining and developing existing regional parks compared to those who supported new ones (34%).

Appendix

Supplementary charts

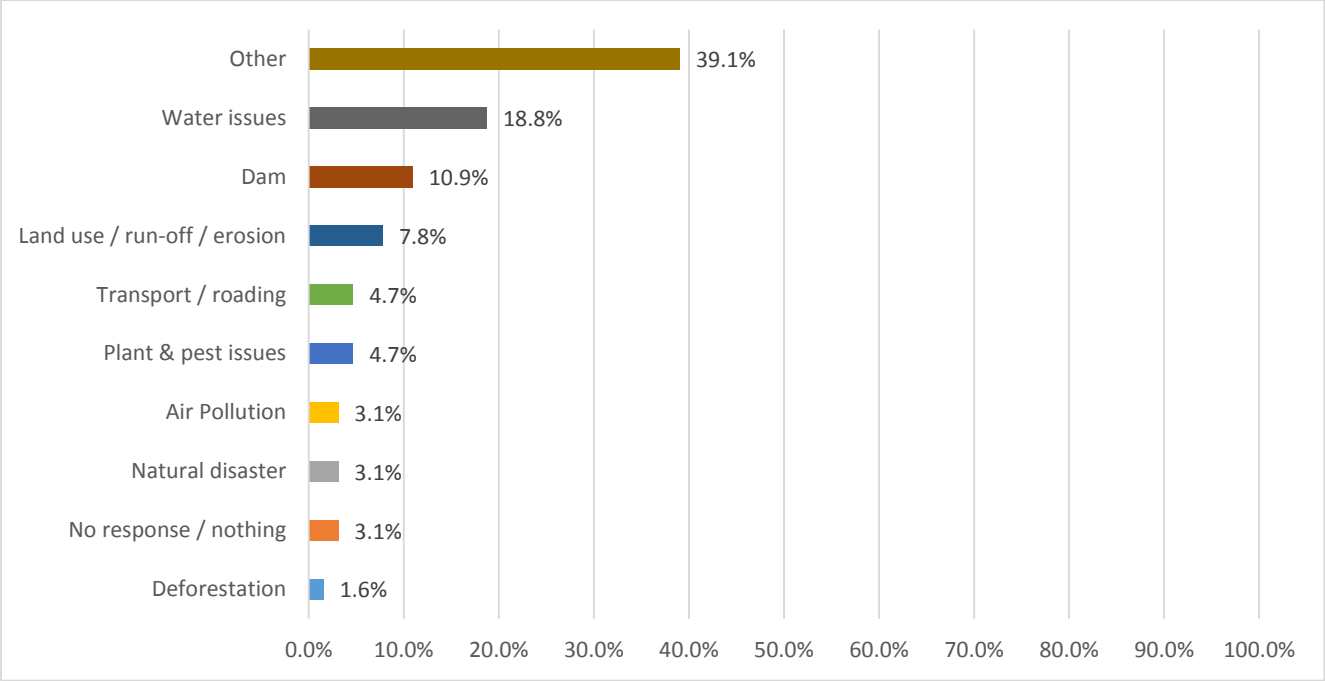
"Other"Percieved main role/s of Hawke's Bay Regional Council

Table 2 "Other"Percieved main role/s of Hawke's Bay Regional Council

Other comments
To keep an overview of the whole HB region and uphold the best interests of the people who live here.
Keeping things ticking over, infrastructure etc.
Resources they can obtain.
Develop regional planning strategies, coordination between local councils, environmental control of activities in the region.
To run our city, keep it clean and tidy, running smoothly.
Keep things clean and tidy.
Bigger department than district council and they make the major decisions.
Managing the regional needs of the Hawkes Bay.
Monitor resources/promote growth.
Provide services around water and soil.
Maintain rivers protect aquifer protect the various soil types.
Keep on doing what they are doing.
Similar to that of the NCC.
Waterways and other things.
Keeping the street nice and things good.
Oversee the district generally re: land health and environmental aspects.
Environmental overview and planning, regional local body covering transport planning, growth, interact with IWI for preservation of resources in HB.
Promote the sustainable utilisation of HB natural resources.
Safe place to live Water Honesty.
Prevent flooding, project work, management of HBRC property.
Managing the regional natural resources such as water, sewerage, and flood protection?
Water and regional development.
Hopefully looking after the interests of the region as a whole urban and rural.
Stay solvent.
Act on behalf of rate payers.
The welfare of the Hawkes bay region.
Protect us from hazards, disasters.
To oversee concerns that relate to Hawkes Bay overall not the regional areas.
Ensure tidy place that promotes healthy living.
Overseeing regional issues.
Resources used properly.
Keep things right and dam.
Urban development.
To represent the people in required /desired/ necessary development, to oversee development that it is beneficial to the region, acceptable effects on the environment. To monitor current use /activity of the environment to ensure no detrimental results.
To protect the area and its resources for the future generations.
Watch dog on rivers & lakes, coastline, rural community facilities.
Governance of region wide resources and mutual investments.
Keeping up with everything we need.
Manage regional affairs.
Maintain port but not sure about the difference between district and regional councils.
To protect the environment for the future, waterways plants and building consents, smoke and waste and erosion.
Conform with the RMA.
Responsible for a lot of things.
Oversee issues/places affecting the whole region.
Keeping order in our community. Not really sure.
Make sure the city runs well.
Taking care of HB region.
Make sure they do what they say they will do.
Putting in cycle trails, looking after waterways.
Protecting and maintaning the assets in the area.
Manage our resources responsibly.
Taking care of the region.
Preserve natural features of the hawkes bay.

Main environmental issue concerns within HAWKE'S BAY "other"

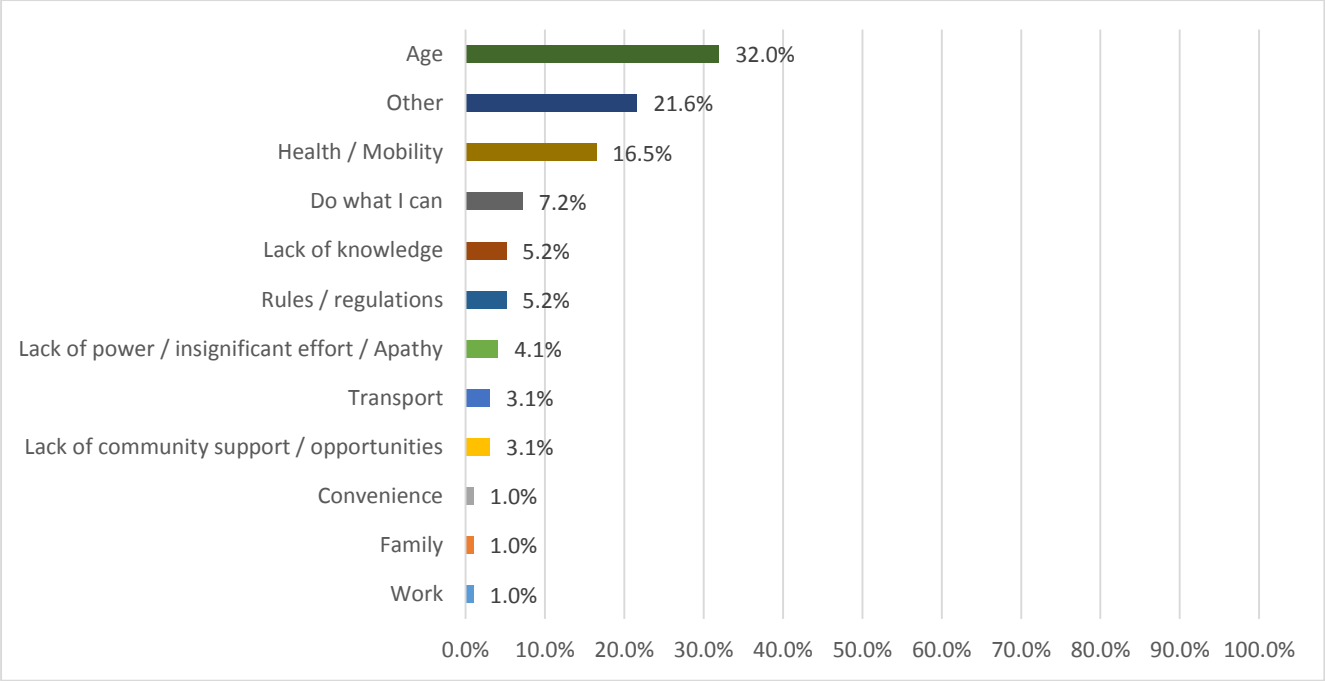
Chart 33 Other top 10 main environmental issues in HB



(2015 n=62)

Other barriers to doing more for the environment

Chart 34 Other barriers to doing more for the environment

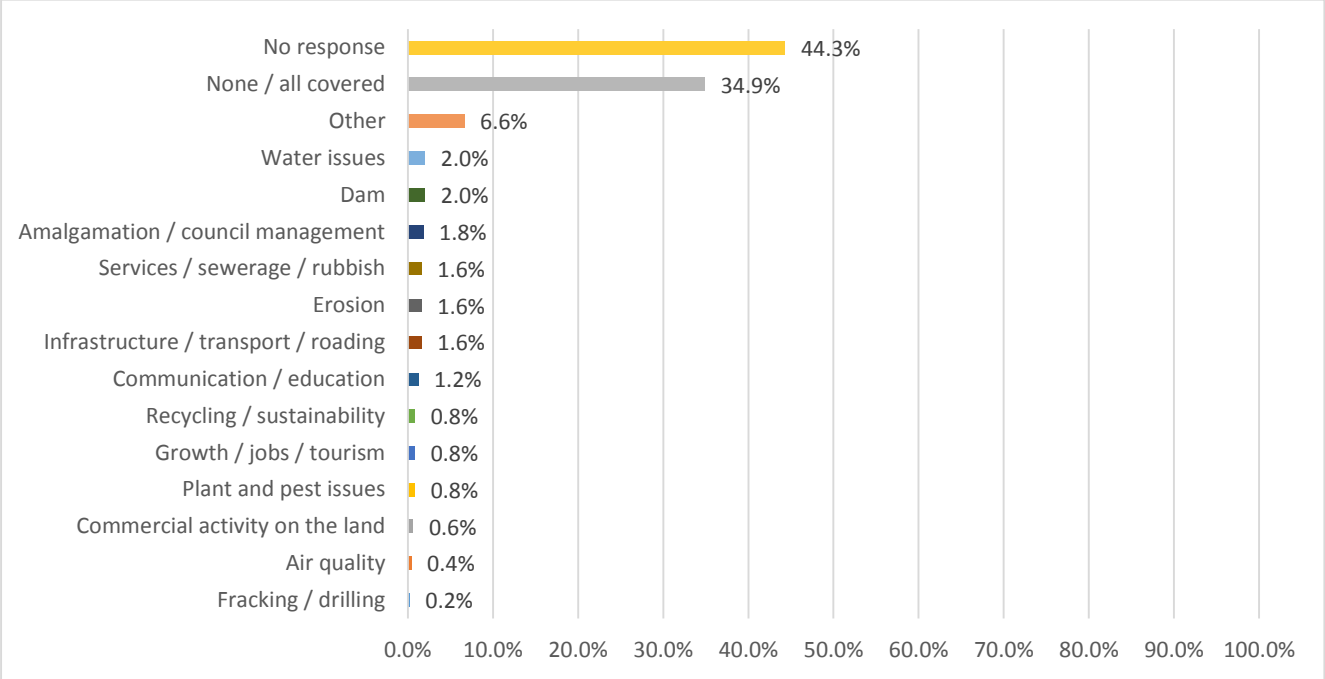


(2015 n=97)

What other matters, if any, do you think are important but not mentioned so far?

Respondents were asked *"What other matters, if any, do you think are important but not mentioned so far?"* No prompt was offered, responses were recorded then categorised.

Chart 35 Other areas of importance 2015



(2015 n=500)

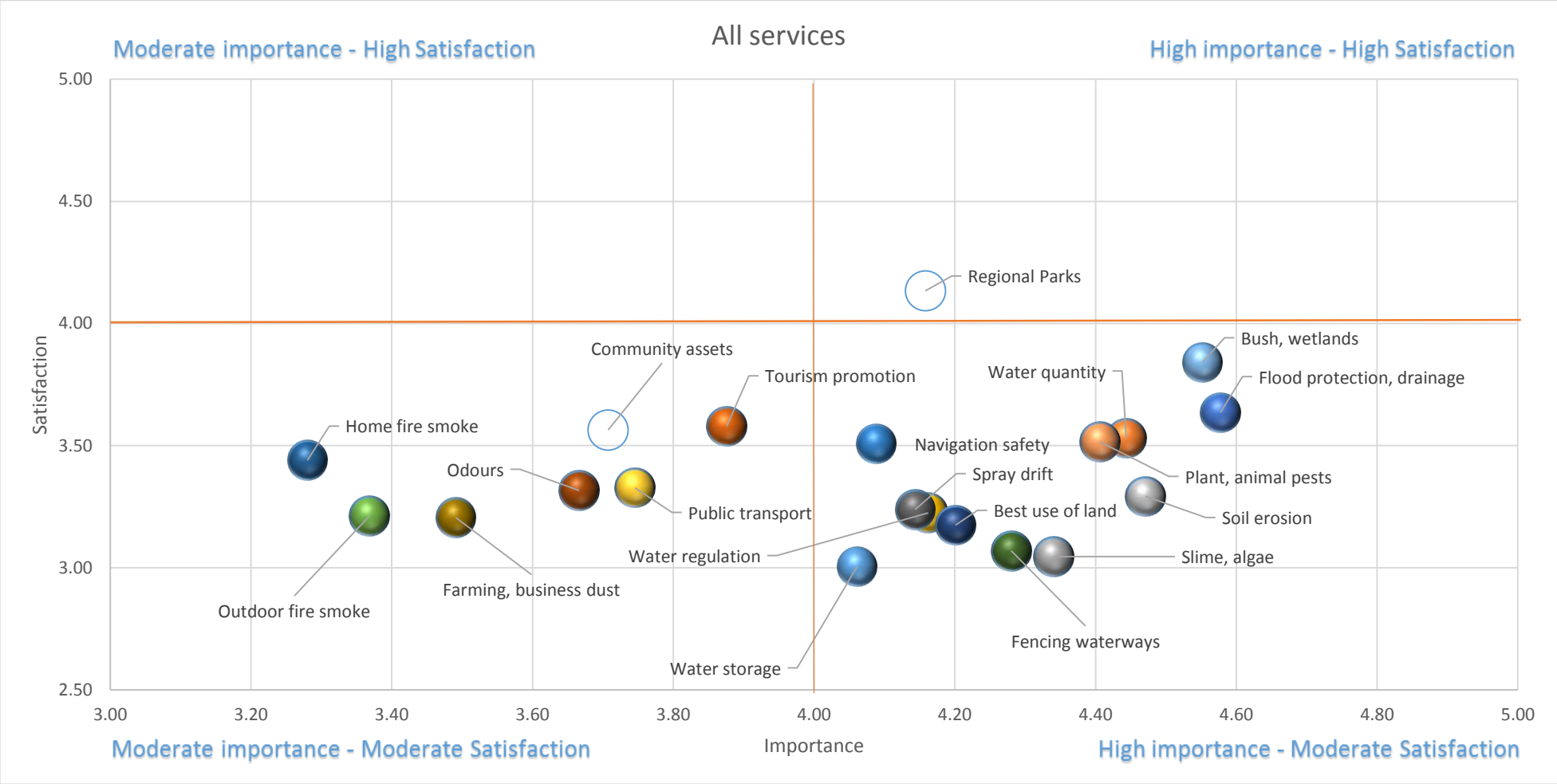
Chart 36 Other home heating methods

Other home heating methods
Ceiling heating.
Coal range.
Coal range and kent.
Gas-fired hot water central heating.
Hrv.
Hrv.
Oil fired central heating.
Oil heater.
Passive solar via thermal mass.
Smart vent.
Solar.
Solar.
Solar & woodburner.
Solar electric supplying underfloor heating.
Solar on the roof.
Solar power.
Underfloor.
Wet back.

(2015 n=18, small sample size)

Importance vs. satisfaction perceptual map: ALL SERVICES

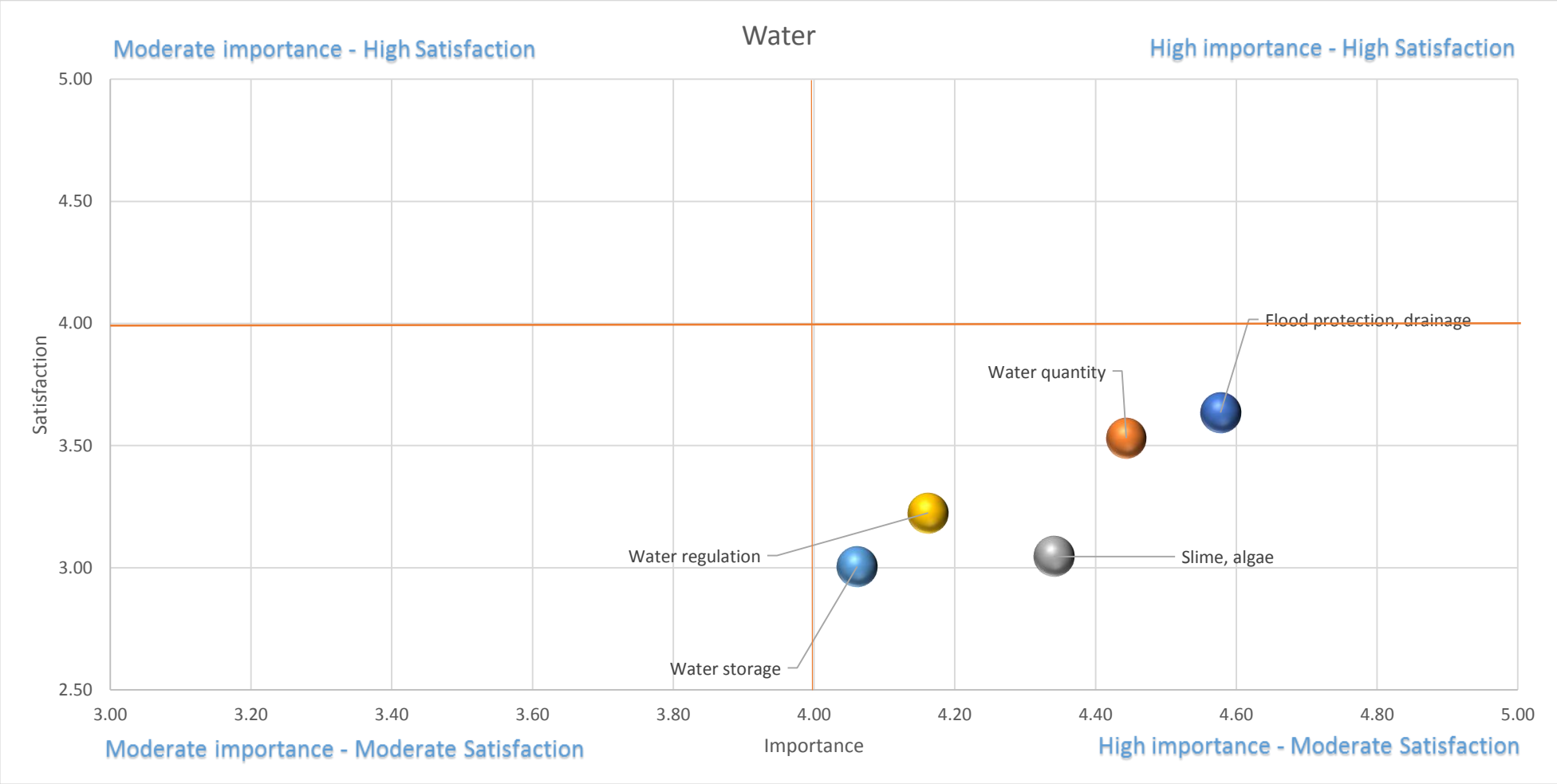
Chart 37 HBRC services map – all services [zoomed scale]



(2015 n=500)

Importance vs. satisfaction perceptual map: WATER

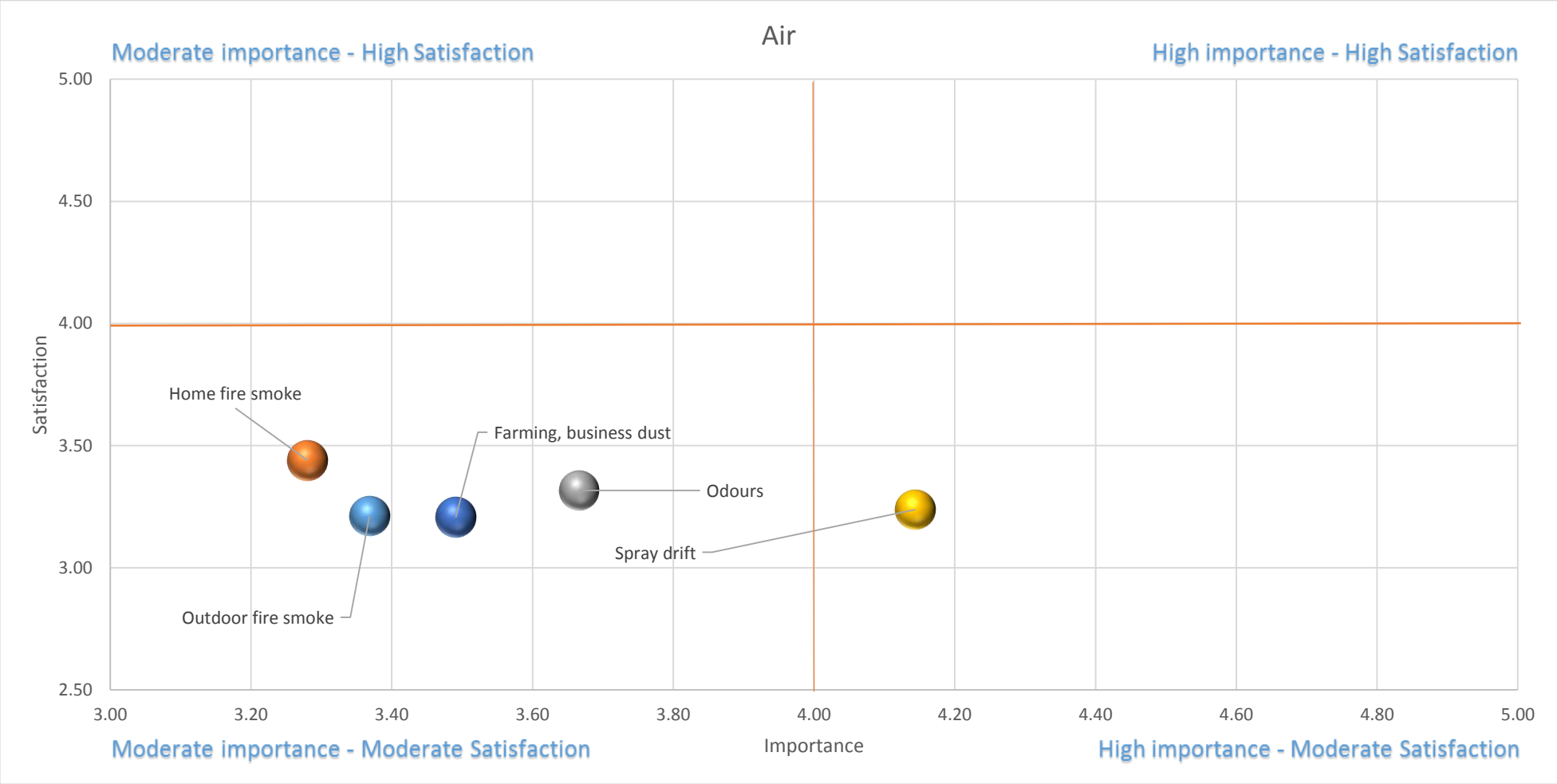
Chart 38 Water related matters [zoomed scale]



(2015 n=500)

Importance vs. satisfaction perceptual map: AIR

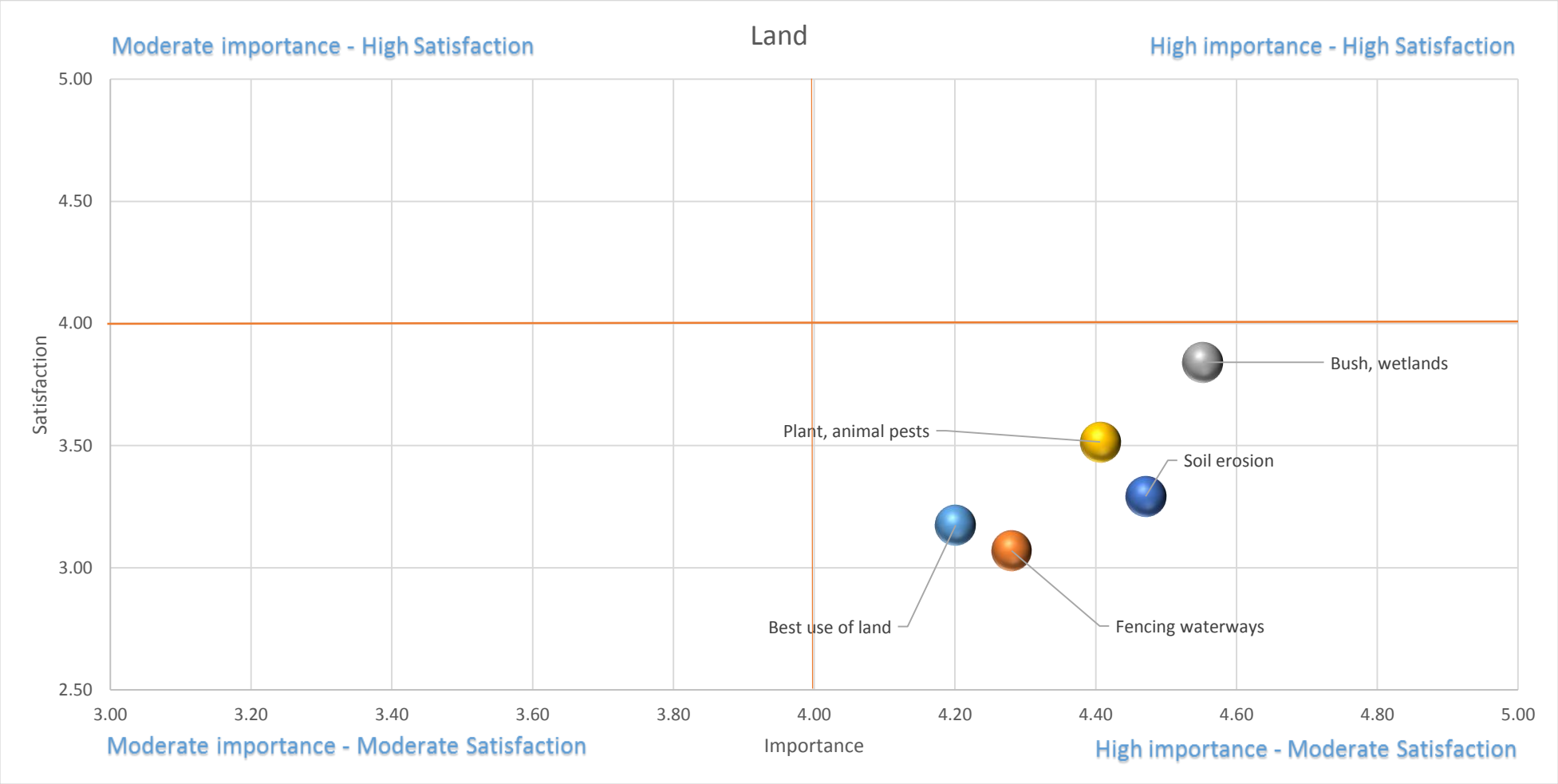
Chart 39 Air related matters [zoomed scale]



(2015 n=500)

Importance vs. satisfaction perceptual map: LAND

Chart 40 Land related matters [zoomed scale]



(2015 n=500)

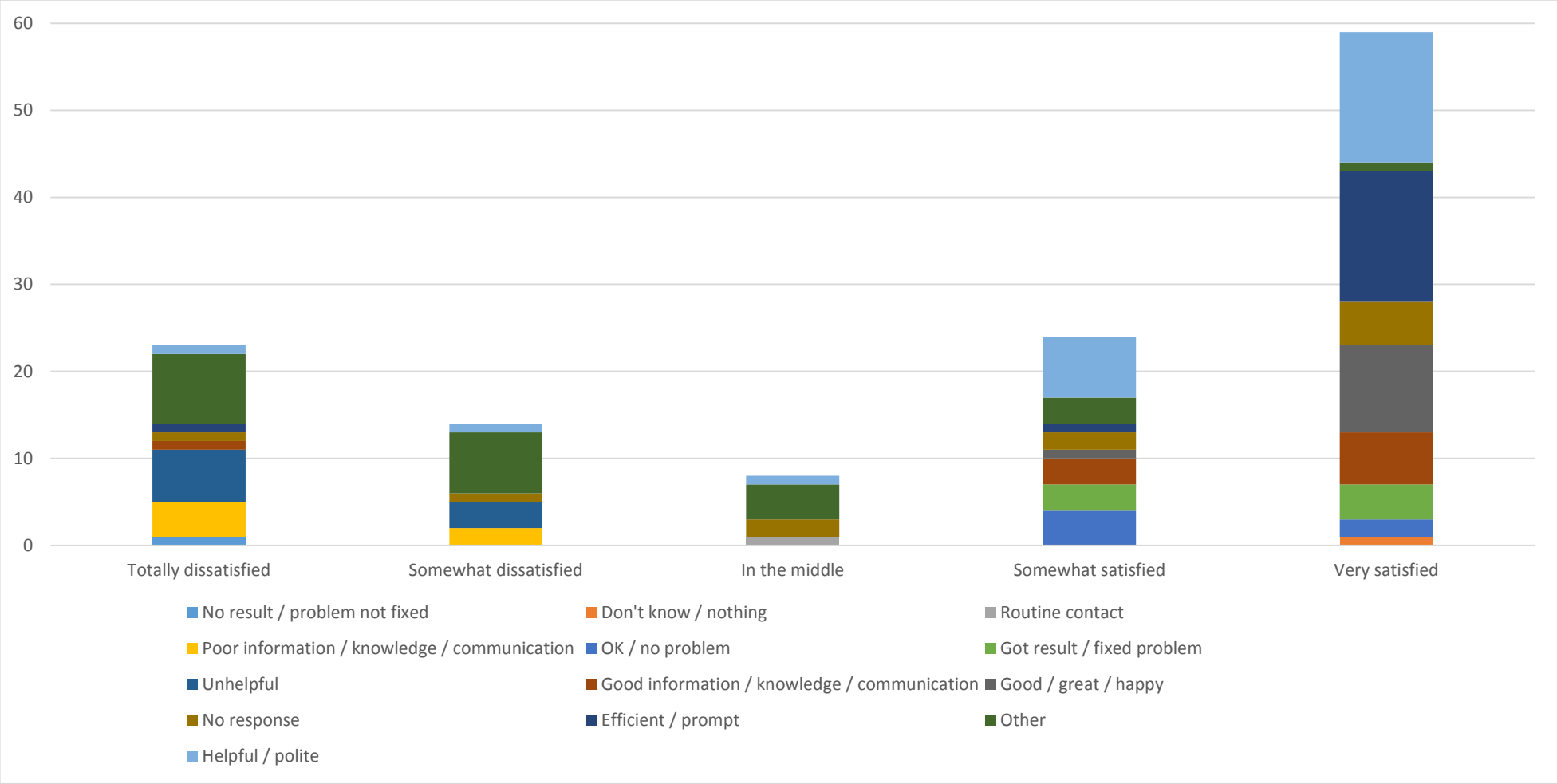
Importance vs. satisfaction perceptual map: OTHER

Chart 41 Other HBRC programmes and activities [zoomed scale]

(2015 n=500)

Reasons for satisfaction ratings

Chart 42 Reasons for satisfaction with handling of the issue



(2015 n=115 responses)

Other HBRC related issue information sources

Chart 43 Other ways of finding out about a HBRC related issue

Other ways to communicate
Come and see us.
Email x 6.
Email, visit.
Face to Face.
Facebook x 2.
Flyers.
Info with the bill.
Local newsletter.
Mail box drop.
Newsletter.
Rates account.
The magazine they send out.
Through my daughter in law.
Tv x 2.
Visit us directly x 2.

(2015 n=23 small sample size)

Reasons for providing value for service rating

Respondents were asked *"Why do you say that?"* Responses were recorded then categorised.

Chart 44 Reasons for ratings

	Very poor value	Poor value	Acceptable value	Good value	Very good value	(don't know)
Don't pay rates	0.0%	0.0%	16.7%	0.0%	0.0%	83.3%
Lack of services	42.9%	57.1%	0.0%	0.0%	0.0%	0.0%
Unnecessary / duplication	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Cost	5.9%	23.5%	64.7%	5.9%	0.0%	0.0%
Don't know or see what they do	7.4%	24.1%	46.3%	9.3%	0.0%	13.0%
Concern about expenditure / accountability	10.3%	41.4%	37.9%	10.3%	0.0%	0.0%
Concern over environmental issues	12.5%	50.0%	25.0%	12.5%	0.0%	0.0%
Unresolved issue / dispute	12.5%	37.5%	25.0%	12.5%	0.0%	12.5%
Unhappy / dissatisfied / can improve	13.3%	33.3%	37.8%	13.3%	0.0%	2.2%
No response	0.0%	2.3%	38.6%	13.6%	0.0%	45.5%
Other	2.3%	7.0%	62.8%	18.6%	7.0%	2.3%
Don't know	0.0%	0.0%	25.0%	20.0%	0.0%	55.0%
No problems / OK / satisfied	0.0%	0.0%	63.3%	29.6%	7.1%	0.0%
Satisfied with environmental management	0.0%	0.0%	28.6%	42.9%	28.6%	0.0%
Affordable for services provided	0.0%	0.0%	31.8%	47.7%	18.2%	2.3%
No impact / just pay	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
Good / happy / they try	0.0%	0.0%	19.1%	62.9%	18.0%	0.0%
Visible services / maintaining region	0.0%	0.0%	18.2%	68.2%	13.6%	0.0%
Total	4.0%	12.0%	43.4%	32.0%	7.8%	9.4%

(2015 n= 500)

Other reasons for contacting the HBRC

Chart 45 Other reasons for contacting the HBRC

Other reasons
Application for pool fencing compliance & dog licencing.
Beach erosion.
Branches, getting them cleared.
Broken cable.
Council changes - perhaps in relation to other councils.
Disability services.
Dog reg.
Erosion.
Farm forestry.
Forgotten.
Freedom campers.
Haven't had to deal with them in the last few years other than paying our rates.
Insulation suppliers/subsidies.
Lease.
Long thin deal.
My artwork.
Neighbourhood watch meeting.
Neighbours smelly cooking.
Noxious plant check.
Nutrient budget.
Odour.
Regional parks.
Requesting permit.
Sewerage consent.
Submission processes-website terrible.
Survey property.
Tree cutting payment community hall.
Tree trimming beside the taipo stream.
Trees poisonous.
Use of sports centre facilities.
Water meter.
Water usage report.
Wetland.

(n=33)