



**chatham islands council**

# Residents Survey

# 2023

*“Working towards a **sustainable future**”*

The Chatham Islands Council is once again running our residents and ratepayer’s satisfaction survey. It is important for the Council to know how Chatham Islands residents feel about our performance, and the way we deliver our many services and activities.

One of the ways we do this is to undertake an annual residents survey – looking at what we do well, and where we need to improve. This survey is based on performance targets set for our many services – through both our long-term and annual planning process. The survey results will tell us how we are performing against these targets.

The survey is designed to take 5-10 minutes to complete.

Your feedback is very much appreciated. All information provided is confidential unless you choose to enter the prize draw. Your open and honest feedback is greatly appreciated by the Council and plays a critical role in us being able to deliver the best possible facilities and services for our community.

**If you or anyone in your household is an elected or staff member of the Chatham Islands Council – please do not continue with the survey.**

Thanks in advance for your support and for the time you spend completing this survey.

## Your details

Please complete the following questions that relate to you as a Chatham Islands resident:

How old are you? (Tick ONE)

18 – 25	<input type="checkbox"/>
26 – 35	<input type="checkbox"/>
36 – 45	<input type="checkbox"/>
46 – 55	<input type="checkbox"/>
56 – 65	<input type="checkbox"/>
65 +	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

What is you living status (Tick ONE)

Own my home	<input type="checkbox"/>
Rent my home	<input type="checkbox"/>
Lease my home	<input type="checkbox"/>
Other	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Which gender do you identify as? (Tick ONE)

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
Gender diverse	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

Which ethnicity/s do you identify as?

Mori	<input type="checkbox"/>
Māori	<input type="checkbox"/>
European/ Pākehā	<input type="checkbox"/>
Other	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

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## Leadership and community partnerships

1. How sufficient is the level of information provided to the community about our Council's activities?

More than sufficient  
Sufficient  
Not sufficient  
I have no opinion

  
  
  

2. Do you know how to contact the Council and Councillors?

Yes  
No  
I prefer not to say

  
  
  

3. How confident are you that decisions are made by Council in the best interests of the community?

Very confident  
Confident  
Unconfident  
Very unconfident  
I have no opinion

  
  
  
  

4. How do you receive updates on Council activities? E.g., Council website, Facebook page(s) – including our emergency management Facebook page, Council monthly e-newsletter? Tick all that apply.

Council website  
No  
Council Monthly e-newsletter  
Council Facebook page(s)  
Other (please explain)

  
  
  
  

5. Do you feel Council appropriately captures the voice of the community (including cultural considerations), when making decisions?

Yes  
No  
I prefer not to say

  
  

6. Are there any comments you wish to make on the Chatham Islands Council's level of engagement with the community?

7. How can we as the Chatham Islands Council improve on our level of engagement with the community?

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## Transportation, roading and coastal networks

8. How satisfied are you with the chip-sealed (sealed) roads?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

  
  
  
  

9. How satisfied are you with the unsealed (gravel) road network?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

  
  
  
  

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## Three waters supply and treatment

10. Are you connected to a water scheme?

Yes

No

  

12. Are you connected to a wastewater/ sewerage scheme?

Yes

No

  

11. If yes, how satisfied are you with the water scheme service

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

  
  
  
  

13. If yes, how satisfied are you with the wastewater/ sewerage scheme service?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

  
  
  
  

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## Waste management and minimisation

14. How satisfied are you with the Council's waste management services - landfill and recycling services and ease of use?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

  
  
  
  

15. How can the Council improve the ease of use of our (Waste Management Service) landfill and recycling service?

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## General infrastructure services feedback

16. Are there any comments you wish to make about our infrastructural services?

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## Community services and emergency management

17. Which of these services **do you think** the Chatham Island Council deliver?

- Cemeteries
- Museums
- Parks and reserves
- Playgrounds and open spaces
- Public libraries
- Recreation centres
- Sports fields and courts
- Recycling or rubbish services
- Building inspections
- Dog/ animal control
- LIM and property reports
- Permits, food & alcohol licensing
- Planning, resource and building consents

<input type="checkbox"/>
<input type="checkbox"/>
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<input type="checkbox"/>

18. How satisfied are you with our community services, including library and dog and animal control services?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- I have no opinion

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

19. How prepared do you think you and your household are for an emergency event (three days of food stored etc) and do you know what to do in such an event?

- Well-prepared
- Prepared
- Not well-prepared
- I have no opinion

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

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20. What steps have you taken to prepare for the types of emergencies and disasters that might occur in our community?

21. Do you know where your emergency evacuation points is?

Yes  
No

22. Do you know who your area emergency co-ordinators are?

Yes  
No

23. How confident are you that Chatham Islands Council will be able to appropriately respond in an emergency?

Very confident  
Confident  
Unconfident  
Very unconfident  
I have no opinion

24. Are there any comments you wish to make about our emergency services?

25. Are there any other comments you wish to make about our community services and emergency management?

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## Environmental management, protection, and monitoring

26. How satisfied are you with our environment services? Environmental services include pest management, consent & compliance, water monitoring and freshwater management.

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

I have no opinion

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

27. Are there any comments you wish to make about our environmental services?

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## General feedback

28. Are there any other comments you wish to make about our Council and its activities?

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## Prize Draw

As a thank you for completing the survey and providing your feedback to Council, we are offering you the chance to win one of three \$100 cash prizes. If you would like to go into the draw, please leave us your name and address below.