

# **COMMUNITRAK™ SURVEY**

## **APPENDICES OF VERBATIM RESPONSES TO THE OPEN-ENDED QUESTIONS**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

**WESTLAND DISTRICT COUNCIL**

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### Q3 Reasons why satisfied, not very satisfied with protection provided from dogs and wandering stock

#### Good service, efficient

##### Very satisfied

- *"The dog controller answered your questions well."*
- *"I reported on a dog that wasn't tied up and another dog over the back that was threatening, and their response was fantastic."*
- *"Dog ranger came. All sorted, neighbour's dog no problem."*
- *"They did what they said they would do about the wandering dogs."*
- *"Rolleston Street, dog hardly barks now."*
- *"Dogs next door. The dog situation was sorted out. Otira Highway in Kumara."*
- *"Excellent service."*
- *"The dogs involved were rounded up and dealt with."*
- *"Handled well a good outcome a barking dog. Arthur Town Road, Ruatapu."*
- *"Man I spoke to very helpful and quick to act, went to his mobile but responded within five minutes. Good advice sorted the situation. Old Christchurch Road."*

##### Fairly satisfied

- *"Generally good response."*
- *"Dog ranger attended to the cattle."*
- *"The dog ranger was a very cooperative person."*

#### Quick, prompt service

##### Very satisfied

- *"They really dealt with it quickly."*
- *"Immediate and effective response."*
- *"It was an immediate response."*
- *"Notified the council of a dog and they came the same day and picked it up."*
- *"Hokitika. Came straight away from the office to collect dog, Tudor Street."*

#### Other positive comments

##### Fairly satisfied

- *"Dog control officer eventually did something."*

#### Dogs wandering

##### Not very satisfied

- *"The dogs are still wandering."*

#### Need more control, more enforcement, need to be stricter

##### Not very satisfied

- *"Her dog got bitten by another dog. She thought that the council could have done more about it."*

### Poor service, response to complaints, poor service from ranger

#### Fairly satisfied

- *"Dog control person was a bit vague about consequences for respondent's dog."*
- *"Didn't get back to me about the wandering dog."*

#### Not very satisfied

- *"Dog rangers just me to fill in papers and the dogs are still barking."*
- *"Cat killed by dog, Hampden Road, Council did nothing. We were not impressed with the attitude of cat owners, dog taken away but given back. Dog owner lives on your street, nothing happened to dog and still wandering, property not fenced."*
- *"Nothing was done about the complaint."*
- *"Dog ranger attended to the cattle."*
- *"Dog complaint for eight years council keep going to wrong house. I keep phoning Mehrtens Road, number 17, that's me Krogons Road where dog is, Arahura."*
- *"Our dog on street and registered, when picked up my dog was very scared. And I'm sure something happened complained and never heard back."*

### Unsatisfactory outcome

#### Fairly satisfied

- *"The dog ranger has been seen Kumara since but has never caught the offending dog."*

### Too hard on owners

#### Fairly satisfied

- *"Neighbour's dog contacted about. Council too hard on dog owners with fees."*

#### Not very satisfied

- *"You had a dog on your property three months old, a dog controller came here because a woman said I had a dog locked up in a shed, and I had to lock it because when I came home from the farm there was three female dogs across the road, dog controller came and another dog of mine was not registered, and he put a fine on me for \$300 for not having it registered and I had been in hospital."*
- *"Council staff wanted to impound stray dog, we wanted to help the owner, but met with not a good attitude from the council staff. Ended up council staff knew the owner and changed his tune, not very community orientated."*

### Other negative comments

#### Fairly satisfied

- *"But hard to get hold of at times."*

#### Not very satisfied

- *"Hall Street, have aggressive barking dogs. Eight dogs in one street."*
- *"Noise complaint about dogs barking in both Bealey and Hall Streets between Gibson Quay and Weld Street."*
- *"Increase in dog registration."*

## Q6 Reasons why satisfied, not very satisfied with parks and reserves

### Clean, tidy, well maintained

#### Very satisfied

- "They kept tidy and mowed, all over the area."
- "It is always neat and tidy, well maintained Cass Square."
- "Cass Square, is kept in pristine condition."
- "They all look neat and tidy, paths kept up and in good order, gardens weeded. Cass Square and Prosser Brush."
- "Very tidy."
- "Rugby soccer clean."
- "Its kept well. Council does a good job, ie, Cass Square."
- "It was well kept and tidy."
- "And no rubbish about."
- "Well mown. Community park in Fox Glacier."
- "Well kept."
- "Tidy, no litter."
- "Historic place and you do a good job keeping it tidy."
- "Everything was up to scratch."
- "And kept in very good order."
- "Cass Square Park, well maintained."
- "Cass Square is very well looked after."
- "The lawns are mowed."
- "Clean tidy and well maintained."
- "Very busy place, Lanier, tidy, clean."
- "Just well maintained and good people doing the job, Cass Square."
- "Dickson Park, well maintained."
- "Do some hiking, well kept, clean and tidy."
- "Tidy and getting maintained."
- "Cass Square, very tidy, well looked after."
- "The Kumara Park grass is kept mowed and the water fountain works and the gates to playground work well."
- "Lake Kaniere Scenic Reserve, track is well maintained and toilets clean."
- "Nice grass and well maintained. Cass Square."
- "The Kumara Park grass is kept mowed and the water fountain works and the gates to playground work well."
- "Very tidy. Kaniere Lake."
- "I live close to the water reservoir at Kumara and use the facilities there frequently. They are of a high standard."
- "Looked after well maintained."
- "Tidy good for the town. Foreshore in front of town. Hokitika."
- "Council does good job with maintenance, etc."
- "I take my wife out at Cass Square every day is well maintained with gardeners who we chat to, lawns are mowed with cricket pitch, well utilised."
- "Kirk Square - they keep the gardens and facilities neat and tidy."
- "Well maintained and kept tidy, the majority of them."
- "It's always neat and tidy with no rubbish."
- "Kept tidy, clean and others using the park. Cass Square."
- "The Cass reserve is very well maintained, well looked after. The grounds are always tidy."
- "Cass Square. Its very well maintained."

continued ...

**Very satisfied (continued)**

- *"They are well maintained especially Dixon Park and Kiata Reserve."*
- *"It was good-everything was good, not litter there, it was tidy, Cass Square."*
- *"The facilities good, and parks tidy."*
- *"Cass Square very pleasant and well maintained and took her grandchildren to the playground."*
- *"Very satisfied with the way Cass Square is kept that's the only one I'm associated with, well maintained, it looks good."*
- *"Park corner of hall and park, where old scouts hut were, well maintained."*
- *"The parks around Hokitika are well maintained and the council staff are making an effort to keep them neat and tidy."*
- *"Cass Square. It was well kept."*
- *"Cassidy Square, I use this often, it is well kept and very enjoyable and always in good condition."*
- *"In good order, tidy and clean."*
- *"Ogilvie Park is in good condition."*
- *"Very Tidy Jacksons Bay."*
- *"Nice and Tidy. Cass Square park."*
- *"Cass Square Nice and tidy it was fine."*
- *"Always clean and tidy Cass Square, Hokitika."*
- *"They are well maintained."*
- *"Track is well maintained."*
- *"Nice and tidy Prosser Brush where the big wheelbarrow is in Kaniere."*
- *"Cass Square, Hokitika. Everything is good upkeep."*
- *"Nice neat and tidy Cass Square Hokitika."*
- *"Very Tidy Cass Square Hokitika."*
- *"All tidy neat well cared for Cass Square Hokitika."*
- *"Well kept, Cass Square, Hokitika."*
- *"It's Dixon Park and it's well maintained."*
- *"Cass Square well looked after Hokitika."*
- *"Clean park."*
- *"Apart from some park lawns needing a mow over summer, the parks are tidy and well maintained. Cass reserve is one of these."*
- *"I use a park in Harihari and it is very well maintained."*
- *"Prosser Brush walking track, Hokitika. Well kept, take dog."*
- *"Lake Kaniere, its was maintained, tidy, no litter."*
- *"Cass Square Tidy under playgrounds well kept."*
- *"Prossers walk, Hokitika, nice and tidy, well looked after, bins empty."*
- *"Hokitika Gorge, Lake Mahinapua, well maintained."*
- *"They are all good. Grey power rooms in town and Cass Square and they are both good and clean. The ones at the beach are clean and Tancred Street are good too. Clean."*

### Fairly satisfied

- *"They are clean. There are less rubbish bins now but haven't seen left rubbish in general. It is a common trend not to have rubbish bins. I would notice if people leaving rubbish because of no bin."*
- *"And they are working on Laser Park."*
- *"It was clean and tidy, no rubbish around. Lake Kaniere."*
- *"The Kaniere area is very well maintained."*
- *"Well maintained in Hokitika township cannot remember name of the reserve."*
- *"I find they have tidy and well kept parks and reserves, Mahangapoi reserve."*
- *"No rubbish."*
- *"It's lovely and clean, Cass Square."*
- *"Cass Square, they've spent lots of money to keep it quite good."*
- *"All look in good condition. Cass Square very good."*
- *"They are well maintained."*
- *"Tidy, etc, well mown looks pretty good. Just general."*
- *"And it's well maintained. Harihari Reserve."*
- *"Well maintained It use the Kapitea Dam and I use the cycle way and Lake Kaniere Reserves."*
- *"Clean and tidy in Cass Square."*
- *"The parks and reserves are well kept."*
- *"They are quite well maintained."*
- *"They are fairly well maintained."*
- *"They are nothing special but are well maintained."*
- *"I think they're good, they're maintained available for everybody to enjoy."*
- *"Cass Square was tidy and clean."*
- *"She spent a nice day at Lake Kaniere. The tracks are well maintained."*
- *"Our public square in Hokitika is kept very well."*
- *"They are well looked after."*
- *"Nice and tidy and well maintained, free of litter, well utilised Cass Square, Ross Park, took young family to play."*
- *"All fine good condition, the ones I go too."*
- *"Thought Prosser outskirts of Hokitika, quiet, well maintained, no litter, mown."*
- *"I think that the Council can only afford upkeep to a certain level of the park and reserves. The Hokitika Gorge is very enjoyable and well maintained."*
- *"Cass Square well looked after."*
- *"Cass Square is in good condition."*
- *"Cass Square, tidy and well looked after."*
- *"Cass Square, taken kids to playground, tidy and well maintained."*

### Good facilities, good range of facilities, plentiful

#### Very satisfied

- *"Varied."*
- *"All very good. People need to be more clean."*
- *"Good parking and toilets, Lake Kaniere Reserve."*
- *"Good facilities and reasonably tidy."*
- *"Good facilities and well maintained."*
- *"Good cleaning and upgraded frequently."*
- *"Good wide range things to do."*

### Fairly satisfied

- *"What they have at the park, at Cass Square."*
- *"We have a wide range of reserves in the district."*
- *"They are used by a lot of people, sports people, runners, joggers, walkers, people from the rest home, Cass Square. Used to have tai chi there."*
- *"They are good and well maintained in the Hokitika."*
- *"General comment, pleased moderately with facilities."*
- *"They are good."*
- *"Was what I expected, good facilities Mahinapua reserve."*
- *"Plentiful."*
- *"Mainly we pretty much got we need, sports grounds, skate parks, the playground's pretty basic but the skate park and sports grounds are pretty good."*
- *"Cass Square facilities are modern enough and well kept enough."*
- *"It's got all the facilities that we need."*

### Good place for kids, families, playground

#### Very satisfied

- *"Got what the kids need for playing."*
- *"Lot for the kids to do at the park and bush walks."*
- *"For age group my children are has everything we need, between 8-14."*
- *"Well maintained and plenty for the grandchildren to play can't remember the name it was in Hokitika."*
- *"I have a nine year old granddaughter who I look after during school holidays and she enjoys the parks and reserves and the activities that are in the parks and reserves. Prestons Bush, Cass Square, beach front reserves, Prosser Brush."*
- *"Nice little park and stuff for the kids to play on at Cass Square."*
- *"Slides, monkey bars are good for kids they enjoy."*
- *"Kids like it."*
- *"Prosser Brush Reserve, it's nice and short and easy for little children."*
- *"The nephew there he enjoys it."*
- *"Cass Square great for the children."*

#### Fairly satisfied

- *"The playground is good."*
- *"The kids like it. Cass Square."*
- *"Probably because I have young children and there is plenty of activities for normal children at Cass Square."*
- *"The parks have everything we needed for the kids to play in playground, Cass Square."*
- *"Reinstating a park in Hokitika township at the beach."*
- *"You walk through the place every week, gardeners there, nice and tidy, kids playing in the park, well used, gardens tidy, Cass Square park."*
- *"Use a playground, Cass Square, another play area has been shut down for maintenance and for a while we couldn't use it, open now, kids enjoy it, plan to make it a hub for kids especially skate parks, would be great for the community, would be fantastic, extension for the kids as they get older."*
- *"Okay and played on the swings with the kids."*



### Walkways, walking tracks, bushwalks, cycle tracks

#### Very satisfied

- "Cycle trail, Kaniere trail very beautiful."
- "Lake Matheson, lovely walk."
- "I do the cycle trails. They are well maintained, eg, all cycle trails in area."
- "Nice short walk, Prosser Brush."
- "They do a great job with the tracks."

#### Fairly satisfied

- "Good walking tracks."
- "Adequate tracks good."
- "Walking tracks in good condition."

### Lovely facility, trees and gardens, beautiful scenery

#### Very satisfied

- "Cass Square is beautiful."
- "Cass Square and had lunch there and it was very pleasant."
- "Parks are beautiful."
- "It is well kept and gardens look good, Cass Square."
- "They are well maintained and gardens lovely."
- "It looks lovely, at Lake Kaniere area."
- "Cass Square impressed with the appearance."
- "It looks good. Kaniere reserve is nice. Cass Square and it is nice with the flower beds. Wadeston Park where they play rugby is good. The heritage walk is lovely and sunset point is very nice."
- "The gardens are well kept. Cass Square."
- "Beautiful trees and birds you can listen to, Prosser Brush."

#### Fairly satisfied

- "It's just a recreational area, Lake Mahinapua Reserve. It's actually set up with facilities for camping self-contained and freedom campers, toilet facilities are there and that. You can see where freedom campers have been. Facilities are set and suited and it's a lovely recreational area to spend time with family."
- "Harihari Reserve. I go there as it's nice atmosphere."
- "Kept well just beautiful in that area."
- "Gardens are nice."

### Council do a good job, best they can within budget

#### Very satisfied

- "She thought that the men who worked on the reserve did a wonderful job."
- "They do a good job."
- "Because they do a lot of good work there. The Hokitika Gorge."
- "They are doing good job."

### Good for events, Sports

#### Very satisfied

- "Great facility for events."
- "Good surface for football, and kids park."
- "Great for events, wild foods, etc, rugby, and kids park."

#### Fairly satisfied

- "Cass Square for running. It was fine."

### Been, being upgraded, improved, progressing

#### Very satisfied

- *"Cass Square has improved."*
- *"Been upgraded, park corner of hall and park."*
- *"Upgrade from what it was, foreshore in front of town. Hokitika."*
- *"Kaniere Reserve and Kowhitirangi up the gorge where a lot of work has been done."*

#### Fairly satisfied

- *"Sunset Point. Like the way its progressing."*
- *"They are working on Laser Park."*

### Feel safe, safe for kids

#### Very satisfied

- *"Safe there, varied, been here all my life."*
- *"Feel very safe when out and about."*
- *"I have a lot of visitors take them there safe."*
- *"Safe for the kids."*
- *"Safe for kids."*
- *"Well maintained and safe for kids, Cass Square, etc."*

#### Fairly satisfied

- *"Generally, they seem to be safe for my grandchildren."*
- *"I guess it is because of the safety fence around the park the main road in Harihari."*

### Accessible, good location

#### Very satisfied

- *"Easy access with mobility scooter. Cass Square."*
- *"Easy to access."*
- *"It's easily accessible. We live at Kaniere, they can bike there, Cass Square."*
- *"Hokitika gorge, Lake Mahinapua, good access, tracks, well looked after."*

#### Fairly satisfied

- *"Local to me here easy access to and from."*
- *"It's handy to our place and tidy."*
- *"Kaniere and Mahinapua. Access is good."*
- *"In great locations."*
- *"Easily accessible."*

### Alright, okay, good, happy with them

#### Very satisfied

- *"Cass Square, Hokitika Seems okay nothing I would I change."*
- *"Mahinapua Reserve and camping ground. It was okay."*

#### Fairly satisfied

- *"No issues."*
- *"They are okay, nothing bad about them."*
- *"Things normal. Lake Kaniere."*
- *"Parks and reserves generally, fine."*
- *"They are okay."*

#### Not very satisfied

- *"The reserves are alright."*

## Maintained by locals not Council

### Very satisfied

- *"We look after it ourselves for the fire service and we maintain it."*
- *"I think we do quite well with our parks and reserves. The only thing that we have to do in Ross is that we have to mow the sports fields and some lawns. There is no contract for the recreational fields to be mowed. We're just wondering why really that some grass verges get mowed and some don't? Grey area of responsibility."*
- *"She said that she is developing a park with the help of other local people. It is hard work but is a great attraction. However, the drains around the park need to be cleared."*
- *"We have volunteers that keep the reserve in good shape. Kokatahu Pony Club Reserve, I thinking is owned by the Council."*

### Fairly satisfied

- *"Because most of it has been done by locals and the council has not done anything at the Harihari Park."*
- *"Ross Community Reserve, well maintained by the local Ross community."*
- *"I think that the council has put minimal attention to it and relied on volunteers to keep it up to scratch. Prosser Brush."*

## Well utilised

### Very satisfied

- *"Well utilised."*
- *"Well used, Ogilvie Park."*
- *"Well used, Dixon Park."*

### Fairly satisfied

- *"The parks that we use are generally rugby parks. Cass Square is well used and in reasonable condition."*
- *"Well utilised. Cass Square."*

## Other positive comments

### Very satisfied

- *"They are not overcrowded."*
- *"I have been going out there for over 60 years and it hasn't changed."*
- *"They are cool they are protecting natural resources for future generations. Their condition is good. General Parks and reserves in the district."*
- *"No worries everything is okay."*
- *"Dogs on leads people polite."*

### Fairly satisfied

- *"I visit a reserve for hunting."*
- *"No freedom campers, Mananui, nice places."*

### Room for improvement, could be better, need upgrading

#### Very satisfied

- *"Some need draining gets too wet."*

#### Fairly satisfied

- *"I would be very satisfied if I thought there was some plan to improve and build up parks and reserves, eg, Cass Square hasn't changed in years."*
- *"Lake Kaniere and Cass Square, little outdated and need doing up."*
- *"We are a small community and lucky to have them. Could be better, pretty old fashioned, eg, Cass Square."*
- *"Some need better drainage."*
- *"We use the Mahinapua Walkway, we suggest that walkways could be higher so when it rains the water would drain away. The boardwalks can be flooded sometimes."*
- *"Could always do bit more with playground, put a roof on."*
- *"Fox Glacier walk, it's not open at the moment, has been washed with weather. The walk needs to be of a better quality, so it doesn't get washed out, ie, further from rivers and higher in the bush."*
- *"Need update, getting worn and in need of repairs."*

### Not very well maintained, need better upkeep, beautification

#### Fairly satisfied

- *"You were not satisfied with the condition of the grounds at the cemetery in Hokitika."*
- *"The track behind Lake Kaniere has not been kept up in maintenance."*
- *"The road around the Wilderness Trail is not as well maintained."*
- *"Sometimes grass could be a bit tidier. Greymouth."*
- *"Hokitika cemetery seems to be less tidy than it was years ago."*
- *"Entrance to Hokitika from the north is a disgrace. Gorse and long grass. Not good advertising of a lovely town."*
- *"Cass Square can be untidy but generally is good."*
- *"High rates are being charged, and it is not always apparent that the parks and reserves are maintained to the appropriate level. It seems that not a lot happens."*
- *"Cass Square doesn't have a lot of trees or garden. It could be prettied up. It would be nice to see more gardens."*
- *"Could be cared for bit better."*
- *"Hokitika Graveyard no caretaker now so poorly maintained grass overgrown weeds around the graves untidy never was."*
- *"Lake Kaniere reserve has too many potholes, could do with better maintenance."*
- *"Cass Square, worse for wear."*

**Not very satisfied**

- *"Because it is overgrown and left not maintained Pauareka Road reserve."*
- *"The Kumara area needs a lot of water blasting, long grass, the Tiramara lions parks has been shut down. Council very slack."*
- *"Grandstand needs to be repaired."*
- *"Lions Park was will maintained and since the Council have taken it over it has been left so that it's no longer an attractive area when you take grandchildren to play on it, it's very grubby and the mats underneath are slippery."*
- *"Long grass, lack of service in that area. Harihari."*
- *"They are in a dreadful state. Mainly Cass Square and Wadeston Island. Very unkempt and a mess, both of them."*
- *"Problem is that they don't maintain them. Eroded rims track have to crawl up."*
- *"The parks are suffering from neglect by the Council."*
- *"Hokitika cemetery, dog litter in the cemetery. Uncontrolled dogs roaming. Cass Square also can have uncontrolled dogs and litter."*
- *"The area along the Hokitika the heritage area walk, lack of maintenance on the shrubbery, overgrown along the river, pathway edges are not mown, they the council said they didn't have it in their budget, contractors claim."*

**Better facilities, need improving, Need more****Very satisfied**

- *"But there needs to be a shady spot."*
- *"Needs updating, put in water fountains, etc. Hokitika needs a dog park."*

**Fairly satisfied**

- *"But there is not an abundance, eg, bike park being put in by Westland Primary, a council facility like this would be nice."*
- *"I found we do preseason training on one of parks and it is full of prickles. That type of grass should not be used on a playing field especially when they have spent 1200000 after each wild food festival."*
- *"There's one in particular for me which needs work, Cass Square needs more shade and, even some sunshade sails would be good or trees."*
- *"Possibly a little more seating. There's only one seat and its broken(by the hedge) and one picnic table, and there's one seat facing the wrong way. Cass Square."*

**Not very satisfied**

- *"Weld Street, no shade for children. Needs updating."*
- *"Need more seating lack of seating."*
- *"Road toward sunset point is full of potholes."*
- *"Nowhere where we can take a dog for a run."*
- *"I think more could be done, from visiting other areas there are more picnic areas and sheltered and shaded areas that we don't have."*
- *"Disgusting no public bins, for rubbish, Lake Kaniere, pathetic, throw it in the shrub because there is nowhere else to put it."*
- *"There aren't enough dog walking areas."*

### Lack of toilets, need more, better, cleaner

#### Very satisfied

- *"Prosser Brush is always in good condition. But it could do with a toilet."*

#### Fairly satisfied

- *"But there are no toilets."*
- *"The quality of the ablutions could be improved."*
- *"The toilets there need an upgrade. Cass Square."*
- *"More toilets and showers. Lake Kaniere and Cass Square."*
- *"Not enough toilets for everyone, too many tourists."*
- *"Upgrading was needed. New toilets for example, Ross."*
- *"The parks I visit in Hokitika could do with an upgrade to toilets."*

#### Not very satisfied

- *"New toilets."*
- *"Toilets too far away, Cass Square."*
- *"No toilets, Mahinapua Track, so not so good."*
- *"In the main park in the town there are not enough tables or toilets."*
- *"Toilets too far away, especially when you have a toddler."*

### Litter, rubbish, lack of rubbish bins, need more

#### Very satisfied

- *"Needs more checks for broken glass this is a big problem."*

#### Fairly satisfied

- *"Some litter has been building up in the parks and reserves I use."*
- *"There have also been examples of fly tipping and dumping of rubbish in some of the parks I visited."*
- *"I am very critical of the rubbish collection in the park."*
- *"Lake Kaniere very crowded and with rubbish left in summer. The gorge is unmanageable and Mananui is better."*
- *"Cass Square had broken glass not cleared away. Overall satisfied."*

### Better facilities for children, playgrounds need upgrading, fencing

#### Very satisfied

- *"Needs fencing around kids area."*

#### Fairly satisfied

- *"Could be better in Cass Square, more facilities and playthings for the kids."*
- *"Playgrounds terrible in my opinion."*
- *"Ross Domain could see more for younger children."*
- *"A bigger skate park."*
- *"Cass Square needs a few new playground equipment."*
- *"Dixon Park. There is no fence along the waterway at all. There are many children there and no fence along the creek."*
- *"Too big, not enough for tiny tots families."*
- *"Probably because my kids are a wee bit older now but maybe updating the parks for the younger kids making them a wee bit more exciting, maybe offering a fully fenced area for the smaller kids instead of being so open like at Cass Square."*
- *"I just think it is not good that it is nit fenced, but everything else is okay. Where the little kids play there is a driveway where the big trucks come in and out."*

### Not very satisfied

- *"Not fully fenced, Cass sand play equipment not too. Simple and old. At Cass Square."*
- *"I'm thinking about the Cass Square which is the main one in town and I think that the playground area there is a bit limited, unimaginative. It's reasonably well maintained and things but it's just like any other playground anywhere it doesn't have any personality any West Coast characteristics."*
- *"There is nowhere in Hokitika where we can take our grandchild, who is in a wheelchair."*
- *"Children's playground area in Kumara. The grass is so long a child would disappear in it."*
- *"Quite dangerous and not age appropriate, not fenced in, unsafe."*
- *"Park needs changes, not fenced off."*
- *"No fence put up we have had to fund raise to put one up to keep kids safe. Harihari playground Feel council should pay to keep kids safe on a main highway not the parents Toddlers just bolt across busy road!"*
- *"The parks for the kids are shocking especially when you go to visit places like Rangiora and see what the kids have there to play on. We go to the Ross School playground because the council playground is not child friendly at Cass Square. For a child two to four years age it's not safe. Okay for the older ones."*

### Other negative comments

#### Very satisfied

- *"The cut up wood in Lake Kaniere is just a waste. People should be able to use it for firewood. Someone could go in with four wheeled bike and bring it out for old people."*

#### Fairly satisfied

- *"I'm fed up with cyclists hooning though Prosser Brush when I want to go for a walk, they are not supposed to be in there."*
- *"At Jackson Bay there are issues with camping, rubbish build-up and fishing boats and trailers using the reserve. There are clashes over this use."*
- *"AMP Show at Hokitika Otira Parks and Reserves are more natural than the ones at Hokitika."*
- *"Some of the parks have been sullied by people who don't care about the environment."*
- *"Getting balance of sport and commercial events, advertised right, would be hand for committees on events."*
- *"Lazer Park has been dug up for redevelopment and it's taking a long while to complete."*

#### Not very satisfied

- *"Closed program for littlies. Cass Square."*
- *"He doesn't know what could be done. He thinks it's a lost cause."*
- *"The local playground has been condemned, and the community cannot afford the \$50,000 needed to upgrade it."*
- *"Ross recreation area; the community council doesn't allow the mower to be used for the archery or Grimmond Avenue this year, this needs to change. New oaks planted & a Chinese memorial area."*
- *"Getting balance of sport and commercial events, advertised right, would be hand for committees on events."*
- *"There is 1080 everywhere and it's not safe. Mahinapua reserve is not safe."*
- *"Cass Square. Cross because the rugby fields are out of action due to the wild food festival. This is not what the park was intended for."*
- *"Cass Square also can have uncontrolled dogs."*

## Q9 Reasons why satisfied, not very satisfied with public toilets

### Clean, tidy, well maintained

#### Very satisfied

- *"It was clean everything was done that should be done, one down by the beach in Hokitika, and the one by the museum."*
- *"The toilets in Hokitika are very clean."*
- *"They are well looked after in the Harihari area."*
- *"Very clean."*
- *"They were clean and tidy and well maintained in the northern area."*
- *"It was nice and clean at all times of the day the one behind Carnegie building."*
- *"On beach, very clean."*
- *"Very clean and tidy in Hokitika township."*
- *"Beautifully clean."*
- *"Clean, one on the beach."*
- *"Clean and kept to a good standard."*
- *"In Hokitika in the main centre on Wells Street, the toilet was private in a corner in the centre and it was clean."*
- *"Behind the Pensioners rooms in Hokitika. Clean."*
- *"The toilet in Ross very clean and tidy and spot on."*
- *"Clean and tidy."*
- *"They are clean and tidy. The people who look after them do a great job."*
- *"And clean and tidy."*
- *"Clean and tidy, waterfront at sunset point."*
- *"It was very clean. Hokitika one and Kumara Junction."*
- *"The one in Hokitika by the museum is very clean and well maintained."*
- *"Cass Square, spotless."*
- *"It was very clean and tidy. The one by the museum."*
- *"Clean and well serviced."*
- *"Nice and clean and tidy."*
- *"The toilets are always clean."*
- *"Clean and smelt nice."*
- *"The toilets are clean and well maintained by council staff. The ones I use are new and fit for purpose."*
- *"They are clean and tidy."*
- *"Clean and tidy."*
- *"Knows the man who cleans them, Hokitika, no mess, in Cass Square, not far from library, up the road. All clean and tidy."*
- *"Clean available and maintained in Hokitika."*
- *"The toilets in Hokitika at the museum."*
- *"Facilities are clean and tidy, more toilets have been built to handle the tourist numbers."*
- *"Toilets by Museum in Hokitika, always clean when I visit."*
- *"They are well maintained clean and tidy."*
- *"Nice tidy sites and are kept clean."*
- *"Beach toilets at Hokitika, Revell Street and behind museum They are clean and well maintained."*
- *"Clean and tidy, smelt good, by the museum."*
- *"Used one in Haast township and it was clean and modern."*
- *"Clean. Lots of people using them."*
- *"I have used several and am satisfied with the cleanliness."*

continued ...



**Very satisfied (continued)**

- *"In Harihari. It was very clean, but probably cleaned by locals. Not the council."*
- *"Clean and tidy."*
- *"Hokitika, toilet was clean and well maintained."*
- *"They are always clean."*
- *"The ones I have used have been clean and tidy."*
- *"They are well maintained by the Museum and by the Supermarket."*
- *"They are nice and clean."*
- *"Kept nice and clean Franz Josef toilets."*
- *"Clean and tidy, Tancred Street maybe, not sure of street name, Hokitika."*
- *"The toilet she used was clean."*
- *"Hokitika, Tancred Street, nice and clean."*
- *"The local woman who looks after them keeps them in pristine condition."*
- *"Tancred Street, nice and clean, Hokitika."*
- *"Central Greymouth opposite the Police Station and they are very well maintained."*
- *"Well maintained."*

**Fairly satisfied**

- *"Clean and tidy, the ones in Tancred Street."*
- *"They were clean, the one at Ross."*
- *"It was clean and tidy the time I use it. The one in town, Revell Street or Sewell Street in Hokitika."*
- *"They are not dirty, Hokitika."*
- *"They were clean and tidy the ones in town."*
- *"Downtown Hokitika, clean enough."*
- *"Hokitika, public, reasonably clean."*
- *"Most of the District toilets are fairly clean and usable."*
- *"They are nice and clean, Hokitika ones by the beach."*
- *"Hokitika's toilets in the town area on Tancred Street, clean and hygienic, definitely show that they are maintained."*
- *"Tancred Street, Hokitika. It's clean, but nearly always there is water which wets my trousers."*
- *"Clean in a reasonable state, no rubbish."*
- *"Just a standard toilet relatively clean and maintained."*
- *"It was reasonably clean, neat and tidy in Hokitika, in the museum block."*
- *"Reefton clean, also Greymouth clean."*
- *"Hokitika restrooms, at least they are clean."*
- *"Women's Centre in Town and that is always clean and tidy."*
- *"It was clean. Cleaners did a good job. In Tancred Street."*
- *"Usually clean and tidy all the toilets in the district."*
- *"Public toilets in Hokitika, clean and tidy, in Cass Square."*
- *"Fairly clean."*
- *"Generally, they are pretty clean."*
- *"It was clean and tidy. At the museum and a club, grey power club."*
- *"They were clean and tidy."*
- *"Toilets at Cass Square are okay, they do get cleaned."*
- *"They are usually clean and tidy."*
- *"Quite tidy."*
- *"Cass Square and outside the Museum and kept clean."*
- *"They are mostly clean and tidy."*
- *"The toilets I use in the main towns in the district are clean and tidy."*
- *"Tancred street, clean, maintained."*

continued ...

**Fairly satisfied (continued)**

- *"Old museum in Tancred Street clean and well serviced."*
- *"Satisfied, clean and tidy."*
- *"Clean and tidy, by the Carnegie building."*
- *"Tidy and didn't smell, the one next Carnegie building."*
- *"Franz Josef toilets were clean."*
- *"It was clean and okay to use."*
- *"At Lake Mahinapua the toilets were quite clean, not too bad really, fairly, okay we were all surprised how good they were, they're the only ones we used that I can think of."*

**Good standard of toilets, good condition, modern****Very satisfied**

- *"Clean and relatively new at Haast and Fox Glacier, Franz Josef Glacier."*
- *"In Hokitika the toilets are very good."*
- *"They are fabulous. Very new at Haast."*
- *"Town centre, very good."*
- *"Good facilities in the Harihari."*
- *"The Hokitika toilets and they were very good."*
- *"The toilets at Whataroa are being renewed and when finished they will be very satisfactory. The old ones were terrible."*
- *"Franz Josef and Okarito toilets are good."*
- *"They are very good and clean at my local community centre, Harihari."*
- *"Cleanliness and overall appearance."*

**Fairly satisfied**

- *"Nicely presented on the outside Tancred Street."*
- *"Harihari and Whataroa really good."*
- *"They are in reasonable condition Cass Square and outside the Museum."*

**Not very satisfied**

- *"But the toilets in Harihari good."*
- *"By museum its clean and good."*
- *"Fox Glacier, Harihari, Whataroa, they were tidy and upgraded."*

**Toilet paper, soap, handtowels supplied****Very satisfied**

- *"There is paper and hand clean provided."*
- *"Good, everything is okay, soap, toilet paper and clean."*
- *"Very good Soap toilet paper clean."*
- *"Clean everything was there Cass Square Hokitika."*

**Fairly satisfied**

- *"Soap there, clean. In Hokitika."*
- *"And there's always good soap and towels Tancred Street."*
- *"Soap and paper provided."*
- *"Lake Kaniere toilets, were clean, tidy with loo papers."*

**Good location, easily accessible, handy, more of them****Very satisfied**

- *"They are convenient."*
- *"Easy access, kept reasonably clean."*
- *"More toilets have been built to handle the tourist numbers."*
- *"There are now more public toilets now that the cycleway has them and the ones on the beach front are useful."*

**Fairly satisfied**

- *"They are easy to access, Tancred Street."*
- *"It was convenient and suitable for purpose. The museum one."*

**Okay, adequate, alright, average****Fairly satisfied**

- *"Only just up to standard."*
- *"It was usable but not flash."*
- *"It provides a sufficient service."*
- *"In reasonable condition."*

**Not very satisfied**

- *"Average not the best for tourist town."*
- *"The ones down the beach are okay if it's not tourist season."*
- *"Museum toilet was basic but clean."*
- *"It was okay, just okay. Harihari area and Whataroa."*

**Other positive comments****Very satisfied**

- *"He is a local, so they are easy to find."*

**Fairly satisfied**

- *"They are there, they are available, we have them."*
- *"No real problem there."*

**Need more toilets, not enough for tourist numbers****Very satisfied**

- *"But not enough of them."*
- *"However, there are only two. When tourists arrive in bus loads, there are queues. There is no toilet at the local service station, so people who stop there for petrol also use the toilets. She thinks that the council needs to install more."*

**Fairly satisfied**

- *"You do not think there is enough public toilets in the district, even up until last night I see men standing on the side of the road, and I am right in town."*
- *"They need more toilets out of town, we have freedom campers. Highway 73 they have put some in."*
- *"Could do with more toilets in Hokitika area."*
- *"The toilets are a big too far from Cass Square."*
- *"Kumara junction no services out here. Not happy about spending rate money on council building. Would like public toilets, or playground, reserve or parks here in kumara."*
- *"However, there are only three women's toilets, which is not enough when visitors arrive."*
- *"There should be more of them around, along the beach there needs to be one at the other end of town, a lot of people spend time at the beach."*

**Not very satisfied**

- *"In general, there are not enough toilets, especially in summer when there are many tourists there."*
- *"There are not enough public toilets in our area otherwise they are good and clean."*

## Dirty, smelly, untidy, need cleaning more often, floors wet

### Fairly satisfied

- *"Some of them are not as clean as other, through overuse. The ones at the beach front in Hokitika."*
- *"Not that clean."*
- *"Not cleaned often enough."*
- *"Hokitika Gorge toilets, fairly and not very satisfied because of the smell, distinct urine smell, wondering whether the drainage is working properly? Maybe so many people using it and maybe not keeping up with the maintenance and cleanliness using it, it was packed, 50 camper vans using the facility."*
- *"Town Centre toilet, toilet was so so in cleanness."*
- *"Service more regularly such a busy little town."*
- *"The disabled toilet in Hokitika is not always as clean as the others."*
- *"I know that how difficult it is to keep clean and tidy."*
- *"Floors wet. Hokitika Gorge."*
- *"The ones we have used. Kumara one is not being kept clean by people who use it."*
- *"Some are great not so great. Fox Glacier not cleaned often enough."*
- *"Hokitika ones on beach could be cleaner."*
- *"Could be better, need cleaning more in busy season."*
- *"It was the time of the year and was quite well used, down at the beach, not very clean."*
- *"Franz Josef not so good due to volume of use."*
- *"Cass Square, cleanliness varies."*
- *"Near the Library. It's okay, the floor is always wet. Could be cleaner."*
- *"But the ones in smaller places are not clean."*
- *"Not very clean, could be cleaner, they're not scrubbed but get wiped over. I don't think that's good enough."*
- *"Clean but could be a better."*
- *"Clean but not spotless, Hokitika, can't remember name of street sorry."*
- *"Kids don't like the toilets in town ,too smelly."*
- *"They're not that clean, clean more regularly do wash outs. Along the beach."*

### Not very satisfied

- *"Unclean dirty and full of rubbish at Kumara."*
- *"Toilets on the main street in Fox Glacier, not cleaned often enough."*
- *"Sports ground in Kumara is not particularly well maintained. Does it need a new cleaner?"*
- *"The toilets beside the museum. Dirty, and not cleaned often enough in Hokitika."*
- *"Disgusting, dirty, not cleaned enough."*
- *"Need cleaning more often, lots of tourists here and they get lots of use, especially in summer and when events only."*
- *"Again, a general comment about the frequency of cleaning which I'd like to see increased."*
- *"Ross and Harihari. They are smelly, and there is stuff on the floor. In Harihari toilets there is food and used cigarettes on the floor."*
- *"Middle of town near museum, always dirty."*
- *"The public toilets in Hokitika, ie, Beach and Town. Cleanliness is a problem, need to be cleaned properly, they smell."*
- *"Gross, is all I'd say about the public toilets in town."*
- *"The toilets in town an embarrassment to council, need cleaning more often."*
- *"Hokitika toilet. It was quite dirty."*
- *"Not very clean, rubbish in the toilets."*

continued ...

**Not very satisfied (continued)**

- *"It needs more cleaning. It's the local toilet at the foodbank."*
- *"Smelly and water on the floor. Not cleaned enough. Tancred Street, Hokitika."*
- *"Not very clean."*
- *"Hokitika ones not really clean."*
- *"No good, not clean, urine on the ground, smelly, beach front, Hokitika."*
- *"Need cleaning more often, daily."*
- *"Needed cleaning, smelly, Tancred Street, Hokitika."*
- *"Beach toilets need cleaning."*
- *"Museum, not clean."*

**Poor standard, outdated, need upgrading, improvements****Fairly satisfied**

- *"Not up to standard, don't clean or check them often enough."*
- *"Cass Square needs updating and toilet at beach, okay."*
- *"In Hokitika, near museum, could do with an upgrade."*
- *"Rather old."*
- *"It's a mixed bag, some of the newer ones are good, but the ones at Cass Square are disgusting. Cass Square ones are old and need upgrading, the whole building."*
- *"Hokitika public toilets, these are older. They could do with an upgrade. However, they are more than adequate."*
- *"Cass Square, needs sprucing up."*
- *"Standard not very good, old and shabby Cass Square."*
- *"There is room for improvement, in general."*
- *"In Hokitika, near the museum. It's starting to show signs of age. Needs work done on it."*
- *"The one in the museum, it tidy and not always clean, before lunch, during the week, old and worn, needs an upgrade."*
- *"Hokitika, by the museum, pretty basic, old and tired, needs repaint, good going over, can't remember if they had hand driers?"*
- *"Used older ones by museum, not very impressed."*
- *"Need updating far too old."*

**Not very satisfied**

- *"Cass Square don't appear to be very well maintained."*
- *"Just need upgrade, Hokitika."*
- *"They could have an update, but they were clean enough."*
- *"They are rundown, but they are now renewing them. Whataroa, Harihari area, they were just old. They are getting money from Shane Jones fund."*
- *"They are in need of upkeep, the same as they were 30 years ago, Cass Square."*
- *"One at the museum is old. Clean but needs an update."*
- *"Need updating. Middle of town near museum."*
- *"Need upgrading. Hokitika ones poor."*
- *"The toilet I've used, especially by the Plunket Rooms are not in good order and not pleasant to use."*

### Need toilet paper, soap, other facilities

#### Very satisfied

- *"The ones we have a very good but there are not enough of them or rubbish bins. This is at the mouth of the river and there is a need for rubbish bins definitely in the summer."*
- *"Would be nice if a change table was in there, one of those fold down ones. Really good if we had one so good to use."*

#### Fairly satisfied

- *"The toilets in Greymouth never have toilet paper in there."*
- *"I would like to know why they have fixed the public toilets at Kapitea Dam. Lights gone, soap is gone."*

#### Not very satisfied

- *"No paper, was soap though."*
- *"No paper, no soap."*

### Not always open, locked

#### Fairly satisfied

- *"Sometimes locked too early, eg, during school holidays."*
- *"Behind the museum, Cass Square one is not always open, difficult when you have children."*

### Other negative comments

#### Very satisfied

- *"In Hokitika hot water is far too hot."*
- *"Hokitika central by the museum. Sometimes freedom campers use it to wash their dishes."*

#### Fairly satisfied

- *"The public toilets in Ross are presently not operative. They built a new one and it wasn't opened for the busy season, really disappointed. It looks like all the power is connected because everything goes on at night but it's not being used."*
- *"Woodstock toilets and they are quite public. It'd be better if they more private."*

#### Not very satisfied

- *"Gardens full of weeds and grass not mowed. So bad took round up and sprayed the grounds myself, Fox Glacier."*
- *"Can't get a walking frame into them to go to the toilet. No wheelchair entrance either."*

## Q12 Reasons why satisfied, not very satisfied with library services

Good range, selection of books, new books, resource material

Very satisfied

- *"Granddaughter very happy to find books she liked."*
- *"Good turnover of new books."*
- *"Good resources."*
- *"Good selection."*
- *"Selection of book."*
- *"The library is well stocked."*
- *"Good books."*
- *"Very impressed good books."*
- *"Good selection of books and friendly staff."*
- *"Good selections of books for kids and adults."*
- *"There appears to be a good selection of books for both of us."*
- *"Large amount of books, you can put holds on."*
- *"Can get what I want and good selection."*
- *"Books I wanted."*
- *"Have a very good public library, tons of books."*
- *"Good books all in order. I will start using it again soon for myself."*
- *"There is always a good selection of books."*
- *"Books always available."*
- *"Good book stock."*
- *"Good range of books at our library including books for all ages Kumara Anglican Church outreach library service, from Hokitika Library."*
- *"Has latest books."*
- *"Good selection of books."*
- *"Lots of books."*
- *"I am a regular user and do a lot of reading."*
- *"Good range of books."*
- *"Has a good range of books."*
- *"The kids enjoy the selection of books down there."*
- *"Availability and variety of books."*
- *"Good books."*
- *"Great selection of books."*
- *"Good selection of books."*
- *"There are a good selection of books and a good selection of DVDs."*
- *"Excellent good selection of books."*
- *"Okarito library service has a wide range of books."*
- *"Plenty of books."*
- *"Sort of get the books out that I want, good variety, up to date, don't use wifi."*
- *"Great stock of books."*
- *"Outstanding, go there twice a week, library is better than Waimate, new books, outstanding selection."*
- *"Good selection of books."*
- *"I like reading like books, Hokitika, Westland District."*
- *"It's the only one in Haast. They have a great range of books and the librarian is very helpful."*
- *"They have plenty of books and the staff are helpful."*
- *"Lots of books."*
- *"Nice selection of books, Hokitika."*

continued ...

**Very satisfied (continued)**

- *"Great selection of books."*
- *"Extremely good for small town, good collection of books."*
- *"The books are good. Good choices."*

**Fairly satisfied**

- *"They have a good range of books."*
- *"Good selection of books."*
- *"Plenty of books there."*
- *"Westland library, it has the books that you needed, required."*

**Good layout, well organised, set up, areas well separated****Very satisfied**

- *"Well set out."*
- *"Very quiet space, good for study at home these distractions, I could focus when studying for my exams."*
- *"Is quiet."*
- *"Easy enough to find stuff. Staff are good."*
- *"Excellent, user friendly large variety of books."*

**Staff are good, helpful, friendly, good customer service from staff****Very satisfied**

- *"Nice people that work in the library, in Hokitika."*
- *"Hokitika library have wonderful staff."*
- *"We get our books and the people who work there are very considerate."*
- *"Staff is good and good service."*
- *"Friendly staff and always helpful."*
- *"Fabulous staff."*
- *"Helpful staff."*
- *"Very helpful staff."*
- *"Friendly staff."*
- *"Staff great."*
- *"Friendly staff."*
- *"Very friendly staff."*
- *"It's a good place, welcoming staff."*
- *"Staff helpful."*
- *"It is wonderful, staff make it this way."*
- *"The staff are good- friendly and helpful."*
- *"Great workers in there and they will get things in for you."*
- *"Good service. Get books in for you."*
- *"They are always excellent. Staff are very helpful, ie, Hokitika Library."*
- *"Helpful staff."*
- *"The girls were great in the library."*
- *"Staff are excellent."*
- *"Staff good, good feeling there. Tolerant of children."*
- *"Helpful staff, Westland District library."*
- *"Prompt service."*
- *"Knowledgeable and helpful staff."*
- *"The staff are nice."*
- *"Friendly and helpful staff."*
- *"Friendly staff."*
- *"Great staff."*

continued ...



**Very satisfied (continued)**

- *"Excellent staff."*
- *"Good staff, Hokitika."*
- *"They are very helpful, and books are good."*
- *"In there the other day, Hokitika, I go in there with my wife and because she has eye problem, I look for the books for her, and the librarian was very helpful, I go every week."*
- *"The staff are always polite, helpful and forthcoming."*
- *"And staff friendly and helpful."*
- *"Hokitika library has very good staff."*
- *"The staff are friendly and efficient."*
- *"The staff are always friendly and happy to help me."*
- *"Hokitika Library 100 percent satisfied. Staff help with scanning documents. Staff are very helpful, 10 out of 10 for staff, wonderful service and very cheap."*
- *"Mainly due to the staff who are very helpful, user friendly."*
- *"Good staff."*
- *"Service is amazing. Very helpful."*
- *"If you don't know something, they'll just "oh yeah, hang on" and they'll find it for you. They're good ladies."*
- *"I know them all there."*
- *"I always get good service there."*
- *"Fantastic, friendly staff accommodate us by getting in books, kids get there books out."*
- *"Hokitika Library staff were helpful."*
- *"Staff gets book in on request. Pleasant staff."*
- *"They are helpful staff, no problem when they send away for a book that I want."*
- *"The staff are very helpful."*
- *"The customer service is excellent."*
- *"Tancred Street, Hokitika branch, very friendly and efficient staff."*
- *"Very pleasant staff."*
- *"Great staff, selection of material."*
- *"Staff polite and efficient."*
- *"The library in Ross is run by dedicated volunteers and offers a good service in the books it has."*
- *"They are very helpful and give good service."*
- *"Staff are great, helpful, smiling, good info."*
- *"The staff are lovely as well as having good books."*
- *"Hokitika library; good, useful staff."*
- *"I recommend books and they order in, which is good service."*
- *"Staff friendly."*
- *"It's lovely, they've got a lot of books that I like and if they haven't, I ask them, and they try and get it for me. They're really lovely, the ladies that work in there, very helpful."*
- *"The staff have been amazing, always willing to help and go and find a book if we can't find one, the staff in there are pretty amazing."*
- *"Good service and helpful staff who will source books when asked for by customers."*
- *"Good selection of books, staff very nice. Hokitika."*
- *"Staff good, Hokitika."*
- *"Helpful staff."*
- *"Good selection of books and the staff are good, they're helpful, any enquiries they're straight onto it."*
- *"Friendly staff, happy to help always."*

continued ...

**Very satisfied (continued)**

- "Good staff, helpful. Good books."
- "Staff helpful with computers."
- "The library staff are friendly and give good service."
- "People wonderful, kind, always smiling."
- "Believe they do a good job with what they have available the library is very small, you just basically find something suitable, get books sent down every three months, they can recent editions they can order."
- "Staff very helpful and go out of their way to help."

**Fairly satisfied**

- "I have good service, the people are helpful."
- "I went in and got what I wanted done, it was good service, asked if had a book and they got it for me."
- "The staff are helpful."
- "Good staff."
- "They order them in if they don't have them."
- "The staff are good but sometimes too busy to help."
- "The staff are helpful, and she can find everything she wants."
- "Fantastic, staff are fantastic, really helpful, responsive, really good."

**Internet, online services, free wifi, Computer access, photocopying.****Very satisfied**

- "Good internet access, easy access."
- "They have very good online stuff now. Took my granddaughter there and there was lots for her to do."
- "Have computers."
- "Free wifi."
- "Lots, printing."
- "Computer."
- "Needed to do emailing and they have that facility."
- "Computer access is good. Westland District Library."
- "Free wifi."
- "I use their internet."
- "Can use it online."
- "Ask for my time sheets to be emailed, when I go into the libraries I use."
- "I use the online service and I am very happy with this service."
- "Continues to modernise with technology."
- "Good for photocopying. Very helpful."
- "Well utilised people using wifi, etc."
- "Staff willing to source a book, and helpful with printers and printing a document."

**Fairly satisfied**

- "I get emails there. Cannot do that now. They changed the system."

**DVDs, ebooks, videos, large print****Very satisfied**

- "They are innovative, have other things going on, dvds. They keep video selection up to date."
- "They have an ebook facility now."
- "Videos."
- "Hire out films from there."
- "I can get large print books there."
- "DVD, all really nice in there."

## Children's area, activities, programmes

### Very satisfied

- *"Lots of things for the kids, good in holidays."*
- *"So much there for the kids to read and do."*
- *"Kids' stuff is lots."*
- *"They're brilliant. I have had very good service. They offer lots of activities for younger children."*
- *"Kids can spend time there themselves. Have been on school trips there, they have a fabulous programme, Hokitika library."*
- *"Lots of stuff for kids as well."*
- *"Things for kids, it is well resourced, Hokitika library."*
- *"For school children it is very clean and tidy."*
- *"Good activities for kids."*
- *"Seats for kids, events in school holidays."*
- *"They have reading for the children."*
- *"Plenty of activities for children."*
- *"Five plus, they put on a really good children's craft week and we went to one of the days."*
- *"It has an awesome kids corner and even a time for the little ones."*
- *"Plenty for children to do."*
- *"The Hokitika library has run a really good holiday programme which involved my children."*
- *"Very kid friendly."*
- *"The staff there were amazing they read a story to the children and they did a regular story time for anyone who wants to take their children in there."*
- *"School programme, great also."*
- *"Good place for kids and they enjoy going there."*
- *"Kids love it."*
- *"Love library, the books, toys."*
- *"Books variety something for the kids, and programmes, well utilised."*
- *"They just really, really inclusive for all kids the head librarian does a really good job, lots of activities for the kids, after school, holiday reading programmes and a baking challenge kids. They're really good at our library. We're really lucky."*
- *"Very helpful, my eldest son just loves going there, great with our youngest kid the staff are."*
- *"Really good, my kids love all the books and toys."*

## Newspapers

### Very satisfied

- *"They have a wide range of newspapers to read."*

## Good communication

### Very satisfied

- *"They always get in touch when there are events in the Library."*
- *"Well publicised (events)."*
- *"Lots of community notices, tourists even use."*
- *"Westland District Library. They keep good communication with the public."*
- *"Provide all sorts of access to info on what's going on in the community."*

### Good service, well run.

#### Very satisfied

- "Good service, prompt service."
- "And good facilities."
- "Well run."
- "It's a very good service."
- "Great service!"
- "The service is very good."
- "Great service."
- "Service good."
- "Good service."
- "Everything is really good, service, books everything."
- "Good asset for the town well run by the ladies."
- "Well managed always."
- "Good service, Hokitika."
- "They have very good service. Hokitika."
- "Love library, very good, great place, well serviced."
- "The Haast Library is suitable for me and it's well run."
- "Service good, Hokitika."
- "Great service, Hokitika."
- "Because it's a really great library with excellent services and staff. It's amazing."

### Very good, great, good facilities (unspecified)

#### Very satisfied

- "Hokitika Library is very satisfactory."
- "Everything I need."
- "Always use the Hokitika library, excellent."
- "Hokitika gets absolutely brilliant as a comment."
- "It's everything a suburban library should be."
- "Very good."
- "Library very good."
- "Could not speak more highly of them. Great."
- "Great Sewell Street, Hokitika."
- "The library in Hokitika is very good."
- "Very satisfied really good. Love it, staff so friendly."
- "It is a good library in Hokitika."

## Community facility, events, courses, activities for all ages

### Very satisfied

- *"Starting to do things with community, cooking, clothes swap."*
- *"Book reading, clothes swap."*
- *"Their events are well run and publicised."*
- *"They also run good courses."*
- *"Great social place."*
- *"Good activities for family, community needs this facility."*
- *"Also, very good at inviting the community in with community events."*
- *"Well utilised, community meeting place."*
- *"I use the Hokitika library, I have ordered books and go to talks there."*
- *"Hokitika library, staff are great and so are events."*
- *"It has a good range of books, and has great book sales, I have bought a lot of books cheaply recently."*
- *"Westland Library is very good with good staff and workshops."*
- *"Well utilised by the community."*
- *"Like the JP there on a Wednesday, find you hard to find books, also helped me load a book on a kindle."*
- *"The library is a good community resource run by caring people and is community orientated."*

### Fairly satisfied

- *"Attends as a Justice of the Peace on a Wednesday."*

## Lovely facility, clean and tidy, nice surroundings, well maintained

### Very satisfied

- *"Library and nice surrounding, Hokitika."*
- *"Maintained well. Clean."*
- *"They keep it neat and tidy, Hokitika library."*
- *"Comfortable and inviting to go into."*
- *"Good facility, online with you."*
- *"Nice surroundings."*
- *"The library is quite new."*
- *"Neat and tidy, well maintained, always several people in there."*
- *"It's a lovely place to go."*
- *"Well maintained."*
- *"Maintained and tidy."*
- *"Clean and tidy, Hokitika."*
- *"Maintained well."*
- *"Clean, tidy, good selection of books Hokitika."*
- *"Just nice and light and airy and clean."*
- *"Tidy."*
- *"Everything nice about the place."*
- *"Well maintained, always clean and welcoming."*

### Fairly satisfied

- *"Tidy and maintained facility."*

### Good location, convenient, easily accessible

#### Very satisfied

- *"It is easy access to go to."*
- *"Handy to town."*
- *"Convenience."*
- *"Great and nice location to sit and read."*
- *"Hokitika Library is very easy to use, easy access."*

#### Fairly satisfied

- *"Handy."*

### Okay, good, happy with it

#### Fairly satisfied

- *"Incredibly challenging running a library, so it's okay."*
- *"A good library."*

### Other positive comments

#### Very satisfied

- *"Our roster system works well."*
- *"Good hours."*
- *"The volunteer service works well. Kumara Anglican Church outreach library."*
- *"Hours are consistent."*

### Need more books

#### Very satisfied

- *"But need much more books."*
- *"It's good but I wish they had more popular books like the Handmaids Tale. Need to fund more modern books. Well known ones."*
- *"Need more books, latest books, good selection."*

#### Fairly satisfied

- *"The Hokitika Library sometimes doesn't get new releases in very often. I read a lot so it's a bit frustrating otherwise they do a good job."*

### Longer hours

#### Very satisfied

- *"I'm used to longer hours."*
- *"The one in Harihari is tiny, and the woman who runs it is paid to keep it open for a few hours only."*
- *"At the Haast hall, only open one day and librarian is very helpful."*

### Other negative

#### Fairly satisfied

- *"She said people get only a limited amount of time to use the computer. Sometimes there are no Sunday papers in the library."*

### Other

- *"They should charge for books. One dollar each would be reasonable. Westland District Library."*

### Q13 Reasons why they have not used or visited a library in the District

#### Don't read, not a reader, don't read very often

- "Not a big reader."
- "I don't read books."
- "I don't read books-have never read a book."
- "Tend to buy books from op shop."
- "Don't read now."
- "I am not a big reader."
- "I'm not a very good reader."
- "Not much of a reader."
- "I don't do a lot of reading."
- "Not her thing. Not a reader."
- "Don't read books."
- "Not a great reader."
- "I'm not a great reader."
- "Don't read books."
- "Educated when I was young but not a good reader."
- "Do not read very much."
- "Don't read much now."
- "I don't read books."
- "Because I do not read books."
- "I do not read and everything online now."
- "I don't read books much."
- "Do not do a lot of reading."
- "She doesn't read a great deal."
- "I am not a book person."
- "My daughter and wife do but I don't read much."
- "Not a big reader, but my partner makes up for me."
- "He doesn't read much."
- "Doesn't read much."
- "He doesn't read much."
- "Do not read books."
- "Don't read much and I'm not a reader so I don't go."
- "Not a bookworm."
- "Don't read books and not interested."
- "I am not a great reader."
- "Not a reader."
- "Don't read any books."
- "I'm not a great reader."
- "I don't read books never been to a library."
- "Don't read a lot."
- "Don't read books."
- "No interest in reading."
- "Don't do a lot of reading, do other things instead, I've changed."
- "I don't read a lot."
- "Not a reader."

### Use kindle, ebooks, audio books, download books

- *"Read electronic books."*
- *"Don't need to as I download the books on my phone, I am not a member of the library and I like to buy my own books. When I want to know something, Mr Google is used."*
- *"I have a lot of books and read on my kindle but have been told it is very good."*
- *"I have an ebook."*
- *"Haven't used it in the last 12 months because it is easier to use my iPad."*
- *"Don't use them, I download books when I want to read."*
- *"Proud owner of a reader, kindle."*
- *"I have a kindle and I use that to read online."*
- *"Have kindle and use that for reading books."*
- *"We use a kindle, no need to go to the library."*
- *"Two hours away."*
- *"I download books."*
- *"I use audio books."*
- *"I use electronics."*
- *"Get my books from Amazon or kindle."*

### Read other material, newspaper, magazines, internet, computer

- *"Like reading the paper and I read about every single word. Plus, my husband uses his smart phone and computer a lot."*
- *"Read paper in morning and that's it."*
- *"I used the internet."*
- *"Am computer freak."*
- *"You can bring everything to play on the internet and that."*
- *"The internet is fabulous, but the family use the library to read a locally produced book that wasn't on the internet."*
- *"I buy all my magazines and books. I just don't really like libraries very much, libraries in general. I don't like the smell of them. Old books have a smell about them."*
- *"Read mostly magazines."*
- *"I only read the newspapers."*
- *"Use my own computer, I know it is a good place."*
- *"Don't need to go there, use the internet."*
- *"Mainly as I have a computer and I can do most things online."*
- *"All on internet I feel these days for kids."*
- *"Well I don't have any real need to go to the library I have the internet and newspapers every day."*
- *"Do my reading online."*
- *"Can get what needed online."*
- *"Get papers delivered."*
- *"Because of internet. Uncle Google will tell you everything you want to know."*
- *"Ease of online access these days."*
- *"Find everything on the computer now."*
- *"Never had a need to use with internet."*
- *"I read books online."*
- *"Am 82, I use a computer for information."*
- *"Use computer instead. Read newspapers at home."*



### Buy books, get from another source, have own books, get books online

- "Got a heap of my own books."
- "Can get some from friends."
- "Buy couple of books and magazines which suits you."
- "Tend to buy books from op shop."
- "I can find everything online now."
- "Plenty of books at home."
- "I have enough reading material around the house."
- "Have enough farming journals at my home."
- "I decide which books I want to read, and I order them from the bookshop."
- "I've got plenty of reading without going to the library, but I believe it's good."
- "Basically, I tend to buy books I like."
- "Don't need to, I have my own book."
- "I buy a book if I want one."
- "I have plenty to read at home."
- "I buy books I have my own library."
- "I don't have the need. I have plenty to read without going to the library."
- "Because I belong to a book club."
- "Can just do it online."
- "Got books that I have at home."
- "I'm not interested, have my own books, I read them."
- "Buy own books."
- "Just prefer to buy books now and again."
- "Had plenty of books to read. Due to return."
- "He orders books online."
- "Buy books."
- "I tend to read my own books bought from the op shop and don't use the Council libraries."
- "Plenty books at home."
- "Tends to buy books rather than use the library."
- "Well I have a ton of books in my bookshelf."
- "Have a large collection of my own."
- "I have been reading books from friends."
- "I read my own books."
- "I collect books myself a prolific reader got all that I need here no need to go to the library."
- "He has plenty of his own books."
- "No reason because my daughters an avid reader she just seems to accumulate a lot of books through the school library and has a small library of her own."
- "He finds it easier to buy books online."
- "Tend to buy secondhand books."
- "Plenty of books at home."
- "I have a huge collection at home."
- "She has plenty of books at home."
- "I probably have enough to read here at home."
- "I'd rather buy a book, I don't like reading used books. I like a new book. I buy a book and give it away."
- "Has an extensive library."
- "I get books from friends if I do."
- "She had a lot of books and got books from other people."
- "I have no interest really. I buy my own books."

continued ...

### Buy books, get from another source, have own books, get books online (continued)

- *"I just buy my books not a great reader."*
- *"I read my own books."*
- *"I have my own books."*
- *"Have family who give me books, no need to go to the library, it comes to me by my friends and family."*
- *"I just don't get around to it. I use other means."*
- *"We tend to have a good supply of books at home for our children and my employer in Greymouth has a library and we do most of our research online."*
- *"Go there with the grandkids and they're happy but I personally don't use the library, if I want to read a book, I'll buy it."*
- *"I don't bother with that, I have my own magazines which keep me busy, had nothing from the library, ever."*
- *"Because I prefer to buy my own books because if I am ever at home unable to go out, I will have books to read."*

### Too busy, do other things, don't have time

- *"Because of time restraint, I do read, but I am very busy."*
- *"I think the way my life is I don't have a lot of time for reading."*
- *"No time to read books."*
- *"Working hours too big."*
- *"I am busy at work, time factor."*
- *"Just busy, my lifestyle and what I do."*
- *"I work out of town and don't have time to go."*
- *"Working and do not have time."*
- *"I haven't got time to read."*
- *"I don't have time."*
- *"Don't find the time."*
- *"Love garden more than books."*
- *"Don't have time to read. I would love to in the coming future when I have retired and will have more time to."*
- *"No time for the library."*
- *"No opportunity."*
- *"Plenty books at home."*
- *"No real reason. No time for books, I'm on my own."*
- *"Just don't have time at present."*
- *"No time to read, I have my own books."*
- *"Lack of time."*
- *"Too busy to read."*
- *"Because I haven't got time to read, I'm a farmer on my own."*
- *"Have no time at present."*
- *"I don't get time to read books."*
- *"She used to take her young son to the library, but she has been busy working and also has injured her leg."*
- *"Is often busy."*
- *"I don't have the time to use the library."*
- *"I have not had time to read."*
- *"Been too busy."*
- *"Too busy got a lot on."*
- *"I'm too busy with my job."*
- *"I don't have time to read."*
- *"Don't have time, too busy to go."*
- *"Too busy, no time really."*
- *"Too busy."*

### Don't have a library, too far away, don't drive

- *"Because we cannot get there, because we do not drive."*
- *"We are out of town, the travel, 10km away."*
- *"An hour or so away."*
- *"Too far."*
- *"I don't visit libraries much, it is about 20km away."*
- *"I live on a farm and don't go to the library."*
- *"Probably because we are south of Hokitika and the distance is too far."*
- *"Live in Whataroa, too far to go."*
- *"We don't have a library."*
- *"It is about 48kms to the library."*
- *"Difficulty of access due to distance."*
- *"I only go to Hokitika once a month as it hour and half and a bad day it takes two hours when you are held up at a one way bridge. Its 116km away from my farm."*
- *"No library in Fox Glacier."*
- *"Doesn't travel out from Kumara apart from groceries."*
- *"Lack of access."*
- *"We live too far away from a library."*
- *"I live a long way from the library."*
- *"We live too far from the library service."*
- *"The Hokitika library is too far away."*
- *"I have difficulty getting around, one at the school, 5km out of the town, access is the problem, would like a mobile service."*
- *"The library is too far away."*
- *"I don't live near a library and its 2.5 hours away."*
- *"Hokitika an hour away, Whataroa at school, don't do anymore, don't use internet, mean nothing to me."*
- *"Can't go there because I can't drive so it's too difficult."*
- *"I live too far away, 25 kms away from my residence, I have an extensive range at home, don't get much for my rates but that is the price to pay for living in paradise."*

### Watch TV

- *"Watch TV, do not read books."*
- *"The TV for information."*

### Too old, poor eyesight, poor health

- *"My eyesight is not good enough."*
- *"Failing eyesight but used to use it and it was very good."*
- *"Only have one eye, cannot read well."*
- *"Poor eyesight."*
- *"I am not as mobile as I used to be."*
- *"I am in and out of hospital regularly so don't have time."*
- *"I have just got a new pair of glasses and I couldn't read very well in the last year."*
- *"Don't read because of poor eyesight."*
- *"I'm partially blind so it would be a bit difficult."*
- *"I am too old to read books!"*
- *"Can't concentrate on reading, health not good."*
- *"My eyesight is not great now unfortunately."*
- *"Have sore eyes and I can't read."*

### No need, don't use a library

- *"Just don't go to libraries."*
- *"I have no reason, just don't go."*
- *"Don't use."*
- *"Haven't felt the need."*
- *"Don't use library. I don't need one."*
- *"No real need."*
- *"No need to."*
- *"Not me, but a member of the household uses the Hokitika one."*
- *"We have no need to go there."*
- *"I have no need for it. I don't use libraries."*
- *"I don't use the library."*
- *"No need to."*
- *"Used to use when at school, no need now."*
- *"Don't have any use for the library."*
- *"Haven't needed it."*
- *"Not in the habit of using the facility."*
- *"No need to go the library."*
- *"I have no need to."*

### Not interested, not my thing

- *"Do not go to library. Not interested."*
- *"No interest in it."*
- *"It doesn't interest me, just prefer to buy books now and again."*
- *"I'm not interested."*
- *"We're not members of the library."*

### Just haven't been, slack, lazy

- *"Too lazy."*

### Library hours don't suit

- *"Not available, as community library only open during the day and as I work, I cannot use the facility in Fox Glacier."*
- *"Live in Haast, library opens there once a month."*
- *"My jobs actually taken me away and I'm not there during the hours that the library's open."*
- *"I work in Greymouth so it does not suit the times I can get there."*
- *"They are only open on a Saturday afternoon, but they will get materials if I request them."*
- *"Not open when I am working. Maybe when I retire."*

### Limited range of books, can't get them online

- *"Don't go to library anymore because I have read all the books about trains on the library."*
- *"Not much there."*
- *"We're going to provide books online but have not provided the service as planned."*
- *"They also don't stock the kind of books I am into just now."*
- *"Have read a lot of books there and haven't seen any new ones, so left it until you get around to wanting to read from there."*
- *"Kumara library books never change. There should be a reciprocal arrangement with Grey district for books to be rotated as there is nothing with Hokitika."*

#### Use Greymouth library, school library, library outside district

- *"Because I'm a School Principal with access to such facilities."*
- *"We live halfway between Hokitika and Greymouth. Do our shopping in Greymouth and use library there, it is closer."*
- *"I go to Greymouth Library weekly."*
- *"I went to a different one, but our service is good."*
- *"I visit the Grey Libraries."*
- *"There is a small library at the school where books are dropped off."*
- *"Kids use school one instead."*

#### Holiday home, work outside district

- *"Just have a holiday home in the area."*
- *"I work in Greymouth."*
- *"I don't go to Hokitika very often, I work in Greymouth."*
- *"Don't live here full time and it's a bit awkward."*
- *"We live out lake Kanieri, a bach here, had library cards, not wanting to, just don't need to, live full time in Canterbury."*

#### Others

- *"They wouldn't let me join when I walked in the door and told me I had to go online. So, I didn't bother just walked out, a lot of older people don't have computers or connection to internet, I didn't feel welcome at all!"*
- *"I haven't been going out much."*
- *"In the past I visited libraries and found too much choice and always came out without books, so I don't visit libraries anymore."*

## Q16 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the standard and safety of Council's unsealed roads

### Good, reasonable condition

#### Very satisfied

- *"I didn't have any difficulty driving over it. It's of a good standard."*
- *"Took an unsealed road to work years ago, went on it recently and it was in great condition. The old Christchurch, Kawaka Road."*
- *"Because the standard of road that the western county can provide is superb for the amount of money they have to spend on it. Fine by me."*
- *"Lake Kaniere Road, very satisfied with state of road."*
- *"Dorothy Falls Road. It's in very good order."*
- *"Adairs Road, good quality and well maintained."*
- *"Generally, roads in good condition."*
- *"No problem, no sharp bits, was okay. Road that goes through to Christchurch."*
- *"In good condition Stafford Loop Road, Hokitika."*
- *"Good condition."*
- *"Haugh Road, it was good condition, just been graded Hokitika."*

#### Fairly satisfied

- *"Reasonable condition mostly."*
- *"The road is in good condition."*
- *"Use Stafford Loop Road. It was dry and not a lot of other traffic, so it was fairly good and not a lot of damage to the road."*
- *"Most of the unsealed roads I use are generally up to the job of handling a lot of traffic and seem to be able to be reasonable in lasting before they need maintenance."*
- *"Lake Kaniere and the Hokitika gorge were in reasonable condition."*
- *"I belong to a walking group and they are in quite good condition for walking and driving."*
- *"Old Christchurch Road, reasonable condition for less usage."*
- *"Totara Valley Road, in reasonable condition and I appreciate the fact that it does get maintained."*

### Good surface, smooth

#### Very satisfied

- *"Humps Beach, seemed alright, even surface, safe yes."*
- *"Good surface just graded no potholes Hau Hau Road, Kaniere Goes through to Blue Spur Road."*

#### Fairly satisfied

- *"They were partially sealed, in good condition, the one that cuts across from Stafford to highway going to Arthurs Pass, maybe the Old Coach Road?"*

## Well maintained

### Very satisfied

- *"The Cape Terrace Road is well maintained? Not sure if that is in this district."*
- *"Maintained regularly."*
- *"Kept in good order."*
- *"Well maintained in Humphreys Gully."*
- *"Top end of Greenstone Road is well maintained."*
- *"Gillams Gully Road and Poerua River Road are usually very well maintained and as good as you can expect a metal road to be."*
- *"General comment is that they are well maintained and safe."*
- *"The damage has been repaired well and reasonably timely. Dorothy Falls Road."*
- *"After storms, they attended fixes on roads very quickly."*
- *"They are maintained in reasonable condition in general."*
- *"Old Christchurch Road is maintained well."*
- *"Well maintained roads."*
- *"Roadmen in the district do a great job, in difficult conditions."*
- *"They have been previously washed out but now they are pretty good."*
- *"The blokes who maintain the roads do a pretty good job but are poorly served by the bureaucracy in Hokitika."*
- *"Adairs Road, good condition and well maintained, few potholes."*
- *"Key roads fixed very quickly after the flooding and washout at Fox Glacier."*
- *"I came down here from the North Island, I lived on a gravel road for years. They are well maintained."*
- *"The ones around Ross are well maintained."*
- *"Since they fixed it up in the spring a lot better. Poerua River Road."*
- *"Kawhaka Road, Hokitika, well looked after."*
- *"It's the bypass. Stafford Loop Road, only small amount of unpaved. It's well maintained."*

### Fairly satisfied

- *"Around the Haast area roads are cleared after storms and well maintained."*
- *"Potholes get filled, Cascade Road, Turnbull north and south."*
- *"Only one grader driver, he does the circuit three or four times a year. They maintain it well. The Milltown Road off Lake Kaniere, other roads are pretty good, don't hear complaints."*
- *"It had some flood damage and they had prepared in pretty quickly, Oneone, Poerua river."*
- *"Could not tell me the name but I was satisfied with the maintenance."*
- *"All of them pretty well maintained."*
- *"Serpentine Road kept fairly well."*
- *"They are well maintained."*
- *"Well maintained."*
- *"Hunts Beach Road usually well maintained."*
- *"It feels like there is an attempt to keep them maintained, eg, Adairs Road."*
- *"The maintenance is mostly good, but there are many roads to maintain, so sometimes they fall behind."*
- *"Reasonably maintained."*
- *"Generally, well maintained."*
- *"Use Jackson River Road to go hunting. Well maintained."*
- *"They're fairly well maintained in Kowhitirangi area."*
- *"Hau Hau Road between Blue Spur and Kaniere This is reasonable well maintained."*

## Well graded, graded

### Very satisfied

- "Seem to grade there regularly."
- "How long the grader has been on them."
- "If they keep my road graded, Adair Road, I am happy."
- "The ones I use are usually well graded, Kowhitirangi, and the Old Christchurch Road."
- "Well graded and maintained. Bold Head Road."
- "Usually well-graded."
- "Well graded wide enough Stafford Loop Road, Hokitika."
- "Just graded a few days before up the back of the lake by Kaniere whatever it is can't remember."

### Fairly satisfied

- "I live up one and the grader comes every so often."
- "They get graded regularly Cascade Road, Turnbull north and south."
- "The road is regularly graded."
- "They regularly grade and maintain it. Allen Road."
- "They keep the roads well-graded."
- "The grader comes about once every three months. He doesn't expect much, because the roads are mostly used by the cockies."
- "They are usually well-graded."
- "They are mostly well-graded."
- "The roads are mostly well-graded."

### Not very Satisfied

- "Adair Road, we get it graded, potholes in Arahura (gave negative comments)."

## No potholes, only a few potholes, fix potholes

### Very satisfied

- "There was not many potholes."
- "Road behind Lake Kaniere. No potholes and well maintained."
- "100% better than they were 10 years ago. Contractors have more staff on the job and potholes, ie, Cascade Road, North and South Turnbull Road."
- "Any unsealed road you can expect the odd pothole. It's okay."
- "Good, kept good, not full of potholes."
- "Bold Head Road, no potholes pretty good really."
- "No potholes Hau Hau Road, Kaniere, goes through to Blue Spur Road."
- "Kawhaka Road, Hokitika, no potholes."

### Fairly satisfied

- "The potholes are filled in."
- "Council does repair potholes."
- "Fix the potholes."
- "Not a lot of potholes."
- "It's okay, no potholes. It is graded occasionally. Not sure of name of road."
- "Can tolerate a few potholes."
- "There is no potholes, the Stafford Loop."
- "A few potholes but okay to drive on. Black Creek Road."
- "The potholes are filled in."
- "There are only a few potholes."



### Need to drive carefully, need to keep speed down

#### Very satisfied

- *"Well, you need to drive to the conditions."*
- *"Hendes Ferry Road, have always used unsealed roads, so know how to drive on them."*

#### Fairly satisfied

- *"Brought up with them, drive to the conditions."*
- *"My Landcruiser copes well and problems revolve around driver behaviour."*
- *"We have been brought up on gravel roads and we treat them with respect."*
- *"Okay provided you drive to the conditions."*
- *"Christchurch Road, only as safe as the person driving on them. Drive carefully then they are safe."*
- *"Drive with care."*
- *"Got to drive to the conditions."*
- *"I am aware that it an unsealed road and you have to be more careful. Reasonable standard. The one that goes out to the George and the extension of Stafford Loop."*

### Happy with them, fine, okay, what you expect

#### Very satisfied

- *"Not too bad to drive on."*
- *"I haven't thought about it they seem okay."*
- *"Weren't too bad, the ones we were on."*
- *"The road to sunset point is good, all things considered."*
- *"Okay ones around here."*
- *"All fine ones I've driven on."*
- *"I am quite happy with them ie Lake Kaniere Road, Stafford Loop."*

#### Fairly satisfied

- *"Don't have a need to use them all, they serve my purposes when I do."*
- *"There are not of a great standard but are also not of a very poor standard."*
- *"Don't bother me need more money spent on the main highway."*
- *"The ones I have used have been alright."*
- *"Don't use often, they are okay."*
- *"Sealed definitely better but unsealed roads okay."*
- *"Lots, not too bad."*
- *"They're pretty good. Apart from the farmers using them for cattle races, shit for miles, they're pretty good but the standard of the roads are pretty good, the one that I'm talking about is the Upper Kokatahi, Tarara Road, I presume the council maintains the roads through the rimu tailings and that's in good condition."*
- *"She has had no trouble with them, quite good."*
- *"This is in Kumara district and they roads are quite good."*
- *"Because I know it is an unsealed road I am satisfied, it is what I expect."*
- *"It was good for a gravel road. I go on a few gravel roads in the district. Northern Ward."*
- *"Been okay the ones we have been on."*
- *"Most of the roads are not too bad, the gravel ones."*
- *"It's still an unsealed road isn't it they're never going to be that great."*
- *"Part of road used is okay. Stafford Road."*

## Do the best they can, good in view of weather conditions

### Very satisfied

- *"They have a very big job and are doing their best."*

### Fairly satisfied

- *"They have a lot of roads to work on and they do their best. The council people are friendly."*
- *"They try to maintain them, in extreme weather you can only do so much, they can't do everything, roads around Lake Kaniere area."*
- *"Most are sealed and unsealed ones are kept fairly well and okay."*
- *"Roads okay."*
- *"Adairs Road varies on weather in the district."*
- *"Because of the wet weather recently the council have done a good job."*
- *"Considering the weather that comes to Westland have done a pretty good job."*
- *"Depends on the weather. Do the best they can."*
- *"Shingle road is hard to maintain."*
- *"Because they require a lot of work due to climate of the area."*
- *"The council do their best, but you have to accept that with weather bombs it is hard to keep roads always well maintained."*
- *"I know we have a small rating base and there are lots of roads to cover and they are maintained to the best of the Councils financial ability, eg, the Old Christchurch Road."*
- *"Roads are in good nick generally, given the number of vehicles on them and the weather on the West Coast."*
- *"The roads suffer flood damage but there is only so much you can do to maintain them."*
- *"Mainly wet weather does not help with maintenance."*
- *"They try and keep on top of the roads. It's hard here if we get lots of rain because the potholes happen really quickly."*
- *"Know they are working on them."*
- *"Work is in progress on many country roads. Hope to have done by winter if weather permits."*
- *"The council tries as best it can to keep the roads open and graded."*
- *"It is a big job to keep these roads maintained with the weather conditions found on the Coast, particularly when weather bombs cause flooding."*
- *"The council does try to keep the roads in good shape, she uses an unsealed road every day."*
- *"Do a good job keeping the roads open."*
- *"They are what they are, weather and wash outs always going to be a problem."*
- *"The roads are affected by the weather, and sometimes this makes them a problem to drive on."*
- *"The council do their best, I give them credit for that, go down Mccarthy Road, used as a cow track."*
- *"Walk the roads going along to Dorothy Falls, between end of settlement at Hans Bay. Bridges were taken out at a storm, council did their best."*

### Not very satisfied

- *"There are a lot of unsealed roads and we have a lot of rain. Small population make it hard to maintain. I can use another road to avoid unsealed, eg, road to glaciers, I realise these must take priority."*
- *"Council do best, lots of them around this area."*

### Safe to drive on, wide enough

#### Very satisfied

- *"Old Christchurch Road felt safe."*
- *"They are safe to drive on."*
- *"Not bothered, they're safe enough, my husband drives on them, nothing dangerous has ever happened on an unsealed road."*
- *"They seem okay. It would be great if all roads were sealed but obviously with their budget it's not possible, no problems with the unsealed roads."*
- *"Wide enough Stafford Loop Road, Hokitika."*

#### Fairly satisfied

- *"Hokitika Gorge, not too bad, reasonably, wide enough."*
- *"I didn't crash, two used regularly, Nielsons Road, road to Hokitika Gorge, Nielson wide enough, my walking road, other widened recently much improved."*
- *"They are fine, they don't bother me, they are roads. I find them safe."*

### Needs upgrading

#### Fairly satisfied

- *"There should be more upgrades."*

#### Not very satisfied

- *"Not graded enough."*

### Poorly maintained, need better maintenance, slow to repair, needs grading

#### Fairly satisfied

- *"Westroads are not doing their remedial work properly, and perhaps more peer reviews."*
- *"It could have done with a grade but not too bad."*
- *"Just not graded regularly enough most of the roads."*
- *"Used unsealed roads good. Unused not so good. Ones the tourist are great others need gravel thrown over."*
- *"I think it needs to be graded more frequently, Hau Hau Road."*
- *"Need grading, all the country roads around here, more often."*
- *"Sometimes the roads are not well graded."*
- *"Lake Kaniere storm damage last year not repaired."*
- *"We have quite a bit of rainfall and they require quite a bit of maintenance. Our roading maintenance guys are great, eg, Gillespies Beach Road. It might need more a bit more maintenance due to the high use of this road."*
- *"They are not as good as they could be, although the Council is trying to do something about them. The old West Coast Road could be improved."*
- *"Too many potholes and contractors don't know how to fill in, so they last."*
- *"Some well-maintained, can always be better."*
- *"Bold Head Road and the Old Christchurch Road. The potholes need to repaired more often."*
- *"It's a big job to keep the roads up to scratch but more maintenance is needed."*
- *"Need work, old Christchurch."*
- *"We do a lot of work way up the back and the big cycleway(that runs throughout NZ) is one road they should upgrade it and do a bit more, a lot of cyclists use it."*

### Not very satisfied

- *"We are still waiting for road repairs from flooding damage last March. Our road is not regularly graded or repaired. German Road and Humphreys Gully west."*
- *"Not good going over Stafford Loop, needs maintenance."*
- *"They are never graded and no upkeep on them in general."*
- *"A part of the dual carriage way on the West Coast Wilderness trail which is owned by Trust Power but council are meant to be looking after it but not looking after it. I saw someone sprain their ankle on it the other day."*
- *"Between Tudor and Spencer Streets, the Tudor Street entrance should be Council maintained."*
- *"It is the road where the whitebaiters go but it is not graded very often. Last time my husband filled it in himself."*
- *"Needs grading more frequently the unsealed roads."*
- *"Lack of maintenance 100% especially in the rural areas, absolutely bloody shocking! Bad! Very dangerous out our way, all the way out Kokatahi area all the roads in that area. Ungraded single lane and potholed well used road, Beach Road, Kakapotahi Road and Bold Head Road."*
- *"The maintenance is non-existent, they just patch it up occasionally. Most of the roads around the area are like this."*
- *"Don't get graded or maintained not often enough, very rough."*
- *"They are too rough and not looked after."*
- *"All unsealed roads need maintaining more, roads appalling!"*
- *"The council chooses which roads it maintains, and neglects some. He has had to put gravel on a particular road because the council didn't do it."*
- *"Only some of the roads are maintained regularly."*
- *"After the grader has graded not enough metal is replaced soon enough, Poerua River Road."*
- *"Road into Kokatahi is unsafe (it's a sealed) and I feel its unsafe as the shoulder is too narrow and there is lots of traffic on it. Lake Kaniere road is also a road you would only drive on if you are going to be carefully. Council is too slow on repair work. The sealed roads are off concern to me because they are potholed, narrow and have waves on them and I consider them dangerous."*
- *"Goldsborough Road, a bit rough, needs a grade."*
- *"Generally, there is a lack of maintenance. All the unsealed roads around Whataroa lack grading and are poor as a result."*
- *"Our sealed roads need sweeping, they're covered with gravel from the storm. Waiho Flat Road."*
- *"Not enough maintenance, Old Christchurch Road, Hokitika."*
- *"The roads I drive on are as rough as guts, not well maintained."*
- *"The problem is the repair jobs don't last very long. There is no quality with the repairs to the unsealed roads. Near the Bold Head Road has been fixed but there is a lot of traffic in that area and the repairs don't last very long."*
- *"Lake Kaniere to Kokatahi, lots of slips still not cleared, has been graded over."*
- *"In the Whataroa area. Waitangi Taona Road. The Waiho Flat Road. Level of maintenance is marginal on these roads."*

## Need sealing, dust problems

### Very satisfied

- *"Bit dusty, Adairs Road, Hokitika, south of."*

### Fairly satisfied

- *"We had unsealed road they had water guys come and water down dust, now sealed."*
- *"But the roads could do with watering to keep the dust down."*
- *"The Serpentine Road is almost always dusty and recent sealing by our letterbox has been much appreciated."*
- *"Getting worse and more traffic. Old Christchurch Road needs to be sealed as far as Cranleaf."*
- *"Stafford Road, a pity it's not finished."*
- *"A bit dusty, Kaniere."*
- *"Just outside Hokitika 4km of road by Highway 6 and the main road into Hokitika near campground. Would be good if this was sealed as it the only small part not sealed."*
- *"Mill Road needs a little bit of tarseal. There are two elderly couples up there and it is difficult for them. Otherwise the roads are not too bad."*
- *"Sealing the Kumara of the Old Christchurch Road would save the council a lot of work."*
- *"Very dusty, Cement Lead Road, gets pot holey, main road to kumara, it is signed to go slower because of the dust on the road."*
- *"Would be nice to see them sealed, the Stafford Loop."*

### Not very satisfied

- *"Old West Coast Road unsealed in parts."*
- *"They put a pipe in Gibson Quay and left it unsealed and it caused a lot of dust."*
- *"It's a high use road by trucks and there is constant dust, Golf Links Road."*
- *"In Nielson Road, should tarseal it, it has potholes, it is narrow, and a lot of people use it, because I think the GPS sends the tourists that way."*
- *"The dust coming off the Serpentine Road is abhorrent and dangerous."*
- *"Dust it creates, Blue Spur Road, off that road."*
- *"I feel that they could be sealed. Goldsborough, just past camping ground. The rest is sealed so why not this small bit (about 5km)."*
- *"They are potholed and dusty and dangerous of fence posts in the road reserve, only 4 to 5kms from town and we have to use it every day. Cement Lead Road in particular."*
- *"Poerua River Road, lot of traffic issues, this and I believe this needs to be to be sealed."*
- *"Mill Road, Kokatahi, we need it sealed, six houses here, the rest of the roads are excellent."*
- *"The Stafford Loop Road has a 2km section which has never been sealed, it's stupid and silly because it's of poor quality."*
- *"The Old West Coast Road needs a lot of sealing."*
- *"On Pinetree Road there are new houses, Russell Road area which should be sealed."*

## Potholes, rough, uneven, corrugations, poor condition

### Very satisfied

- *"It's an unsealed road, you can't expect too much from them, the only unsealed road that's no good is the one that goes down to Wadeson Island, too many potholes and it never gets graded or anything unless the league club does it but the road's not their responsibility."*

### Fairly satisfied

- *"They are usually good, sometimes can have deep gouges, don't know name of road or where it was."*
- *"The condition is not the greatest but there are a lot of roads to maintain."*
- *"Need to fill a few potholes but expect that on the coast with our rainfall."*
- *"Wanganui Flat Road is a bit rough and floods at times."*
- *"Some of them are good and some are not. Some have rough surface of potholes and they are not graded and compacted."*
- *"Waiho Road could do with more work re potholes."*
- *"Averagely maintained. There's a long distance between maintenance runs on those roads - potholes ruts etc. Averagely maintained on unpaved roads."*
- *"Because we use the truck to go fishing, the roughness of the roads is okay otherwise they are terrible."*
- *"Sometimes they get potholes."*
- *"Nielson Road, lots of potholes."*
- *"The unsealed roads between Harihari and Ross have a lot of potholes."*
- *"Potholes at times for La Fontaine Road."*
- *"The Old Christchurch Road is very corrugated. I use a lot of them."*
- *"Kawaka Road, in the past have had an experience of corrugated condition of road."*
- *"Adairs Road fairly rough."*
- *"Roads have lots of potholes, needs service more often."*
- *"Alright use a lot, lots of potholes."*
- *"Bold Head Road is very, very prone to potholes and not serviced as well as it should be. We have had a lot of rain last year so that's understandable and had lots of slips on the main highway. Everyone understands the side roads take a back seat but in season it does get used by the milk tankers and whitebait season so needs better maintenance. A lot of tourists use it as well."*
- *"Roads do have potholes, eg, gravel section on Nielson Road but otherwise OK."*
- *"Condition is variable;*
- *"They are still open but are potholes, especially Stafford Loop and Kumara Bush, ie, Old Christchurch Road and Mitchells Road."*
- *"Into Lake Mahinapua area roads area have bad potholes."*
- *"Extension of Donovan Drive, part of a subdivision, not in great condition."*
- *"But still have potholes which is understandable."*
- *"The one that goes to Whataroa River I used after the floods not good, haven't been back since. Potholes and corrugation, Brough Road also lots of potholes."*
- *"Takes more driving skills a few potholes, can't think where it was I went. Sorry."*
- *"Heaps of potholes."*
- *"They could be in better condition One One Road. Also the far end the La Fontaine Road."*
- *"Lots of potholes washed out in places Blue Spur Hokitika."*
- *"Kakapotahi Road, this road is in disrepair and you need 4 wheel drive to use it."*
- *"They were okay but we had to slow down. There are some potholes. Going to the Mahina Boar Lake."*
- *"Potholes, local roads coming off the main road to Jackson Bay, I try not to use the gravel roads too often."*

### Not very satisfied

- *"Because they are not safe, going to the dump, and we have a health centre in town with huge pot holes entering it, and it is dangerous for people walking."*
- *"They are potholed and dusty and dangerous of fence posts in the road reserve, only 4 -5kms from town and we have to use it every day. Cement Lead Road in particular."*
- *"They are full of potholes."*
- *"They are full of potholes, milk tankers go up and down, they knock hell out of road. Not enough gravel on them, Bold Road, Waitaha Road and the roads going to beaches and rivers."*
- *"All unsealed roads in district are terrible, especially one at cemetery. They terrible. Too many potholes and uneven."*
- *"In shocking condition and very unsatisfied, eg, Fox Glacier to Gillespies Beach. Storm damage to the footpaths still have not been repaired in the village."*
- *"Big potholes and uneven."*
- *"Wanganui, Peterson, potholes rough."*
- *"Potholes and scouring out of the road, deep crevasses wherever the water runs. Used by lots of people but nobody's looking after it. A part of the dual carriage way on the West Coast Wilderness trail."*
- *"I went up one it was potholed, Cascade Road, wouldn't take my car up there."*
- *"The one I mostly use is quite rough in one place."*
- *"Ruatapere Road from the main road to the beach has been damaged by road users. Buses and freedom campers also staying beneath the sign stating no camping."*
- *"They are very corrugated and lots of potholes, the Old Christchurch Road."*
- *"The road in Ross which leads to the water treatment plant and the reservoir regularly scours after heavy rain."*
- *"Is not safe due to corrugations in road, Old West Coast Road."*
- *"Have a property down the Hokitika Gorge, they keep gravelling the road all the time and don't fill in the potholes properly John Olsen Road, not filling it in only loose gravel, before you know it, it becomes empty, waste of thousands of dollars."*
- *"They are terrible. Scally Road, you couldn't even drive down it as it was so bad. No one knows how to look after a sealed Road. Arthurs Road needs doing by the council rather than the residents. Most of the roads in the area are really bad."*
- *"Full of potholes in Nielson Road."*
- *"Adairs Road, my son lives down there, it's a pot holey, dusty road. It's a wonder they haven't done a petition. You wouldn't want to meet a truck coming the other way."*
- *"Most unsealed roads have potholes."*
- *"On the way to the watering hole, Old Christchurch Road, gets a lot of use, corrugated due to all those different vehicles, no watering a lot of dust."*
- *"They are in an appalling condition across the district, and even though the weather and flooding means they are badly affected a lot of the time, more could be done."*
- *"Old Christchurch Road, after rain gets very corrugated, which is difficult for drivers."*
- *"Very pot holey, Waiho Flat Road."*
- *"Old Christchurch Road high volume of traffic and many potholes and a lot of dust."*
- *"Short cut through Stafford Loop but had corrugated corners and difficult to drive."*
- *"The road to Wadeson Island, and it's terrible, full of potholes but the league club do work there and try to fix it, but I've only got a little car and the potholes are massive and full of water."*
- *"Potholes not filled in just put on the top loose metal. Whanganui Flat Road bad, overall they are rough."*
- *"One road in particular was full of potholes."*
- *"Potholes terrible Hokitika South, Adairs Road."*

continued ...

**Not very satisfied**

- *"Potholes, Old Christchurch Road, Hokitika."*
- *"Our local unsealed roads are quite reasonable but the sealed roads out to Kokatahi and Kowhitirangi are extremely poor."*
- *"Well unkept potholes shocking, Davidson Road, Arahura Valley."*
- *"Nielson Road shocking condition for a road, Hokitika, Kaniere."*
- *"1. Gillespies Beach Road and 2. Old Christchurch Road, potholes and corrugations so not well maintained. Isn't keeping on top of the amount of traffic."*
- *"Continuous pot holing, Old Christchurch Road."*

**Narrow road, needs widening****Fairly satisfied**

- *"The road going around Kaniere Lake has got skinnier since the floods. It is harder for cars to pass each other, makes it risky."*
- *"Not all corners are signposted and in places only one car can go at a time."*
- *"Its gets a lot of traffic, on Christchurch Road, great if it was wider."*
- *"Too narrow, too many cyclists taking up road."*

**Not very satisfied**

- *"There's no room for two trucks to pass without getting their wheels in the grass verge. Used to do the maintenance regularly but not anymore, common sense stuff not done! Kokatahi area."*
- *"Roads need be wider, especially way cyclist, are around our areas now, with cycle was are in thing."*
- *"It's not wide enough for two trucks and cars. Golf Links Road."*
- *"It's a narrow road that goes to Gillespies Beach."*
- *"There are a lot of tourists using our roads and they are not wide enough. There are a lot of single lane bridges. Kaniere - Kowhitirangi Road is where we live."*
- *"Old Christchurch Road, partly corrugated, too narrow, should be widened."*
- *"Grade down the middle of the road, potholes, bird, too narrow whale, grade in the middle makes it hard to drive on, Waitangi the best road cause one operator used for his business, the rest are terrible, spend more on other bits of roads, then just one, narrow roads need to be widened, only one lane on most."*

**Roadsides need attention****Fairly satisfied**

- *"It probably needs to have the mower maintain the line of sight for cars take the bush back from the road more, and then there's fly tipping."*
- *"Some not maintained, get overgrown and potholes, Cement Lead Road."*
- *"Russell Road not well maintained on the verge. Not mowed or metalled. Used to be done but not now."*

**Not very satisfied**

- *"Roads are getting worse. Long grass. Mitchell Road."*
- *"Overgrown edges on sides. Old Christchurch Road."*



### Safety issues, speed limits, tourists

#### Very satisfied

- *"In McArthur Road, road users are travelling too fast for the gravel."*

#### Fairly satisfied

- *"Dorothy Falls is a bit of a hazard with tourists."*
- *"But there is a problem with tourists who stop in the middle of the road, drive on the wrong side and make life dangerous for the locals."*
- *"Grimmond Avenue, Ross has coarse gravel and needs some finer gravel overlay, because people have been hurt. It is dangerous."*
- *"The road to the Hokitika Gorge is busy and used by drivers who don't know the conditions and don't drive appropriately."*
- *"Shortcut to get to Christchurch or coming, dairy farms down around there, mainly cars and tourists, tourists use it and don't drive to the conditions."*
- *"Fox Glacier to Gillespies Beach. Speed limit of 60km per hour is inappropriate."*
- *"Not all corners are signposted."*

#### Not very satisfied

- *"Lots of problems. Been to visit mayor. Complaining 100km area. Eight accidents last year one outside gate. Dropped to 80km but now raised to 100km. Loose gravel dangerous. Milk tankers use it too."*
- *"The road cycle trail at Cass shares use with pedestrians and young children and the Hokitika Cass Road is just dangerous."*
- *"Found tourists don't take well to unsealed roads, quite dangerous, roads are narrow and windy, we live in a rainforest, strangers don't appreciate, funding required for widening the roads, back roads don't have markers, got to be careful when travelling at night, side ditches where people can slide into, not broad enough, end up in the ditch, need to treat them with respect."*
- *"Speed limit of 100km per hour is inappropriate."*

### Flooding, drains need clearing

#### Fairly satisfied

- *"Wanganui Flat Road floods at times."*
- *"Kokatahi Road, Kowhitirangi Road, all gravel roads need regular tidy. Culverts need cleaning out."*
- *"However, when it rains heavily, the main road is dangerous to drive on and the back roads are flooded."*

#### Not very satisfied

- *"The gravel roads we get a lot of flooding. They are pretty rough, weather contributes but maintenance not up to speed, Jackson Cascade Road ones up Turnbull, the north and south side. Mainly all the gravel roads maintenance is a bit slack. We do get a lot of rain."*
- *"The drain needs to be cleared because it flows over the road."*
- *"The road to Lake Kaniere the rain washed it out but I think it is now fixed up."*
- *"We have had a lot of floods in the area effects the unsealed roads, can't blame the council."*
- *"Remu Road ponds water."*

### Heavy traffic, trucks causing damage

#### Fairly satisfied

- *"Our unsealed roads are not designed for the type of traffic that uses them."*
- *"Old Christchurch Road moderate usage but heavy vehicles."*

#### Not very satisfied

- *"Shocking. West roads have big potholes caused by big trucks."*
- *"Lots of trucks hard to keep up to scratch."*
- *"Tankers take up all the road, don't go down that road if tankers are around, those who live on it do."*

### Other positive comments

#### Very satisfied

- *"No problems."*
- *"La Fontaine Road which we use to access our animals and we have no problems with it."*

#### Fairly satisfied

- *"Since the Lake Kaniere Road has been opened. Small section has been sealed recently, fantastic, very grateful. Serpentine Road."*
- *"Recent sealing by our letterbox has been much appreciated."*
- *"I never have any problems put it that way. I never had any problems when I used them."*

### Other negative comments

#### Fairly satisfied

- *"Not easy for people with walking problems, Mill Road."*
- *"Some signposts not clear so get lots of tourists on wrong road."*

#### Not very satisfied

- *"On my road, Haddock Road, we pay approximately \$16,000 rates by the farmers and we only have had a market peg sprayed around."*
- *"My car will not let me use the unsealed roads I have to do a U turn, great difficulty Cron Road."*
- *"No marker pegs, eg, Old Christchurch Road."*

## Q19 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the standard of the community halls

### New facility, renovated, been, being upgraded

#### Very satisfied

- "New kitchen and facilities."
- "They have done it up well, the one in Ross."
- "Very new, a really nice hall."
- "Regent amazing, well restored."
- "Nice pleasant construction building in Harihari."
- "The Ross Community Hall. They are doing it up and it looks good."
- "Fox Glacier Community Hall is great being brand new."
- "I've been to the RSA which is new."
- "She went to the RSA Hall, which is a brand new building and very nice."
- "Done up the hall at Ross."
- "Fine nothing bad to say about it. We use the Reynolds room renovated and they have put in sofas, plus this is different format, to the norm."
- "Brilliant new building in Harihari, heat pumps inside lovely."
- "New great job Harihari one."
- "Been done up no mice in cupboards anymore. Whataroa community hall."
- "It was a new hall which all the community enjoyed."
- "Revell Street, Hokitika, been done up warm inside."
- "Good new hall, RSA Hall, Hokitika, in town."
- "The Whataroa Hall, it has just been done up."
- "Been upgraded in kitchen, Ross."

#### Fairly satisfied

- "Relatively new, Harihari, so maintenance is pretty good."
- "The RSA building in Hokitika brand new so needs no maintenance."
- "Ross community for daughters 21st, looking old, getting work done on it, updating the kitchen, and main hall."
- "Mataroa upgraded so good."

### Great, very good facilities (unspecified)

#### Very satisfied

- "Grey power rooms are very good."
- "Had a wedding there, great."
- "Kumara Hall is very good."
- "Ross Hall attended for a funeral. Very satisfactory."
- "Harihari Hall gets full marks."
- "Great place Regent Theatre for events."
- "Hokitika pensioners rooms, very happy."
- "Harihari Hall, excellent."
- "Seaview Hall is fine."
- "Very good hall."
- "RSA Hall, it's a nice hall and we meet there."
- "Donovans Hall is good."
- "Fox Glacier community centre is very good."
- "Great facilities."
- "Ross one very good."
- "The old theatre works well."
- "Our local hall is great, the Kokatahi Hall."
- "Done good job good assets."
- "Love it the Regent Theatre."
- "Good facilities."

**Fairly satisfied**

- *"Lovely facilities."*
- *"Kumara Hall is awesome."*
- *"Grey power rooms are very good. Church hall is very good too."*
- *"The Theatre in Hokitika, good premises."*

**Well maintained, very good standard, good condition****Very satisfied**

- *"Well looked after."*
- *"The regent theatre and very well maintained, only been once, and was very taken with it."*
- *"Well maintained."*
- *"Ross Centennial Hall is being well maintained."*
- *"It is terrific and well looked after Boys Brigade Hall."*
- *"Pensioners Hall are very well maintained."*
- *"The Ross hall is well maintained."*
- *"In good condition, eg, Regent Theatre."*
- *"Well maintained and clean and tidy, Regent Theatre."*
- *"Bruce Bay is a lovely community hall and well maintained."*
- *"I'm on the hall committee and we work very hard to keep it maintained and you get help from council although it takes time (endowment money.) We had to earthquake proof it as well and that's all happening and prior to that we put in a kitchen and re-roofed it."*
- *"Haast Hall is well maintained, the upkeep is of a high standard."*
- *"Kiata Hall, it's well maintained."*
- *"Kokatahi Hall, very good standard."*
- *"Kumara Hall is of a high standard and is appreciated by the community."*
- *"Very well looked after, toilets clean, I am impressed. Regent Theatre and the Old Lodge Hokitika."*

**Fairly satisfied**

- *"Seem to be kept well, grey power rooms has had new kitchen. They are all in good condition and have reasonable halls, boys brigade hall and grey power one, and west reap hall."*
- *"It is well painted and maintained, Kumara Hall."*
- *"Regent Theatre is neat and tidy, well maintained. People like to go there."*
- *"Kokatahi Hall is very good, always ongoing maintenance, pretty reasonable."*
- *"12 Camp Street, brass band hall. Maintenance issues dealt with."*
- *"Well maintained. Hokitika Hall."*
- *"It was in a poor state but it has been repaired over last year, ie, Whataroa Community Hall. They have done a pretty good job on the repairs."*
- *"Often quite draughty but generally well maintained."*
- *"Ross community for daughters 21st, looking old, getting work done on it, updating the kitchen, and main hall."*
- *"Reasonably maintained. Located in Haast township, and Okuru."*
- *"They are in good order generally. The Kokatahi Hall is pretty good."*
- *"Seaview hall, good condition."*
- *"Harihari still upgraded in good condition, I meet with a group in Harihari once a month."*

## Neat and tidy, clean

### Very satisfied

- "Because always clean."
- "Kept clean."
- "Very clean."
- "Clean and tidy and comfortable."
- "Very clean, Ross community hall."
- "Clean and tidy. The Regent Theatre used as a community area."
- "Clean and tidy, Kumara Hall."
- "Tidy Lazar Park."
- "It's okay, kept tidy."
- "They are quite clean, eg, Harihari community hall."
- "Hokitika Hall, clean and tidy."
- "Clean and well kept."
- "They are well maintained and kept clean and tidy. They suit the type of functions and events I attend. I and my friends enjoy using them."
- "Its clean and tidy, Scout Hall."
- "Well maintained. With clean toilets."
- "Condition of hall is tidy and surrounds tidy, both Fox Glacier and Harihari."
- "They are always clean and tidy, and up to standard."
- "Regency Theatre, clean, safe and toilets and well maintained."
- "Neat and tidy at Ross."
- "Ross Hall, clean and tidy."
- "Clean, tidy, new facilities are great."
- "Good, clean, tidy, Seaview above hill in town."
- "It was clean and tidy, well looked after."
- "Seaview, good for a get together. Nice and tidy."
- "Toilets were clean, kitchen good, very clean. In Harihari."
- "It was very tidy. Bruce Bay Hall and Haast Hall. Both good and tidy."
- "The halls around here are really good to get hold of you need to use anything, they're clean, easy to get the key, oldish but pretty good to use."

### Fairly satisfied

- "It is clean and tidy."
- "Most of them are reasonably clean and well maintained."
- "Clean and tidy for what we were doing, yeah."

## Well equipped, everything you need

### Very satisfied

- "Everything is there. Kumara Hall."
- "Ross Hall on the main street."
- "Furnishing very good."
- "Got modern conveniences and good kitchen."
- "They have all you need there, toilets up to speed, the Haast Hall."
- "Everything was there that was required."
- "Amenities great, Regency Theatre."
- "Ross community hall, main road, used well for family and friend celebrations, kitchens good, functional, clean."
- "Chairs available, lighting good."

### Fairly satisfied

- "The one she uses is clean and well kept, and more equipment is being provided."

### Brings community together, well utilised

#### Very satisfied

- *"Well patronised."*
- *"Regent Theatre is very community minded, based and allows the community to come together."*
- *"It caters for all types of groups. It is the Boys Brigade hall."*
- *"Well utilised, eg, Lazar Park."*
- *"It's good we still have them to use for community events."*
- *"Kumara Community Hall, more people are using this than they have ever done in its history. This is good to see as it's a big facility."*
- *"It's always busy at Regent Theatre."*
- *"Use Regent a lot, shows, movies lots of events."*
- *"Great community venue, lovely and inclusive."*
- *"The hall is a great facility. It is used for funerals and for all sorts of community events."*
- *"It is well used and appreciated the Kokatahi Hall."*
- *"Our theatre has great facilities lots of shows there."*
- *"Ross Hall, not too bad, go in there three times, kids use it, school plays use, group activities, well utilised."*
- *"It is well used and appreciated (Kokatahi Hall)."*

#### Fairly satisfied

- *"Everybody uses them, Ross Hall on the main street."*
- *"The Boys Brigade Hall is an ace facility, it has a very high ceiling suitable for basketball, badminton, wooden floor, community supported when built, regularly available for community events, built to earthquake standard."*
- *"Facility that's available and is well used and kept clean."*
- *"Kokatahi Hall Works well for community, eg, Whataroa Hall Great for AMP Show use."*
- *"Do shows."*

### Okay, no problems, serve the purpose

#### Very satisfied

- *"The halls I have visited have been fit for purpose."*
- *"Whataroa one was all okay, fine to use."*

#### Fairly satisfied

- *"They are okay, just a country hall. Ross Hall on the main street."*
- *"Harihari Community Hall, no problems."*
- *"Served their purpose the ones I have been in."*
- *"She doesn't use them often, but they seem all right."*
- *"Used the Kumara Hall for Fire Service training and it worked fine. It is used for Work Seminars also and there have been no problems."*
- *"All right."*
- *"Kokatahi Hall was adequate."*
- *"They are okay. Pensioners' room in Revell Street, boys brigade room at racecourse, Scout Hall."*

### Nice old building, looks good

#### Very satisfied

- *"Because it looks fantastic but does need some repairs now."*

#### Fairly satisfied

- *"Kowhitirangi Valley Hall, nice old building."*

## Other positive

### Very satisfied

- *"Have used the Kumara Hall, because it is very convenient."*
- *"Well run."*
- *"I'm on the Hall Committee and our new committee are very good."*

### Fairly satisfied

- *"Feel fairly satisfied, is a good thing."*
- *"People make it a good place to go for grey power meetings."*
- *"It was safe to use."*

## Needs maintenance, showing age, rundown

### Very satisfied

- *"Ross Hall, not 100% happy with this, a flickering light for over a year."*
- *"No upgrades by council or maintenance."*
- *"Haast Hall needs a little spent on it."*
- *"They could be updated but they're still good and hold heaps of people."*

### Fairly satisfied

- *"Seaview Hospital Community Centre now in private ownership, less available than it was under private health, needs repair, roof leaks, poorly maintained."*
- *"Kokatahi Hall is great but needs maintenance."*
- *"Seaview Hall is a bit of a disgrace. It's disgusting, the others are old but not so disgusting."*
- *"They could do some work, Haast Hall roof leaks a little bit, they are quite good."*
- *"All iron on outside needs replacing. Kowhitirangi Valley Hall."*
- *"Need updating our halls in town."*
- *"Could be kept a little better. Spend a little more money. Looking a bit tired. Ross Hall."*
- *"Some money needs to be invested in them, some could do with an upgrade, the Okura Hall and the Haast Township Hall, the toilet facilities in Haast and a kitchen upgrade in Okura being looked at."*
- *"Starting to get old, showing their age out in Seaview."*
- *"The Hall in Ross is old and is limited in some of its facilities when there is a big crowd."*
- *"It was a bit run down as it hadn't been used for years and years but it was safe to use, the Lions Club of Hokitika were gifted the hall by council. Council still own the land but Lions Club Hokitika own the building."*

### Not very satisfied

- *"Leaking and needs attention."*
- *"One of them leaks, Okura hall."*
- *"Run down not a very nice place to be. Kowhitirangi Hall."*
- *"It needs a caretaker and it's left in poor condition, the toilet and showers don't work, ie, Haast Hall."*
- *"The Haast hall has had no maintenance done to it in a while."*
- *"The local hall needs a lot of maintenance. The Whataroa Hall."*

### Underfunded, community looks after it

#### Very satisfied

- *"It is run by the community not the council and we do the upkeep and the revenue comes to the community. The council pay for some things."*
- *"The community look after it. Kowhitirangi Hall."*
- *"Ruth Bay Community Hall, community raises funds to maintain the hall."*
- *"Done up by the public mainly."*
- *"Okarito Hall, near Franz Joseph. Hall is very good, it is looked after by community though and funded by community."*

#### Fairly satisfied

- *"Community keeps it up to scratch, committee, etc."*
- *"Community run. Have to raise funds to maintain it. Ahaura one."*
- *"Regent Theatre delivers amazing service and deserves more support from Council."*
- *"It was okay but people keep it tidy not the council. There is a committee that looks after it. The Kumara Community Hall."*
- *"Good asset but underfunded."*

#### Not very satisfied

- *"Lack of funding for maintenance."*
- *"They're pretty average, there's too many of them for everyone to be maintained. There's not enough money, not enough people to maintain them all."*
- *"The council doesn't do anything to maintain our halls. The Council doesn't maintain them, the community volunteers and raises funds to maintain them. They also don't pay any insurance."*

### Needs more seating, equipment, utilities

#### Very satisfied

- *"Seats could be better, Regent Theatre."*

#### Fairly satisfied

- *"No hot water, Seaview."*
- *"Could do with more seating, etc."*
- *"Acoustics could be improved."*
- *"Fox Glacier community Centre Gym equipment could be newer and there could be more equipment."*

#### Not very satisfied

- *"Ross Hall, disappointing features internally. Seems a bit bare Ross Hall."*
- *"Not well heated. Needs repiling. Brass."*

### Needs cleaning, tidying

#### Fairly satisfied

- *"The one at Seaview needs cleaning up, toilets dirty and hall needs tidying up."*

#### Not very satisfied

- *"Stuff that had come out of the hall was dumped at an exit and grounds are all weedy the outside looks untidy. Happy with the inside."*

### Parking, access issues

#### Very satisfied

- *"Parking problem, Harihari."*

#### Fairly satisfied

- *"Weld Street, access not good for disabled."*



### Other negative comments

#### Very satisfied

- *"Because the windows are clean, we can see the men peeing across the road, and the hall is where the public toilets are on the main highway."*

#### Fairly satisfied

- *"Regency Theatre. Movies sometimes have technical troubles. Management not always friendly."*
- *"Management not so good. The Theatre in Hokitika."*
- *"The only negative thing was when the council placed a rubbish bin in front of the Anzac plaque just before Anzac Day which needed to be removed."*
- *"Hall could be bit cheaper for schools and charity events to use."*
- *"Is very much under used."*

### Other

#### Fairly Satisfied

- *"There is not really a community hall in Hokitika. The hall there is actually the movie theatre."*

## Q22 Reasons why they are very satisfied, fairly satisfied, or not very satisfied with the regular refuse and recycling collection service

Good service, do a good job, good standard, well run, no problems

### Very satisfied

- "All done well."
- "We put our bins and they empty them. No complaints."
- "I have very little waste and its well taken care of. My bin could be collected once a month."
- "Moorhouse Street, great service."
- "A good service."
- "Sail Street, good service."
- "Lake Kaniere Road works well and no hassles."
- "A very good service."
- "Always good, Brittan Street."
- "No problems all good."
- "No problems."
- "It is a good service."
- "It gets collected."
- "Never had any problems, Jolly Street."
- "Kaniere Road, no hassles, good job."
- "Gets rid of all of my rubbish."
- "Good service."
- "They pick up the rubbish and recycling and have no problems."
- "The job is done without trouble Kumara Junction."
- "No hassles, very tidy."
- "Picked up."
- "No complaints, Park Street."
- "They collect the recycling and do a good job."
- "They do a good job, I'm in Kumara Junction."
- "Fox Glacier the contractor in my area does a good job."
- "You just put them out and they take them away. That's good."
- "I put it out and its collected."
- "Very well done."
- "Its organised and regular."
- "They come the take it away and don't complain."
- "They do a good job they pick it up at the end of the driveway."
- "I live in Tudor and the rubbish collection is very satisfactory."
- "Fine, no problems."
- "We pay for it but does get rid of the rubbish."
- "Come each week do a good job always taken."
- "Weekly service it is fine."
- "Good service come each week turn about Kaniere Road."
- "I put the bins out and when I come back they're empty, that's what I'm after."
- "Our rubbish collection works well and regularly. Hall Street."
- "Good service turnabout weeks, Hokitika."
- "The collection service is efficient. I am in Ross."
- "Do it week about, no complaints, refuse could be bigger, recycling a good size."
- "Good service regular turnabout. Hokitika Airport Drive."
- "Good pick up service turnabout, Rolleston Street, Hokitika."
- "Good service regular, Gibson Key, Hokitika."
- "We put the bin out and it is emptied out."
- "They come and empty my drum and do a good job."
- "No complaints from this household."

**Fairly satisfied**

- *"Always gets taken."*
- *"It takes the rubbish."*
- *"They always seem to pick it up no problems."*
- *"Do job and collect our rubbish."*
- *"Pick up from gate, good job."*
- *"Service is good if you need to use it."*
- *"Whataroa I personally don't use it but everyone I know who is using it is satisfied."*

**Regular, reliable, consistent****Very satisfied**

- *"It is always picked up on the day it is supposed to be picked."*
- *"It is always picked up on time, and we can put it out just before that time."*
- *"Bins emptied every week."*
- *"T is picked up on time."*
- *"Collected, never missed."*
- *"Rubbish gets picked up every week."*
- *"It's on a regular basis."*
- *"Picked up regularly."*
- *"All we have to do is put it out and they regularly pick up, usually on time."*
- *"They come promptly, on time."*
- *"Regular and on to it in Humphreys Gully."*
- *"It is every Monday, either rubbish or recycling, they always do it."*
- *"Regular time, Revell Street."*
- *"No problems they come on time and we have had nothing wrong."*
- *"The people pick it up weekly."*
- *"The service is very regular, even on public holidays."*
- *"Always reliable."*
- *"Come on time and pick up rubbish."*
- *"They turn up on a designated day and they take it away and we have an opportunity to do some recycling. I think the volume of the bins is ample."*
- *"We have a couple of bins provided, and they pick up one once a week and do a good job."*
- *"Picked up regularly."*
- *"Hokitika. It happens every week about the same time."*
- *"Close to the Westland Dairy Factory. I can just about set my watch to the time there come. So, they are very regular."*
- *"Collection is reliable."*
- *"They pay someone to do this job and they do a good job."*
- *"They are always there, there has never been any trouble."*
- *"Because they do it when they say they are going to do it."*
- *"It is very regular and always on time."*
- *"Never miss, very good."*
- *"Regular and on time. Kaniere Road."*
- *"Consistent pickups and a good service."*
- *"Do pick up consistently."*
- *"Consistently collected."*
- *"They come regularly and take it away."*
- *"Because consistent."*
- *"It's very regular."*
- *"It is always on time. Never fails."*

continued ...

**Very satisfied**

- *"They come every week without fail, sometimes their timing of the collection could be more regular."*
- *"Gets collected once a week."*
- *"It's collected once a week for recycling, the alternative week rubbish."*
- *"We put the bin out on the right week and when we come home from work its emptied. They even empty them on public holidays, mind you we're paying through the nose for it."*
- *"Alternate arrangement of rubbish then recycling week, Rolleston Street."*
- *"It's a very regular service."*
- *"It works well and its always collected regularly."*
- *"Rubbish is taken away regularly when I put it out and no mess."*
- *"So, one week the recycling goes out and the next week the rubbish goes out."*
- *"Regular service."*
- *"The collection is regular and always on time."*
- *"5km out of Hokitika, even if a public holiday there is still a pickup and you can set your clock by them."*
- *"South side, regular, good service."*
- *"The service is regular and reliable."*
- *"Every Tuesday our rubbish is taken away. Good service."*
- *"Usual wheelie bins, they are always emptied on time."*
- *"They are very regular."*
- *"The collection is done regularly and while it can be difficult to limit the rubbish to the bin size, I am happy with the service."*
- *"The service is regular and on time in Hokitika."*
- *"Recycling and garbage alternate weeks."*
- *"Can't complain. Always collected on time."*
- *"St James Street in Ross, reliable service."*
- *"It's always on time."*
- *"Always collected, good job."*
- *"Pick up regularly, keep to time."*
- *"It just gets picked up once a week no problem pretty good, never missed us."*
- *"Come once every two weeks."*
- *"Turnabout good service, regular, Tudor Street, Hokitika."*
- *"Always comes, on time."*
- *"The rubbish is picked up on time."*
- *"Regular pick up, turnabout in weeks."*
- *"Good as gold, pick up regular."*
- *"Bonner Drive and a regular service that is reliable."*
- *"Park Street, regular and reliable."*
- *"Picks up on time."*
- *"Consistent service."*

**Fairly satisfied**

- *"It is usually reasonably regular."*
- *"They are done every week."*
- *"They are regularly picked up, once a fortnight for rubbish and recycling, on alternate weeks."*
- *"They are regular and come when supposed to, once a week alternate for rubbish and recycling."*
- *"They've got their set days you've just got to have your bin out on the right day."*
- *"The collection is regular."*
- *"They do my rubbish once a month, I don't have much and recycle every six to eight weeks."*
- *"Regular."*
- *"Pick when they say, good."*
- *"Gets picked up, regular time, late in the day, Keoghans Road."*
- *"The service is very regular."*
- *"It's a regular service."*
- *"The service is regular, however."*
- *"Consistent service."*
- *"I try to put the right things in the right bin, I put it out every fortnight, truck comes as usual, always collected."*
- *"Because most of the time they pick it up. If they do their job, I am happy."*
- *"They always get it done when it needs to be done on alternate weeks."*
- *"It's a regular collection every week."*
- *"It is regular, Gladstone area."*
- *"The service is reliable and regular."*
- *"Usually on time."*

**Wonderful, excellent, happy to have service.****Very satisfied**

- *"Wonderful service."*
- *"I only have to take it to the footpath."*
- *"In the history we've had a private contractor who wasn't so good but the present one, MasterGuard, their service is brilliant. I think they might have a camera to check what's going into the bins. If they haven't I'd be happy to pay for it, quite happy."*
- *"Take it weekly to the end of the road. Hau Hau Road."*
- *"Recycling day today and very happy."*
- *"It is excellent."*
- *"Kiata area is well served."*
- *"Hamden Street is well looked after."*
- *"It is a small town, get rubbish taken away but not glass."*
- *"Jolly Street is very well looked after."*

**Fairly satisfied**

- *"7km out of Hokitika, so that the service is provided is appreciated."*

### Pick it all up, don't leave rubbish, tidy

#### Very satisfied

- *"They don't leave it on the road, in Kumara."*
- *"Stand bins up straight, come in holidays, don't drop rubbish."*
- *"Pick up the rubbish nicely."*
- *"Always on time and clean."*
- *"Tidy collectors, Revell street."*
- *"There is no rubbish left lying around."*
- *"Very tidy."*
- *"Even if it is a bit overfull, they still take it away."*
- *"It's done neatly tidily and efficiently."*
- *"Clean and regular service."*
- *"Very tidy."*
- *"Consistently collected and no mess left."*
- *"Do not leave a mess."*
- *"Put bins out and its regularly collected and there is no mess left and they arrive on time."*
- *"Tidy rubbish collectors, always on time."*
- *"No mess is left behind."*
- *"Very tidy."*
- *"Pick up everything. Even public holidays."*
- *"They don't leave rubbish behind."*
- *"The rubbish is picked up every time, nothing left behind."*
- *"Collectors leave the place tidy."*

#### Fairly satisfied

- *"They tidy up the streets, clean gutters."*
- *"I put things in the wrong drum and so does my mother, but no-one seems to complain."*
- *"They collect it, it gets done, no litter left behind."*
- *"The rubbish bins appropriate sizing, collectors don't leave a mess."*
- *"Reliable and they take it all."*
- *"Clean collection."*

### Like bins, bins big enough

#### Very satisfied

- *"We have bins."*
- *"I think the volume of the bins is ample."*
- *"Happy with the rubbish bin size."*

#### Fairly satisfied

- *"I don't need much, so what I get I am happy with, bins size adequate."*

### Okay, satisfactory, reasonable

#### Very satisfied

- *"Quite satisfied, they're all right."*
- *"Our household okay with service."*
- *"Our household okay with this service."*

### Fairly satisfied

- *"My rubbish gets taken out and brought by my neighbour, not by council. We pay our rates for that, they do it satisfactorily."*
- *"They could always do better, nothing is perfect. We get fortnightly service, only two of us."*
- *"They do a reasonable job, collect refuse and recycling."*
- *"It is tendered to people, but they provide a reasonable service."*
- *"It does the job. It's adequate."*
- *"It's okay but hang on we pay for this service. Not Council."*
- *"Pretty good service."*

### Other positive comments

#### Very satisfied

- *"We can also recycle glass and metal."*
- *"Tuesday pick up. Good for women on there own."*
- *"Come on time and pick up rubbish, will advertise if not."*
- *"The recycle centre is really clean and tidy with nice staff. Hau Hau Road."*
- *"Good pick up service. Recycling centre clean and tidy."*

#### Fairly satisfied

- *"Not too noisy and collect all rubbish. Kaniere Road."*
- *"Collect bottle rubbish."*
- *"Recycling service is fine."*
- *"Learn to put the rights stuff as they reject it."*

### Would like glass collected

#### Very satisfied

- *"The only negative is we cannot recycle glass at roadside."*
- *"But there is no glass collection, which he thinks is a mistake."*
- *"Not happy that we do not have a collection for bottles. Otherwise very good."*
- *"It would be really good to recycle glass at the kerbside."*
- *"Except they don't collect glass."*
- *"Consistent service but need to have a glass collection point."*
- *"The transfer station is close to our house. It's a good service except there is no glass recycling service."*
- *"They don't collect glass. I live right in Hokitika."*
- *"The only problem is that there is no glass collected. Otherwise the service is okay."*

#### Fairly satisfied

- *"Would like to see glass recycling return."*
- *"Now we have a little wheelie bin for general rubbish emptied once a fortnight as part of the rates, but the yellow bin takes all recycling except glass. Why!?!? It means everybody has to make that trip to the tip which is very expensive. We live in a rural area and we've noticed people tend to dig a hole and bury their rubbish which we don't want to do."*
- *"We don't get glass recycling, have to take it in town. They come every Monday."*
- *"It's unfortunate that glass isn't collected at the gate, though we have the opportunity to deliver it ourselves."*
- *"Would like to have glass collection, used to have it but they dropped it."*
- *"Good but they need to collect glass for recycling."*
- *"There is no glass collection. The service is regular, however."*
- *"Would like the glass to be recycled."*
- *"Serpentine Road, glass bottles not recycled."*

continued ...

**Fairly satisfied**

- *"Why don't they recycle glass here, and not put them in the general waste, glass is recyclable?"*
- *"Could be better with recycling with more variety, eg, glass collection good."*
- *"More glass recycling needs to be done, Kumara needs to have a collection like Greymouth."*
- *"It would be better if glass was picked up."*
- *"There is no glass pickup."*

**Not very satisfied**

- *"Because you cannot recycle glass, it's got to go in your rubbish bin."*
- *"There is no recycling service for glass."*
- *"We can't recycle bottles, so we have to travel 18kms each way to dump bottles."*
- *"They are not collecting glass and a lot of people are getting rid of glass in the general rubbish."*
- *"Glass recycling should be included as well."*
- *"There is not enough bins, we don't have anything for glass, they don't want it in general or recycling."*
- *"No green waste or glass recycling, lived here for nine years and no glass recycling, use their innovation and concept to use up all the waste, don't believe they are working towards zero waste."*
- *"A lot of things you can't throw away, glass."*
- *"It could be a lot better, they don't recycle our glass for us. I think there could be more focus on recycling. They took away the glass and I don't know how the old people get on."*

**Bins not big enough, size of bins, need more bins****Very satisfied**

- *"Rubbish tins could be bigger."*
- *"Satisfied with the service, but find the rubbish bins too small, Kumara highway junction, between junction and new bridge."*
- *"Bins could be bigger."*
- *"Bins not big enough for families."*
- *"Refuse could be bigger, recycling a good size."*

**Fairly satisfied**

- *"The bins could be bigger."*
- *"Feel that the rubbish bins should be as big as the recycling bin because if there's too much in the bin or rubbish on the ground they'll reject it. Rubbish bin could be bigger due to the time frame that they're running to."*
- *"The recycling bin is bigger than the rubbish, twice the size."*
- *"Green bin not big enough but collection is good."*
- *"Rubbish drums could be bigger."*
- *"Bins for garden waste need to be larger."*
- *"Bins need to be bigger."*
- *"Should be optional to pay extra for more bins for each home."*
- *"The general waste bin needs to be bigger."*
- *"Good but insufficient for our needs, we sometimes burn or rubbish."*
- *"Rubbish bins need to be bigger."*
- *"So, I would recommend the rubbish bins be a bit bigger and the recycling bins a bit smaller, would be happier, Golf Link Road."*
- *"Could be better, rubbish bins too small."*
- *"The green recycling bin needs to be larger to handle the stuff I want to put in it."*
- *"Okay, need bigger bins."*
- *"Rolleston Street the rubbish bin is small for a household."*
- *"Green bin not big enough."*



**Not satisfied**

- *"Having to take our own bottles, green bin too small, then we have to pay when go to dump."*
- *"Ross township rubbish needs a larger bin or a weekly service."*
- *"General waste needs bigger bins, we recycle, but green bin too small."*
- *"Bins could be bigger and should be weekly not fortnightly."*
- *"Collect recycling every two weeks in a large bin, and a small bin alternatively, not big enough for a family of four, do it weekly."*
- *"We are rural and it is a big homestead and we only have a wee bin. We have to order extra wheelie bins to cope with the extra rubbish. It is a big rural property."*
- *"We just have a small rubbish bin and I would like a bigger one. Alpine View is my street. Bigger bins would be more helpful to match the recycle bin as they have in the bigger cities."*
- *"Bins not big enough for families."*
- *"Little green bins to small. Need bigger ones."*
- *"And I would like to see the rubbish bin the same size as the recycle bin because we only get it collected once a fortnight, even though we give scraps to animals and compost it's still full and can overflow."*

**Needs to be more frequent, more frequent over holiday period****Very satisfied**

- *"Good service but prefer weekly rubbish collection."*

**Fairly satisfied**

- *"Good but not sufficient over Christmas time when not collected as often."*
- *"Should be every week."*
- *"Would be good if the rubbish could be collected weekly."*
- *"Collection needs to be weekly."*
- *"The collection needs to be weekly, not fortnightly. Overall, it's a good service."*
- *"At Christmas time when you've got a ton of stuff it's a problem it annoys you but otherwise its okay."*

**Not very satisfied**

- *"Recycling is great but rubbish collection is once a fortnight, is not frequent and needs to be weekly especially in summer."*
- *"It's only once a fortnight, it could be once a week."*
- *"It is alternate weeks and we only have two bins."*
- *"Kumara recycling should be increased over the holiday period."*
- *"Every second week pick up is not enough for families."*
- *"Like to see the rubbish weekly not fortnightly."*
- *"Two weeks not enough."*
- *"Pickups are too far apart being fortnightly."*
- *"Both bins need collecting every week, not big enough."*
- *"We have general rubbish and recycling and they alternate weekly, so your rubbish doesn't get picked up for two weeks, so we have to store it all. It needs to be weekly."*
- *"The service is fine but not the frequency. They come fortnightly, refuse collection and recycling."*

### Too expensive, have to pay

#### Very satisfied

- *"But now they charge for green waste."*
- *"Well it gets taken out. They do their job, but we do pay dearly for it."*

#### Fairly satisfied

- *"I purchased an extra bin. Council told me I would not have to pay any more once than the 90.00 I paid. Now they say I do and bill me on rates an extra amount of 500.00."*
- *"Opposed to being charged to dump it, I get charged at Hokitika dump (green waste)."*
- *"Need more bins, expensive to use dump."*

#### Not very satisfied

- *"We pay for green waste, weekly collection of rubbish, ie, small bin, green waste collection."*
- *"We have to pay for it not from council, think we should. Kokatahi we live."*
- *"Tip most expensive in country, too expensive for general town folk to use."*

### Would like green waste collection

#### Very satisfied

- *"Would like to see us have a green waste bin."*

#### Fairly satisfied

- *"Green waste would be great."*
- *"Reliable but could use a manure green bin."*
- *"Need a green rubbish collection."*
- *"Need to recycle more, no green waste, overall districts."*

#### Not very satisfied

- *"We need another bin for green waste."*
- *"No green waste."*

### Don't recycle, all goes to same place

#### Very satisfied

- *"All goes to the one place."*

#### Fairly satisfied

- *"But there are whispers that everything goes into one place, including the recycling."*
- *"Don't think that recycling is happening."*
- *"Could separate glass from other collections."*

#### Not very satisfied

- *"I am concerned that the rubbish collected for recycling is not actually recycled at the local dump by the council. It seems that the Kumara dump is not doing what it should be doing."*
- *"Glass just gets buried, love them to look into alternative glass, green options, reduce waste, separate glass recycling, believe defeat the purpose but believe all bins get dumped, would like to."*

### Recycle more, more intense, don't take everything (excluding glass, green waste)

#### Very satisfied

- "Recycle more please, need a separate bin."
- "Good service generally. But would like an annual inorganic collection."

#### Fairly satisfied

- "I don't think they do enough to recycle."
- "I think the recycling could be more intense."
- "Good service but cannot put plastic containers in, only glass paper, etc."
- "Other plastics."
- "I have to drive to the tip three times a month to get rid of things that should be recycled."
- "The recycling is privately owned. They don't take everything, only milk bottled, so it is limited."

#### Not very satisfied

- "More done with recycling, needs to be done by council. NZ well behind Australia in this field."
- "Also, in other areas a spring clean opportunity is provided for getting unwanted items collected from street frontages, not available here."

### Collectors rough, don't do good job, not always reliable

#### Fairly satisfied

- "The pick-up time is a bit slack in Hokitika."
- "Last week my rubbish was only half emptied, ie, Kumara."
- "New machine, smashed bottles seen on street."
- "The timing is always a bit erratic, from week to week. This is in Cobden."
- "Beach Street, rubbish often left in bin, not properly emptied."
- "Sometimes I'm satisfied and sometimes I'm not satisfied, especially over the holiday period I was putting a bin out for a neighbour and over the holidays the bins were not emptied properly. There was stuff still left in the bin, job done in a hurry. I don't know how many bins in our street were like that but at least two."

#### Not very satisfied

- "They put it out to contract, the way they treat the bins, just pick them up and drop them on the ground anywhere, not always in front of own house. If spill rubbish they just leave it there, they won't pick bins up if fall over or knocked over."
- "Because of the inadequate handling of the rubbish, after collection."
- "They leave it untidy at times, bins fall over and it is a hazard for old people."
- "The bin is not always fully emptied, possibly because she always pushes the rubbish down."
- "Not here all the time, leave the rubbish out, may wait sometime to have it emptied, otherwise okay, come fortnightly, so may miss, Hans Bay Road."

### More information, better communication

#### Fairly satisfied

- "In holiday times we never know if coming or not, get no notification."
- "Need glass recycling facility. Unsure about disposal options."
- "Our refuse collection happens 90% of the time A few times there has been rubbish left in the bin and the reason for this has not been communicated, eg, Blue Spur on outskirts of Hokitika."
- "Also need to educate people about where to put rubbish bins in a convenient place, eg, not right in front of letter box as this not inconvenience postal delivery."

### Other negative comments

#### Very satisfied

- *"We don't have a recycling service."*
- *"The collection is regular and on time week to week. Our communal letterbox has been hit by the rubbish guys a couple of times."*

#### Fairly satisfied

- *"Gentleman who collects it knocked at door and abused them for not having it out! Rubbish was out! Hall Street."*
- *"The truck only comes to the end of the driveway, which is 500 metres from the house."*
- *"Very regular but why have two vehicles."*
- *"The rubbish truck breaks down quite a lot."*
- *"The landfill bin needs to be bigger."*

#### Not very satisfied

- *"I run a business and no bin is provided for my work from home. Given the level of rates I pay, this is not good enough."*

### Other

#### Very satisfied

- *"I do have a problem with collection of rubbish from the rubbish bins at the parks, ie, Hokitika Township and Kumara Sportsground. It should have been cleared before Christmas and it wasn't. It took council a long time to clear this over the holiday period (Christmas, New Year). When I phoned it was fixed."*

## Q25 Contacted Council regarding environmental health - quality of advice

### Quick, prompt response

#### Very Satisfied

- *"Because they attended to the rubbish, we rang about, as soon as they could."*
- *"Noise, quick to respond."*
- *"Noise during the day, starting in the morning and they had the bass up as loud as it would go. It was dealt with pretty much straight away there were no problems. The police were involved as well and other neighbours had complained. However, some of them weren't satisfied because they couldn't manage to get hold of the council."*
- *"Contact about noise and Mark Dixon was prompt and very good."*
- *"When I phoned regarding rubbish at Christmas, New year period at Kumara sports ground it was cleared very promptly. I feel more regular clearance of bins in these areas should happen over the holiday periods as the area has more visitor and therefore more rubbish in public rubbish bins."*

### Did what was asked, good service, good advice

#### Very Satisfied

- *"Noise control. They did act on my call. A lot of noise after hours."*
- *"Rang about spraying roadside. I did not know if blackberries had been sprayed so I could pick them."*
- *"Council chased up some rubbish that was dumped near us, caught the person after I complained."*
- *"The camping issues at Jackson Bay are handled usually well, given the pressures of use."*
- *"He has always had very good dealings with the council."*
- *"More rubbish bins were placed in a range of locations to deal with the rubbish left by freedom campers."*

### Other positive

#### Very Satisfied

- *"Road dust as a health hazard plus stones flying."*

### Lack of knowledge

#### Not very satisfied

- *"They did not seem to know what was going on, they were not sure if it was their responsibility or the regional council."*

### Don't accept responsibility, don't listen

#### Not very satisfied

- *"They are not listening to the people of the town regarding freedom camping, they are blaming the Government, which is not good."*
- *"Moved seven months ago and had CuSO<sub>4</sub> (copper sulfate) turned her hair blue and referred her to a plumber rather than testing the water."*

### Nothing done, rules not enforced

#### Fairly Satisfied

- *"They said they would attend to it, but I am not sure if they did."*

#### Not very satisfied

- *"Have contracted council about noise and nothing was done in Hokitika and the noise is holes in the street Fitzherbert Street."*
- *"Regarding litter, reported rubbish and nothing happened. Ross to Kakapotahi Beach."*
- *"The response to the freedom camping changes need to be enforced."*
- *"Live on Hau Hau Road, council contracted trucks who do the roads, do not keep wetting the roads to keep the dust down, it ruins our ability to sit comfortably outside and enjoy the outside because of the dust thrown up around the road, very disappointed with council as we have communicated regularly with them in order to give them the means to address this issue, rectify it and we are ignored, problem."*
- *"Because the council run their stormwater into our campground and the council have had it on their books for years to fix the problem and every time there's a change of council, they forget what needs to be done, the staff are pathetic, they've got no backbone. They make the laws and the council members enforce the laws."*
- *"We live near a high school, put in a crossing, the cars go past fast, no crossing, kids come out of the school and throw their rubbish out, no bins anywhere but in town, few refuse bins for visitors let alone locals, every third street have a bin, ie, schools, public areas lack bins."*

### Poor communication, consultation

#### Fairly Satisfied

- *"Not in favour of the waste energy plants. A cheap one is mooted, need to consult with the population before a decision made so that everyone can be fully informed as to what is mooted."*

#### Not very satisfied

- *"Contacted them regarding water quality in Fox Glacier. Put out boiled water notice but very few people got the message."*
- *"The head of the Council refused to listen to the Ross community council's concerns about freedom camping."*
- *"The council did not consult with the community at all about allowing freedom campers there, or where they should go."*

### Slow to act, takes too long.

#### Not very satisfied

- *"Difficult to manage fly tipping. Rubbish was eventually removed."*
- *"Noise control officer came from Greymouth which takes too long."*

### Don't like response, outcome

#### Not very satisfied

- *"Resource consent and dog control. Staff come back but not good answer."*
- *"Camping ground the freedom campers in Bruce Bay have caused accidents. We approached the council, but they were more interested in the campers than us. They have since closed the camp."*
- *"Nothing really happened, freedom campers, they are a nuisance, was at Bruce Bay, warned council of the location being dangerous given it was on a corner."*
- *"Concern was proximity of beehives, and associated consequences and dangers."*

### Other negatives

#### Fairly Satisfied

- *"Number of compliance officers seems to have reduced."*

## Q28 Contacted Council regarding liquor licencing issues - quality of advice

100% handtab

### Very satisfied

- *"Advice re a club was quicker than before and strict and fair."*
- *"The rules we are governed by work in our favour."*
- *"Have had no hassles in last few years."*
- *"Straightforward process carried out satisfactorily."*
- *"Mission accomplished, I got my liquor license."*

### Fairly satisfied

- *"There is a staff member who is not up to it. The inspector of licensed premises is not particularly helpful."*
- *"Doesn't think that it is really enforced like it should be."*

### Not very satisfied

- *"Not being addressed adequately."*
- *"The person we had to deal with was unnecessarily difficult, in the end we got a license for the community hall, becoming more of hassle every year, dealing with person who makes each year difficult even though no changes in the law to warrant extra questioning."*

## Q35 Reasons for feeling that Westland District is a safe place, not a safe place to live

### Low crime, not much crime

#### Yes, definitely

- "Have no issues with any violence or theft out my way."
- "As a holiday home we have no difficulty with people interfering with the house."
- "I think crime is incredibly low and anything negative is jumped on."
- "Crime not around here."
- "Don't worry about break ins and feel safe."
- "Have a reasonably low crime rate and I have been here forever, no gangs or anything."
- "Not a victim of any crime."
- "Not a lot of major crime."
- "Low crime rate."
- "Very good. Low crime. Safe."
- "Definitely a good place to live, never heard any violence in our community, not affected by any violence, I do keep my eyes open."
- "The crime rate is not particularly high. It's a low crime area."
- "There is not much crime here."
- "In this part there is no gang influence and very little crime."
- "Not much crime."
- "No trouble."
- "I have never had any burglaries, vandalism, haven't felt threatened or frightened to go out on street."
- "Safe due to lack of damage and low crime."
- "We feel safe because there is not a lot crime."
- "Would say low crime rate."
- "Low crime rate."
- "Low crime rate and people feel safe."
- "Only a small amount of crime here. Westland overall."
- "Just I think it's pretty safe environment, there's not a lot of crime or natural disasters."
- "We have never had any major problems, only one burglary in over 10 years."
- "Don't see crime."
- "There is not much crime, just a safe place to live in."
- "You don't hear of any robberies, break-ins, etc."

#### Yes, mostly

- "We only hear about odd people causing problems, it is not in your face all the time."
- "There is not burglaries and violence like in the big centres."
- "There is crime but generally it is a safe place to live. Not many robberies or assaults on the street."
- "Because it just seems this way. We have lots of people going down this dual carriageway late at night, but on the whole, I feel pretty safe. Haven't heard of lots of break-ins or maybe I'm just not connected to the community or know what's going on, doesn't seem to be too many problems with break-ins, etc. I know Greymouth has problems. Hokitika is definitely more of a tourist town, air bnbs or owned homes."
- "We have an absence of major crime."
- "We have not got the crime wave here yet."
- "Low rate of major crime and violence."
- "There are not too many hoodlums, and everyone has a job."
- "There are not a lot of negative issues, not a lot of crime."
- "It is good if you walk around the streets no problem little crime in area Hokitika."
- "I don't feel threatened living in the area. We don't get a lot of theft or vandalism and we look after each other."
- "Not a lot of crime here."



### No problems, never had a problem, no issues

#### Yes, definitely

- *"We haven't had any problems."*
- *"There is not much that happens."*
- *"Lived here all my life, had seven kids, we all were safe, no issues."*
- *"Have not seen any trouble in this area."*
- *"Never had any problems."*
- *"No evidence that makes you feel unsafe."*
- *"I have no reason to think otherwise."*
- *"Nothing much happens here so I feel safe."*
- *"Never have any problems, so feel safe."*
- *"Had no problems."*
- *"Very safe and have never been threatened."*
- *"Have live here for 70 plus years without major hassles."*
- *"Had no problems at all."*
- *"Nothing has ever happened to him. He can walk around the town with anyone at any time and feel perfectly safe."*
- *"No issues."*
- *"I have never had any issue happen to make me feel concerned."*
- *"In this part there is no gang influence and very little crime."*
- *"Haven't had any issues."*
- *"Nothing happened to me and my family that is unsafe, crime, etc."*
- *"Population the way its laid out never seems to be a problem, we are here at major holidays, been to the wild festival, no trouble ever there, very well organised, feel safe there."*

#### Yes, mostly

- *"Good invoice not for the children. Not threatened."*
- *"Generally, no risk to safety."*
- *"Not had reason to feel unsafe."*
- *"I have lived here over 50 years, haven't any complaints."*
- *"Lived here for 30 years and had no trouble."*
- *"No reason to think otherwise, very happy in the community."*
- *"Live on my own and I have never felt uncomfortable."*
- *"No troubles."*
- *"No threats in my experience."*
- *"You can walk to the pub and walking around the district without any hassle."*

### Friendly community, people look after each other, everybody knows each other

#### Yes, definitely

- *"There is always somebody around keeping an eye on things, we are in a very good neighbourhood."*
- *"Community environment makes it like this."*
- *"Everyone looks out for each other. Very safe."*
- *"I am a born and bred West Coaster, it's a good environment and safe place due to the great community."*
- *"I think people know each other in these districts and they support and look out for each other."*
- *"Everybody knows everybody, and people look out for each other."*
- *"Watch out for each other."*
- *"Feel very safe mostly law abiding people, wonderful community."*
- *"Because we are a really caring community."*

continued ...

### Yes, definitely

- *"It is a nice community."*
- *"People watch out for each other."*
- *"We know our neighbours and we don't get the bikie gangs and riff raff here. I feel safe."*
- *"Because of the community spirit."*
- *"Think we have got a really good climate, and have a good community, make me feel safe."*
- *"Small population helps make the feeling pleasant, as everyone at least recognises most others."*
- *"People are more caring and look out for one another."*
- *"Just good people who are genuinely interested in their districts."*
- *"Community as a whole quickly does its best to help particularly in major weather events. They see what needs doing and get in there and do it."*
- *"People are nice and good citizens."*
- *"Everyone knows everyone and they all get along."*
- *"My district is very friendly, and people generally keep to themselves."*
- *"Lot of trust and community spirit with each other."*
- *"I think Hokitika is a good town and community and I feel safe."*
- *"You can go out and catch fish or shoot a deer. Humans are no threat."*
- *"It's a small district in terms of population, and people know one another and respect one another."*
- *"I have lived in the North Island and go back up there sometimes. You have to lock up every time up there but here there is no problem."*
- *"It is her home and people look after one another."*
- *"We have a sense of community."*
- *"It is a friendly community."*
- *"Good old fashion country values with great community spirit."*
- *"I think it's pretty good, knowing my neighbours helps, would recognise it if strangers were about."*
- *"We all look after each other around my parts of the West Coast, Harihari."*
- *"Everyone knows everyone, one way in, one way out."*
- *"Nice and safe everyone knows each other. Neils Beach, six people live here, holiday homes."*
- *"Lifestyle here, everyone knows everyone, we look after each other."*
- *"Small community, we all know each other."*
- *"It's a small community and everyone knows everyone else. The gangs don't move here."*
- *"It's a small community and everyone knows everyone."*
- *"Trust in a small town, everyone looks after each other."*
- *"Would not get a safer place in NZ, no problems with security."*
- *"Anywhere on the coast is safe I feel. Close community."*
- *"Good strong community."*
- *"Small community, good neighbours Lovely place."*
- *"The community is friendly, and we know each other."*
- *"Township look out for each other, we're happy here."*
- *"Everyone pretty friendly."*
- *"Area safe, know people, neighbour, we have no problems."*
- *"Everyone knows each other."*
- *"Community spirit and everyone pulls together."*

## Yes, mostly

- "People know everybody."
- "People know other people and care for them, unlike the council."
- "Think that small communities always have that sense of security, you're possibly a little more comfortable in that environment because you know most people."
- "It's a small community and the people are pretty bloody good considering."
- "It is a good, friendly community and people look after each other as we all know each other."
- "People look after each other in regional areas."
- "Small population we all know each other."
- "It's a small community, and everyone knows everyone."
- "Good neighbours."
- "Neighbours look after each other."
- "Close community."
- "Nice place here, people here friendly, community people know each other."
- "People look after one another and are good people."

## Size of the place, small population, rural, isolation

## Yes, definitely

- "It is a small country community and is self-policing. If anyone comes and starts playing up the locals sort it out because the police have so far to go. The Ross cop is based 30 minutes north. We are in the middle."
- "In our area we are pretty rural, and we don't have any problems."
- "Well I feel safe. Family feels safe. We're out in the country I have no reason not to feel safe, there's not too many arseholes living out here in the country, it'd be different in town."
- "Lack of population, less crazy."
- "He lives in a rural area."
- "Feel safe personally, low population helps."
- "The remoteness helps."
- "I am in one off the most remote districts in the country and it is very safe."
- "He lives in a quiet area."
- "Very isolated, no threats."
- "I'm rural, living out in the bush, so maybe town is not that way but I don't even lock my house. I wouldn't think of anything happening out here."
- "Town small and good people in the area."
- "Lack of population, low crime rate."
- "Small community."
- "We are very isolated and away from the Main Highway. We feel safe."
- "Live in the middle of nowhere. Read about things in the newspaper about old ladies being beaten up, I feel safe, I know the community, and they know me."
- "I don't lock my doors, where I live miles from anywhere, no social disturbances of any significance."
- "We don't have any trouble with crime because we're a small town."
- "Lack of population."
- "Lack of people."

## Yes, mostly

- "Probably because it's so isolated."
- "This is a little town and we don't have many problems."
- "We are pretty isolated, and we don't have much crime."
- "Not too many people live here."
- "It is still rural NZ."

### Good police presence, police have things under control, police do a good job

#### Yes, definitely

- *"Because it's possible that the police would ask me to help block the road to catch a person. I feel involved and I feel that they're doing a good job, I think we're much safer here because almost any constable is a community constable, small enough to care is what they'd put on a brochure."*
- *"Well looked after."*
- *"The local policeman in Haast has done an excellent job and works well with the community in dealing with potential trouble. Unfortunately, he is about to leave, this is not good."*
- *"We have good policemen in the area I live in, the community is well-policed."*
- *"There is a good police presence. The police now better understand rural issues."*
- *"Police here not much trouble really."*
- *"Have police patrolling around often, don't know about down South Westland."*
- *"Where I live, Hokitika, in town I feel safe. We have a policeman here."*

#### Yes, mostly

- *"Good police in community."*
- *"The police are really good, so we don't have too many problems."*
- *"It's a small town and the police keep an eye on the people who might cause trouble."*

### A safe place to live, always been safe, never felt unsafe, just feels safe, safe any time

#### Yes, definitely

- *"I can go to town without feeling that I am going to be attacked."*
- *"Where I live, straight across road is where I was born, every time I go to see the council I get well received, I looked after the Kumara cemetery for years, and I always feel safe in the district."*
- *"We wouldn't live here otherwise."*
- *"60 years living here and never felt unsafe."*
- *"Just feel that way."*
- *"West Coast, a nice and safe place to live."*
- *"Wouldn't be living here if it wasn't."*
- *"Feel very safe."*
- *"Feel safe in Westland environment for many years."*
- *"He has never felt unsafe."*
- *"I just feel it is safe."*
- *"I personally feel safe."*
- *"Very safe in the southern ward."*
- *"Would not get a safer place in NZ. No problems with security."*
- *"Through experience and general feeling about Hokitika."*
- *"We feel safe and happy here."*

#### Yes, mostly

- *"We are farming so our situation is different, but you feel very safe."*
- *"Feel quite safe in your home."*
- *"Reasonably safe place."*
- *"I feel safe when I go out anywhere."*

### Safe at night

#### Yes, definitely

- *"Quite safe to walk around at night."*
- *"Hokitika is well lit at night."*
- *"A feeling of safety at night in the area."*

### Safer than other places

#### Yes, definitely

- *"It just is, not too much trouble compared to other places."*
- *"Compared to the rest of NZ we don't have any major incidents."*
- *"We haven't got the crime that other cities have."*
- *"It very safe when I deal with other parts of the country."*
- *"Crime is low compared to cities and other towns."*
- *"Best place after living all over the place."*
- *"I have lived in the North Island and go back up there sometimes. You have to lock up every time up there but here there is no problem."*
- *"Because I've lived in South Auckland and feel pretty safe here, for family."*
- *"Probably because we are away from the problems that inflict large populations in NZ in general."*
- *"Never felt safe in Christchurch."*
- *"Compared to other places, the cities."*

#### Yes, mostly

- *"It is reasonably safe in comparison to other areas, no high crime rate."*
- *"Because we are so much better off than many other areas."*
- *"Have lived in Christchurch, dodgy characters there."*

### Can leave doors unlocked, cars unlocked, leave windows open

#### Yes, definitely

- *"She doesn't lock the door and is able to carry out her job delivering rural mail without any worries."*
- *"Don't live in an urban environment. I can leave my door unlocked when I leave my house. I can wander alone as a woman without feeling unsafe."*
- *"Don't lock my house."*
- *"We don't have to lock our houses in our area. The locals all look after each other. I'm involved with the local fire brigade."*

### Crime is everywhere in NZ, to be expected, no place is safe

#### Yes, definitely

- *"Most of New Zealand's low crime."*

#### Yes, mostly

- *"It's like with any place your safe, always that part of me could be unsafe."*
- *"It's basically on the thing that you're always going to find undesirables in an area and Westland has quite a few, there's a lot of people who cause problems anywhere."*
- *"The unexpected can happen anywhere."*
- *"Changes to society, make it not completely safe."*
- *"No place is totally safe. Its reasonably safe."*
- *"Don't know, no place is definitely safe to be, no reason other than that, no place is perfectly safe, always a risk."*
- *"Normal amount of crime like other towns, pharmacy got burgled, never solved."*
- *"Everywhere, young people noisy, throw bottles, general normal behaviour of young people, people pretty good in the community."*

### Nice place to live, good environment, clean and tidy, lived here all my life

#### Yes, definitely

- *"I was born and grew up here, and there is different ethnic groups now and I feel just as safe."*
- *"Good place to live."*
- *"It is the best place to live. We have everything here, we can live off the land if we need to. We have fish and food. We have generators and could sustain ourselves for months. The gold mine machinery makes up self-sustainable."*
- *"Just what it is like on the West Coast. Great place to live. Best kept secret in New Zealand."*
- *"I wouldn't live anywhere else, I love it here."*
- *"It is good, I like the place, it is nice and quiet."*
- *"He just likes it there."*
- *"Lived in Westland all her life."*
- *"Fantastic place to live."*
- *"It is a peaceful place to live and the lifestyle is excellent."*
- *"Have lived here all my life and love the Coast."*
- *"In a quiet, safe location."*
- *"I've lived there for a long time and never had any problems, don't have any problem with the people that live around me here at all."*
- *"Just feel safe, have lived here all my life."*
- *"Born here happy to live here."*
- *"It's quite a cool little place, odd rogue but not often, been here a long time."*
- *"I'm a coaster and I feel safe here. It's a magnificent place to live."*
- *"Apart from roads, it is a clean and tidy place."*

#### Yes, mostly

- *"I shifted away to Invercargill then I come back. It is good here. Been back 56 years."*
- *"Safe, lived here all my life."*
- *"Not too bad, decent place."*

### Safe for kids, good place to bring up kids, safe for families

#### Yes, definitely

- *"Safe for kids to be out on their own without undesirables hanging around."*
- *"About safety for families."*
- *"Lived here 39 years. Safe place to bring up children."*
- *"Bought family up in the area."*
- *"Great to bring up kids, close to nature, beaches, etc."*
- *"I feel it is a lovely small community, I can bring my child up safely. There is not much crime in our area."*
- *"Good place to raise kids. Safe place and good sense of community and spirit."*
- *"Good place to bring up a family."*
- *"Great place to bring up the kids, neat great community."*
- *"Because I have a nine year old and an 11 year old, my children were still out playing out by the road at 9:15pm and I would quite happily let my children get on a bike and bike into town. Definitely a safe place for families and children."*
- *"No concerns to my safety or my family safety."*
- *"Because it's where we as a family feel safe to live."*
- *"Good to bring up kids, safe and it's home."*
- *"Great place to bring up children."*

#### Yes, mostly

- *"It is generally safe and a good place to raise children."*

### Road, footpath, safety could be better, traffic issues (excluding tourists)

#### Yes, definitely

- *"Can't use walkers on footpaths overall not good. Dangerous, broken, cracked, uneven, Hokitika is the same. You can walk half a km to get up the other side of the road."*
- *"The speed of the traffic passing through our village, Hannah's Clearing, is very fast. A lot of traffic doesn't adhere to the speed zone."*

#### Yes, mostly

- *"In Sewell Street, just before Park Street, a visitor from Wellington fell on a cracked footpath, so that's dangerous."*
- *"Dangerous footpaths for elderly scooter riders in street and the driveway entrances to people's houses that are very steep for scooter riders. The section from Sewell Street to Fitzherbert Street, has no footpath by the railway lines on Hampden Street."*
- *"Except for traffic that speeds through it is safe. No street lighting, more and more traffic here."*
- *"Get brassed off with trucks, tankers, etc. Need to look at speed restrictions. West Coast Road coming into Greymouth."*
- *"Roads need upgrading."*
- *"Lots of people go speeding through town, ie, Harihari."*
- *"Our roadings not all that good but that's the government roads, not the council."*
- *"There is a serious problem with traffic speeding through Harihari. People have to cross the road from the park to use the toilets, and children especially are at risk because of this. She thinks that judder bars should be installed to slow the traffic down."*

### More gangs, drugs, criminal activity

#### Yes, mostly

- *"There is drug issues moving into our areas."*
- *"I guess I do a lot of community work with drug and alcohol issues, puts a dampener on the safe place we live."*
- *"In any town that has a meth problem, is an unsafe area. There is meth in Hokitika and therefore is unsafe."*
- *"Criminal activity going on."*
- *"A little crime only in the area, but the gangs are becoming noticeable."*
- *"Increasing use of meth, know where to look, fights vandalism, car crimes, burglaries, have a rough idea, getting more gangs around, West Coast nice and open."*
- *"South of Hokitika is good. In the towns more of a drug problem."*
- *"The area is safe, but we are getting some drug dealers coming in."*
- *"The amount of drugs being found in the Westland district."*
- *"There is a small increase of small crime in our area and P habits."*
- *"There are a lot of drugs about, especially 'P', but I still feel safe, still can leave doors unlocked, although I do live in the country."*

#### Not really

- *"There can be quite a few gangs in the rural areas, but it is okay in town."*

## Not as safe as it used to be, a bit more crime, have to lock doors

### Yes, mostly

- *"Lately there has been a lot more theft about and we have to lock up more."*
- *"We have people attacking us."*
- *"More thieving going on, everything from cars, houses, boats."*
- *"More burger lies than there used to be."*
- *"More crime."*
- *"Because there is more incidence of violence either relating to alcohol or other reasons."*
- *"Concern about bikie gangs possibly moving in and associated drugs."*
- *"The local community does have some undesirable issues going on. That is why I am not totally happy."*
- *"Getting more and more crime."*
- *"Generally safe but some crime exists, eg, theft and spotlighting (shoplifting?)."*
- *"Not as safe as used to be. More crime such as burglaries."*
- *"We get a lot of people from outside the area, safety has changed a bit and we now have to lock our cars and houses. It is still reasonably safe."*
- *"I am aware about the increase in crime in Westland, makes me more aware of my own safety."*
- *"It's reasonably safe but there have been some burglaries."*
- *"Before Christmas, there were some attempted burglaries of garages in my neighbourhood. There has been thieving and people invading properties. The police are more busy than they used to be, and while I live in a safe place, I have to lock up more than I used to."*
- *"More petty crime theft around the district, Hokitika overall."*
- *"Not many strangers here, tiny bit of vandalising at the present time."*
- *"There is a little bit of small crime arriving, it's changing a bit. It used to be very safe, we could leave our homes unlocked."*
- *"We have a friendly community but there is a little bit of small crime. We now have to lock our doors but, in the past, we didn't have locked doors."*
- *"There is a time, downtown, hear of the odd fight, nothing too serious."*
- *"A lot of theft around here lately. Never really was much, now have to lock up, we do have a police station here Hokitika."*
- *"There have been some robberies recently."*
- *"I suppose it's a few things that go on that I am not satisfied with, happens."*
- *"Think things are changing, in the population changing, a lot more people in town, like years ago you knew everybody, but now it's a lot more populated, a lot more tourists, but we're still lucky to live in a nice town, but we shouldn't be too blasé, we have to lock our doors these days."*

### Not really

- *"Two murders close by, and not connected to each other, has made me feel not as safe as I should be, especially as they were done by locals."*
- *"Going to work I am worried about my property being emptied out and little things have gone missing from my property, apart from this it is relatively safe."*

## Need better policing, better police presence

### Yes, mostly

- *"Police not doing enough for crime."*

### Not really(Q28)

- *"Police don't respond or are very slow."*



### Tourists, visitors behaviour, their driving, place is busier

#### Yes, definitely

- *"The worry is the roads and tourists driving on the wrong side of the road."*

#### Yes, mostly

- *"Get lots of tourists who cannot drive properly."*
- *"It's a lot busier now than earlier on in years, lots more tourists around now."*
- *"Apart from tourist drivers it is safe."*
- *"It's reasonably safe but there are the campervans parked on the street. Makes it dangerous to back out of a car park. The tourists speed through and could run someone over. They go through town far too fast."*
- *"Holiday makers are everywhere, blocking up the roads, otherwise we like it here."*
- *"We have too many tourists on the road."*
- *"Generally a safe place to live, dumb drivers on our roads, don't stick to the left hand rule, we need speed restriction on Bruce Bay but nothing has happened, it will be tourists, you can tell by the rental vehicle, see them speeding and overtaking on dangerous parts of the road, slowing down at the wrong part of the road, only in the country for a few days and driving so dangerously."*
- *"The tourist traffic on the road, can be dangerous, campervans and rental car, have had an experience where they have been slow on the Haast Road, passing on dangerous places, there are no overtaking bays, they will go 60km an hour vs 100."*

### Other specified safety issues

#### Yes, mostly

- *"I have lived in rural areas most of my life and generally find where I live now to be safe. However, I have a neighbour who likes to fire guns on his property, and bullets whistling around is a real concern."*
- *"Some street lighting is not good enough, a streetlight near my home with a broken bulb has yet to be replaced."*
- *"The water supply is not very good, and the power supply is also not very good, making it sometimes unsafe for people's health, ie, Fox Glacier."*
- *"Water quality is a bit of a concern. The District Council could enforce the ridge line to ridge line buffer zone around each water catchment as discussed with residents after a petition several years ago."*

### Natural hazards, earthquake prone, weather

#### Yes, definitely

- *"Good outside of the environment things, eg, rain, feel safe."*

#### Yes, mostly

- *"Natural hazards."*
- *"We are an earthquake prone area, live by the sea, river and get a lot of rain."*
- *"Water quality is a bit of a concern. The District Council could enforce the ridge line to ridge line buffer zone around each water catchment as discussed with residents after a petition several years ago."*
- *"Just the fact of being cut off with floods, etc."*
- *"We live right on a major fault line and within a km of the beach."*
- *"Other than the rain, safe place, never had any problems at Ross."*
- *"The sea rising could be an issue. And earthquakes, we are on the fault line. Very little land between sea and mountains."*
- *"The weather is pretty bad."*

#### Not really

- *"Some of the infrastructure is rather vulnerable to natural hazards."*

## Strangers, riff raff, undesirables in the community

### Yes, mostly

- "Because you feel now, they are getting a few rat bags in the areas."
- "Only odd ones you can be wary of."
- "Safe at the moment but this could change with movements of people in the community."
- "Newer inhabitants have slightly less community focus, so things are changing."
- "Most of the troublemakers seem to come from outside the district."
- "Always an element of theft in a country area and some new people have different values."
- "More people who are not a good influence coming into town."
- "I have friends who are police officers and they tell me there are some ratbags in the community, but mostly I feel safe."
- "Because of a boy who comes from Greymouth who walks around like a bulldog with a big huge cassette radio on his shoulder playing Eminem really loud. He's about 22 to 25, a big boy, quite intimidating looking, I don't make eye contact with him. I do feel a bit intimidated. I imagine he'd intimidate quite a few people, why can't he put earphones on his music. It's not nice music."
- "A few riff raffs coming in from over your way (Christchurch) to come and live here, it's not what it used to be like, you can't leave your doors unlocked, etc, but most people feel pretty safe."

### Not really

- "No, definitely not."
- "Given freedom campers site within 2km of our place, having random people passing us each night, they stop and look at our place, don't feel safe cause of all the strangers in the community, I don't feel I can let my windows open, door unlocked."

## Others

### Yes, definitely

- "However, I don't think the Council is the reason for that."
- "People are too laid back to think about murdering someone, it's boring here, good place to be if you want to be a recluse."
- "I'm pretty happy."
- "Council are muppets."
- "I have a medical alarm."
- "Good roads."

### Yes, mostly

- "If there is any crime, murders, etc, all family oriented, not random."
- "Mostly, unless you are a tourist."
- "This is not just a Council responsibility."
- "It is easy to drive around without too many road works."
- "I think it is your own responsibility to keep safe."

### Not really

- "Another concern that this respondent has is that he would like to see the Council to encourage another medical practice to establish to give competition to the existing practice."

### Council does a good job

#### Yes, definitely

- *"Potential problems for older people with mobility issues are minimised by the Council."*
- *"The council and its employees do a good job of keeping people safe."*
- *"Council tries hard to make it safe."*
- *"The council has done a good job of keeping the place safe."*

#### No reason

#### Yes, mostly

- *"No real reason just feel safe."*
- *"No but it's not definitely."*

### Know what's happening, watch out for others, cameras, good civil defence, etc

#### Yes, definitely

- *"People know what's happening and we can track someone down."*
- *"Haven't been here long, good security cameras in town area."*
- *"It has good plans in place for Civil Defence."*
- *"Local people help the police and look after other people."*
- *"We are all proactive about keeping each other safe."*