

2 September 2025

[REDACTED]  
Tēnā koe [REDACTED]

**LOCAL GOVERNMENT OFFICIAL INFORMATION AND MEETINGS ACT Request: 2025-34**

Thank you for your email request of Tuesday 5 August 2025 to the Carterton District Council requesting the following information:

*"May I please be furnished with the anonymised, raw data from this year's open survey of residents. I imagine some sort of spread sheet with the names columns deleted. Similar to what we received as elected members but with identifying details redacted.*

*My primary reason for asking is that I expect the free-text comments may provide a good barometer of which issues will be frontmost in the upcoming local body elections. Secondly, and a bit selfishly, I'd like to know if any of the themes revealed in the big jar of ideas have persisted.*

*If this information is public already then please point me to it. If release would require a LGOIMA request then please treat this as such.*

*Finally, congratulations to the team, both EMs and staff for the long list of electoral candidates. Carterton is engaged thanks to your efforts. Another turnout North of 60% could put Carterton on the map again."*

Your request has been considered under the Local Government Official Information and Meeting Act 1987 (the Act).

In response to your request, attached as **Appendix 1** is the 2025 Carterton Community Survey Analysis Report. The Table below includes the information released in the attached Appendix.

Where the information has been withheld from the documents, the information has been withheld under section 7(2)(a) of the Act, to protect the privacy of natural persons.

Where information has been withheld under section 7(2), I have considered, as required under section 7(1) of the Act, the public interest considerations favouring its release. I have identified no public interest considerations which outweigh the need to withhold information at this time.

Please note, the Council proactively publishes LGOIMA responses on our website. As such, we may publish this response on our website after five working days. Your name and contact details will be removed.

Thank you again for your email. You have the right to ask an Ombudsman to review this decision. You can do this by writing to [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or Office of the Ombudsman, PO Box 10152, Wellington 6143.

Nāku noa, nā



Geoff Hamilton  
Chief Executive  
Carterton District Council

RELEASED UNDER LGOIMA

**Appendix 1** - Table includes the information released in the attached Appendix.

<p><b>Refer to pages:</b></p> <p><b>1 to 23</b></p>	<p><b>Overall summary</b>  <b>Average ratings</b>  <b>Satisfaction distribution</b>  <b>Climate Change Overview</b>  <b>Climate change</b>  <b>Community feeling overview</b></p> <ul style="list-style-type: none"> <li>- I am satisfied with the look and feel of the Carterton town centre</li> <li>- I am satisfied with the general look and feel of the Carterton district as a whole</li> <li>- Council provides facilities, services and policies that support healthy and active living for all ages</li> <li>- Council supports community groups and encourages social engagement</li> <li>- Council provides access to a diverse range of cultural events and activities</li> <li>- As a resident, I feel connected to family and community</li> <li>- Council is working to protect the natural environment in the district</li> <li>- As a resident, I feel a sense of belonging to the area</li> <li>- As a resident I can easily access Council services when I need them</li> <li>- As a resident I am proud of our culture and community</li> </ul>
<p><b>Refer to pages:</b></p> <p><b>24 to 28</b></p>	<p><b>Council services</b></p> <ul style="list-style-type: none"> <li>- licensing of cafes and restaurants, hairdressers and similar premises</li> <li>- Building control/inspection processes</li> <li>- Liquor licensing</li> <li>- Animal control</li> </ul>
<p><b>Refer to pages:</b></p> <p><b>29 to 30</b></p>	<p><b>Elected members' overview</b></p> <p>Elected members</p>
<p><b>Refer to pages:</b></p> <p><b>31 to 38</b></p>	<p><b>Emergency Management Overview</b></p> <ul style="list-style-type: none"> <li>- In the event of a natural disaster or civil defence emergency, I am prepared to be isolated for seven days</li> <li>- I know where to seek help in the event of a natural disaster or civil defence emergency</li> <li>- I have taken steps to prepare myself and/or my household in an emergency</li> </ul>
<p><b>Refer to pages:</b></p> <p><b>39 to 40</b></p>	<p><b>Governance and reputation overview</b></p> <ul style="list-style-type: none"> <li>- Governance and reputation</li> </ul>
<p><b>Refer to pages:</b></p>	<p><b>Household water supply overview</b>  <b>Household water supply</b>  <b>Landuse analysis overview</b></p>



<b>41 to 45</b>	<ul style="list-style-type: none"> <li>- How Council is managing landuse and subdivisions</li> <li>- The way the district is continuing to develop</li> </ul>
<b>Refer to pages:</b> <b>46 to 48</b>	<b>Place to live overview (community feeling)</b> <ul style="list-style-type: none"> <li>- Place to live</li> </ul>
<b>Refer to pages:</b> <b>49 to 55</b>	<b>Public facilities</b> <ul style="list-style-type: none"> <li>- Overview</li> <li>- Carterton Library</li> <li>- Public toilets</li> <li>- Carterton Library</li> <li>- Carterton Outdoor swimming pool</li> <li>- Open spaces, parks and gardens</li> <li>- Cleanliness of streets in general</li> </ul> <b>Public safety overview</b>
<b>Refer to pages:</b> <b>56 to 60</b>	<b>Public safety overview</b> <ul style="list-style-type: none"> <li>- Public safety</li> <li>- Street lighting around town</li> </ul>
<b>Refer to pages:</b> <b>61 to 66</b>	<b>Roads and footpaths overview</b> <ul style="list-style-type: none"> <li>- Rural roads</li> <li>- Availability of footpaths</li> <li>- Provision of off-road walkways and cycleways</li> <li>- Footpath maintenance</li> <li>- Roads in town</li> </ul>
<b>Refer to pages:</b> <b>67 to 68</b>	<b>Stormwater overview</b> <ul style="list-style-type: none"> <li>- Carterton Stormwater systems</li> </ul>
<b>Refer to pages:</b> <b>69 to 74</b>	<b>Waste services overview</b> <ul style="list-style-type: none"> <li>- Kerbside waste collection</li> <li>- Management of loose litter around town</li> <li>- Public rubbish bins</li> <li>- Council kerbside recycling collection</li> <li>- Carterton waste transfer station</li> </ul>
<b>Refer to pages:</b> <b>75 to 76</b>	<b>Wastewater overview</b> <ul style="list-style-type: none"> <li>- Wastewater</li> </ul>





# Carterton Community Survey Analysis Report

Run

Overall Survey Summary

Overall Summary

Average Ratings

Satisfaction Distribution

Public Facilities Analysis

Roads Footpaths Analysis

Council Services Analysis

Land Use Analysis

Waste Disposal Analysis

Stormwater Analysis

Water Supply Analysis

Wastewater Analysis

Governance Analysis

Elected Members Analysis

Public Safety Analysis

Community Feeling Analysis

Emergency Mgmt Analysis

Climate Change Analysis

Happiness Analysis

## Overall Summary

### Overall Metrics

- Overall Average Satisfaction Rating: 6.79
- Total Unique Submissions Considered: 726

### Introduction

The Carterton community survey covered a wide range of topics, from infrastructure and council services to community well-being and environmental concerns. Overall, residents reported an average satisfaction rating of 6.79, indicating a generally positive sentiment towards the district.

### High Satisfaction Areas / Positive Themes

Based on the survey data, the top recurring positive themes in Carterton are the value of the Carterton Library as a community hub with friendly and helpful staff, the positive aspects of kerbside recycling collection, and the friendly and helpful staff at the Carterton Waste Transfer Station. Additionally, the community spirit and friendly people of Carterton are frequently mentioned as a source of pride and a positive aspect of living in the area, despite concerns about the town's appearance. Finally, the parks and reserves teams are viewed positively for their maintenance efforts, contributing to the town's overall appeal.

### Low Satisfaction Areas / Improvement Opportunities

Based on the survey results, the top recurring negative themes in Carterton are the poor condition and appearance of the town center (particularly High Street), high rates and perceived lack of value for money, and concerns regarding infrastructure not keeping pace with development. The run-down town center, characterized by empty shops and unattractive shop fronts, significantly impacts residents' pride, sense of belonging, and overall satisfaction. High rates are a widespread concern, especially among pensioners and low-income residents, who feel they are not receiving adequate services for their money. Finally, there are consistent concerns that infrastructure (roads, water, sewage) is struggling to keep up with the rapid pace of new housing developments and subdivisions, leading to strain on resources and services. These issues are further compounded by concerns about council governance, communication, and responsiveness to community needs, as well as a perceived lack of support for diverse cultural events and activities, and emergency preparedness.

### Other Issues & Suggestions

Here are some distinct points or suggestions that seem broader than the specific question topics themselves:

- Council Amalgamation:** The suggestion to explore council amalgamation as a cost-saving measure. This is mentioned under 'Carterton Governance and Reputation'.
- Developer Contributions to Infrastructure:** The recurring theme that developers should contribute more to infrastructure costs associated with new subdivisions, rather than burdening existing ratepayers. This is mentioned under 'How Council is managing land use and subdivisions' and 'The way the district is continuing to develop'.
- Mandatory Water Tanks and Solar Panels:** The frequent suggestion to mandate water tanks and solar panels for new builds to mitigate the strain on infrastructure and promote environmental sustainability. This is mentioned under 'How Council is managing land use and subdivisions', 'The way the district is continuing to develop' and 'Household Water Supply'.
- Revitalization of Town Centre:** The need for revitalization of the town centre to attract more people and businesses, fostering a stronger sense of community. This is mentioned under 'The way the district is continuing to develop', 'As a resident, I am proud of our culture and community', 'As a resident, I feel a sense of belonging to the area', 'As a resident, I feel connected to family and community', 'Council provides facilities, services and policies that support healthy and active living for all ages', 'I am satisfied with the general look and feel of the Carterton district as a whole', 'I am satisfied with the look and feel of the Carterton town centre' and 'Place To Live'.
- Need for a Bypass:** The recurring concern about the need for a bypass to alleviate traffic congestion on the main street. This is mentioned under 'Place To Live'.
- Comparison to Greytown:** Frequent comparisons to Greytown, highlighting a perceived lack of revitalization and attractiveness in Carterton, affecting residents' sense of pride and belonging. This is mentioned under 'As a resident, I am proud of our culture and community', 'As a resident, I feel a sense of belonging to the area', 'As a resident, I feel connected to family and community', 'I am satisfied with the general look and feel of the Carterton district as a whole', 'I am satisfied with the look and feel of the Carterton town centre' and 'Council provides access to a diverse range of cultural events and activities'.
- Enforcement of Covenants on Titles:** Concerns about the enforcement of building compliance and adherence to covenants on titles. This is mentioned under 'Building control/inspection processes'.
- Council Focus on Core Services:** The suggestion that the council should focus on core services and enable others to enhance community engagement through private business or local groups. This is mentioned under 'As a resident, I feel connected to family and community', 'Council provides access to a diverse range of cultural events and activities', 'Council supports community groups and encourages social engagement' and 'Council provides facilities, services and policies that support healthy and active living for all ages'.
- Impact of Cost of Living on Emergency Preparedness:** The impact of the increasing cost of living on residents' ability to afford emergency supplies. This is mentioned under 'In the event of a natural disaster or civil defence emergency, I am prepared to be isolated for seven days' and 'I have taken steps to prepare myself and/or my household in an emergency'.
- Rural vs. Urban Service Disparity:** The sentiment from some rural residents that they are paying high rates without receiving adequate services compared to urban residents. This is mentioned under 'Rural roads', 'Carterton Governance And Reputation' and 'Place To Live'.

### Concluding Summary

Overall, the survey reveals a mixed sentiment towards Carterton, with an average rating of 6.79. While residents appreciate aspects like the library, events center, and community spirit, there are significant concerns regarding infrastructure, road maintenance, town center appearance, and governance, indicating areas needing focused improvement and attention from the council.

Run

- 
- | Year | Population (millions) |
|------|-----------------------|
| 1961 | 8.2                   |
| 1962 | 8.1                   |
| 1963 | 8.0                   |
| 1964 | 7.9                   |
| 1965 | 7.8                   |
| 1966 | 7.7                   |
| 1967 | 7.6                   |
| 1968 | 7.5                   |
| 1969 | 7.4                   |
| 1970 | 7.3                   |
| 1971 | 7.2                   |
| 1972 | 7.1                   |
| 1973 | 7.0                   |
| 1974 | 6.9                   |
| 1975 | 6.8                   |
| 1976 | 6.7                   |
| 1977 | 6.6                   |
| 1978 | 6.5                   |
| 1979 | 6.4                   |
| 1980 | 6.3                   |
| 1981 | 6.2                   |
| 1982 | 6.1                   |
| 1983 | 6.0                   |
| 1984 | 5.9                   |
| 1985 | 5.8                   |
| 1986 | 5.7                   |
| 1987 | 5.6                   |
| 1988 | 5.5                   |
| 1989 | 5.4                   |
| 1990 | 5.3                   |
| 1991 | 5.2                   |
| 1992 | 5.1                   |
| 1993 | 5.0                   |
| 1994 | 4.9                   |
| 1995 | 4.8                   |
| 1996 | 4.7                   |
| 1997 | 4.6                   |
| 1998 | 4.5                   |
| 1999 | 4.4                   |
| 2000 | 4.3                   |
| 2001 | 4.2                   |
| 2002 | 4.1                   |
| 2003 | 4.0                   |
| 2004 | 3.9                   |
| 2005 | 3.8                   |
| 2006 | 3.7                   |
| 2007 | 3.6                   |
| 2008 | 3.5                   |
| 2009 | 3.4                   |
| 2010 | 3.3                   |
| 2011 | 3.2                   |
| 2012 | 3.1                   |
| 2013 | 3.0                   |
| 2014 | 2.9                   |
| 2015 | 2.8                   |
| 2016 | 2.7                   |
| 2017 | 2.6                   |
| 2018 | 2.5                   |
| 2019 | 2.4                   |

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Run

- Low Satisfaction (1-3)
- Medium Satisfaction (4-6)
- High Satisfaction (7-10)



## Carterton Community Survey Analysis Report

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- Elected Members Analysis >
- Public Safety Analysis >
- Community Feeling Analysis >
- Emergency Mgmt Analysis >
- Climate Change Analysis >
  - Overview
  - Climate Change
- Happiness Analysis >

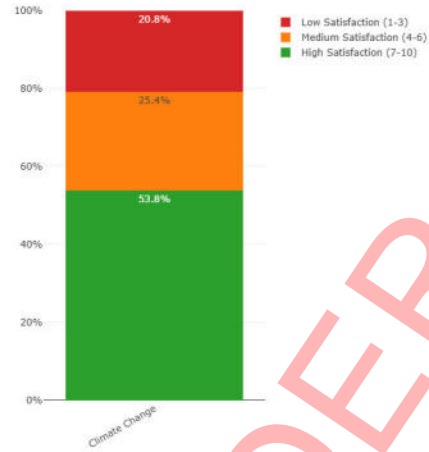
## Overview

comments: 102

## About

This question asks respondents to rate their concern about climate change on a scale of 1 to 10. The survey explores the topic of climate change in general.

## Satisfaction Distribution



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## Climate Change

comments: 101

Rating Distribution: Climate Change (Total Responses: 602)



Total Responses: 602

## Overview

Based on the citizen comments, the primary themes related to 'Climate Change' include concerns about increased extreme weather events (flooding, droughts), the need for water storage and management, and differing opinions on the causes and potential impact of climate change. Some believe it's a natural cycle with limited local impact, while others express worry about its effects on the environment, infrastructure, and insurance costs, highlighting the need for resilience building and adaptation measures. There are also concerns about the effectiveness of local council actions and a desire for more information and education on the topic, with some mentioning specific locations like flood-prone areas and rivers affected by farming practices.

## Key Points

- Concerns exist regarding the impact of climate change on water resources, including water supply, water storage, and increased drought risk.
- Flooding and extreme weather events are major concerns, with worries about preparedness, management, and infrastructure resilience.
- There are divided opinions on the causes of climate change, with some believing it's a natural cycle and others attributing it to human activity.
- Some residents feel Carterton's council is not prioritizing climate change enough or is ill-equipped to handle the issue.
- A need for community education and awareness about climate change and its potential impacts was expressed.
- Some believe that adapting to climate change is more important than trying to prevent it, emphasizing preparation and minimizing impacts.
- Concerns exist regarding the impact of climate change on insurance and property values, particularly in flood-prone areas.
- Some residents expressed skepticism about the severity and impact of climate change, questioning the validity of scientific models and the effectiveness of local action.

## Detailed Analysis

The comments reveal a wide range of opinions regarding climate change, from deep concern to complete

dismissal of its impact or even existence. There's a strong sense of uncertainty and disagreement about the extent to which local actions can make a difference, given the global nature of the issue. The rating distribution, with a relatively high number of both low and high ratings, reflects this polarization in viewpoints.

#### **Likes**

Some respondents expressed appreciation for efforts to address climate change, particularly those focused on practical adaptation and resilience measures. There's a sense of approval for initiatives that aim to protect the community from the potential impacts of climate change, such as flood management and water storage. Some residents value community understanding and education to counter misinformation.

#### **Dislikes**

Many comments express skepticism about the severity or human cause of climate change, with some dismissing it as a natural cycle or a media-driven narrative. A common concern is the perceived ineffectiveness of local actions in the face of global pollution, with some residents feeling that New Zealand is unfairly penalized despite its small contribution to the problem. Some residents dislike the potential financial burden of climate change mitigation efforts on ratepayers, particularly if they believe the problem is overstated or beyond local control.

#### **Suggestions**

Many suggestions focus on practical measures to adapt to the effects of climate change, such as improving water storage, managing flood risks, and building resilient infrastructure. Some respondents suggest focusing on local solutions and preparing for the impacts of climate change rather than trying to prevent it. There's also a call for better education and awareness campaigns to promote informed decision-making and encourage behavior change. Others suggest that councils should subsidize households and encourage them to be better prepared for climate changes, and any new built home should be climate proofed at the planning stage as part of the sign off..

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## Carterton Community Survey Analysis Report

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Wastewater Analysis	>
Governance Analysis	>
Elected Members Analysis	>
Public Safety Analysis	>
Community Feeling Analysis	>
Overview	>
As a resident, I am proud ...	>
As a resident, I feel a sens...	>
As a resident, I feel conne...	>
As a resident, I can easily ...	>
I am satisfied with the gen...	>
I am satisfied with the look...	>
Council is working to prote...	>
Council provides access t...	>
Council supports communi...	>
Council provides facilities...	>

## Overview

comments: 188

## About

This survey question asks respondents to rate their feelings about the Carterton community on a scale of 1-10. The specific questions cover aspects such as pride in the community, sense of belonging, access to council services, satisfaction with the district's look and feel, and council support for the environment, community groups, and healthy living.

## Satisfaction Distribution



## Key Points

- The town centre's appearance is a major concern, with many describing it as
  - tired
  - run-down
  - shabby
  - drab
  - and an
  - eyesoredue to empty shops and poorly maintained buildings.
- Many feel the town centre needs revitalization and investment to attract more people and businesses, similar to Greytown. Several comments mention the need to address earthquake-prone buildings in the town centre, either through repair or demolition.
- Parking in the town centre is frequently mentioned as an issue, with some suggesting redevelopment to create more parking spaces.
- Some residents feel that the council should focus on core services like water, sewage, and roads, rather than investing in events or social policies.
- There are mixed opinions on council-provided cultural events and activities, with some feeling they are lacking in diversity or not well-attended.
- A few comments suggest the need for more activities and social events for young adults and teens.

## Summary

Feedback indicates a primary concern regarding the appearance and revitalization of the Carterton town centre, particularly the state of High Street shop fronts and empty buildings, which negatively impacts the overall look and feel of the community. While residents express pride in the community's culture and connection, dissatisfaction arises from the town centre's drabness, lack of investment, and limited retail diversity, aligning with lower satisfaction ratings for the town centre's look and feel. Comments also suggest a need for more activities for teens and young adults, better maintenance of infrastructure, and improved communication from the council, with some questioning the allocation of rates towards non-essential services and cultural events.



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### I am satisfied with the look and feel of the Carterton town centre

comments: 126

Question: I am satisfied with the look and feel of the Carterton town centre (Total Responses: 625)



Total Responses: 625

### Overview

The primary themes in the comments are the poor appearance of the town centre, empty shops, and the need for revitalization. Many comments express dissatisfaction with the town's

### Key Points

- The town centre is generally perceived as looking tired, drab, run-down, and unattractive.
- Many comments highlight the negative impact of empty shops and derelict buildings on the town centre's appearance.
- The appearance of shop frontages is a major concern, with many considered shabby and in need of maintenance or upgrades.
- Comparisons are frequently made to Greytown, with Carterton seen as lacking the same level of vibrancy and appeal.
- There is a desire for investment and revitalization of the town centre to attract more visitors and businesses.
- Some comments mention the need for addressing earthquake-prone buildings to improve the town's look.
- A few comments suggest specific improvements like more plantings, coordinated color schemes, and pedestrian-friendly spaces.

### Detailed Analysis

The comments reveal a strong dissatisfaction with the look and feel of the Carterton town centre. Common themes include the town's run-down appearance, the number of empty shops, and a general need for revitalization. The average rating of 5.4 suggests a generally neutral sentiment, which contrasts with the predominantly negative tone of the comments, indicating that while some aspects may be satisfactory, the overall impression is unfavorable.

### Likes

Based on the comments, there are very few explicitly stated 'likes' regarding the look and feel of the Carterton town centre. However, some comments indirectly suggest positive aspects. For example, the mention of "Carterton is a nice tidy little town" implies a general appreciation for tidiness, although this comment refers to the town overall rather than specifically the town centre. Another comment notes that "the gardens in town always look great," indicating satisfaction with the reserves team's efforts.

### Dislikes

The dominant sentiment expressed in the comments is dissatisfaction with the town centre's appearance. Many describe it as "run down," "shabby," "tired," "old," "drab," and even a "disgrace." The presence of "empty shops" and "derelict buildings" is a recurring complaint, with several respondents highlighting them as "eye sores" that detract from the town's image. The lack of maintenance of shop frontages is also a concern, with comments noting that some buildings look "tatty" and that there seems to be "no plan to make landlords keep premises smart." Some comments directly compare Carterton unfavorably to other towns like Greytown and Martinborough, suggesting that Carterton lacks the charm and vibrancy of these places. The town clock's appearance is also criticized, with one person describing it as "insipid."

### Suggestions

Many suggestions revolve around revitalizing the town centre and improving its appearance. The most common suggestion is to address the issue of empty shops and derelict buildings, with some calling for demolition of unsafe structures and others suggesting incentives for landlords to maintain their properties. Several respondents suggest a "makeover" or "refresh" of the town centre, including painting shop fronts in brighter colors and implementing a cohesive color scheme. There are also calls for more investment in the town centre, with some suggesting that ratepayers would be willing to contribute financially. Improving parking and creating a more pedestrian-friendly environment are also mentioned. Some comments suggest learning from the example of Greytown and implementing similar public events and initiatives to attract more visitors. Finally, there's a suggestion to remove heavy traffic from the main street to allow for outdoor seating and planting of trees.



## Carterton Community Survey Analysis Report

Run

### Overview

As a resident, I am proud ...

As a resident, I feel a sens...

As a resident, I feel conne...

As a resident, I can easily ...

I am satisfied with the gen...

I am satisfied with the look...

Council is working to prote...

Council provides access t...

Council supports communi...

Council provides facilities, ...

Emergency Mgmt Analysis &gt;

Climate Change Analysis &gt;

Happiness Analysis &gt;

### I am satisfied with the general look and feel of the Carterton district as a whole

comments: 130

am satisfied with the general look and feel of the Carterton district as a whole (1



Total Responses: 623

### Overview

The dominant theme is dissatisfaction with the town center's appearance, particularly the empty and run-down shops on High Street. Many comments compare Carterton unfavorably to other towns like Greytown and Martinborough, citing a lack of investment, drabness, and a need for revitalization and improved building maintenance. Specific examples include the need to address earthquake-vulnerable buildings, improve shop frontages, and enhance street appeal to attract visitors and businesses, with some positive mentions of the memorial square and plantings but overshadowed by the negative aspects of the town's overall look and feel.

### Key Points

- The town centre, particularly High Street, is frequently described as 'tired', 'drab', 'shabby', 'run-down', and generally unattractive.
- Many comments highlight the negative impact of empty and derelict shops on the town's overall appearance.
- The appearance of shop frontages is a major concern, with many deemed unattractive, poorly maintained, and in need of improvement.
- Carterton is often compared unfavorably to other Wairarapa towns like Greytown and Martinborough, particularly regarding street appeal and vibrancy.
- There's a desire for investment in the town centre to revitalize its look and feel and attract more visitors and businesses.
- Some positive feedback acknowledges the efforts of the reserves team and community groups in maintaining gardens and outdoor areas.
- Concerns exist about the lack of a cohesive plan or vision for the town's aesthetic development.
- Several comments mention earthquake-prone buildings as contributing to the town's unappealing appearance.

### Detailed Analysis

The comments reveal a prevalent dissatisfaction with the general look and feel of the Carterton district, particularly the town center. The primary concerns revolve around the perceived run-down and unattractive state of the town, especially the High Street, with many respondents feeling it lacks vibrancy and appeal. The average rating of 6.4 suggests a slightly positive sentiment overall, which contrasts with the predominantly negative themes expressed in the comments, indicating that while some aspects are satisfactory, the overall look and feel is a significant area

for improvement.

#### **Likes**

Some respondents appreciate the efforts of the parks and reserves teams in maintaining gardens and outdoor spaces, contributing positively to the town's appearance. A few individuals mentioned that Carterton is a nice, tidy little town, acknowledging the work done to keep it clean and orderly. One comment praised the community groups for beautifying and tidying areas.

#### **Dislikes**

The most common complaint is the poor condition of the town center, with many describing it as run-down, tired, drab, and shabby. Empty shops and derelict buildings are frequently mentioned as major eyesores that detract from the town's image and create a negative impression. Several comments highlight the contrast between Carterton and other Wairarapa towns like Greytown and Martinborough, which are perceived as more attractive and vibrant. The lack of a cohesive aesthetic, mishmash of shops and colors, and a general lack of street appeal are also cited as concerns. The presence of earthquake-vulnerable buildings and the slow pace of upgrades contribute to the negative perception. Some respondents feel the town gives people no reason to stop, leading to a lack of investment and vibrancy.

#### **Suggestions**

Many suggestions focus on revitalizing the town center through investment, redevelopment, and improved maintenance of buildings. There are calls for a coordinated effort to encourage property owners to maintain their premises to a higher standard, including painting shop fronts in brighter colors and tidying up derelict buildings. Some suggest demolishing unsafe buildings and replacing them with new structures and businesses. Improving parking, planting trees, creating pedestrian-friendly spaces, and organizing more community events are also proposed to enhance the town's appeal and attract more visitors. A bypass to remove heavy traffic from the main street is suggested to create a more pleasant environment for outdoor seating and cafes. Others suggest looking at what Greytown has done to improve their town and take some ideas from them.



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- Community Feeling Analysis v

### Council provides facilities, services and policies that support healthy and active living for all ages

comments: 72

Provides facilities, services and policies that support healthy and active living for all ages



Total Responses: 596

### Overview

The comments reveal key themes related to healthy and active living, including the need for improved facilities like the pool and event center, better maintenance and revitalization of the town center to encourage pedestrian activity, and enhanced support for active transportation through connected walkways and cycleways. Specific examples mentioned include Carrington Park, the town center, and the underutilized Event Centre, with calls for more diverse activities for all ages and improved access to recreational facilities. Overall, residents desire more investment in infrastructure and programs that promote healthy lifestyles and community engagement, particularly for youth and young adults, alongside better utilization and maintenance of existing assets like parks and the library service.

### Key Points

- Town centre needs revitalization to attract more people and businesses.
- The appearance of the town centre is a concern, with many describing it as drab, run-down, and unattractive.
- There is a desire for more diverse cultural events and activities for all ages, not just kids and old folks.
- Some residents feel the council should focus on core services like infrastructure maintenance, parks, and libraries.
- The event centre is seen as underutilized and potentially a waste of resources.
- Parks and reserves teams are viewed positively for their maintenance efforts.
- There are concerns about the lack of parking in the town centre.
- There is a need for better facilities for indoor racket sports like badminton and pickleball.

### Detailed Analysis

The comments regarding council support for healthy and active living reveal mixed sentiments. While some appreciate existing facilities and services like parks, the pool, and the library, many express concerns about the town center's condition and a lack of activities for specific age groups. The average rating of 6.8 suggests a generally positive view, but the distribution reveals significant dissatisfaction with lower ratings, indicating areas needing improvement.



### Likes

Some respondents appreciate the existing parks and reserves teams, highlighting their efforts in maintaining the town's appearance. The library service is also mentioned as a positive service. The pool is mentioned as a service, though with caveats discussed later. Some appreciate the community groups beautifying the area and the exercise areas in parks.

### Dislikes

Several comments express dissatisfaction with the town center's condition, describing it as embarrassing, run-down, and unattractive. There are concerns about a lack of activities and facilities for teenagers and young adults. The pool is criticized for being only open in summer and overcrowded with kids. Walkways not joining up well and poor cycle options are also dislikes. Some feel the council doesn't do much for Carterton.

### Suggestions

Many suggestions focus on revitalizing the town center, including upgrades, redevelopment, and attracting more businesses. Some suggest more free activities, such as music gigs, and more events for young adults and teens. There are suggestions for playground upgrades and more parks. Improving cycle options and protecting large trees are also suggested. Some suggest more activities/social events for young adults and teens. A pedestrian crossing between New World and Carrington Park is also suggested to improve safety for those crossing. Dedicated indoor racket sports facilities are also suggested.

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### Council supports community groups and encourages social engagement

comments: 21

n: Council supports community groups and encourages social engagement (Total



Total Responses: 572

### Overview

The comments reveal mixed opinions on the council's support for community groups and social engagement. Some appreciate existing services like parks, libraries, and the Events Centre, as well as the work of community volunteers, while others feel the council could do more to support diverse groups, provide activities for teenagers and young adults, and improve communication and inclusivity in events and planning. Specific examples mentioned include Carrington Park, the Event Centre, and the need for more activities for youth outside of sports.

### Key Points

- Community groups beautifying areas are appreciated.
- Some feel disconnected from the community and unsure of the council's contribution to community spirit.
- There are calls for the council to better support multicultural groups.
- The Events Centre is seen as modern but not inviting or welcoming of diversity.
- More activities and social events are desired, especially for young adults and teens.
- Some believe the council should enable community groups and private businesses to deliver services rather than managing them directly.
- Some community groups and clubs feel they receive no assistance or support from the council.

### Detailed Analysis

Based on the citizen comments and rating data regarding the question 'Council supports community groups and encourages social engagement', the following analysis is provided:

The comments regarding council support for community groups and social engagement present a mixed view. While some residents appreciate existing services and community efforts, others feel the council could do more to support diverse groups, provide activities for specific age groups, and improve communication about its contributions. The average rating of 7.0 suggests a generally positive sentiment, but the distribution also shows a significant number of lower ratings, indicating areas where improvement is needed, aligning with the criticisms voiced in the comments.

### Likes

Some comments express appreciation for existing services like the pool, library, and parks, as well as the efforts of

community groups in beautifying areas. The Events Centre is also mentioned positively. One comment highlights feeling connected to the community, though unsure of the council's specific contribution.

#### **Dislikes**

Several comments suggest the council doesn't do enough for Carterton, particularly for teenagers, with a lack of activities outside of sports. There are concerns that the Events Centre isn't used enough for youth activities. Some feel there's a lack of communication between the council and the community, and that the Events Centre isn't welcoming of diversity. One comment states that the council has never helped any community group or club they are a part of.

#### **Suggestions**

Suggestions include more free activities, especially for young adults and teens. There's a call for the council to embrace and support multicultural groups and to remove perceived biases in town/event planning. Improved communication about the council's contributions to community spirit is also suggested. Specific ideas include gifting free use of the Event Centre to schools and providing better facilities for indoor racket sports. More young peoples entertainment (playground upgrades, disc golf, mini golf etc), and more parks are also suggested.

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### Council provides access to a diverse range of cultural events and activities

comments: 17

: Council provides access to a diverse range of cultural events and activities (Tot



Total Responses: 588

### Overview

The comments indicate a need for more diverse cultural events and activities that represent the multicultural groups in Carterton, with some feeling current offerings are limited and not inclusive. There's a desire for events beyond Christmas celebrations, with better acknowledgement of events like Ramadan, Chinese New Year, Matariki, and Diwali, and a call for the Events Centre to be more welcoming of diversity. Some residents feel Carterton lacks a unique culture and community identity compared to other Wairarapa towns like Greytown, which host more public events, while others appreciate existing cultural events and facilities like the Events Centre and library.

### Key Points

- Lack of diverse cultural events and activities is a common concern.
- Several comments mention the need for more events catering to youth and young adults.
- The Events Centre is mentioned as underutilized or not welcoming of diversity.
- There is a perceived lack of acknowledgement and celebration of various cultures (Māori, Ramadan, Chinese New Year, Matariki, Diwali).
- Some residents feel Carterton has a 'white' culture and isn't inclusive of other cultures.
- Comparisons are made to other Wairarapa towns (e.g., Greytown) that seem to offer more public events.
- Some residents don't think the council should provide cultural events but support groups to do this.
- The library and cultural events are appreciated by some residents.

### Detailed Analysis

The comments reveal mixed opinions regarding the council's provision of diverse cultural events and activities. Some residents appreciate the existing events and community spirit, while others feel that the council does not adequately support or acknowledge the diverse cultures within Carterton. This sentiment contrasts somewhat with the average rating of 6.9 and the rating distribution, which indicates a generally positive view, although the significant number of lower ratings (1-4) suggests that the negative feedback is notable.

### Likes

Some respondents expressed happiness with the Events Centre, cultural events, and community spirit.



comment specifically mentioned loving the library and cultural events, as well as the Sunset Cinema group.

#### **Dislikes**

Several comments indicated a lack of diverse cultural events and acknowledgement of different cultures, including Māori and multicultural groups. Some felt that events disproportionately focus on Christmas while neglecting other cultural celebrations like Ramadan, Chinese New Year, Matariki, and Diwali. Others expressed a feeling of disconnect from the Carterton community and a perception of a predominantly "white" culture.

#### **Suggestions**

Suggestions included more free activities, such as music gigs, and greater support for expanding multicultural groups. There were also calls for more Māori signage and genuine spaces for Māori culture, as well as a cultural facility that embraces all cultures, ethnic groups, and the LGBTQI communities. Some suggested the council should support groups to run cultural events rather than providing them directly. Additionally, there were suggestions for more activities and social events for young adults and teens.

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## Carterton Community Survey Analysis Report

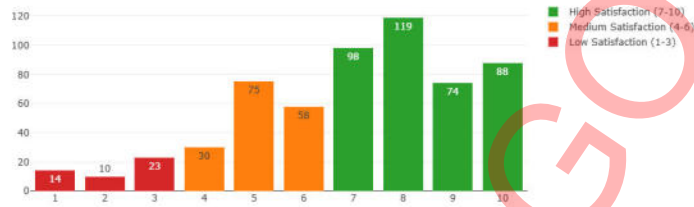
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As a resident, I can easily ...	>
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Council is working to prote...	>
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## As a resident, I feel connected to family and community

comments: 137

ng Distribution: As a resident, I feel connected to family and community (Total Responses: 5



Total Responses: 589

## Overview

The primary theme emerging from the comments is the perceived state of the town center and its impact on community connection. Many residents feel disconnected due to the run-down appearance, empty shops, and lack of vibrancy in the town center, citing the need for revitalization and investment to foster a stronger sense of community. Specific examples include the High Street shop fronts, the event center, and comparisons to other towns like Greytown, which are seen as more inviting and community-oriented.

## Key Points

- The appearance and condition of the town centre, particularly empty shops and run-down buildings, is a major concern, detracting from community pride and vibrancy.
- Many comments express a desire for revitalization of the town centre to attract more people and businesses, fostering a stronger sense of community.
- The lack of diverse shops, cafes, and activities, especially for young adults and teens, contributes to a feeling of disconnect and a need for more community events.
- Comparisons to other towns like Greytown and Martinborough highlight a perceived lack of charm and investment in Carterton's town centre.
- The need for more community engagement and support for local groups and cultural events is a recurring theme.
- Some residents feel the council should focus on core services and enable others to enhance community engagement through private business or local groups.
- Positive comments mention the genuine people of Carterton and the community spirit, suggesting a foundation to build upon.

## Detailed Analysis

While many comments focus on the town's appearance and infrastructure, some residents express a sense of community and connection. The average rating of 7.0, with a distribution skewed towards higher ratings (5-10), suggests a generally positive sentiment, although the presence of lower ratings (1-4) indicates that this feeling is not universal. The comments reveal that feelings of community connection are sometimes overshadowed by concerns about the town's appearance.

## Likes

Some comments express positive feelings about the community spirit and the people of Carterton. For example, one resident stated, "I love the genuine people of Carterton help and offer a hand," and another mentioned, "We live in a great community, with some of the nicest people I've met." Another resident stated that they have been to many events and that Carterton has a "great community spirit". A resident also stated that they have lived in other towns but Carterton is far superior, and that it is a town where people take pride.

## Dislikes

Several comments suggest that the town's appearance detracts from the feeling of community connection. The state of the town centre, particularly empty shops and run-down buildings, is a recurring concern. One comment mentions that working in Wellington stops the feeling of community. Another comment mentions that the council isn't communicating with the community, at least they don't hear about it or see it. Another comment from a resident mentions that as an outsider, they feel there is quite a 'white' culture and that their Nigerian neighbors have never been welcomed.

## Suggestions

Many suggestions focus on improving the town's appearance and amenities to foster a stronger sense of community. These include revitalizing the town centre, encouraging businesses to improve their shop fronts, and organizing more community events. One comment suggests that the council should support expanding multicultural groups in Carterton. Another comment suggests more activities/social events for young adults and teens would be nice. One comment suggests the council should support groups to do cultural events, not provide them. Another comment suggests sorting out the public toilets and putting up more Christmas lights. Another comment suggests that the council should reengage with the mayoral mentoring program Tuia. Another comment suggests that the council should offer short term incentives for tree planting or for home owners to improve certain property aspects. Another comment suggests more free activities, e.g. music gigs at Carrington Park (like Summer Hummer).



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### Council is working to protect the natural environment in the district

comments: 18

Question: Council is working to protect the natural environment in the district (Total R



Total Responses: 568

### Overview

Comments suggest the council's efforts in protecting the natural environment are perceived through parks/reserves maintenance, plantings, and wastewater treatment. Concerns exist regarding waterway maintenance, roadside weed control, protection of large trees, and the environmental impact of infrastructure development. Specific examples include parks/reserves teams, the wastewater treatment plant, and plantings in the town center/High St.

### Key Points

- Parks and reserves teams are viewed positively for their maintenance efforts.
- The wastewater treatment plant is recognized as a substantial contributor to protecting the natural environment.
- Concerns exist about the impact of building on the land and taking away from the environment.
- Some feel more climate change action is needed.
- Waterway maintenance is inconsistent, sometimes lacking prior consultation.
- Volunteers contribute to maintaining outdoor areas, which is appreciated.

### Detailed Analysis

Here's an analysis of the citizen comments and rating data regarding the question: 'Council is working to protect the natural environment in the district'.

Overall, the comments suggest a mixed sentiment regarding the council's efforts to protect the natural environment. While some residents appreciate the work done by parks and reserves teams and acknowledge specific initiatives like the wastewater treatment plant, others express concerns about environmental impact due to development and a perceived lack of climate change action. The average rating of 6.7 suggests a slightly positive overall perception, but the distribution shows a wide range of opinions, aligning with the diverse feedback in the comments.

### Likes

Some residents expressed appreciation for the well-maintained parks and reserves, highlighting the work of the parks and reserves teams. The wastewater treatment plant was also mentioned as a positive contribution to protecting the natural environment. The new plantings and flower mural in the town center were also viewed

favorably.

#### **Dislikes**

Concerns were raised about the environmental impact of development and building on natural land. Some residents felt there was a lack of climate change action. Specific issues like roadside weeds and polluted waterways were also mentioned as areas of concern.

#### **Suggestions**

Suggestions included more climate change action, planting trees in the main street (particularly the south end), and offering incentives for tree planting or property improvements. There were also calls for better maintenance of waterways and addressing pollution issues.

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## Carterton Community Survey Analysis Report

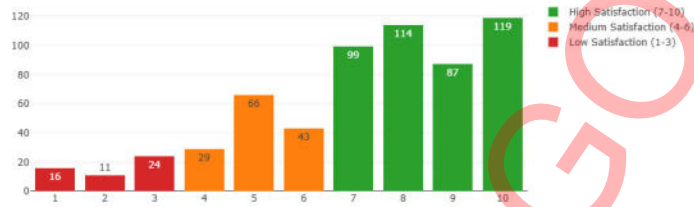
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As a resident, I can easily ...	>
I am satisfied with the gen...	>
I am satisfied with the look...	>
Council is working to prote...	>
Council provides access t...	>
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Council provides facilities...	>

## As a resident, I feel a sense of belonging to the area

comments: 75

Rating Distribution: As a resident, I feel a sense of belonging to the area (Total Responses: 60)



Total Responses: 608

## Overview

The comments suggest that residents' sense of belonging is closely tied to the town's appearance and vibrancy, particularly the state of the main street and town center. Many feel the empty shops and run-down buildings detract from the town's appeal, hindering a sense of community pride and belonging, while others express pride in the community spirit and the efforts of community groups. Specific examples frequently mentioned include the main street, town center, Greytown as a comparison, and community events/activities as drivers of belongingness.

## Key Points

- The run-down appearance of the town centre, particularly empty shops and neglected buildings, negatively impacts residents' sense of belonging.
- The need for revitalization and investment in the town centre is a recurring theme, with residents expressing a desire for a more vibrant and attractive environment to foster community spirit.
- Comparisons to Greytown and other towns highlight a desire for Carterton to offer more unique attractions and activities to draw people in and create a stronger sense of community identity.
- Some residents feel a strong connection to the community and appreciate the friendly people, while others feel the council could do more to foster inclusivity and engagement across all demographics.
- The lack of activities and facilities for teenagers and young adults is seen as a barrier to fostering a sense of belonging for this demographic.
- Positive comments focus on the town's neat and tidy appearance, well-maintained parks, and the efforts of community groups in beautifying the area, contributing to a sense of pride and belonging for some residents.

## Detailed Analysis

Many comments touch on the sense of community and belonging, though often intertwined with concerns about the town's appearance and facilities. While some residents express pride and connection to Carterton, a significant number feel the town's declining state detracts from this sense of belonging. The average rating of 7.2 suggests a generally positive sentiment, but the distribution shows a wide range of opinions, with substantial numbers at both the lower and upper ends of the scale, reflecting the mixed feelings expressed in the comments. The comments suggest that while the people of Carterton are friendly and welcoming, improvements to the town's infrastructure and appearance are needed to foster a stronger sense of belonging.

## Likes

Some residents express a strong sense of belonging and pride in Carterton, highlighting the friendly and genuine nature of the people. One resident stated, "I experience a presence/aura of the safe vibrant and positive vibe that our still rural, still typically NZ, still unique community offers and I am proud to be one of its members." Another comment mentioned, "We live in a great community with some of the nicest people I've met." A resident who moved to Carterton in 2011 stated they have no intention of moving away, suggesting a positive experience and sense of belonging. Another resident stated, "I love the genuine people of Carterton help and offer a hand." A resident stated, "I've been very happy here, love the Events Centre, parks, cafes, restaurants, library & cultural events. And the locals are lovely people."

## Dislikes

A recurring theme is the town's deteriorating appearance, particularly the empty and run-down shops in the main street, which detracts from the sense of community and belonging. Many comments describe the town center as "tired," "a disgrace," "a zombie zone," and "an eyesore." Some residents feel Carterton looks the "worst" compared to other Wairarapa towns. One comment noted, "Our town however, looks tired, old and a bit boring. It desperately needs a good refresh/paint and investment." Another resident stated, "dead town centre looks terrible." The lack of activities and facilities for teenagers and young adults was also mentioned as a factor impacting the sense of belonging for this demographic. One resident stated, "The township needs to be more welcoming and tidied up. It looks uninviting and a ghost town."

## Suggestions

Many suggestions revolve around revitalizing the town center to create a more vibrant and welcoming environment. Specific suggestions include attracting more retail businesses, improving the appearance of shop fronts, and organizing more community events. Some residents suggest taking inspiration from other towns like Greytown and Martinborough, which are perceived as more attractive and lively. One resident suggested, "Spruce up the town please." Another resident stated, "The town centre needs a 'refresh' to be more vibrant and attract more visitors." A resident suggested, "Get something done with the old unfit buildings. Spruce up the town center. Everyone comes from other areas to Greytown. Take a few leaves out of their book." Another resident stated, "CBD needs serious attention to make Carterton a more inviting town to stop into. There's limited parking and too many empty shops. Bylaw needs to be in place for shop signage and landlords/tenants need to be held accountable for the cleanliness of their shop frontage. We don't have a identity for Carterton and until we do we have no culture or community." A resident suggested, "more activities/ social events for young adults and teens would be nice."

## Carterton Community Survey Analysis Report

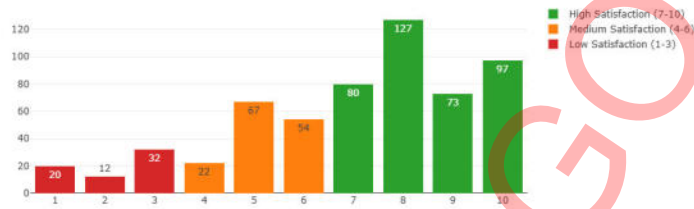
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Council is working to prote...	>
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### As a resident, I can easily access Council services when I need them

comments: 40

tribution: As a resident, I can easily access Council services when I need them (Total Respor



Total Responses: 584

#### Overview

Based on the provided comments, residents mention the council website, library, and pool as accessible services. However, one resident noted the office shuts at 4pm, making it difficult to access after work, and another reported waiting months for an answer to a query regarding a water race, suggesting accessibility issues in certain areas. Overall, the comments suggest mixed experiences regarding ease of access to council services, with some services being easily accessible and others presenting challenges depending on the specific need or time constraints.

#### Key Points

- Infrastructure team receives positive feedback for responsiveness (e.g., water leak assistance).
- Library service is considered a good service.
- Council website is considered a great service.
- Office hours (closing at 4 pm) make it difficult for some residents to access services.
- General lack of communication between the council and the community is a concern.
- Carterton District Council has the ideal delivery model for its services.

#### Detailed Analysis

Based on the provided comments, residents express mixed sentiments regarding their ability to easily access Council services. While some appreciate specific services like the library and pool, others highlight challenges such as office hours conflicting with work schedules and a perceived lack of communication from the council. The average rating of 7.0, with a distribution skewed towards higher ratings (7-10), suggests a generally positive perception, although the comments reveal specific areas needing improvement.

##### Likes

Some residents appreciate the library and pool services.

##### Dislikes

Some residents find it difficult to access the council office due to its closing time of 4pm, which conflicts with their work schedules. There's also a perception of a lack of communication between the council and the community.

##### Suggestions

One resident suggested the council should improve communication with the community. Another implied the council should consider the accessibility of services for those working until 5pm when determining office hours.

## Carterton Community Survey Analysis Report

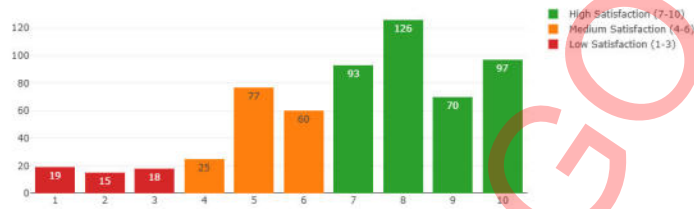
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As a resident, I can easily find things to do in my town	>
I am satisfied with the general appearance of my town	>
I am satisfied with the look of my town	>
Council is working to protect and improve the appearance of my town	>
Council provides access to public facilities	>
Council supports community events and activities	>
Council provides facilities, services and programs	>

## As a resident, I am proud of our culture and community

comments: 90

ng Distribution: As a resident, I am proud of our culture and community (Total Responses: 600)



Total Responses: 600

## Overview

The comments reveal a tension between pride in the community's spirit and disappointment with the town's appearance, particularly the run-down town center and empty shops. While residents appreciate the friendly people, community events, and volunteer efforts, the town's shabby appearance detracts from their overall pride, with frequent comparisons made to the more attractive Greytown. Specific examples include the need for investment in the town center, revitalization of shop fronts, and more diverse cultural events to foster a stronger sense of community identity and pride.

## Key Points

- Many feel the town centre looks tired, run-down, and unattractive, diminishing pride in the community.
- Empty shops and neglected buildings in the town centre are a major concern, contributing to a negative impression and impacting community pride.
- The appearance of the main street and shop fronts is frequently mentioned as needing improvement to boost community pride.
- Comparisons to other towns like Greytown highlight the perceived lack of revitalization and attractiveness in Carterton, affecting residents' sense of pride.
- Positive comments often mention the friendly people and community spirit as sources of pride, despite the town's appearance.
- Some residents express pride in the town's rural character and unique identity.
- The efforts of community volunteers in maintaining outdoor areas and beautifying the town are appreciated and contribute to a sense of community pride.
- There is a desire for more cultural events and activities that reflect the diversity of the community to enhance inclusivity and pride.

## Detailed Analysis

While some residents express pride in Carterton's culture and community, a recurring theme is the town's appearance, particularly the town center, which many perceive as run-down and unattractive. This negatively impacts their sense of pride. The average rating of 7.0, with a significant number of ratings in the 7-10 range, suggests a generally positive sentiment, but the comments reveal specific areas dragging down overall satisfaction. The distribution shows a wide range of opinions, with a notable number of lower ratings (1-4), indicating a substantial group feels negatively about the town's current state.

## Likes

Based on the comments, residents appreciate the community spirit and the efforts of volunteers in maintaining outdoor areas. One resident mentioned experiencing "a presence/aura of the safe vibrant and positive vibe" and being proud to be a member of the community. Another resident "love[s] the genuine people of Carterton" who "help and offer a hand." The efforts of community groups in beautifying and tidying areas are also appreciated.

## Dislikes

The primary dislike revolves around the appearance of the town center. Many comments describe it as "run down," "tired," "old," "drab," "shabby," "unattractive," and even a "zombie zone." Empty shops and poorly maintained buildings are frequently cited as contributing to this negative perception. Some residents feel Carterton pales in comparison to other Wairarapa towns like Greytown and Martinborough. The lack of a clear identity or unique offerings is also a concern.

## Suggestions

The overwhelming suggestion is to revitalize the town center. This includes encouraging property owners to maintain their buildings, upgrading shop fronts, and addressing empty storefronts. Some specific suggestions include coordinating a color scheme for buildings, planting trees, creating more parking, and developing a town center hub with new shops and cafes. Residents also suggest organizing more community events and activities to foster a stronger sense of culture and community. One comment suggests more Maori signage around the town. Others suggest focusing on Christmas lights to outdo Greytown and promoting Carterton as a genuine and family-friendly town.

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## Overview

comments: 164

## About

This survey question asks respondents to rate their satisfaction with various council services on a scale of 1-10, including building control, animal control, and licensing for different types of businesses and premises.

## Satisfaction Distribution



## Key Points

- There are too many liquor outlets and vape shops in Carterton for its size, with multiple comments expressing this concern.
  - Several comments mention concerns about loose dogs, barking dogs, and irresponsible dog owners, indicating issues with animal control effectiveness.
  - The appearance and maintenance of buildings in the town center is a recurring concern, with comments describing them as 'dreadful', 'shoddy', and an 'eyesore', suggesting dissatisfaction with building control/inspection processes.
  - Some comments suggest the building consent process is difficult, protracted, and stressful, while others praise the council officers for being quick and helpful.
  - A few comments express a desire for more diverse businesses, cafes, and restaurants to attract visitors and improve the town's appeal, indicating a need to make it easier for these businesses to get licenses.
- Several comments highlight the need for better enforcement of existing rules and regulations, particularly regarding dogs and liquor licensing (serving intoxicated individuals).
- Some comments express concerns about the cleanliness and hygiene of certain cafes and food outlets, suggesting a need for more detailed inspections.
- A few comments mention positive experiences with animal control staff, particularly 57(2)(a) while others describe negative experiences, such as a lack of after-hours response or unhelpful attitudes.

## Summary

Feedback on council services reveals concerns about over-proliferation of liquor and vape outlets, the appearance and maintenance of buildings, and issues with animal control, particularly regarding dogs. While building consent processes receive some positive feedback, concerns exist about inconsistent enforcement of regulations and the impact on the town's appeal. The average satisfaction ratings suggest moderate satisfaction, but the comments highlight specific areas needing improvement to enhance community well-being and the town's image.



## Carterton Community Survey Analysis Report

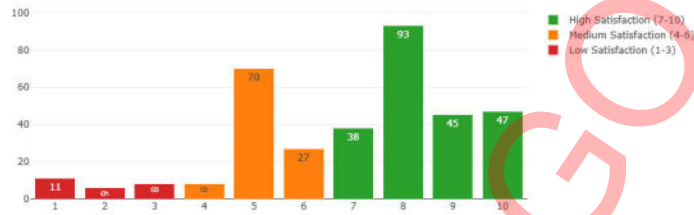
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### Licensing of cafes, restaurants, hairdressers and similar premises

comments: 19

#### Distribution: Licensing of cafes, restaurants, hairdressers and similar premises (Total Responses)



Total Responses: 353

#### Overview

Feedback on licensing of cafes, restaurants, and hairdressers reveals several themes: ease of obtaining licenses, control over licensing, and hygiene standards. Some comments suggest simplifying the licensing process for businesses, while others express concern over hygiene and food safety standards in some establishments, and the level of council control over licensing. There are also comments about the availability of liquor licenses for events and businesses.

#### Key Points

- Licensing is perceived as overly bureaucratic and involving too much red tape, hindering business openings.
- Some believe the CDC has too much control over licensing, replicating national roles.
- There are calls for easier access to special licenses for events.
- Some respondents feel licenses are too expensive.
- A few comments suggest licenses should not be required to operate cafes, restaurants, hairdressers, or to sell liquor.
- Some comments mention good practical availability of licensing.
- The number of cafes/hairdressers is considered good for a small town by some.

#### Detailed Analysis

Based on the citizen comments, the sentiment surrounding the licensing of cafes, restaurants, hairdressers, and similar premises appears mixed. Some perceive the current licensing as overly restrictive and bureaucratic, while others acknowledge its necessity for maintaining standards and competition. The average rating of 7.0 suggests a generally positive view, though the distribution reveals a wide range of opinions, with significant numbers at both the lower and higher ends of the scale. 70 ratings of 5 indicate a neutral sentiment, while the 93 ratings of 8 suggest a positive sentiment. The 11 ratings of 1 suggest a negative sentiment. The comments highlight concerns about ease of access, the level of control exerted by the CDC, and the impact on business operations.

#### Likes

Some respondents expressed satisfaction with the practical availability of licensing. One comment suggests the council is allowing for competition through a range of options for cafes, food, and alcohol. Another comment indicates that the number of cafes/hairdressers is good for a small town.

#### Dislikes

Several comments express dissatisfaction with the licensing process. Some believe that the CDC has too much control over licensing, replicating a national role. Others feel that the process is over-regulated and lacks merit. Some comments suggest that it should not be necessary to have a license to operate a cafe, restaurant, or hairdressers. There are also concerns about the ease of obtaining special licenses for events. A specific complaint mentions the cost of a health license and the lack of a printed copy provided by the council.

#### Suggestions

Several suggestions were made to improve the licensing process. Some respondents suggest making it easier for businesses to open on the main street and making it more affordable for new businesses, specifically cafes and coffee shops. There's a call for easier availability of liquor licenses to promote events and business. Some suggest the red tape should be reduced. One comment suggests that the council should have less control over licensing of cafeterias and restaurants. Finally, there are suggestions for more detailed inspections of cafes and food outlets to ensure they meet health standards, while another suggests that inspections of beauty salons are lacking, especially in regard to illegal products.

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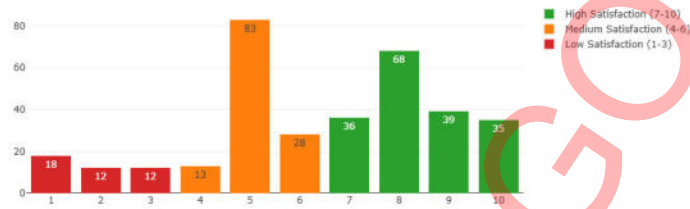
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## Building control/inspection processes

comments: 26

Rating Distribution: Building control/inspection processes (Total Responses: 344)



Total Responses: 344

## Overview

The comments reveal several themes regarding building control/inspection processes. Many citizens expressed positive experiences with the building consent process, citing helpful staff and quick processing times, while others mentioned negative experiences, including protracted processes, lack of clear answers, and inconsistent enforcement. Some comments also highlighted concerns about the appearance and safety of buildings in the town, suggesting a need for more detailed inspections and pressure on building owners to maintain standards, and one comment expressed frustration with extension limitations on a current building consent in progress.

## Key Points

- Building consent processes are seen as generally quick and helpful by some.
- Some find the building consent process protracted, stressful, and lacking clear answers, especially without upfront payment.
- There are concerns about the enforcement of building compliance and adherence to covenants on titles.
- Some comments suggest a lack of thoroughness in building inspections, particularly regarding new builds and ensuring they are completed properly.
- Council officers are generally viewed as good and helpful with building consents.
- The management of inspection staff is perceived as unhelpful and not open to new ideas by some.
- Some comments highlight the need for the council to put pressure on building owners to maintain a minimum standard for buildings, especially along the main road.

## Detailed Analysis

Overall, feedback regarding building control/inspection processes is mixed, with some praising the efficiency and helpfulness of staff, while others express concerns about process delays, lack of clear answers, and inconsistent enforcement. The average rating of 6.4 suggests a slightly positive sentiment, but the distribution reveals a wide range of experiences, with a significant number of low ratings counterbalanced by a larger cluster of high ratings. This aligns with the comments, which showcase both positive and negative experiences with the building control/inspection processes.

## Likes

Several comments praise the building consent process, describing it as "excellent and easy" and "quicker than everyone warned." Some respondents found council officers to be "very good," "friendly," and "helpful," particularly with building consents. One comment specifically mentions Carterton being known as 'build-friendly' and a good organization to deal with during their house building process. Another comment highlights the effectiveness of the Building team in Wairarapa.

## Dislikes

Several comments express concerns about delays in the building consent process and difficulties in obtaining clear answers without incurring costs. Some respondents feel the process is "protracted and stressful." One comment mentions a neighbor building an illegal sleepout and the council choosing not to take action. Another expresses disappointment with the handling of GOZONE consenting delays. There are also concerns about the council not ensuring covenants on titles are adhered to during the building consent process. One comment mentions difficulty getting an extension on a building consent.

## Suggestions

Respondents suggest investing in ways to address the building consent process to make it less protracted and stressful for all involved. There is a call for clearer answers to queries without requiring upfront payment and permitting expenses. One respondent suggests taking a more empathetic approach during the consenting process. Another suggests councils need to take a closer check of compliance and ensuring jobs are tidy, safe, and completed properly before signing off new builds. There is also a suggestion to ensure covenants on titles are adhered to when giving consent to buildings.

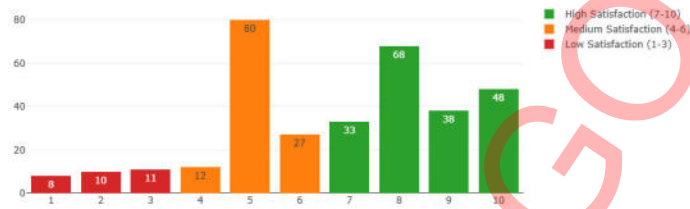
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**Liquor licensing**  
comments: 25

Rating Distribution: Liquor licensing (Total Responses: 335)



Total Responses: 335

**Overview**

The primary theme in the comments is the perceived overabundance of liquor outlets in Carterton, with many citizens believing there are too many for the town's size. Some suggest limiting the number of outlets or implementing trust control to better regulate alcohol sales and prevent sales to problem drinkers, while others advocate for easier access to licenses to promote business and events. Specific examples include concerns about Super Liquor and the need for better enforcement of existing regulations to prevent alcohol-related issues.

**Key Points**

- Many residents feel there are too many liquor outlets in Carterton.
- Some believe the current number of liquor outlets is balanced.
- Concerns exist regarding the ease with which kids can obtain alcohol.
- Some residents desire stricter enforcement of responsible alcohol service.
- There are calls for more readily available special licenses for events.
- A few residents support fewer restrictions on liquor licensing.
- Some residents would prefer alcohol to be consumed on licensed premises such as cafes and restaurants.
- Super Liquor is specifically called out as a negative addition to the town.

**Detailed Analysis**

Here's an analysis of the citizen comments regarding "Liquor licensing", based solely on the provided text and rating data:

The comments reveal a strong sentiment that there are too many liquor outlets in Carterton, with concerns about over-saturation and negative impacts on the town. There are also opposing views regarding the ease of obtaining liquor licenses, with some suggesting it should be easier to promote events and business, while others advocate for stricter controls. The average rating of 6.8 suggests a mixed sentiment overall, which aligns with the conflicting opinions expressed in the comments.

**Likes**

Some respondents appreciate the current availability of liquor licensing, describing it as "Good practical availability of licencing". A few believe the current number of bottle shops is balanced, with one stating, "I wouldn't like to see any more bottle shops, I think you currently have the right balance".

**Dislikes**

The most prevalent complaint is that there are too many liquor outlets in Carterton. Several comments express this directly: "it is a blight on Carterton to have so many licenced liquor sales outlets", "Too many liquor and vape stores", "Too many bottle stores for a small rural town", "Too many liquor outlets", "Too many outlets", "No more liquor outlets", and "Too many we don't need all of these". Concerns are raised about the potential negative consequences, with one person stating, "No more liquor licenses or we will turn into south auckland". There are also concerns about enforcement related to serving intoxicated individuals, as one comment mentions, "Drunks stumbling out of bars onto SH2, no enforcement of 'don't serve anyone who is intoxicated'". Another comment criticizes a specific establishment, "Super Liquor! How did that building and license get through!!! Everything about it is bad for the town".

**Suggestions**

Suggestions include limiting the number of liquor outlets, with one person suggesting "one outlet in addition to the Supermarket and the licenced restaurants and bars/pubs would be sufficient", and another stating "2 bottle stores is plenty for our town size". Some suggest placing outlets under trust control to encourage responsible sales, "I'd like less alcohol outlets and would love them to be under trust control so staff are more motivated to refuse alcohol to problem drinkers". Conversely, others suggest making it easier to obtain special licenses for events and promoting business: "It should be easier to get special licenses for events" and "There should be more easily availability of liquor licenses in town to promote events, business".



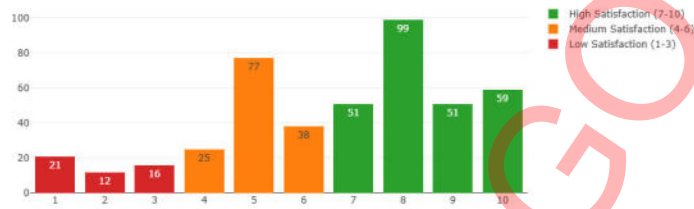
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**Animal control**  
comments: 45

Rating Distribution: Animal control (Total Responses: 449)



Total Responses: 449

**Overview**

Based on citizen comments, key themes regarding animal control include concerns about loose and uncontrolled dogs (barking, off-leash, attacks), responsiveness and effectiveness of animal control services (mixed experiences with specific officers mentioned), and enforcement of existing regulations. Specific examples include Carrington Park (off-leash dogs), Kenwyn Drive (barking dogs), and issues with after-hours response. Overall, the comments indicate a need for stricter enforcement and improved responsiveness from animal control, despite some positive experiences reported.

**Key Points**

- Many complaints about loose and off-lead dogs, causing safety concerns and attacks.
- Barking dogs are a recurring nuisance, with complaints about lack of after-hours animal control response.
- Mixed experiences with animal control staff; some praised for being helpful and understanding, others criticized for lack of assistance or condescending attitude.
- Concerns about the effectiveness of animal control in rural areas, particularly regarding livestock and stray dogs.
- Some feel current animal control efforts are focused on specific breeds or disciplinary actions rather than helping all animals.
- Suggestions for improving dog registration, such as providing extra tags.
- Desire for more proactive enforcement of dog-related issues like barking and off-lead dogs.
- Positive feedback regarding the animal control team's excellence and empathy when dealing with difficult owners.

**Detailed Analysis**

Based on the citizen comments, feedback regarding animal control is mixed, with recurring themes of both satisfaction and dissatisfaction. While some residents commend the responsiveness and helpfulness of animal control staff, others express concerns about loose dogs, barking dogs, and perceived lack of enforcement. The average rating of 6.7 suggests a slightly positive overall sentiment, but the distribution reveals a wide range of opinions, with a significant number of low ratings indicating considerable dissatisfaction among some residents.

**Likes**

Some citizens expressed satisfaction with the animal control team, describing them as "excellent" and "amazing". Specific positive feedback included comments about dog control staff being "reasonable to deal with" and "understanding and easy to deal with". One comment praised a staff member named Murray, while another acknowledged Murray's limitations but commended David and Pikey for their excellent communication and support. Some residents also appreciated the availability of dog poo bags and deposit locations.

**Dislikes**

Several concerns were raised regarding loose dogs, with comments such as "Too many dogs in town and around", "Unbelievable how many loose dogs there are", and "Too many dogs running around town and not on leads". Some residents reported being bitten by dogs while walking. Other complaints included a lack of responsiveness to reports of problem dogs and barking dogs, especially after hours. One resident recounted an incident where the animal control officer seemed ill-equipped to handle a loose bull situation. Another expressed disappointment that animal control seemed more focused on disciplinary actions against owners of larger dog breeds rather than helping all animals.

**Suggestions**

Suggestions for improvement included tighter control of dogs in the main business area and more proactive enforcement regarding dogs not on leads, excessive barking, and unfenced sections. One resident suggested providing an extra dog tag for dogs with multiple collars. Another proposed that dogs going from the pound to a rescue be registered at no cost, along with dogs in foster care. There were also calls for an extra dog ranger and for addressing the issue of dogs charging behind gates. One resident suggested cats should be registered and restrained like dogs, to prevent them from destroying gardens and killing small fauna.



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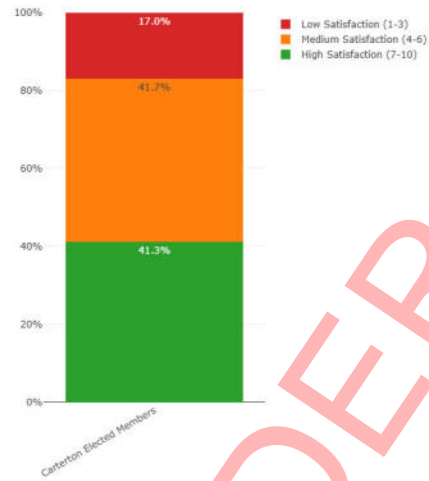
## Overview

comments: 198

## About

This question asks respondents to rate their satisfaction with the representation provided by Carterton's Elected Members on a scale of 1-10. The survey question focuses on Carterton Elected Members and their representation.

## Satisfaction Distribution



## Carterton Community Survey Analysis Report

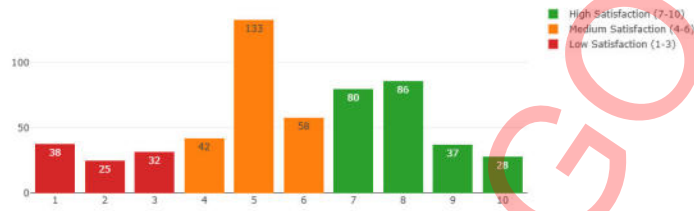
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## Carterton Elected Members

comments: 178

Rating Distribution: Carterton Elected Members (Total Responses: 559)



Total Responses: 559

## Overview

Comments regarding Carterton Elected Members reveal concerns about visibility, responsiveness, and representation. Many residents feel unseen and unheard, particularly outside of election periods, and question whether councillors are truly representing their constituents' interests or are driven by personal agendas or internal conflicts. There are also concerns about transparency, a lack of information on councillors' activities, and the council's handling of rates and spending, with some residents feeling unrepresented, particularly rural residents and Māori communities, especially in relation to the Māori ward decision.

## Key Points

- Lack of visibility and presence in the community is a common concern.
- Many residents feel unrepresented, particularly regarding rates and spending decisions.
- There are concerns about infighting and a lack of teamwork among elected members.
- Some residents feel councillors are not listening to or acting on ratepayer views.
- The Mayor's visibility and performance receive mixed reviews.
- Several comments mention a need for more transparency and engagement from elected members.
- A number of residents are dissatisfied with the lack of action on promises made during elections.
- Some feel that councillors are pursuing personal agendas rather than working for the community's benefit.

## Detailed Analysis

Based on the citizen comments, feedback regarding Carterton Elected Members reveals a mix of sentiments, with a significant portion expressing dissatisfaction or uncertainty. A recurring theme is a perceived lack of visibility and engagement from elected members, leading to a feeling of disconnect and a lack of representation for some residents. The average rating of 5.8, with a high concentration of ratings in the middle range (4-8), suggests a generally neutral to moderately positive sentiment, though the significant number of low ratings (1-3) indicates considerable dissatisfaction among a segment of the population.

## Likes

There were very few explicit 'likes' expressed in the comments. Some comments suggest that some members are 'generally ok' or 'pretty good'. A few comments praise the Mayor's visibility and approachability.

## Dislikes

Many comments express a lack of visibility and engagement from elected members, with residents stating they 'never see them' or 'don't know who they are'. Some feel 'not represented at all' and that elected councillors 'don't reply to emails or answer their phones'. Several comments mention a lack of transparency and poor communication. Infighting and a lack of unity among council members are also concerns. Some comments suggest that elected members are pursuing personal agendas rather than working for the benefit of all ratepayers.

## Suggestions

Respondents suggest that elected members need to be more visible and accessible, perhaps through 'meet the councillors' events. There's a call for 'more publicity on how they are performing' and a need to 'access information about how the councillors are voting on issues'. Increased transparency, better communication, and a focus on working together as a unified team are also suggested. Some residents want councillors to focus on 'essential services' and controlling rates increases, rather than 'nice to haves'.

## Carterton Community Survey Analysis Report

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## Summary Analysis

Water Supply Analysis

Wastewater Analysis

Governance Analysis

Elected Members Analysis

Public Safety Analysis

Community Feeling Analysis

Emergency Mgmt Analysis

## Overview

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In the event of a natural di...

I have taken steps to prep...

Climate Change Analysis

Happiness Analysis

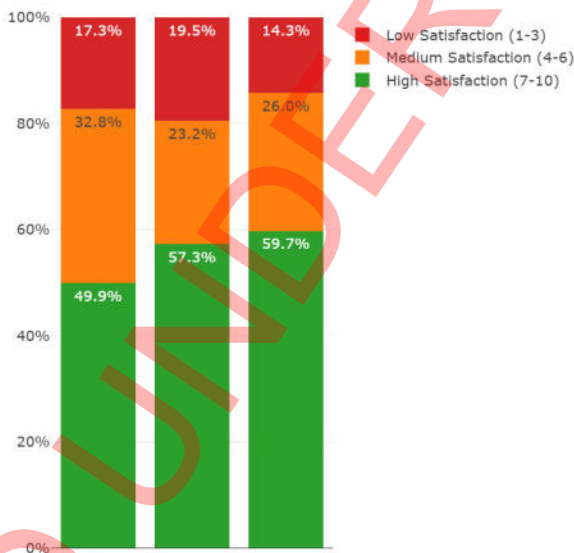
## Overview

comments: 81

## About

This question asks respondents to rate their overall preparedness for an emergency on a scale of 1-10, considering factors such as knowledge of where to seek help, ability to be isolated for seven days, and steps taken to prepare themselves and their household.

## Satisfaction Distribution



## Key Points

- Many residents are unsure where to seek help in an emergency, indicating a need for clearer communication from the council.
- Several comments highlight a lack of awareness regarding community hubs and emergency meeting points, suggesting a need for better publicized information.
- A recurring theme is the desire for more information and resources from the council, including basic emergency kits, guides, and public meetings.
- Cost of living increases are a barrier to emergency preparedness for some residents, limiting their ability to purchase necessary supplies.
- Some residents feel responsible for their own preparedness, particularly in rural areas, and do not rely on council support.
- Several comments mention a need for reminders and prompting to prepare for emergencies, suggesting the value of regular campaigns.
- There is a desire for more clarity on council support for rural communities in emergencies.

- Some residents expressed concern about specific disaster scenarios, such as eruptions, and questioned whether these risks are adequately addressed.

### Summary

Citizen feedback reveals a central theme of preparedness for emergencies, with many acknowledging the need for improvement despite existing awareness. A lack of clarity regarding emergency hubs, council support, and resource accessibility, coupled with financial constraints, hinders preparedness efforts, despite average satisfaction ratings suggesting moderate progress in knowing where to seek help, being prepared for isolation, and taking preparatory steps. The comments indicate a need for clearer communication from the council and more accessible resources to improve citizen readiness for emergencies, especially for vulnerable populations.

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### In the event of a natural disaster or civil defence emergency, I am prepared to be isolated for seven days

comments: 62

f a natural disaster or civil defence emergency, I am prepared to be isolated for :



Total Responses: 620

### Overview

Based on the comments, the primary themes are preparedness levels, resource needs, and information gaps. Many residents acknowledge the need to improve their preparedness, citing financial constraints, lack of information about community hubs or emergency plans, and the need for basic supplies like water, generators, and fuel. Some express self-sufficiency due to rural living or past experiences, while others rely on personal resources or government emergency procedures, but there is a general call for more council support, accessible information, and affordable resources to enhance community resilience in the event of a natural disaster.

### Key Points

- Many residents acknowledge the need for better preparedness for natural disasters or civil defense emergencies.
- Cost of living increases are making it difficult for some residents to afford emergency supplies.
- Some residents are unsure where to find information about emergency preparedness or local support.
- A need for clearer information from the council regarding emergency management plans and procedures was expressed.
- Some residents, particularly in rural areas, feel self-sufficient and prepared due to existing off-grid living arrangements.
- Several comments highlighted the need for more readily available emergency supplies and equipment, such as generators and water.
- There is a desire for community support and coordination in the event of a disaster.

### Detailed Analysis

Many respondents acknowledge the importance of being prepared for a natural disaster or civil defense emergency and being isolated for seven days, but their level of preparedness varies significantly. Some feel well-prepared, often due to rural living or past experiences, while others recognize the need to improve. The average rating of 6.6 suggests a moderate level of preparedness or confidence, with the rating distribution showing a wide range of responses, indicating diverse levels of readiness within the community.

likes

Some respondents expressed confidence in their preparedness, particularly those living off-grid or in rural areas, highlighting their self-sufficiency and existing emergency plans. For example, some mentioned having stored water, septic systems, alternative power sources, and experience dealing with power cuts. Others expressed faith in their neighborhood's ability to cope and a willingness to help each other.

#### **Dislikes**

Many respondents admitted they were not adequately prepared, citing a lack of resources, information, or awareness. Some expressed uncertainty about where to find help or information, while others mentioned financial constraints hindering their ability to purchase necessary supplies. A few expressed concern about the lack of clarity regarding emergency management plans and communication channels, particularly regarding contacting council services during emergencies.

#### **Suggestions**

Several respondents suggested the need for more information and resources from the council, such as pamphlets, basic emergency kits, and reminders to prepare. Some requested clarity on emergency management plans, designated meeting points, and contact information for council services. Others suggested initiatives like an expo with discounted emergency supplies, composting toilets, a register of emergency equipment, and annual preparedness reminders, similar to changing fire alarm batteries. There were also suggestions for tiered guidance on preparedness, catering to different levels of commitment and resources, and a need for the council to supply basic start up emergency kits which households can add to??

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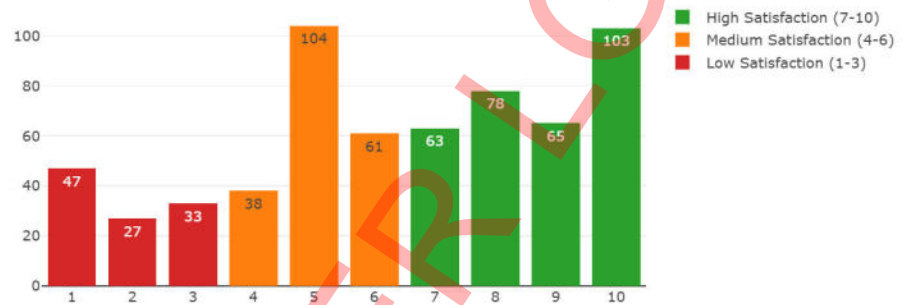
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### I know where to seek help in the event of a natural disaster or civil defence emergency

comments: 19

How many places do you know where to seek help in the event of a natural disaster or civil defence emergency?



Total Responses: 619

### Overview

Many residents are unsure where to seek help during a natural disaster or civil defense emergency, citing a lack of clear information and awareness of community hubs or council support, especially in rural areas. Specific concerns include not knowing where to go for essential services like hot showers, water, phone charging, medical help, and fuel, as well as difficulty contacting council services during emergencies and a lack of a clear civil defense plan. Some suggest improved communication, pamphlets, emergency kits, and a 24/7 contact at the council are needed to address these concerns.

### Key Points

- Lack of awareness regarding emergency hubs and community support locations.
- Uncertainty about where to go for help during different disaster events (flooding, earthquake, cyclone).
- Need for more accessible and readily available information on emergency management plans.
- Desire for council to provide basic emergency kits and supplies.
- Difficulty contacting council services and accessing trained staff during emergencies.
- Suggestions for improved communication, including pamphlets and expos, to disseminate emergency preparedness information.
- Interest in reinstating civil defence wardens and strengthening local initiatives.
- Concerns about council support for rural communities in emergencies.

### Detailed Analysis

Many comments indicate a lack of awareness regarding where to seek help during natural disasters or civil defense emergencies. This uncertainty is reflected in the average rating of 6.3, with a significant number of lower ratings (1-5), suggesting a notable portion of respondents feel uninformed. The comments highlight confusion about emergency hubs, council support, and access to assistance, especially in rural areas.

### Likes

Based on the comments, there are no explicit 'likes' or positive aspects mentioned regarding knowing where to seek help in a natural disaster or civil defense emergency. The overall sentiment is neutral to negative, focusing on

a lack of awareness and information.

#### **Dislikes**

Several comments express a clear lack of knowledge about where to find help during emergencies. For example, respondents stated: "Don't know where to get help from," "Not sure where the emergency hub is," and "Need information where to form in an event of a disaster." Some comments highlight a lack of council support and a lack of a clear civil defense plan. The difficulty in contacting council services during extreme weather events was also mentioned as a negative point.

#### **Suggestions**

Several suggestions were made to improve awareness and access to help. These include: providing pamphlets to all households reminding them about community hubs, supplying basic start-up emergency kits, reinstating civil defense wardens, providing more information and help, organizing an expo with discounted emergency bins and booklets, and ensuring 24/7 contact availability at the council for emergencies. One comment suggested the need for more clarity about emergency management and what to do if away from home during an emergency. Another suggestion involved Council support for rural communities in an emergency.

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### I have taken steps to prepare myself and/or my household in an emergency

comments: 44

#### I have taken steps to prepare myself and/or my household in an emergency (To



Total Responses: 623

### Overview

Based on the citizen comments, common themes include existing preparedness (off-grid living, stored supplies), a desire for improved preparedness, and financial constraints hindering preparation efforts. Citizens also expressed a need for more information regarding emergency hubs, community resources, and council support, particularly for vulnerable populations and those with limited financial means. Specific examples include requests for information on emergency hubs in Carterton, generators, water tanks, and accessible 24/7 council contact for emergencies.

### Key Points

- Many residents acknowledge a need to improve their emergency preparedness.
- Some residents are already well-prepared, often due to rural living or prior experience with disasters.
- Cost of living increases are a barrier to purchasing emergency supplies for some residents.
- Residents are unsure where to go for help or information during an emergency, particularly regarding community hubs and council resources.
- There is a desire for more information and resources from the council, such as emergency kits, guides, and reminders.
- Some residents expressed a need for better communication and 24/7 contact with the council during emergencies.
- Water storage and alternative power sources are common themes among prepared residents.
- There is a call for more community-level initiatives and coordination, including reinstating civil defense wardens.

### Detailed Analysis

Many respondents indicated a mixed state of preparedness, with some feeling well-prepared due to off-grid living or prior experience, while others acknowledged a need to improve their emergency readiness. Financial constraints, lack of information, and uncertainty about community resources were recurring concerns. The average rating of 6.8 suggests a generally positive sentiment, but the distribution reveals a significant number of lower ratings (1-5), aligning with the expressed challenges in preparedness.

Likes

Some respondents expressed confidence in their preparedness, citing self-sufficiency measures like stored water, firewood, and alternative living arrangements. Others mentioned prior experience with emergencies, such as the Christchurch earthquake, as contributing to their preparedness. A few acknowledged the council's efforts in raising awareness, such as selling water tanks, and appreciated the question prompting them to consider their preparedness.

#### **Dislikes**

Many respondents expressed concerns about their lack of preparedness or the need to improve. Financial constraints were a significant barrier for some, limiting their ability to purchase emergency supplies. Others cited a lack of information about emergency hubs, community resources, and council plans. Some felt overwhelmed by the task of preparing and expressed a need for guidance or reminders.

#### **Suggestions**

Respondents suggested providing basic emergency kits, annual reminders about preparedness, and clear information about community hubs and council resources. A tiered guide outlining basic, good-to-have, and advanced preparedness measures was also proposed. Some suggested a need for readily available contact information for council services during emergencies and a register of available emergency equipment within the community. The idea of mandatory water tanks for new builds was also put forward, as well as discounted emergency bins and booklets with contact details. Finally, some suggested the reinstatement of civil defence wardens and an expo with discounted emergency supplies.

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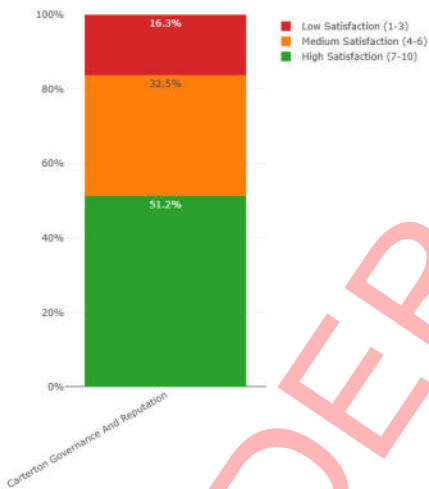
Overview

comments: 273

About

This question asks respondents to rate their satisfaction with Carterton's governance and reputation on a scale of 1-10. The question specifically covers Carterton's Governance And Reputation

Satisfaction Distribution



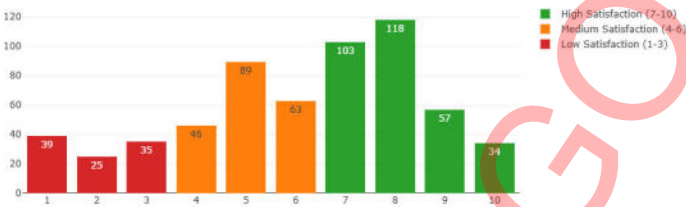
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Carterton Governance And Reputation  
comments: 271

Rating Distribution: Carterton Governance And Reputation (Total Responses: 609)



Total Responses: 609

Overview

The citizen comments reveal key themes regarding Carterton Governance and Reputation: high rates and a perceived lack of value for money, internal council issues (disagreements, infighting, lack of transparency), and the town's appearance/CBD decline. Many feel rates are too high for the services provided, citing a need for more focus on essential infrastructure and a tidier town center, while others express concern over council dysfunction and a lack of clear leadership. Specific examples include high rates compared to other regions, the state of the CBD, and the handling of the LTP submission and Audit NZ findings.

Key Points

- High rates are a major and widespread concern, often described as unaffordable, especially for pensioners, and not justified by the services provided.
- There is a perception of internal discord, infighting, and a lack of teamwork among council members, leading to concerns about governance effectiveness.
- Many comments express dissatisfaction with the council's leadership, citing a lack of clear direction, poor communication, and a perceived lack of transparency.
- The appearance and state of the town's CBD is a frequent concern, with many describing it as run-down, embarrassing, and lacking investment.
- Several comments suggest a need for better financial management, including reducing unnecessary spending, reviewing staffing levels, and exploring cost-saving measures like council amalgamation.
- Some rural residents feel underserved and believe they do not receive adequate value for their rates compared to urban residents.
- The handling of the LTP submission and the Audit report have negatively impacted the perception of the council's management and competence.

Detailed Analysis

Based on the citizen comments, the prevailing sentiment regarding Carterton Governance and Reputation is mixed, with significant concerns about high rates and perceived mismanagement overshadowing some positive aspects. Many comments reflect a lack of trust and dissatisfaction with the council's performance, particularly concerning financial transparency and responsiveness to citizen concerns. The average rating of 6.1 suggests a slightly positive overall perception, but the distribution reveals a wide range of opinions, with substantial numbers of low and high ratings, indicating a polarized view of the council's governance and reputation.

Likes

Some comments suggest that the council is approachable and that some council members/employees are competent and courteous. Some residents appreciate the dedication of council members and staff and feel that the council is generally doing a good job, especially compared to other councils in the Wairarapa. A few comments express confidence in the council's leadership and acknowledge the hard work of councillors and senior management.

Dislikes

A recurring theme is dissatisfaction with high rates and a perceived lack of value for money. Many comments express concern that rates are among the highest in New Zealand, yet services are not commensurate. There are complaints about financial mismanagement, lack of transparency, and a focus on "nice-to-haves" rather than essential services. Some comments indicate a lack of leadership, internal disagreements, and a perception that the council is not listening to the people. Several comments mention the adverse audit opinion and the handling of the LTP submission as sources of concern. The town's appearance and lack of progress are also cited as negative reflections of the council's performance. Dissatisfaction with the council's decision-making processes, particularly regarding Māori wards, is also expressed.

Suggestions

Several suggestions involve reducing rates, cutting unnecessary spending, and focusing on essential services and infrastructure. There are calls for greater transparency and accountability, improved communication with residents, and a more unified approach within the council. Some comments suggest exploring amalgamation with other Wairarapa councils to reduce costs and improve efficiency. Others propose better engagement with the community, more proactive support for businesses, and efforts to improve the town's appearance and attract visitors. There are also suggestions for a review of the council workforce and a scaled rates system to address equity and fairness.

In summary, the feedback reveals a complex picture of Carterton Governance and Reputation, with positive aspects overshadowed by concerns about high rates, financial management, and internal divisions. While some residents appreciate the council's efforts and dedication, many feel that improvements are needed in transparency, communication, and responsiveness to citizen concerns. The suggestions offered provide a roadmap for addressing these issues and enhancing the council's reputation within the community.



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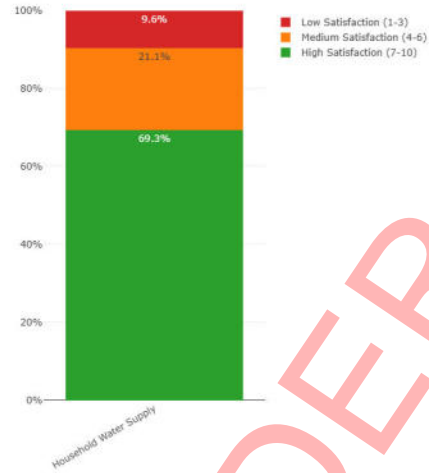
## Overview

[comments: 188](#)

## About

This question asks respondents to rate their satisfaction with their household water supply on a scale of 1 to 10. It covers aspects related to household water supply.

## Satisfaction Distribution



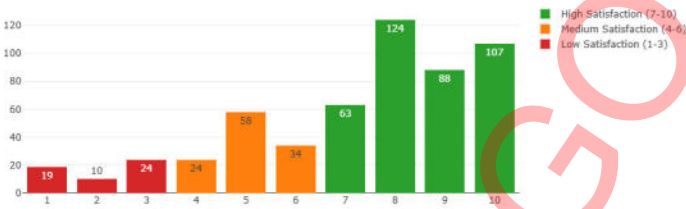
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Household Water Supply  
comments: 154

Rating Distribution: Household Water Supply (Total Responses: 551)



Total Responses: 551

Overview

The primary themes in the comments about 'Household Water Supply' are water restrictions/allocation, water quality (taste, smell, contaminants), water pressure, and the need for increased water storage and infrastructure improvements. Key points include frustration with restrictions, concerns about water taste and potential contaminants like nitrates and chlorine, complaints about low water pressure (especially in certain areas), and calls for more storage and mandatory water tanks for new builds. Specific examples include Kent St (pressure), Carterton (water taste/quality), and mentions of asbestos pipes and fluoride. Many comments also express concern about the impact of town growth on water supply and the need for long-term planning and infrastructure upgrades.

Key Points

- Water restrictions are a common frustration, especially during summer, impacting gardening and overall usage.
- Many residents express concerns about water quality, citing taste, smell (chlorine), sediments, and potential contaminants (nitrates, asbestos).
- There are concerns about the adequacy of the water allocation, particularly for larger families and households with gardens.
- Several comments mention the need for increased water storage and improved infrastructure to prevent shortages and restrictions.
- Some residents advocate for mandatory rainwater tanks in new builds and incentives for existing properties to reduce reliance on the council supply.
- Water pressure is a recurring issue, with some residents experiencing low pressure, especially in certain areas or at peak times.
- A number of residents are unhappy about having to pay for water on top of rates, especially when facing restrictions or high usage due to family size.

Detailed Analysis

Household Water Supply Analysis

Comments regarding household water supply reveal a spectrum of opinions, with recurring themes of water quality, pressure, allocation, and the impact of new developments. While some residents express satisfaction, a significant portion voices concerns about taste, contamination, and the adequacy of current infrastructure to meet growing demands. The average rating of 7.3 suggests a generally positive baseline, but the distribution indicates considerable variability in experiences.

Likes

Some residents appreciate the reliability of the water supply and acknowledge improvements made, such as the implementation of new tanks and bore systems. Positive comments include "Good, reliable and good pressure generally" and "It's been great to see the new tanks and bore system implemented." Some also appreciate notifications about potential leaks, allowing them to address issues promptly: "I was pleased to be notified of the possibility of a leak on my property". A few comments indicate satisfaction with the taste or quality, such as "Very good," "Its good because the water is filtered," and "I think it's excellent. Town Water tastes great."

Dislikes

Numerous complaints focus on water quality, particularly taste and the presence of sediments or chemicals. Examples include "Too often it taste dreadful," "Not great taste," "Water tastes terrible in Carterton," "I'm satisfied that it's safe to drink but hate the taste of the water," and "Water at times smells and tastes off." Some residents are concerned about contaminants like nitrate and the potential presence of asbestos pipes. Water pressure is another recurring issue, with comments like "Pressure seems to have decreased over past 6 months," "Pressure increase to Kent st would be good," and "The water pressure is not as good as it used to be." Allocation limits and restrictions are a source of frustration, especially for larger families or those with gardens: "Annual allocation too low," "Small allocation for water per household, considering how high rates are," and "You keep reducing the amount we are allowed".

Suggestions

Many suggestions revolve around increasing water storage capacity to reduce the need for restrictions, such as "We need to consider more storage," "We should have an all year round plentiful water source," and "Need more storage to prevent rationing in regular summer/autumn weather cycles." Several respondents suggest mandating water tanks for new builds or encouraging rainwater harvesting: "Should all new houses over a certain size be required to collect their own water supply," "Would like to see mandatory for all new build to have water tanks," and "Why aren't ratepayers encouraged to install their own water harvesting systems." Other suggestions include upgrading infrastructure, replacing old pipes, addressing leaks promptly, and providing clearer information about water usage and charges. Some residents also suggest adjusting water allocation based on household size. One comment suggests looking at rivers supplying water and clearing debris for better supply: "We need to look at rivers supplying water to us and clear the debris and allow better supply."

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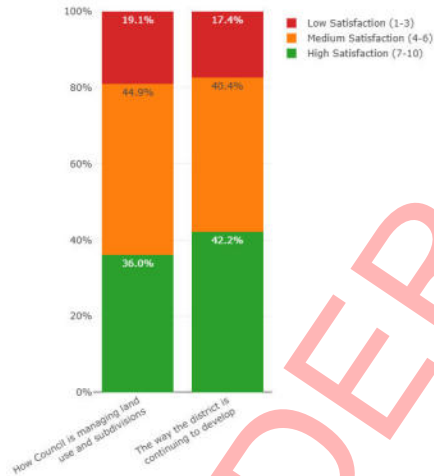
## Overview

comments: 256

## About

This question asks respondents to rate their satisfaction with the Council's handling of land use and development on a scale of 1-10, covering aspects like land use management, subdivisions, and the district's ongoing development.

## Satisfaction Distribution



## Key Points

- Infrastructure concerns are prevalent, with many residents worried that it is not keeping pace with new housing developments, leading to strained resources and higher rates. Examples include concerns about water supply, wastewater, sewerage, traffic volume, and internet speed.
  - There is a desire for more sustainable development practices, including mandatory water tanks and solar panels for new builds, to reduce the strain on existing infrastructure and promote environmental responsibility.
  - Many residents feel the town centre needs revitalization, with concerns about vacant buildings, a lack of diverse retail options, and the overall appearance of the main street.
  - Several comments express concern about the loss of productive farmland to housing subdivisions, with some specifically mentioning the Gladstone subdivision as a point of concern.
- The council's communication and engagement with the community are questioned, particularly regarding solar farm developments and the Eastern Growth Plan.
- Some residents believe developers should bear a greater proportion of the costs for infrastructure upgrades related to new developments.
- There are concerns about building in flood-prone areas, with residents suggesting development should be directed eastward, away from flood risks.
  - A number of comments suggest Carterton lacks a clear vision or point of difference compared to other Wairapa towns, leading to a piecemeal approach to development.

## Summary

Citizen comments reveal a central concern that infrastructure is failing to keep pace with the district's rapid development and subdivisions, particularly regarding water resources, wastewater management, and traffic. This concern is amplified by observations of farmland loss, poorly maintained town aesthetics, and a perceived lack of community planning, aligning with the moderate average satisfaction ratings for land use and development management. Residents frequently suggest mandatory water tanks for new builds and developer contributions to infrastructure as potential solutions, alongside calls for revitalizing the town center and protecting rural character.

## Carterton Community Survey Analysis Report

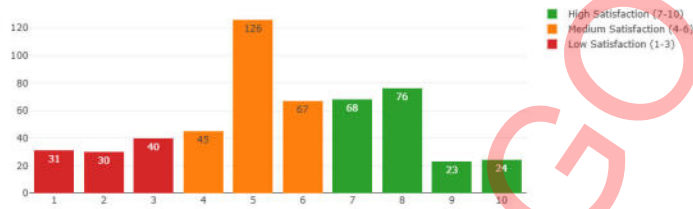
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## How Council is managing land use and subdivisions

comments: 155

Rating Distribution: How Council is managing land use and subdivisions (Total Responses: 530)



Total Responses: 530

## Overview

The citizen comments reveal concerns about the pace and direction of land use and subdivisions, particularly regarding infrastructure capacity (water, sewage, roads), loss of productive farmland, and development in flood-prone areas. Specific examples include the Gladstone subdivision, solar farm developments in East Taratahi, and infrastructure issues on Lincoln Road, with many advocating for mandatory water tanks in new builds and increased developer contributions to infrastructure costs. The average rating of 5.6 suggests a mixed sentiment, with a notable number of low ratings (1-3) indicating significant dissatisfaction among some residents regarding land use and subdivision management.

## Key Points

- Infrastructure is not keeping pace with the rate of new housing developments and subdivisions, leading to concerns about water supply, sewage systems, roads, and overall service capacity.
- There are concerns about building on productive farmland and the loss of rural character due to subdivisions, with specific mentions of Gladstone as an area of concern.
- Many residents feel that developers should contribute more to infrastructure costs associated with new subdivisions, rather than burdening existing ratepayers.
- A recurring suggestion is to mandate water tanks and solar panels for new builds to mitigate the strain on infrastructure and promote environmental sustainability.
- Several comments express concern about development in flood-prone areas and the need for careful consideration of flooding risks in subdivision approvals.
- The council's handling of solar farm developments, particularly in East Taratahi, has drawn criticism regarding notification processes, community consultation, and consideration of potential adverse effects.
- Some residents advocate for more diverse housing options, including smaller land plot sizes and multi-story developments in the CBD.
- There are concerns about the quality and planning of subdivisions, including issues such as narrow streets, lack of parking, and the 'jammed in effect' of subdivision housing.

## Detailed Analysis

The comments reveal a mix of opinions regarding the Council's management of land use and subdivisions. While some appreciate certain aspects, there's a prevailing concern that growth is outpacing infrastructure and that valuable land is being inappropriately utilized. The rating distribution, with a concentration in the middle (4-7), suggests a generally neutral to moderately positive sentiment, although the significant number of lower ratings (1-3) indicates notable dissatisfaction among a segment of the population.

## Likes

Some respondents appreciate the council's efforts to preserve rural land and move development away from flood-prone areas. One comment specifically mentioned liking that the council is starting to preserve rural land with new regulations, referencing a specific subdivision proposal. Another comment agreed with moving development out east away from flooding potential.

## Dislikes

A major concern is that infrastructure (water, sewage, roads, schools, medical facilities) is not keeping pace with the rate of new housing developments and subdivisions. Numerous comments express this concern directly, stating that the town cannot keep growing without adequate infrastructure, that infrastructure needs to be upgraded, and that there is not enough infrastructure to support new subdivisions. Many dislike the idea of building on productive farmland, with some stating that too much farmland is being wasted and that building houses on productive land is not viable. Concerns were raised about development in flood-prone areas. Others expressed concern about the size of building sections, finding them too small for families. The lack of notification to neighbors regarding developments was also a point of concern.

## Suggestions

Many suggestions revolve around improving infrastructure to support current and future developments, including mandatory water tanks for new builds, developer contributions to infrastructure costs, and better planning for water storage and sewage systems. Several respondents suggested opening up more land for subdivision, particularly small, unproductive pockets of land near the town center. Others suggested that rural subdivision sizes are too big and should be reduced. There were suggestions for better town planning rules, including those related to solar farms and commercial building maintenance. Some suggested exploring multi-story development in the CBD and promoting medium-density housing to preserve productive land. A few respondents suggested opening up more residential land to decrease land prices. There were also suggestions for more innovative spatial planning and land use, as well as better use of existing spaces in town.



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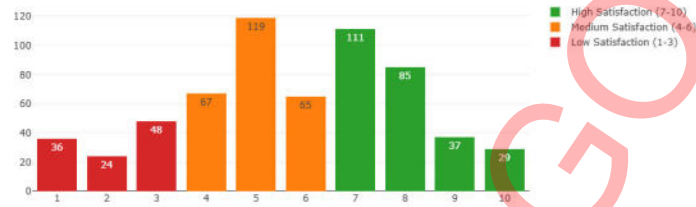
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## The way the district is continuing to develop

comments: 220

## Rating Distribution: The way the district is continuing to develop (Total Responses: 621)



Total Responses: 621

## Overview

The primary themes regarding district development are infrastructure strain, farmland loss, and town center revitalization. Many comments express concern that infrastructure (water, sewage, roads, medical services) is not keeping pace with new housing, leading to water restrictions and strained services, while others lament the loss of productive farmland to subdivisions. Additionally, there's a desire to revitalize the town center by improving shop fronts and attracting more businesses and visitors, with Gladstone and Lincoln Road being specific locations of concern regarding development and infrastructure, respectively.

## Key Points

- Infrastructure is struggling to keep pace with the rate of new housing developments, leading to concerns about water supply, sewage, and road capacity.
- Many residents feel that developers are not contributing enough to infrastructure costs, placing a disproportionate burden on existing ratepayers.
- There are concerns about building on productive farmland and flood-prone areas, with calls for better spatial planning and protection of natural resources.
- The town center is perceived as declining, with empty shops and a lack of amenities, hindering Carterton's ability to attract visitors and retain residents.
- Water tanks and solar panels are frequently suggested as mandatory features for new builds to mitigate the strain on infrastructure and promote sustainability.
- The Gladstone subdivision is a specific development that has raised concerns regarding its scale, impact on the local area, and lack of public consultation.
- Some residents express a desire to maintain Carterton's small-town character and resist excessive growth.
- The Eastern Growth Plan is mentioned, with residents awaiting updates on traffic management and infrastructure improvements related to the plan.

## Detailed Analysis

Overall, feedback regarding the district's development reveals a mix of concerns and suggestions, largely centered around infrastructure, housing, and town aesthetics. The average rating of 5.7 suggests a slightly positive to neutral sentiment, but the distribution shows a wide range of opinions, with significant numbers at both the lower and higher ends of the scale, indicating a polarized view on the current development trajectory. This aligns with the comments that express both satisfaction and dissatisfaction with the current state and future plans. 36 ratings of 1 and 24 ratings of 2 highlight significant dissatisfaction, while 111 ratings of 7 and 85 ratings of 8 suggest considerable satisfaction. 119 ratings of 5 and 65 ratings of 6 further reinforce the neutral sentiment. 37 ratings of 9 and 29 ratings of 10 suggest strong satisfaction. 48 ratings of 3 and 67 ratings of 4 suggest dissatisfaction. The high number of ratings in the middle range suggests a degree of ambivalence or uncertainty among residents.

## Likes

Some residents appreciate the progress made over the years, particularly compared to periods of economic downturn. There is a recognition that the council is moving Carterton forward. Some residents like that the council is starting to preserve rural land with new regulations.

## Dislikes

A major concern is that infrastructure is not keeping pace with the rate of new housing developments. This includes worries about water supply, sewage systems, roads, and access to essential services like healthcare. Many feel that the town's infrastructure is already strained and that further development will exacerbate these issues. There are complaints about the quality and density of new housing, with some feeling that subdivisions are too cramped and lack green spaces. Some residents dislike the loss of farmland to housing and solar farms. Some residents feel that the town center is becoming a



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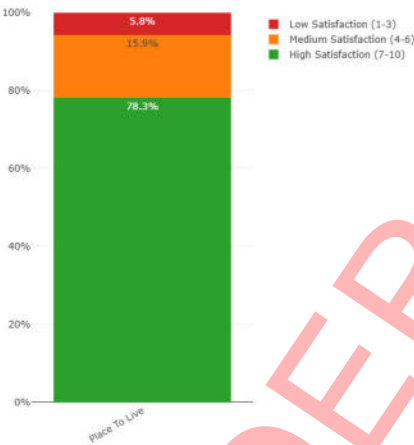
## Overview

comments: 153

### About

This question asks respondents to rate Carterton as a place to live on a scale of 1-10. The survey question focuses on the general quality of life in Carterton.

### Satisfaction Distribution





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### Place To Live

comments: 151

Rating Distribution: Place To Live (Total Responses: 621)



Total Responses: 621

### Overview

The primary themes regarding Carterton as a place to live are high rates/affordability, the need for town revitalization (shop fronts, more businesses, general tidiness), and community/lifestyle (friendly people, rural atmosphere). Many residents feel rates are too high for the services received, impacting affordability, while others desire a more vibrant and appealing town center with improved amenities and infrastructure; despite these concerns, many appreciate the friendly community and small-town feel. Specific examples cited include High Street's shabby appearance, the need for a bypass to alleviate traffic, and the desire for more diverse businesses and activities to attract families and visitors.

### Key Points

- High rates and the perceived lack of value for money are a major concern, particularly affecting pensioners and those on low incomes.
- The town's appearance, especially the High Street shop fronts, is frequently described as tired, uninviting, and in need of a spruce-up.
- Carterton is generally viewed as a friendly and welcoming community, a key positive aspect of living there.
- There is a desire for more vibrant town centre with more diverse businesses, including restaurants, cafes, and retail options, and fewer vape shops and secondhand stores.
- Many residents feel Carterton lacks a distinct identity and needs to differentiate itself from other towns in the region.
- Some residents express a desire for more activities and facilities for families and teenagers.
- The need for a bypass to alleviate traffic congestion on the main street is a recurring concern.
- Some rural residents feel they pay high rates without receiving adequate services.

### Detailed Analysis

Overall, the comments suggest a mixed sentiment regarding Carterton as a place to live. While many appreciate the friendly community and small-town feel, concerns about high rates, the appearance of the town center, and a lack of amenities are frequently mentioned. The rating distribution, with a high average rating of 7.6 and a significant number of responses in the 7-10 range, indicates a generally positive view, although the comments reveal specific areas needing improvement.

### Likes

Many respondents appreciate the friendly and welcoming community spirit in Carterton. Several comments mention the town's welcoming and friendly residents. One comment notes, "The town is fortunate in having residents who for the most part are welcoming and friendly." Another resident stated, "Love living in carterton, everyone is friendly and this is now home." The small-town atmosphere and sense of community are clearly valued by many who choose to live in Carterton.

### Dislikes

High rates are a recurring concern for many residents. Several comments explicitly mention that rates are too high or unaffordable, especially for pensioners and those on fixed incomes. For example, one person stated, "Rates too high." Another comment notes that "Rates are quite high for the services we get (or don't get) as rural residents on the urban fringe." The appearance of the town center, particularly High Street, is another common complaint. Some residents describe it as "shabby," "tired," "an eye sore," and "uninviting," with vacant shops and a need for a "major spruce up." Some feel the town is not maximizing its potential and lacks vibrancy compared to neighboring towns.

### Suggestions

Many suggestions focus on improving the town center's appearance and attracting more businesses. Several comments suggest sprucing up High Street, encouraging local owners to improve their shop fronts, and attracting a more diverse range of businesses, including cafes, restaurants, and retail stores. There are also suggestions for more community events and activities to create a more vibrant town. Several comments mention the need for a bypass to alleviate traffic congestion in the town center. Some residents suggest focusing on basic services like water, roads, and rubbish collection, while others call for better public transport and more cycleways. Several people suggest keeping rates affordable and cutting back on unnecessary spending.

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I am satisfied with the look and ...	>
Council is working to protect and ...	>
Council provides access to ...	>
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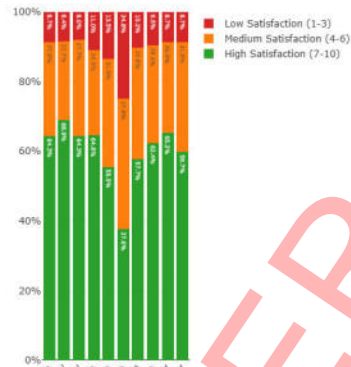
## Overview

comments: 188

## About

This survey question asks respondents to rate their feelings about the Carterton community on a scale of 1-10. The specific questions cover aspects such as pride in the community, sense of belonging, access to council services, satisfaction with the district's look and feel, and council support for the environment, community groups, and healthy living.

## Satisfaction Distribution



## Key Points

- The town centre's appearance is a major concern, with many describing it as
  - tired
  - run-down
  - shabby
  - drab
  - and an
  - eyesore
- due to empty shops and poorly maintained buildings.
- Many feel the town centre needs revitalization and investment to attract more people and businesses, similar to Greytown.
- Several comments mention the need to address earthquake-prone buildings in the town centre, either through repair or demolition.
- Parking in the town centre is frequently mentioned as an issue, with some suggesting redevelopment to create more parking spaces.
- Some residents feel that the council should focus on core services like water, sewage, and roads, rather than investing in events or social policies.
- There are mixed opinions on council-provided cultural events and activities, with some feeling they are lacking in diversity or not well-attended.
- A few comments suggest the need for more activities and social events for young adults and teens.

## Summary

Feedback indicates a primary concern regarding the appearance and revitalization of the Carterton town centre, particularly the state of High Street shop fronts and empty buildings, which negatively impacts the overall look and feel of the community. While residents express pride in the community's culture and connection, dissatisfaction arises from the town centre's drabness, lack of investment, and limited retail diversity, aligning with lower satisfaction ratings for the town centre's look and feel. Comments also suggest a need for more activities for teens and young adults, better maintenance of infrastructure, and improved communication from the council, with some questioning the allocation of rates towards non-essential services and cultural events.



Carterton Community Survey Analysis Report

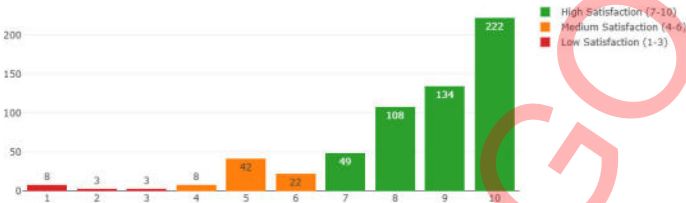
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Carterton Library

comments: 57

Rating Distribution: Carterton Library (Total Responses: 599)



Total Responses: 599

Overview

The comments suggest that the Carterton Library is generally viewed positively, with mentions of friendly and helpful staff, a varied collection, and its role as a community hub. However, some comments indicate a desire for increased funding to expand services and opening hours, as well as a need for better organization of books by genre and a greater selection of classics.

Key Points

- The library is considered a valuable community space and hub.
- Staff are consistently described as friendly, helpful, and an asset to the council.
- Some feel the library services are excellent and would benefit from further investment.
- A few respondents consider the current library services to be 'overkill' for ratepayers.
- The library is part of a network allowing loans from larger libraries, which is appreciated.
- Suggestions for improvement include grouping books by genre and increasing the availability of classic books.
- Limited parking near the library, especially during wet weather, is a concern.
- Reduced Saturday hours and lack of late nights make access difficult for those working full-time.

Detailed Analysis

Analysis of Carterton Library Feedback

Carterton Library is generally perceived very positively by the community, with many considering it a valuable and well-maintained asset. The library is seen as a community hub with friendly and helpful staff. This positive sentiment aligns with the high average rating of 8.4, and the rating distribution shows a strong concentration of scores between 7 and 10, indicating widespread satisfaction.

Likes

Respondents appreciate the library's large and varied collection, describing it as "the best facility in Carterton." The friendly and helpful staff are frequently mentioned as a major positive. Some comments highlight the library's role as a "fabulous community space" and a "hub of the community," emphasizing its social value.

Dislikes

One respondent expressed indifference, stating the library is "not horrible but not fancy either." Another comment mentioned difficulty finding books due to a preference for books to be grouped by genre and a perceived lack of classics. One comment mentioned it was almost impossible to park near the library.

Suggestions

Suggestions include further investment to continually improve the library's services. One person suggested that the council only needs to provide a basic service and provide the books actually in the library. Another suggestion was for the library to have more desks and workspaces. Another respondent suggested the library should be open on Sundays or have later hours on Saturdays and late nights to improve accessibility for those working full time. One respondent suggested outdoor signage for the Carterton District Library. Another suggestion was for more functions at the Library and for people to know about the community garden.

## Carterton Community Survey Analysis Report

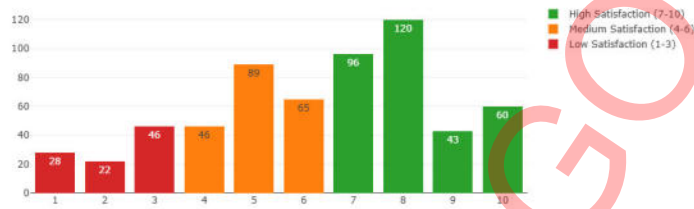
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## Public toilets

comments: 91

Rating Distribution: Public toilets (Total Responses: 615)



Total Responses: 615

## Overview

The comments regarding public toilets reveal several key themes: cleanliness and maintenance are major concerns, with many finding the toilets dirty, smelly, and poorly maintained; the need for upgrades and improvements is frequently mentioned, including specific locations like Carrington Park and Memorial Square; and accessibility issues are raised, such as limited opening hours, lack of 24-hour access, and insufficient facilities for disabled people. Many comments express dissatisfaction with the current state of the public toilets, especially compared to other towns, and suggest improvements like better cleaning, more frequent maintenance, and complete replacements to make them more inviting and functional.

## Key Points

- Cleanliness is a major concern, with many describing the toilets as dirty, gross, and poorly maintained.
- Several comments mention the need for upgrades or replacements of existing public toilets.
- Carrington Park toilets are frequently cited as being in poor condition, ugly, smelly, and needing upgrades.
- Accessibility and opening hours are issues, with comments mentioning locked toilets, limited hours, and a need for more toilets in town.
- Maintenance issues are prevalent, including lack of soap, toilet paper, and broken fixtures.
- The appearance of the toilets is uninviting and shabby, contributing to a negative perception of the town.
- Some comments suggest the toilets are inadequate for disabled people.
- Vandalism is noted as a contributing factor to the poor condition of the toilets.

## Detailed Analysis

Based on the citizen comments, the overall sentiment regarding public toilets is largely negative. The comments frequently mention issues with cleanliness, maintenance, and overall condition, suggesting widespread dissatisfaction. This aligns with the average rating of 6.3, which indicates a moderate level of dissatisfaction, and the distribution showing a significant number of low ratings (1-4). While some comments acknowledge the presence of public toilets, the overwhelming focus is on their poor state and the need for improvement.

## Likes

Some comments express gratitude for the mere presence of public toilets, even if they are not in ideal condition. One comment mentioned being "grateful they were there." A few comments noted that some facilities are "all seem well maintained" or "kept clean and tidy", although these appear to be exceptions rather than the norm.

## Dislikes

The most common complaints revolve around the cleanliness and maintenance of the public toilets. Many comments describe them as "dire," "shabby," "gross," "disgusting," "terrible," "run down," "smelly," and "not very pleasant." Several comments specifically mention a lack of cleanliness, with remarks such as "not well maintained in terms of cleaning," "could be cleaned more often," and "sometimes dirty." Other issues include a lack of soap and toilet paper, broken locks, heavy doors, and a generally uninviting atmosphere. The appearance of the toilets is also criticized, with some describing them as an "eyesore" and resembling something from a "waiuru army camp." Some comments mention that toilets are often locked or have limited opening hours. The toilet at the square are hopeless for disabled people - the door opens outwards so how do they get in?"

## Suggestions

The primary suggestion is for a significant upgrade and replacement of existing public toilets. Many comments call for "serious attention," "complete replacement," "major upgrade," and a "spruce up." There are also suggestions for better maintenance, more frequent cleaning, and ensuring a consistent supply of soap and toilet paper. Several comments suggest building more public toilets in different locations, such as the southern end of town, Memorial Square Park, and Holloway Park. Some comments suggest better signage and improved accessibility, particularly for disabled individuals. Others suggest brighter colors and hot air balloon scenes for repainting the Carrington Park toilets. Some comments suggest better opening hours for toilets. One comment suggests stainless systems hidden flush systems and over sized piping to detor blockages.

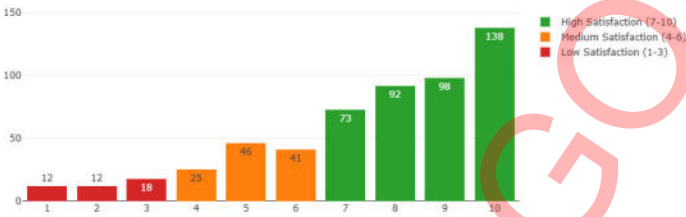
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Carterton Outdoor Swimming Pool  
comments: 87

Rating Distribution: Carterton Outdoor Swimming Pool (Total Responses: 555)



Total Responses: 555

Overview

Feedback on the Carterton Outdoor Swimming Pool highlights its popularity and the value of it being free. Key themes include a need for upgrades and maintenance, longer hours and season, and concerns about overcrowding and capacity limits. Specific examples include the pool slide being hazardous, the lack of shade, and issues with cleanliness and outdated facilities.

Key Points

- The outdoor swimming pool is generally considered a great and amazing community asset, especially because it's free.
- Several comments mention the pool looking old, rough, or out-of-date and needing upgrades or replacement.
- Capacity limitations and overcrowding are a concern, with some residents being turned away, especially when groups are using the pool.
- There are requests for longer operating hours, including earlier opening times for adults and extending the season.
- Some comments mention the need for more shade at the outdoor pools.
- There are concerns about the cleanliness and condition of the toilets and changing rooms at the pool.
- Some comments suggest the pool needs heating or a cover.
- There is a suggestion for a playground for kids at the pools.

Detailed Analysis

The comments regarding the Carterton Outdoor Swimming Pool reveal a mix of positive and negative feedback, with a general appreciation for its existence and free access, but also concerns about its condition, capacity, and operational aspects. The average rating of 7.5 suggests a generally positive sentiment, which aligns with the comments expressing enjoyment and value, but the distribution also shows a significant number of lower ratings (1-6), reflecting the concerns raised in the comments. Overall, the pool is viewed as a valuable community asset, but one that requires attention and potential improvements.

Likes

Many respondents appreciate that the Carterton Outdoor Swimming Pool is free to use, considering it an



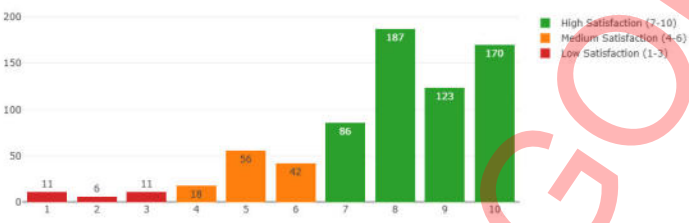
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Open spaces, parks and gardens  
comments: 142

Rating Distribution: Open spaces, parks and gardens (Total Responses: 710)



Total Responses: 710

Overview

The primary themes regarding 'Open spaces, parks and gardens' are park maintenance and upgrades, dog-related issues, and the quality of public toilets. Comments highlight the need for better maintenance of parks (weeds, mowing, lighting, and general upkeep), concerns about dog control and waste in parks (especially Sparks and Carrington), and frequent complaints about the cleanliness, maintenance, and accessibility of public toilets in parks (Carrington Park, Howard Booth Park). Specific examples include Carrington Park's playground and lighting, Sparks Park as a dog area, and the public toilets across various parks as needing upgrades and better maintenance.

Key Points

- Carrington Park is frequently mentioned, with concerns about dog control (off-leash issues, dog poo) and the need for playground upgrades.
- Sparks Park is highlighted as a valuable community asset, particularly for dog owners, but dog poo and potential conflicts between dog owners and other park users are recurring issues.
- Public toilets in parks are a major concern, with frequent complaints about cleanliness, maintenance, accessibility (opening hours), and overall condition. Carrington Park and Howard Booth Park toilets are specifically called out.
- Maintenance of parks and gardens is a common theme, with comments on overgrown areas, weeds, long grass, and the need for more regular mowing.
- Playground equipment in various parks (especially Carrington Park) is often described as outdated, unsafe, or in need of repair/upgrades, specific mentions of the pirate ship at Carrington Park.
- There is a desire for more greenery, gardens, and aesthetically pleasing elements in the town's open spaces.
- Lighting at Carrington Park is inadequate, with many lights reportedly not working.
- A need for more park benches, especially around exercise circuits, is expressed.

Detailed Analysis

Overall, the sentiment towards open spaces, parks, and gardens is mixed, with many appreciating their existence and potential, while also pointing out areas needing improvement. The rating distribution, skewed towards higher scores (7-10), suggests general satisfaction, but the comments reveal specific concerns that temper this positive outlook. Many comments praise the existence of parks and green spaces, but also highlight issues with maintenance, facilities, and safety. The comments suggest that while people value these spaces, there are significant opportunities to enhance their quality and address specific concerns.

Likes

Many respondents appreciate the existence of parks and green spaces, with some specifically mentioning Sparks Park and Carrington Park as valued community assets. Some comments highlight the efforts of volunteers in maintaining these spaces. Dog owners appreciate designated off-leash areas, while others enjoy the general aesthetics and relaxing atmosphere of well-maintained parks like Carrington Park. The availability of facilities and community hubs is also seen as a positive aspect.

Dislikes

Recurring complaints revolve around the maintenance and cleanliness of parks and gardens. Issues include overgrown weeds, long grass, uncollected dog poo, and general untidiness. Some respondents feel that gardens are neglected and not well-maintained. Safety concerns are raised regarding dog control in off-leash areas and the condition of playground equipment. The state of public toilets in parks is a frequent point of dissatisfaction, with complaints about cleanliness, lack of supplies, and outdated facilities.

Suggestions

Numerous suggestions focus on improving maintenance, including more regular mowing, weed control, and rubbish removal. Upgrading playground equipment, adding shade structures, and providing more seating are common requests. Several comments suggest creating dedicated dog parks with better fencing and enforcement of leash rules. Improving the cleanliness and accessibility of public toilets is a recurring theme. Some respondents propose adding more greenery and gardens to the main street and creating more walking and biking trails. There are also suggestions for more community involvement in park maintenance and design, such as planting edible gardens and fruit trees. A wetland park and a disc golf course were also suggested as potential additions to the region's parks.



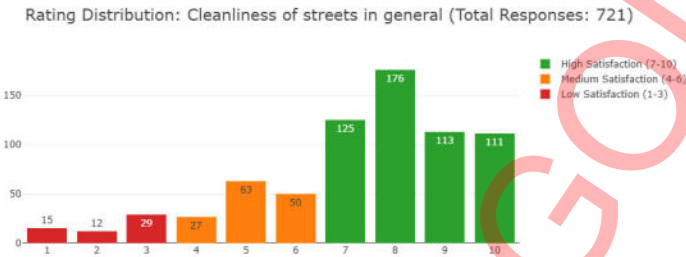
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Cleanliness of streets in general

comments: 80



Total Responses: 721

Overview

The primary themes in the comments regarding street cleanliness are general cleanliness/tidiness, weeds in streets/gutters, and dog fouling. Many comments mention the streets looking shabby or untidy, weeds growing in gutters and on the sides of streets, and dog poo being a persistent problem. Specific locations like High Street and Carrington Park are mentioned in relation to these issues, as well as general concerns about rubbish and debris after collection day.

Key Points

- Many comments mention the presence of rubbish and litter in streets and gutters.
- Weeds in streets and gutters are a common concern, especially in summer.
- Dog poo on streets and footpaths is a frequently raised issue.
- Gutters need more regular cleaning to prevent flooding and remove debris.
- Several comments describe the town as generally tidy or clean.
- Footpaths are perceived as dirty, particularly in shopping areas, due to dog poo and other grime.
- Wind-blown rubbish after collection day is a concern.

Detailed Analysis

Analysis of Citizen Comments on 'Cleanliness of streets in general'

Overall, the comments regarding the cleanliness of streets in general present a mixed view. Some residents express satisfaction, describing the town as generally tidy and clean. However, a significant portion of the feedback highlights concerns about specific cleanliness issues, indicating that while some areas meet expectations, others require attention. The rating distribution, with an average of 7.3 and a concentration of responses in the 7-9 range, suggests a generally positive sentiment, but the presence of lower ratings (1-6) underscores the validity of the concerns raised in the comments.

Likes

- Some residents explicitly state that the "streets seem clean" or that "Carterton is a very tidy town."
- The comment "Town looks generally clean and tidy" indicates a positive overall impression.
- "All kept clean and tidy" suggests satisfaction with the general state of street cleanliness.
- "Love clean streets" expresses a direct appreciation for the cleanliness of the streets.
- "The region is generally tidy and well maintained" suggests a positive view of the area's cleanliness, including streets.
- "Tidy and good looking" indicates satisfaction with the overall appearance, implying clean streets.

Dislikes

- Several comments mention issues with weeds growing on the side of streets and in gutters: "I do notice the weeds growing on the side of some streets," "Our streets always look awful with weeds in them," "Many streets with overgrown berms & tall weeds," "Weeds growing up in gutters."
- Rubbish and litter are recurring concerns: "Rubbish in the streets is never something you can avoid in high traffic areas," "Long grass rubbish lying around just looks untidy," "Wind blown rubbish after collection day," "I have noticed an increase in rubbish being left on the ground," "I've been walking a lot around Carterton in the last 2 months and seen lots of rubbish in the gutters."
- Dog waste is a prominent issue: "The dog poo is appalling. In the street," "Having a dog myself, I am disappointed by the number of uncollected poos," "The Carterton streets are shocking unleashed buildings dig faeces on footpaths and dried urine on most shop walls staying footpaths Have had to dodge rubbish and faeces and vomit regularly on early morning walks," "Lots of dog poo," "Footpaths in the shopping area are not clean. Dog poo and other indescribable stuff on footpaths."
- Some comments express a general sense of shabbiness or lack of maintenance: "Carterton needs a good clean up everything looks shabby," "Lack of cleanliness. Shabby looking town," "Footpaths in town sometimes mucky."
- Blocked gutters are a concern, leading to potential flooding: "Gutters need regular cleaning especially in autumn," "Gutters continually blocked with debris, leaves etc, often causing flooding," "Gutters need to be cleaned more regularly to help avoid flooded streets," "drains outside house get flooded during heavy rain, I have to go and unblock/clear items from drive way covers."
- Specific issues like dirty street signs are mentioned: "Town streets signs need urgent cleaning esp on high street eg Charles st, Costley, Clifton. Covered in lichen and moss, and posts look awful for everyone driving through -its a simple and period fix."
- "The Carterton streets are shocking unleashed buildings dig faeces on footpaths and dried urine on most shop walls staying footpaths Have had to dodge rubbish and faeces and vomit regularly on early morning walks Why are the footpaths and gutters not washed like they used to be" is a strong statement of dissatisfaction.

"Streets and footpaths need to be cleaner. Footpaths in particular are terrible" indicates a need for improvement.

- Streets and footpaths need to be cleaner, footpaths in township in particular indicates a need for improvement.

#### Suggestions

- More regular weed spraying is suggested: "Please could we have more regular weed spraying around our streets," "Need more weed spraying in gutters," "Don't use any of the above. Note you're now only weed spraying the road side of footpaths, leading to lots of unsightly weeds."
- Increased sweeping of gutters and footpaths is recommended: "More sweeping of gutters and footpaths, especially in autumn when the leaves are falling, would improve safety and drainage," "Gutters, especially in Autumn need manual cleaning, especially under fixed ramps. The Mechanical Cleaner tends to sweep leaves etc up to the next ramp! Bring back the Truck and two cleaners, Broom and Shovel, and every 3 months or so a water blaster to clean under fixed ramps. On all roads not just High Street," "Victoria Street needs the gutters cleaned regularly I'm constantly unblocking an cleaning the gutters"
- Heat steam for weeds is suggested as an alternative to chemicals: "Love clean streets but be awesome to use heat steam for weeds not chemicals if it's possible ."
- Washing footpaths is proposed: "my suggestion would be a monthly sidewalk wash and blow there are machines that do it," "Why are the footpaths and gutters not washed like they used to be", "Footpaths in the CBD need to be cleaned regularly."
- Property owners should maintain their properties: "Residents to maintain over grown streets would be a huge benefit to stopping drains and gutters getting clogged. Residents need to take responsibility for damage their property is doing "
- Council should follow the recycling route to pick up dropped rubbish: "After recycling day there is generally lots of rubbish lying around that has fallen out of bins. Perhaps someone from the council should follow the route and pick up what is dropped"
- More visible community indignation and disgust at dog poo is suggested: "Perhaps more visible community indignation and disgust? Council warnings when dogs are registered?"
- "The cleanliness of the streets would be improved by firing the road workers and getting a real man to fix the roads for a fraction and they'd clean up their mess and road cones afterwards." is a more extreme suggestion.
- "Use to clean gutters weekly, not sure if this still happens" suggests a return to a previous practice.

In summary, while some residents find the streets clean and tidy, there are recurring concerns about weeds, rubbish, dog waste, and blocked gutters. Suggestions include more frequent cleaning, alternative weed control methods, and increased community responsibility. Addressing these issues could improve the overall perception of street cleanliness in Carterton.

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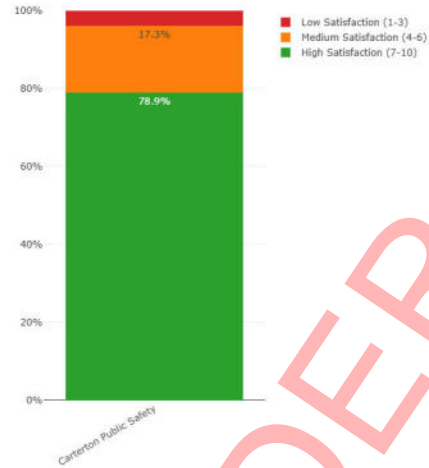
## Overview

[comments: 92](#)

## About

The survey question asks respondents to rate their satisfaction with public safety in Carterton on a scale of 1-10. The specific questions focus on Carterton Public Safety.

## Satisfaction Distribution







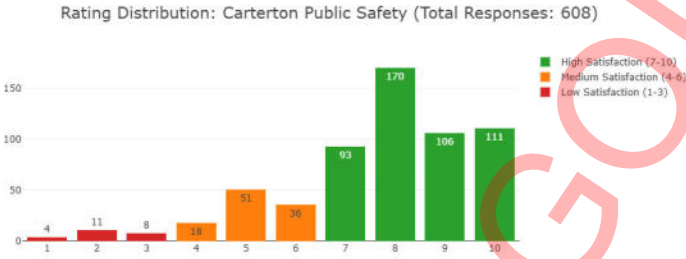
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Carterton Public Safety

comments: 88



Total Responses: 608

Overview

Based on the citizen comments, key themes regarding Carterton Public Safety include feelings of unsafety at night due to poor lighting, concerns about crime (including theft, break-ins, and assaults), and issues with dangerous driving (speeding, boy racers). Specific locations mentioned include Carrington Park, Sparks Park, Howard Booth Park car park, and the area around ATMs, with concerns also raised about the lack of police presence and the presence of gangs. Many residents feel safe during the day, but express worry about walking alone at night, especially in poorly lit areas, and concerns about specific incidents and the general increase in crime.

Key Points

- Safety concerns increase at night due to poor street lighting, particularly in parks and near the train station.
- Many residents feel safe during the day but express worry about crime and safety after dark.
- Dog control, especially in Carrington Park and Sparks Park, is a recurring concern for public safety.
- There are concerns about the presence of gangs and disruptive behavior by young people at night.
- Increased crime rates, including theft and muggings (especially near ATMs), contribute to feelings of unsafety.
- Some residents feel the police presence is inadequate, with slow response times and a lack of local officers.
- Boy racers and speeding vehicles, particularly in the south end, are a safety hazard.
- Some comments mention a perceived increase in drug use and related issues impacting public safety.

Detailed Analysis

Overall, the comments regarding Carterton Public Safety reveal a mixed sentiment, with many residents feeling safe during the day but expressing concerns about safety at night. Issues such as inadequate lighting, speeding vehicles, and a perceived increase in crime contribute to these concerns. The average rating of 7.7 suggests a generally positive perception, but the comments highlight specific areas needing improvement to enhance public safety.

Likes

- Some residents feel safe in Carterton, with one noting it feels safer than much of New Zealand.
- Some comments suggest that parks and streets appear safe, and some have not experienced any issues.
- There is a sense of community, with one resident mentioning that everyone looks out for you.
- One resident mentions that street lighting is good and they feel very safe.
- One resident feels very safe at the park area with their toddler.

Dislikes

- A recurring concern is the lack of safety at night, attributed to poor street lighting and dark parks. For example, some say they would not go out of the car at night or avoid some areas after dark.
- There are concerns about speeding vehicles, especially in residential areas, making it unsafe for children to play outside.
- Some comments express worry about loose and uncontrolled dogs in public places like Carrington Park.
- A few residents mention a perceived increase in crime rates, including break-ins and theft.
- Some comments mention feeling unsafe using public toilets.
- There are concerns about a significant gang presence in some areas.
- Some residents mention feeling unsafe due to people appearing to be on drugs.
- Some residents report a lack of active police in town.

Suggestions

- Residents suggest installing more street lights and improving lighting in parks to enhance safety at night.
- There are calls for increased police presence and more policing around town.
- Suggestions include implementing traffic calming measures like speed bumps and speed cameras to address speeding vehicles.
- Residents propose banning dogs from main streets, busy public occasions, cafes, and eating places, or at least enforcing leash control.
- Some suggest installing strategic cameras in town and parks for added security.
- There are suggestions for public notification of assaults in public places to comply with health and safety legislation.
- Residents suggest ensuring security cameras are functional.
- Some residents suggest improving the safety of cycling and walking routes.
- There are calls for the Council and Police to address traffic-related offenses more seriously.

The feedback indicates that while Carterton has positive aspects regarding public safety, addressing concerns about nighttime safety, traffic violations, and perceived crime is crucial for improving the overall sense of security among residents.

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## Carterton Community Survey Analysis Report

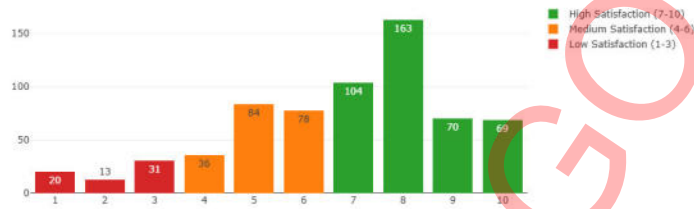
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## Street lighting around town

comments: 80

Rating Distribution: Street lighting around town (Total Responses: 668)



Total Responses: 668

## Overview

The comments regarding street lighting reveal a central theme of inadequacy, with many residents feeling unsafe due to dim or insufficient lighting, particularly in residential areas and off the main streets. Specific locations mentioned include Lincoln Road, Victoria Street, Kent Street, Pembroke Street, Carrington Park, and the corner of Hornsby and Armstrong, with concerns balanced against the town's status as a dark sky reserve.

## Key Points

- Many feel there is not enough street lighting, leading to safety concerns, especially for pedestrians at night.
- Several comments mention dim or poor street lighting quality.
- Some comments acknowledge the town's 'dark sky' accreditation, creating a tension between minimal lighting and safety/visibility.
- Lincoln Road is frequently mentioned as having particularly poor lighting.
- Some new LED streetlights are perceived as not being as effective as the older lights.
- Specific locations like Victoria Street, the corner of Hornsby and Armstrong, and the pathway between Victoria Street and Pembroke Street are called out as needing more or improved lighting.
- A few comments mention streetlights being slow to activate after dark.
- There are concerns about security lighting from commercial properties affecting residential areas, conflicting with the 'dark sky' designation.

## Detailed Analysis

Based on the citizen comments, the overall sentiment regarding street lighting around town is mixed, with a significant portion expressing dissatisfaction. While some appreciate the minimal lighting due to the dark sky reserve status, many feel that the current street lighting is inadequate, leading to safety concerns and visibility issues, particularly at night. The average rating of 6.8 suggests a slightly positive overall perception, but the distribution reveals a considerable number of low ratings (1-5), indicating notable dissatisfaction among a segment of the population. This contrasts with the high number of ratings between 7 and 10, showing a wide range of opinions.

## Likes

Some respondents appreciate the minimal lighting, especially in the context of the town being a dark sky reserve. One comment mentioned, "Love that we have minimal lighting." Another stated that the LED street lighting is good for maintaining dark skies. A comment noted that the main street is well lit and another stated that the lights on the main road have made a big difference.

## Dislikes

Many comments express concerns about inadequate street lighting, with several people stating it doesn't feel safe to walk at night. Specific complaints include dim lighting, insufficient coverage, and delayed activation. Some examples include: "A few patches where street lighting does not provide enough light," "Street lighting is below standard," "Not enough street lighting on main road," "Street lighting is very dim, I think," "The street lighting hasn't been great since the new lights went in," "Victoria Street is really dark. Not enough lighting," "LED street lighting is good for maintaining dark skies but not great for illuminating the way," "Main street well lit but away from main street can be a bit dark," "Not enough street lighting. Doesn't feel safe when walking at night," "The lighting is terrible and does not make it safe to walk at night," "Lincoln Road lighting outside my property is barely visible," "Street lights are very dark and dingy," "Sometimes street lighting kicks in very late, way after it's dark, limiting visibility when walking at night," "Street lighting is hit or miss never know when there going to be on, periods of darkness without any notice in town," "The pathway going between Victoria Street and Pembroke Street along the railway line is very dimly lit," "Too much Street lighting," "The street light at the corner of Broadway/William Wong is poorly positioned, the nearby tree casts a shade," "Lights in streets are very dim making it hard to see when it's dark on footpath," "Very few in our street," "Some street lighting is very dull, needs to be upgraded. ie Garrison Street," "Lighting very poor bottom of Kent Street and Connollys where people often walk and run, plus no footpath," "New lights not nearly as bright as old ones," "As a woman walking alone at night on streets I. Town I feel unsafe due to the poor level of lighting," and "Armstrong corner with Hornsby hard to find at night."

## Suggestions

Several respondents suggested increasing the amount of street lighting to improve safety and visibility. Some suggested more lights in specific areas, such as alleyways, residential areas, and corners. Other suggestions include upgrading existing lighting, ensuring timely repairs, and addressing poorly positioned lights. Examples include: "Need more off road cycle trails. Lighting down alleyway across from Royal Oak needs to be improved," "More street lights, fix pot holes asap," "Putting footpath lights on both streets," "Lighting could be upgraded," "More lighting is always a good thing especially to ensure that people feel safe or act as a deterrent to anti-social behaviour," "Need more street lights," "More street lights would also be lovely," "More lighting for walking at night would be great," "More street lights. Maybe alternate each side of the road," "The new street lights don't appear to cover much of the street and some corners would be better serviced if a light was installed. eg McKenzie Tce/ Broadway corner," "Some intersection could be better lit," "some street lighting is very dull, needs to be upgraded. ie Garrison Street," "Getting off the train at

night in winter and Pembroke doesn't have enough lighting," "More street lights would be great - both fit safety and security," "Need more lights and brighter," "More street lights" and "The lights in the trees could look so much more inviting had they been installed correctly."

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## Carterton Community Survey Analysis Report

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## Overview

comments: 351

## About

This survey question asks respondents to rate their satisfaction with roads and footpaths on a scale of 1-10, covering aspects like road conditions, footpath availability and maintenance, walkways/cycleways, and street lighting.

## Satisfaction Distribution



## Key Points

- Lincoln Road is a major concern, with many comments describing it as bumpy, rough, uneven, and in need of repair or complete resurfacing.
- Many comments mention the need for more or improved cycleways and walkways, especially off-road options, to connect towns and provide safer routes for cyclists, pedestrians, and children.
- Street lighting is frequently described as inadequate, dim, or poorly maintained, leading to safety concerns for pedestrians at night.
- Footpath maintenance is a recurring issue, with complaints about uneven surfaces, cracks, overgrown vegetation, and trip hazards, making them difficult to use, especially for those with mobility issues.
- Rural roads are often described as narrow, dangerous due to speeding vehicles, and poorly maintained, with issues such as potholes, lack of grading, and overgrown verges.
- Several comments highlight the need for better enforcement of bylaws regarding vegetation encroaching on footpaths from private properties.
- There are concerns about the quality of road repairs, with some comments stating that repairs are temporary or leave uneven surfaces.

## Summary

Citizen feedback on roads and footpaths reveals a need for improvements, particularly in rural road maintenance and the provision of off-road walkways and cycleways, which aligns with their lower average satisfaction ratings. While roads in town, footpath availability, maintenance, and street lighting received moderately higher ratings, comments indicate concerns about uneven surfaces, overgrown vegetation, lighting adequacy, and safety for pedestrians and cyclists. Lincoln Road was frequently cited as being in poor condition, and several comments mentioned the need for better connectivity between towns via cycleways and walkways.

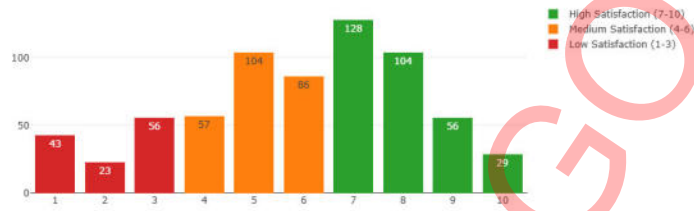
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**Rural roads**  
comments: 184

Rating Distribution: Rural roads (Total Responses: 686)



Total Responses: 686

**Overview**

The primary themes regarding rural roads include their narrowness, poor maintenance (potholes, grading, overgrown edges), and the impact of heavy vehicles like logging trucks. Specific examples include Ahiahu Settlement Road, Mangatarere Valley Road, and Te Wharau road, with concerns raised about safety for cyclists, pedestrians, and horse riders due to high speeds and lack of maintenance. Many comments express a need for improved grading, pothole repair, roadside maintenance, and consideration of the impact of logging trucks on rural road conditions.

**Key Points**

- Rural roads are perceived as narrow, making them dangerous for cyclists and pedestrians.
- High speeds on rural roads are a major concern, especially with mixed traffic including cyclists, walkers, and stock.
- Logging trucks are seen as contributing to the deterioration of rural roads.
- Lack of grading and maintenance of rural roads is a common complaint, with issues like potholes, overgrown berms, and invasive weeds.
- Some rural residents feel they are paying high rates for roads that are not adequately maintained.
- There is a desire for more off-road cycle paths and walkways to avoid the dangers of rural roads.
- The condition of rural roads is deteriorating faster and the council needs to change the rating system to charge landowners for the impacts of log harvesting.

**Detailed Analysis**

Based on the citizen comments, the overall sentiment regarding rural roads is mixed, with concerns about their condition, safety, and maintenance being prominent. While some appreciate aspects of the rural roads, the negative feedback focuses on issues such as narrowness, potholes, dust, overgrown vegetation, and the impact of heavy vehicles. The average rating of 5.9 suggests a slightly positive inclination, but the significant number of lower ratings (1-5) indicates substantial dissatisfaction among a segment of the population, aligning with the numerous complaints detailed in the comments.

**Likes**

Some comments express satisfaction with the maintenance of rural roads. For example, one comment states "good that roads are maintained". Another comment, "Carterton provide value for money solutions on their road network. Love the rural roads" expresses a positive view.

**Dislikes**

Many comments express dissatisfaction with the condition of rural roads. Common complaints include potholes ("The rural road that I live on is an absolute mess. We pay \$20,000 in rates for a pothole filled, dangerous road."), narrowness ("Rural roads often have very narrow bridges and overgrown edges."), dust from gravel roads ("Dust from busy gravel roads is a problem for local rural residents"), and overgrown vegetation ("Rural roads need the berm maintain a lot are very long and have an invasive weed puspalm"). Several comments mention the negative impact of logging trucks on road conditions ("Rural roads are deteriorating faster due to logging trucks").

**Suggestions**

Several suggestions are offered to improve rural roads. These include more frequent grading ("Grade the rural roads alot more."), sealing of gravel roads in areas with high traffic and housing density ("progressively sealing where their is both periodic high traffic volumes and housing should be considered a priority"), better maintenance of road berms ("Rural roads need the berm maintain a lot are very long and have an invasive weed puspalm"), and charging landowners for the impact of log harvesting ("the council needs to change the rating system to charge landowners for the impacts of log harvesting"). There are also suggestions for lower speed limits on narrow back roads ("Back roads need a lower speed limit considering how narrow these roads are.") and widening roads to accommodate large vehicles ("When changing road layouts, please make sure to leave enough room for big truck and trailer units").

In summary, while some residents are satisfied with the maintenance of rural roads, a significant number express concerns about their condition, safety, and the impact of heavy vehicles. Suggestions for improvement include more frequent grading, sealing of gravel roads, better maintenance of road berms, and lower speed limits on narrow roads. Addressing these concerns could improve the overall satisfaction with rural roads in the Carterton District.

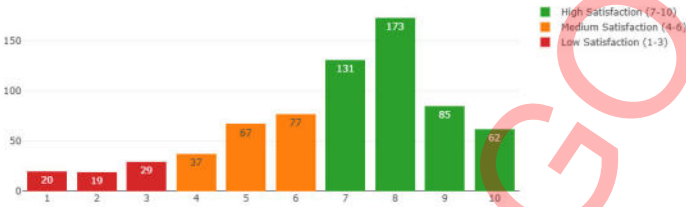
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Availability of footpaths  
comments: 148

Rating Distribution: Availability of footpaths (Total Responses: 700)



Total Responses: 700

Overview

The comments reveal several key themes regarding the availability of footpaths: footpath condition (uneven surfaces, cracks, trip hazards, poor maintenance, overgrown vegetation), missing footpaths (particularly on Lincoln Road and in rural areas), and accessibility issues (narrow paths, obstructions for mobility scooters and prams). Specific locations frequently mentioned include Lincoln Road, High Street, and various side streets with complaints about poor maintenance and missing footpaths, as well as concerns about overgrown hedges and vegetation encroaching on footpath space, hindering accessibility for pedestrians and those with mobility aids. Many comments express a need for more footpaths, especially in areas lacking them, and for better maintenance of existing footpaths to improve safety and accessibility for all users, with Lincoln Road being a frequently cited location needing improvement and footpath extensions.

Key Points

- Many footpaths are poorly maintained, uneven, and pose trip hazards, especially for those with mobility issues.
- Several comments mention the need for more footpaths, particularly on Lincoln Road and in rural areas.
- Overgrown vegetation (trees, hedges, grass) encroaches on footpaths, reducing usable space and creating hazards.
- There are concerns about the safety of existing footpaths, particularly due to uneven surfaces, cracks, and poor lighting.
- Lime pathways are appreciated, but some need maintenance to address weed overgrowth and narrowing of the path.
- Some streets lack footpaths entirely, forcing pedestrians to walk on the road.
- There is a desire for more off-road walking and cycling paths, separated from roads, for recreation and safety.
- Footpath ramps need improvement for wheelchair and mobility scooter users.

Detailed Analysis

Many comments express concerns about the condition and maintenance of footpaths, particularly regarding uneven surfaces, cracks, and overgrowth. There's a desire for more footpaths in certain areas, especially to improve safety and accessibility. The average rating of 6.8 suggests a mixed sentiment, with a significant number of responses leaning towards positive ratings (7-10), but the comments highlight specific areas needing improvement, indicating that while some aspects are appreciated, there are notable shortcomings.

Likes

Some respondents appreciate the footpaths that have been maintained or upgraded, noting improvements in surface quality. The lime pathways are also mentioned positively, with some appreciating their presence on busy roads. One comment notes that there are plenty of footpaths. Another comment appreciates the footpath extension on Brooklyn Road and the limestone path along Lincoln Road.

Dislikes

Numerous comments express dissatisfaction with the poor condition of footpaths, citing uneven surfaces, cracks, and trip hazards. Overgrown vegetation, including trees and hedges, obstructing footpaths is a recurring concern. Specific locations like Lincoln Road and various side streets are mentioned as being particularly problematic. Some comments highlight the lack of footpaths in certain areas, such as Lincoln Road, High Street South, and Belvedere Road. The deterioration of asphalt footpaths is also noted. Several comments mention the difficulty of using footpaths with mobility scooters, wheelchairs, and prams due to uneven surfaces and steep ramps.

Suggestions

Many suggestions focus on improving footpath maintenance, including addressing cracks, uneven surfaces, and overgrown vegetation. There are calls for more footpaths in specific areas, such as Lincoln Road, Belvedere Road, and connecting new subdivisions. Some suggest extending lime pathways and creating off-road walking and cycling paths. Several comments suggest requiring residents to maintain the verges in front of their properties to keep footpaths clear. There are also suggestions for better lighting along footpaths to improve safety at night. A suggestion was made to grind down cracks and lips in footpaths to prevent falls. Another suggestion was to add a walkway down Park/Rutland Road. A comment suggested that lime pathways should be extended along Belvedere Road. There are suggestions to improve ramps between roads and footpaths. There are also suggestions to clean the footpaths regularly and fix tripping points. One comment suggests that the council should cut the grass that grows onto the footpaths. A suggestion was made to add cement stabilizing in areas that are prone to sink. A comment suggests that there should be more limestone pathways. Another suggestion was to add a waking trail down Park/Rutland. A comment suggests that a walkway/lime path should be put in to connect clareville to town. A comment suggests that the footpath outside WildOats was renewed, but worse damage just down outside sign place is ignored - footpath uneven and cracked, dangerous for those of us with mobility issues.





## Carterton Community Survey Analysis Report

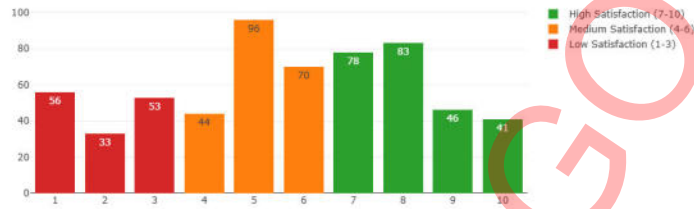
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## Provision of off-road walkways and cycleways (lime pathways)

comments: 120

Distribution: Provision of off-road walkways and cycleways (lime pathways) (Total Response:



Total Responses: 600

## Overview

The comments reveal a strong desire for more off-road walkways and cycleways, including lime pathways, to improve safety, accessibility, and connectivity within Carterton and to neighboring towns. Specific locations mentioned include Lincoln Road, Rutland Road, Belvedere Road, and potential links to Greytown and Masterton, with concerns raised about overgrown paths and the need for better surfaces in built-up areas.

## Key Points

- Desire for more off-road walkways and cycleways, including lime pathways, to improve safety and accessibility for pedestrians and cyclists.
- Specific requests for lime pathways to connect towns, facilities, and urban areas, including links to Greytown and Masterton.
- Concerns about the maintenance of existing lime pathways, with mentions of overgrowth, narrowness, and uneven surfaces.
- Desire for pathways that cater to a variety of users, including runners, walkers, the elderly, dog walkers, and cyclists.
- Specific locations mentioned as needing pathways or pathway improvements include Lincoln Road, Rutland Road, Belvedere Road, and the area between Plimsol St & Feist St.
- Requests for cycleways that are separate from roads to address safety concerns related to traffic volume and speed.
- Positive feedback regarding existing lime pathways, with some users describing them as "great" and well-utilized.

## Detailed Analysis

## Analysis of Citizen Comments on Off-Road Walkways and Cycleways (Lime Pathways)

The comments regarding the provision of off-road walkways and cycleways, particularly lime pathways, reveal a mix of satisfaction and dissatisfaction. While some appreciate the existing pathways, many express a desire for more and better-maintained facilities. The average rating of 5.7, with a distribution showing a wide range of opinions, suggests that while some residents are content, a significant portion feels there is room for improvement, aligning with the identified themes of wanting more and better pathways.

## Likes

Some residents expressed appreciation for the existing lime pathways, noting that they are a good start and particularly helpful on busy roads where they provide extra space. One comment specifically mentioned, "Love the lime pathways, good that roads are maintained and plenty of footpaths." Another resident stated, "Look forward to having some more lime paths, these are great, particularly on busy roads where it allows the room :-)" Additionally, a resident thanked the council for extending the limestone path along Lincoln Road, noting that it seems well-utilized.

## Dislikes

Several comments highlighted issues with the maintenance and condition of existing lime pathways. Concerns included pathways being overgrown with grass and weeds, reducing their width and accessibility. For example, one person noted, "The lime pathway between Feist street and Plimsol Street has decreased in width (due to weeds/grass over running it) in the last year or so. The pathway can only accommodate for 1 person at the most. Needs to be re-done, back to how it was at the beginning." Another comment mentioned, "Lincoln road lime chip walk path needs weed removal as path is overgrown on sides and now single lane." Some residents also expressed a desire for better surfaces in more built-up areas, as lime pathways may not be ideal in the long term. One person stated, "lime pathways are a start but in due course in more built up areas consideration should be given to better surfaces."

## Suggestions

The primary suggestion was for the expansion of the off-road walkway and cycleway network, with many residents calling for more lime pathways to connect different areas of Carterton and link to neighboring towns like Greytown and Masterton. Specific suggestions included a lime walkway down Rutland Road to Hilton Street, a pathway along the railway line, and extensions to existing pathways like the one on Belvedere Road. Residents also suggested exploring the use of old paper roads as potential cycle tracks. Furthermore, there were calls for improved maintenance of existing pathways, including regular weeding and addressing issues with overgrown vegetation. One resident suggested, "Would love to see an off road walkway/lime path put in to connect clareville to town."

In summary, while some residents appreciate the existing lime pathways, there is a strong desire for more extensive and better-maintained off-road walking and cycling infrastructure in Carterton. Addressing the issues of overgrown pathways and expanding the network to connect different areas and neighboring towns would likely improve resident satisfaction.





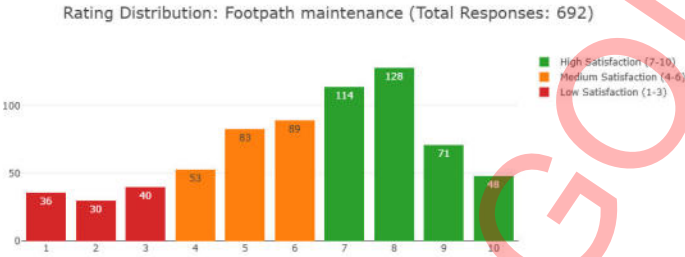
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Footpath maintenance

comments: 161



Total Responses: 692

Overview

The primary themes in the citizen comments regarding footpath maintenance are poor condition/uneven surfaces (trip hazards), overgrown vegetation (hedges, trees, grass), and missing footpaths in certain areas. Specific examples include Lincoln Road, High Street South, and various side streets, with concerns raised about accessibility for mobility scooters, wheelchairs, and pedestrians. Many comments request more maintenance, repairs, and new footpaths, particularly lime pathways, to improve safety and accessibility for all users.

Key Points

- Many footpaths are poorly maintained, uneven, and have trip hazards, particularly affecting vulnerable users like the elderly and those with mobility scooters.
- Lincoln Road is frequently mentioned as having particularly bad footpaths, with uneven surfaces and needing repair.
- Overgrown vegetation (hedges, grass, trees) is a common concern, narrowing footpaths and creating hazards.
- There are calls for more footpaths in certain areas, including Lincoln Road and Belvedere Road.
- Some footpaths are cracked or have lips, creating tripping hazards that need to be addressed.
- Poor lighting on footpaths is a safety concern, especially at night.
- Lime pathways are appreciated, but some need maintenance to prevent weeds from overgrowing them.
- Footpath maintenance is perceived as inadequate and needs improvement.

Detailed Analysis

The comments regarding footpath maintenance reveal a mix of satisfaction and dissatisfaction, with a significant emphasis on the need for improvements. While some appreciate recent upgrades, the overall sentiment leans towards concern about uneven surfaces, overgrown vegetation, and inadequate lighting, leading to safety issues, particularly for vulnerable pedestrians. The average rating of 6.2 suggests a slightly positive inclination, but the distribution reveals a substantial number of lower ratings (1-5), indicating that a considerable portion of respondents are unhappy with the current state of footpath maintenance.

Likes

Some respondents appreciate the recent maintenance efforts, noting that newly surfaced footpaths are lovely and free of gravel. The extension of the Brooklyn Road footpath and the limestone path along Lincoln Road were also specifically appreciated. Some also noted that the roads and footpaths in town are generally well maintained.

Dislikes

Many respondents express concerns about the poor condition of footpaths, citing uneven surfaces, cracks, and trip hazards. Specific locations like Lincoln Road, High Street side streets, and William Wong footpath are mentioned as being in particularly bad condition. Overgrown vegetation, including trees, hedges, and grass, encroaching on footpaths is a recurring complaint, making them narrow and difficult to navigate, especially for people with mobility scooters, wheelchairs, or prams. Inadequate lighting on footpaths is another significant concern, creating safety issues at night, particularly where there are uneven surfaces or tree root bumps. The quick deterioration of asphalt footpaths and the presence of loose stones on footpaths are also disliked. Some also mentioned that footpaths are only maintained when it is outside somewhere the mayor frequents.

Suggestions

Respondents suggest increasing the budget for footpath maintenance to address uneven surfaces and trip hazards. Regular maintenance is needed to clear overgrown vegetation from footpaths and ensure they are wide enough for all users. Improved street lighting along footpaths is recommended to enhance safety at night. Some suggest creating more off-road walkways and cycleways, while others propose extending existing footpaths, such as along Lincoln Road and Belvedere Road. Some have suggested that residents should be responsible for maintaining the verges in front of their properties. There are also suggestions to grind down cracks and lips in footpaths to prevent falls and to spray for moss to prevent slippery surfaces during winter. There are also suggestions to create lime walkways to link up town and facilities with urban areas. Some also suggest that there needs to be better ramp parts for electric and manual wheelchairs, especially the Victoria street one near kindy.

## Carterton Community Survey Analysis Report

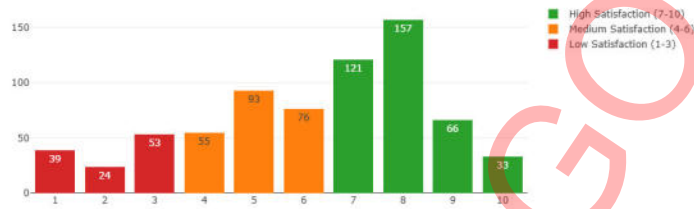
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## Roads in town

comments: 297

Rating Distribution: Roads in town (Total Responses: 717)



Total Responses: 717

## Overview

The primary themes regarding 'Roads in town' are road conditions (potholes, uneven surfaces, maintenance), footpaths (maintenance, unevenness, missing sections, overgrown vegetation), cycleways (lack of, need for more), and street lighting (dimness, insufficient coverage). Specific examples include Lincoln Road (frequently cited for poor condition) and High Street (footpath maintenance). Many comments express dissatisfaction with road and footpath maintenance, and a desire for more cycleways and improved street lighting for safety and accessibility.

## Key Points

- Lincoln Road is frequently mentioned as being in poor condition, with complaints about bumpiness, uneven surfaces, and the quality of repairs.
- Footpaths are often described as poorly maintained, uneven, and presenting trip hazards, especially for those with mobility issues.
- Several comments mention a lack of or inadequate street lighting, creating safety concerns for pedestrians at night.
- There are concerns about overgrown vegetation (trees, hedges, weeds) encroaching on footpaths and roads, reducing visibility and accessibility.
- Some comments express a desire for more cycleways and walkways, particularly to connect Carterton with other towns and to provide safer alternatives to busy roads.
- A number of comments mention specific locations needing attention, including Lincoln Road, High Street footpaths, and rural roads.
- There are concerns about the quality and longevity of road repairs, with potholes reappearing soon after being fixed.
- Several comments mention the need for better footpath maintenance, including cleaning and addressing cracks and uneven surfaces.

## Detailed Analysis

Based on the citizen comments, the general sentiment regarding 'Roads in town' is mixed, with concerns about road conditions, safety, and maintenance being prominent. While some appreciate recent improvements, many express dissatisfaction with specific roads like Lincoln Road, uneven surfaces, potholes, and inadequate lighting. The average rating of 6.2 suggests a slightly positive overall perception, but the significant number of lower ratings (1-5) indicates considerable dissatisfaction among a segment of the population.

## Likes

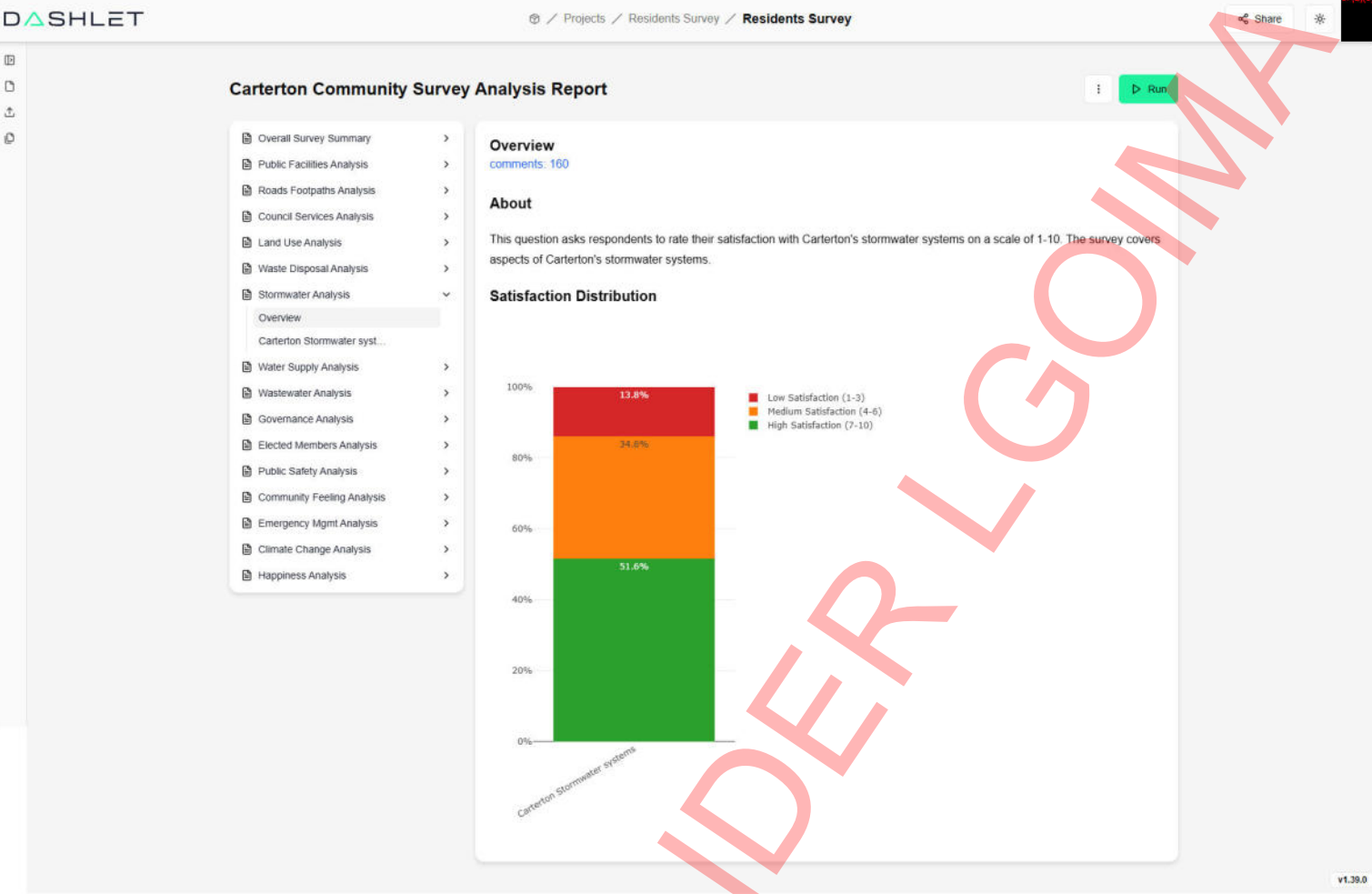
Some comments suggest satisfaction with recent street relaying and road maintenance efforts. Some respondents appreciate lime pathways and well-maintained roads, indicating that certain areas are meeting expectations. One comment explicitly stated, "good that roads are maintained".

## Dislikes

Many comments express strong dissatisfaction with the condition of specific roads, particularly Lincoln Road, describing it as "an abomination," "terrible," "very bumpy and rough," "very uneven," and in a "shocking state." Potholes, uneven surfaces, and general disrepair are recurring complaints. Several comments mention the poor quality of repairs and roadworks, with some stating that the roads are left "patchy and uneven" or that repairs don't last. Insufficient street lighting in certain areas is also a concern, with comments noting that streets are "dark" and "below standard".

## Suggestions

Respondents suggest a variety of improvements, including fixing potholes, resurfacing roads (especially Lincoln Road), and improving street lighting. There are calls for more regular and thorough road maintenance, as well as better quality repairs. Some suggest widening roads and creating more cycleways and walkways to improve safety and accessibility. Specific suggestions include extending footpaths on Lincoln Road and Kent Street, adding turning bays on busy roads, and addressing drainage issues to prevent surface flooding. Lowering speed limits on certain roads is also proposed to enhance safety.





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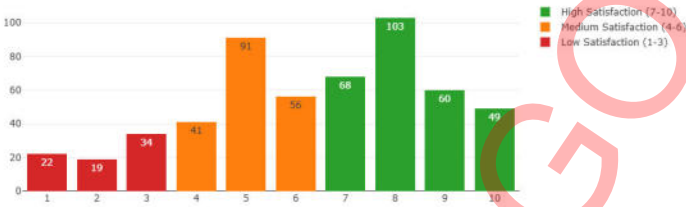
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Carterton Stormwater systems

comments: 139

Rating Distribution: Carterton Stormwater systems (Total Responses: 543)



Total Responses: 543

Overview

The primary themes in the comments about Carterton Stormwater systems are flooding, blockages (often due to leaves), and the need for improved maintenance (gutter cleaning, drain clearing). Specific examples include flooding on SH2, Lincoln Road, Belvedere Road, Park Road and complaints about blocked drains on Broadway and Holloway/Dixon Streets. Many comments suggest that the current system is inadequate, particularly during heavy rainfall, and that increased maintenance and future-proofing are needed, including considering innovative solutions like water tanks and biofiltration swales. Some residents also mentioned issues with soak pits and the lack of stormwater systems in certain areas, while a few noted improvements or satisfaction with the system.

Key Points

- Frequent flooding is a major concern, especially during heavy rain.
- Blocked drains and gutters due to leaves and debris are a common cause of flooding.
- Inadequate gutter cleaning and maintenance by the council are frequently mentioned.
- Specific locations like SH2, Belvedere Road, Lincoln Road, Park Road, High Street South, and Dellar Drive are repeatedly identified as problem areas for flooding.
- Some residents are taking responsibility for clearing drains themselves.
- There are concerns about the stormwater system's ability to cope with new developments and increased rainfall due to climate change.
- Soak pits are seen as a problematic solution due to clogging and lack of maintenance.

Detailed Analysis

Overall, feedback regarding Carterton Stormwater systems reveals a mixed sentiment, with concerns about flooding and maintenance outweighing positive remarks. Many residents report issues with the system's capacity to handle heavy rainfall, leading to street and property flooding. The average rating of 6.3 suggests a generally neutral to slightly positive perception, which contrasts with the significant number of comments detailing negative experiences.

Likes

Some respondents indicated that the stormwater system seems sufficient or fine in their area, with a few noting improvements over time. One comment mentioned, "Seems quite sufficient," while another stated, "They seem fine." A few residents reported not experiencing flooding issues, and one mentioned, "The system is improving. We used to get flooding but not so much now."

Dislikes

A prevalent concern is the system's inability to cope with heavy rainfall, resulting in frequent flooding of streets and properties. Many comments highlighted blocked drains due to leaves and debris as a major contributing factor. Examples include: "Flooding in low lying areas is a big problem during winter," "Storm water drains on Broadway block up easily and leave a huge lake outside our house," and "Live near Dellar Drive, storm water capability is terrible." Several comments pointed to inadequate gutter cleaning and maintenance, leading to blockages and overflows. Some residents expressed nervousness about the council's consideration and investment in stormwater management, and others noted the presence of sewage smells emanating from the drains.

Suggestions

Many suggestions revolved around improved and more frequent maintenance, particularly gutter cleaning and debris removal. Residents suggested that the council should proactively clear drains before heavy rainfall events and implement regular street sweeping. There were calls for increased water storage capacity and the implementation of grey water reuse systems in new builds. Some suggested replacing broken pipes with longer sections to prevent future issues. Others proposed innovative, nature-led solutions like biofiltration swales. Some comments suggested encouraging residents to help keep drainage clear of litter and for the council to ensure new infill housing adequately provides for stormwater pressures. A few comments suggested the need for better future-proofing when it comes to water management, including the requirement of water tanks for new builds. One comment suggested making soak pits maintainable to prevent them from becoming useless once clogged.





## Carterton Community Survey Analysis Report

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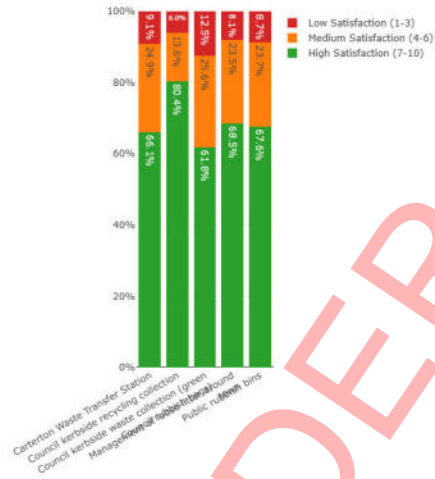
## Overview

[comments: 259](#)

## About

This question asks respondents to rate their satisfaction with the Council's waste disposal and recycling services on a scale of 1-10. Specific questions cover topics such as waste transfer stations, kerbside collection, litter management, and public rubbish bins.

## Satisfaction Distribution



## Key Points

- Transfer station hours are inconvenient for working residents; many request longer weekend hours.
- Transfer station fees are considered too expensive, potentially contributing to illegal dumping.
- Many rural residents express dissatisfaction with the lack of kerbside collection services and the cost of using the transfer station.
- Public rubbish bins frequently overflow, especially after weekends and events, and more bins are requested in town and parks.
- The quality and cost of green council rubbish bags are concerns, with some finding them fragile and expensive, leading to alternatives like commercial bins.
- Staff at the transfer station are consistently praised for being friendly and helpful.
- There are requests for improved recycling facilities, including a wider range of accepted materials and a recycling/reuse center.

## Summary

Feedback on waste disposal and recycling services reveals a central theme of transfer station accessibility and cost concerns, coupled with issues around public bin capacity and litter management. While kerbside recycling receives relatively positive feedback, transfer station hours and fees, the fragility and cost of green bags, and overflowing public bins are recurring criticisms, contrasting with moderate average satisfaction ratings across the sub-questions. Rural residents express dissatisfaction with limited service availability and higher costs, further impacting overall satisfaction with council services.

## Carterton Community Survey Analysis Report

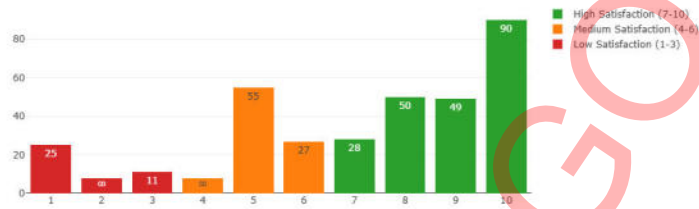
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## Council kerbside waste collection (green Council rubbish bags)

comments: 38

## Distribution: Council kerbside waste collection (green Council rubbish bags) (Total Responses)



Total Responses: 351

## Overview

The comments regarding 'Council kerbside waste collection (green Council rubbish bags)' reveal concerns about the cost and fragility of the green bags, with some residents finding them too expensive or easily torn. Several comments suggest replacing the bags with wheelite bins and express dissatisfaction with the lack of rubbish collection services in certain areas, despite paying rates. Some comments praise the rubbish service and staff collecting rubbish bags.

## Key Points

- Green council rubbish bags are considered too expensive by many residents.
- The quality of the green rubbish bags is a concern, with many complaints about them being fragile and easily torn.
- Some residents have switched to private waste collection services due to the cost and issues with the council rubbish bags.
- The use of plastic bags for rubbish collection is seen as environmentally unfriendly, with suggestions for replacing them with bins.
- Some residents in specific locations (e.g., eastern end of Richmond Road, Flat Point, new subdivisions) report a lack of or inadequate council rubbish collection services despite paying rates and/or purchasing green bags.
- Overflowing public bins and infrequent collection times are issues for some residents using council green waste bags.
- The cost of council rubbish bags is perceived as a reason for illegal dumping by some residents.
- Some residents feel that rubbish collection should be included in rates without additional charges for bags.

## Detailed Analysis

Based on the citizen comments, the overall sentiment regarding 'Council kerbside waste collection (green Council rubbish bags)' is mixed, with concerns about cost and bag quality being prominent. While the average rating is relatively high at 7.1, the comments reveal specific pain points that likely contribute to the lower ratings observed in the distribution. The high number of 10 ratings suggests some residents are very satisfied, but the significant number of low ratings (1-4) highlights areas needing improvement.

#### Likes

Inferring from the comments, the primary positive feedback is related to the effectiveness of kerbside collection in general. For example, one comment states

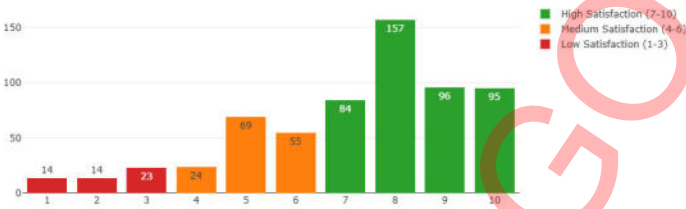
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Management of loose litter around town  
comments: 151

Rating Distribution: Management of loose litter around town (Total Responses: 631)



Total Responses: 631

Overview

The citizen comments reveal several themes regarding loose litter management: the need for more public rubbish bins, especially in parks and high-traffic areas; concerns about overflowing bins, particularly on weekends and after events; and the impact of expensive or inconvenient waste disposal options (transfer station fees, council bag costs) potentially contributing to littering or illegal dumping. Specific locations mentioned include Carrington Park and the main street, with concerns raised about the frequency of bin emptying and the overall cleanliness of public spaces.

Key Points

- Many residents feel there are not enough public rubbish bins, especially in parks and along streets.
- Several comments mention bins overflowing, particularly in high-traffic areas and after weekends/holidays, leading to litter.
- Some residents actively pick up litter, suggesting a need for more community support like council bins and bottle collection initiatives.
- The cost and fragility of council rubbish bags are concerns, with some switching to private services or lining bags, increasing plastic waste.
- Rural residents express concerns about the lack of kerbside rubbish collection and inconvenient/expensive transfer station access.
- Some comments suggest that the transfer station's hours are not user-friendly, potentially contributing to illegal dumping.
- A few residents praised the council's efforts in maintaining public bins and keeping the town tidy.
- There are mixed opinions on the frequency of rubbish collection, with some finding it good and others suggesting it is irregular, especially during events.

Detailed Analysis

Overall, the comments suggest a mixed sentiment regarding the management of loose litter around town. While some residents appreciate the cleanliness and efforts of council staff, a significant number express concerns about overflowing bins, insufficient bin availability, and litter accumulation, particularly in certain areas. The average rating of 7.2 suggests a generally positive view, but the presence of lower ratings (1-4) indicates notable dissatisfaction among some residents, aligning with the concerns raised in the comments.

Likes

Some residents appreciate the efforts to keep the town tidy and acknowledge the work done by council staff in maintaining cleanliness. For example, one comment notes that "Carterton is indeed a tidy town. Thank you, CDC!" Another resident mentioned they "constantly see staff around town cleaning rubbish bins, tidying the town" and are "very proud of that aspect of our town!" Similarly, another comment states, "Streets are kept clean, rubbish bins are tidy." Some residents also appreciate the availability of dog waste bins, with one comment noting "excellent job there especially the persons who empty the dog poo bins" and another stating "It's very helpful to have doggie rubbish bins."

Dislikes

Several comments highlight issues with overflowing bins, especially in high-traffic areas like parks and after weekends or public holidays. For instance, one resident notes, "Sometimes the local rubbish bins become over full. It's embarrassing and annoying when the wind blows and spreads the litter around." Another comment mentions "Carrington park bins often overflowing after a weekend or public holidays." Other residents point out a general lack of sufficient bin availability, stating "Not a lot of bins around" and "Need more rubbish bins in streets." Some comments also mention specific instances of litter accumulation, such as "So much litter on main road through town" and "There seems to be quite a lot of loose litter around."

Suggestions

The most common suggestion is to increase the number of public rubbish bins, with multiple residents explicitly stating "More rubbish bins" or "Need more rubbish bins." Some suggest focusing on specific areas, such as "Definitely need more rubbish bins at the park and up high street north and south." Another suggestion is to increase the frequency of bin emptying, especially in high-traffic areas, as highlighted by the comment: "I've noticed people picking up rubbish and cleaning the streets which is nice and my family also contribute to this if we see others litter on the ground however most of the time we go to dispose of rubbish and the nearest bins will be full and overflowing, for days on end. These need to be emptied more frequently especially in high traffic areas like the parks." One resident suggests supporting community initiatives with council bins and bottle collection.

In summary, while some residents are satisfied with the current state of litter management, there are recurring concerns about bin capacity, availability, and the presence of loose litter. Addressing these issues by increasing bin numbers and emptying frequency, particularly in problem areas, would likely improve resident satisfaction. Supporting community clean-up initiatives could also contribute to a cleaner town environment.

## Carterton Community Survey Analysis Report

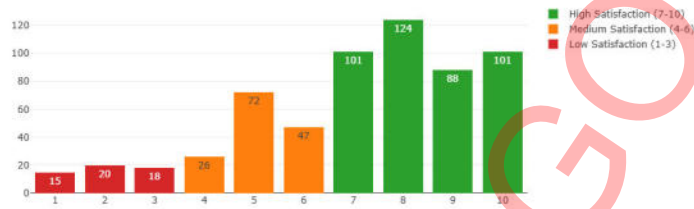
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## Public rubbish bins

comments: 123

Rating Distribution: Public rubbish bins (Total Responses: 612)



Total Responses: 612

## Overview

The comments regarding public rubbish bins highlight several key themes: bin availability and location (requests for more bins, especially in parks and streets), bin fullness and maintenance (concerns about overflowing bins, especially after weekends and events, and the frequency of emptying), and bin design/type (suggestions for recycling bins alongside rubbish bins). Specific locations mentioned include Carrington Park and the main street. Many comments suggest a need for increased frequency of emptying bins and more bins in general to prevent littering and overflowing issues.

## Key Points

- Many comments mention the need for more public rubbish bins, especially in specific locations like parks, streets, and high-traffic areas.
- Overflowing bins are a recurring concern, particularly during weekends, holidays, and after events.
- Several comments highlight the importance of regular emptying of public rubbish bins and dog poo bins.
- Some residents find it difficult to locate public rubbish bins when needed.
- There are mixed opinions on the maintenance and upkeep of public rubbish bins, with some praising the council's efforts and others noting that bins are old and wobbly.
- A few comments suggest that the lack of sufficient public rubbish bins contributes to littering.
- Dog poo bins are frequently mentioned, with calls for more of them and more frequent emptying.
- Some comments suggest that public rubbish bins should encourage recycling.

## Detailed Analysis

The comments regarding public rubbish bins reveal a mixed sentiment. While some residents appreciate the current state of public rubbish bin services, a significant portion express concerns about bin availability, frequency of emptying, and overall maintenance. The rating distribution, with a mean of 7.1 and a high concentration of ratings between 7 and 10, suggests a generally positive view, although the presence of lower ratings (1-6) indicates notable dissatisfaction among some residents, aligning with the negative feedback found in the comments.

## Likes

Some residents appreciate that public rubbish bins are generally well-maintained and that the council is doing a good job in this area. For example, one comment notes that, "Unlike some towns, Public rubbish are well looked after." Another resident stated, "I don't notice any rubbish around so council must do a good job." Some residents also appreciate the regular emptying of dog and public bins, viewing it as a core job well executed. A few comments mention specific instances where the bins are well-tended, such as in parks.

## Dislikes

Many complaints revolve around the insufficient number of bins, particularly in certain areas like streets, parks, and high-traffic zones. Numerous comments express that bins are often full or overflowing, especially after weekends, holidays, and events. This leads to litter spreading, which residents find embarrassing and annoying. Some residents have difficulty locating public rubbish bins when needed. The bins in town are sometimes old and wobbly and not maintained from a looks point of view.

## Suggestions

The most common suggestion is to increase the number of public rubbish bins, particularly in areas where they are currently lacking. Many residents suggest more frequent emptying of bins, especially in high-traffic areas and after events. Some suggest installing more public recycling bins next to the rubbish bins. There are also suggestions to improve the upkeep and maintenance of existing bins. A few residents suggest replacing plastic rubbish bags with bins for weekly collection and that this should be funded out of rates, not added to.



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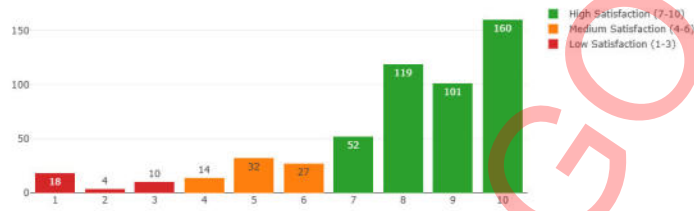
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### Council kerbside recycling collection

comments: 52

Rating Distribution: Council kerbside recycling collection (Total Responses: 537)



Total Responses: 537

#### Overview

The comments on Council kerbside recycling collection are generally positive, with some praising the service. However, there are concerns about the clarity of waste separation and the potential for contamination, as well as a lack of recycling services in some areas like Connolly's Line and the eastern end of Richmond Road. Some comments also mention the yellow recycling bins being too large for small properties, leading to some recyclable materials ending up in the general waste bags.

#### Key Points

- Kerbside recycling collection is generally viewed positively.
- Some residents find the current recycling system annoying compared to other regions with single-bin systems.
- There are concerns about residents using recycling bins for general waste.
- Some residents are happy with the kerbside recycling service.
- One comment mentions no issues with kerbside recycling.

#### Detailed Analysis

### Council kerbside recycling collection analysis

Council kerbside recycling collection receives mixed feedback. Some residents appreciate the service, while others express concerns about its effectiveness and convenience. The average rating of 7.9 suggests a generally positive view, but the distribution also shows a significant number of lower ratings, indicating areas needing improvement. The comments highlight both satisfaction with the existence of the service and dissatisfaction with specific aspects of its implementation.

#### Likes

- Some residents explicitly state that kerbside recycling collection is "good" or "very good".
- The existence of the service itself is appreciated, as it is "part of rates we pay for".

#### Dislikes

- Some comments suggest dissatisfaction with recycling collection in specific areas, such as the eastern end of Richmond Road or Flat Point, where services are lacking.
- One comment mentions a neighbor's recycling bin being left uncollected and the contents blowing down the street, implying issues with enforcement or collection consistency.
- Contamination of recycling bins is a concern, with one person mentioning that people are using recycling bins for general waste.
- The size of the yellow bins is problematic for some residents with small properties.

#### Suggestions

- One suggestion is to have a simpler recycling system where all plastics can go together.
- Providing kerbside recycling collection to areas currently without the service is a recurring suggestion.
- Council should provide red bins for residents.

## Carterton Community Survey Analysis Report

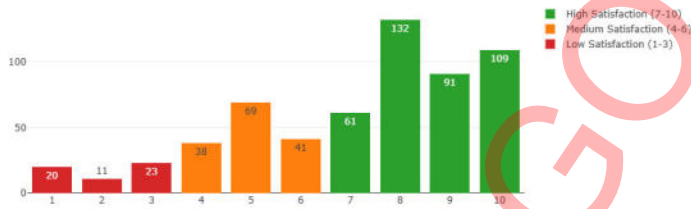
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## Carterton Waste Transfer Station

comments: 115

Rating Distribution: Carterton Waste Transfer Station (Total Responses: 595)



Total Responses: 595

## Overview

The primary themes regarding the Carterton Waste Transfer Station are its operating hours, fees, and staff. Many comments express that the hours are inconvenient, especially for working individuals, and the fees are too high, potentially leading to illegal dumping. However, numerous comments praise the staff for being friendly, helpful, and efficient, contributing to a positive experience despite the other concerns.

## Key Points

- Staff at the transfer station are frequently mentioned as friendly, helpful, and a great asset.
- Many comments express dissatisfaction with the transfer station's opening hours, particularly for those who work full-time.
- The cost/fees at the transfer station are a common concern, with some suggesting it may lead to illegal dumping.
- Several comments suggest the transfer station could do more to reduce waste, such as implementing a 'dump shop' for reusable items.
- Some rural residents feel disadvantaged by the lack of kerbside collection and the cost of using the transfer station.
- The cleanliness and organization of the transfer station are often praised.
- Some comments suggest that the transfer station hours are acceptable for a small town.

## Detailed Analysis

Based on the citizen comments, the overall sentiment towards the Carterton Waste Transfer Station is mixed, with positive feedback regarding staff and cleanliness countered by concerns about opening hours and fees. The rating distribution, with a high average rating of 7.1 and a significant number of responses in the 8-10 range, suggests a generally positive experience, although the presence of lower ratings indicates areas needing improvement. The comments highlight a need to balance positive aspects with addressing concerns about accessibility and affordability.

## Likes

Respondents frequently praised the staff at the Carterton Waste Transfer Station for being friendly, helpful, and providing great service. Several comments specifically mentioned the positive attitude and helpfulness of the staff, with one noting a particular staff member as a "fantastic face of the Council." The cleanliness and organization of the transfer station were also appreciated, with one respondent describing it as "always organised and very tidy." Some users also mentioned that the transfer station is well-managed and in good condition.

## Dislikes

A recurring complaint was the limited opening hours of the transfer station, particularly on weekends, which were seen as inconvenient for working individuals. High fees were another major concern, with many respondents stating that the transfer station is too expensive and suggesting that these costs could lead to illegal dumping. Some rural residents expressed dissatisfaction with the lack of kerbside collection and the need to pay full price to dispose of waste at the transfer station.

## Suggestions

The most common suggestion was to extend the opening hours of the transfer station, especially on weekends, to better accommodate working residents. Many respondents suggested reducing or adjusting the fees for waste disposal, particularly for green waste, to discourage illegal dumping and make the service more affordable. A few respondents suggested exploring the possibility of a "tip shop" or recycling center to reduce the waste stream and provide a place for repurposing unwanted items. Some rural residents suggested assistance with waste disposal costs or improved services for rural areas. One respondent suggested clearer instructions on how waste needs to be split for recycling.

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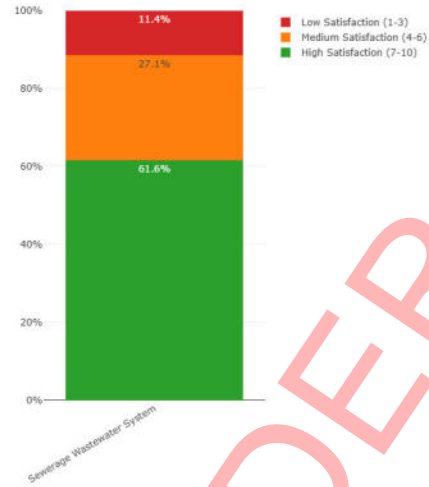
## Overview

[comments: 155](#)

## About

This question asks respondents to rate their satisfaction with the Sewerage Wastewater System on a scale of 1-10. The survey covers aspects related to the Sewerage Wastewater System.

## Satisfaction Distribution



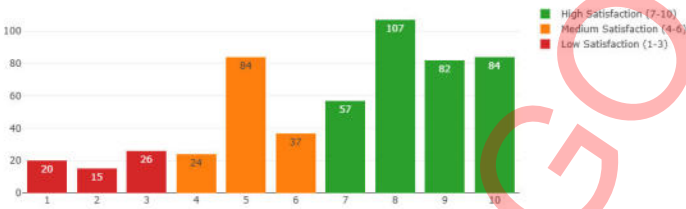
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Sewerage Wastewater System  
comments: 123

Rating Distribution: Sewerage Wastewater System (Total Responses: 536)



Total Responses: 536

Overview

The primary themes in the comments about the Sewerage Wastewater System are odor issues, particularly in the South End of town, and concerns about the system's functionality and management, including cost overruns and maintenance. Specific examples include complaints about smells near the ponds and treatment plant, and concerns about the system's capacity during heavy rain and for future growth.

Key Points

- Frequent complaints about unpleasant odors, particularly in the south end of town, persist despite upgrades.
- Concerns exist regarding the system's capacity to handle future growth and extreme weather events.
- The new wastewater treatment ponds are a frequent topic, with mixed opinions regarding their effectiveness and management.
- Cost overruns and mismanagement during the construction of the new wastewater treatment plant are a significant concern.
- Some residents express dissatisfaction with the sewerage pump system, citing poor design and maintenance issues.
- A few residents mentioned blockages and overflows, especially during heavy rain events.
- Some rural residents feel they are paying full rates despite relying on their own septic tank systems.

Detailed Analysis

The comments regarding the 'Sewerage Wastewater System' reveal a mix of satisfaction and dissatisfaction, heavily influenced by the presence of unpleasant odors, particularly in the south end of town. While some residents express contentment with the system's functionality, many others voice concerns about persistent smells, potential mismanagement, and the system's capacity to handle future growth and extreme weather events. The average rating of 6.9 suggests a slightly positive overall perception, but the rating distribution, with significant numbers of low ratings (1-4), indicates considerable dissatisfaction among a segment of the population, aligning with the frequent complaints about odors and system performance.

Likes

Some residents expressed satisfaction with the sewerage wastewater system, particularly in areas where they haven't experienced issues. Several comments noted improvements after upgrades to the system and new ponds, with some residents appreciating the council's efforts to future-proof the system and work towards zero effluent into rivers. A few residents praised the council's quick response to sewer blockages and the efficiency of council workers in addressing these issues.

Dislikes

The most prevalent complaint is the persistent and often overwhelming smell emanating from the sewerage wastewater system, especially in the south end of town and near the treatment plant. Many residents feel the smell is unacceptable and negatively impacts their quality of life. Other dislikes include concerns about the system's capacity to handle heavy rain events, leading to backups and plumbing issues. Some residents expressed frustration over perceived mismanagement of the new waste management plant, cost overruns, and the belief that the system is inefficient and constantly backs up. A few comments mentioned concerns about the location of the treatment plant on prime land at the town's entrance and the potential for stormwater entering the system.

Suggestions

Several suggestions focused on improving odor control, including desludging the ponds and implementing better maintenance practices. Some residents suggested upgrading the system to cope with heavy rain events and future growth, including the addition of more subdivisions. There were also suggestions for exploring alternative wastewater treatment options, such as composting toilets and recycling systems, particularly for new builds. A few comments suggested the council should seek reimbursement from contractors responsible for past construction issues and consider subsidizing septic tank emptying costs for rural residents. One resident suggested concreting the areas between the ponds to reduce maintenance costs and prevent cut grass from entering the ponds.