

2020 RESIDENTS' SURVEY RESULTS

August 2020

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Introduction

This report details the results of the 2020 Central Otago District Council Residents' Survey which was carried out between 18 June and 20 July 2020.

Council carries out an annual survey to:

- measure its performance with respect to the services it provides during the year
- identify issues for the coming year
- identify priorities for the coming year.

This year was the fifth year Council has conducted its survey online.

To ensure the sample was representative of our population, it was important that every household had access to the survey and that those who wanted to complete the survey had the chance to do so.

The survey was promoted via:

- a postcard distributed to all households in the district inviting them to give feedback (a copy of the postcard is included as appendix two)
- community newspaper and news bulletin advertising
- local radio advertising
- promotion on Council's website
- CODC Facebook page
- app-vertising on The Central App
- email signature banner on all external CODC emails
- onelan screen promotion at our libraries, visitor centres and swim centres.

A print version was available for those without internet access. Seven (7) people completed and returned a paper copy. To guard against multiple completions from a single source, which may skew the results, the survey software allowed only one completion per IP address.

We had 674 people take the survey and 545 respondents fully complete all the mandatory questions. This was a completion rate of 81%.

The following is an analysis of this year's survey results based on the 545 fully complete surveys.

How representative is this survey?

The following tables compare the demographics of this year's survey sample to the 2016, 2017, 2018 and 2019 surveys and against Census 2018 and electoral roll population statistics.

Please note we have not attempted to weight the survey to population parameters or to select a random sample of residents.

Q1. Gender

The table below shows that once again the sample is heavily skewed towards women. There was a decrease in the percentage of men completing the survey compared to the four previous years. It is a common characteristic of un-weighted surveys to be skewed towards women, especially those that limit participation to one entry per IP address.

	2020 sample %	2019 sample %	2018 sample %	2017 sample %	2016 sample %	2018 Census counts %
Male	30	35	34	34	33	50.9
Female	70	65	66	66	67	49.1

Q2. Age

The number of respondents in the under 40 age bracket has risen from 16% in 2019 to 23% in 2020, back to the same percentage seen in 2017 and 2018. However this age bracket continues to be under-represented.

Respondents to the 2020 survey is more representative of the population, when comparing to 2018 census counts, than the previous year. The 60 and over age bracket is over-represented, and this has been the trend since 2017.

	2020 sample %	2019 sample %	2018 sample %	2017 sample %	2016 sample %	2018 Census counts %
Under 40	23	16	23	23	34	42
40-49	17	14	18	18	25	12
50-59	19	23	22	20	20	15
60 and over	41	47	37	39	21	31

Q3. Ward

In 2019 Council reviewed the Wards and consolidated Alexandra and Earnsclough/Manuherekia to become Vincent Ward. This means that the data by Ward for the 2020 survey cannot be directly compared with data from the four previous years.

The 2020 survey sample is representative of the district with Vincent being slightly over-represented when compared to the 2016 electoral roll percentages and Teviot Valley being significantly under-represented.

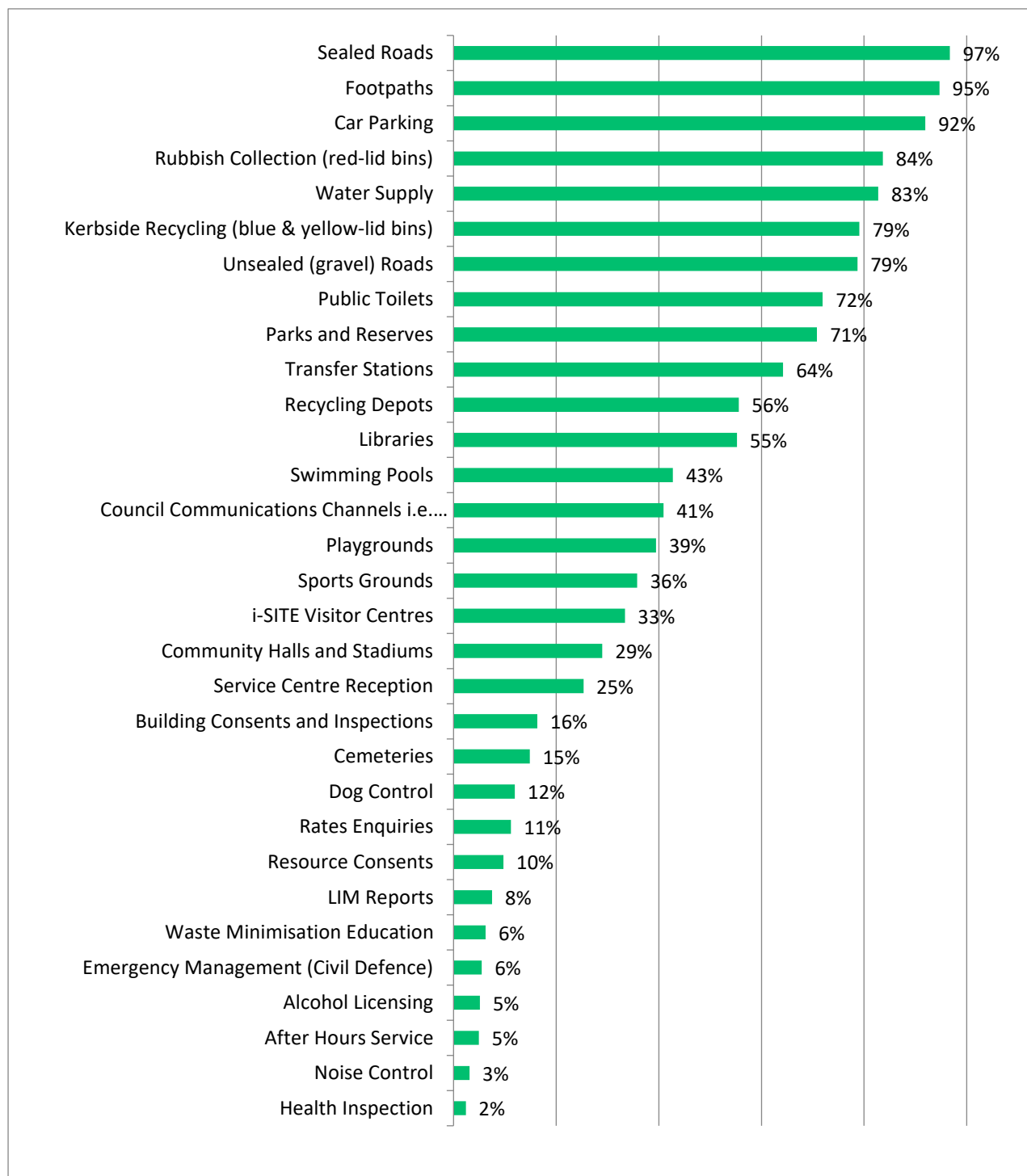
	2020 sample %	% of district population by ward based on electoral roll
Vincent	54	49.4
Cromwell	33	33.7
Maniototo	9	8.5
Teviot Valley	4	8.4

Q4. Services and amenities used or experienced in the last 12 months

Respondents were asked to select which of Council's services and amenities they had used or experienced in the last 12 months.

The next question then showed each respondent a list containing only those services and amenities they selected and asked them to indicate whether or not they were satisfied with them.

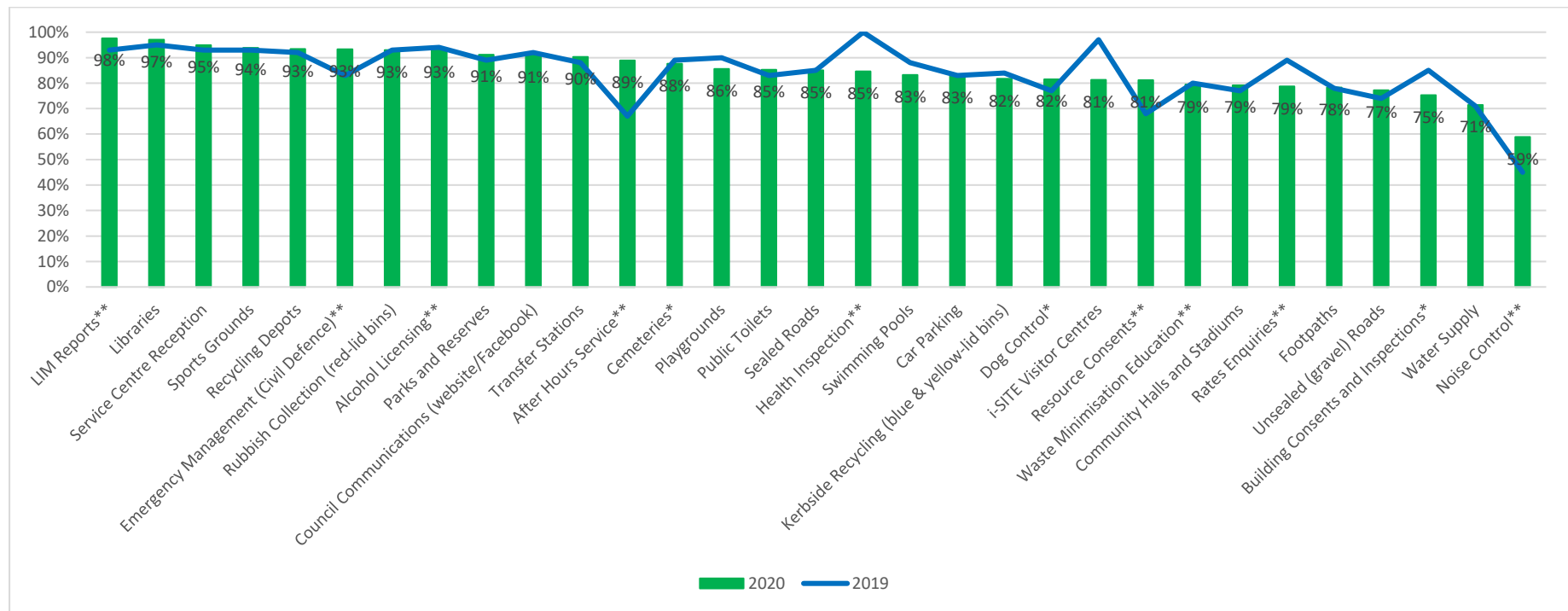
The graph below shows the percentage of respondents who have used or experienced each service or amenity.



Q5. Satisfaction with services and amenities

The graph below shows the 2020 results compared to the results from 2019. Of note, satisfaction with after-hours service increased from 67% in 2019 to 89% in 2020. Resource consents also increased from 68% to 81%. Noise control had a rise in satisfaction from 45% in 2019 to 59% in 2020. It is worth noting that these three services had small sample sizes of less than 50.

Satisfaction with health inspection decreased from 100% in 2019 to 85% in 2020. Rates enquiries and building consents and inspections each had a 10% decrease in respondent satisfaction. I-SITE Visitor Centres had a decrease in satisfaction from 97% to 81%, though this is predominantly to do with the respondent dissatisfaction with the closure of the i-SITEs. Once again, it is worth noting the small sample sizes.



*Low sample size between 50 – 100 respondents

**Very low sample size 49 or fewer respondents

Q6. Positive experiences with Council

Respondents were asked, *'Have you had a great experience with Council in the past 12 months that you'd like to tell us about?'* There were 167 comments made and the most commonly mentioned themes are detailed below.

'No' (43) – 43 comments simply said no, they hadn't had a positive experience they'd like to share.

Customer Services (38 comments) – the majority of these comments mentioned knowledgeable, friendly and helpful staff, in particular front reception staff across all four service centres. Many mentioned quick and timely responses to inquiries.

Positive General Comments (9 comments) – these comments either simply said 'Yes' they had had a positive experience with Council but did not elaborate or were general comments such as, 'Council has been good to deal with', 'In general things are pretty good'.

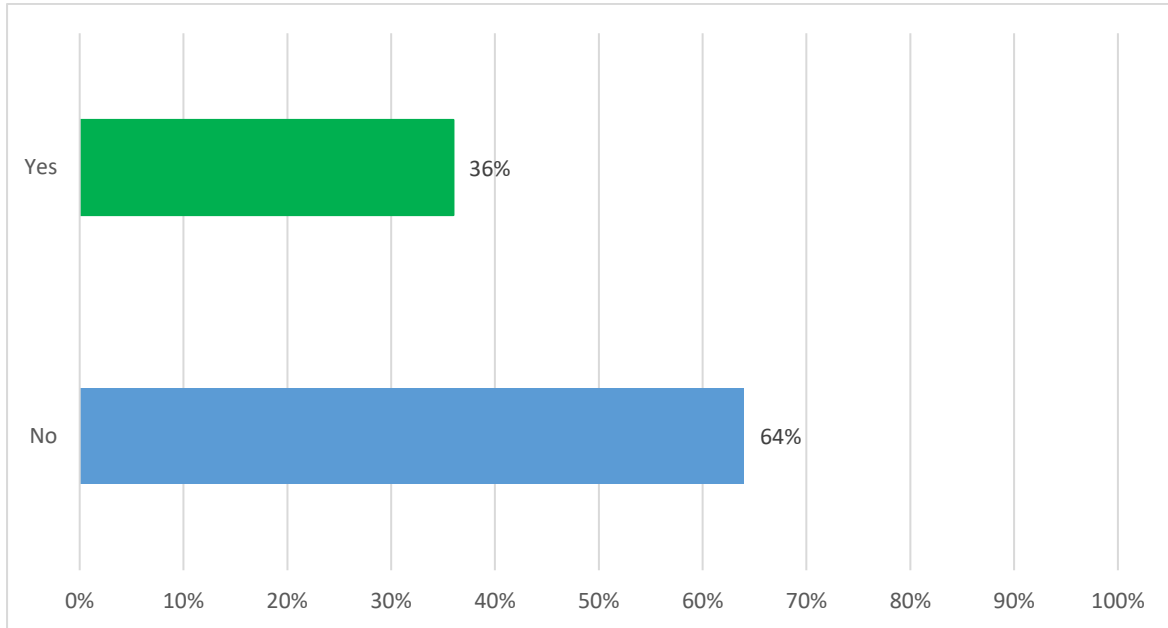
Libraries (8 comments) – most of these comments referred to the staff being friendly and helpful.

Parks and Reserves (7 comments) – Parks and Reserves staff provide prompt and helpful responses to inquiries and service requests.

Q7. Issues/problems with services or amenities

Respondents were asked 'In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities?' Thirty-six percent of people said yes, slightly more than in 2019 (33%).

Answering in the affirmative brought up question 8 for this group asking more detail about their issue or problem.



Q8. Problems faced

The main problems experienced by residents fell into the following categories. The information below describes the most commonly mentioned themes in each category:

Roading (58 comments) – safety issues with footpaths, in particular footpaths only on one side of some roads and broken and uneven footpaths; roads in poor condition and being badly maintained i.e. pot hole repairs; dissatisfaction with gravel roads not being maintained to a decent standard i.e. grading and corrugations; a lack of car parking with particular reference to Cromwell and a lack of policing parking restrictions; issues with a lack of street lights on some roads.

Waste (34 comments) – the most commonly mentioned issue was dissatisfaction with the kerbside collection schedule (blue-lid bins not emptied frequently enough, red-lid bins need to be emptied more frequently during the summer months and lack of yellow-lid bin collection after lockdown); issues with transfer station opening times; a lack of recycling options around the district including at parks and pools.

Parks and Recreation (29 comments) – inadequate maintenance of greenways, parks, reserves and verges i.e. lack of mowing and tree trimming and weeding; not enough playground equipment appropriate for younger children.

Water Services (18 comments) – dissatisfaction with the quality of the water supply – lime scale was most referred to, as well as issues with the taste of the water; respondents had issues with leading toby water connections.

Regulatory (17 comments) – most comments related to dog control issues including barking dogs, dog poo not being picked up and dogs being off the lead on tracks, trails and around town; unsatisfactory outcomes to noise control complaints.

Planning – *including Building Consents, Resource Consents and LIMs* (16 comments) – building consents taking too long; lack of communication when it comes to building consent outcomes; slow responses to complaints about resource consent breaches.

Public Toilets (13 comments) – lack of public toilet facilities around the district; toilets not cleaned often enough during busy periods; faults including not flushing properly.

Swimming Pools (11 comments) – issues with pool temperature; dated facilities that need to be updated/renovated.

i-SITES (10 comments) – all ten comments were regarding dissatisfaction with the decision to close the i-SITES.

Q9. How could the Council improve services?

Respondents were asked, *"In your opinion, how could Council improve services?"* The information below outlines the areas in which respondents felt Council could improve services as well as the most commonly mentioned themes in each area. The majority of comments did not provide the 'how', but more so the 'what'.

Roading (90 comments) – maintain gravel roads – regular grading to a higher standard; more maintenance and repairs of sealed roads to a better standard; footpaths to be regularly maintained i.e. repair uneven surfaces, clear vegetation; more footpaths in some areas including Pisa Moorings, Clyde and Naseby; more car parks in Cromwell particularly around the Mall; more restricted car parks.

Waste (56 comments) – many people said they felt the waste collection schedule needed to be reviewed with suggestions that the red-lid bin needs to be picked up weekly (particularly during summer) and the yellow-lid bin should be picked up more regularly; rather than plastic bags, use durable paper bags; more education and information about the different recyclables and what can go in the yellow-lid bin; increase focus on waste minimisation education.

Parks & Recreation (40 comments) – more regular maintenance of parks and reserves e.g. spraying; an effective irrigation management plan to avoid grass browning in summer; planting in parks and reserves should be better planned and use appropriate plants; some suggested more sports facilities including flood lit training and all weather sports turf; more playgrounds with a wider variety of equipment including for under 5's; indoor playground/covered play area options.

Water Services (36 comments) – the majority of these comments were about removing lime from the water supply and dissatisfaction with the quality of the water; some respondents mentioned they were looking forward to the Alexandra water supply upgrade.

Swimming Pools (30 comments) – the cost to swim needs to be lower; longer opening hours; more resources, activities and classes available particularly for children and not only during school holidays; improve the temperature of the pools as well as temperature of the showers; some respondents mentioned they felt both Cromwell and Alexandra pools need a general upgrade.

Planning – *including building consents, building inspections and resource consents* (35 comments) – faster and more simplified resource and building consent processes; more resources i.e. more staff to improve processing times; improved communication.

Q10. Priority Issues

Respondents were asked to tick up to four priority issues that they considered Council should give high priority in the next one to three years.

2020 Ranking	Answer Choices	Responses (%)	Actual Count	2019 ranking
1	Water Supply	34%	185	1
2	Footpaths	16%	86	2
3	Economic Development	15%	83	5
4	Community Planning	15%	82	3
5	Walking/Cycling Tracks	15%	81	4
6	Sewerage System	14%	78	6
7	iSITE Visitor Information Centres	14%	77	39
8	Dog Control	13%	72	21
9	Sealed Roads	12%	64	8
10	Tourism Marketing and Development	12%	63	18

Water remains the top priority for our district at large. Footpaths and economic development are also high priorities for respondents, as they were in 2019.

'i-Site Visitor Information Centres' has moved up the priority ranking considerably in 2020 compared to 2019. This may be because some i-SITE's in the district closed due to the impacts of COVID-19.

Top Priorities by Year

The table below shows the priorities identified in 2020 compared with the previous three years.

Ranking	2020 Priorities	2019 Priorities	2018 Priorities	2017 Priorities
1	Water Supply	Water Supply	Water Supply	Water Supply
2	Footpaths	Footpaths	Community Planning	Community Planning
3	Economic Development	Community Planning	Sewerage System	Public Toilets
4	Community Planning	Walking / Cycling Tracks	Litter Bins	Community Halls
5	Walking / Cycling Tracks	Economic Development	Footpaths	Footpaths
6	Sewerage System	Sewerage System	Public Toilets	Litter Bins

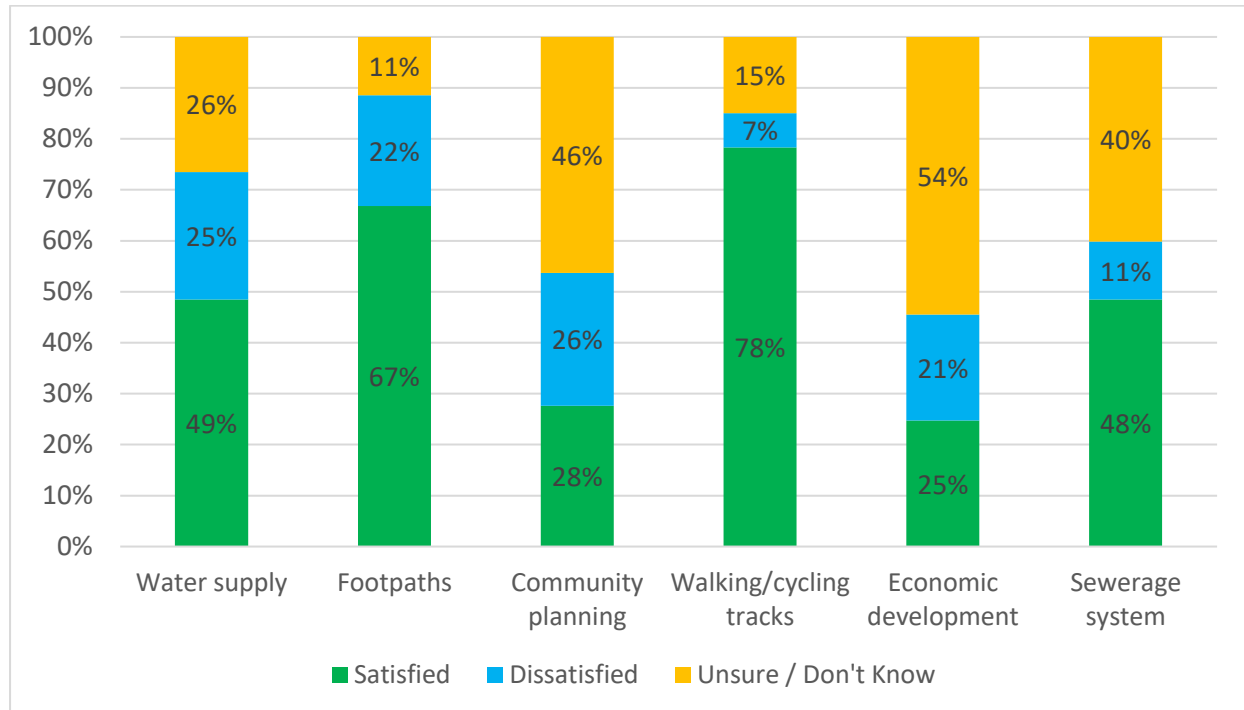
Top Priorities by Ward

The following issues had greater significance to particular wards. They are listed in priority order for that ward.

Ward	2020
Vincent	<ol style="list-style-type: none"> 1. water supply 2. sewerage system 3. economic development
Cromwell	<ol style="list-style-type: none"> 1. water supply and car parking 2. community halls and stadiums
Maniototo	<ol style="list-style-type: none"> 1. sealed roads 2. footpaths 3. dog control
Teviot Valley	<ol style="list-style-type: none"> 1. economic development 2. emergency management (civil defence)

Q11. Satisfaction with Council's efforts on priority issues during the last year

Respondents were asked 'Please indicate how satisfied you are with the Council's efforts on these issues during the last year'. There were three options to choose from: satisfied, dissatisfied, unsure/don't know.

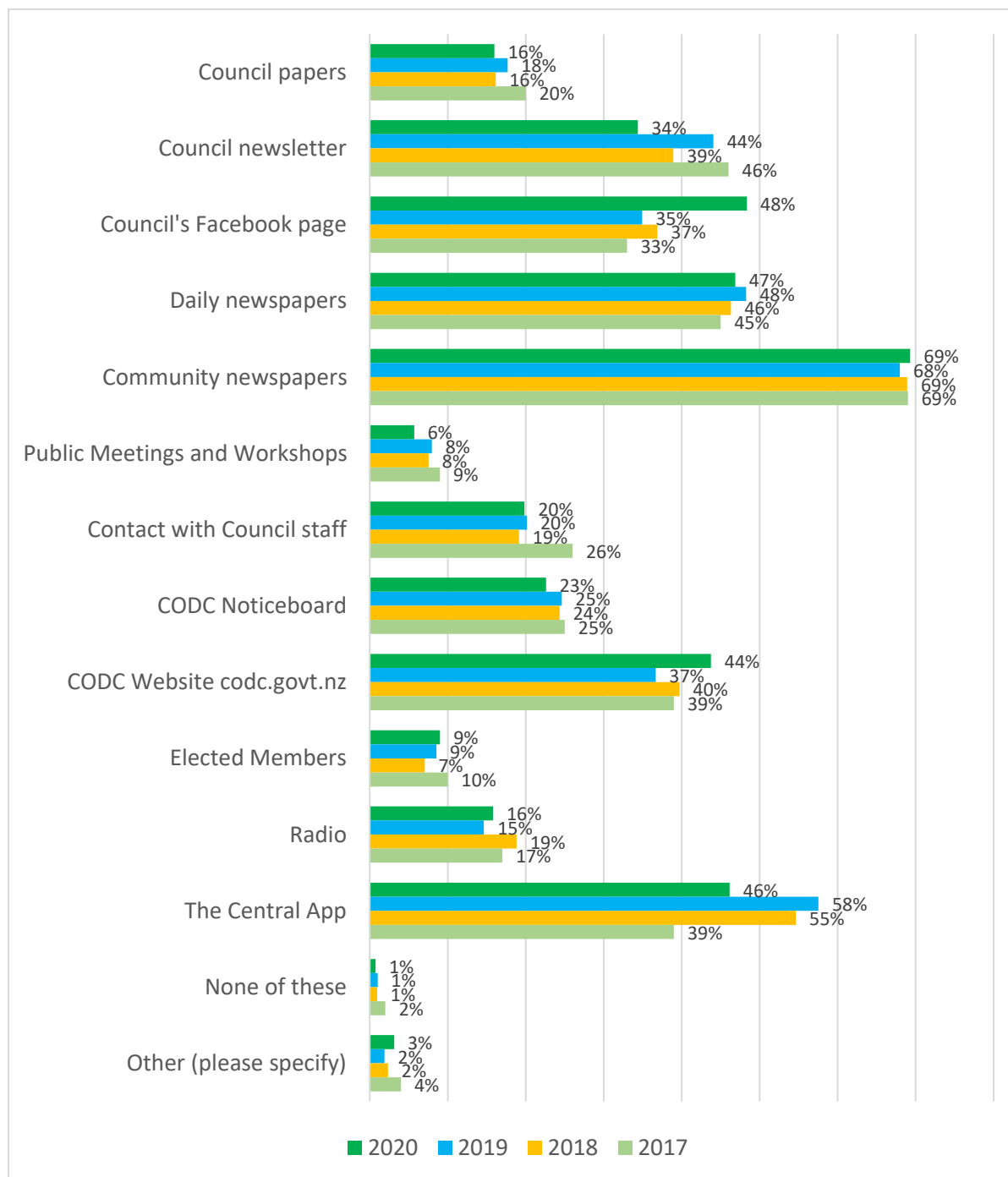


Q12. Where do you obtain Council information?

The graph below compares the results from 2020 with the previous three years.

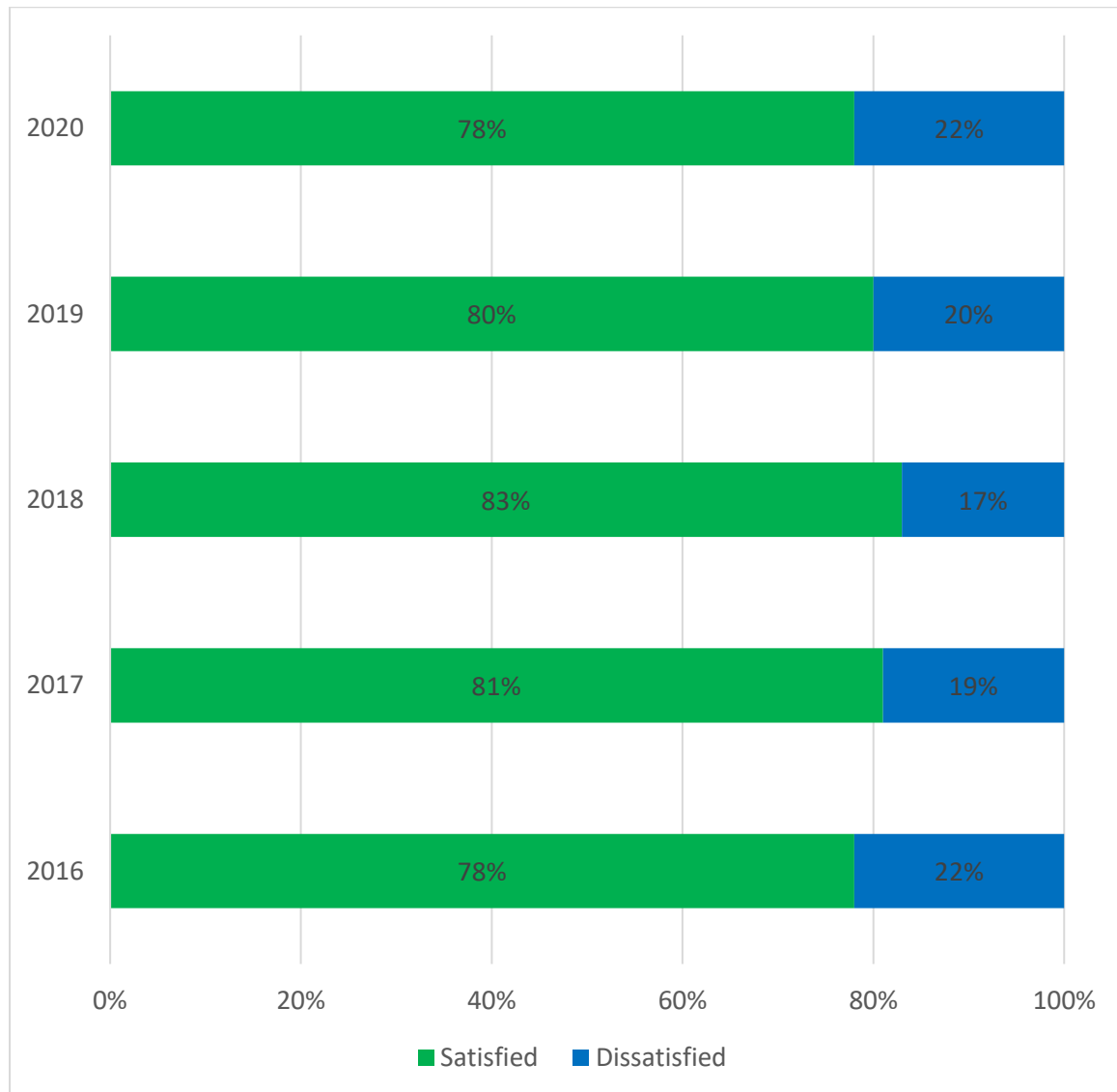
Community newspapers (69%) continues to be the most common source of Council information for respondents. Council's Facebook page increased significantly with 48% of respondents using it as a source of Council information compared to 35% in 2019.

The number of respondents getting Council information from The Central App has decreased from 58% to 46%.



Q13. Satisfaction with level of information from Council

There has been a slight decrease in residents' satisfaction with how well they have been kept informed by Council, from 80% in 2019 to 78% in 2020. Based on the number of respondents each year over the five-year period this decrease is not statistically significant.

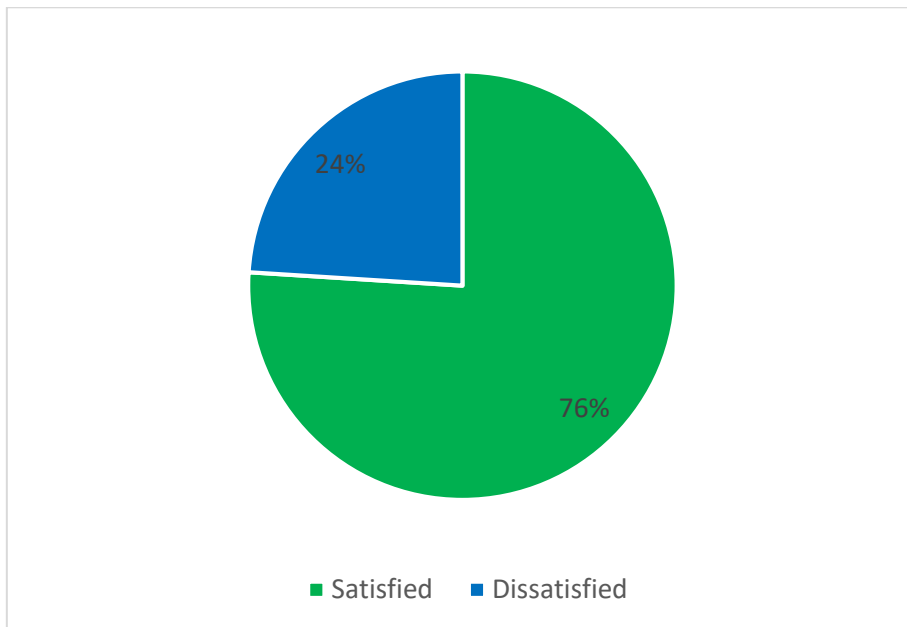


Q15-16. Elected Member Performance

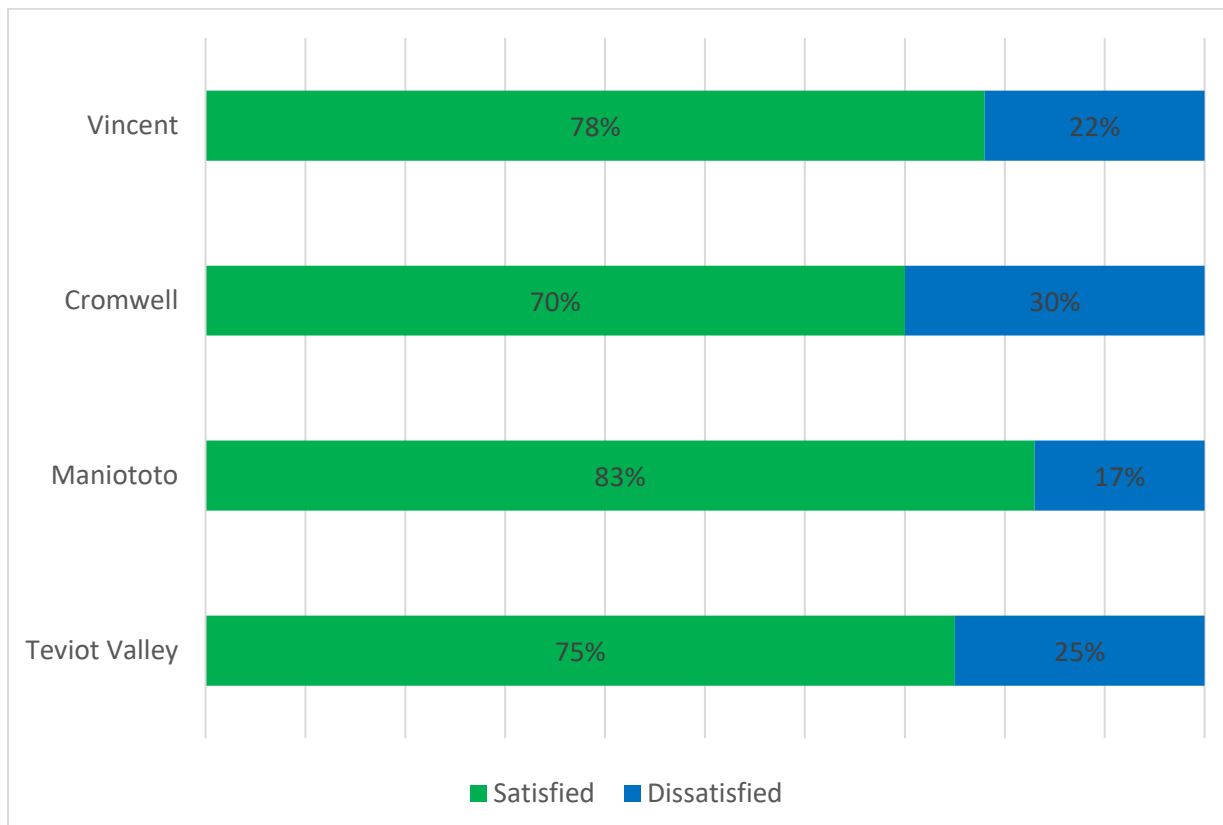
Performance of Councillors

Respondents were asked, 'Please indicate how you feel about the performance of your elected Councillors in the past 12 months?'

District Level



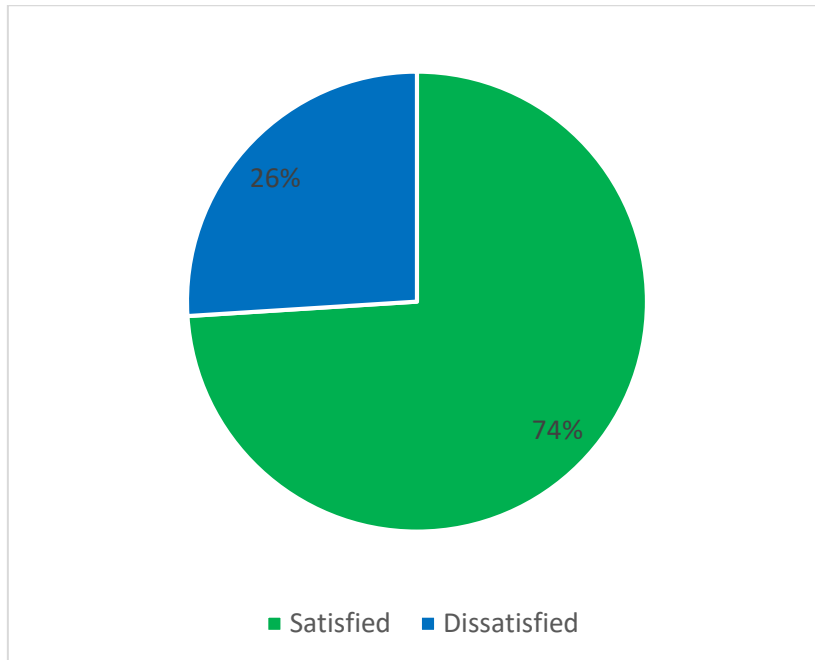
By Ward



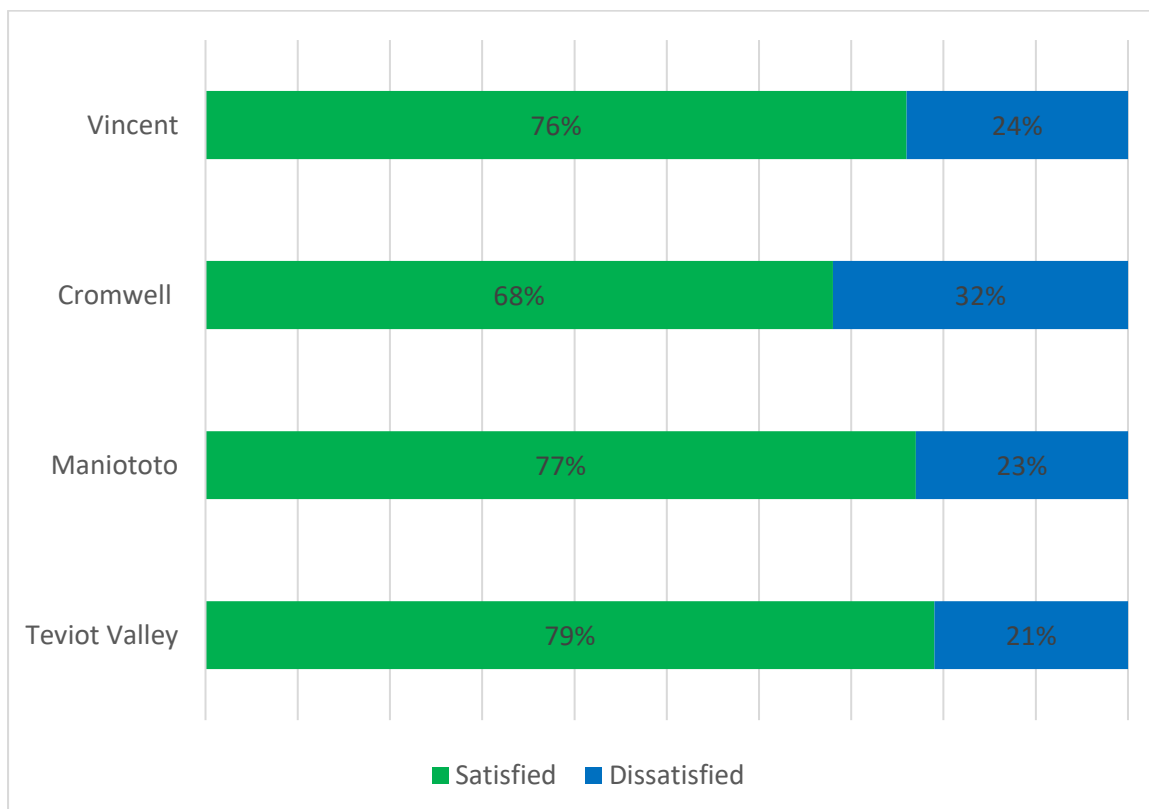
Performance of Community Board Members

Respondents were asked, 'Please indicate how you feel about the performance of your local community board in the past 12 months?'

District Level



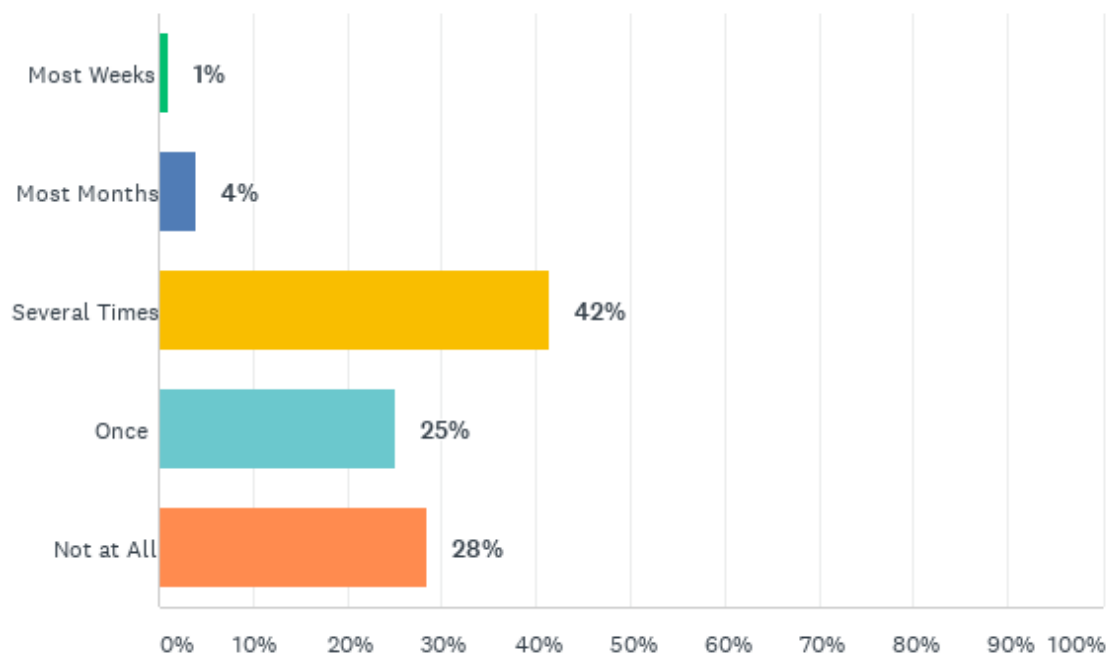
By Ward



Q17-20. Contact with Council

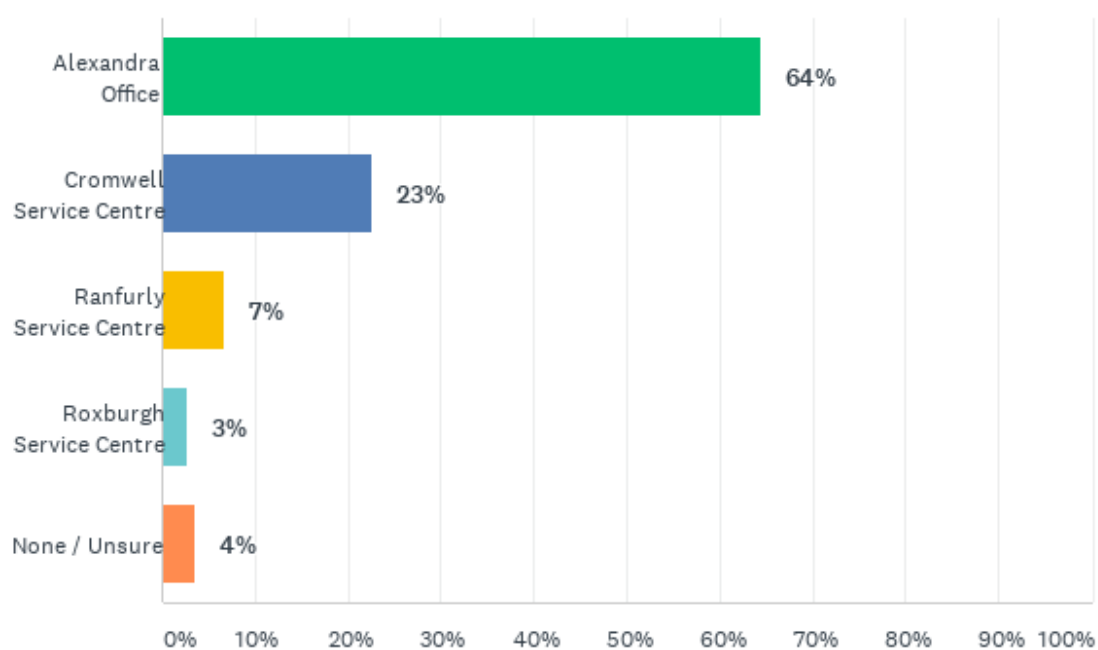
How often have you contacted Council in the last 12 months?

72% of respondents had contacted Council at least once in the last 12 months and just under half of the sample (47%) had been in contact multiple times. 28% of respondents had not contacted Council at all in the last 12 months.



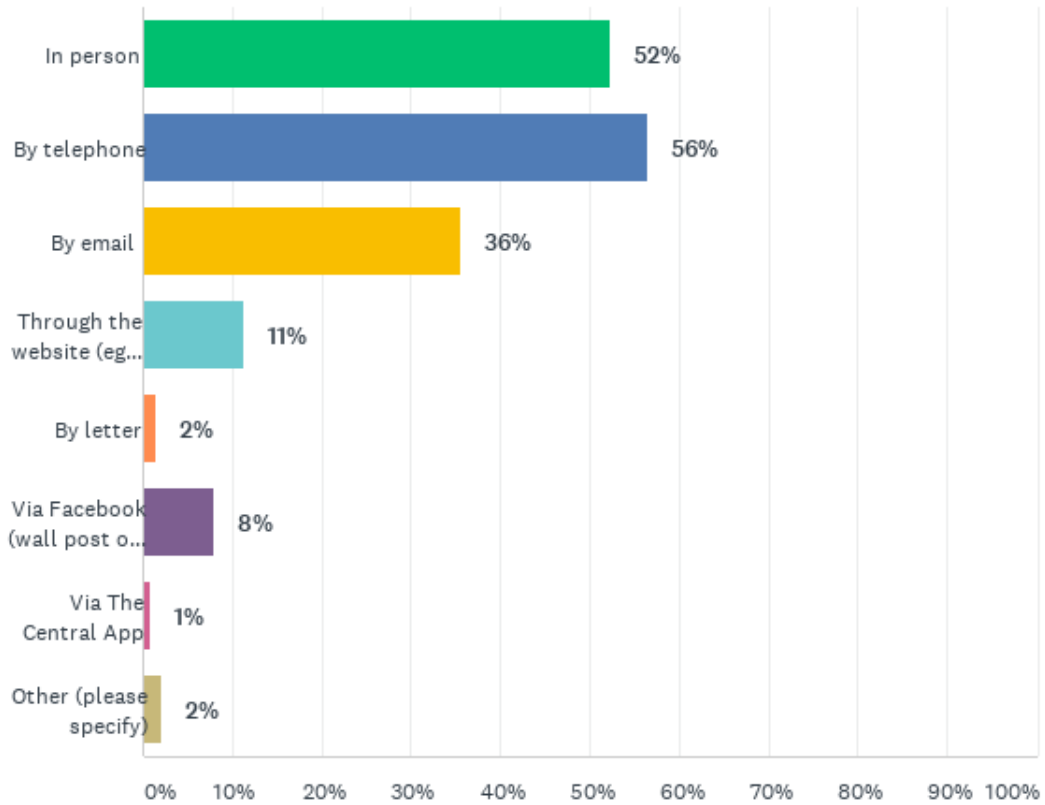
Which CODC office did you have most contact with in the last 12 months?

The majority of respondents had had most of their contact with Council through the Alexandra office (64%) and the Cromwell office (23%).



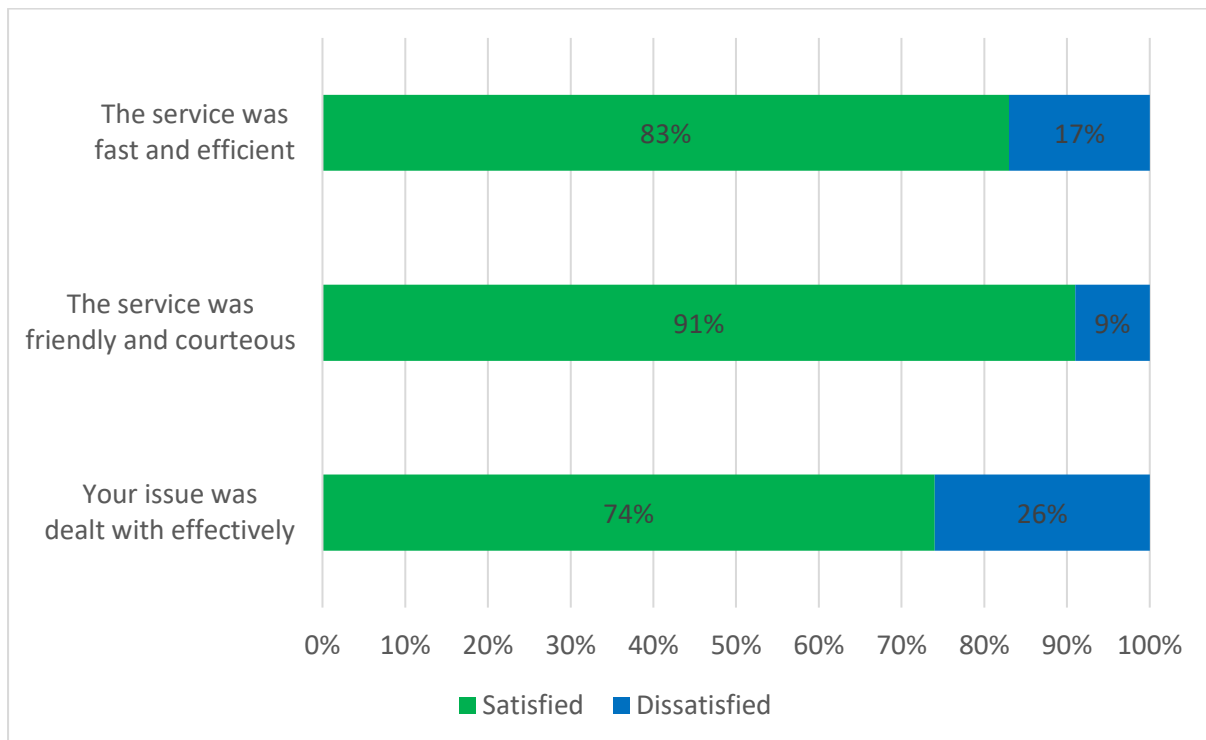
CODC RESIDENTS' SURVEY 2020

How did you make contact?



Thinking of the initial contact or response you received, how satisfied were you with the following...

In the majority of cases respondents felt that their contact with Council was a positive experience, even though for 26% of respondents the issue was not or could not be dealt with effectively.



APPENDIX ONE
COPY OF THE SURVEY

Introduction

Welcome to the Central Otago District Council's 2020 Resident's Survey.

This is the printed version of our online survey. Please complete it and return in the envelope provided.

We want to hear from you about our Council services and amenities. During the recent national lockdown as we united as a country in the fight against Covid-19, only essential Council services were operating. For those services and amenities that were closed during that time, you will need to think back to before the lockdown to give us your feedback.

Everyone who completes the survey can choose to go in the draw for one of six \$50 supermarket vouchers - a total value of \$300 in prizes. Simply enter your contact details on the last page. The survey is confidential so please feel free to express your opinions.

The survey should take between 5 and 10 minutes.

About You

* 1. Are you **(please tick one)**

- Male
- Female

* 2. Which of the following age groups do you belong to? **(please tick one)**

- Under 20
- 20-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 and over

* 3. What ward of the district do you live in? **(please tick one)**

- Cromwell
- Vincent
- Maniototo
- Teviot Valley



Use of Council Services

Remember for those services and amenities that were closed during lockdown, you will need to think back to your experience before lockdown.

* 4. Please tick the boxes to indicate which of the following services and amenities you have used or experienced in the last 12 months.

- | | | |
|--|---|---|
| <input type="checkbox"/> Footpaths | <input type="checkbox"/> Resource Consents | <input type="checkbox"/> Playgrounds |
| <input type="checkbox"/> Sealed Roads | <input type="checkbox"/> LIM Reports | <input type="checkbox"/> Public Toilets |
| <input type="checkbox"/> Unsealed (gravel) Roads | <input type="checkbox"/> Health Inspection | <input type="checkbox"/> Sports Grounds |
| <input type="checkbox"/> Car Parking | <input type="checkbox"/> Alcohol Licensing | <input type="checkbox"/> Swimming Pools |
| <input type="checkbox"/> Water Supply | <input type="checkbox"/> Noise Control | <input type="checkbox"/> i-SITE Visitor Centres |
| <input type="checkbox"/> Rubbish Collection (red-lid bins) | <input type="checkbox"/> Dog Control | <input type="checkbox"/> Rates Enquiries |
| <input type="checkbox"/> Transfer Stations | <input type="checkbox"/> Emergency Management (Civil Defence) | <input type="checkbox"/> Service Centre Reception |
| <input type="checkbox"/> Kerbside Recycling (blue & yellow-lid bins) | <input type="checkbox"/> Cemeteries | <input type="checkbox"/> After Hours Service |
| <input type="checkbox"/> Recycling Depots | <input type="checkbox"/> Community Halls and Stadiums | <input type="checkbox"/> Council Communications Channels i.e. website/ Facebook |
| <input type="checkbox"/> Waste Minimisation Education | <input type="checkbox"/> Libraries | |
| <input type="checkbox"/> Building Consents and Inspections | <input type="checkbox"/> Parks and Reserves | |

Satisfaction with Council Services & Amenities

* 5. How satisfied are you with these services and amenities?

	Satisfied	Dissatisfied
Footpaths	<input type="radio"/>	<input type="radio"/>
Sealed Roads	<input type="radio"/>	<input type="radio"/>
Unsealed (gravel) Roads	<input type="radio"/>	<input type="radio"/>
Car Parking	<input type="radio"/>	<input type="radio"/>
Water Supply	<input type="radio"/>	<input type="radio"/>
Rubbish Collection (red-lid bins)	<input type="radio"/>	<input type="radio"/>
Transfer Stations	<input type="radio"/>	<input type="radio"/>
Kerbside Recycling (blue & yellow-lid bins)	<input type="radio"/>	<input type="radio"/>
Recycling Depots	<input type="radio"/>	<input type="radio"/>
Waste Minimisation Education	<input type="radio"/>	<input type="radio"/>
Building Consents and Inspections	<input type="radio"/>	<input type="radio"/>
Resource Consents	<input type="radio"/>	<input type="radio"/>
LIM Reports	<input type="radio"/>	<input type="radio"/>
Health Inspection	<input type="radio"/>	<input type="radio"/>
Alcohol Licensing	<input type="radio"/>	<input type="radio"/>
Noise Control	<input type="radio"/>	<input type="radio"/>
Dog Control	<input type="radio"/>	<input type="radio"/>
Emergency Management (Civil Defence)	<input type="radio"/>	<input type="radio"/>
Cemeteries	<input type="radio"/>	<input type="radio"/>
Community Halls and Stadiums	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>
Parks and Reserves	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>

	Satisfied	Dissatisfied
i-SITE Visitor Centres	<input type="radio"/>	<input type="radio"/>
Public Toilets	<input type="radio"/>	<input type="radio"/>
Rates Enquiries	<input type="radio"/>	<input type="radio"/>
Sports Grounds	<input type="radio"/>	<input type="radio"/>
Service Centre Reception	<input type="radio"/>	<input type="radio"/>
Swimming Pools	<input type="radio"/>	<input type="radio"/>
After Hours Service	<input type="radio"/>	<input type="radio"/>
Council Communications Channels i.e. website/ Facebook	<input type="radio"/>	<input type="radio"/>

6. Have you had a great experience with Council in the past 12 months that you'd like to tell us about?

* 7. In the past 12 months have you personally experienced any issues or problems with any of Council services or amenities? **(please tick one)**

- Yes **(Please answer Q8 below, then go to Q9)**
- No **(Please answer only Q9)**

Issues & Problems

8. IF YES: What issues or problems have you faced? **(please be as specific as possible)**

Improvements to Council Services and Amenities

9. In your opinion, how could Council improve services? **(please indicate the service you are referring to)**

2020-23 Priorities

* 10. Please tick up to four **priority issues** that you consider Council should give high priority to in the next one to three years.

- | | | |
|--|---|--|
| <input type="checkbox"/> Footpaths | <input type="checkbox"/> Building Consents and Inspections | <input type="checkbox"/> Playgrounds |
| <input type="checkbox"/> Sealed roads | <input type="checkbox"/> Resource Consents | <input type="checkbox"/> Public Toilets |
| <input type="checkbox"/> Unsealed (gravel) roads | <input type="checkbox"/> LIM Reports | <input type="checkbox"/> Sports Grounds |
| <input type="checkbox"/> Car Parking | <input type="checkbox"/> Health Inspection | <input type="checkbox"/> Swimming Pools |
| <input type="checkbox"/> Water Supply | <input type="checkbox"/> Alcohol Licensing | <input type="checkbox"/> Walking/Cycling Tracks |
| <input type="checkbox"/> Sewerage System | <input type="checkbox"/> Noise Control | <input type="checkbox"/> Economic Development |
| <input type="checkbox"/> Stormwater | <input type="checkbox"/> Dog Control | <input type="checkbox"/> Community Planning |
| <input type="checkbox"/> Rubbish Collection (red bins) | <input type="checkbox"/> Emergency Management (Civil Defence) | <input type="checkbox"/> Regional Identity – World of Difference |
| <input type="checkbox"/> Transfer Stations | <input type="checkbox"/> Cemeteries | <input type="checkbox"/> Tourism Marketing and Development |
| <input type="checkbox"/> Kerbside Recycling (blue & yellow bins) | <input type="checkbox"/> Community Halls and Stadiums | <input type="checkbox"/> iSITE Visitor Information Centres |
| <input type="checkbox"/> Recycling Depots | <input type="checkbox"/> Council's Elderly Persons' Housing units | <input type="checkbox"/> After Hours Answer Service |
| <input type="checkbox"/> Waste Minimisation Education | <input type="checkbox"/> Libraries | <input type="checkbox"/> Council Communications |
| <input type="checkbox"/> Litter Bins | <input type="checkbox"/> Parks and Reserves | <input type="checkbox"/> None of these |

Other (please specify)

2019-20 Priorities

* 11. Last year's survey highlighted the following issues the Council needed to give priority to. Please tick one box per issue to indicate how satisfied you are with Council's efforts on each of these issues during the last year.

	Satisfied	Dissatisfied	Unsure / Don't Know
Water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking/cycling tracks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewerage system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Council Communications

12. Where do you obtain information about/from Council? **(please tick those you most often refer to)**

- Council papers/documents
- Council newsletter (The FlipSide) delivered to your mailbox
- Council's Facebook page
- Daily newspapers (Otago Daily Times / Southland Times)
- Community newspapers (eg The News)
- Public Meetings and Workshops
- Contact with Council staff
- CODC Noticeboard (page 5 The News)
- CODC Website - www.codc.govt.nz
- Local Community Boards/Elected Members
- Radio
- The Central App
- None of these
- Other (please specify)

Satisfaction with Council Information

* 13. Please indicate whether or not you are satisfied with how well you have been kept informed by Council.

- Satisfied
- Dissatisfied

Comments

Elected Member Performance

* 14. Please indicate how you feel about the performance of your elected councillors in the past 8 months (since the election in October 2019)?

- Satisfied
- Dissatisfied

* 15. Please indicate how you feel about the performance of your local community board in the past 8 months (since the election in October 2019)?

- Satisfied
- Dissatisfied

Contact With Council

16. How often have you contacted the Council in the last 12 months? **(please tick one)**

- Most Weeks
- Most Months
- Several Times
- Once
- Not at All **(please go to Q18)**

Contact with Council

17. Which CODC office did you have the most contact with in the last 12 months? **(please tick one)**

- Alexandra Office
- Cromwell Service Centre
- Ranfurly Service Centre
- Roxburgh Service Centre
- None / Unsure **(please go to Q18)**

18. How did you make contact with Council? **(please tick all that apply)**

- In person
- By telephone
- By email
- Through the website (eg online feedback or service request forms)
- By letter
- Via Facebook (wall post or private message)
- Via The Central App
- Other (please specify)

19. Thinking of the initial contact or response you received, how satisfied were you with the following. . .
(please tick one per row)

	Satisfied	Dissatisfied
The service was fast and efficient	<input type="radio"/>	<input type="radio"/>
The service was friendly and courteous	<input type="radio"/>	<input type="radio"/>
Your issue was dealt with effectively	<input type="radio"/>	<input type="radio"/>

Any Other Issues

20. If you have any other comments or thoughts about CODC's services or amenities, please provide detail below.

Go In the Draw

Thank you for completing the 2020 CODC Residents' Survey. If you would like to go in the draw for one of six supermarket vouchers, each valued at \$50, please complete your name, address and phone number below.

The contents of this survey will remain confidential.

21. Please enter your name, address and phone number, if you would like to go in the draw for a \$50 supermarket voucher

Name

Address

Town

Phone

APPENDIX TWO

POSTCARD SENT TO ALL HOUSEHOLDS

TELL US WHAT YOU THINK



 2020 RESIDENTS' SURVEY


CENTRAL OTAGO
DISTRICT COUNCIL

We, your district council, are pleased to be of service to you, our residents. Even during the recent national lockdown as we united as a country in the fight against COVID-19 our staff were working hard to be able to continue to deliver essential services to our community as well as assisting in the local emergency response.

Part of our role is always looking to where we can make improvements and in these challenging times more than ever we want to ensure we are delivering value for every ratepayer dollar spent.

Council is an extension of the community it serves. What you need and want from us should help guide our direction.

For us to deliver the services that matter to you, we need to understand your thoughts and views on the services and facilities we offer. Please share your views with us.

It's easy. Jump online to **www.surveymonkey.com/r/codc2020** to complete the 2020 CODC Residents' Survey. It should only take 10 minutes. If you don't have internet access, you can still be involved. Surveys can be picked up at council service centres in Alexandra, Cromwell, Ranfurly and Roxburgh or phone our customer services team on 03 440 0056 to have one posted out.

